

## **Setting up a direct debit with GoCardless**

Please note that registering in this way allows you to set up an individual user account with GoCardless where you can set-up your direct debit payment to the LMS.

The following is a step-by-step guide on setting up a direct debit with GoCardless:

- Members can set up a direct debit online when logging online to their LMS membership record either using the “Sign In” button at the top of the home page or via [www.lms.ac.uk/user](http://www.lms.ac.uk/user)
- (If you are logging in to your membership profile for the first time, please note you will need to set up a password by pressing “request a new password” and entering the email address that you have registered with the Society so you can be sent a one-time access link to your Membership profile to set up your password).
- Under the “Your Membership Subscription” tab, you can check your membership type, status and fee on the “Your Membership Information” sub-tab. (You can add journal subscriptions (including EMS and EWM membership) under the “Journal Subscription” sub-tab).
- At the bottom of the “Your membership Information” sub-type, you will find the payment options, including payment by direct debit.
- By clicking on the link given on this page, you will be directed to the GoCardless website where you will be asked to enter your details. For information on how GoCardless will use your data, please refer to their Privacy Policy: <https://gocardless.com/legal/privacy/>
- Please remember to use a secure password.
- Please note the form requests a UK billing address. *If you live outside the UK, we advise that you enter the address of the bank/building society of your UK account from which the direct debit will be collected.*
- We encourage you to read the terms and conditions and the direct debit guarantee at the bottom of the page before pressing the “continue” button.
- GoCardless will then ask you to confirm your details.
- Once you have confirmed the set up of your direct debit, you will be directed to the LMS webpage for membership login and a message will appear to confirm the direct debit has been set up.
- You will also receive a separate email direct from GoCardless to confirm the direct debit has been set up.

Please note the Society will only charge you the relevant amount for your subscription, as has previously been advised, and you will receive an email from GoCardless not less than 3 working days in advance of the payment being debited from your bank account.

Before each collection, you will receive an email from GoCardless to confirm the amount to be collected and the date on which this will be debited from your bank account.

If you have any queries, please contact Membership ([membership@lms.ac.uk](mailto:membership@lms.ac.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, GoCardless Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless Ltd 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 GoCardless Ltd 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 GoCardless Ltd asks you to do so.
- 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 us.