



Shetland Islands Council

Please fill in the whole form including official use box using a ball point pen and send it to:

Shetland Islands Council
 Finance
 Office Headquarters
 8 North Ness Business Park
 Lerwick
 ZE1 0LZ

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Postcode

Reference Number

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

Originator's Identification Number

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Instruction to your Bank or Building Society

Please pay **Shetland Islands 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 **Shetland Islands Council** 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 from some types of account

This guarantee should be detached and retained by the Payer.

DD11

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 Shetland Islands Council will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request the Shetland Islands 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 the Shetland Islands 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 the Shetland Islands 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.