

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



Please complete the whole form, including official use box, using a ball point pen and send it to:

**Council Tax Department**  
**West Suffolk Council**  
**Anglia Revenues Partnership**  
**Breckland House, St Nicholas Street,**  
**Thetford, Norfolk, IP24 1BT**

Service User Number 

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Reference (Council Tax) 

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Name(s) of account holder(s)


**Instruction to your bank or building society**

Please pay West Suffolk 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 West Suffolk Council and, if so, details will be passed electronically to my bank / building society.

Bank / Building Society account number

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Sort Code

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Name and full postal address of your bank or building society

To: The Manager
Address:

**Signature(s)**

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**Date**

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Note: Banks and building societies may not accept Direct Debit instructions from some types of account.

**FOR WEST SUFFOLK COUNCIL OFFICIAL USE ONLY**  
This is not part of the Instruction to your bank or building society.

I would like to pay monthly on the 1st  8th  15th  23rd

Over:

Your name and address:

10 months (April to January)

Mr / Mrs / Miss / Ms
Postcode

12 Months (April to March)

Reference (Council Tax)

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- ~ In the event of an instalment being unpaid, the amount of that instalment may be collected the following month together with any instalment due for that month. Where a second collection is unsuccessful, taxpayers will revert to the Statutory Instalment Scheme and the Statutory Recovery Procedures will apply.
- ~ I understand that, upon completion of this instruction, West Suffolk Council will notify me of the instalments I shall be required to pay.

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, West Suffolk Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request West Suffolk Council to collect a payment, confirmation or 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 West Suffolk 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 West Suffolk Council asks you.
- ~ 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.

## COUNCIL TAX PAY IT YOUR WAY

### It's easy

Direct Debit is the simple way to pay your Council Tax:



- ~ No more queuing to pay
- ~ No cheques to write
- ~ Direct Debit Guarantee protection

Let West Suffolk Council do the work for you - we have made Direct Debit as convenient as possible.

Just follow the 3 steps below:

#### Step 1:

### You can choose your instalments

As a Direct Debit payer, you can choose to pay your monthly instalments on either the 1st, 8th, 15th or the 23rd of each month.

#### Step 2:

### Choose to pay over:

10 months (April to January) or 12 months (April to March)

#### Step 3:

Just complete and sign the Direct Debit form overleaf and return it to us here at the Council, or phone us on: 01284 757275 or log onto [www.angliarevenues.gov.uk](http://www.angliarevenues.gov.uk)

Cash is not accepted at any of the West Suffolk Council offices.

## Go paperless

Sign up to receive your bills electronically.  
Find out how at: [www.angliarevenues.gov.uk](http://www.angliarevenues.gov.uk)  
And select 'Online Services'