

For intermediaries only

Direct debit collection dates - protection

This factsheet details how our direct debit collections work.

Premium due date

The date the policy premium is due. It's set at the policy start date and repeats on the same date each month.

This date can't be changed.

Premium payment date

A date selected by your client, that's different to the premium due date.

It must be in the same calendar month as the premium due date.

Premium collection date

The date we'll collect your clients' monthly premiums.

It will usually be the same as the premium payment date.

Changing a premium payment date

It takes around seven working days to set up your clients' initial direct debit. If they decide to change their premium payment date it won't affect the number of premiums that they pay for their policy, but changing the premium payment date in the second month of a policy can lead to the collection of the first two premiums, close together or at the same time – as explained in the following scenarios.

1. Premium due date at the start of the month

Payment date changed from 3 rd to 1 st of month			
	Due date	Payment date	Collection date
January	3	3	10
February	3	1	1

Payments remain approximately one month apart

Payment date changed from 3 rd to 28 th			
	Due date	Payment date	Collection date
January	3	3	10
February	3	28	28

Payments remain approximately one month apart

2. Premium due date in the middle of the month

Payment date changed from 15 th to 1 st of month			
	Due date	Payment date	Collection date
January	15	15	22
February	15	1	1

The second payment is due a week later

Payment date changed from 15 th to 28 th			
	Due date	Payment date	Collection date
January	15	15	22
February	15	28	28

Payments remain approximately one month apart

Key:

■ Well-spaced payments

■ Two payments within a week

■ Two payments within days

3. Premium due date later in the month

Payment date changed from 23 rd to 1 st of month			
	Due date	Payment date	Collection date
January	23	23	30
February	23	1	1

Two premiums collected within days of each other

Payment date changed from 23 rd to 28 th		
Due date	Payment date	Collection date
23	23	30
23	28	28

Payments remain approximately one month apart

4. Premium due date near the end of the month

Payment date changed from 30 th to 1 st of month			
	Due date	Payment date	Collection date
January	30	30	6
February	30	1	6

Two premiums collected within days of each other

Payment date changed from 30 th to 28 th		
Due date	Payment date	Collection date
30	30	6
30	28	28

Payments remain approximately one month apart

These examples are for illustrative purposes only.

Key: ■ Well-spaced payments ■ Two payments within a week ■ Two payments within days

- Collection dates may differ if the payment falls on a weekend or public holiday.
- The new collection date will apply to payments collected for each month that the policy remains in-force.

If you need more information please call our Protection Customer Service Centre on 03456 00 14 02.