



## **Mutual Banking Code of Practice: Stopping a Direct Debit Arrangement**

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*A follow-up review to the initial review completed on Mutuals' compliance with Section 20.1 of the Mutual Banking Code of Practice published in March 2011.*



**June 2012**

## About the Code

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The Mutual Banking Code of Practice ([the Code](#)) is a voluntary code of practice which sets standards of good practice for subscribing credit unions and mutual building societies (Mutuals). The Mutuals that subscribe to the Code follow these standards when dealing with persons who are, or who may become, an individual or small business member of the Mutual, or a guarantor.

Mutuals that have subscribed to the Code have made a commitment to work continuously to improve the standards of practice and service in the mutual banking industry, promote informed decision making about their services and act fairly and reasonably in delivering those services.

The principles and obligations set out in the Code apply to all Mutual banking services delivered to individuals and small business across Australia. In that sense, the Code forms an important part of the broader national consumer protection framework and the financial services regulatory system.

The Code is published by Abacus Australian Mutuals ([Abacus](#)). A copy can be downloaded from the Abacus website [www.abacus.org.au](http://www.abacus.org.au).

## About the Code Compliance Committee

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The Code Compliance Committee ([the Committee](#)) is an independent compliance monitoring body established under Section 4 of the Constitution of the Mutual Banking Code Compliance Committee Association (the Constitution) and Part E of the Code.

The Committee's key responsibilities and functions are set out in the Constitution and the Code. The Committee's vision is to promote compliance with the Code and to assist Code subscribers to meet and exceed the standards of good industry practice as envisaged by the Code.

To achieve its vision, the Committee supports the principles and commitments made in the Code, promotes the Code's benefits and aims to influence positive and effective changes in industry behaviour. Its work is based on the five key principles of independence, accountability, transparency, fairness and accessibility.

## About this report

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A copy of this report will be published on the CCC website and shared with key stakeholders, including all Code subscribers, [Abacus Australian Mutuals](#), the chair of the Mutual Banking Code Compliance Committee Association (MBCCCA), the [Australian Payments Clearing Association \(APCA\)](#) and the [Australian Securities and Investments Commission \(ASIC\)](#).

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# 1. Executive Summary

## 1.1 What we did

Between March and April 2012, the Code Compliance Committee (CCC) conducted a follow-up review on 44 randomly selected credit unions, mutual banks and building societies (Mutuals) to examine compliance with Section 20.1 of the Mutual Banking Code of Practice (the Code): stopping a direct debit arrangement linked to a transaction account.

Under Section 20.1 of the Code, Mutuals are required to stop or cancel a direct debit facility linked to a member's transaction account promptly upon request by that member.

The CCC conducted the review in two phases:

