

Direct Debit - Frequently Asked Questions

NB: The Direct Debit Mandate form can be found on page three of this document.

How long does a Direct Debit take to become active on my scheme?

Direct Debits take six working days to become active on a scheme from the date that the mandate is received by Computershare Voucher Services.

Will my Direct Debit be collected for an order that was raised prior to me completing the mandate?

As long as we receive your completed Direct Debit mandate at least six working days before an invoice is raised, then your Direct Debit will be active in time for that invoice, and payment will be collected by Direct Debit. If however your Invoice has already been raised you will need to pay by an alternative method.

Once your Direct Debit mandate has been received, CVS will send you an email advising you of the date the DD will become active.

What do I put in the reference field?

This section should be left blank, as it is for office use only.

What collection date should I have?

You should choose a collection date that you require the Direct Debit to be collected from your bank account; this date will also be the date that your vouchers will be released.

It is advisable to set this date slightly earlier than your pay date to ensure that vouchers are available to your employees on their pay date.

Can you cancel my Direct Debit mandate?

No, please contact your bank and request that your Direct Debit be cancelled.

It is advisable for you to inform Computershare Voucher Services of your intentions prior to cancelling.

Will my whole invoice be collected by Direct Debit?

Yes, each invoice will be collected by Direct Debit, unless you inform us otherwise.

What if my Bank Account name is different to my Scheme name?

When submitting your completed mandate, please include a company compliment slip or letterhead detailing the scheme name and ID to which the mandate applies.

What if my Direct Debit collection date falls on a non-working day?

If your collection date ever falls on a non-working day, the collection will be made on the next available working day.

What happens if my Direct Debit is rejected by my bank?

If notification of a rejection is received by Computershare Voucher Services, the allocation of payment against the order will be also be rejected and vouchers will not be released until an alternative payment has been made and has cleared.

Computershare Voucher Services will then contact you to inform you of the rejection.

The order can then be:

- > Re-collected by Direct Debit
- > Paid by an alternative method
- > Cancelled.

Can I send the completed mandate directly to my bank to set up a Direct Debit?

No, your mandate must be sent to Computershare Voucher Services who will then forward to your bank.

I think I already pay by Direct Debit as a payment is deducted from my bank account on the same date each month for the same amount?

If you have not completed and returned a Direct Debit mandate to Computershare Voucher Services you will not be set up to make payment for your orders by Direct Debit.

You will need to contact your bank to check if you have a Standing Order in place which may need to be cancelled if you wish to make payment by Direct Debit.

How do I sign up for Direct Debit?

A copy of our mandate is at the base of these questions.

Once completed please return to the Payment Processing Department, at the address shown on the mandate form.

Please note that we can only accept a signed, original copy of your mandate (we cannot accept faxes, photocopies or scanned copies).

