

Company Name & Reg No.	
Trading Name (if different)	
Full Postal Address Including Postcode	
Tel No	
Email	
Web Address	www.

### MAIN CONTACT INFORMATION – NORMALLY COMPANY DIRECTOR

Full Name (inc. title)	
Position in Company	
Landline & Mobile No	
Email	

### ACCOUNT SETUP OPTIONS

Choose your preferred account type:	Corporate Bespoke <input type="checkbox"/>	Small Business <input type="checkbox"/>
Choose your preferred payment plan:	Pay As You Go <input type="checkbox"/>	Flat Rate Scheme <input type="checkbox"/>

I, the undersigned, have read and understood and agree to all the Terms and Conditions that accompany this application form.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT



#### Name and full postal address of your Bank or Building Society

To The Manager:	
_____ Bank/Building Society	
Address: _____	
_____ Postcode	

#### Name(s) of Account Holder(s)

_____
_____

#### Bank or Building Society Account Number

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#### Branch Sort Code

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#### Originator's Identification Number

2	4	6	6	6	3
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#### Reference Number

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#### Instruction to your Bank or Building Society

Please pay FastPay Ltd 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 FastPay Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
_____
_____
Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

FastPay Ltd Grosvenor House Agecroft Road Pendlebury Manchester M27 8UW

T 0161 737 5290 F 0161 772 3355 M 07971 98 99 91

W www.fastpayltd.co.uk E info@fastpayltd.co.uk

Company Reg No 6645618 (England)





## TERMS & CONDITIONS

FastPay will process all your Direct Debit Collections, New Instructions, and Recharges of Unpaid Items. We will then transfer by BACS, FPS or CHAPS the total sum collected minus any returned (bounced) or reclaimed payments into your nominated bank account. We also provide an optional correspondence service whereby we will write to your customers using BACS Direct Debit Approved letters with regard to the Mandatory Advance Notice, Notice of Change, Recharge of Unpaid Items or Cancelled Instructions etc. This is the principle function of our company and it carries out its services subject to the Rules of the Direct Debit Scheme and the following Terms and Conditions.

1. By submitting an Application Form you are committing yourself to the signup fee, however if your application is rejected no fee will be applied. You also agree that FastPay can carry out security risk and credit scoring checks on your company or organisation and its principals.
2. Depending on the outcome of our risk assessment, it may occasionally prove necessary to introduce some additional security measures. If this is the case, we will send you a formal proposal to that effect.
3. Once your SUN (Service User Number) has been allocated by BACS (normally within 48 hours of receipt of your application), we will provide you with a Direct Debit Mandate tailored to your requirements. You will be required to sign the Direct Debit Indemnity before submitting any instructions to BACS through FastPay.
4. Each of your customers must complete and sign a valid Direct Debit Instruction (either in paper or paperless format depending on your SUN status) and return it to yourselves before we can collect any monies from their nominated bank account.
5. Once the instruction has been returned, you will input the customer information into the submission template we will have provided or into your own software which has the capability of exporting a file in the required format. As soon as we receive (by email) the file containing the new customer details we will submit that information to BACS. The lodgement period for a new DDI (Direct Debit Instruction) is 5 working days after which we will be able to accept your instructions to collect monies from your customer's account.
6. The completed mandate or a copy thereof must be forwarded to our offices and will be held in secure storage by us and will be made available should your customer's bank wish to examine it.
7. Prior to the first collection from any new customer, a mandatory Advance Notice letter must be sent to the payer. This letter must be written in a prescribed format. We will supply you with a template for this purpose. Alternatively, we can issue the Advance Notice to your customer on your behalf.
8. Direct Debit collections will be executed on the date of your choosing (with the exception of weekends and bank holidays). Your collection file must be submitted to us by email before the cut-off time at least 5 working days prior to the collection day (i.e. the day on which we will debit your customer's account) which you will specify in the file name. Our cut-off times are 4:30 pm Monday to Thursday and 12:30 pm on Friday unless otherwise advertised in the FastPay Submission Calendar.
9. Files are normally submitted to BACS on the day they are received. It may be possible to make last minute changes prior to submission but only if they are sent by email. We cannot accept amendments by phone or by mobile text message. Once a file has been submitted by us to BACS, however, a file extraction fee of £100.00 will be applied and there would be a further charge for resubmission in line with our normal pricelist.
10. If your collection from any given customer is for the same amount on a recurring schedule, we can maintain your collections without requiring any further input from yourself until changes are required to the amount, schedule or bank details. There is an additional charge for this service.
11. Monies are received into our client account on the day of collection (i.e. on the same day as they are debited to your customer's account). Unpaid items (bounces) are reported by BACS on the following working day and we will transfer the cleared funds by BACS Direct Credit, Faster Payments (for amounts under £10,000) or CHAPS (for amounts over £10,000) into your nominated account on the next working day.
12. Any unpaid items can be recharged at a time of your choosing, however your customer should be informed in writing (either by you or by us) at least 5 working days in advance of a recharge. If you have a good relationship with your customer, it may be possible to recharge sooner, upon receiving the customer's approval in person. If you wish to use this method, please discuss the procedure with us beforehand.
13. All charges for our standard services will be in line with our current pricelist and will be invoiced once a month and collected by Direct Debit. You will be notified of the day of collection on our invoice to you. Charges for services not currently listed on our pricelist will be by negotiation and may differ from client to client.

These Terms and Conditions are under constant revision and may change from time to time. We will provide all our clients a new copy of our (updated) Terms and Conditions whenever any significant changes have been introduced.

(Updated January 2011)

