

## Answers to frequently asked questions about Direct Debits



Direct Debit is the easiest way to make payments to the TMO.

Simply return your completed form to:

The Direct Debit Administrator  
Kensington & Chelsea TMO Ltd  
Charles House  
375 Kensington High Street  
LONDON  
W14 8QH

or call our customer service centre on freephone  
0800 137 111

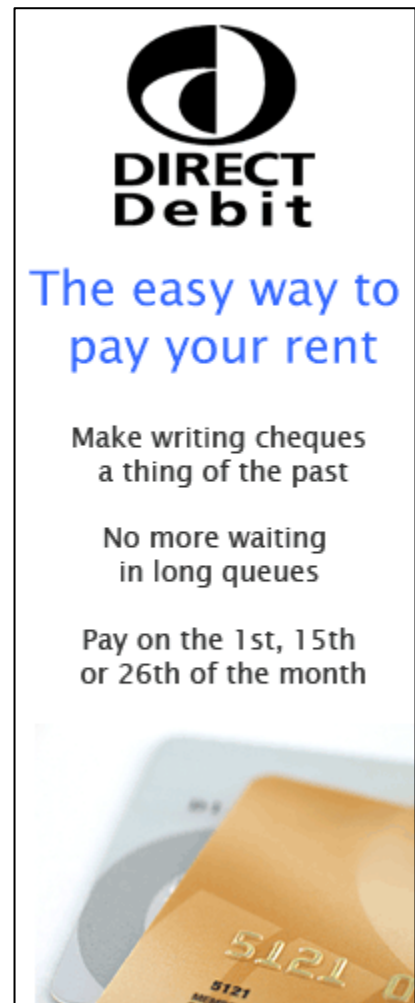
Please see below for answers to some of the most common questions relating to this easy and efficient method of payment.

### **Q: Will I still have control of my money?**

A: Yes, the Direct Debit scheme puts you in control as money can only be transferred if you have given authorisation.

### **Q: Does Direct Debit mean that you can take money at any time?**

A: Definitely not! Money can only be taken on the date we have previously notified AND we must inform you of any changes at least 10 working days prior to the transfer.



**Q: What happens if a mistake is made?**

A: If the Council makes a mistake you are guaranteed an immediate refund by your Bank or Building Society of the amount taken.

**Q: Will I still benefit from the non payment weeks ?**

A: Yes, these are included automatically in the calculation for you.

**Q: What should I do next?**

A: Simply fill in a direct debit form and return it to the above address and we will do the rest.