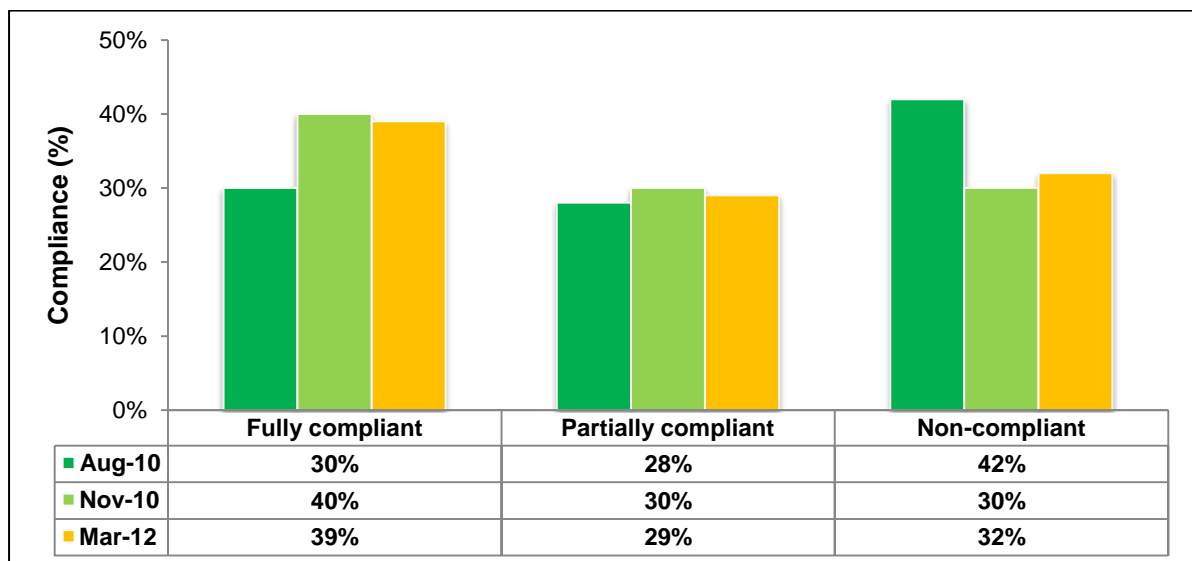
- **Phase 1:** A desktop review of Mutuals' disclosure documents and associated content on Mutuals' websites associated with direct debits; and
- **Phase 2:** A shadow shopping exercise of Mutuals' call centres or relevant branches.

## 1.2 What we found

The CCC identified that the majority (70%) of disclosure documents reviewed in relation to direct debits provided the correct information to members about the cancellation process, in line with Code obligations.

However, in comparison to the last review in 2010, the results of the shadow shopping exercise showed no change or improvement in the verbal advice provided by Mutuals' in relation to direct debit cancellation. The CCC once again found that only four out of 10 Mutuals surveyed were fully compliant.

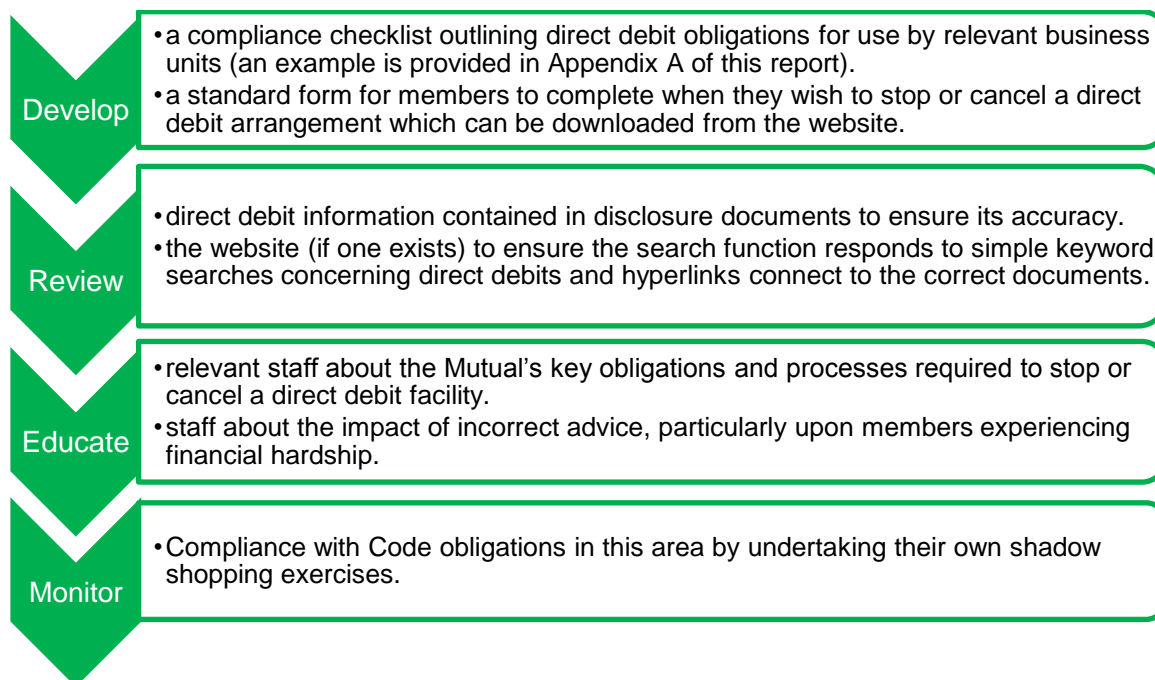
The results from the shadow shopping review from 2010 and 2012 are summarised in Graph 1 below:



