

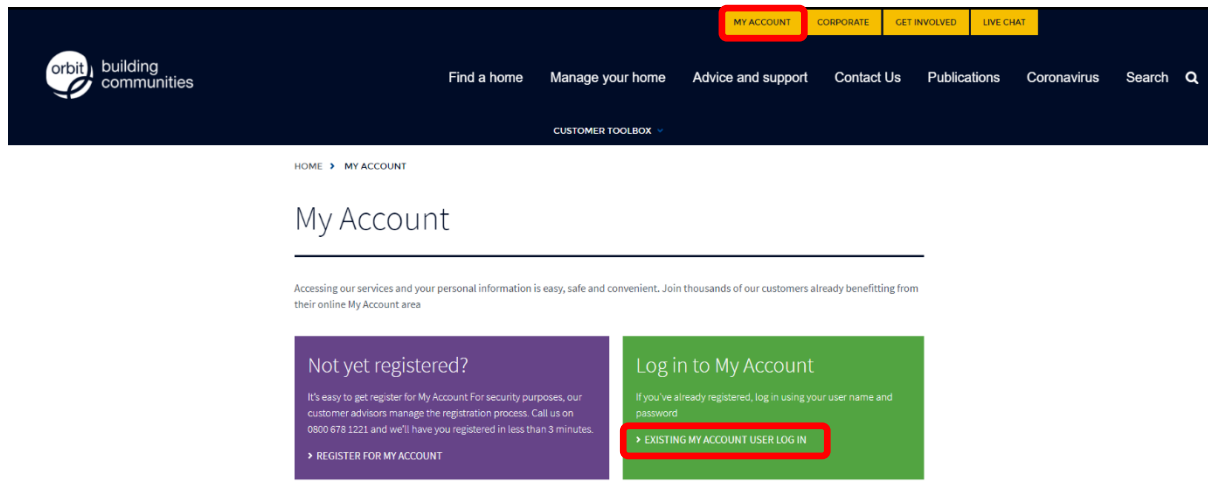
## myAccount Direct Debits

Accessing our services and your personal information is easy, safe and convenient. Join thousands of our customers already benefitting from using their online myAccount area to manage their homes and payments.

### Benefits of myAccount

- Access services and information 24 hours and day
- Report repairs at your convenience
- Check and track repair appointments
- Check your account balance
- Download rent statements
- Report issues
- Update your details
- Make payments

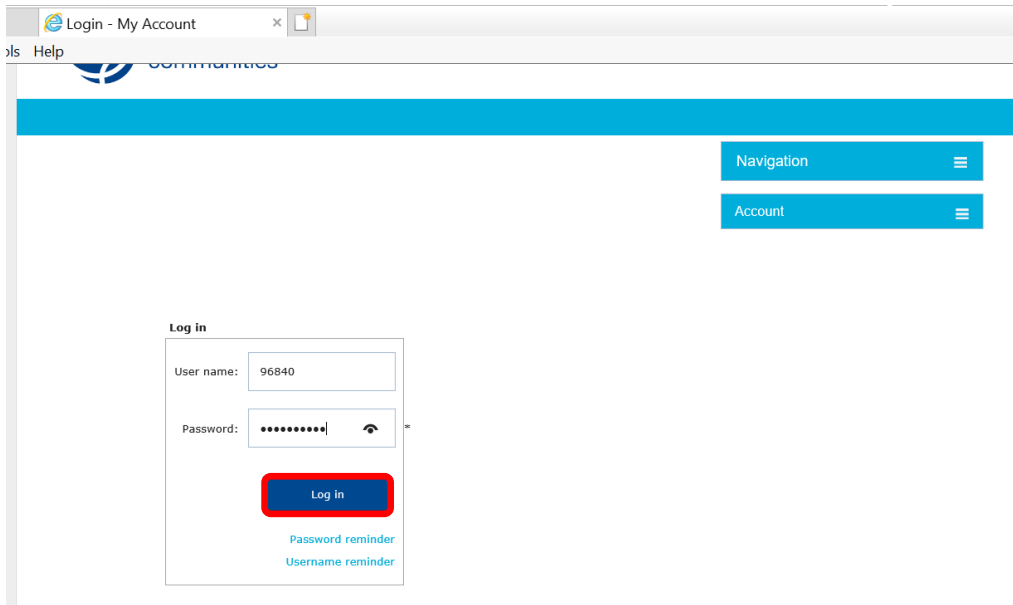
1. You can access myAccount through our Customer Hub website. The direct URL is: <https://www.orbitcustomerhub.org.uk/myaccount/>
2. myAccount is linked to from various pages on the Customer Hub website, including the 'Payment Methods' and 'Ways to Pay' sections.



