

## YOUR RIGHTS AND SAFEGUARDS

### What information should I provide in order to cancel?

1. The name of the company being paid
2. The branch sort code (see your cheque book)
3. The name(s) of the account holder(s)
4. Your bank or building society account number
5. Your customer reference number with the company (if possible).

The more information you can give, the easier it will be for the bank or building society to action.

### Who actually controls Direct Debit payments?

The bank or building society who holds your account is responsible for all aspects of the running of that account. They are therefore answerable for all payments, including those made by Direct Debit.

### Who makes sure that the companies collecting money are reputable?

All companies using the Direct Debit system are sponsored into the Scheme by their bank or building society. They are checked for integrity, sound financial standing and administrative capability before being permitted to offer Direct Debit to their customers.

### So how do I get back any money paid in error?

If any payment is made in error, you should contact your bank or building society who are responsible for giving you a full and immediate refund – even if the original error was made by the company collecting the payment.

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### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society
- If the amount to be paid or the payment dates change, *the company*, will notify you normally 10 working days in advance of your account being debited or as otherwise agreed
- If an error is made by *the company* or by your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of the letter to *the company*.

[www.directdebit.co.uk](http://www.directdebit.co.uk)

## Your Rights and Safeguards



## YOUR RIGHTS AND SAFEGUARDS

### What is Direct Debit?

Direct Debit is a simple, safe and speedy way to pay regular bills and subscriptions automatically from your bank account.

You agree with the company the amount to be collected and the date of payment. From then on the amount will be deducted from your account on a regular basis. The company can only take the agreed amount. If they need to change the amount or collection date, they have to notify you first.

### How do I set up a Direct Debit?

You can either complete a Direct Debit Instruction, obtained from the organisations you wish to pay, and return it to them or, with some organisations, you can set up Direct Debits over the telephone or via the Internet. The organisation will then forward your instructions onto your bank authorising them to make payments from your account to them.

### What information do I need to set up a Direct Debit?

Name and address of your bank or building society

The name(s) of the account holder(s)

Your bank or building society account number

The branch sort code (see your cheque book)

00-00-00  
20

Any Bank/Building Society  
Branch Name  
High Street, Anytown, Anywhere

Pay

Account Payee

£

Mr & Mrs Bill Payer

01234567

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### Can Direct Debits be paid from any account?

Most current accounts at banks and building societies can be used to make Direct Debit payments. Some special deposit accounts also allow them – just ask at your branch.

### If I set up a Direct Debit over the telephone or via the Internet what record will I have of the agreement?

You will be sent written confirmation of your Direct Debit Instruction within 3 working days of the telephone call or other on-line sign-up, or alternatively no fewer than 10 working days before the first collection. Simply check the details and contact the organisation you're paying if you have a query. Regardless of what method of sign-up you agree to, you are still fully covered by the Direct Debit Guarantee (see reverse for details).

### Once it is set up, do I have to do anything?

No, other than making sure you have sufficient funds in your account when the payment is due. To assist with this the organisations will give you advance notice of the collection dates and amounts, whether you set up a Direct Debit by the telephone, Internet or by completing a paper Direct Debit Instruction.

Whilst amounts will normally be collected on the date stated on the Advance Notice, occasionally, collections may be made over the next three working days.

It is sensible to check your bank statement regularly to ensure that all your Direct Debits are going out as shown on your advance notice.

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### Will the payment always be on the same day every month?

Normally payments will be made on the same day each month, quarter or annually according to the payment frequency. If any payment due date falls at a weekend or on a bank holiday, the company is obliged to debit your account just after that due date unless they notify you in advance of a change of date.

### What if changes are needed?

If either the amount you owe or the payment date changes, the company concerned has to notify you in advance (normally 10 working days) of your account being debited. This gives you plenty of time to get in touch with them if necessary.

### Can I cancel a Direct Debit?

If you need to cancel a Direct Debit, simply write to your bank or building society. It is a good idea to also send a copy to the company concerned. Your bank or building society can make the cancellation up to and including the due date, but try not to leave it until the last minute or you run the risk of a payment being made.

Remember that cancelling the Direct Debit simply stops paying the company. If you carry on receiving the goods or service then you will have to organise an alternative payment method.