



## Continual Payment Authority (CPA) disclosure

You have selected that your payment plan instalment will be taken by recurring card payments from your debit card, known as a Continuous Payment Authority (CPA). A CPA authorises us to take the agreed amount from your specified account on the agreed frequency until your balance is cleared or your debit card expires. As payments are taken automatically you don't need to do anything. You will not be charged by us or your bank/building society for a failed payment.

If you've opted to make regular card payments to us, payments will show on your statement as 'Lowell'.

We will only attempt to take the full payment (never a part payment) as defined below based on the frequency of your plan:

A CPA can be set up weekly, fortnightly, monthly or 4 weekly and on a selected date of your choice.

**Weekly or fortnightly plan** - We'll attempt to take your scheduled payment in the morning of the scheduled day and again in the afternoon if the first attempt is unsuccessful. If both payment attempts fail, we'll wait until your next scheduled payment date. If your second scheduled payment is unsuccessful in both morning and afternoon attempts, we'll try to take your third scheduled payment. If this fails both morning and afternoon attempts, we'll cancel your plan, and contact you.

**Four weekly/monthly plan** - We'll attempt to take your scheduled payment in the morning and again in the afternoon of the due date if the first attempt is unsuccessful. If both payment attempts fail, we'll try to take your missed payment 14 days later (or next day on bank holidays). If these payment attempts fail, we'll re-attempt to take your next scheduled payment. If your second scheduled payment is unsuccessful in both morning and afternoon attempts, we'll cancel your plan, and contact you.

We will write to you each time a payment fails to ask the reason why payment was unsuccessful and to establish if there is any further help or support we can provide.

### **Update your CPA**

You can update your CPA plan at any time via our website or mobile app. You can change the amount paid, frequency of payment or debit card details should you wish to do so. Alternatively, you can switch to a Direct Debit plan and choose the frequency, amount and bank account you wish to pay from. If neither of these payment options are suitable for you, there are [other ways to pay](#). If you need to discuss payment other options then please [contact us](#) so we can agree the most suitable option for you.

**Cancellation** - You can cancel a CPA by contacting us or your card provider at any time up to close of business on the day before your payment is due to be taken. To cancel your CPA simply [contact us](#).

You have ten days to review and consider if payments by CPA are suitable for you. No payments will be taken before ten days have elapsed. During this time if you determine that CPA is not suitable, please [contact us](#) to discuss your payment options. If you do not contact us before your payment start date your payment will be taken in line with the agreed payment plan terms.



## **Credit Bureau Reporting**

**Pre-defaulted accounts** - It is important you are made aware that if you are paying less than your contractual repayments, your account may fall into arrears. This means if we are reporting your account to the credit reference agencies, late payment markers may be reported on your credit file monthly which could result in a default being registered on your credit file. This could impact your ability to obtain credit in the future.

**Default accounts** - If your account is defaulted and you pay the outstanding balance in full, we'll mark any default as 'satisfied' which shows the balance has been paid in full. If we accept a discounted settlement, any default will show as 'partially satisfied' which shows the debt has not been fully repaid but you are no longer being pursued for the debt. A default will be visible on your credit file for 6 years.

We will send you a copy of the disclosure information detailing the terms and conditions of the CPA to you via email. Please read through this carefully and if you have any questions or concerns please [contact us](#).

Please be aware the CPA will be effective from the start date you chose if we do not hear from you.