



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:

Private & Confidential

**The Highland Council
Community Services
33 Lotland Street
Inverness
IV1 1ST**

Name(s) of Account Holder(s)

.....

.....

Bank/Building Society account number

.....

Branch Sort Code

.....

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

.....

.....

Postcode

For Official Use

.....

Service User Number

9	9	2	2	7	5
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This is not part of the instruction to your bank or building society.

Waste Collection for: Full or Business Name

.....

Premises Address

.....

.....

.....

Postcode

Instruction to your Bank or Building Society

Please pay **The Highland 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 **The Highland Council** and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

.....

Date

.....

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee

- 1. This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- 2. If there are any changes to the amount, date or frequency of your Direct Debit **The Highland Council** will notify you **10 working days** in advance of your account being debited or as otherwise agreed. If you request **The Highland Council** to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- 3. If an error is made in the payment of your Direct Debit, by **The Highland 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 **The Highland Council** asks you to
- 4. 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.