



Please complete the instruction on the other side of this tear-off slip.

Please return it to the following address:-

Staffordshire Moorlands
District Council,
PO Box 136,
Buxton, Derbyshire,
SK17 1AQ.

OR:-

You can also return the coupon in person to
Moorlands House, Stockwell Street, Leek;
Cheadle Councils Connect, High Street, Cheadle;
Biddulph Councils Connect, High Street, Biddulph.

This document is available in alternative formats on request.

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 Staffordshire Moorlands District Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Staffordshire Moorlands 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 Staffordshire Moorlands 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 Staffordshire Moorlands 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.



Website: www.staffsmoorlands.gov.uk

Staffordshire Moorlands District Council,
PO Box 136, Buxton, Derbyshire, SK17 1AQ.
Tel: 01538 395400 Ext 4183.

STAFFORDSHIRE MOORLANDS
DISTRICT COUNCIL



**Don't delay, take up the
Direct Debit option TODAY**

PAYING BY

Direct Debit

What is Direct Debit?

Direct Debit is a simple, safe and speedy way to pay your account automatically from your bank account. We notify you of the amount to be collected, and the payment date. Payments will be requested each month. If the amount or date change we will give you at least 10 working days notice of that change.

Can Direct Debits be paid from any account?

Most current accounts at Banks and Building Societies can be used to make Direct Debit payments. Some special deposit Building Society accounts also allow them - just ask your branch.

Once it is set up, do I have to do anything?

We must give you 10 working days advance notice of the collection dates and amounts. This will allow you to make sure that there is always money in your account when the payment is due. It is a good idea to check your bank statement regularly to ensure that all your Direct Debits are going out as shown on the advance notice we have sent you.

Will payments always be on the same day every month?

Normally payments will be made on the same day each month in accordance with your preferred choice of payment date. If any payment falls at the weekend or on a Bank holiday, we will request payment just after that due date, unless we notify you in advance of a change of date.

What happens if changes are needed?

If either the amount you owe or the payment date changes, we will notify you at least 10 working days in advance. This gives you plenty of time to get in touch with us if necessary.

Who actually controls Direct Debit payments?

The Bank or Building Society who holds your account is responsible for all aspects of the running of that account. They are therefore answerable for all payments, including those made by Direct Debit.

Who makes sure that the organisations collecting money are reputable?

All organisations using the Direct Debit system are sponsored into the scheme by their Bank or Building Society. They are checked for integrity, sound financial standing and administrative capability before being permitted to offer Direct Debit to their customers.

So how do I get back any money paid in error?

If any payment is made in error, you should contact your Bank or Building Society who are responsible for giving an immediate refund - even if the error is ours.

How do I change to Direct Debit?

Simply complete the attached Direct Debit Instruction ticking your preferred payment date and return it to the address overleaf. Your bill will set out the amounts to be collected and confirm the due dates.

SO WHAT DO I DO NOW?

Simply fill in the tear-off slip inserting the 'Debtors Reference' from your invoice in the Reference Number box.



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 to: Staffordshire Moorlands District Council, P.O Box 136, Buxton, Derbyshire, SK17 1AQ.

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	
Name(s) of account holder(s)	

Service user number

6	7	9	3	4	8
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Reference

FOR STAFFORDSHIRE MOORLANDS DISTRICT COUNCIL OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.



Instruction to your bank or building society

Please pay Staffordshire Moorlands 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 Staffordshire Moorlands District Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Bank/building society account number						
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Branch sort code			
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Banks and building societies may not accept Direct Debit Instructions for some types of account.