

FAQ

WIRECARD TECHNOLOGIES



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1. BASICS

What is SEPA?

SEPA is the acronym for Single Euro Payments Area, in which no distinction is made between national and cross-border payments. Both credit transfers and direct debits are processed using SEPA. The euro is the only currency in which payments in the SEPA format can be made. The previous national formats will no longer be accepted as of 1 February 2014.

Who is taking part in the SEPA process?

A total of 33 European countries are taking part in SEPA. In addition to the 28 EU member states, the four countries in the European Free Trade Association as well as Monaco take part in SEPA.

This comprises of the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.

Can SEPA payments also be processed in the currencies of other participating countries?

SEPA payments can only be processed in euro. The SEPA schemes cannot be used for payments in other European currencies. These still require an international credit transfer.

What is an IBAN?

The International Bank Account Number, IBAN for short, is a standardised international number. Each account in this system's participating countries is uniquely identified. The longest IBANs can be up to 32 characters long; the way they are composed is always the same, but how long they are depends on the specifications for the country:

- ▶ The first two characters: ISO code for the issuing country
- ▶ The third and fourth characters: check digits calculated according to the IBAN rules

- ▶ The remaining characters: bank code, account number and/or check digits, depending on the country

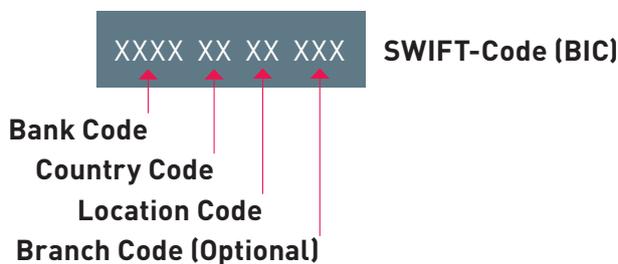


*www.iban.de

What is a BIC?

The Bank Identifier Code (BIC) is an internationally accepted bank code determined by the Society for Worldwide Interbank Financial Telecommunication (SWIFT). As the BIC is assigned by SWIFT, it is often also known as a SWIFT code. The BIC consists of eight to eleven alphanumeric characters:

- ▶ The first four characters: bank code
- ▶ Fifth and sixth characters: ISO country code
- ▶ Seventh and eight characters: location code
- ▶ Last three letters: branch code (optional)



*www.iban.de

What does 'IBAN only' mean?

Starting 1 February 2014, it is possible to submit only the IBAN for national SEPA payments (e.g. German customer account and German merchant account). However, the BIC (international bank code) is still required for cross-border transfers and must appear on a SEPA direct debit mandate.

N.B.:

Until further notice, Wirecard will continue to ask for both identifiers after 1 February 2014, because not all accounts can be identified solely by means of the IBAN. This reduces the risk of failed transactions for the merchant.

What is the creditor identifier or creditor ID?

To be able to use SEPA Direct Debit, retailers and companies need a creditor identifier. This is a unique identifier, separate from the account number, which is valid throughout the EU and which identifies online merchants as the submitter of direct debits. The creditor ID is mandatory to process SEPA direct debit transactions.

The creditor ID is composed in the same way across SEPA. Its length varies depending on the country, but is limited to 35 characters.

- ▶ The first two characters: ISO code for the issuing country
- ▶ Third and fourth characters: check digits calculated as for the IBAN check digits
- ▶ Fifth, sixth and seventh characters: creditor business code – an alphanumeric code chosen by the retailer to define a business unit or area
- ▶ The remaining characters: national creditor ID



Retailers based in Germany can apply for a creditor identifier online with the Deutsche Bundesbank. More information about the application and the application form can be found on the following Deutsche Bundesbank website: www.glaeubiger-id.bundesbank.de.

Merchants based within SEPA can apply for a creditor ID at any national bank within SEPA.

What is a mandate reference?