## 1.3 Recommendations

The result of this review are disappointing and do not meet the CCC's expectations. All disclosure documents should contain correct information about direct debit cancellation. In addition, Mutuals should ensure that correct information is provided to members who contact call centres and branches seeking advice on the cancellation process.

Subject to size of the Mutual, complexity of the business and the number of direct debit cancellation applications received, the CCC recommends that Mutuals:



## 1.4 Towards Better Practice

The ability to cancel a direct debit arrangement linked to a member's transaction account at their Mutual is a powerful safeguard for members, especially for those who are in financial difficulty. Failure by Mutuals to accept or act on notice of a direct debit cancellation request may cause members to be further impacted when exception and penalty fees are imposed on the account.

The availability of accurate information in relation to stopping a direct debit is also aligned with two of the key promises within the Code to:

- provide clear and accessible information about products and services; and
- make sure that staff, agents and representatives are well trained and apply the Code in practice.

The CCC is concerned that the level of compliance with clause 20.1 of the Code has not improved since the previous review conducted in 2010. The consistent proportion of non compliant responses over the period demonstrates that Mutuals must be conscientious in providing training and information to staff in respect of direct debits. Mutuals must also have in place sufficient quality assurance and monitoring to identify and correct areas of non-compliance.

The CCC encourages Mutuels to adopt the recommendations contained within this report, to ensure their members are able to cancel a direct debit arrangement directly with them and that information about this process is accurate and readily available.

## 2. Introduction

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### 2.1 Background of this Review

In August and November 2010, the CCC conducted two shadow shopping exercises across selected Mutuels to determine the extent to which Mutuels' staff members were complying with Section 20.1 and correctly advising members on how to stop or cancel a direct debit arrangement. A copy of this report is available on the CCC website.<sup>1</sup>

The August 2010 review found that an average of seven out of 10 of Mutuels surveyed provided incorrect or inadequate advice at their call centre level on this issue. In November 2010, the CCC retested the original sample of Mutuels and found a 10 percent improvement in Mutuels' practices (with four out of 10 Mutuels being fully compliant). This level of improvement did not meet the CCC's expectations.

As a result, the CCC committed to undertaking a follow-up shadow shopping exercise in 2012 to determine whether levels of compliance had improved. In addition, this review examined the information disclosed by Mutuels to the shadow shopper about how they could stop or cancel a direct debit.

### 2.2 Objective of this Review

The objectives of this review were to assess any improvement in compliance with Section 20.1 of the Code and examine if the information on how to cancel a direct debit in Mutuels' disclosure documents was consistent with the obligations under the Code.

These objectives are clearly linked to two of the key promises of the Code, namely to provide clear and accessible information about products and services, and make sure staff and agents and representatives are well trained.

Clause 20.1 of the Code states:

*"We will promptly stop a direct debit facility linked to your transaction account with us whenever you ask us to do so."*

Specifically, this review sought to:

- examine whether Mutuels effectively disclose direct debit information in their disclosure documents and associated content on their websites;
- assess if Mutuels were correctly advising members on how to stop or cancel a direct debit arrangement linked to a transaction account;
- test the shadow shopper's experience against the requirements set out in the Code;

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<sup>1</sup> CCC Direct Debit Report: Compliance with Clause 20.1 is available from: <http://www.cccmutuals.org.au/2011/03/25/reports-18-compliance-with-clause-20-1-of-the-code-direct-debits/>

- promote examples of good industry practice in this area; and
- identify any potential opportunities to improve compliance and disclosure information available to members.

