

Direct Debit Script

If you are completing a transaction and taking bank details over the telephone or face to face with your customer without a signature, please use the script in bold below.

To avoid delay and save you having to fill in any paperwork, I can set up your Direct Debit Instruction with Premium Credit. Would you like to do that now?

(If the policyholder is not sure about providing their information this way, reassure them that all the safeguards of the Direct Debit Guarantee still apply, even if they do not sign a Direct Debit Instruction. You can read the Guarantee to them from the boxed section below.)

Are you the account holder and the only person required to authorise debits from the account?

(Only the account holder can authorise Direct Debits. If the policyholder is not the account holder or more than one person is required to authorise debits, send a paper Direct Debit Instruction to the policyholder for completion. You must keep the signed Instruction but can provide the bank details to Arista by phone or post.)

Can you please confirm your account name, the name of your bank, the sort code and account number?

Thank you. Your monthly instalment will be £xx.xx and your first payment will be collected within 14 days. Subsequent instalments will be collected on the anniversary of your inception/renewal date each month or as agreed.

We will arrange for your details to be passed to Premium Credit Limited and you will receive written confirmation in the post not later than five days before your first collection. A credit agreement will be included for you to sign and return. They will not wait for your credit agreement to collect instalments from your account. The company name which will appear on your bank statement against the Direct Debit will be Premium Credit Ltd. All Direct Debits are protected by a guarantee. I can read it to you now or you can read it in the Confirmation Letter from Premium Credit. Which would you prefer?

(If the customer would prefer to hear it now then please read the next section to them, if not please omit the boxed paragraph and move on to the next section below)

Direct Debit Guarantee

In future, if there is a change to the date, amount or frequency of your Direct Debit Premium Credit will give you five working days notice in advance of your account being debited. In the event of any 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 the Banks and Building Societies that take part in the Direct Debit Scheme. A copy of these safeguards under the Direct Debit Guarantee will be sent to you with your confirmation letter from Premium Credit

Let me just confirm your bank or building society details back to you. Your account name is xxxxxxxx, your sort code is xx xx xx and your account number is xxxxxxxx. Is that correct?

Close Call