The mandate reference is the individual identifier assigned by a merchant to a mandate – in combination with the creditor identifier; it enables the mandate to be identified. The unique mandate reference may be up to 35 alphanumeric characters long. The online retailer must ensure that the combination of mandate id and creditor id is unique. In other words, it must be ensured that the mandate id does not overlap with any other identifiers used by the merchant (e.g. customer number, invoice number, member number).

What is the due date?

An important part of SEPA direct debit is the agreement on a specific due date, on which the payment is charged to the customer's account. This means that retailers must submit the SEPA direct debit transaction to the customer's bank on time. For one-off transactions and the first in a series of recurring transactions, the deadline is five business days (D-5), and for recurring direct debits at least two business days (D-2) before the due date.

The SEPA domestic direct debit agreement provides for the nationwide implementation of the COR1 option in Germany as of 4 November 2013. The submission deadline can then be reduced to one day for direct debits; in other words, instead of the D-5 and D-2 rules applicable today, a direct debit can be submitted one business day (D-1) before the due date. No distinction is made between one-off and recurring direct debits. However, to ensure conformity within SEPA, D-5 and D-2 must still be supported. Nonetheless, the D-1 procedure may be used for national direct debit transactions (e.g. German account to German account).

Are there any changes to the 'usage' field?

The 'usage' field has been shortened to 140 characters. In the national schemes, the usage field was 378 characters long. Umlauts may still not be used in the purpose field.

N.B.:

Because SEPA transaction processing at Wirecard also displays the static descriptor and the end-to-end ID, there are only 100 characters available for the usage field.

How are collection cheques handled in connection with the introduction of SEPA?

Cheques are not covered by the SEPA regulation and therefore do not fall within its scope of application.

What advantages does SEPA have for companies?

SEPA was introduced to reduce the barriers facing retailers and customers with cross-border payments in the eurozone. The creation of SEPA has abolished these barriers and replaced them with a number of advantages and improvements. Some benefits for retailers who offer SEPA payment methods to their customers are described below:

- ▶ New business opportunities by being able to reach additional customer groups and sales markets
- ▶ Only one bank account is needed to process and receive all payments from all of SEPA without any additional costs
- ▶ Improved cash flow management and liquidity thanks to the introduction of a specific due date
- ▶ Lower fees, because all SEPA transactions are treated as national transactions. Reduced complexity due to a standardised framework

2. QUESTIONS ABOUT THE TRANSITION FROM NATIONAL SCHEMES TO SEPA

How long can the existing national direct debit schemes continue be used?

According to EU Regulation 260/2012 (SEPA Regulation), the binding expiry date for national credit transfer and direct debit schemes in the euro countries is 1 February 2014. From this date onwards, the SEPA payment scheme will replace the national credit transfer and direct debit schemes.

N.B.:

Two transitional provisions valid until 1 February 2016 will facilitate the transition to SEPA in Germany. They stipulate that until this date consumers may still use their account number and bank code and that German retailers may still use the electronic direct debit procedure at the point of sale.

As an online merchant, do I have to switch to the SEPA procedure?

In the medium term, yes. The existing national credit transfer and direct debit schemes will remain in place until 31 January 2014. The SEPA procedure is already available in parallel today. According to the regulation adopted following the European legislative process, there is an obligation to switch to the SEPA procedure as of 1 February 2014.

N.B.:

- ▶ Wirecard offers customers the option of continuing to use the existing national direct debit schemes for Germany and Austria after 1 February 2014 as part of a provisional conversion solution

How does the conversion solution offered by Wirecard work, and what do I have to do as a merchant to be able to use it?

Wirecard enables the continued submission of account number and bank code in Germany and Austria after 1 February 2014. These data are then converted into BIC and IBAN by means of an algorithm. Furthermore, the transaction data are converted into the SEPA PAIN format (PAIN: payment initiation) required for SEPA processing; the SEPA-specific parameters 'unique mandate reference' and 'creditor ID' are added.

