

Changes to Bill Payments

Making payments FAQs



Q: What are the changes to making Bill Payments from my Unity account?

A: As of 9 July 2012 you will be able to make same day Bill Payments via the Faster Payments service from your Unity account. This means that in most cases Bill Payments authorised before 3pm Monday-Friday will be debited from your account and will reach the beneficiary the same day. This is provided there are sufficient cleared funds in your account and that all our fraud and Anti-Money Laundering checks have been completed satisfactorily.

The changes will apply to Bill Payments up to the value of £100,000.

Q: What do these changes mean for my organisation?

A: The changes mean your payments will reach the beneficiary (payee) quicker.

Q: Is this Faster Payments?

A: Yes, this is Faster Payments – allowing you to make and receive payments the same day.

Q: Does this affect all payments we make?

A: These changes only affect Bill Payments. They do not affect Foreign Transfers, Direct Debits or Bacs payments (made through the Unity e-Payment service, your own Bacs software or your nominated Bacs service provider).

Q: When will our account be debited?

A: If you authorise a payment before 3pm Monday – Friday your account will be debited the same day provided there are sufficient cleared funds in your account. All payments are subject to our internal Anti-Money Laundering and fraud checking processes which may delay the debit being applied in certain circumstances. You will still be able to schedule future dated payments in the normal way.

Q: When will the beneficiary (payee) receive our payment?

A: Bill Payments authorised before 3pm Monday – Friday will be sent via the Faster Payment system, meaning the funds, in most cases, will be available to the payee the same day. Any payment authorised after this time will be sent the next working day or, if it is a future dated payment, on the specified date, subject to the funds being available.

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Once your account has been debited, the maximum time it will take for your payment to reach the recipient's bank will be the end of next working day.

Q: If we make an error when processing the payment, can the payment be stopped or recalled?

A: No, unfortunately the funds cannot be stopped or recalled once a payment is sent. It is important that you enter the correct payment details including the beneficiary's bank sort code, account number and reference number (if applicable).

Q: Will we be charged for this service?

A: There is no change to the charges you currently pay. Payments will continue to be in line with your current account tariff.

Q: Is there a limit to the amount which we can send as a payment?

A: Yes, the limit is £100,000. Any payment over this limit can be sent via our CHAPS payment service, which is a chargeable service.

Q: Can we guarantee same day payments?

A: No, for guaranteed same day payments you can use our CHAPS payment service. This is a chargeable service.

Q: Can we still make future dated payments?

A: Yes, you can still make future dated payments, the payment will be debited from your account on the chosen processing date provided there are sufficient cleared funds in your account and that all our automated fraud and Anti-Money Laundering checks have been completed satisfactorily.

Q: Do these changes affect Standing Orders?

A: These changes do not affect Standing Order payments. The earliest in which a payment can be sent is the next working day following authorisation. Once your account has been debited, the maximum time it will take for your payment to reach the recipient's bank will be then end of the next working day.

Q: How can we recover money sent to an incorrect beneficiary?

A: You will need to contact the beneficiary (payee) direct for a refund. The money is non-recoverable by Unity once the payment has been sent.

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Q: Can we make payments to any beneficiary account this way?

A: You will be allowed to make payments where the recipient's account is set up to receive Faster Payments. We will check this when you load the instruction. If you cannot submit your payment you should contact the payee and seek alternative methods of payment.

Q: Can this service be used for foreign payments?

A: No, for foreign payments you will need to contact the Banking Operations team on 0845 140 1000.

Q: Where can I find out more?

A: You can find out more online - www.unity.co.uk/faster .