



Please fill in this instruction, sign, and return it to:

Customer Services, Colchester Borough Council,  
Rowan House, 33 Sheepen Road, Colchester, CO3 3WG

Name and full postal address of your  
Bank or Building Society Branch

To: The Manager

Bank/Building Society

Address

Postcode

Name(s) of account holder(s)

Branch sort code

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Bank or Building Society account number

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Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

This is not part of the instruction to your bank or building society and must be  
detached by Colchester Borough Council before submission to the paying branch

Please state your property address

Postcode

Choose the payment date  
that suits you best ☒

1<sup>st</sup> ☐

8<sup>th</sup> ☐

15<sup>th</sup> ☐

25<sup>th</sup> ☐

This guarantee should be detached and retained by the Payer

## THE DIRECT DEBIT GUARANTEE

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Colchester Borough Council will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request Colchester Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Colchester Borough Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Colchester Borough Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



## INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Service User Number

4 0 9 4 9 8

Customer Identification number (If known)

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### Instruction to your Bank or Building Society

Please pay Colchester Borough Council Direct Debits  
from the account detailed in this Instruction, subject to  
the safeguards assured by the Direct Debit Guarantee.

I understand that this Instruction may remain with  
Colchester Borough Council and, if so, details will be  
passed electronically to my Bank/Building Society.

Signature(s)

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Date

# WHY NOT PAY by Direct Debit?



Set up a simple direct debit for  
your housing benefit overpayment  
and pay the easy way. It's one  
less thing to worry about.

Colchester Borough Council

[www.colchester.gov.uk](http://www.colchester.gov.uk)



# Pay your housing benefit overpayment the easy way

**1** PICK UP A PEN **2** FILL IN THE FORM **3** POST AND RELAX

## DIRECT DEBIT. THE HASSLE-FREE WAY TO PAY.

Direct Debit is a convenient way to pay in monthly instalments direct from your bank account on a date that suits you and your budget – choose from the 1st, 8th, 15th or 25th of each month.

It saves time and cuts out hassle because you don't have to queue at a cash counter or post a cheque each month.

It's safe and secure because you are protected by a comprehensive Direct Debit Guarantee which means you get an immediate refund if your bank or the council make a mistake.

If you are a council tenant you can also pay your Housing Rent by Direct Debit. Pick up a leaflet or call free on **0800 97 55 333** to request one.

## IT ONLY TAKES A MINUTE – SO SET YOURS UP TODAY.

Setting up your Direct Debit is quick and easy. It only takes a minute to complete and return the simple form attached, or if you prefer you can call us on **0800 97 55 333** or go online at [www.colchester.gov.uk/directdebit](http://www.colchester.gov.uk/directdebit)

We'll make all the arrangements with your bank and send you a revised bill. Your first Direct Debit payment will usually be at least 7 days after your bill is sent, (or otherwise agreed with you) and then every month on the date you've requested. It's as simple as that!

