

# Direct Debit FAQs

What will be taken in the direct debit run on 28 January 2021?

We will collect 25% of your fees and your Term 2 rent. Any payments received by 25 January 2021 will be deducted from the amount you pay.

Will you confirm the payments to be taken on 28 January 2021?

Yes, we will email you confirming the exact amount we will be taking from your account. The email will be sent to your University of Warwick email address, and any other email address you have given us when you registered your direct debit instruction.

What do I do if I do not agree with the amount you are taking?

You will need to contact us by emailing [directdebit@warwick.ac.uk](mailto:directdebit@warwick.ac.uk) and tell us what you do not agree with. We will then make any necessary changes to the amount we are due to take and confirm those with you.

What will happen if I make a payment via another method before the direct debit is taken?

Any payments showing on our system at the time we run the BACS file will reduce the amount we take by direct debit. We will run the BACS file first thing on **26 January 2021**. Any payment made should reach your account BEFORE this date or you may end up paying the University twice. You will then have to ask for one of the payments to be refunded, or, for this direct debit payment request to be rejected via your bank.

When will the money leave my account for the 28 January 2021 debit?

The University will send the direct debit file to the bank on **26 January 2021**. Once the file has been sent we cannot make any changes to your direct debit. The monies will then leave your account at 00.01 on **28 January 2021**. Please ensure any transfers arrive in your account and funds are cleared by **27 January 2021** at the latest, to meet your direct debit payment.

What do I do if the money is not in my account for the 28 January 2021 direct debit?

You will need to contact your bank directly on the day the direct debit is collected (**28 January 2021**) and ask them to cancel the direct debit. You may incur charges at your bank for rejected direct debits.

### Can you run the direct debit on a different day once my money has arrived?

No. We can only take direct debit payments on the scheduled dates we have stated for each term on our website. Once the date has passed, you will need to pay by another method if you have missed the payment.

### How do I stop my direct debit?

You can cancel your direct debit at any time by contacting your bank or building society. Alternatively, you can email [directdebit@warwick.ac.uk](mailto:directdebit@warwick.ac.uk) and we will cancel your direct debit for you. We will then contact your bank and let them know it has been cancelled. We can only cancel your direct debit BEFORE the file is sent on **26 January 2021**. After this date, you will need to contact your bank directly.

### Why did my direct debit reject when I paid a cheque into my bank account yesterday?

Because the cheque has not been cleared through the banking system. You should allow at least six days for cheques to clear through the banking system before the direct debit payment date.

### What do I do if the address shown on my paperless direct debit mandate following the setup of a direct debit is wrong?

Nothing. As long as your sort code is correct, your direct debit is set up is correctly. Some banks use customer service centres to process direct debit instructions, and if so, it will be the address of this centre that is shown on your instruction.

### I can't see an answer to my question in the FAQ's. What do I do?

If you cannot find the answer to your question above, please email us at [directdebit@warwick.ac.uk](mailto:directdebit@warwick.ac.uk) and we will answer any further questions you have.