

10 November 2017

Dear Sir / Madam

The Bacs Service Users Guide & Rules to the Direct Debit Scheme relating to Facilities Management is changing with effect from 1 January 2018. We are writing to inform you early of these changes, and also seeking your commitment to adhere to them.

The changes will allow greater flexibility within the FM proposition, and will provide a minimum standard for the provision of FM services to FM clients.

The changes can be found within Section 2 of the Guide and Rules and include the following:

1. A change to the definition of Facilities Management (FM) as follows:

FM is:

‘A service user taking responsibility for the collection or administration of **Direct Debits** on behalf of another organisation, not necessarily being a service user in its own right’ (FM client).

This is distinct from the case of a commercial bureau which merely undertakes the processing function on behalf of a service user or administration.

Depending on their business model the FM provider (service user) may elect to provide each client (FM client) with an individual Service User Number (SUN) or to collect all payments under a single SUN.

2. The introduction of an accreditation process for all commercial Facilities Management providers as follows:

Rule: FM providers are required to be accredited by Bacs as a condition of using Direct Debit.

Definitions are as follows:

Commercial:

FM provider offering services to 3rd parties for example other businesses, from sole trader to corporate entities, regardless of whether charges are imposed or not.

Non-Commercial:
FM provider offering services to its own corporate group.

Accreditation will apply to Commercial FM providers only.

Bacs will work with your sponsoring bank to implement the accreditation process, and we will provide details around this in due course. The intention is that the accreditation process for each commercial FM provider will be completed during the first half of 2018.

A key requirement of the accreditation process will be an undertaking from each commercial FM provider to use the Bulk Change Process when their FM client chooses to transfer their business to another FM provider or wishes to become a service user in their own right the transfer must be effected using the Bulk Change Process.

Bacs will monitor that all users comply with this requirement, and will also publish a reporting mechanism for FM Providers.

We ask that you acknowledge the changes to the Guide and Rules listed in this document, and confirm you will use the Bulk Change Process from this point on as a step towards gaining accreditation, by signing and returning a copy of this letter by 30 November. Alternatively you can reply by email confirming that you have accessed the letter, read the notice of changes to the Guide and Rules and your agreement to use the Bulk Change Process.

The letters should be sent via email to BPSL@bacs.co.uk or via the post to the address on this letter.

Yours sincerely



Anne Pieckielon
Director of Product and Strategy
Bacs Payment Schemes Limited

Facilities Management company name _____

Authorised signatory name __ (please print) _____

Position in company _____

Signed _____

Dated _____