

**DDifferent.  
DDedicated.  
DDelivered.**

# Direct Debits Done Differently.

A transparent service, with clear pricing and no hidden extras.

[www.debitfinance.co.uk](http://www.debitfinance.co.uk)



# Direct Debits Done Differently.

At DFC we do things differently. We use the latest technology, complemented by a belief in total transparency, to efficiently collect Direct Debit payments for thousands of happy clients – leaving them free to manage their core business. With DFC as your partner, you have a powerful resource with a personal touch.

## Why we are so different?

From day one, DFC has offered a transparent service, with clear pricing and no hidden extras. Constantly working hard to provide new solutions for our clients, we deliver on our promises, day in, and day out.

Our mission is to help you improve your relationships with your customers so that they stay longer. You can leave us to collect your direct debits, while you concentrate on running – and growing – your business.

We can handle any client, any size, in any market sector. We provide a seamless operation that perfectly dovetails into all our clients' businesses giving them a powerful tool that maximises income, streamlines administrative processes and gives them a real competitive advantage.



**“All the dealings we have had with DFC have been excellent and they have gone above and beyond to ensure everything is perfect with the system that we operate.”**

Kraig Kelly, Doncaster Culture and Leisure Trust



*Efficient and easy DD collections.*



*Latest technology and total transparency.*



*Powerful resource and personal touch.*



*No hidden extras.*

# DDifferent. DDedicated. DDelivering.

With thousands of satisfied clients throughout the UK, we are experts at tailoring bespoke programmes that meet specific requirements – so you get a Direct Debit system that works smoothly and efficiently with you and your team.

DFC provides a Fully Managed Service (FMS) for efficiently collecting Direct Debit payments from your customers using traditional paper-based methods or through our online Direct Debit portal, FASTDD, either using your own Service User Number (SUN), using our BACS Bureau service or our Service User Number (SUN).

## DFC's FMS service with unbeatable benefits:

- Fully Managed Service with transparent processes.
- Competitive and clear pricing policy.
- Consumer Credit Regulated or nonregulated agreements available.
- Full default procedure handled entirely in-house ensuring no hidden costs.
- Designated UK based customer helpline to support your customers and answer any queries concerning their direct debit payments, using our local rate phone numbers.
- Designated UK based customer payment line to take defaulting customer payments via credit / debit card, using our local rate phone numbers.
- Increase in income due to our proven collection success.
- Flexible payment dates for customers.
- Innovative 24 hour online data retrieval service, keeping you up to date with your customers payments.
- Personalise and dispatch customer payment confirmation letters and emails.
- Reduce administration allowing key staff to concentrate on your core business.
- Monies transferred quickly and reliably in to your specified bank account.



**“Debit Finance has provided an effective, fast service that benefits our customers.”**

Trafficmaster



*No hidden costs.*



*Increased income due to proven collection success.*



*24hr online data retrieval service.*



## FastDD Platinum: Fast integration into your website.

Are you looking for a secure, flexible and effective way for your customers to make regular direct debit payments via your website?

With our FastDD Platinum system, you can do this using your own Service User Number (SUN), using our BACS Bureau service or our Service User Number (SUN). Its benefits include:

- Easy integration into your organisation's existing website.
- Can be fully branded with your company's logo and colour palette.
- Streamlines administration by eliminating unnecessary paperwork.
- Automatic bank account verification, reducing errors on entry which reduces manual errors.
- Postcode identification.
- Pro Rata and Joining Fee by Direct Debit.
- Promotional code function.
- Easy navigation creating a better customer experience.
- Allows your company to meet customer expectations.
- Innovative 24-hour online data retrieval service.
- Can be set up face-to-face or remotely.
- Subscription bolt ons.
- Google Translate function.
- PARQ - Physical Activity Readiness Questionnaire function.
- Integrated using API/Web services.
- Card payment integration with our approved partner.



*Easy integration into your website.*



*Personalised to your brand.*



*Eliminates unnecessary paperwork.*

**"All the dealings we have had with DFC have been excellent and they have gone above and beyond to ensure everything is perfect with the system that we operate."**

Kraig Kelly, Doncaster Culture and Leisure Trust.

## Electronic File Transfer: Simple and secure.

DFC EFT Direct Debit solution is a simple and effective way of collecting your customers' direct debit payments either using your own Service User Number (SUN) or ours.

### It's easy:

- Set up customers' direct debits either face to face or over the phone.
- Set up fixed term or ongoing direct debit payments.
- Get bank account verification within seconds.
- 24-hour online data retrieval service, keeping you up to date with payments.
- Personalise and dispatch customer payment confirmation letters.
- Flexible Direct Debit collection frequency.
- Secure online upload.
- Monies transferred quickly and reliably into your specified bank account.
- Integration via FTP, SFTP and FTPS.



