

DFC

Bespoke Direct
Debit Services

At DFC we do
things differently

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

www.debitfinance.co.uk

Why we are so different.

At DFC, we offer a totally 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. That's why we can confidently claim to be so very different.

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.

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 an essential service to Marston Group with the process of our Direct Debits
- **Marston Group**

We do more than just collect your direct debits...



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Billing

We understand that you need to offer your customers as much flexibility as possible to keep them happy – and we want to keep you happy by giving you that option. We offer a wide range of billing frequencies to suit you and your customers – billing can be scheduled on a Weekly, Fortnightly, 4 Weekly, Monthly, Quarterly, or Annual basis, and it is available daily Monday through to Friday.

Your customers will appreciate the flexibility that we can offer and it will mean that you can rely on a steady flow of payments throughout the year. We also offer a variety of methods of loading: Online, traditional paper forms, EFT and Hosted API.



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Analytics

We understand that working with finances, your figures are going to be subject to scrutiny from your customers, and so your reporting and analytics need to be watertight. We also know that insights into your customer base are crucial to the ongoing and improved success of your business. That's why we offer you in depth analytics on your transactions, allowing you to scope out everything from areas that need attention to identifying your best paying customers. We offer you analytics that allow you to review your accounts to identify opportunities for improved collection rates.

05



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**Credit
Control**

With the opportunity to carry out collections via text, online or over the phone, our heightened payment flexibility not only provides a more valuable customer journey, it gives you access to your money faster. We offer a choice of follow up methods, via either Email, letters, phone call and SMS so that your customers are contactable through a variety of mediums, and if necessary follow ups can be made.

Beyond this, we have a number of credit control stages that we ask paying customers to adhere to. We are perfectly comfortable in dealing with situations involving outstanding debt collections. Customers can expect an average of nine points of contact before final collection, and we will work with them to ensure this is met. We understand that sometimes it is necessary to take further steps to recover payment.



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Compliance

We understand that compliance is crucial with any financial service. DFC and our service is compliant to Trading Standards and PCI and we hold a primary authority agreement. We ensure that our services stand up to scrutiny by utilising regular security checks via a third party, to certify that security is continuously operating at its highest standards. We are also Bacs compliant and Bacs bureau approved.

06



more Reporting

We understand that regular reporting is crucial for accountability and transparency. We also understand that traditionally, this has been an arduous and often painful process. We are happy to be able to take the pain out of this service by automating it, on a daily, weekly or monthly basis – whatever option suits you and your customers.

We are also pleased to be able to offer the option of self service reports, which are available online 24/7, so important insights are only ever a click away.

Reports are also customisable depending on your requirements – no report is too hard.

07



more Customer Service

We make it our goal to improve our resources wherever possible with you in mind. As a result, there are more payment avenues for your customers than ever before. Our call centre, which we have now also opened on Saturdays, is busy listening to thousands of requests a day. We do this to deflect the onus away from hard-working employers who need to focus their attention on growing areas of their business and caring for their customers.

Likewise, by outsourcing your Direct Debit process to us, you will find your Accounts team with more time on their hands, as well as less of a hole in your company's pocket. Invoice chasing will become a thing of the past. Instead, their time can be put to far better use, and productivity will improve as a result.



more Integrations

We understand that the CRM system is the oracle of every business and a seamless process throughout the journey from the acquisition of a new customer through to billing is crucial. That's why we integrate with many of the leading industry CRM platforms. We also deal with millions of API web service requests per month. If we do not currently integrate with your CRM, we are willing to expand our integrations to include your CRM as well..

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.
- Doncaster Culture and Leisure Trust

For many years Trafficmaster has been trying to implement a paperless DD system but without success. Following initial internal meetings I was handed the project and we set up the entire process within six weeks with both an internal FASTDD site for our sales team, and external FASTDD site where customers can fulfill themselves. The DFC team were a pleasure to liaise with, and any questions were answered swiftly, as were queries regarding the back end reporting which is crucial to our revenue streams.
Thank you very much!
- Trafficmaster

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.

I first went to DFC after being very disappointed with my previous collections company. They have helped bring in 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 on line'.

I highly recommend DFC - if you do not have 'online joining' do it now. It is the best thing I ever did.
- **LD Fitness Ltd.**

Turning case studies into success stories.

From leisure to education, from attractions 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:

Circadian Leisure Trust

The issue:

Circadian Leisure Trust operates five leisure centres and two dual-use sports centres across South Gloucester. Struggling to compete with the proliferation of budget gyms, they decided to form a partnership with DFC. Their goal was to boost membership levels and content better in the marketplace.

Our solution:

With DFC's help, Circadian introduced a new membership package that provided greater choice and quality than the budget gyms at only a fraction of the price more. With DFC in control of their Direct Debits, Circadian saw an overall 10% growth rate in the first year, a 16% rise in memberships since the previous year and a drop in attrition from 3.45% to 2.6%.

DFC is constantly innovating and bringing new products to market. We've benefited from an improved service, where we're not worried about collection. We are now discussing opportunities to assist us in becoming even more commercial."

- **Circadian Trust**

Solutions

FastDD PLATINUM

FastDD Platinum:
Fast integration into your website

A bespoke, effective way for your customers to make paperless Direct Debits via your website using AUDDIS and the Bacs service. FastDD ingeniously provides automatic bank account verification, reducing errors on entry, which reduces manual errors. Making online Direct Debits is simple and its flexibility means you can use your own Service User Number (SUN) or ours and it easily integrates into your existing website using your company's logo and colour palette.

Benefits include:

- Fully integrated into your organisation's existing website.
- A 24-hour sales aid to increase your monthly sales via online Direct Debits.
- Automatic bank account verification; reducing delays and problems at first payment.

EFT Electronic File Transfer

Electronic File Transfer:
Simple and secure.

Our EFT Direct Debit solution is an easy and effective way of collecting paperless Direct Debit payments either using your own Service User Number (SUN) or ours; for smooth AUDDIS and Bacs transactions.

It's refreshingly simple, providing you with bank account verification in seconds and an invaluable 24-hour online data retrieval service that keeps you fully up to date with payments.

Benefits include:

- Bank account verification within seconds.
- Set up customers' direct debits face-to-face or over the phone.
- Reduce administration, allowing key staff to concentrate on your core business.

FMS Fully Managed Service

Fully Managed Service:
Transparent process, clear pricing.

Our flexible Fully Managed Service efficiently collects DD payments using traditional paper-based methods or our online portal, FASTDD - using your own Service User Number or ours.

With transparent processes and a competitive and clear pricing policy, FMS also offers both Consumer Credit Regulated or non-regulated agreements and a full default procedure handled entirely in-house to ensure no hidden costs.

Benefits include:

- Non-regulated agreements available.
- Increase in income due to our highly proven collection success.
- Full default procedure handled entirely in-house ensuring that there are no hidden costs.

Data RETRIEVAL

Data Retrieval Service:
Keep track and keep ahead.

Stay up to speed with all transactions with our innovative 24-hour data retrieval system. Track customer DD payments, stay informed about defaulting and cancelled payments, and effectively manage your administration.

DFC's unique management information platform lets you manage, maintain and monitor your paying customers offering full accountability and transparent reporting.

Benefits include:

- 24-hour management information about your customers' payments.
- Allows you to be more proactive about defaulting customer payments.
- Can be integrated into your existing CRM systems.



Bespoke Direct
Debit Services

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