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|  | | | | | | | | | | | | | | | | | | |  | Instruction to your Bank or Building Society to pay by Direct Debit | | | | | | | | |
| **Please fill in the whole form including official use box using a ball point pen and send it to:** | | | | | | | | | | | | | | | | | | |  | **Service User Number** | | | | | | | | |
| Derby City Council  People Services Directorate  Community Care Charging & Support Team  Council House  Corporation Street  Derby  DE1 2FS | | | | | | | | | | | | | | | | | | |  | **9** | **7** | **3** | **9** | **5** | **3** |  |  |  |
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|  | FOR DERBY CITY COUNCIL OFFICIAL USE ONLY  This is not part of the instruction to your Bank or Building Society.  Ref» | | | | | | | | |
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| **Name(s) of Account Holder(s)** | | | | | | | | | | | | | | | | | | |  |
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| **Bank/Building Society account number** | | | | | | | | | | | | | | | | | | |  |
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| **Branch Sort Code** | | | | | | | | | | | | | | | | | | |  | **Instruction to your Bank or Building Society**  Please pay Derby City 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 Derby City Council and, if so, details will be passed electronically to my Bank/Building Society. | | | | | | | | |
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| **Name and full postal address of your Bank or Building Society** | | | | | | | | | | | | | | | | | | |  |
| To: The Manager | | | | | | | | | Bank/Building Society | | | | | | | | | |  |
|  | | | | | | | | | | | | | | | | | | |  |
| Address | | | | | | | | | | | | | | | | | | |  | Signature(s) | | | | | | | | |
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|  | | | | | | | | | | Postcode | | | | | | | | |  | Date | | | | | | | | |
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| **Reference** | | | | | | | | | | | | | | | | | | |  |  | | | | | | | | |
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| Banks and Building Societies may not accept Direct Debit Instructions from some types of account  DDI1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

This guarantee should be detached and retained by the Payer.

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| Direct Debit LogoThe  Direct Debit  Guarantee |
| * This Guarantee is offered by all Banks and Building Societies that accept instructions to pay by Direct Debit. |
| * If there are any changes to the amount, date or frequency of your Direct Debit, Derby City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Derby City 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 Derby City 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 Derby City 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 send a copy of your letter to us. |
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