However, merchants should note that because of the necessary conversion to the SEPA format, in legal terms a SEPA transaction is being carried out – even though a national direct debit transaction is submitted. For online merchants, this means they are bound by the rules and requirements of the SEPA direct debit scheme despite using the conversion solution.

Online merchants should therefore note the following:

- ▶ A creditor ID must be provided even for the use of a conversion solution; the merchant must send this to Wirecard once, where it will be stored in the Wirecard system for the conversion service
- ▶ As today, the merchant is responsible for obtaining a (valid SEPA) mandate
- ▶ The following changes apply to the deadlines for the reversal of direct debits:
 - ▶ End customers can revoke the payment within eight (8) weeks on the basis of a valid mandate
 - ▶ If the merchant cannot provide a valid (SEPA) mandate, the payment may be reversed for up to 13 months

Technical adjustments to the existing electronic direct debit interface in the merchant system are therefore not necessary in terms of transaction processing with Wirecard. All downstream processes such as reconciliation, settlement and remittance remain in place and unchanged when the Wirecard conversion service is used.

N.B.:

- Wirecard will offer its customers the conversion solution for as long as legal and regulatory requirements permit. It is currently planned to be available until early 2016 (subject to change). We therefore recommend our customers using the conversion service to switch all of their processes to SEPA in the medium term and also to plan and implement the (technical) SEPA migration in good time.
- Beginning March 2014 the conversion service may be used in parallel with SEPA processing during the merchant's SEPA migration phase.

Does a new SEPA direct debit mandate have to be issued for an existing direct debit?

No. Direct debit authorisations issued in writing can be used as SEPA direct debit mandates. This was enabled by the amendment made to the General Terms and Conditions of banks in Germany in June 2012.

It is subject to the following conditions:

- ▶ The customer has given the online retailer a written direct debit authorisation, authorising the retailer to collect payment from the customer's account by means of a direct debit
- ▶ The customer and the bank managing their account have agreed that, by authorising the direct debit, the customer has also instructed the bank to honour the payment collected by the online retailer, and that this direct debit authorisation can also be used as a SEPA direct debit mandate

It should be noted that before the first SEPA direct debit transaction is carried out, the merchant must notify the customer in text form of the switch from a national direct debit to a SEPA Core direct debit and to provide their creditor ID and the unique mandate reference.

How do customers need to be notified of the switch to the SEPA Core direct debit procedure?

Before the first SEPA direct debit transaction is carried out, the merchant must notify the customer in text form of the switch from national direct debit to SEPA Core direct debit and to provide their creditor ID and the unique mandate reference.

A sample letter to communicate the switch to the SEPA Core direct debit schema can be found in chapter 6.4.

What happens to the old direct debit authorisations that have not been given in writing?

The formal requirements for issuing the mandate, including any changes to the mandate, can be found in the provisions of the collection agreement between the online retailer and their payment service provider (Wirecard). Generally speaking, direct debit authorisations that are not in writing (e.g. those given by phone or online) are not suitable for the SEPA procedure. In legal terms, a direct debit without a mandate is an unauthorised direct debit and can therefore be revoked by the customer for up to 13 months after the account was debited.

N.B.:

According to the EPC (European Payments Council), a SEPA Mandate for online transactions for Direct Debit processing is not necessary for the time being. After 01.02.2014, merchants may continue to use their current method of generating a mandate until further notice.

As in the past, it is the responsibility of the merchant's bank to decide whether the generated mandate is acceptable. The deciding point is the contractual agreement between the merchant and its payment service provider. However, merchants must be aware that, in case of a dispute with the end-consumer, it is their responsibility to provide proof of an authorized mandate. In addition, all SEPA defined return timelines are in effect.

What is a SEPA combined mandate?

The main component for the use of the SEPA direct debit scheme is the authorisation by means of a SEPA mandate. The SEPA combined mandate combines the previous national direct debit scheme with the SEPA direct debit scheme.

A sample combined mandate can be found in chapter 6.3.

