GoCardless

Telephone Direct Debit Script

Intro, check they are happy to start paying by Direct Debit.

> To complete the Direct Debit set up process I need to ask you a few questions.

> Are you the person authorised to operate the bank account you nominate individually, and not jointly?

If No	If Yes

If No

> I'm afraid I won't be able to set this up for you as we don't support setting up dual signature Direct Debit Authorities

Wrap up call

If Yes

> Great, this call will be recorded for legal purposes. Do you wish to continue?

If No	If Yes

If No

> I'm afraid it won't be possible to set up a Direct Debit Authority for you over the phone, I will need to send you our paper Direct Debit form that can be jointly signed. **(Make sure you have email address)**

> 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)**

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

Record answer

> " Great. Now the full account number?

Record answer

> " 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
> Thanks very much for your time today. Goodbye.	Assist the customer with additional request