

COUNCIL TAX INSTALMENTS



Would you like to pay by Direct Debit?

Council records show that you do not currently pay by Direct Debit. Now is an ideal time for you to consider using this as your chosen method of payment.

Extra Time to Pay

Direct Debit payers in Thurrock are entitled to **extra instalments**. Your Council Tax bill can be paid in a maximum of 12 monthly instalments, from April to March. Payments by all other methods only have a maximum of 10 instalments, usually ending in January.

Additional Payment Dates

For Direct Debit payers only we offer two additional payment dates of 18th and 25th. If you would like to pay on either of these dates tick the relevant box on the front of the mandate. You will however, only be permitted to pay over a maximum ten months (usually April to January) if you choose either of these dates.

The Easy Way to Pay

Once you have signed a Direct Debit instruction, payments will be arranged between your bank and Thurrock Borough Council for your Council Tax. The arrangement will continue for as long as you like, saving you the trouble of writing out and sending cheques, remembering the due dates for payments, or completing a new Standing Order instruction every year.

You Are in Control

You will **always** know in advance how much will be debited from your account, and when. No money will be collected unless you have authorised it. A regular check on your bank statements will reassure you that payments have been made correctly. The Council Tax section at the Council will be happy to help in the event of any query over your payments.

Easy to Arrange

To pay by Direct Debit all you need to do is to fill in the shaded areas on the Direct Debit instruction overleaf. Most of the information needed to complete the form can be found on your cheques. **Please ensure that you complete the Official Use Box by entering your Name and Address, and your Council Tax Payment Number** beginning with 22..., which can be found on your bill. The 'Reference Number' on the instruction will be completed by the Council. You can also set up a Direct Debit by calling us on **01375 652875**. Mornings are busy so may we recommend you call after 1 pm. We are open until 8 pm Monday to Friday & 9 am – 12 noon on Saturdays.

What Next?

Complete the enclosed Direct Debit Instruction and **return it immediately to the Council** at the address shown on the form. **IMPORTANT, PLEASE NOTE: You will receive confirmation that your instruction has been set up and notification of the amounts due before the first payment is collected.** (The instalments may be different from those shown on your current bill).

IF YOU HAVE ANY QUESTIONS ON PAYMENT METHODS PLEASE CALL (01375) 652875

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Thurrock Council will notify you at least 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Thurrock Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

If you do decide to pay by Direct Debit, please either disregard any Standing Order form which was enclosed with your bill, or destroy any payment booklet sent to you. Thank You.