

To craft the letter, make a copy of this template and edit the following fields:

1. Replace all “[User]” mentions with the merchant’s Legal name
2. Replace “[Current PSP]” with the current PSP’s Legal Name (should be indicated in the Barclays email acknowledging that a case was created)
3. Replace [Change Date] with the proposed change date indicated in the questionnaire
4. Replace “[STRIPE/[SERVICE USER DISPLAY NAME]” with:
 - a. “STRIPE” if the user will be using the Stripe shared SUN
 - b. The “[SERVICE USER DISPLAY NAME]” if using a custom SUN on Stripe, which will be the one you created for your Stripe account.
5. Leave [Date Sent] untouched - the merchant will change it when they

Delete the horizontal line and everything above it once this is done

Stripe Payments UK Ltd.
107 Cheapside,
London,
EC2V 6DN

[Date Sent]

[User] Direct Debits - Transfer of Business from [Current PSP]

Dear Payer,

From [Change Date], [User] are changing payment processor for Direct Debit payments. Stripe Payments UK Ltd will now be responsible for all Direct Debit collections from this date. Collections will no longer be made by [Current PSP].

The good news is that you do not need to take any action to continue receiving the benefits of Direct Debit. Please be assured this change will not affect the service you receive in any way. The only change you will notice is that with effect from [Change Date], we will collect your Direct Debits instead of [Current PSP] and therefore our name (STRIPE/[SERVICE USER DISPLAY NAME]) will appear on your Bank/Building Society statement.

There is no need for you to complete a new Direct Debit Instruction, as details of the change will have been supplied to your bank, which may also independently notify you. In addition, you may also see a comment on your Bank statement advising you of the final payment under the old name/details and the first payment under the new name/details.

In future, if there are any changes to the amount, date or frequency of your Direct Debit, Stripe Payments UK Ltd will notify you two working days in advance of your account being debited, which may be different to the notice period you have seen in the past.

You will continue to enjoy the full benefits of the Direct Debit Guarantee, as detailed below. If you have any questions about this change, please call the Stripe customer service team on 020 3868 1032 or reply to this email.

Yours sincerely

Stripe Payments UK Ltd



The Direct Debit Guarantee

- 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, Stripe Payments UK Ltd will notify you two working days in advance of your account being debited or as otherwise agreed. If you request Stripe Payments UK Ltd 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 Stripe Payments UK Ltd 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 Stripe Payments UK Ltd 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.