## 2.3 Scope of this Review

In order to assess compliance with the relevant provisions of the Code, the CCC undertook a desktop review of Mutuals' websites and a shadow shop exercise as described in Section 3 of this report (Methodology).

The CCC considered the following to be outside the scope of this review:

- Mutuals who do not subscribe to the Code;
- documents and/or information distributed through means other than the website;
- how complaints about unauthorised or irregular direct debits are processed and resolved;
- credit card accounts and debit card transactions; and
- assessment of Mutuals compliance against the Bulk Electronic Clearing System (BECS) procedures and guidelines.

## 3. Methodology

Between March and April 2012, the CCC reviewed the disclosure documents and associated content on Mutuals websites and conducted a shadow shopping exercise.

For this review, the CCC randomly selected 44 Mutuals who did not participate in the shadow shopping exercise in 2010. The locations of the selected Mutuals were:

Location	Number of Mutuals	Percentage of sample (in %)	Total number of Code subscribers (in %)
New South Wales	24	55%	50%
Victoria	10	23%	23%
Queensland	7	16%	14%
South Australia	3	7%	6%
Western Australia	0	0%	4%
Tasmania	0	0%	1%
Australian Capital Territory	0	0%	1%
Northern Territory	0	0%	1%
<b>Total</b>	<b>44</b>	<b>100%</b>	<b>100%</b>

The review was conducted in two phases:

### Phase 1: Desktop Review

**Phase 1** of the review aimed to identify how information about stopping or cancelling a direct debit linked to a transaction account, was presented and disclosed in the disclosure documents such as the Terms and Conditions (T&Cs) and Conditions of Use. It also examined the availability and visibility of direct debit information for members on the Mutuals' websites.

The CCC rated the information presented in the disclosure documents based on the following:

- information provided was correct and instructions were consistent with Code obligations; or
- information provided was incorrect or unclear.

Any other information, associated content and related documents, providing correct advice and instructions available on Mutuals websites were also noted as examples of good industry practice.

### Phase 2: Shadow Shopping Exercise

**Phase 2** involved a telephone contact to the selected call centres or relevant branches of the Mutuals who were the subject of the review. The shadow shopping exercise used a template enquiry script about the process to stop or cancel a direct debit linked to a member's transaction account. Additional information such as fees, timeframe for the cancellation to take effect, general member experience and service standards were noted.

The following script was used:


*"I have a monthly direct debit organised with my child care that comes out of my everyday account. I was asked to complete the direct debit authority form when I first started using their services. In the next couple of months, I might not need their services anymore and I just wanted to know how can I stop the direct debit?"*



Responses provided by the call centre staff or relevant branches were assessed and rated based on the three possible outcomes:


<p style="text-align: center;"><b>Fully Compliant</b></p>	<ul style="list-style-type: none"> <li>• Mutual meets the requirements of the Code.</li> <li>• Mutual staff accepted member's request to stop or cancel the direct debit on the transaction account directly with the Mutual.</li> <li>• As a good practice, Mutual staff also suggested that the member contact the merchant to advise of the cancellation to avoid any fees the merchant may charge for a rejected direct debit.</li> </ul>
<p style="text-align: center;"><b>Partially Compliant</b></p>	<ul style="list-style-type: none"> <li>• Mutual staff recommended that the stop or cancellation should be lodged with the merchant first and if there is was problem, the member could return to the Mutual to stop or cancel the direct debit.</li> <li>• Mutual staff directed the member to the merchant for cancellation and advised the member that the Mutual could only stop or cancel the direct debit after the member had lodged it with the merchant.</li> </ul>
<p style="text-align: center;"><b>Non-compliant</b></p>	<ul style="list-style-type: none"> <li>• Mutual staff did not accept the stop or cancellation request and advised that it could only be lodged with the merchant.</li> </ul>

Additional questions were also asked to prompt Mutual's staff for further information based on the advice provided. If the Mutual's staff advised that:



**Yes, we can stop or cancel the direct debit for you.**

- The following illustrative questions were used to prompt the staff member for further information:
  - Can I stop or cancel it by telephone or the internet? Or do I have to complete a form or visit your branch?
  - Is there a fee? If so, how much?
  - How long before the cancellation takes effect?



