

SEPA Direct Debit Debtor Guide

for Barclays Bank UK PLC accounts

What is a SEPA Direct Debit?

The Single Euro Payments Area ("SEPA") Direct Debit Schemes allow both domestic and cross-border collections to be made in euro throughout the SEPA countries¹. They provide a method of paying for goods or services throughout Europe via euro direct debit.

Some of the key features include:

- There are two SEPA Direct Debit Schemes:
 - **The Core Scheme** – Intended for use by customers of all types (e.g. individuals, small and medium-sized enterprises, corporates including micro-enterprises and government entities)
 - **The Business to Business (or "B2B") Scheme** – Intended for use by business customers who are non-consumers and are not classified in the UK as a micro-enterprise
- The SEPA Direct Debit Schemes cover both recurring and one-off direct debit collections
- If you have a Barclays account denominated in euros, you may be able to make payments from that account although we may contact you before you are able to do so. Alternatively, you can contact your Relationship Team to tell them you wish to make SEPA Direct Debit payments from your euro denominated Barclays account
- If you wish to set up a SEPA direct debit payment from your sterling account then please contact your relationship team before a collection is sent
- For any SEPA Direct Debit payment from a sterling account, the currency exchange will be carried out in accordance with the Barclays Customer Agreement
- SWIFTBIC (Business Identifier Code) and IBAN (International Bank Account Number) are the only permissible account and bank identifiers
- With a SEPA payment, the person or company to whom the payment is due (known as "the Creditor") can include up to 140 characters of information about the payment at the time of initiating it. This information may not appear in full on statements but is available from Barclays on request.

Debtors have different rights depending on which Scheme they join. The main differences between the two schemes are summarised below:

- You are not eligible to participate as a Debtor under the SEPA B2B Direct Debit Scheme if you are a consumer or a micro-enterprise.
- A micro-enterprise is defined as an enterprise that employs fewer than ten people and whose annual turnover and/or annual balance sheet total does not exceed €2 million². The SEPA B2B Direct Debit Scheme is designed for payments between larger businesses
- Under the SEPA B2B Direct Debit Scheme you, as debtor, have no right of refund after collection for an authorised transaction. However, you may be entitled to a refund under the Payment Services Regulations 2017³ if the payment was not authorised by you or the payment was incorrectly executed. You must make any claim for an unauthorised payment within thirteen months of the debit date
- Under the SEPA B2B Direct Debit Scheme we are required to check that the information for each collection corresponds with the relevant Mandate. You will be required to provide Barclays with a copy of each SEPA B2B Direct Debit Scheme mandate and therefore you should retain a copy of any Mandate you sign. These requirements are in place to protect you because there is no refund right under the SEPA B2B Direct Debit Scheme
- If you wish to participate in the SEPA B2B Direct Debit Scheme please speak to your Relationship team. An agreement will need to be signed with Barclays and a copy of each B2B mandate must be supplied to Barclays

Setting up a SEPA Direct Debit:

The Mandate form

- You start by authorising the Creditor to collect a payment from your Barclays bank account by completing a Mandate form supplied by the Creditor. The Mandate form should be signed in accordance with your banking authorities
- You should return the completed Mandate Form to the Creditor (not Barclays). If you are paying a SEPA Direct Debit under the Core Scheme you do not need to take any further action – the Creditor will arrange for the payments to be collected from your account

Additional steps for the SEPA B2B Direct Debit Scheme

- Sign an agreement with Barclays
- Register any new B2B mandate with Barclays. You can do this by completing a SEPA Direct Debit B2B Mandate Notification Form and returning it with a copy of the B2B mandate to your relationship team no later than 24 hours before the first collection is due.

(You can request a SEPA Direct Debit B2B Mandate Notification Form from your Relationship team).

Pre-notification

The Creditor will inform you about the due date and amount of each payment which will be collected from you. If the payments are a series of fixed amounts, you may be informed once only at the start of the arrangement. Otherwise you will be notified 14 days before each payment is collected (unless another shorter or longer period is agreed between you and the Creditor)

Upon receipt of a collection request from the Creditor the payment will be made by Barclays to the Creditor.

Insufficient funds

If you have insufficient funds in your account to cover a SEPA direct debit, no debit or credit entries will be shown on your Barclays account statement. You will be informed about direct debits which are refused due to insufficient funds.

Cancelling and amending Mandates

- You may inform the Creditor at any time that a Mandate is cancelled. For a B2B mandate, if you do so, you must also inform your Relationship team. Once the Creditor has been informed, it may no longer collect payments on the basis of the cancelled Mandate
- You may instruct Barclays to refuse a direct debit up to one day before the due date. You may refuse a SEPA direct debit only for the full amount
- You may amend a Mandate by informing the Creditor of the changes you wish to make.
- In the case of the SEPA B2B Direct Debit, you should also complete a B2B Mandate amendment form and send it with a copy of the amended mandate to Barclays
- You are entitled to request that your account be blocked for all SEPA direct debits, and you may also limit payments by amount and frequency
- You may also block specific direct debits or only allow certain direct debits
- To set-up any SEPA Direct Debit blocks or limits on your accounts please contact your relationship team.

Refunds under the SEPA Core Direct Debit Scheme

- You may request Barclays to refund a direct debit payment under the SEPA Core Direct Debit Scheme:
 - If you consider that the amount of the payment is wrong, or you wish to have a refund for any other reason, you must inform Barclays no later than eight weeks after the payment was debited to your payment account
 - You may only request a refund more than eight weeks after the payment was debited to your payment account provided: (i) you did not authorise the payment; and (ii) you make your claim within 13 months of the debit date.
- Claims made after 13 months will not be accepted. We may require you to provide evidence supporting your claim. In certain circumstances, after investigating your claim, we may reject your claim for a refund
- If you request a refund, you will still be liable to the Creditor for any amounts outstanding

Terms for payments under the SEPA Direct Debit Schemes

If you do enter into a mandate with a Creditor permitting them to collect SEPA Direct Debit payments from any account you hold with us, you agree that we are authorised to make those payments arranged by you under the SEPA Direct Debit Schemes. These payments can be one-off or recurring. The requirements of the SEPA Direct Debit Schemes, as described in this Guide, will apply to any payment.

Any dispute with a Creditor must be resolved directly by you with the Creditor. Our duties and the duties of the Creditor's bank under the SEPA Direct Debit Schemes are not affected by the arrangements between you and the Creditor.

If you use a device, or a password or procedure, to authorise a Creditor to collect a Direct Debit payment, you must notify us immediately if you know or suspect (i) there has been unauthorised use of that device, password or procedure, (ii) the device is lost or stolen, or (iii) a password or procedure is no longer secret.

You can get this in Braille, Large Print or Audio by contacting your Relationship Team to advise us of your requirements

The list of available countries can be found at: <https://www.europeanpaymentscouncil.eu/document-library/other/epc-list-sepa-scheme-countries>

2 See the FCA website: <https://www.handbook.fca.org.uk/handbook/glossary/G2623.html>

3 A full copy of this regulation can be found at http://www.legislation.gov.uk/uksi/2017/752/pdfs/uksi_20170752_en.pdf

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