NOW: Pensions

Smarter. Simpler. Better.

Direct Debit Instruction for *charges*

Please fill in the details below and complete the instructions on the next page. **Once completed you need to mail a hard copy of the document to NOW: Pensions. You can find the address on page 2.**

PLEASE NOTE. This Direct debit instruction will be used to collect charges (monthly employer service charge and print & postage), if applicable to you. You will need to complete a separate Direct Debit instruction for *pension contributions.* You will need to do this even if you want to use the same bank account for both contributions and charges.

Employer Legal Name	

Employer Code (4 digit alpha/numeric*)	

**Employer Code is displayed on the NOW:Pensions portal. If a payroll bureau/accountancy firm fully manages the upload of your payroll data to NOW:Pensions they will be able to provide this.*

If you want to change any details of the person we should send invoices to and contact with queries related to this direct debit, please provide details below:

First Name		Last Name	
Email			
Billing Address 1			
Billing Address 2			
Town/City		Postcode	

Notes:

1. Following receipt of the mandate form, GoCardless will confirm when the mandate has been set up. This normally takes a few days for them to submit the mandate and for your bank to confirm that they have acted on your instruction.
2. As part of our commitment to keeping pensions simple, if you have both a monthly employer services charge and print and postage costs we will deduct them from the same bank account for all payroll(s). VAT invoices will be provided.
3. Currently, paying print and postage costs by direct debit is only available to employers who became Participating Employers after July 2015.
4. If you want to avoid incurring print and postage costs you can select to have communications for any employees we have not been provided with an email address for, to be delivered to you as PDFs. We will send the communications to a centrally managed company e-mail address, for you to print and deliver to the employee within the statutory timescales (six weeks). If you want to change to PDF communications you can do this in your NOW:Pensions portal under Company Details (if a payroll bureau/accountancy firm fully manages the upload of your payroll data to NOW:Pensions they will be able to change these details).

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

NOW: Pensions
4th Floor
37 Park Row
Nottingham
NG1 6GH

Service User Number

2	9	7	5	5	2

Name(s) of account holder(s)

Reference (insert your employer code)

Bank/Building Society account number

Branch Sort Code

Instruction to your Bank or Building Society
Please pay GoCardless Ltd. re NOW: Pensions Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with GoCardless Ltd. re NOW: Pensions and, if so, details will be passed electronically to my Bank/Building Society.

Name and full postal address of your Bank/Building Society

To: The Manager — Bank/Building Society

Address

Postcode

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

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, GoCardless Ltd. re NOW: Pensions will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless Ltd. re NOW: Pensions 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 GoCardless Ltd. re NOW: Pensions 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 GoCardless Ltd. re NOW: Pensions 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.

This guarantee should be detached and retained by the payer.