What are the advantages of the SEPA combined mandate?

From the merchant's perspective, the combined mandate has the advantage that they can still collect direct debits using the old national scheme, but have already made the necessary agreements with the customer for a switch to SEPA direct debit in future. This ensures that the transition to SEPA direct debit will go smoothly. Obtaining a combined mandate makes sense for merchants who want to use the Wirecard conversion service initially, for example, and only switch completely to SEPA at a later date.

For end customers, the advantage of a SEPA combined mandate is that only one form and one signature are required to process direct debits using the national and European schemes.

3. QUESTIONS ABOUT THE SEPA CORE DIRECT DEBIT (B2C)

3.1 General

What do I have to know about the SEPA Core direct debit?

The SEPA Core direct debit relates to direct debit payments between end customers (private individuals) and merchants (companies). With SEPA Core direct debit, a cross-border direct debit scheme has been established for the first time. As with the SEPA credit transfer, the currency is euro and account identification is by means of IBAN and BIC.

In comparison to the national direct debit schemes, the SEPA direct debit has some new components:

- ▶ A separate SEPA mandate is required for SEPA Core direct debit
- ▶ The customer authorises the online retailer to debit their account directly
- ▶ The customer's bank is requested to carry out the direct debit instructions as submitted and to debit the account accordingly
- ▶ The customer's bank is not obliged to inspect the mandate/collection authorization, but may request it from the merchant in order to verify that the debit is lawful
- ▶ A new SEPA direct debit mandate is not required for direct debit authorisations that have already been made in writing

For how long can a SEPA direct debit transaction be reversed?

A SEPA Core direct debit can be recalled for up to eight (8) weeks after the customer has been charged. A direct debit without a mandate, i.e. an unauthorised direct debit, can be revoked by the customer for up to 13 months after their account was debited.

How can a reversed direct debit transaction be collected again?

collection agreement between the merchant and their payment service provider (Wirecard). The basic procedure is that direct debits which are reversed are charged back to the merchant. Direct debits which have been reversed may not be submitted for debiting again as a SEPA Direct Debit transaction must include a due date. Therefore, the repeat collection of a receivable may only take place with a new direct debit and a new due date.

3.2 Pre-Notification

What is a pre-notification?

Pre-notifications are an already established practice as part of the national direct debit schemes (e.g. in the form of invoices, order confirmations etc.). It is in the online merchant's own interest that the collection of authorised direct debits is successful. Before the direct debit is collected, the end customer should therefore be told the amount and the due date of the payment.

Is a SEPA direct debit authorised without pre-notification?

A SEPA direct debit is authorised when the mandate is signed. From a legal perspective, a SEPA direct debit without pre-notification is therefore authorised. The collection agreement nonetheless makes it obligatory to send a pre-notification. If a pre-notification is not sent, the direct debit may be rejected due to a lack of funds or an end-customer may request a reversal for an un-authorised payments.

What information must be included in the pre-notification and how can it be sent?

There is no fixed form for a pre-notification, but there are a number of elements which must be included:

- ▶ Creditor ID
- ▶ Mandate reference
- ▶ Amount (one-off/recurring)
- ▶ Due date

The means by which a pre-notification may be sent is also not defined.

However, possible options are:

- ▶ It is communicated to the end-customer on the merchant's website after the order is completed
- ▶ Email (e.g. as part of the order confirmation), text message, fax, PDF
- ▶ Letter, contract, invoice

Sample texts for pre-notifications can be found in chapter 6.1.

Does the pre-notification need be sent again if the due date changes (for technical reasons such as missing the cut-off time)?

Yes, the pre-notification – as its name suggests – serves to provide advance notice of a payment (who will be debiting what amount and when from the end-customer's account)

Does the pre-notification need to be sent again if the amount of the debit changes (e.g. if part of a shipment is returned)?

Yes. The customer must be notified of the new amount.

How far in advance must a pre-notification be sent?

