DIRECT DEBITS
Payments made easier for Consumers

What for?
① Ideal for subscriptions, bills and recurring payments.

How?
① Through an agreement whereby the consumer gives consent to the merchant/retailer to automatically/directly collect funds from the consumer’s account.

Know your rights. If in doubt, ask!
① Remember that you have the right to all information before conclusion of the contract.
② You are entitled to receive complete information on the direct debit service.

Advanced notice
① The retailer must inform the consumer of the amount and date for when the payment is due to be debited.
② Consumers must be informed about any changes to the amount, date or frequency of a payment in advance, at least 14 days before payment is debited.

Instant cancellations
Before the payment is due to be made, consumers have the right to:
① Cancel or change the direct debit at any time free of charge.
② Once the merchant has been informed, payments may no longer be collected.

Refunds under the SEPA Direct Debit Scheme
① Consumers may request a refund from their bank no later than 8 weeks from when the payment was debited from their bank account.
② The Bank shall provide the consumer with a refund within 10 business days of receiving the request for a refund, on a no-questions-asked basis.

Refund for unauthorised payments
① If the payment was not authorised or was incorrectly executed the consumer has the right to request a refund within 13 months of the debit date. This is not the case with cheques and other traditional means of payment.

Not satisfied?
① As a consumer you have a right to submit a complaint with your bank concerning the rights and obligations relating to the direct debit service.
② Alternatively, you may also contact the Central Bank of Malta on regulation@centralbankmalta.org or submit a formal complaint with the Office of the Arbiter for Financial Services.