



VENERANDA FABBRICA DEL DUOMO DI MILANO

1387

## OUR FAQs ABOUT SEPA CORE DIRECT DEBIT

### 1. What is SEPA Core Direct Debit?

SEPA Core Direct Debit is a service that the bank offers to its clients who have a bank account to “automate” any type of payment. Through a subscription, the debtor authorises the bank to debit directly from his current account a sum in favour of a creditor in a continuous way.

### 2. What's the difference between SEPA Core and SEPA B2B?

The SEPA Core Direct Debit - that made out to the Veneranda Fabbrica del Duomo di Milano - is destined to private customers and allows them to ask the bank for a refund if necessary. The service SEPA B2B is designed exclusively for companies in order to facilitate their business but doesn't allow for any refunds.

### 3. Who are the debtor and creditor?

The debtor is the donor, who authorises the bank to debit their account of a specified amount to transfer to a chosen creditor. Consequently, the creditor is the entity that receives donations from the debtor, investing them in projects in line with its mission.

### 4. Can the debtor decide on the amount and its frequency?

Yes, they can. The debtor can choose a sum or they can select an amount prefixed by the creditor. They may also decide whether on a monthly or annual basis.

### 5. What kind of advantages does the debtor have by donating with SEPA Core Direct Debit?

In addition to ensuring greater continuity in donations, the SEPA Core Direct Debit allows the donor to avoid queues in the post office or bank and allows them to receive a unique summary of donations useful for tax benefits.

### 6. Are there any additional costs?

SEPA Core Direct Debit is free for some banks, while for others a fee may be payable and varies according to the terms of your bank account, the country to which the debit is destined, and the currency used.

### 7. Can the debtor claim a refund?

Yes, they can. By contacting their bank, the debtor has the right to request a refund up to 8 weeks from the debit date for authorised transactions. In case of unauthorised transactions, the time limit for the request is extended up to 13 months from the last debit date. After this request, the debit service will be interrupted.

### 8. Is a receipt issued?

Yes, it is. Every year, by the end of March, the debtor will receive a unique receipt of all donations made by SEPA Direct Debit during the previous year, in order to take advantage of the tax benefits.

### 9. How can the debtor authorise the SEPA Core Direct Debit?

Authorizing the SEPA Core Direct Debit is simple: download the authorisation form on the Veneranda Fabbrica del Duomo di Milano's website, fill it, sign it and send it by email, fax or post. The authorisation must reach the creditor by the 25th day of the month. Furthermore, the relationship with the bank shall be governed by the contract agreement made by the debtor with their bank.

### 10. Can the debtor revoke the SEPA Core Direct Debit?

Yes, they can. The SEPA Core Direct Debit can be revoked by filling out the appropriate revocation form in all its parts, downloading it from the Veneranda Fabbrica del Duomo di Milano's website, sending it by email, fax, or post. The revocation order must reach the creditor by the 25th day of the month. Furthermore, the relationship with the bank shall be governed by the contract agreement made by the debtor with their bank.