

Complete this mandate, telephone 0300 100 1800 or go online at [www.scotborders.gov.uk/directdebit](http://www.scotborders.gov.uk/directdebit)

Please fill in the whole form and send it to:  
 Customer Advice & Support Service  
 Scottish Borders Council  
 Newtown St Boswells  
 MELROSE  
 TD6 0SA

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

Please pay Scottish Borders Council Direct Debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee.

Name(s) of Bank or Building Society account holder(s)

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Originator's Identification Number  

9	0	7	5	2	8
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Bank/Building Society Account Number

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Please tick (✓) how you would like to pay

In a lump sum on the next available 1st of the month

Branch Sort Code (from the top right hand corner of your cheque)

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**Monthly**  
 April to January

April to March

Payments collected on  
 1st  5th  15th  25th   
 of each month

Name and postal address of your Bank/Building Society

To: The Manager Bank/Building Society

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Address

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**Weekly - Every Friday**

**Fortnightly - Starting** \_\_\_\_\_ (Friday date)

**4 Weekly - Starting** \_\_\_\_\_ (Friday date)

Council Tax Number

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Please allow 7 working days when selecting a payment date

Signature(s) \_\_\_\_\_  
 \_\_\_\_\_  
 Contact Number \_\_\_\_\_  
 Date \_\_\_\_\_



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 Scottish Borders Council will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Scottish Borders 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 Scottish Borders 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 Scottish Borders 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.

## HOW DIRECT DEBIT WORKS

If you have a suitable Bank or Building Society account, the best way to pay your invoice is by Direct Debit.

Payment by Direct Debit may be made either annually, monthly, 4 weekly, fortnightly, weekly. Please tick the appropriate box on the Direct Debit Instruction overleaf.

## DIRECT DEBIT HELPS YOU




-  You give your instructions only once - the Council and your Bank or Building Society do the rest.
-  You can forget about writing cheques, posting letters or queuing to make payments.
-  It may save you Bank charges.
-  You won't need to be reminded to make payment.

## DIRECT DEBIT HELPS THE COUNCIL

Direct Debit is the most cost effective way for the Council to collect payments thus helping to keep down the level of Council Tax.

## DIRECT DEBIT IS SAFE

You are offered the following guarantee:-

-  You are always advised in advance of the amounts and dates of payments.
-  You can cancel a Direct Debit at any time.
-  You are assured of an immediate refund from your Bank/Building Society if any amount is wrongly collected.

## HOW TO PAY BY DIRECT DEBIT

Just fill in the form on the back of this leaflet and either hand it in to any Council Contact Centre or send it as soon as possible to:

Customer Advice & Support Service,  
Scottish Borders Council,  
Newtown St Boswells,  
MELROSE,  
TD6 0SA.

Personal enquiries may be made at any of our local Contact Centre/Library Contact Centre – locations and opening times can be accessed via the following web address: [www.scotborders.gov.uk/contactcentres](http://www.scotborders.gov.uk/contactcentres)

To find out more about what Scottish Borders Council does with your data please visit [www.scotborders.gov.uk/CASSPrivacyNotices](http://www.scotborders.gov.uk/CASSPrivacyNotices)