



Thank you

for choosing to pay by Direct Debit



Direct Debit Instruction

The safe and easy way to pay your Council Tax and Business Rates

If you have a Bank or Building Society Account, Direct Debit is the easiest way to pay and we also offer a choice of payment dates. You can pay on either the 1st, 10th, 15th or 25th of the month - whichever fits in with your budget.



The safe and easy way to pay your Council Tax and Business Rates

- More than 22,000 Council Tax and Business Rate payers in the Malvern Hills area already choose this method of payment. It saves considerable time and effort.
- Only Direct Debit gives you a guarantee of an immediate refund in the unlikely event of an error ever occurring (see the Direct Debit Guarantee below).
- If you pay by Direct Debit you can choose to pay on either the 1st, 10th, 15th or 25th of the month, whichever suits you better.
- You will always be told well in advance if there are any changes to the amounts to be paid.

How do you change your payment method to Direct Debit?

Simply fill in the form opposite and return it to us immediately. We will then send you a new bill showing the amounts to be collected and confirming the monthly collection date.

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 Malvern Hills District Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Malvern Hills 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 Malvern Hills 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 Malvern Hills 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 whole form using a ball point pen and send it to:

South Worcestershire
Revenues and Benefits Shared Services,
PO Box 11
Pershore
Worcestershire WR10 1BR

Service User Number

9	9	7	6	2	8
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Reference Number

(your Council Tax/Business Rate account number if known)

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Instruction to your Bank or Building Society

Please pay Malvern Hills District 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 Malvern Hills District Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

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

This section is not part of the Instruction to your Bank or Building Society.

Please enter your property address in the box below

Address
Postcode

Please tick your preferred payment date

<input type="checkbox"/> 1st	<input type="checkbox"/> 10th
<input type="checkbox"/> 15th	<input type="checkbox"/> 25th

