**Business Rates** 



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**Please detach this section as this should be kept for your information.**

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| **DIRECT DEBIT** |

1. North Ayrshire Council recommends Direct Debit as the most efficient and cost effective means of collecting Business Rates Payments.
2. Payments will be deducted on the 7th of each month.

If you wish to pay by Direct Debit please complete the above mandate and return it to:

**Business Rates Section, North Ayrshire Council, PO Box 7964, Cunninghame House, Irvine KA12 8EE**

1. All payments are covered by the Direct Debit Guarantee below

**The Direct Debit Guarantee** 

1. This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
2. If there are any changes to the amount, date or frequency of your Direct Debit North Ayrshire Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request North Ayrshire Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
3. If an error is made in the payment of your Direct Debit, by North Ayrshire 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 North Ayrshire Council asks you to.

1. 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.

**North Ayrshire Council**

**Business Rates**

**Information regarding methods of payment and the Council's web-site**

North Ayrshire Council recommends Direct Debit as the most efficient and cost effective means of collecting Business Rates payments.

Direct Debit offers customers the following benefits:-

* The Council will collect your monthly instalments for you so that you can focus on your core business.
* Your administration costs may be reduced, no more cheques to write, no more queuing at a Bank.
* Instalments deducted on time each month.

To change to Direct Debit, simply complete the Direct Debit instruction overleaf and return it to Business Rates Section, North Ayrshire Council, PO Box 7964, Cunninghame House, Irvine KA12 8EE.

North Ayrshire Council is committed to providing a first class Direct Debit service and promises the following standard of service:

* Any enquiry regarding your Direct Debit will be responded to within 2 days.
* You will be notified of any change in your instalments at least 10 working days before your payment is deducted.
* All payments are covered by the Direct Debit guarantee and in the unlikely event of an error being made you will receive an immediate refund from your Bank / Building Society.

If you already pay your Business Rates by Direct Debit then no further action is required and your Direct Debit instruction will continue.

**Alternative Methods Of Payment**

If you decide not to change to Direct Debit then North Ayrshire Council also offer the following alternative methods of payment to help you pay your Business Rates.

* May to February by Standing Order, payment due on 7th of each month
* Payment can be made over the Internet by visiting North Ayrshire Council's web-site at [www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk). There is no fee payable if you pay your Business Rates over the Internet.
* Telephone payments can also be made if you have a credit or debit card. **Please contact 01294 310121.**

To request a Standing Order Mandate or to change your method of payment please telephone 01294 310121.

**North Ayrshire Council Web-site (**[**www.north-ayrshire.gov.uk**](http://www.north-ayrshire.gov.uk)**)**

The Council's web-site at [www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk) provides customers with a comprehensive guide to Business Rates. Application forms for unoccupied property, relief or for a change of address can be requested from this site.

**Standard of Service**

The Council is always aiming to improve its customer service. If you have any comments as regards the standard of service received please write to the Head of Finance, North Ayrshire Council, PO Box 7964, Cunninghame House, Irvine KA12 8LS.