

1. FastPay will process all your Direct Debit Collections, New Instructions, and Recharges of Unpaid Items using your Service User Number (SUN) via the Bacs Automated Direct Debit Instruction Service (AUDDIS). All monies collected by Direct Debit will be automatically credited to the account which your sponsoring bank will have linked to your Service User Number (SUN). This is the principle function of our company and it carries out its Bacs Bureau Services subject to the Rules of the Direct Debit Scheme and the following Terms and Conditions.
2. 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.
3. 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.
4. 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.
5. You will be required to link your SUN to our Bureau Number (B83305). Once your SUN has been linked, tested and verified by Bacs we can immediately start processing your Direct Debit collections.
6. 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. We can provide you with a Direct Debit Mandate or Online Signup Webpages tailored to your requirements.
7. Once the instruction has been returned, you will input the customer information into the submission template we will provide or into your own software which has the capability of exporting a file in the required format. As soon as we receive the file containing the new customer details (uploaded to our secure web portal) 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.
8. The completed DDI must be securely stored for the lifetime of your payer and for at least six years after they have stopped paying you by Direct Debit and must be made available at short notice should your customer's bank wish to examine it.
9. 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.
10. 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 uploaded to our portal 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.
11. 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 a replacement file is uploaded to the portal or emailed to us. We cannot accept amendments by phone or by mobile text message. However, once a file has been submitted by us to Bacs, a file extraction fee will be applied and there would be a further charge for resubmission in line with our normal pricelist.
12. 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.
13. Monies are received into your nominated 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 would normally be debited to your account by Bacs on the following working day.
14. 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.
15. 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.
16. These Terms and Conditions are under constant revision and may change from time to time. We will provide you with a copy of the (updated) Terms and Conditions whenever any significant changes have been introduced.

(Updated: May 2018)