

1. 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. This is the principle function of our company and it carries out its Facilities Management Service subject to the Rules of the Direct Debit Scheme and these 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 declined, 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. Once your SUN (Service User Number) has been allocated by Bacs (normally within 24 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 and return the Direct Debit Legal Indemnity and our Service Level Agreement before submitting any instructions to Bacs through FastPay.
6. If you do not use our service within six months of having signed up, your SUN will automatically expire and you will not be entitled to a refund of your signup fee. We will remind you before this happens.
7. 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.
8. 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 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.
9. 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.
10. 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.
11. 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. 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.
12. 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 of £100.00 will be incurred if you ask us to withdraw the file and there would be further charges for resubmission in line with our normal pricelist.
13. 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.
14. 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, FPS or CHAPS (depending on the value of the payment) into your nominated account on the next working day.
15. 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 five 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.
16. 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.
17. 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)