

A direct debit arrangement – also commonly known as a GIRO or automated clearing house (ACH) direct debit – is a service provided by Standard Chartered Bank to you, our corporate clients (billing organisations), to facilitate the collection of monies due to you for services provided. Through direct debits, you will be able to debit your downstream client's/buyer's designated bank account to collect fees due to you on a regular basis.

SAMPLE APPLICATION FOR INTERBANK GIRO

Application for Interbank GIRO Instruction

PART 1: FOR APPLICANT'S COMPLETION (fill in the spaces indicated with -)

1. From: YYYYMMDD
 2. To: Name of Financial Institution
 3. Branch
 4. Billing Organisation's Customer Name
 5. Billing Organisation's Customer Reference Number
 6. Billing Organisation's Reference Number
 7. Billing Organisation's Account No.
 8. Billing Organisation's Character Ref No.

PART 2: FOR BILLING ORGANISATION'S COMPLETION

9. Billing Organisation's Name
 10. Billing Organisation's Address
 11. Billing Organisation's Contact No.
 12. Billing Organisation's Account No. To Be Debited

PART 3: FOR FINANCIAL INSTITUTION'S COMPLETION

To: Billing Organisation
 Standard Chartered Bank
 Account Services, Empress Central P.O. Box 8551, Singapore 912214

This Application is hereby RECEIVED (please tick for the following reasons):

- Signature/Stamp/Initials differs from Financial Institution's records
- Wrong account number
- Account operator is not authorised to sign
- Signature/Stamp/Initials are illegible/incorrect
- Form incorrectly not re-arranged by customer's officers

Name of Approving Officer: _____ Authorised Signature: _____ Date: _____

* For branch/units, please go to the branch with your identification. * Please delete where applicable.

DDA application form

Setting up a Direct Debit Authorisation (DDA)

1. Prepare and print the DDA form

As a billing organisation, you will have to provide your buyers with a document through which they can authorise you to debit their designated bank account to pay for the outstanding bills. Please contact your local Client Services Representative to obtain the relevant form for your country.

It is recommended that you include the following information on the reverse side of the application form:

- Billing organisation's name and address
- Contact number where the buyer can call for enquiries
- Billing cycle/date – this is the date of billing/invoice
- When the direct debit instruction will become effective (i.e. date of first deduction and subsequent date of deduction so that the buyer knows when their account will be debited each month)
- Date of second deduction if the first deduction fails
- Charges (if applicable) for failed deductions

Did you know...

You may customise the application form by printing your organisation's logo and/or including marketing messages to suit your business needs. Additionally, you can also pre-print your organisation's name and bank account number on the form. However, to ensure that the format does not differ too much from the prescribed layout, we advise that you send the form to Standard Chartered Bank for review before printing in bulk.

2. Submit the completed DDA forms for processing

Once the buyer completes and signs the application form, they should return it to the billing organisation for further processing.

Upon receipt of the DDA application form, the billing organisation must:

- Check and verify that the application form has been duly completed and that the mandatory information has been provided.
- Batch all the application forms received by paying bank.
- Send the application forms to the relevant paying bank.
- Where the designated paying bank is Standard Chartered, please click **here** for the address. Standard Chartered Bank will check and verify the payer's account details and ensure the authorisation is in order before advising the billing organisation that the DDA form has been accepted or rejected.
- The billing organisation is expected to capture the payer's information in the accepted DDA form in their financial/billing system. This information can then be used in the direct debit instruction which will be sent to the buyer's bank to debit the buyer's designated bank account to pay for their bills on a regular basis.

Note for corporate clients in Taiwan:

Clients looking to set up a direct debit arrangement in Taiwan should contact the local Client Services Group for complete details on the requirements for the application form and processes, which differ from those stated in this guide.

Collection by Direct Debit Instruction (DDI)

The billing organisation can initiate a DDI to collect money from the buyer's designated bank account one of two ways:

- Generate a DDI file which contains the payer's bank information and amount due, and upload the file through Standard Chartered's electronic banking platform, Straight2Bank. The successfully uploaded instruction will be processed by Standard Chartered Bank accordingly. To obtain the file format for your country, please contact your local Client Service Representative.

OR

- Create and send the DDI via Straight2Bank. Click the following link to view the Straight2Bank demo:
https://s2b.standardchartered.com/help/demo/en/Straight2Bank_Demo.html

Status of the instruction can be viewed on Straight2Bank.

Terminating a Direct Debit Authorisation Arrangement

You can terminate a direct debit arrangement by providing written notification to the billing organisation to stop sending direct debit instructions to your bank. You should also notify your bank in writing so that they will not accept instructions from the billing organisation to debit your designated account further.

Please contact your local Client Services Representative to obtain the relevant direct debit termination form for your country.

SAMPLE

To: Name of Financial Institution : Standard Chartered Bank
Address of Financial Institution :

Termination of Direct Debit (GIRO) Authorisation

Billing Organisation :
Billing Reference Number :
Current/Savings Account Number :

I would like to terminate my Direct Debit (GIRO) authorization arrangement for the above Account/Billing Reference number with effect from [date].

Name of Account Holder(s) : _____

Signature of Account Holder : _____

Contact No. : _____

Date : _____

DDA termination form