

# PAYMENT OF HOUSING BENEFIT OVERPAYMENT



**Winchester**  
City Council



Please fill in the whole form using a ball pen and return the form to:-  
**WINCHESTER CITY COUNCIL,  
BENEFITS SECTION,  
COLEBROOK STREET,  
WINCHESTER,  
HAMPSHIRE, SO23 9LJ**

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

Name(s) of account holder(s)

Bank or Building Society account number

--	--	--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To: The manager	Bank/Building Society
Address: _____	
_____	
_____	

Reference Number

--	--	--	--	--	--	--	--

Service user Number

5	0	4	8	8	0
---	---	---	---	---	---

For Winchester City Council official use only  
This is not part of the instruction to your Bank or Building Society but must be completed by the customer.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**PLEASE TICK THE DATE YOU WISH THE DIRECT DEBIT TO BE TAKEN**

5TH       15TH       25TH

IF YOU DO NOT TICK ONE OF THE ABOVE YOUR DIRECT DEBIT WILL BE TAKEN ON THE 5TH OF THE MONTH

**Instruction to your Bank or Building Society.**

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

Signature(s): \_\_\_\_\_

Date: \_\_\_\_\_

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



## 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 Winchester City Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Winchester 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 Winchester 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 Winchester 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.