

When will I not lose my regular debit order discount if a debit order payment is missed?

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Clients will not lose the discount if there is a valid and acceptable reason by Momentum for missing the debit order, e.g., if it was their bank's error or Momentum's error. If clients forget to mention a change in debit order account, they will not lose the discount, but only if they can prove that there were sufficient funds in the new account when the debit order was due. If the debit order is missed due to insufficient funds, reversal of the debit order by the client, or due to a blocked debit order, then the regular debit order discount will be lost.