

Direct Debit Instruction for *pension contributions*

Please fill in the details below and complete the instructions on the next page. Once completed you need to send the document to NOW: Pensions. You can either mail it using the address on the next page, or you can scan the document and email it to us on directdebit@nowpensions.com.

PLEASE NOTE. This Direct debit instruction will only be used to collect pension *contributions*. You will need to complete a separate Direct Debit instruction for charges (monthly employer service charge and print and postage), if applicable to you. 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/Company Code (4 digit alpha/numeric*)
Email address of account holder (for Direct Debit confirmation and advance notifications)

Do you want all pension contributions to be deducted from the same bank account? YES / NO

If **YES**, this Direct Debit instruction will apply to all future pension contributions for all Payroll Codes until further notice.

If **NO** please list below all Payroll Codes* to which the bank account on the next page is to apply (normally 4 digit alpha/numeric)

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Please complete a separate mandate for every separate bank account from which contributions are to be deducted.

**Company Code and Payroll Code are 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 these details.*

Notes:

1. The collection of pension contributions by Direct Debit is undertaken by JLT Benefit Solutions Ltd on behalf of NOW: Pensions. Following receipt of the mandate form, we will confirm when the mandate has been set up. This normally takes a few days for JLT 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, we only collect contributions for jobholders once their 1 month opt out period has ended. Once the opt out period has been completed, we will normally make the Direct Debit instruction for the first backdated contribution on your next collection date.
3. Ongoing contributions will be deducted on a regular basis and you will receive advance notification before each direct debit collection.



Instructions 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	0	4	0	9
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Name(s) of Account Holder(s)

Reference Number

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Bank/Building Society account number

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Branch Sort Code

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Instruction to your Bank or Building Society

Please pay JLT Benefit Solutions 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 JLT Benefit Solutions 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 or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Signature(s)

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Date

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Banks and Building Societies may not accept Direct Debit Instructions for some types of account. This guarantee should be detached and retained by the Payer.

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, JLT Benefit Solutions Limited re NOW: Pensions will notify you 2 working days in advance of your account being debited or as otherwise agreed. If you request JLT Benefit Solutions Limited 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 JLT Benefit Solutions Limited 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 JLT Benefit Solutions Limited 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.