

# DIRECT DEBIT AND PAPERLESS DIRECT DEBIT

Frequently Asked Questions



## **What is a Direct Debit?**

Direct Debit is a payment of an agreed amount made from a customer's bank or building society account to a named organisation (the service user) authorised by a Direct Debit Instruction. The amounts and dates may vary, although they are always advised to the payer in advance.

## **Can I cancel a Direct Debit Instruction?**

Yes. Instructions can be cancelled by writing to your bank or building society. A copy to the service user is also very helpful.

## **What happens if a mistake is made?**

If an error is made by the service user or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.

## **What happens when the amount or date changes?**

You will be notified in writing in advance (normally 10 working days) of the collection allowing you time to query the amount or date if necessary. A Direct Debit Instruction stands until cancelled so there is no new Direct Debit Instruction to sign when the amount or date of collection changes.

## **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 covered by the Direct Debit Guarantee.

## **Does agreeing a Direct Debit Instruction mean that money can be taken out of my account whenever the service user likes?**

No. A service user can only collect the amount notified to you, and you will be advised of any change to the date, frequency or amount in writing.

## **What if I have insufficient money in my account to pay a Direct Debit?**

If it is returned unpaid, the Direct Debit will normally be re-presented within a few days.

## **What sort of account do I need to use Direct Debits?**

Most current accounts at banks and building societies can be used to make Direct Debit payments. Some types of account however, do not accept Direct Debits. If you have any doubts, please speak to your bank or building society branch.

## **Can any organisation collect money by Direct Debit?**

No. Banks and building societies only permit organisations with known integrity and sound financial and administrative capabilities to collect money by Direct Debit. These checks are even more stringent in the case of Paperless Direct Debit.

## **Will I still receive bills or statements?**

Yes, but they will only be for information and to check against your bank or building society statement.

For more ideas, inspiration and information about our work and how you can get involved follow us on social media or visit

[www.healthworksne.org.uk](http://www.healthworksne.org.uk)

**Find out What's On at Healthworks**



**Healthworks**  
the community health charity

[www.healthworksnewcastle.org.uk](http://www.healthworksnewcastle.org.uk)

0191 2724244