Direct Debit Setup

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When you set up a Direct Debit agreement, you tell your bank or building society to let an organisation take money from your account. The organisation can collect however much you owe them. Usually, the Direct Debit payment is requested 15 days prior to the renewal date, it takes about another 7 days for this to be processed and another 7 days until the payment is settled and you receive the invoice. Unfortunately, this is the standard bank policy and it cannot be altered. Direct Debit changes mentioned above were announced via an email notification which was sent on the 16th of March 2023. When setting up a Direct Debit agreement, here is a reminder of existing limitations, which you may find useful: Only letters, numbers, spaces, hyphens, forward slashes, ampersands, and full stops are used in the address. It may take up to 10 days for the DD agreement to be set up/accepted by the bank. The the system can start using it for automatic renewals. Only 18 characters are allowed in the payer's account name and this is a general Direct Debit limitations, not Heart Internet's. If the name on the account is longer, the account name should be changed at the bank first, so that it cam be accepted for a Direct Debit agreement. The 18-character limitation is confirmed here.Â You can set up Direct Debit in your Heart Internet account by following these steps: From Customer area > Contacts & Billing details > Billing details > Under Add Direct Debit **Please be aware!** **Most often the error given by the system that the sort or account number may be incorrect may only be the fact the Account name is longer than 18 characters. In that case, you need to contact the bank and shorten the name. For any further issues you need need to contact the bank and check in with them if you do not have any other issues or if your details are accurate.** **Please note** - New direct debit creation is currently unavailable

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Online URL: https://www.heartinternet.uk/support/article/direct-debit-setup.html