



# OVERPAYMENTS



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:

PO Box 26 Kings Lynn Norfolk PE30 1PX
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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	

Reference

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Service user number

4	4	6	8	4	5
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FOR BOROUGH COUNCIL OF KINGS LYNN & WEST NORFOLK OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society

Property Address:

Telephone Number:

Email Address:

Preferred Collection Date  
(please tick)

<input checked="" type="checkbox"/>	3 <sup>rd</sup>	<input checked="" type="checkbox"/>	18 <sup>th</sup>
<input type="checkbox"/>		<input type="checkbox"/>	

Preferred number of instalments  
(please tick)

<input checked="" type="checkbox"/>	1 instalment	<input type="checkbox"/>	Multiple Instalments
<input type="checkbox"/>		<input type="checkbox"/>	

**Instruction to your bank or building society**

Please pay Borough Council of King's Lynn & West Norfolk 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 Borough Council of King's Lynn & West Norfolk 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 for some types of account

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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 Borough Council of King's Lynn & West Norfolk will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Borough Council of King's Lynn & West Norfolk 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 Borough Council of King's Lynn & West Norfolk 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 Borough Council of King's Lynn & West Norfolk 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.