

Direct debits

This fact sheet is for information only. You should seek legal advice if you are unsure about any of the information in this fact sheet.

Main ideas

- Direct debit can be a convenient way to pay regular bills.
- You need to keep track of direct debits so that your account is not overdrawn.
- You can cancel direct debit payments if you need to.
- Financial counsellors can help you manage your direct debits. Their services are free.

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Understanding direct debits

When you set up a direct debit, you agree to let the merchant take money from your account. You can cancel a direct debit at any time. To set up a direct debit

1. You agree to a payment indicated debit Direct Debit.
2. The merchant cannot deduct money from your account without a properly authorised Direct Debit Request.
3. Your bank takes money from your account and

The pros and cons of direct debit

Whether or not you choose to pay by direct debit

The advantages of direct debit

You should be aware of the following points:

The disadvantages of direct debit

You should be aware of the following points:

Cancelling a direct debit

You should cancel your direct debit if:

If you wish to stop a direct debit from your bank or credit card account, you can cancel a direct debit from your bank or credit card account.

Bank or transaction account Write to your bank and the merchant.

Credit card account, or VISA/Mastercard debit account Write to your bank and the merchant.

When writing to your bank Phone the bank.

When writing to the merchant Write to the merchant.

What if the direct debit is not cancelled

If the direct debit is not cancelled, you may be liable for the amount of the direct debit.

How to get a list of all your direct debits

You can get a list of all your direct debits from your bank or credit card issuer.

Need more help?

Visit our [Useful Links](#) page for a list of other resources.

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