**No, you will need to contact the merchant.**

- The following illustrative questions were asked to prompt the staff member for further information:
  - Can't the Mutual stop or cancel it for me?
  - If yes, how can it be done?
  - Is there a fee? If so, how much?
  - How long before it takes effect?

## 4. Review Findings

### 4.1 Desktop Review

The CCC reviewed 43 Mutuals' websites and their associated content in March 2012 (one Mutual did not maintain a current website).

The Code provides no specific guidelines regarding how or what information about direct debits is to be provided by Mutuals in the disclosure documents or on their websites. Section 4.2 of the Code however requires Mutuals' Terms and Conditions to be consistent with the obligations of the Code. The relevant section within the Code is listed below:

Section 4.2 of the Code states:

*"Our standard Terms and Conditions will be consistent with this Code and will strike a fair balance between:*

- your legitimate needs and interests as our member or customer, and*
- our interests and obligations, including our prudential obligations."*

The results of the desktop review are summarised below:

#### Key Desktop Review Findings

- |    |                                                                                                                                                                                                                                                                                                                                                                       |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | 70% of disclosure documents reviewed provided the correct information on how to cancel a direct debit arrangement, in line with the obligations of the Code.                                                                                                                                                                                                          |
| b) | 11% of Mutuals provided incorrect or unclear instructions on how to stop or cancel a direct debit arrangement.                                                                                                                                                                                                                                                        |
| c) | Only two Mutuals' disclosure documents did not include some information on direct debits.                                                                                                                                                                                                                                                                             |
| d) | The majority of Mutuals used a 'standard clause' when providing information in the disclosure documents (see page 13).                                                                                                                                                                                                                                                |
| e) | Only two Mutuals provided detailed conditions and specific instructions on direct debits, which included: <ul style="list-style-type: none"><li>• the benefits of setting up direct debits</li><li>• timeframes and methods to stop or cancel a direct debit, and</li><li>• fees and charges associated with the cancellation and 'rejected' direct debits.</li></ul> |
| f) | Two Mutuals had no disclosure documents available online or any information on direct debits on their websites. Hyperlinks to three disclosure documents on the websites were unavailable at the time of the review.                                                                                                                                                  |

If a search facility existed on the website reviewed, key phrases such as 'direct debit/s', 'cancel direct debit/s' and 'stop direct debit/s' were entered and searched. The CCC found that:

- The majority of searched engines linked the member to account switching information, where members were reminded that it was important to provide the

merchant/s with the member's new account details. In addition, some provided a template form that members could use to advise merchant/s about their new account details.

- Two websites linked members to a direct debit stop form, which was available for download.
- Two Mutuals had an information page on direct debit and their benefits.

The table below illustrates examples of good, adequate (standard) and incorrect or unclear information about the direct debits cancellation process provided by Mutuals' in their disclosure documents.