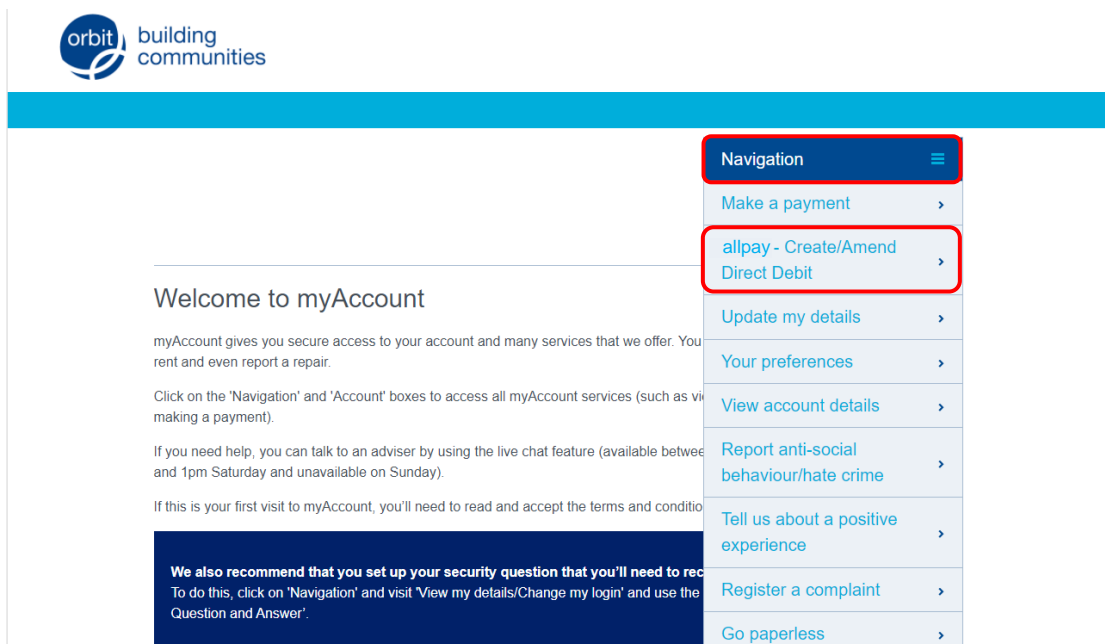
The screenshot shows the Orbit Building Communities website navigation bar with 'MY ACCOUNT' highlighted. Below the navigation bar, the 'My Account' page is displayed. It features two main options: 'Not yet registered?' and 'Log in to My Account'. The 'Log in to My Account' section has a red box around the 'EXISTING MY ACCOUNT USER LOG IN' link.

3. If you're already registered and have your login details to hand, click the 'EXISTING MY ACCOUNT USER LOG IN' link and log in using your username and password. If you're not yet registered, please call us on 0800 678 1221.

4. The log in screen is presented below:



5. Once logged in, you will need to click on the Navigation tab and select 'allpay Create/Amend Direct Debit'.



6. You may have a main account and a sub account. If that is the case, the screen will present as below. If you only have one charge to pay, only one option will be displayed here.
7. Click on main account to set up your direct debit for rent, service charge(s) or service charge deficit.