*24hr online data retrieval service.*



*Secure online upload.*

**"DFC provides an essential service to Marston Group with the process of our direct debits. Overall, DFC provides an efficient, speedy, professional and flexible service, which continues to adapt to accommodate our expanding business. Without such a service, Marston would not be in a position to respond immediately to our customers' queries in regards to their direct debits. For any business, it is vital to reassure customers that their direct debits are set-up correctly and making regular payments, and DFC allows us to do this, which continues to improve our customer care policy for all stakeholders."**

Louis Magill  
Marston Group  
Debt Recovery Centre  
Manager.

## DFC's Data Retrieval Service: Keeping data up-to-date.

DFC's unique management information platform lets you manage, maintain and monitor your paying customers. It also helps you keep on top of defaulting customers and cancelled customers.

### You can keep up to speed with:

- Live Direct Debit paying customers.
- Unpaid Direct Debit paying customers.
- Frozen Direct Debits.
- New Direct Debits processed.
- Customers who have cancelled their instruction.
- Customer payment records.
- Full accountability.
- Transparent reporting.
- Scheduling of reports to receive by email, CSV, Excel and PDF.



Customer payment records.



Transparent reporting.



Monitor.

## Putting clients first. Relationships built to last.

Transparency of services and pricing is at our heart. We are open, helpful and dedicated to building long-term relationships with our clients; helping you achieve your long-term business goals. For many decades we have helped hundreds, then thousands, of clients reduce administration, allowing key staff to concentrate on core business.

We believe that, once you've tried us, you'll love our transparency, our forward thinking and the difference we can make to your company.



Relationships build better business.

"I first went to DFC after being very disappointed with my previous collections company. DFC made the transition so easy for my company and, ever since then, I have not looked back. They have helped bring in, and secure, more revenue through collected DDs than the previous company. I eventually went to online joining and only wish I had done so sooner, this particular part of DFC's business has helped my business so much in terms of 'speed in which you can join my club online'. We have had over 180 people join online and never had an issue once. I highly recommend DFC - if you do not have 'online joining' do it now. It is the best thing I ever did."

Lee Drayton, LD Fitness Ltd.

"We had, for some time, been after a Direct Debit solution for our company and had been unable to find anyone suitable until we found DFC. We now have two of our businesses using their service and won't hesitate to integrate the system into new businesses and would highly recommend them to any prospective client."

Niall Hebron,  
Reality Expansion Group Ltd.

# Turning case studies into success stories.

From leisure to telecoms, from utilities to publishing – DFC has Direct Debit collection expertise in a diverse range of sectors. We can supply extensive testimonials from happy clients and many successful case studies. For example:

## Revolutionary Property Management

### The issue:

Revolutionary Property Management works closely with customers to improve resale values by 10-15%. They turned to DFC to handle a paperless direct debit system that collected the service charges for all the apartments they managed. They needed a system that was cost effective and that also promoted good customer service.

### Our solution:

With Electronic File Transfer (EFT), everything can be done simply and easily; so authorised staff can easily do any amendments or checking. The end result is that the cost savings are passed on to customers and they are happier with a system that saves them money and is easier to set up.



*Electronic File Transfer solution.*



*Cost savings passed on.*



*Happy customers.*

“For many years we have undertaken the management and collection of the Direct Debit Income internally, using up valuable resources. We have seen our membership income plateau and have been treading water for some time. Like many operators in the Trust sector we have aspirations to grow, and better, our offering to our members. This means we need to focus our resources and start to grow our membership base. We therefore employed DFC as our partner and expert in the management and collection of DD income that has been very successful - their approach is both transparent and ethical which fits the Trust’s ethos.

DFC is meticulous to detail and customer service is second to none, not to mention the expertise and advice they offer our management team at all levels. This partnership, and the strength of their collection systems, will give us the platform to push the membership base forward and invest in the future of the Trust.

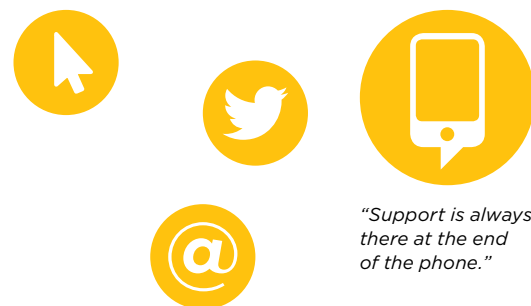
**A true partnership in every sense.”**

M Lyons, BH Live.

# Dedication. Flexibility. Clarity. DFC.

If you'd like to become one of our next DD success stories, please contact us for an initial chat about your requirements.

Telephone: **01908 422 000**  
Email: **sales@debitfinance.co.uk**  
Web: **www.debitfinance.co.uk**  
Twitter: **@debitfinance**  
LinkedIn: **tinyurl.com/dfclinkedin**



*"Support is always there at the end of the phone."*





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