

SEPA Direct Debit Mandate Guide

Version 3.7

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1 Change log

Version	Date	Amendment
1.0	08.02.2011	Document created
3.4	29.07.2013	4.2 New headline added 5.4 Data elements 2, 3 and 4 have been changed to optional 4.6 Mandate example changed to Core scheme and Business to Business scheme added
3.5	31.10.2016	Debtor bank's BIC updated to not mandatory
3.6	26.09.2017	4.5 Condition when debtor's address must be provided was added
3.7	06.09.2019	More details on using BIC is added.

SEPA Direct Debit Mandate Guide

2 Purpose of this document

The purpose of this guide is to help you design your SEPA Direct Debit mandates. This document complements the SEPA Direct Debit Implementation Guide and can be read together with it.

This guide gives you a detailed description of the requirements applicable for SEPA Direct Debit mandates and answers many of the questions which may occur in connection with the design of these.

2.1 Target groups

The Creditor target groups are people who need to know more about the SEPA Direct Debit mandate and who maybe are responsible for the implementation.

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3 Your responsibility

You must provide your debtor with a SEPA Direct Debit mandate, as your debtor must sign a SEPA Direct Debit paper mandate for a particular contract held with you before you may start sending collections to the debtor.

The mandate is your responsibility and therefore you have to ensure that your mandate complies with the requirements set out by EPC in the Rulebooks for each scheme and in the document called “Guidelines for the Appearance of Mandates”.

Please refer to the EPC homepage for more information:

www.europeanpaymentscouncil.eu

This document is an interpretation of the rules set by the EPC.

3.1 Mandate reference

Each mandate must have a mandate reference. This mandate reference should be included in the mandate signed by your debtor. If that is not possible you must inform your debtor of the mandate reference before you send him the first collection.

The mandate reference must be unique for each mandate in combination with your SEPA Direct Debit creditor identifier, without the extension, called Creditor Business Code. For a description of the SEPA Direct Debit creditor identifier please refer to the SEPA Direct Debit Implementation Guide.

In this example the mandate reference refers to the same mandate:

Creditor identifier	Business code	Creditor identifier without Business code	Mandate reference
DK91001300061126228	001	DK91300061126228	123
DK91002300061126228	002	DK91300061126228	123

We recommend you limit the length of the mandate reference as it is used as a key in several processes.

3.2 Mandate completion

You must ensure that the mandate is correctly completed before you initiate any collections to the debtor: you must ensure the information filled in by the debtor is correct and that the mandate is signed.

A mandate can be signed by:

- the account holder(s) of the account to be debited or
- a person authorised by the debtor to sign the mandate on his behalf.

3.3 Archiving

You must store the original mandate, together with any amendments, cancellation or lapse relating to the mandate, according to your national legislation.

4 Layout

No rules exist in respect of the font or colours used in the mandate; however you must ensure that the text is clearly legible.

Moreover the mandate must be clearly separated from any other text, e.g. if you include the mandate within a publication.

Please find a description of the layout rules in the following sections.

4.1 Language

The text on the mandate must be in at least one and up to three languages of the country of the debtor. If you are unable to determine the language of the debtor with reasonable certainty you may add English as one of the languages.

The EPC has provided translations of the different mandate texts for each SEPA country on their homepage:

www.europeanpaymentscouncil.eu

The links to the translations are called:

- SEPA Core Direct Debit Mandate Translations
- SEPA B2B Direct Debit Mandate Translations

4.2 Headline

The headline must be:

- SEPA Direct Debit Mandate
- SEPA Business to Business Direct Debit Mandate

4.3 Legal text

At the top of the mandate you must have this legal text depending on the scheme the debtor enrolls for:

Scheme	Legal text
Core	<p>By signing this mandate form, you authorise (A) {NAME OF CREDITOR} to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from {NAME OF CREDITOR}.</p> <p>As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.</p> <p>Please complete all the fields marked *.</p>

B2B	<p>By signing this mandate form, you authorise (A) {NAME OF CREDITOR} to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from {NAME OF CREDITOR}.</p> <p>This mandate is only intended for business-to-business transactions. You are not entitled to a refund from your bank after your account has been debited, but you are entitled to request your bank not to debit your account up until the day on which the payment is due.</p> <p>Please complete all the fields marked *.</p>
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For a Core mandate you must also have this legal text after the signature field:

Scheme	Legal text
Core	Note: Your rights regarding the above mandate are explained in a statement that you can obtain from your bank.
B2B	None

You may not change or omit any of the legal wordings.

