



MANDATE TO YOUR BANK TO PAY BY DIRECT DEBIT

Name and full postal address of the Service Provider

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Service Provider's Reference Number:

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Payer's Account Number with Service Provider:

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Payment Date (DD/MM/YYYY):

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How many days can the Direct Debit be processed **before** Payment Date?

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Expiry Date (DD/MM/YYYY):

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How many days can the Direct Debit be processed **after** Payment Date?

.....

Payment Frequency* (Tick as applicable):

☐ D ☐ W ☐ FN ☐ M ☐ Q ☐ H ☐ A

*D=Daily W=Weekly FN=Fortnightly M=Monthly Q=Quarterly H=Half Yearly A=Annually

Fixed amount to be debited:

K

Variable amount to be debited subject to maximum of:

K

Payer's Personal Details

Name:

.....

Telephone Number:

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Email:

.....

Address:

.....

Payer's Bank Details

Bank Name:

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Branch Name:

.....

Sortcode:

.....

Bank Account Number:

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Instruction to your Bank/NBFI

To: The Manager

(Name and full postal address of your Bank)

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INSTRUCTION TO DEBIT MY ACCOUNT

Please pay Smartfin Zambia limited Direct Debits from my account detailed in this mandate subject to safeguards assured by the Direct Debits Guarantee. I/we understand that this mandate may remain with Smartfin Zambia limited and, if so, details will be passed electronically to my Bank/NBFI.

Signatures

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Date

.....

Banks/NBFIs may not accept Direct Debit Mandates for some types of accounts

The Direct Debit Guarantee

1. This Guarantee is offered by all Banks/NBFI that take part in the DDACC System. The efficiency and security of the Direct Debit is monitored and protected by your own Bank/NBFI.
2. If the amounts to be paid or the payment dates change, Smartfin Zambia limited will notify you 14 working days in advance of your account being debited or as otherwise agreed.
3. If an error is made by Smartfin Zambia limited, you are guaranteed a full and immediate refund of the amount paid from ...[your Service Provider's name].
4. If an error is made by your bank/NBFI, you are guaranteed a full and immediate refund from your branch of the amount paid.
5. You can cancel a Direct Debit at any time by writing to your Bank/NBFI. Please also send a copy of your letter to us.