



# 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 it to:

East Renfrewshire Council  
 Cleansing, Parks and Protective Services  
 1<sup>st</sup> Floor  
 190 Carnwadric Road  
 Thornliebank  
 G46 8HR

Service user number

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FOR ERC OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

Name(s) of account holder(s)

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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	

**Instruction to your bank or building society**

Please pay East Renfrewshire 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 East Renfrewshire Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

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