



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



Please fill in the whole form using **black ink** and send it to:

Originator's Identification Number

Luton Borough Council  
 Customer & Commercial  
**Accounts Receivable**  
 Town Hall  
 Luton  
 LU1 2BQ

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**FOR LUTON BOROUGH COUNCIL  
 OFFICIAL USE ONLY**

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

Name(s) of account holder(s)

\_\_\_\_\_  
 \_\_\_\_\_

Bank or Building Society Account Number

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Branch Sort Code

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Name and full postal address of your Bank/Building Society

To: The Manager  
 Bank/Building Society: \_\_\_\_\_  
 \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Postcode: \_\_\_\_\_

Instruction to your Bank or Building Society  
 Please pay LUTON 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 LUTON BOROUGH COUNCIL and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

\_\_\_\_\_  
 \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Reference Number

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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 Luton Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Luton Borough 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 Luton 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 Luton 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 required. Please also notify us.