



# 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:

Royal Borough of Greenwich  
 Housing Department (Income)  
 The Woolwich Centre 5<sup>th</sup> Floor  
 35 Wellington Street  
 Woolwich  
 London  
 SE18 6HQ

## Service User Number

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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	

FOR ROYAL BOROUGH OF GREENWICH OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

Please choose one of the following payment dates:

Monthly on the 2<sup>nd</sup>

Monthly on the 7<sup>th</sup>

Monthly on the 14<sup>th</sup>

Monthly on the 22<sup>nd</sup>

Monthly on the 28<sup>th</sup>

End of the month

**Instruction to your bank or building society**  
 Please pay the Royal Borough of Greenwich 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 Royal Borough of Greenwich and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Payment Reference No.

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

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 the Royal Borough of Greenwich will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the Royal Borough of Greenwich 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 the Royal Borough of Greenwich 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 Royal Borough of Greenwich 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.