

## Change of Bank Account and GoCardless

If you happen to change your bank account, you will need to advise GoCardless so that they can switch over to your new details to ensure payments to you from your clients can continue.

To do so, simply log into your GoCardless account and go to the 'Settings' page and here you will find the 'Company Information section'. Here you will need to enter your new bank account details and click on the 'Update' button.

This was the correct process to follow at the time of writing. If you are unable to follow these instructions due to web page and/or procedural changes at GoCardless, you will need to call GoCardless Support on 020 8338 9540 and speak to one of their advisors who will guide you through the process.

There will be a period when payment collections, by GoCardless, will need to be suspended, whilst they verify your new account details, **but once completed you can begin collecting payments again without having to ask your clients for any further direct debit authority.**

If you have any difficulties with this we will, of course, try and help, but we believe the GoCardless support team will be able to help you through this.

GoCardless web address <https://gocardless.com/>