

Corporate Payment Services Autogiro (direct debit), for beneficiaries

1. General description

Autogiro is intended for beneficiaries whose customers make regular payments. Using Autogiro, the payer never needs to be concerned about when the company's invoices are to be paid. The payment is executed on the date entered on the payment order by the beneficiary.

A condition for Autogiro is that the payer submits a mandate for the money to be automatically transferred from the payer's bank account or bank giro number to the beneficiary. Before an account number can be debited, the payer's bank must approve the account for Autogiro. The mandate can be signed electronically or on a paper form. Invoices must be denominated in Swedish kronor (SEK).

2. How to use the service

The beneficiary must notify the payer regarding the amount, due date and payment method at least eight banking days before the due date. If the advice applies to several due dates in the future, it must be submitted at least eight banking days prior to the first due date. If the payer has authorised the withdrawal in connection with purchasing or ordering goods or services, the payer will receive notification from the beneficiary of the amount, due date and payment method in connection with the purchase and/or order.

The beneficiary then sends the payment documentation in a file to Bankgirot containing information about which customer is to pay, the date payment is to be executed, and the amount to be debited.

Bankgirot reports authorised and stopped payment orders, as well as the total amount credited to the beneficiary's account. The payer's bank reports the payment on the payer's account statement.

3. Execution time

The funds reach the beneficiary on the same day as the payment is debited from the payer's account.

4. When the service is available

The payment order must have been received by Bankgirot no later than 7.00 p.m. (CET) on the banking day before the first payment date.

5. Stopping (cancelling) individual payments

The payer has the right to stop (cancel) an individual payment by contacting the beneficiary at the latest two banking days before the due date. The beneficiary must ensure that a stop order (cancellation), which is delivered by file, reaches Bankgirot no later than 7.00 p.m. (CET) on the banking day before the due date. For stop orders (cancellations) carried out via Autogiro Online, the cut-off time of 11 p.m. on the banking day before the due date applies. The payer can also contact their bank branch to stop (cancel) a payment.

6. Terminating/changing a mandate

The payer has the right to terminate or change a mandate. The payer can do this by contacting the beneficiary. The mandate expires at the latest five banking days after the beneficiary has received the cancellation. The beneficiary must ensure that terminations and changes, which are delivered by file, reach Bankgirot no later than 7.00 p.m. (CET) on the banking day before they are due to take effect. For terminations and changes carried out via Autogiro Online, the cut-off time is 11 p.m. on the banking day before they are due to take effect. The payer can also contact their bank branch to terminate or change a mandate.

The beneficiary has the right to terminate the payer's link to Autogiro 30 days after the beneficiary has informed the payer to this effect. However, the beneficiary has the right to immediately terminate the payer's link to Autogiro if the payer has repeatedly had insufficient funds on the account on the due date, or if the account to which the mandate applies has been closed, or if the beneficiary considers that the payer should not participate in Autogiro for any other reason.

The payer's payment service supplier has the right to terminate the payer's link to Autogiro in accordance with the terms and conditions that apply between the payer's payment service supplier and the payer.

7. The payer's right to a refund

In certain cases, the payer has the right to request a refund via the beneficiary or the Bank for payments made using Autogiro.

If the funds have been deducted from the payer's account without the approval of the payer, the payer has the right to have the money refunded. For this to be applicable, the payer, in his/her capacity as a consumer, must request a refund within 13 months at the latest. Where the payer is not a consumer, the applicable time limit is that set forth in the payer's terms and conditions with the Bank.

The payer, in his/her capacity as a consumer, also has the right to request a refund in those cases where the exact amount was not known at the time of signing the mandate and the amount is greater than could have been reasonably expected. If these conditions are satisfied, the payer has the right to a refund of the entire amount. The refund request must be made within eight weeks of the date of payment.

8. Fees

For more information regarding fees, please see the current price list, which is available from Handelsbanken's online banking service and at Handelsbanken's branches.

9. Other terms and conditions

For complete information regarding Autogiro, please see the user's manual on Bankgirot's website, www.bankgirot.se.

In other respects, the Bank's "General terms and conditions for corporate accounts and payment services" also apply.