

# BACS BUREAU SERVICE

## Features and benefits

The CAF Bank Bacs Bureau service is a secure, efficient way to collect Direct Debits with your CAF Cash Account and send money within the UK.

Our Bacs Bureau service is easy to access online and has everything in one place to help you manage your Bacs submissions efficiently. You can nominate an unlimited number of users, and our service is consistent with Bacs standard procedures.

### Benefits of using our Bacs Bureau service

The CAF Bank Bacs Bureau service is a safe, efficient and cost-effective means of automating your everyday payment processing needs. It is simple to set up from your CAF Cash Account and will give you access to reconciliation reports.

### Safety

- You are protected by state-of-the-art public key infrastructure security and smart card technologies to allow you direct access to Bacs payment services.

### Efficiency

- Direct Debits are credited to your account as soon as they are collected.
- Pay and collect regular and ad hoc payments with complete flexibility.

### Control

- Better cash-flow management – you will know exactly when Direct Debits or Direct Credits will be cleared in your account.

T: 03000 123 456

E: [cafbank@cafonline.org](mailto:cafbank@cafonline.org)

W: [www.cafonline.org/cafbank](http://www.cafonline.org/cafbank)

### New to Bacs?

To use Bacs you will need to be a sponsored service user. This is simple to set up, subject to you meeting our credit assessment criteria.

### Already using Bacs?

If you already have a bureau service in place with another provider, we can arrange the transfer of your sponsorship or bureau service for you, so you can use Bacs through a CAF Cash Account. You will need to appoint CAF Bank as your sponsor for the CAF Bank Bacs Bureau service.

### Fees

The Bacs Bureau service fees are detailed in the CAF Cash Account Fee Information Document, which can be found at: [www.cafonline.org/bacsbureauservice](http://www.cafonline.org/bacsbureauservice)

### How to apply

Please contact our Customer Services team on 03000 123 456 who will take you through the application process or email [cafbank@cafonline.org](mailto:cafbank@cafonline.org)

Telephone calls may be monitored or recorded for security/training purposes. Lines are open Monday to Friday 9am - 5pm (excluding English bank holidays).

CAF Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 204451). CAF Bank Limited Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ. Registered in England and Wales under number 1837656.