

Please retain for your records if you wish to pay by Direct Debit.

Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

- If the amounts to be paid or the payment or the payment dates change, Gateshead Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Gateshead Council to collect a payment, confirmation will be given to you at the time of the request.
- If an error is made by Gateshead Council or your Bank or Building Society, you are guaranteed an immediate refund from your branch of the amount paid – if you receive a refund you are not entitled to, you must pay it back when Gateshead Council asks you to.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

In accordance with Data Protection Law we may use any information you give us to prevent or detect fraud or other crimes. We may also share information with other Council services or public organisations if required by law to do so.