



WHY PAY COUNCIL TAX BY DIRECT DEBIT?

IT'S SIMPLE

IT'S CONVENIENT

IT'S SAFE

Direct Debit is a simple, inexpensive and convenient way of paying Council Tax instalments. In order to obtain the maximum benefit and help to keep the Council Tax as low as possible, the Council invites you to sign an instruction to your Bank/Building Society authorising them to pay your Council Tax from your account by instalments at our request. This means that you will not need to sign a fresh authority whenever the amount changes, although you will receive advice of the amounts due on your Council Tax account each year.

Other Benefits to You

1. No worries about remembering to pay at the right time.
2. No need to write out and post cheques.
3. No queuing at cash offices, your Bank or your Building Society.
4. Possible reduction in bank charges.

Guarantees from the Council

1. Direct Debits presented to the Bank/Building Society account named in your instruction **WILL ONLY BE FOR INSTALMENTS ADVISED TO YOU AT LEAST 14 DAYS IN ADVANCE** of the first day of payment.

2. Instalments

Council Tax is normally paid over 10 monthly instalments. If you would like to pay over 12 months then please contact us and we can arrange this for you. Please note the number of instalments reduces for bills issued during the course of the year. If you have requested to pay over 12 instalments this will continue each year unless you notify us to advise that you wish to revert back to paying over 10 monthly instalments.

Should twice yearly instalments be required, please contact Customer First at the address below.

3. In the unlikely event of Direct Debits being presented in error, **YOU CAN OBTAIN AN IMMEDIATE REFUND FROM YOUR BANK/BUILDING SOCIETY.**

4. **YOU MAY CANCEL YOUR INSTRUCTION** at any time by notifying your Bank/Building Society and advising the Council accordingly.

What you have to do

Please complete and sign the first page of this instruction and send it, as soon as possible to:
Customer First

1 Grove Road
Eastbourne,
East Sussex BN21 4TW

Enquiries: Telephone: 01323 410000

or email: customerfirst@eastbourne.gov.uk

Personal information that you provide or which is obtained from other sources will be used by the Council to assess entitlement to benefit or liability of taxes. The information may be used for other purposes such as audit, monitoring statistical or other research. Some of the data we hold may be shared with other bodies, Council or Government departments, agencies and similar organisations, to enable them to perform their duties or for comparison purposes. We carry out discount reviews by checking our records against credit bureau data and other data sets in order to verify that the discount has been correctly claimed.