It depends on accepted commercial practice. However, the online merchant must send pre-notification at least 14 days before the due date. This does not apply if a shorter deadline has been agreed upon between the end customer and the online merchant (e.g. in the General Terms and Conditions).

Does the online merchant have to make sure that the pre-notification has been received by the end customer before submitting the direct debit?

No, posting or sending the information is sufficient.

Who is to be notified if a joint account with more than one account holder is to be debited? If 'Mr and Mrs Müller' have been entered in the mandate as account holders, do 'Mr and Mrs Müller' have to be notified separately?

Pre-notification is sent to the account holder/contract partner mentioned in the mandate.

3.3 Mandate

N.B.:

According to the EPC (European Payments Council), a SEPA Mandate for online transactions for Direct Debit processing is not necessary for the time being. After 01.02.2014, merchants may continue to use their current method of generating a mandate until further notice.

As in the past, it is the responsibility of the merchant's bank to decide whether the generated mandate is acceptable. The deciding point is the contractual agreement between the merchant and its payment service provider. However, merchants must be aware that, in case of a dispute with the end-consumer, it is their responsibility to provide proof of an authorized mandate. In addition, all SEPA defined return timelines are in effect.

What is the SEPA direct debit mandate?

A SEPA direct debit mandate is the legal authorisation to collect SEPA direct debits and is comparable with the current authorisation for direct debits in Germany. A mandate comprises of both the customer's consent to the collection of the SEPA direct debit payment by the merchant and the instruction to the customer's bank to honour the payment.

The up-to-date requirements (form, contents, etc.) for the SEPA mandate can be found on the EPC website in the SEPA Direct Debit Core Rulebook:

www.europeanpaymentscouncil.eu/knowledge_bank_detail.cfm?documents_id=597

What are allowed formats of the SEPA direct debit mandate?*

A SEPA mandate may be in the form of a paper mandate with the original signature of the customer, or an electronic document which has been prepared and signed in a secure environment. Irrespective of the form, the mandate must include the standard texts and components applicable at the time. The mandate must always be signed by the payer, i.e. the end customer. It is also possible to have it signed by a legal representative. The retailer may enable the customer to complete an electronic mandate, including the use of an electronic signature. The design of the mandate is not defined, only its contents.

* See also the SEPA Direct Debit Core Rulebook:

www.europeanpaymentscouncil.eu/knowledge_bank_detail.cfm?documents_id=597

What must be included in the SEPA mandate?

Each SEPA direct debit mandate is comprised of defined elements, of which some are obligatory and others are optional.

The following is an overview of a mandate's components*:

Title SEPA direct debit mandate	Obligatory
Contract or invoice number	Optional
Creditor ID	Obligatory
Mandate reference	Optional (but must be submitted later)
BIC and IBAN of the payer	Obligatory
Name and address of the payer	Obligatory
Name and address of the payee	Obligatory
Type of payment (one-off, repeat)	Obligatory
Place and date signed	Obligatory
Signature(s) obligatory	Obligatory

* See also the SEPA Direct Debit Core Rulebook:

www.europeanpaymentscouncil.eu/knowledge_bank_detail.cfm?documents_id=597

Samples of texts for the various SEPA mandates can be found in chapter 6.2.

How long is a SEPA direct debit mandate valid?

The SEPA direct debit mandate is generally valid until it is revoked by the customer. However, the mandate does expire if no debits are submitted for collection by the retailer for a period of 36 months. If SEPA direct debits are to be collected after this date, a new SEPA mandate must be obtained from the payer.

How is the period of 36 months until expiry of the mandate calculated for repeat payments?

From due date to due date of consecutive direct debits, beginning with the due date of the first debit and then again from the due date of every subsequent debit. The date the mandate was issued (mandate signature date) is irrelevant when calculating the 36-month term.

Example:

A mandate is signed on 1 March 2012, the due date of the first collection is on 1 May 2012. If nothing else happens, the mandate expires on 1 May 2015. If a subsequent debit on the basis of the same mandate occurs on 1 May 2013, the mandate's expiry date changes to 1 May 2016, and so on.

