

Direct Debit Script

This script must be followed when you reach the Direct Debit details screen in Perenna's mortgage origination platform.

Before proceeding, please check with the customer:

- ✓ They understand it is a condition of a Perenna mortgage that they make their mortgage payments by monthly Direct Debit. By accepting any mortgage offer, they understand they are authorising Perenna to collect their payments by Direct Debit.
- ✓ They are happy to proceed with a paperless Direct Debit instruction.
- ✓ The bank account they wish to use is a UK current account in their name.
- ✓ The account is not shared with anyone not named on the mortgage and they do not need permission from anyone else to authorise payments to be taken from the account.
- ✓ They understand the Direct Debit will only be set up if the mortgage completes.

Note: Unfortunately, if the above criteria are not met the mortgage application will be unable to continue

If all criteria above are met and the customer is happy to continue:

	Script	Action
	"That's great, thank you. Please confirm the name(s) on the account you want to make your payments from".	**Take details from customer and enter into application system. **
	"Thanks, please confirm your sort code."	**take details from customer and enter into application system**
	"And lastly, please confirm the account number".	**Take details from customer and enter into application system. **

Check you have recorded all details correctly:

	Script	Action
	"To make sure I've recorded your details correctly I'll now repeat them back to you. The account is in the name of *****, is that correct?"	**Customer confirms details are correct. **
	"Your bank sort code is XX-XX-XX, is that correct?"	**customer confirms details are correct**

Confirm monthly payment amounts (shown on Mortgage Illustration):

	Script	Action
	"Thank you. Your monthly payment will be approximately £X. Just so you know, your monthly payments could be slightly different depending on the day and month your mortgage completes. Perenna will confirm your actual monthly payments in your welcome letter.	<i>**Confirm understanding and answer any questions the customer has about their payment amounts. Remember, the illustration always assumes the mortgage starts on the first on the month. If it starts on any other day, their first payment will repay only the interest from the day we send the funds to the conveyancer, to end of that calendar month. Their full regular payment will start from the 2nd month following completion. **</i>

Choose a payment date:

	Script	Action
	"Perenna lets you choose any day between the 1st and 25th to make your Direct Debit payment. Do you have a day in mind?"	<i>**Enter requested day into application system. If customer is struggling to choose a day, support them with finding the best day for their circumstances or select the 1st of the month. **</i>
	"Just so you know, Perenna will always collect your first payment on the 20th of the month after the	<i>**Confirm customer still happy to proceed and submit Direct Debit</i>

	<p>funds have been sent to your conveyancer to complete your mortgage. For example, if your funds are released on the 15th of January, your first monthly payment will be collected on the 20th of February. Your payments will start being collected on your chosen day from the month after that (e.g., March). All amounts and dates will be confirmed to you in your welcome letter. "</p>	<p><i>information in application system.</i> **</p>
	<p><i>Perenna's system will automatically verify the details entered at this point. If any errors occur, please go back and double check the bank account details with the customer. Remember there are some accounts that do not allow Direct Debit payments to be taken e.g., Savings accounts. If this is the cause of the problem the customer will need to provide different account details.</i></p> <p>If no errors are encountered, continue with the script.</p>	

Confirm Direct Debit set up is complete:

	Script	Action
	<p>"That's it, Perenna now has all the details they need to set up your Direct Debit when your mortgage completes.</p> <p>The company name that will appear on your bank statements is Perenna Bank Plc.</p> <p>Perenna will confirm your Direct Debit has been set up in your welcome letter. This is usually sent a day or two after your mortgage completes and no later than 10 working days before your first payment is collected. You will</p>	<p><i>**If customer confirms they will read it later, you can thank the customer and end the Direct Debit script here. Otherwise continue. **</i></p>

	<p>receive a text or email when it is ready for you to view in your Perenna portal.</p> <p>All Direct Debits are protected by a guarantee, I can read this to you now or you can read it when you receive your welcome letter from Perenna. Would you like me to read this to you now?"</p>	
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Direct Debit guarantee:

	Script	Action
	<p>"In the future if there is a change to the date, amount, or frequency of your Direct Debit, Perenna will always give you 10 working days' notice in advance of your account being debited. In the event of an error in the collection of your Direct Debit, you are entitled to an immediate refund from your bank or building society. You have the right to cancel at any time and this guarantee is offered by all the banks and building societies that accept instructions to pay Direct Debits. A copy of the safeguards under the Direct Debit Guarantee will be sent to you with Perenna's confirmation letter."</p>	<p><i>**Thank the customer and end the Direct Debit script here. **</i></p>