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

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| Originator's Identification Number | | | | | | | |
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| Instructions to your Bank or Building Society | | | | | | | |
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| Please pay Coventry City 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 Coventry City Council and, if so, details will be passed electronically to my Bank/Building Society. | | | | | | | |
|  | | | | | | | |
| Signature(s) | | | | | | | |
| Date | | | | | | | |

Name –

Address -

Customer number -

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Please fill in this form and send it to: | | | | | | | | | | | | | | |  |
|  | Corporate Income Team, PO Box 15, Earl Street | | | | | | | | | | | | | | |  |
|  | Coventry, CV1 1RR | | | | | | | | | | | | | | | Direct debit mandate reference (for office use only) |
|  |  | | | | | | | | | | | | | | | | | Customer Reference Number | |
|  | Name and full postal address of your Bank or Building Society | | | | | | | | | | | | | | |  | |  |
|  | To: The Manager | | | | | | | | Bank/Building Society | | | | | | |  |
|  | Address | | | | | | | | | | | | | | |  |
|  |  | | | | | | | | Postcode | | | | | | |  |
|  | Name(s) of Account Holder(s) | | | | | | | | | | | | | | |  |
|  |  | | | | | | | | | | | | | | |  |
|  | Bank/Building Society account number | | | | | | | | | | | | | | |  |
|  |  | |  | |  | |  | | |  | |  | |  |  |  |
|  | Branch Sort Code | | | | | | | | | | | | | | |  |
|  |  |  | |  | |  | |  | | |  | |  | | | Contact number: |
|  |  | | | | | | | | | | | | | | |  |

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www.coventry.gov.uk

Please keep this in a safe place



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 Coventry City Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Coventry City 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 Coventry City 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 Coventry City 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.

Corporate Income Team enquiry numbers 024 7683 4884

We can refuse to accept your direct debits if you have arrears or if you used to pay by direct debit and kept missing payments.

Bank and Building Societies may not accept Direct Debit instructions for some types of account

If you need this information in another format or language please contact us.

Telephone: 024 7683 4884

e-mail: corporate.income@coventry.gov.uk