Is the 36-month period interrupted by changes to the mandate?

No.

How should direct debit mandates be stored?

The storage of mandates depends on national legislation, which is referred to in the collection agreements. In Germany, for instance, they can be stored in the form prescribed by law (reference to 'written form' in Section 126 German Civil Code (BGB) and 'text form' in Section 126d BGB) – in other words, not necessarily in the original form, but also as an (electronic) copy. The mandate must be stored until the end of the expiry period.

Can a SEPA direct debit mandate be pre-dated?

No.

In what language does the mandate need to be issued?

The mandate should be issued in a language of the European Free Trade Area which the end customer understands or which serves as the language of the contract. In all other cases, the language should be English.

Does a SEPA direct debit mandate for the collection of SEPA Core direct debits always need to refer to a specific contract? Can a mandate refer to several contracts?

A mandate can be issued for one or more contracts, as long as the account to be debited is the same.

Can a mandate be altered by the online merchant?

Yes (e.g. the mandate reference).

Can an alteration to the mandate by one contract party (e.g. the merchant changes the creditor ID) be refused by the other party?

No, because the assumption is that the alterations are reasonable and therefore necessary for the correct processing of the payment.

Does an alteration to the mandate have to be in written or text form?

Yes, because otherwise the merchant will find it very difficult to prove the mandate is valid. The same applies to the extension of the mandate.

When will the banking industry support the electronic mandate (e-mandate)?

The banking industry in Germany and other SEPA countries is currently not planning to implement the electronic mandate (e-mandate).

4. QUESTIONS ABOUT THE SEPA B2B DIRECT DEBIT

What is the SEPA B2B direct debit?

The SEPA direct debit B2B scheme is comparable with the debit procedure in use in Germany today. However, the following features differ from the SEPA direct debit core scheme and should be noted:

- ▶ Debits only take place between businesses, not private individuals
- ▶ A SEPA B2B mandate is required
- ▶ The payer must present the mandate to their bank
- ▶ There is no refund if the debit is reversed

SEPA B2B direct debits can already be processed directly via Wirecard Bank.

Does a new SEPA mandate have to be issued for an existing direct debit order?

Yes. It is not possible to keep using existing debit agreements, i.e. a new SEPA mandate must be issued. Payer and payee therefore have to agree on the use of the SEPA B2B direct debit scheme.

How does the migration of debit orders work?

It is not possible to migrate debit orders to SEPA direct debit mandates. Payer and payee therefore have to agree on the use of the SEPA B2B direct debit scheme. A corresponding direct debit mandate has to be obtained from the payer.

5. QUESTIONS ABOUT THE SEPA CREDIT TRANSFER

What do I have to know about the SEPA credit transfer?

The SEPA credit transfer (SCT) was introduced on 28 January 2008 and consists of uniform European rules for credit transfers in euro. The basic elements of the SEPA credit transfer are the same as for the standard EU credit transfer in place since 2003. The SEPA credit transfer can be used for both domestic and cross-border transfers in euro within the SEPA countries. The SEPA credit transfer is mostly used by retailers to refund payments to their customers. However, customers can also use the SEPA credit transfer to make payments to a retailer.

Do credit transfers have to be reported?

Yes. Transfers of more than €12,500 from or to foreign countries have to be reported to Deutsche Bundesbank. Deutsche Bundesbank offers a free telephone hotline (0800 1234 111) for any questions on the reporting obligation (forms, reporting channels, deadlines etc.).

There is no upper limit on the amount of a SEPA credit transfer.

6. TEMPLATES AND SAMPLE TEXTS

We have put together some sample texts on the various topics for you, which you can find below. (Source: German banking industry www.die-deutsche-kreditwirtschaft.de).

