



March 2019

DIRECT DEBIT – CHANGE OF COUNCIL NAME

From 1 April 2019, county, district and borough councils across Dorset cease to exist and will instead be replaced by two new unitary councils.

Your new council will be called Bournemouth, Christchurch and Poole Council (BCP Council) and cover those areas. The other new council will be called Dorset Council and cover the rest of Dorset.

Each new unitary council will deliver all local government services for their respective areas. Further information about Local Government Reorganisation in Dorset is included with your bill.

The good news is that you do not need to take any action to continue to receive the benefits of Direct Debit.

Please be assured this change will not affect the service you receive in anyway and **there is no need for you to complete a new Direct Debit instruction.**

The only change that you will notice is that for any Direct Debits due from 1 April 2019, **Bournemouth, Christchurch and Poole Council** will collect them, instead of Bournemouth Borough Council, and therefore '**BCP Council**' will appear on your bank statement. Your first Direct Debit collected by **Bournemouth, Christchurch and Poole Council** will also be identified as a 'first payment' under the new name.

Please refer to your 2019/20 bill for details of payment dates and amounts to be collected by Direct Debit.

You will continue to enjoy the benefits of the Direct Debit guarantee as detailed below. If you have any questions about this change to your Direct Debit please contact us.

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, Bournemouth, Christchurch and Poole Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bournemouth, Christchurch and Poole 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 Bournemouth, Christchurch and Poole 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 Bournemouth, Christchurch and Poole 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.