

# Direct Debit Instruction for Housing Benefit Overpayment



Direct Debit is the method preferred by the Council as there are considerable cost savings involved. If you wish to pay by Direct Debit please complete and return this form. Alternatively, you may set up your Direct Debit over the telephone on 020 8547 5001 (option 3) or you can complete an instruction online: [kingston-self.achieveservice.com/service/Apply\\_for\\_a\\_Direct\\_Debit\\_Kingston\\_](http://kingston-self.achieveservice.com/service/Apply_for_a_Direct_Debit_Kingston_)

## Instruction to your bank or building society to pay by Direct Debit

Please return the completed form to the Revenues Team - HBOP, Royal Borough of Kingston, Guildhall 2, Kingston Upon Thames, Surrey KT1 1EU. Please do not return this form to your Bank or Building Society.

### Name and full address of your bank or building society

Bank or building society:
Address:

Postcode:

Originator's Identification Number:

**624590**

### Benefit Overpayment Invoice Number

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Instructions to your bank or building society

Please pay The Royal Borough of Kingston upon Thames Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit guarantee.

### Name(s) of account holder(s)


### Bank or building society account number

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### Branch sort code

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Signature(s)

Date

Banks and building societies may not accept Direct Debit instructions for some types of account

FOR RBK CUSTOMER USE ONLY (This is not part of the instruction to your bank or building society)

### Please tick the appropriate box to select your instalment date:

1<sup>st</sup> day of each month

15<sup>th</sup> day of each month



### The Direct Debit Guarantee

#### This guarantee should be detached and retained by the payer.

- 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 Royal Borough of Kingston will notify you 10 working days in advance of your account debited or as otherwise agreed. If you request The Royal Borough of Kingston 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 Royal Borough of Kingston 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 Royal Borough of Kingston asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may also be required. Please also notify us.