More information on the requirements for the mandate and pre-notification can be found on the EPC website in the latest version of the SEPA Direct Debit Core Rulebook:

www.europeanpaymentscouncil.eu/knowledge_bank_detail.cfm?documents_id=597

N.B.:

All sample texts describe the use of the SEPA Core direct debit and the SEPA direct debit mandate between a retailer based in Germany and an English-speaking end customer with an account in Germany. Sample texts for mandates in other languages can be found on the EPC website at: www.europeanpaymentscouncil.eu/content.cfm?page=core_sdd_mandate_translations

6.1 Pre-Notification

A pre-notification must be sent for every payment for which there is a mandate. It must be re-sent if there is change to the amount or due date of the next debit.

6.1.1 Sample for one individual pre-notification per debit

Online order dated 5 November:

"We will be collecting the outstanding amount of €69.99 via SEPA direct debit, mandate 4321, using the creditor identification number DE321 from your account IBAN DEXXX at Sample Bank BIC XXX on the due date 15.12.2013. Please ensure that sufficient funds are available."

6.1.2 Sample for a one-off pre-notification under a recurring direct debit mandate

Subscription:

"We will be debiting the subscription fee of €5.99 via SEPA direct debit, mandate 4322, using the creditor identification number DE123 from your account IBAN DEXXX at Sample Bank BIC XXX on the first day of every month, starting on 1.11.2013. If the due date is a weekend or public holiday, the due date is postponed to the next working day. Please ensure that sufficient funds are available."

6.2 SEPA Core direct debit mandate

A SEPA direct debit mandate is the legal authorisation to collect SEPA direct debits and is obligatory for every payment. If you create the mandate yourself on your shop page, you can use the following obligatory texts as a model for the SEPA direct debit mandate. The design of the mandate is not defined, only its contents (no liability is assumed for the samples).

The up-to-date requirements (form, contents, etc.) for the the SEPA mandate can be found on the EPC website in the SEPA Direct Debit Core Rulebook: www.europeanpaymentscouncil.eu/knowledge_bank_detail.cfm?documents_id=597

N.B.:

According to the EPC (European Payments Council), a SEPA Mandate for online transactions for Direct Debit processing is not necessary for the time being. After 01.02.2014, merchants may continue to use their current method of generating a mandate until further notice.

As in the past, it is the responsibility of the merchant's bank to decide whether the generated mandate is acceptable. The deciding point is the contractual agreement between the merchant and its payment service provider. However, merchants must be aware that, in case of a dispute with the end-consumer, it is their responsibility to provide proof of an authorized mandate. In addition, all SEPA defined return timelines are in effect.

6.2.1 Mandate for a one-off direct debit

Sample Co AG, Sample Street 1, 12345 Sampletown
Creditor identification number: DE0123456789012345
Mandate reference: 567RDF346

**Model
Logo**

SEPA direct debit mandate

I hereby authorise Sample AG to debit my account for a single payment by means of direct debit. At the same time, I instruct my bank to enable the direct debit from my account by Sample AG.

N.B. I can demand the refund of the debit amount within eight weeks of the debit date. The terms and conditions agreed with my bank apply.

Surname, name (account holder)

Street and house number

Postcode and town

Bank (name and BIC)

DE __ | ____ | ____ | ____ | ____ | __

IBAN

Date, place and signature

6.2.2 Mandate for a repeat direct debit

Sample Co AG, Sample Street 1, 12345 Sampletown
Creditor identification number: DE0123456789012345
Mandate reference: 567RDF346

**Model
Logo**

SEPA direct debit mandate

I hereby authorise Sample AG to debit my account for regular payments by means of direct debit. At the same time, I instruct my bank to enable the direct debit from my account by Sample AG.

