



PLEASE FILL IN THE FORM USING A BALL POINT PEN

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

allpay Limited Re:  
Newcastle City Council  
Fortis et Fides  
Whitestone Business Park  
Whitestone  
Hereford. HR1 3SE

Service User Number

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**Please complete your Address and Telephone Number.**  
This is not part of the instruction to your Bank and Building Society. For allpay Limited Re; Newcastle City Council official use only

Address:	
Postcode:	
Telephone:	Ref:

Name(s) of Account Holder(s).


Bank/Building Society Account Number.

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Branch Sort Code.

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Name & full postal Address of your Bank or Building Society.

To: The Manager	Bank/Building Society
Address	
Postcode	

**Instruction to your Bank or Building Society**

Please pay allpay Limited Re Newcastle City 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 allpay Limited Re Newcastle City Council and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s)
Date

Reference

Y	H	N												
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**Banks and Building Societies may not accept Direct Debit Instructions on some types of Account.**

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, allpay Limited Re: Newcastle City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request allpay Limited Re: Newcastle City 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 allpay Limited Re: Newcastle City 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 allpay Limited Re: Newcastle City 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.

## Direct Debit Payment Details

<b>YHN Reference Number</b>												
<b>1<sup>st</sup> Payment Amount</b>					<b>Date of 1st Payment</b>							
<b>Subsequent Payments</b>					<b>Next Due Date</b>							
<b>Frequency of Payment</b>												
<b>Area Office (if applicable)</b>												
<b>Date of entry onto Webconnect</b>												
<b>Please enter the details of the customer, if different from those of the bill payer overleaf:</b>												
<b>Name</b>												
<b>Address</b>												
<b>Post Code</b>												

**PLEASE RETURN TO:**

**Payments will be collected on behalf of :**

**NEWCASTLE CITY COUNCIL  
 C/O YOUR HOMES NEWCASTLE (YHN)  
 YHN HOUSE  
 BENTON PARK ROAD  
 NEWCASTLE UPON TYNE  
 NE7 7LX**

**TELEPHONE: 0191 2787749    EMAIL: [incomeyhn@yhn.org.uk](mailto:incomeyhn@yhn.org.uk)**