You can set up a direct debit for the options below. Please select as appropriate. You can only set up one direct debit per option. If more than one option applies to you, you will need to repeat this direct debit set up process. If you need more detail on what these options relate to, please [click here](#)

- [Main Account](#)
- [Zurich Home Contents Insurance](#)

Sub options will only appear on myAccount if you have outstanding debts on one or more of the following accounts. The relevant options will be displayed for you to select which option you wish to set up a direct debit for. You can only set up one direct debit per account/option. Information about what these options are can be found by clicking this link: <https://www.orbitcustomerhub.org.uk/manage-your-home/your-agreement-with-us/ways-to-pay/payment-methods/#otheraccounts>

- **Court costs** - this is where Orbit have taken you to court and we have been awarded costs by the court which you have to pay. Any debt relating to this will not start to be paid off until debt on your main account is cleared. Payments then begin towards court costs.
- **Tenancy Management court costs** - this is where Orbit have taken you to court regarding matters such as ASB, noise nuisance and breaches of your tenancy. We have been awarded costs by the court which you have to pay. Any debt relating to this will not start to be paid off until debt on your main account is cleared. Payments then begin towards court costs.
- **Zurich home contents insurance** - This is only relevant if you pay for home contents insurance through Orbit. This account will be used to collect an annual payment.
- **Major works** - this is for paying for any major works we have completed on your leasehold property, such as providing new windows, fire doors, or a new roof.
- **Previous tenancy arrears** - this is for paying any debts you may owe in relation to a previous Orbit tenancy, whilst continuing to pay your rent and other charges associated with your current Orbit property.

8. Ensure the details shown are correct, then click Next.

orbit building communities

M SMITH

CLIENT REF  
S001546789

20 Test drive  
Coventry  
CV3 2SU

CONTACT US

### Direct Debit Details

Please confirm the following details

The account to be debited is in my name  Yes  No

I am the only person required to authorise debits on this account  Yes  No

**NEXT** CANCEL

© 2020 allpay Ltd. All rights reserved. **Test Mode** - intended to demonstrate page styling only, functionality and behaviour will differ from live.

9. Confirm that the answer is Yes to both queries. Scroll down the page.

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CLIENT REF  
S001546789

20 Test drive  
Coventry  
CV3 2SU

CONTACT US

### Direct Debit Details

Please confirm the following details

The account to be debited is in my name  Yes  No

I am the only person required to authorise debits on this account  Yes  No

10. Confirm that the address is correct and enter an email address to which you are happy to receive billing confirmations.

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S001546789

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Coventry  
CV3 2SU

CONTACT US

### Billing address

M SMITH  
20 Test Drive  
Coventry  
CV3 2SU

[Change address](#)

### Billing email address

Email address  
Test@Orbit.org.uk

11. Complete the frequency, start date and account details fields and click Next after ensuring these are all correct.

Account details

Preferred frequency ⓘ  
Monthly

Preferred start date ⓘ  
28/07/20

Name of account holder ⓘ  
Potter

Sort code ⓘ  
900012

Account number ⓘ  
76534318

**NEXT** CANCEL

12. This screen presents the direct debit guarantee. Click confirm to complete and submit the request.

Direct Debit Details

Please confirm the following details

Thank you for selecting to pay by Direct Debit. Please check that all details displayed on this screen are correct prior to confirming set up. If any of the details are incorrect please [contact us](#).

Once confirmed your request will be authorized by our staff. You will then receive a letter confirming all payment details 3 working days prior to your first collection.

Payment Schedule

Your first collection date will be on or immediately after **28th of July 2020** and every **month** thereafter, subject to confirmation.

Your Payment Details

Bank account number: 54887588  
Sort code: 768847  
Billing Address: M SMITH  
20 Test Drive  
Coventry  
CV3 2SU  
Billing Email: Test@orbit.org.uk

**The Direct Debit Guarantee**

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit being collected or if your bank or building society is unable to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by either you or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when allowed or on demand of either Orbit or your bank or building society.

You can cancel a Direct Debit at any time by simply contacting your bank or building society, written confirmation may be required. Please also notify Orbit before you do.

**BACK** **CONFIRM** **CANCEL**

13. A confirmation page will be shown if the request has been successfully submitted. It will take three business days for us to review and complete the process.

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Navigation

Account

Thank you for choosing to pay by direct debit.  
Your submission will be reviewed by Orbit and we will send a letter to advise you of the outcome within 3 working days.

TERMS AND CONDITIONS PRIVACY POLICY

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