

- 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, HINCKLEY & BOSWORTH BOROUGH COUNCIL WILL NOTIFY YOU 10 WORKING DAYS IN ADVANCE OF YOUR ACCOUNT BEING DEBITED OR AS OTHERWISE AGREED. IF YOU REQUEST HINCKLEY & BOSWORTH BOROUGH 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 HINCKLEY & BOSWORTH BOROUGH 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 HINCKLEY & BOSWORTH BOROUGH 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 .