

SEIB Direct Debit

Your questions answered

The information below tells you how paying by direct debit works. Please read this before deciding if you want to take this option.

Consumer Credit Act

You can arrange to pay for your insurance premium by instalments by completing the Direct Debit Instruction or contacting the office. Credit arrangement will be governed by Consumer Credit Act 1974 and we will issue documents to you accordingly.

Data Protection Act

We may use the information you provide in our application to search the files of a credit reference agency. The result of that search will be recorded on your credit reference file whether or not your application is accepted. We may also supply details to a credit reference agency of how well you have made your payments under the credit agreement. The credit reference agency may make this information available to other people or organisations using their services.

Who is eligible?

You must be 18 years or older and have a bank or building society current account. Bank/building societies may not accept instructions to pay direct debits from some types of account, please check with them if you are unsure. We can only accept Direct Debit Instructions from the policyholder. If you are under 18, we can accept direct debits from your parents' account until you reach 18.

How does paying by direct debit work?

Paying by direct debit lets you spread the cost of your insurance over an agreed number of instalments rather than paying for it in one go. The loaned premium, interest and handling fees will be divided equally over the instalments. Please make sure you have got enough money in your account to cover the direct debits. If you do not have enough, you may be liable for charges from your bank or building society, for which we cannot be held responsible. The cost for paying by direct debit will have been advised at the time of your quotation or renewal.

What happens if I need to alter my policy?

If you make any changes to your policy during the year that makes your premium, more or less, then we will need to adjust your remaining monthly instalment(s). If as a result your payments increase, we will contact you to let you know the new amount(s) at least 10 working days before your next instalment is due.

What happens if I cancel my credit agreement?

You have the right to cancel your credit agreement within 14 days of receiving a copy of the agreement or part way through your cover. If you do cancel your credit agreement but want your policy cover to continue, you will need to pay the remaining balance immediately, less any uncharged/refunded interest.

The start

At inception of your policy you will normally be asked to pay a deposit if you wish to pay by direct debit. This deposit will be collected over the phone, in certain circumstances we are able to arrange your direct debit plan over the phone by obtaining from you your bank/building society details. If you do not meet the criteria set for arranging a direct debit over the phone we will send you a paper mandate for completion and return to us.

What happens if I need to send a paper form back?

If your policy starts, or on the renewal date if you have already got a policy with us, and you do not send us your correctly completed Direct Debit mandate straight away, we may need to collect more on your first instalment or paying by instalments may not even be possible.

What happens at renewal?

When your insurance is due for renewal your direct debit will automatically continue. We will advise you of any change of amount and continue to apply to your bank or building society for the amounts due. If you want to stop your cover and cancel your direct debit, please contact us and your bank or building society to let us know before the renewal date and the first instalment becomes due.

What happens if I make a claim on the policy?

If you make a claim on your policy, the full balance of your premium plus any outstanding interest due is payable immediately. This provision specifically pertains to Equine policies for which claim settlements are handled internally by our team. We retain the right to recover the balance of your premium and interest from your claim settlement where possible, however if this is not possible you will have to settle the full outstanding premium and interest direct to us.

What happens if I miss an instalment?

If you miss a payment, we will request payment again from your account after 10 working days. If this request fails, we will contact you and ask you to resolve this. If you cannot make the payment, your policy will be cancelled and a charge made for any cover provided up to the date of cancellation. This would leave you without the protection of the insurance cover. And it may also make it harder for you to get credit in the future.

Can Direct Debits be paid from any account?

Most current accounts at banks and building societies can be used to make Direct Debit payments. Some special deposit accounts also allow them – just ask at your branch.

Direct Debit Guarantee scheme explained

- 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 SEIB will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request SEIB 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 SEIB 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 SEIB 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.

Financial Difficulties

SEIB has a procedure to ensure we can assist, where possible, should anyone with an SEIB payment facility experience financial difficulties. We aim to provide support, the best outcome for you and act in your best interest should the situation arise. Our procedure can consider actions which may reduce the financial impact to customers in financial difficulty. We may consider adjusting any charges applied or amending the level of insurance, we will always provide all the information you require in order to make an informed decision going forward. Should you experience financial difficulties please do contact us or contact one of the below independent helplines:

[Debt Advice Line](#)

[Citizens Advice \(CAB\)](#)

[Step Change Debt Charity](#)

[National Debt Line](#)

Contact us for further information?

If you have any additional questions or want further information, please contact us on 01708 850000

01708 850000

seib.co.uk