PAY YOUR COUNCIL TAX BY DIRECT DEBIT
Instruction to your bank or building society to pay by Direct Debit

Please note – you can ignore this form and fill in a Direct Debit mandate online at: www.plymouth.gov.uk/counciltax

Please fill in the whole form below and return it to:
Plymouth City Council, Customer Services, PO Box 293, Plymouth, PL5 9BZ

Name(s) of account holder(s):

Bank/building society account number:

Branch sort code:

Name and address of your bank/building society:
To: The manager
Address:
Post code:

Council Tax reference number (required):

Service user number:

Tick your choice of payment date (monthly):

1st  15th

or tick below for a payment frequency of:

Weekly  Fortnightly

Instruction to your bank or building society:

Please pay Plymouth 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 Plymouth City Council and, if so, details will be passed electronically to my bank/building society

Signature(s):

Date:

Please note that banks/building societies may not accept Direct Debits from some types of account.

The Direct Debit Guarantee – please keep this section for your records

- 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 Plymouth City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Plymouth City 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 Plymouth 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 Plymouth City 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 Plymouth City Council.