

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



More than 28,000 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 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?

The quickest way to complete the form is online at [www.malvernhills.gov.uk](http://www.malvernhills.gov.uk) or call on 03004560560 or simply fill in the form overleaf 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  
Persnore  
Worcestershire WR10 1PU

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	

Service  
user number



9	9	7	6	2	8
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Reference number

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

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