

If you need help to fill in this form or you have any questions about it, please visit your local customer service centre or information point and see a member of staff. They can arrange for an interpreter or advocate to meet with you or help you to fill in the form.

## Private Lifeline Service

Please complete the instructions below to pay your rental weekly by Direct Debit. You will be given advance notice in writing when payments are due to start. In the meantime you should continue to pay by your usual method.

Address to which payments apply
_____
_____
_____
Postcode

## Kingston upon Hull City Council

Please fill in the whole form using a ball point pen and send it to FREEPOST RSJC-KKBE-ABXZ

### HS-Housing Finance

Hull City Council  
PO Box 15  
HULL HU1 2AB

Name(s) of Account Holder(s)

_____
_____

Bank/Building Society Account Number

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Branch Sort Code

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Name and address of your Bank or Building Society

To the manager	Bank/Building Society
_____	
Address	
_____	
Postcode	
_____	



### Instructions to your Bank or Building Society to pay by Direct Debit

Originator's Identification Number

9	9	3	3	8	8
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Reference Number

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### Instructions to your Bank or Building Society

Please pay Kingston upon Hull 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 Kingston upon Hull City Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
_____
_____
Date
_____

**Banks or Building Societies may not accept Direct Debit instructions for 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 Kingston upon Hull City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Kingston upon Hull 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 Kingston upon Hull 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 Kingston upon Hull 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.