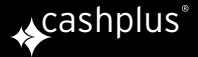


Standing Order Mandate

Want to make topping up your card as easy as possible? Set up a direct payment using this form! You can use this form to set up regular payments into your Sterling Cashplus account, simply fill in the details below and hand it to your Bank or Building Society.

STERLING CARD



Please complete in **BLOCK CAPITALS** using **BLACK INK**.

Please allow at least 3 working days from the date your bank initiates each payment for the funds to reach the Sterling Cashplus account. If you require any further information please call **Customer Services** on **0871 277 5590***.

Instruction to your Bank or Building Society to Pay by Standing Order

To the Manager:

Name of bank/building society

Address of bank/building society

Postcode

Please debit the following account:

Account name

Account Number

Branch Sort Code

 / /

These are your external bank account details (for example: NatWest, HSBC, Barclays etc)

The sum of

£ .

The amount you want to top up your account with

Amount in words

Date of first payment

 / /

Date of final payment (if needed)

 / /

Frequency of payment (please tick)

Monthly Quarterly Annually

Payment reference

Payment reference - please use the payment reference provided above.

Important!

Only Total Access customers can receive bank transfers

Please credit the Payee:

First name:

Last name:

Please enter the first and last name of the Cashplus account holder

Bank and Branch name: The Co-operative Bank

Cashplus Account number:

Sort code:

08-71-99

Important!

Please ensure to fill in your unique Sterling Cashplus Account Number - a reminder can be found on the "Account details" page of your Members' Area.

Signature

Date

 / /

You may wish to make a copy of this form for your records.

*Telephone calls may be recorded. Calls made to 0871 numbers are charged at 10 pence per minute from a BT landline. Calls from other networks may vary.

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What is a Standing Order

A Standing Order is an easy way to automatically top up your Sterling Cashplus account from your bank account, simply by filling out this form and handing it to your bank.

Setting up a Standing Order through your bank is a really great way to have money paid into your Sterling Cashplus account from your bank account at regular intervals on dates which are convenient to you. You simply choose the amount and the dates you would like the money to be sent and the rest will automatically be done for you. Please note it takes 3 working days from the date the payment leaves your bank account for the funds to arrive into your Sterling Cashplus account.

How to set up a Standing Order

Through your bank - Just follow the steps below:

- 1 Fill out the necessary information on the reverse of this page.
- 2 Ensure you sign and date the form.
- 3 Hand this form to your bank and they will process it for you.

Important!

Only Total Access customers can receive bank transfers

Via online banking:

- 1 Log on to your online banking and select the option to set up a Standing Order.
- 2 Fill in the details required (details of who you need to send your payment to can be found on the reverse of this page)

What are the benefits

- ▶ There is no charge to top-up by Standing Order
- ▶ It's easy - just fill in this form and give it to your bank
- ▶ You can arrange to have your Sterling Cashplus account topped-up automatically at regular intervals
- ▶ It can help you budget effectively

Frequently asked questions

What is the difference between a Standing Order and a Direct Debit?

A Standing Order is an instruction which you give to a bank to have a specified amount paid to a third party's bank account such as Cashplus at regular intervals.

To set-up, amend or cancel a Standing Order you must contact the bank that the payment will be debited from.

A Direct Debit is an instruction which you give to your bank allowing an approved third party such as Cashplus to take money from your bank account. Cashplus does not accept top-ups by this method.

How do I amend or cancel a Standing Order?

You can do this via your bank, they will be able to help you either amend the payment details or cancel the Standing Order for you. Alternatively you may also be able to do all of this via online banking.

What benefits are there to setting up a Standing Order?

Setting up a Standing Order allows you to choose when and how often to have payments sent to your Sterling Cashplus account from your bank account. You can choose to have a specific amount sent to your Sterling Cashplus account monthly, quarterly or annually. You choose what date you wish the first payment to leave your account, and specify the date you wish it to end if you would like to make more than one payment.

Once you have set up a Standing Order using this form you can stay in control of your finances and you won't have to worry about when to top-up your account as it will happen automatically.

What is my Sterling Cashplus Account Number and Sort Code?

These are your unique account details which allow you to top up your account by bank transfer or by your wages. You can find your Sterling Cashplus Account Number and Sort Code on the 'Account details' screen of your Members' Area.

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