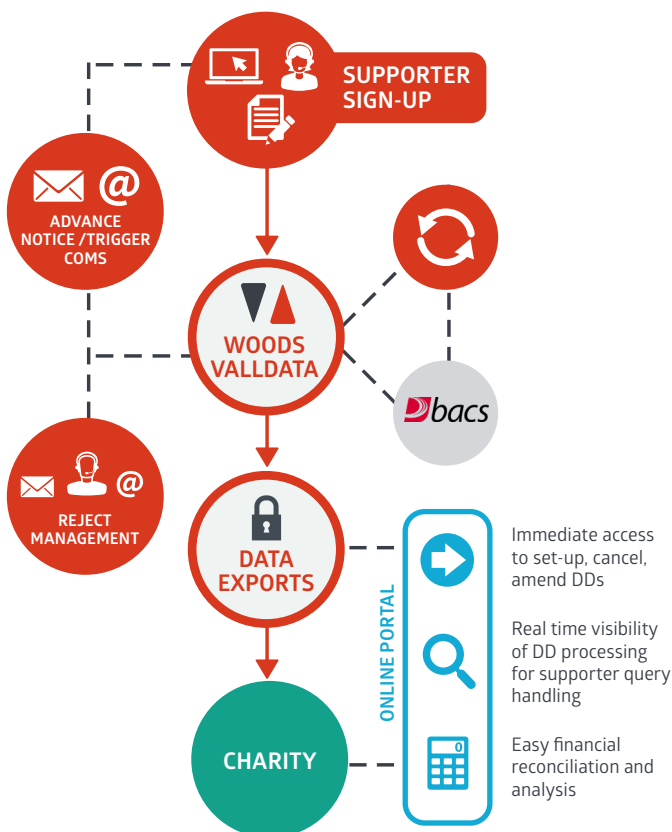


# MAKING DIRECT DEBIT PROCESSING WORK FOR YOU

Outsourcing your Direct Debit processing should be an easy decision: reducing risk, improving speed to first payment claim, helping reduce attrition, staying compliant, ensuring each and every claim is made on time. Choosing your Direct Debit third party partner should be straight forward as well. At Woods Valldata we're committed to our charity partners and take your reputation and your data security seriously.



## WE BRING YOU:

► **Submission certainty** – a highly-skilled team and rigorous business continuity management procedures ensure your Bacs submissions will be made quickly and efficiently every time.

► **Speed and efficiency** – data validation, verification and cleansing occur on import from a variety of sources with automated and robust processes and systems in place to manage high volumes. First payment can be made in just 21 days from receipt of data.

► **Effective processes** – tailored to your claim dates and frequencies, our automated systems ensure advance notices are sent in time, are integrated with our fulfilment teams for inclusion with welcome packs and stewardship campaigns and with triggered communications to reassure donors at known attrition points. Failed DDs are followed up within 48 hours with variable letters reflecting the reject reason.

► **Instant income** – payments are made directly into your bank account, so when a claim is successful, you get the income immediately, backed up by thorough reporting sent directly to you or available online whenever you need it, including automatic Direct Debit updates, amends or cancellations of BACS rejects depending on the reason.

► **Immediate access** – add new contacts, set up, cancel or amend DDs, view supporter DD transaction history and view reports at the touch of a button through our online portals designed to give you control where you need it.

► **Convenience** – no need for in-house training, compliance and business continuity measures or to maintain and upgrade Bacs software. It's all done for you, hassle-free, by Woods Valldata.

► **Peace of mind** – in the rare case where a submission error is made which cannot be corrected by our experienced support teams we hold indemnity insurance so that you're covered for any resulting missed payments.

## YOU'RE IN SAFE HANDS

Woods Valldata is an approved Bacs Bureau managing and payment processing paper and paperless DDIs for over 20 UK charities since 2000.

Our experienced specialist team claims over seven million Direct Debit payments per year totalling in excess of £67million.

Our proudest achievements are the long-standing relationships we have built with our clients. We have worked with almost 80% of our clients for over five years and 40% for over 10 years.

- ▶ **First payment within 21 days**
- ▶ **7million Direct Debit claims made a year**
- ▶ **Over £67million claimed by Direct Debit per year**
- ▶ **Automated system**
- ▶ **Instant access to data**
- ▶ **20+ years Direct Debit experience**
- ▶ **Independently audited by Bacs**



“Woods Valldata managed the whole process, creating a clear project management document, which gave a step by step guide on how the DD migration would take place. The transition between claims has been seamless with no impact to our Direct Debit income. The benefits of this transition means that RNIB can now offer our donors more than just the two claim dates we originally had. We also have the benefit of Woods Valldata’s Direct Debit expertise and a solid platform in which our Direct Debits are being managed.”

**Stel Kyriacou,**  
**Senior Operations Manager, RNIB**

## ABOUT WOODS VALLDATA

We're passionate about helping you help your beneficiaries. We believe in what we do and make it our mission to be the best. So whether you're interested in establishing, growing or developing prize-led fundraising streams through raffle and weekly lottery programmes, facilitating fast responses to donors through response handling and fulfilment services, digital scanning to keep records up-to-date and digitised for ease of access or having the peace of mind from working with a compliant Direct Debit bureau to process regular giving payments, Woods Valldata are your trusted partner.

We have a team of 200+ sector specialists and help charities raise over £100 million in fundraising income per year. We offer an unparalleled level of service, with the strategic insight to identify opportunities and inform innovation.

We take your reputation and your data security seriously. We're proud to follow the highest GDPR, PCI, ISO and the Gambling Commission compliance standards.



Whatever you're looking to achieve with your fundraising, Woods Valldata are there for you.

**To talk to us about your individual giving programmes, contact us on [charities@woodsvalldata.co.uk](mailto:charities@woodsvalldata.co.uk)**