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Phone: 01283 595795

-mail:customer.services@south-derbys.gov.uk

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku lub potrzebują Państwo usług tłumacza, prosimy o kontakt. Informacje te są również dostępne na życzenie w wydaniu dużym drukiem, w alfabecie brajla lub w wersji audio.

如果你需要这份文件的中文翻译，或者需要传译员的帮助，请联系我们。这些数据也备有大字体印本、盲人点字和录音带，欢迎索取。

ほかの言語でこの文書をご希望の場合、もしくは通訳サービスをご希望の場合はご連絡ください。

またこの情報は、ご要望により大きなプリント、点字版、また音声形式でも承っております。

यदि आपको ये दस्तावेज किसी दूसरी भाषा में चाहिये, या किसी दुभाषिये की सेवाओं की जरूरत है तो हमें सम्पर्क करने की कृपया करें। ये जानकारी माँग करने पर वड्डे अक्षरों, ब्रैल या आडिओ के रूप में भी उपलब्ध करवाई जा सकती हैं।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾ ਕਰੋ ਜੀ ਇਹ ਜਾਣਕਾਰੀ ਮਿਲ ਕਰਨ ਤੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡਿਉ ਦੇ ਰੂਪ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਕਰਵਾਈ ਜਾ ਸਕਦੀ ਹੈ।

اگر آپ یہ ڈاکیومنٹ کسی اور زبان میں چاہتے ہیں، یا اگر آپ کو کسی ترجمان کی خدمات درکار ہوں، تو براہ کرم ہم سے رابطہ کریں۔ درخواست کرنے پر یہ معلومات بڑے پرنٹ، بریل یا آڈیو فارمیٹ میں بھی دستیاب ہیں۔



for South Derbyshire

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**South
Derbyshire
District Council**

Council Tax and Non -Domestic Rates

Payment by direct debit



INVESTOR IN PEOPLE

South Derbyshire Changing for the better

This leaflet explains the advantages of paying your Council Tax and non-domestic rates by Direct Debit and outlines the safeguards

Why should I change to Direct Debit

- Have you ever forgot or were late to make a payment?
- Does it cause you trouble to go out to make the payments?
- No more queuing, posting, writing cheques or reminders.
- Tired of having to go to the bank every time your payments change?

Then why not change to Direct Debit

- Direct Debit is the easy way to pay your bills, without the worry.
- Reduces the running costs of the Council and therefore helps to keep Council Tax down.
- No need to contact the bank each year to change your payments.
- **The Direct Debit guarantee does not allow the Council unlimited access to your bank account.**

Take control of your payments. Are you paying on the right day for you? The Council offers payment dates of 1st or 15th of the month. Contact Customer Services for further information.

Your questions answered

Q Isn't a Standing Order the same as a Direct Debit?

A No Standing Orders require you to change the amount each time your payments change. With Direct Debit the amount changes automatically, even from year to year and you are protected by the guarantee

Q Doesn't a Direct Debit allow the Council unlimited access to my bank account?

A No! You are fully protected by the guarantee, which states that the Council MUST advise you in advance of changes to the amounts and the due dates

Q How do I apply to pay by Direct Debit?

A Just fill in the Direct Debit form and return it to the Council **not** your bank.

Other leaflets in this series

- | | |
|--------------------------------------|--------------------|
| Carers discount | Exempt properties |
| Living alone relief | Student discounts |
| Relief for persons with disabilities | Other discounts |
| Severely mentally impaired discount | Non Domestic Rates |

Do you require more information? For more information regarding payment by Direct Debit or to obtain any of the leaflets listed above contact Customer Services, Civic Office, Civic Way, Swadlincote, Derbyshire, DE11 0AH. Alternatively you can download the leaflets from the website at www.south-derbys.gov.uk

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 then South Derbyshire District Council will notify you 14 days in advance of your account being debited or as otherwise agreed. If you request South Derbyshire District 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 South Derbyshire District 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 South Derbyshire District 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

Please fill in the form and return to South Derbyshire District Council

To: The Manager

Name of Bank/building Society:

Address of bank/building society:

Postcode:

Name(s) of Account Holder(s):

Bank Sort Code:

Bank/Building Society account number

**COUNCIL TAX/NNDR ACCOUNT NUMBER
THIS MUST BE COMPLETED** (located on your bill)

Originators Identification Number:

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Instruction to your Bank or Building Society

Please pay South Derbyshire District Council Direct Debits from the account detailed in the instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with South Derbyshire District Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date