

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

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

Housing  
Edward T. Wheadon House  
Le Truchot  
St Peter Port  
Guernsey  
GY1 3WH

Service user number:

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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	

FOR HOUSING USE ONLY

This is not part of the instruction to your bank or building society.

**Weekly (if paid weekly)**

**Monthly (if paid monthly)**

**Your States Housing Address**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Instruction to your bank or building society**

Please pay Housing 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 Housing and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference (to be completed by Housing)

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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 Housing will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Housing 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 Housing 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 Housing 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.

The States of Guernsey will process any personal data that you provide in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017. Further information about how your personal data is processed by Housing can be found at <https://gov.gg/DP>