

Important information - Amendments to the Direct Debit Guarantee Wording

Bacs Payment Scheme Limited has amended the Direct Debit Guarantee to eliminate any misunderstanding and the additional wording came into effect from 1 July 2009. **With effect from 1 January 2011 ALL service users** must use the Direct Debit Guarantee as illustrated below.

This change doesn't affect customers who have already signed instructions.

- 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 (insert your organisation name) will notify you (insert number of) working days in advance of your account being debited or as otherwise agreed. If you request (insert your organisation name) 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 (insert your organisation name) 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 (insert your organisation name) 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.

If you have a large volume of Direct Debit Instruction forms in stock, you can use these until the 31st December 2010 at which point you must destroy them and begin using the new version.

Communications were sent out by Bacs to all service users and the Service Users Guide & Rules to the Direct Debit Scheme have been updated accordingly.

Next steps

If you have any questions regarding this change or to approve your amended Direct Debit Guarantee wording, please contact our BACSTEL IP Team by e-mail at GRPBACSDD@LloydsTSB.co.uk