Information quality	Examples from disclosure documents reviewed
<p>A good example of detailed instructions about the cancellation process with clear headings.</p>	<p><b>Example of good practice</b></p> <ol style="list-style-type: none"> <li>1. <i>A Direct Debit or Periodical Payment service may be established on your Account 1, Account 2, Account 3 or Account 4. A Direct Debit transaction is a transfer of funds from your Account to an account with another financial institution you have authorised to debit your Account. A Periodical Payment is a transfer of funds at your request from your Account to a specified account on a certain day of the month on a regular basis.</i></li> <li>2. <b>Direct Debits</b> <i>To establish a Direct Debit, you must complete an authorisation form and send it to the Direct Debit supplier. We will commence the Direct Debit payment after we receive the authorisation from the Supplier.</i></li> <li>3. <b>Stop Payments</b> <i>To stop or alter a Direct Debit or Periodical Payment, you must provide written instructions to us setting out full details of the Direct Debit or Periodical Payments at least three (3) business days before the next payments is to be made. You must also instruct any Direct Debit Supplier to stop the Direct Debit without delay.</i></li> </ol>
<p>An example of the standard clause used by the majority of Mutuals in their disclosure documents.</p>	<p><b>Example of adequate practice</b></p> <p><i>You can authorise a participating biller to debit amounts from your account, as and when you owe those amounts to the biller. The biller will provide you with a Direct Debit Request (DDR) Service Agreement for you to complete and sign to provide them with this authority. To cancel the DDR Service Agreement, you can contact either the biller or us. If you contact us we will promptly stop the facility. We suggest that you also contact the biller.</i></p>

## Information quality

## Examples from disclosure documents reviewed

Poor disclosure information included unclear and confusing instructions to members about the cancellation process and directing members to the merchant or biller to cancel a direct debit arrangement.

### **Examples of unclear instructions:**

1. *To cancel the DDR Service Agreement on your account we suggest you contact the biller to stop the direct debit.*
2. *If you wish to stop a direct debit you must:*
  - *advise the biller you wish to cancel the direct debit, and*
  - *advise Mutual X in writing.*
3. *A request to cancel or alter a Direct Debit must be provided in writing to Mutual X. You must advise the beneficiary (third party) of any request to cancel, alter or refund any Direct Debit payment(s).*
4. *To cease a direct debit, you must contact the supplier and also advise us in writing.*

### **Examples of incorrect instructions:**

1. *If the payment is initiated through a third party then it can only be cancelled through the third party - payments will continue to be made unless arrangements have been made with the third party.*
2. *If you wish to stop the direct debit you can only do so via the third party.*

## 4.2 Shadow Shopping Exercise

Phase 2 of this review involved a shadow shopping exercise across 44 randomly selected Mutuals to determine the extent to which Mutuals' staff members were complying with Section 20.1 of the Code and correctly advising members on how to stop or cancel a direct debit arrangement.

To be compliant with Section 20.1 of the Code, Mutual must not direct, or suggest that the member should first raise the cancellation request directly with the merchant.

However, it would generally be accepted as good practice to suggest that a member to contact the merchant as well to advise them of the direct debit cancellation, to avoid any fees the merchant may charge for a rejected direct debit.

The key findings from the 44 shadow shopping calls made are summarised below:

### Key Shadow Shop Findings

- a) Six out of 10 shadow shoppers were provided with incorrect advice (partially compliant and non-compliant results). In comparison to the last review, the results indicate no change in industry compliance rates.
- b) Of the 30 Mutuals that advised that they were able to cancel the direct debit, the majority (74%) required the request in writing for it to take effect. The remainder (26%) advised that the direct debit could be stopped or cancelled via a telephone contact providing the members' identity was confirmed.
- c) 20% of the Mutuals that accepted the request to stop or cancel a direct debit had a

direct debit stop form available for members to complete. In most cases, a letter to the Mutual with the member's account and the direct debiting merchant details was sufficient for the cancellation to take effect.

d) Two Mutuals charged a fee: one Mutual charged a \$14 'stop fee' for processing a stop request and another Mutual charged a \$4 'return fee' each time a direct debit request was returned to the merchant as 'cancelled by member'.

e) All Mutuals that advised they were able to cancel a direct debit confirmed that the cancellation would take effect within 24 hours of the request being made which is considered to be good industry practice.

The following table gives examples of responses provided to the shadow shopper in this review.

