



GoCardless Limited

Instant Bank Pay payer terms of use

What are these terms and who do they apply to?

These terms (**Terms**) apply to you (**you, your**) when you use the Instant Bank Pay payment initiation service provided by GoCardless Limited (**GoCardless, we, us, our**) to make a one-off payment to a merchant we also have a relationship with (**Merchant**). Every time you use Instant Bank Pay you must agree to the Terms in force at that time, so please be sure to read them carefully each time. If you do not agree to these Terms, you cannot use the payment initiation service.

What is Instant Bank Pay?

Instant Bank Pay is a payment initiation service which is a service where we initiate a payment from your bank account on your behalf. It enables you to pay a Merchant directly from your bank account rather than using your debit or credit card details through a third party. You must give us your explicit consent before we can provide Instant Bank Pay to you.

Who is providing Instant Bank Pay to you?

GoCardless is providing Instant Bank Pay to you. The address of our head office is:

Sutton Yard
65 Goswell Road
London
EC1V 7EN

GoCardless is authorised and regulated by the Financial Conduct Authority under the Payment Services Regulations 2017 (Firm Reference Number: 597190).

In using Instant Bank Pay, you understand and agree that: (i) we are providing it to you only and you should not share your access to Instant Bank Pay with anyone else; (ii) you must not use Instant Bank Pay for any fraudulent, unlawful or abusive purpose; and (iii) you must only use Instant Bank Pay in relation to your own payment accounts using your own security details for those accounts.

In providing Instant Bank Pay, we will do so with reasonable care and skill, although we do not make any particular commitments or promises to you about Instant Bank Pay, including its reliability or availability or that it will be suitable for your needs. Notwithstanding this, your statutory rights remain unaffected.

How does Instant Bank Pay work and how will GoCardless access my bank account?

Once you have given us your explicit consent to do so, we will instruct your bank to make a payment to a Merchant from your selected payment account.

You will be sent an email or a paylink asking you to use Instant Bank Pay to make a one-off instant payment to the Merchant. If you accept the Instant Bank Pay option requested by the Merchant by following the instructions in the email or paylink, you will be directed to a page to select your bank and the payment account you want to make the payment from. Details of both the amount and the Merchant will be displayed on the account selection page. By selecting your bank and payment account you want to make the payment from, you are consenting to use Instant Bank Pay and instruct GoCardless to initiate a payment of the specified amount to the Merchant and we will redirect you to your bank so you can provide them with your account login and security details (**Security Details**) and go through authentication with them. We will never ask you to share your Security Details with us, and neither GoCardless nor the Merchant will be able to see or access your Security Details at any time. Your bank will only act on the instruction to make the payment after you give them your Security Details and successfully authenticate the payment with them. Once your bank has confirmed authentication, we

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will instruct your bank to make the payment in accordance with your instructions and your bank will execute the payment from your payment account.

How long will it take for my payment to reach the Merchant?

Once you have authorised the payment with your bank you will not be able to cancel it. Funds will usually leave your payment account within 2 hours of successful initiation, although it could be longer depending on how long your bank takes to execute the payment order. We will confirm the successful initiation of the payment order, but it is your bank (not GoCardless) who is responsible for executing it.

Can we refuse to make a payment for you using Instant Bank Pay?

Yes, we may refuse to initiate a payment for you using Instant Bank Pay if we think the conditions set out in these Terms are not satisfied, or if it would be unlawful to initiate the payment.

What happens if something goes wrong?

If, following use of Instant Bank Pay, you notice unauthorised or suspicious transactions on your payment account, you should immediately contact your bank, who is responsible for investigating it and, where necessary, reimbursing you.

If you suspect somebody else has access to your Security Details and is fraudulently using them to access Instant Bank Pay you must contact us immediately by email at help@gocardless.com.

Once you have consented to us initiating the payment you cannot revoke your consent and there is no way of charging back transactions made to Merchants made using Instant Bank Pay. If the funds have not left your payment account you may be able to stop the transaction by contacting your bank, but that would be for your bank (not GoCardless) to decide.

GoCardless will not be responsible for any loss you may suffer as a result of your material failure to comply with these Terms or caused by matters beyond our reasonable control (e.g. pandemic, industrial action, natural disaster etc). We are only responsible to you for foreseeable loss and damage caused by us and not for any indirect or consequential losses, although we do not exclude or limit our liability in any way if it would be unlawful to do so.

You agree you will be liable to us for any losses which we can show were sustained by us as a direct result of your breach of these Terms.

What is the law and jurisdiction governing these Terms?

These Terms are governed by English law and the English courts have exclusive jurisdiction over any matter, claim or dispute (whether contractual or non-contractual) arising out of or in connection with the Terms or their subject matter or formation.

What do I do if I want to make a complaint about Instant Bank Pay?

If you wish to make a complaint about Instant Bank Pay, please contact us first using the contact details below:

Please submit complaints via email to: complaints@gocardless.com

Complaints can also be submitted in writing to:

Complaints Team
GoCardless Ltd
65 Goswell Road
London
EC1V 7EN

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We will do our best to resolve your complaint, but if you still aren't happy with our response and you are a consumer, micro-enterprise or other eligible complainant, you have the right to refer your case to the Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567

Website: www.financial-ombudsman.org.uk

What are the Financial Conduct Authority's contact details?

The Financial Conduct Authority's contact details are:

Financial Conduct Authority
12 Endeavour Square
London, E20 1JN

Contact Centre: 0300 500 0597

Consumer Helpline: 0800 111 6768