N.B. I can demand the refund of the debit amount within eight weeks of the debit date.
The terms and conditions agreed with my bank apply

Surname, name (account holder)

Street and house number

Postcode and town

Bank (name and BIC)

DE __ | ____ | ____ | ____ | ____ | __

IBAN

Date, place and signature

6.2.3 Account holder differs from debtor

Sample Co AG, Sample Street 1, 12345 Sampletown
Creditor identification number: DE0123456789012345
Mandate reference: 567RDF346

**Model
Logo**

SEPA direct debit mandate

I hereby authorise Sample AG to debit my account for payments by means of direct debit. At the same time, I instruct my bank to enable the direct debit from my account by Sample AG.

N.B. I can demand the refund of the debit amount within eight weeks of the debit date. The terms and conditions agreed with my bank apply.

Surname, name (account holder)

Street and house number

Postcode and town

Bank (name and BIC)

DE __ | ____ | ____ | ____ | ____ | __

IBAN

Date, place and signature

This SEPA direct debit mandate is valid for the agreement (or the contract/
the subscription) with

Surname, name (contract partner)

6.2.4 Mandate with subsequent notification of mandate reference

Sample Co AG, Sample Street 1, 12345 Sampletown
Creditor identification number: DE0123456789012345
Mandate reference: will be sent later

**Model
Logo**

SEPA direct debit mandate

I hereby authorise Sample AG to debit my account for payments by means of direct debit. At the same time, I instruct my bank to enable the direct debit from my account by Sample AG.

N.B. I can demand the refund of the debit amount within eight weeks of the debit date. The terms and conditions agreed with my bank apply.

Surname, name (account holder)

Street and house number

Postcode and town

Bank (name and BIC)

DE __ | ____ | ____ | ____ | ____ | ____

IBAN

Date, place and signature

6.3 SEPA combined mandate

Sample Co AG, Sample Street 1, 12345 Sampletown
Creditor identification number: DE0123456789012345
Mandate reference: 567RDF346

**Model
Logo**

German direct debit authorisation and SEPA direct debit mandate

1. German direct debit authorisation

I hereby authorise Sample AG until further notice to collect the payments owed by me by debiting my account directly on the due date.

2. SEPA direct debit mandate

I hereby authorise Sample AG to debit my account for payments by means of direct debit. At the same time, I instruct my bank to enable direct debits from my account by Sample AG.

Sample AG will notify me of collection by means of the basic SEPA direct debit procedure before the first debit is carried out.

N.B. I can demand the refund of the debit amount within eight weeks of the debit date. The terms and conditions agreed with my bank apply.

Surname, name (account holder)

Street and house number

Postcode and town

Bank (name and BIC)

IBAN: D E _ _ | _ _ _ _ | _ _ _ _ | _ _ _ _ | _ _ _ _ | _ _

Date, place and signature

6.4. Sample letter on the switch to the basic SEPA direct debit procedure

Sample Co AG, Sample Street 1, 12345 Sampletown
Creditor identification number: DE0123456789012345
Mandate reference: 567RDF346

**Model
Logo**

Re: Switch from the German direct debit procedure to the SEPA basic direct debit procedure and continued use of your authorisation

Dear Madam/Sir,

In the course of our business relationship with you, we have been using direct debits to collect payments (German direct debit scheme). As a contribution to the creation of a single euro payments area (SEPA), we will be switching to the uniform European SEPA direct debit scheme as of [DATE]. The direct debit authorisation that you have already given us will continue to be used for the SEPA direct debit mandate. This direct debit mandate can be identified by

- the mandate reference mentioned above and
- our creditor identification number mentioned above,

which we will include in all the direct debits we process. As we are responsible for the switch, you are not required to make any changes.

Direct debits will continue to be charged to your bank account:

IBAN: DE45 0123 4567 8901 2345 67

BIC: CILLDEBW (Bankhaus Cillum, Bad Wiesenwald)

Please let us know if these details are no longer correct.

Your IBAN and BIC can be found on your personal online banking site and on your bank statement.

If you have any questions about this letter, please do not hesitate to contact us.

Yours faithfully,

Sample Co. AG
Contact details

Wirecard AG
Einsteinring 35
85609 Aschheim
Germany

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