Compliance	Examples of responses
Fully Compliant	<i>"Yes, we can stop or cancel the direct debit from our end, provided the direct debit is from your transaction account and not a credit card. You also should contact the merchant to let them know that you have cancelled the direct debit as they might charge you a fee if the payment is rejected."</i>
Partially Compliant	<i>"You will need to contact the merchant as well to have it stopped or cancelled. Give us a call or visit a branch if you are unsuccessful." "As it was initially set up by the merchant, you need to go back to them as well to have it stopped or cancelled. I suggest that you should provide the request to them in writing and also forward a copy of the letter to us so we can also place a stop on your account. What happens is when the merchant requests the direct debit, we will return the request as cancelled by member."</i>
Non-compliant	<i>"You will need to contact the merchant to stop or cancel the direct debit as it was initially set up by them and you have given them the authority to debit your account every month. We are unable to cancel it."</i>

## 5. Recommendations

The CCC encourages Mutuals to adopt the recommendations towards better practice detailed below, to ensure their clients are able to cancel a direct debit arrangement directly with them and ensure that information about this process is accurate and readily available.

Develop

- Mutuals should consider developing a compliance checklist to assist with direct debit cancellation (an example is provided in Appendix A of this report), and
- a standard form for members to complete when they wish to stop or cancel a direct debit arrangement.

## Review

- Subject to the size, nature and complexity of the Mutual's business structure, the CCC would encourage those Mutuals with a website to review information about direct debits on the website, in addition to incorporating this information in other key documents such as T&Cs and Condition of Use documents.
- The CCC also recommends that Mutuals ensure the search function responds to simple keyword searches and hyperlinks do in fact link to the correct documents.

## Educate

- Subject to the size, nature and complexity of the Mutual's business structure, the CCC would encourage Mutuals to undertake further staff training about Mutuals key obligations and the process required to stop or cancel a direct debit facility.
- The CCC recommends that Mutuals incorporate the impact of incorrect advice, particularly upon members who may be experiencing financial hardship, within this training program.

## Monitor

- Mutuals should continue to monitor their own compliance with Clause 20.1 of the Code by undertaking their own shadow shopping exercise from time to time.

## 6. Follow-up

The aim of this review was to determine levels of industry compliance in relation to the ability of a member of Mutuals to stop or cancel direct debits linked to a transaction account in accordance with Section 20.1 of the Code.

The CCC has provided the findings of this review to each Mutual that was selected to participate. The next steps will include:

Follow-up on Mutuals that were non-compliant, including the implementation of remedial action in this area.

Continue to assist and encourage Mutuals to carry out their own testing in this area and to review their disclosure documents (subject to size, nature and complexity of their business).

## Appendix A: Sample compliance checklist for Direct Debit obligations

The following checklist and questions are samples designed to assist Mutuals in developing their own compliance assessment and not a substitute for legal or compliance advice.

Action item	Conducted by	Date of review	Completed
Develop a direct debit compliance assessment questionnaire (see Appendix B).			
Develop standard form for members to complete when requesting to stop or cancel a direct debit arrangement.			
Review direct debit information included in the disclosure documents.			
Test search function (if available on website) to check if simple keyword searches on direct debit provide results.			
Test hyperlinks on the website to check if they are working and link to the correct documents.			
Ensure appropriate information is available for staff to understand the Mutual's key obligations and processes required to stop or cancel a direct debit facility linked to a transaction account.			
Increase staff awareness regarding the impact of incorrect advice, particularly upon members experiencing financial hardship.			
Conduct own shadow shopping to test compliance.			

## Appendix B: Sample direct debit compliance assessment questions

### Visibility and accessibility of information

Question	Response/ Comments	Supporting documentation	Follow-up required?
1. What information is provided to members about different direct debits and cancelling direct debits?			
2. If members are provided with information about direct debits, please advise how this is achieved (eg. phone, letter, email) and how often information is provided to members?			
3. Are member facing staff provided with scripts or FAQs to assist with inquires regarding direct debits, if so please provide a copy of scripts?			

