



## Redirecting Your Payments to Plane Saver

As part of the merger between Money Matters Community Bank and Plane Saver Credit Union, all your deposits now need to go directly into your Plane Saver account. We have created this guide to help you with this change.

**When setting up or amending your payments, please use:**

- Account Name: Plane Saver Credit Union Ltd
- Account Number: 40114510
- Sort Code: 20-61-55
- Reference: Your new Plane Saver membership number

**You can find your new member number in your welcome email or letter. Please always use this as the payment reference.**

**PLEASE NOTE:** If you save into your account using an employer payroll deduction scheme (a portion of your salary rather than the whole of your salary), you do **NOT** need to do anything.

## Updating Standing Orders

### Option A:

- Log in to your provider's online or mobile banking system
- Cancel your existing Standing Order to Money Matters
- Create a new Standing Order using your new Plane Saver details

### Option B (If you do *not* have online banking):

- **Contact your bank:** You will need to get in touch with your bank either in person, over the phone, or online. Be prepared to provide some identification.
- **Request the change:** Explain to your bank that you want to change the bank details on a standing order. They will ask you for the new account number and sort code, so be sure to have those handy.
- **Check the standing order:** Once the change has been confirmed, make sure to check your standing order to ensure that the new bank details have been updated correctly. You should also make sure that the payment amount and frequency are correct.



## Setting Up a Direct Debit

You can set up a Direct Debit via this link [bit.ly/PSDDFORM](https://bit.ly/PSDDFORM) or by scanning the QR code with your smartphone camera.



Direct Debits are available on the 1<sup>st</sup>, 5<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup>, 23<sup>rd</sup> or 28<sup>th</sup> of the month. If you are making loan repayments, you need to make sure you select the right date and deposit the right amount to cover these. If you are unsure, contact us.

## How to change the bank details: Child Benefit

### Option A:

If you are signed up for the online Government Gateway, you can log in and record the changes there. Here's the URL just in case you need it: [https://account.hmrc.gov.uk/child-benefit/make\\_a\\_claim/change-of-bank](https://account.hmrc.gov.uk/child-benefit/make_a_claim/change-of-bank). You can also tell HMRC using the [HMRC app](#).

### Option B:

You can call the HMRC on this number: 0300 200 3100.

## How to change the bank details: Universal Credit

Sign in to your Universal Credit account to record the changes. Here's the URL just in case you need it: <https://www.gov.uk/sign-in-universal-credit>

## How to change the bank details: Salaries and/or pensions.

- **Contact your payroll department or pension provider:** You will need to get in touch with them either in person, over the phone, or online.
- **Request the change:** Explain that you want to change the bank details for your salary or pension. They will ask you for the new account number and sort code, so be sure to have those handy and remember to provide your reference number too.

If you have any questions, please contact us on 0208 607 5020 or by email at [info@planesaver.co.uk](mailto:info@planesaver.co.uk)

