DIRECT DEBITS
Payments made easier for Merchants

What for?
① Ideal for subscriptions, bills, recurring payments and Buy Now, Pay Later schemes. It can be used for fixed or variable recurring payments and even one-off payments.

Lower fees
① Direct debits offer lower transaction costs and lower risks.

Late payments disrupt the business’ cash flow and impairs forecasting
① Direct debits allow for more consistent cash flow as payments are more likely to be settled on time and in full.

Reduction in admin time
① Process is automated, payments are automatically taken each month and therefore saves time for both the merchant and the customer.

Better than standing orders
① Direct debits are more convenient than standing orders as a change in the payment amount, frequency or payment date, do not require an authorisation by the client but rather a pre-notification.

Environmentally friendly
① Direct debits do not require paper, printing or postage as with other means of payment.

B2B setting
① Direct debits can also be used in a business-to-business setting where merchants can pay their suppliers.
② In case of business-to-business transactions, the payer is not entitled to obtain a refund for authorised transactions.

Not satisfied?
① 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.