### Policy and processes for stopping or cancelling a direct debit

Question	Response/ Comments	Supporting documentation	Follow-up required?
1. Does a member have the option of cancelling only one payment (suspension), rather than cancelling the direct debit authority? If so, what is the process for this?			
2. Does the member need to complete a cancellation form?			
3. If you answered 'Yes' to 2, how can this form be provided to the member eg. letter, email?			
4. What information does a member need to provide to the Mutual for cancellation?			
5. How much notice does the Mutual require for cancellation?			
6. In what circumstances are members advised to contact the debit user?			
7. What is the Mutual's internal process for cancelling a direct debit? Please provide a step by step description.			



Question	Response/ Comments	Supporting documentation	Follow-up required?
8. Does the process vary according to whether the member: a) Has previously cancelled a direct debit to this user b) Has a history of dishonoured direct debits, either with the same debit user or different debit users c) Has other direct debits with the same debit user that the member does not wish to cancel.			
9. How long does it take for the cancellation to come in to affect?			
10. Is the member given receipt for the cancellation?			
11. If there a fee for cancellation?			
12. Is the cancellation permanent?			
13. Does the Mutual have any formal or informal limits on the number of times a member can cancel a direct debit?			
14. Is a member able to reactivate a direct debit directly with the Mutual?			
15. What Mutual fees apply to direct debits and how are members notified of these fees?			
16. Do these fees vary according to the type of account?			

### Monitoring and compliance assessment

Question	Response/ Comments	Supporting documentation	Follow-up required?
1. How does the Mutual ensure that any subsequent request by the debit user under the cancelled direct debit authority is refused?			

### Staff training

Question	Response/ Comments	Supporting documentation	Follow-up required?
1. What training do staff receive for cancelling Direct Debits?			
2. Which staff receive Training?			
3. What information or resources are available to staff about the cancellation of a direct debit?			
4. Is it stand alone training or embedded in the content of other training modules ?			

### Documentation

Question	Response/ Comments	Supporting documentation	Follow-up required?
1. What policies and procedures relate to compliance with Section 20.1 of the Code?			
2. Which training programs relate to compliance of Section 20.1 of the Code.			
3. Does the Mutual publish any information about Section 20.1 of the Code either for staff or the members, including copies of information available online?			

## Appendix C: Definitions

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In this Report, and unless otherwise stated:

<u>Abacus</u>	means Abacus - Australian Mutuals Limited
<u>APCA</u>	means Australian Payments Clearing Association
<u>ASIC</u>	means the Australian Securities and Investments Commission
BECS	means Bulk Electronic Clearing System
CCC	see Committee
Code	means the Mutual Banking Code of Practice
<u>Committee</u>	means the Mutual Banking Code Compliance Committee as specified in section 4 of the Constitution
FSG	means Financial Services Guide
Member/s	means an individual or Small Business member or customer of a Mutual
Mutual/s	means a Credit Union, Mutual Bank or Mutual Building Society member of Abacus that subscribes to the Code.
T&C	means Terms and Conditions (or Condition of Use)
Website	a series of web related pages containing content which may include text, video, music, audio and images

## **Appendix D: Regulatory Framework**

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### **Code Requirements**

#### **Clause 20: Stopping direct debit and recurring payment arrangements**

*20.1 We will promptly stop a direct debit facility linked to your transaction account with us whenever you ask us to do so.*

In addition to the Code requirements, the Bulk Electronic Clearing System (BECS) for recurring direct entry payment instructions will also apply.

### **Summary of relevant sections of the BECS procedures**

#### **Cancellation of direct debits**

*Clause 7.12(h) of the BECS procedures requires a customer's bank (Ledger FI) to:*

- 1. Accept an instruction in writing, or in any such form as it determines, from a customer to cancel a direct debit*
- 2. Act on that instruction by promptly forwarding a cancellation request to the debit user's bank (Sponsor), and*
- 3. Ensure, as far as practicable, that no further debits under the relevant debit authority are posted to the customer's account.*