



# Thurrock Council

## NON DOMESTIC RATES INSTALMENTS

**Would you like to pay by Direct Debit? Now is an ideal time for you to consider using this as your chosen method of payment.**



### The easy way to pay

Once you have signed a Direct Debit instruction, payments will be arranged between your bank and Thurrock Council for your non-domestic rates.

The arrangement will continue for as long as you like, saving you the trouble of making individual payments, remembering their due dates, 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. We will be happy to help with 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.

It will be helpful if you can complete the non-domestic rates payment number beginning 14..., which can be found on your bill. The 'Reference number' on the form will be completed by us.

### How to apply

Complete the Direct Debit Instruction form and **return it immediately to Thurrock Council** at the address shown.

You will receive confirmation that your instruction has been set up and notification of the amounts due before the first payment is collected.

### 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.