



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

Please complete in black pen and send it to:

Housing Benefit Recovery Office  
Housing Executive  
29 Antrim Street  
Lisburn  
Co. Antrim BT28 1AU

Name(s) of Account Holder(s)

Bank/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  
  
Postcode

Service user number

Please complete your address and telephone number.

This is not part of the instruction to your Bank or Building Society. For allpay Limited official use only.

Address  
  
Postcode  
  
Telephone

Instruction to your Bank or Building Society

Please pay allpay Limited 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 allpay limited and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s)  
  
Date

If joint bank account please ensure, if needed, both names and signatures are provided.

Please complete in black pen and send it to:

Banks and Building Societies may not accept Direct Debit instructions on some types of accounts.

This guarantee should be detached and retained by the payer.

### The Direct Debit Guarantee

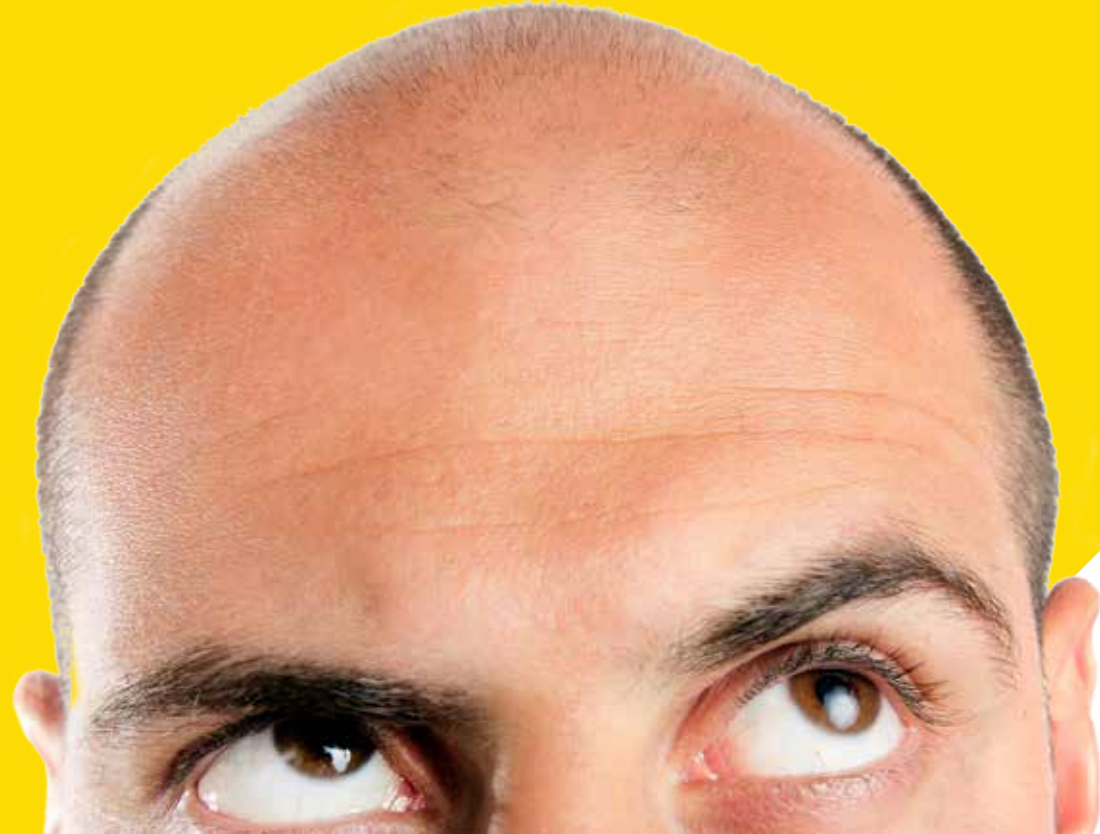


- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, allpay Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request allpay Limited 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 allpay Limited 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 allpay Limited 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.

# Housing Executive

# Has your Housing Benefit been overpaid?

## DON'T WORRY now we've made it even easier when it comes to paying it back



# Has your Housing Benefit been overpaid?

**DON'T WORRY** now we've made it even easier when it comes to paying it back

 **TALK TO US**

 **WE'RE HERE TO HELP**

 **WE CAN DISCUSS PAYMENT OPTIONS**

 **SOLUTIONS TAILORED TO YOUR NEEDS**

Housing Benefit Recovery Office,  
29 Antrim Street, Lisburn,  
Co. Antrim BT28 1AU

**Tel: 028 9598 1580**

**Having problems with debts?**

citizens  
advice

Northern  
Ireland

For independent and confidential advice contact  
Freephone 0800 028 1881

**Housing  
Executive**

Choose from one of the following payment options\*



**Easy, convenient and safe**

Contact your local office



Pay by cash at any  
**PayPoint**  
outlet\*



Download the  
**Allpay**  
Payment App\*



Apple Mobile App



Android Mobile App



Pay online  
**www.nihe.gov.uk/paying\_online\***



Register online at  
**www.allpayments.net/textpay\***



Callpay

Contact your local office for  
**call assistance**  
with your payment



Call Allpay automated  
24/7 Telephone  
Service on  
**0844 557 8321\***



Contact your local office  
or log on to [www.nihe.gov.uk/paying\\_online](http://www.nihe.gov.uk/paying_online)  
for a  
**standing order form**

\*You will need your **Housing Benefit payment card** to pay this way.

This will be with you in a few days.

**Want to pay us earlier? Contact us on 028 9598 1580**

or complete the Direct Debit form on the back cover and  
send it to the Housing Benefit Recovery Office