



Instruction to your bank  
Or building society to pay by  
Direct Debit



Service user number

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Please fill in the whole form including official use  
Box using a ball point pen and send to:

NORTH NORFOLK DISTRICT COUNCIL  
REVENUES SERVICES  
COUNCIL OFFICES  
HOLT ROAD  
CROMER  
NORFOLK NR27 9EN

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	

Reference

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FOR North Norfolk District Council OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society.

This section must be completed by the customer

**Housing Benefit Overpayment**

Payment will be made on the 1<sup>st</sup>, 10<sup>th</sup> or 20<sup>th</sup> (or just after). Please  
Tick the payment date of your choice.

Monthly on

	1 <sup>st</sup>	10 <sup>th</sup>	20 <sup>th</sup>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name of payer and address of property


Address of property if different from above


Contact Tel: \_\_\_\_\_  
*Optional, but will help us resolve queries more quickly.*

**Instruction to your bank or building society**

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

Signature(s)


Banks and building societies may not accept Direct Debit Instructions for some types of account

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