AN Company

Any Street

Any Town

Anywhere AB1 2CD

# Payer

# Address line1

# Address line 2

# Town,

# Postcode

Date

Dear (Payer)

**Change of Company Name / Transfer of Business from Another Company and Change of Reference**

From *(change date)*, *(merchant)* are changing our payment processor for Direct Debit payments. Our new processor, SmarterPay, will be responsible for all Direct Debit collections from this date.

The good news is that you need take no action to continue receiving the benefits of Direct Debit. Please be assured this change will not affect the service you receive in any way. The only change you will notice is that with effect from (date), we will collect your Direct Debits instead of (Merchant) and therefore our namewill appear on your Bank/Building Society statement. Please also note that from this date your new customer reference is XXXXXXXXX. Should you wish to query any Direct Debit with us or your Bank/Building Society please quote our name and the new reference. There is no need for you to complete a new Direct Debit Instruction, as details of the change will have been supplied to your bank, which may also notify you, independently. Additionally you may also see a comment on your Bank statement advising you of the final payment under the old name details and the first payment under the new name/details.

You will continue to enjoy the full benefits of the Direct Debit Guarantee, as detailed below. If you have any questions about this change please call Customer Service on this number: (01482) 240886

Yours sincerely

**The Direct Debit Guarantee** 

* This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
* If there are any changes to the amount, date or frequency of your Direct Debit SmarterPay will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request SmarterPay to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
* If an error is made in the payment of your Direct Debit, by SmarterPay or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society

– If you receive a refund you are not entitled to, you must pay it back when SmarterPay asks you to

* You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.