



TOWER HAMLETS

# Instruction to your Bank or Building Society to pay by Direct Debit



Service User Number

9 9 2 3 5 5

Please fill in the whole form including the official use only box using a ball point pen and send it to: London Borough of Tower Hamlets Business Rates Section 5<sup>th</sup> Floor Mulberry Place 5 Clove Crescent London E14 2BG

### 1 Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

### 2 Name(s) of account holder(s)


**6** For London Borough of Tower Hamlets official use only  
This is NOT part of the instruction to your Bank/Building Society

Direct Debit deductions are taken monthly on the 1<sup>st</sup> day of each month (or the nearest working day after)

Please provide your daytime telephone number and/or email address in case we need to contact you

Tel: .....

Email: .....

### 3 Bank/Building Society account number

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### 4 Branch Sort Code

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### 7 Instruction to your Bank/Building Society

Please pay London Borough of Tower Hamlets 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 London Borough of Tower Hamlets and, if so, details will be passed electronically to my Bank/Building Society.

### 5 Reference (Business Rates account number)

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Signature(s)	
Date	

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

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 London Borough of Tower Hamlets will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request London Borough of Tower Hamlets 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 London Borough of Tower Hamlets 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 London Borough of Tower Hamlets 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.