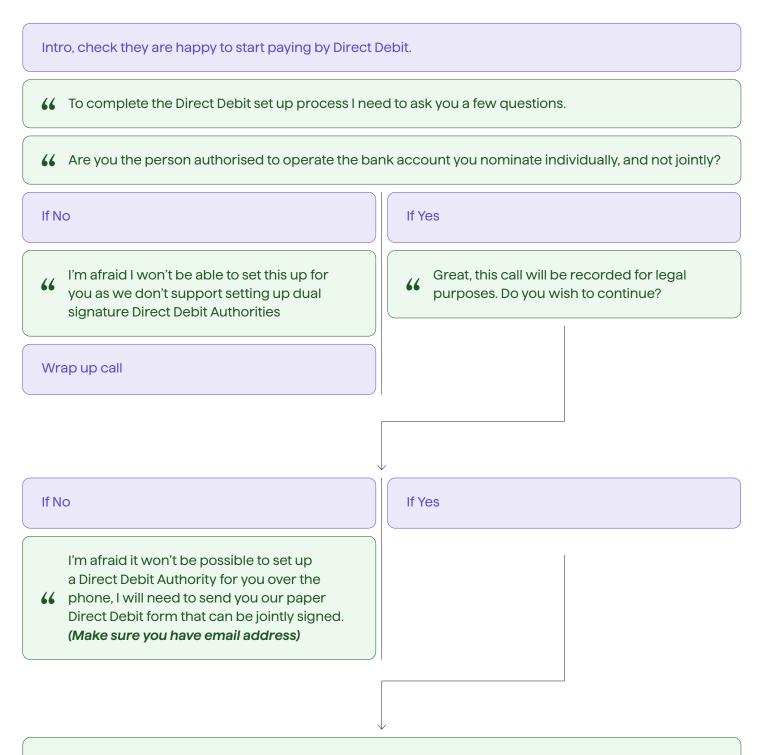
## GoCardless

## **Telephone Direct Debit Script**



66 Great, so to set this up I will just need to record your bank account details. Firstly, please confirm that you accept the following:

(Merchant name) has permission from you to set up a Direct Debit payment authority against the account details provided, for which you are authorised to operate. A letter of confirmation including the full terms and conditions will be sent to your mailing address within 5 business days. Your account will be debited on your next due date at least 2 days from now. Do you accept these terms? (YES or NO)

66 Could you confirm the full name on the account you wish to be debited?

## **Record answer**

Great. Now the full account number?

## **Record answer**

**66** Thanks

Brilliant. To confirm, I'm just going to read your details back to you to make sure they're correct. Your
account name is ABC, your bank code is XX, your branch code is XXXX, your account number is
1234567, finally, your account suffix is XX. Is that all correct?]

If you don't already have their email address..

Which email address would you like your Direct Debit Authority creation confirmation to be sent to?

Record and repeat it back to them to confirm

If you don't already have their mailing address & phone number...

I will need to store your residential address details and phone number against your Direct Debit
 Authority. Please could you provide your full address and post code and phone number.

Record and repeat it back to them to confirm

Brilliant. So, the company name that will appear on your bank statement against the Direct Debit will be (*Merchant name*). You will receive confirmation of your Direct Debit Authority setup to your
specified email address within 5 days. If there are any changes to the date, amount or frequency of your Direct Debit payment, we will always give you 2 working days' notice in advance of your account being debited.

So, in terms of setting up your Direct Debit Instruction that's everything complete. Is there anything else I can help you with today?

If No	If Yes
<ul><li>Goodbye.</li></ul>	Assist the customer with additional request