

Direct Debit Instruction

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| <p>Please fill in the whole form including the Official use box using a ball point pen and send it to:</p> <p>Eastbourne Borough Council Customer First Town Hall, Grove Road Eastbourne BN21 4UG</p> | <p>Instruction to your Bank or Building Society to pay by Direct Debit</p> <p>Service User Number:</p> <table border="1"> <tr> <td>2</td> <td>5</td> <td>0</td> <td>3</td> <td>4</td> <td>0</td> </tr> </table> | 2 | 5 | 0 | 3 | 4 | 0 | | | | | | | | | | | | | | |
| 2 | 5 | 0 | 3 | 4 | 0 | | | | | | | | | | | | | | | | |
| <p>Name(s) of Account Holder(s):</p> <p>Bank/Building Society Number:</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>Branch Sort Code:</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>Name and full postal address of your Bank or Building Society:</p> <p>To: The Manager Bank/Building Society</p> <p>Address</p> | | | | | | | | | | | | | | | <p>FOR EASTBOURNE BC OFFICIAL USE ONLY</p> <p>This is not part of the instruction to your Bank/Building Society</p> <p>The Council offers four payment dates.</p> <p>Please tick the box to show your preference:</p> <table> <tr> <td><input type="checkbox"/> 1st of the month</td> <td><input type="checkbox"/> 15th of the month</td> </tr> <tr> <td><input type="checkbox"/> 7th of the month</td> <td><input type="checkbox"/> 25th of the month</td> </tr> </table> <p>If no box is selected payment will be taken on the 1st of the month</p> <p>The Council offers payment over 10 or 12 monthly instalments.</p> <p>Please tick the box to show your preference:</p> <table> <tr> <td><input type="checkbox"/> 10 Instalments</td> <td><input type="checkbox"/> 12 Instalments</td> </tr> </table> <p>If no box is selected payment will be taken over a maximum of 10 monthly instalments</p> <p>Instructions to your Bank or Building Society</p> <p>Please pay EASTBOURNE BOROUGH COUNCIL 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 EASTBOURNE BOROUGH COUNCIL and, if so, details will be passed electronically to my Bank/Building Society</p> | <input type="checkbox"/> 1st of the month | <input type="checkbox"/> 15th of the month | <input type="checkbox"/> 7th of the month | <input type="checkbox"/> 25th of the month | <input type="checkbox"/> 10 Instalments | <input type="checkbox"/> 12 Instalments |
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| <input type="checkbox"/> 1st of the month | <input type="checkbox"/> 15th of the month | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> 7th of the month | <input type="checkbox"/> 25th of the month | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> 10 Instalments | <input type="checkbox"/> 12 Instalments | | | | | | | | | | | | | | | | | | | | |
| <p>Council Tax Reference Number:</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> | | | | | | | | | <p>Signature(s):</p> <p>Date:</p> | | | | | | | | | | | | |
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This guarantee should be detached and retained by the payer

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, Eastbourne Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Eastbourne Borough Council to collect a payment, confirmation of the amount and date will be given at the time of the request.
- If an error is made in the payment of your Direct Debit, by Eastbourne Borough 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 Eastbourne Borough 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.

Why Pay Your Council Tax by Direct Debit?

It's simple, convenient, and secure!

Paying your Council Tax by Direct Debit is the easiest and most cost-effective way to manage your payments. To help keep Council Tax as low as possible for everyone, we encourage you to set up a Direct Debit instruction with your bank or building society. This authorizes them to pay your Council Tax instalments directly from your account at our request.

The great thing is, you won't need to sign a new form every time the amount changes. We'll still send you an annual statement detailing the amounts due on your Council Tax account each year.

How Direct Debit Benefits You

- Never miss a payment: Say goodbye to remembering due dates. Your payments are handled automatically.
- Hassle-free: No more writing and posting cheques or queuing at cash offices or banks.
- Potential bank charge reductions: Some banks offer lower charges for Direct Debit payments.

Guarantees from the Council

When you pay by Direct Debit, you're protected by these guarantees:

1. Advance Notice: Direct Debits will only be taken for instalments we've advised you about at least 14 days before the payment is due.
2. Flexible Instalments: Council Tax is typically paid over 10 monthly instalments. If you'd prefer to spread your payments over 12 months, simply contact us, and we can arrange this for you. Please note that for bills issued part-way through the year, the number of instalments will be fewer. If you've chosen 12 instalments, this will continue each year unless you tell us you want to switch back to 10. For twice-yearly instalments, please contact Customer First at the address below.
3. Immediate Refunds: In the unlikely event of a Direct Debit being taken in error, you can get an immediate refund directly from your bank or building society.
4. Easy Cancellation: You can cancel your Direct Debit instruction at any time by notifying your bank or building society and letting the Council know.

What you need to do

To get started, please complete and sign the enclosed instruction form and send it as soon as possible to:
Customer First, Town Hall, Grove Road, Eastbourne, BN21 4UG

Have questions?

You can reach Customer First on 01273 471600 or customerfirst@lewes-eastbourne.gov.uk

Your Personal Information

Any personal information you provide, or that we obtain from other sources, will be used by the Council to assess your entitlement to benefits or your tax liability. This information may also be used for other purposes, such as auditing, monitoring, statistical analysis, or other research. Some of the data we hold may be shared with other organizations, council or government departments, agencies, and similar bodies. This allows them to perform their duties or for comparison purposes. We also carry out discount reviews by cross-referencing our records with credit bureau data and other datasets to verify that discounts have been correctly claimed.