

# SUMMARY FOR DEBTORS JUNE 2018

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### Summary for debtors under the SEPA Direct Debit Schemes

#### What is a SEPA Direct Debit?

1. The SEPA Core Direct Debit Scheme and SEPA Business To Business Direct Debit Scheme (together the “SEPA Direct Debit Schemes” or “Schemes”) provide a method for paying bills and making other payments, and are ideally suited for regular but variable payments such as subscriptions or utility bills cross-border payments within the Single Euro Payments Area (SEPA). The Schemes apply to payments in euro even where your account is not denominated in euro within the Single Euro Payments Area (“SEPA”).
2. There are two SEPA Direct Debit Schemes:
  - the Core Scheme is primarily intended for consumers (including private individuals and micro-enterprises)
  - the Business to Business (or “B2B”) Scheme is restricted to business customers which are non-consumers.

(If you are thinking of setting up a mandate under the SEPA Business To Business Direct Debit Scheme you should contact your business management team.)
3. The payment is made by us to the person or company to whom the payment is due (called “the Creditor”). You authorise the Creditor to collect the payment from us by completing a Mandate Form supplied by the Creditor. You should complete all the fields on the Mandate Form.
4. You should return the completed Mandate Form to the Creditor (not us).

If you are making a SEPA Direct Debit under the Core Scheme you do not need to take any further steps – the Creditor will arrange for the payments to be collected from us.

If you wish to make payments under the SEPA Business to Business Direct Debit Scheme you must also complete a SEPA Direct Debit Business To Business Mandate Notification Form and return it to Lloyds Bank Euro Services team no later than 24 hours before the first collection is due. (You can request a SEPA Direct Debit Business To Business Mandate Notification Form from your business management team.)

5. The Creditor will inform you of the amount and due date of each payment to be made. If the payments are a series of fixed amounts, you may be informed once only, when the arrangement is established. In other cases, you will be informed at least 14 days before the payment is collected (unless otherwise agreed between you and the Creditor).
6. Debtors have different rights depending on which Scheme they join. The main differences between the Schemes are summarised overleaf.

#### Cancelling and amending Mandates

7. You may inform the Creditor (and in the case of the SEPA Business To Business Direct Debits, your business management team) at any time that a Mandate is cancelled. Once the Creditor has been informed, it may no longer collect payments on the basis of the cancelled Mandate. You may instruct us to refuse any future direct debit demands which a Creditor has pre-notified you of.
8. You may amend a Mandate by informing the Creditor of the changes you wish to make (and in the case of the SEPA Business To Business Direct Debit, your business management team).



### Refunds under the SEPA Core Direct Debit Scheme

9. You may request us to refund a direct debit payment under the Core Scheme in the circumstances summarised below.
10. If you consider that the amount of the payment is wrong, or you wish to have a refund for any other reason, you must inform us no later than eight weeks after the payment was debited to your payment account. You must explain the reason for your refund request at the same time. We are obliged to give you a refund if you make a valid refund request within this eight week period.
11. You may request a refund more than eight weeks after the payment was debited to your payment account provided:
  - a. you did not authorise the payment and
  - b. you make your claim within 13 months of the debit date. If you wish to have a refund for this reason, you must inform us as soon as you become aware of the circumstances.

We may require you to provide evidence supporting your claim.

You should also be aware that we may not be legally obliged to give you a refund if there is a long delay between the payment being debited to your payment account and your request for a refund.

12. If you request a refund, any obligations you may have to pay the Creditor will not be satisfied. You will remain responsible for paying any amount which the Creditor is owed.

### Major differences between the SEPA Core Direct Debit Scheme and the SEPA B2B Direct Debit Scheme

13. You are not eligible to participate as a Debtor under this Scheme if you are a consumer or a micro-enterprise. The Scheme is designed for payments between businesses.

14. There is no refund right under the B2B Scheme, however, you may be entitled to a refund under the Payment Services Regulations 2009 if the payment was not authorised by you or the payment was incorrectly executed. You must make any claim for an unauthorised payment within the time limit specified in our terms and conditions.
15. Because there is no refund right under the B2B Scheme and the potential large amounts involved, we are required to check that each payment collection corresponds with information provided by you about the relevant Mandate.
16. Direct debit transactions can be effected more quickly under the B2B Scheme.

If you want to participate in the Business To Business Scheme please speak to your business management team.

### Account controls under the SEPA Direct Debit Core Scheme

17. As a Debtor under the SEPA Direct Debit Core Scheme, you have the right:
  - a. to limit the amount collected from your account;
  - b. as to how often you want your SEPA direct debit collected from your account;
  - c. to block the collection of all SEPA direct debits from your account until you agree to have the block removed;
  - d. to block the collection of SEPA direct debit payments by particular businesses or organisations until you agree to have the block removed, or to allow SEPA direct debit payments to be collected only from particular businesses or organisations until you instruct us otherwise.

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## Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at [lloydsbank.com/business/contactus](https://lloydsbank.com/business/contactus)

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## Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Text Relay (previously Typetalk) or if you would prefer to use a Textphone, please feel free to call us on 0345 601 6909 (lines open 7am-8pm Monday to Friday and 9am-2pm Saturdays).

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

### Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Telephone: 020 7626 1500.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 119278. We adhere to the Standards of Lending Practice which are monitored and enforced by the LSB: [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all Business customers will be covered.