

**Instruction to your
Bank or Building Society
to pay by Direct Debit**

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Originator's Identification Number

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Payment date

Please choose a payment date by putting a cross in the box next to the date you prefer

1st

16th

Branch Sort Code

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Bank/Building Society account number

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Name(s) of Account Holder(s)

This is not part of the instruction to your Bank or Building Society

Payer Details:

Name: _____

Address: _____

Property address if different

Please send the completed form to:

Revenues Division Stevenage Borough & East Herts Council Shared Service Wallfields Pegs Lane Hertford SG13 8EQ

Instructions to your Bank or Building Society

Please pay Stevenage Borough 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 Stevenage Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Council Tax reference Number

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Number of Instalments

10 **12**

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some type of account



This guarantee should be detached and retained by the payer

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, Stevenage Borough Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Stevenage Borough Council to collect a payment, confirmation of the amount and a 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 Stevenage Borough 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 Stevenage Borough 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 requested. Please also notify us.

Other methods to pay your Council Tax

Post office. You can pay by cash, cheque or debit card at any Post Office using your plastic payment card. Please contact our office and we will arrange for one to be issued to you.

Telephone payments. You can pay buy debit or credit card by calling our office on phone number 01438 242875 during office hours **or 01438 242345 at any time to pay via the Automated Payment Line.** You will need your Council Tax Reference number which is printed on the front of the bill.

Internet. You can pay by debit card over the internet. Log on to either the Council's website www.stevenage.gov.uk and use "Bill Pay" hyperlink, or go directly to the GiroBank Billpay website www.billpayment.co.uk. You will need to register before you use this service for the first time, and the Billpay website will give you instructions how to do this. You will register under the Billpay category "Local Authorities (Council Tax)". Look for the entry "Stevenage Borough Council (Council Tax)".

Bank Giro Credit. Complete a bank Giro credit slip at your bank and make a payment to the Council. The Council's Bank sort code is **40 43 36** and the account number is **11549200**. Quote the Council Tax Reference number which is printed on the front of the bill.

Postal Payments. You can send us a cheque. Write 'A/C payee' down the centre of your cheque and make it payable to Stevenage Borough Council. Write the Council Tax Reference number which is printed on the front of the bill on the back of your cheque and send it to Stevenage Borough Council.

We cannot accept cheques with future dates on or cheques made payable to someone else.

Don't post cash through our letter boxes.

Telephone opening times are 9.00am to 5.00pm

Stevenage Borough Council, Shared Revenues Service, Wallfields, Pegs Lane, Hertford, Herts SG13 8EQ

Fair Processing Notice - How we collect and use information

We will use the information you give in this form, and in any supporting evidence you send us, to process and calculate your Business Rates (National Non-Domestic Rates - NNDR). We will normally keep your records for up to seven financial years, and then they will be destroyed securely.

We may pass the information to other agencies or organisations such as the HM Revenue and Customs, as allowed by law.

We may check information you have provided, or information about you that someone else has provided, with other information we hold. We may also get information about you from certain third parties, or give them information, to:

- make sure the information is accurate; and
- prevent or detect crime; and
- protect public funds.

These third parties include government departments, local authorities and private-sector companies such as banks and organisations that may lend you money.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law allows us to.

The Council is the data controller for the purposes of the Data Protection Act. If you want to know more about what information we have about you, or the way we use it, please ask us.

Additional Information

For more information contact the Council's Information Management Team or visit the 'Privacy Notices Code of Practice' on the website of the Information Commissioner

http://www.ico.org.uk/for_organisations/data_protection/topic_guides/~/_media/documents/library/Data_Protection/Detailed_specialist_guides/PRIVACY_NOTICES_COP_FINAL.ashx