

## Your Direct Debit

Dear Customer

Thank you for purchasing your course with First Intuition and choosing to pay via instalments. You will receive an email from GoCardless within the next few days asking you to accept your direct debit. Sometimes this email can go into your spam or junk box, so please check in all inboxes.

### Please carefully read our terms for the payment plan:

- The customer is agreeing to pay the total amount of the invoice over a specific time frame. If they wish to cancel the course, they must do so within **14 days** of the booking date, otherwise they will still be liable for the remaining balance.
- Instalment timeframes are as follows, which **cannot** be extended:

Instalments	FI Online	FI Online Live
Level 2 Certificate in Bookkeeping	2	3
Level 2 Certificate in Accounting	12	12
Level 3 Certificate in Bookkeeping	6	6
Level 3 Diploma in Accounting	12	12
Level 4 Diploma in Accounting	12	12

- A payment plan is only available for self-funding students; employers are invoiced with 30 days to pay.
- Direct debit plans can only be accepted from customers with a UK bank account (debit) and aged over 18.
- The customer must accept the direct debit within 7 days of booking. Failure to do so, may result in higher monthly payments to keep within the specific credit period. Online access to study materials and tutor support will be disabled if the mandate is cancelled without notice.
- The next and subsequent instalments will come out on the same date that the customer booked the course, the following month(s).
- If a customer cancels their direct debit, they remain liable for payment of the remaining balance on the invoice. Failure to keep to the original direct debit plan may result in higher monthly payments to keep within the specific credit period. Online access to study materials and tutor support will be disabled if the mandate is cancelled without notice.
- First Intuition reserves the right to charge £50 for all dishonoured payments.

At First Intuition we want to continue to support all our students to complete their studies with us where possible. If you find yourself in financial difficulty, please do not hesitate to contact us on [cambridgefinance@firstintuition.co.uk](mailto:cambridgefinance@firstintuition.co.uk)