4.4 Return instructions

The mandate must clearly state how the debtor can return the form to you.

The instructions must be available on the face of the mandate.

4.5 Data elements

The mandate must contain specified data elements which must be filled out by either you or your debtor.

Some of these data elements are mandatory to fill out and others are optional. You may use the optional data elements if it useful for you, however these elements must be placed outside the content of the mandatory lines. Please refer to the examples in the SEPA Direct Debit Rulebooks on EPC's homepage to learn more:

www.europeanpaymentscouncil.eu

The EPC has decided in which order the elements must be shown on the mandate.

This table lists the available data elements, whether they are mandatory or not and who has to complete them (Depending on the situation some data elements can be completed by either the Creditor or Debtor):

Line	Data element	Mandatory	Optional	Creditor	Debtor
Title	Unique Mandate reference (UMR)	X ¹		X	
1	Name of the Debtor	X		X	X
2	Address of the Debtor		X ²	X	X
3	Postal code/city of the Debtor		X ²	X	X
4	Debtor's country of residence		X	X	X
5	Debtor's account number IBAN	X			X
6	The BIC code of the Debtor Bank		X		X
7	Creditor company name	X		X	
8	Creditor's identifier	X		X	
9	Creditor's address street and number	X		X	
10	Creditor's postal code and city	X		X	
11	Country of the Creditor	X		X	
12	Type of payment	X		X	
13	Signature place and time	X			X
Under line 13	Signature(s)	X			X
14	Debtor identification code		X		X
15	Name of the Debtor Reference Party		X		X
16	Identification code of the Debtor Reference Party		X		X
17	Name of the Creditor Reference Party		X	X	
18	Identification code of the Creditor Reference Party		X	X	
19	Underlying contract identifier		X	X	X
20	Contract description		X	X	X

¹⁾ If unavailable at the time of signing the mandate the creditor must inform the debtor of the UMR as soon as it is available.

²⁾ Debtor's address is only mandatory when the the Debtors' Bank is located in a non-EEA SEPA country or territory.

³⁾ The BIC code of the Debtor Bank only to be completed in case the Creditor explicitly requests this BIC code from the Debtor whereby at least one of the two Banks is located in a non-EEA SEPA country or territory.

The data element names must be visible on the mandate followed by the necessary blank space in which to fill the required data.

4.6 Mandate example

If you only want to use the mandatory data elements a mandate could look like this:

Core scheme

SEPA Direct Debit Mandate	
Mandate reference:	XX
<p>By signing this mandate form, you authorise (A) {NAME OF CREDITOR} to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from {NAME OF CREDITOR}.</p> <p>As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.</p> <p>Please complete all the fields marked *.</p>	
Your name: *	Debtor name(s)
Your address:	Street name and number Postal code and city Country
Your account number (IBAN): *	XX
Your SWIFT BIC Number:	XX
Creditor	Creditor name: Creditor
	Creditor identifier: XX
	Creditor address: Street name and number Postal code and city Country
Type of payment:	Recurrent payment
Signature place and time: *	Signature: *
<p>Note: Your rights regarding the above mandate are explained in a statement that you can obtain from your bank.</p>	

Business to Business scheme

SEPA Business to Business Direct Debit Mandate	
Mandate reference:	XX
<p>By signing this mandate form, you authorise (A) {NAME OF CREDITOR} to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from {NAME OF CREDITOR}.</p> <p>This mandate is only intended for business-to-business transactions. You are not entitled to a refund from your bank after your account has been debited, but you are entitled to request your bank not to debit your account up until the day on which the payment is due.</p> <p>Please complete all the fields marked *.</p>	
Your name: *	Debtor name(s)
Your address:	Street name and number Postal code and city Country
Your account number (IBAN): *	XX
Your SWIFT BIC Number:	XX
Creditor	Creditor name: Creditor
	Creditor identifier: XX
	Creditor address: Street name and number Postal code and city Country
Type of payment:	Recurrent payment
Signature place and time: *	Signature: *
<p>Note: Your rights regarding the above mandate are explained in a statement that you can obtain from your bank.</p>	