

Paperless Direct Debit Script

Assuming the payer has agreed to pay monthly by Direct Debit, the following script can be used.

To avoid delay and to save you time having to fill in any paperwork I can set up the Direct Debit instruction right now over the phone.

Would that be helpful?

Payer Agrees

Please can you confirm your full name?

<wait for customer reply>

Ok that's great. Now all I need to do is to record your bank details.

Please confirm the account name and whether you are the account holder.

Verify with the Customer that they are the Account Holder and therefore the Payer

Yes continue

No Send a paper Direct Debit in the post for signing.

Can I confirm you are the only person required to authorise debits from this account'?

Confirm that the person entering into the transaction is the only person required to authorise debits from the account.

If not, a paper DDI must be sent to customer for signing.

And what is your account number? And the bank sort code? This will be on your bank statement or along the bottom of your cheque book. We will apply a modulus check to make sure the details are compatible but will not confirm any of your details.

Ask if they have used this account to make Direct Debit payments before as some Banks or Building Societies may not accept Direct Debits for certain types of accounts.

And the first payment will come out of your account next month; we will write to you and give you 10 working days notice.

The company name that will appear on your bank statement against the Direct Debit will be Cardell Media

Can I confirm that your Bank Account Number is.....

And your Sort Code is.....

And the name on the account is

If answer is yes

You have now set up your Direct Debit instruction with us, we will write to you within 3 days to confirm our agreement.

All Direct Debits are protected by a guarantee. I can read it to you now or you can read it in our confirmation letter. Which would you prefer?

In the future if there is a change to the date, amount or frequency of your Direct Debit, we will always give you 10 working days' notice in advance of your account being debited.

In the event of an error, you are entitled to an immediate refund from your Bank or Building Society. You have the right to cancel at any time and this guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits. A copy of the safeguards under the Direct Debit Guarantee will be sent to you with our confirmation letter.

That completes the setting up of our Direct Debit Instruction

Thank you very much for your time. Goodbye.