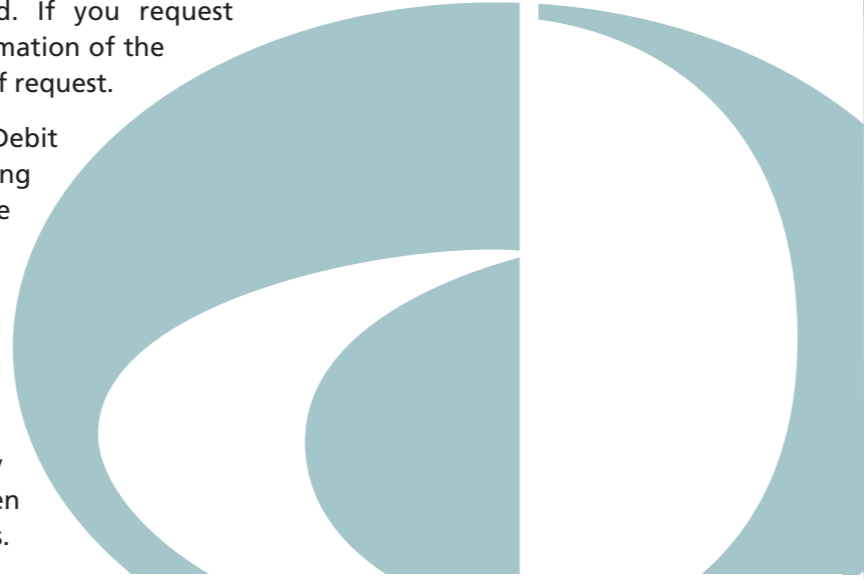


guarantee



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, Aberdeen City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Aberdeen City Council to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- 3 If an error is made in the payment of your Direct Debit by Aberdeen City 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 Aberdeen City 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.



Instruction To Your Bank/Building Society To Pay By Direct Debit



Please fill in the whole form in pen and send to:-
**Aberdeen City Council, PO Box 10505,
Aberdeen AB12 9EW**

Name(s) of the Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and Full Postal Address of your Bank/Building Society

Name
Address

Postcode

Your Name and Address

Name
Address

Postcode

Originators Identification number

8	0	2	7	0	1
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Your Customer Reference number
(This can be found on your Business Rates Bill)

For Bank information only - this reference number is not an integral part of the instruction.

Instruction to your Bank or Building Society.
Please pay Aberdeen City 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 Aberdeen City 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 accounts.

Direct Debit - it's the business



Did you know that over half of all business rate payers in Aberdeen already pay by Direct Debit?

They have found that payment by Direct Debit means:

- No cheques to write
- No payments to post
- No more wasted time

Payment by Direct Debit also means that rates are deducted at the same time every month* and helps your business control expenditure.

The Council provides a guarantee of full security and makes no charge for this service. Simply complete and return the attached instruction and leave the rest to us. It really is **"the business"**.

*Payments deducted from May to February in any financial year.

