

Frequently asked questions about Standing Orders

What is a standing Order?

- You tell your bank or building society to make **regular payments to a particular bank or building society account.**
- They are different to Direct Debits. They pay exactly the amount you choose, not the amount you owe.
- You can set them up to keep on paying indefinitely, or to end on a certain date or after a set number of payments.
- You are in full control – you can start or stop them or change the payment amount whenever you want.

Who can use them?

- You can set up standing orders from current accounts and most basic bank accounts.

How can you set up a standing order?

- You can complete a standing order form and give it to your bank. You will need the account number and sort code of the person or club you are paying.
- With some banks and building societies you can set them up online or over the phone.
- You can cancel a standing order at any time or change the amount, payment date or how often they are paid.

Do they cost anything?

- **No** – banks don't charge for setting up standing orders.
- **Watch out for refused payments** – if you don't have enough money in your account to cover the standing order your bank can refuse to make the payment and may charge you for being over drawn.

How to avoid and sort out problems with standing orders

- Take care with the details. Double check the bank account details you give, the amount and the payment date.
- It is your responsibility to ensure the payment is for the right amount.
- If you have a problem with a standing order, contact your bank.