

Terms and Conditions for a VOSA Pre-funded Customer Account

Opening of Account

An account may be opened at Vehicle and Operator Services Agency (VOSA), PO Box 41 Swansea SA1 1ZS and may normally be used immediately to pay for goods or services.

VOSA reserves the right to refuse to open an account if there appears to be good reason for taking such an action.

Registered delegates

An Account Holder would usually be registered to an account as the Primary Delegate and may authorise one (or more) delegate(s) to use the account to pay for goods or services from VOSA on the account holders behalf

To register a delegate, details of their name, address and telephone number must be confirmed in writing to: PO Box 41 Swansea SA1 1ZS or by e-mail to: customer.accounts@vosa.gov.uk by the primary delegate.

Account holders will be responsible for all expenditure incurred on their account by their registered delegates.

To change the primary delegate on an account or remove any delegate, the account holder must inform VOSA immediately and confirm the request in writing.

Additional delegates may be added to the account at any time providing the account holder notifies VOSA in writing of the necessary details.

Security and use of the Account

To obtain any goods or services under the account, the account number must be quoted at the time that payment would normally be made. If the Account is still open and the number quoted is correct then the cost of the goods or services will be set against the account.

It is the responsibility of the Account Holder to ensure that the Account Number be kept secure to prevent them becoming known to any person or persons not authorised by the Account Holder. The Account Holder must immediately notify VOSA if the security of their account number becomes compromised. In these circumstances the Account Holder may request that the Account number be changed by VOSA. This must also be confirmed in writing as soon as possible.

VOSA will suspend trading on the Customer Account number when written confirmation has been received, VOSA will issue a new Account number, notify the appropriate person(s) and confirm the change in writing.

VOSA will not provide goods or services to be paid for from an account if the Account numbers are not correctly quoted.

VOSA reserves the right not to provide goods or services against an account if there is a reason to believe that an unauthorised person is attempting to utilise the account. In such cases the Account holder will be contacted for verification of the situation.

Payments into an Account

Payments into an account may be made either to: Vehicle and Operator Services Agency, PO Box 41, Swansea, SA1 1ZS or to any Goods Vehicle Testing Station by means of:-

- ❖ **Cheque**
- ❖ **Postal Order**
- ❖ **Cash**
- ❖ **Debit/Credit card**
- ❖ **BACS**

Cheques and Postal Orders should be made payable to Vehicle and Operator Services Agency and be crossed "Account Payee only". Cash should not be sent through the post.

BACS payments can be made using the following information.

Bank: **National Westminster Bank**

Bank Account Number: **21178445**

Sort code: **56-00-05**

You will need to include your account number to ensure your payment is processed correctly.

Reminder Level

The Account Holder must ensure that sufficient funds are kept in the Account to cover their needs. Account Holders are able to determine a reminder level for their Account. If the balance of the Account falls below this level, VOSA will request that further funds be provided (via post or e-mail). Goods or services will not be provided if insufficient funds are available in the account to cover the costs being incurred.

Debits from the Account

Where an Account Holder quotes the correct Account Number to VOSA for the provision of goods or services, VOSA will arrange for the account to be debited with the appropriate amount. **PLEASE NOTE:**

For Pre-Funded Account (PFA) holders payment is taken from the PFA 7 days before the test, with the exception of all Technical tests which have to be applied directly to Central

Processing Services (formerly known as Technical Services Branch) in Swansea to be assessed first, where payment is taken immediately at the time of application. Another exception is Retests, Class IV, V and VII tests and Prohibition Clearances where payment can be made at the time of test.

How the “7 Day Rule” Works

For applications made for tests more than 7 days from the date of application, the fee will automatically be taken from the PFA 7 calendar days prior to the test date. For customers who have supplied VOSA with an e-mail address; an e-mail reminder will be sent stating the amount to be taken from the PFA 5 calendar days before the payment is due. If there are insufficient funds in the PFA when it is attempted to take the fee then the test will be cancelled and will have to be rebooked.

For any application made within 7 days of the test date: the PFA will be debited at the time of application. If there are insufficient funds in the PFA you will have the option to use alternative payment methods or top-up the PFA to allow the test booking to be made.

For “technical tests”, where a technical assessment must be conducted before the test can be booked, the payment is debited from the PFA at the time of application.

How Retests, Class IV, V, VII, and Prohibition Clearances are dealt with:

The fee will be debited from the PFA when you arrive at the test station. If there are insufficient funds in the PFA then the customer will have the option to use alternative payment methods or top-up their PFA to enable the test to be conducted.

TEST TYPES IN WHICH PAYMENT WILL BE TAKEN FROM THE PFA 7 DAYS BEFORE OR TAKEN AT THE TIME OF APPLICATION IF THE APPOINTMENT IS WITHIN 7 DAYS:

| HGV | TRAILER | PSV | OTHER |
|-------------------------|---------------------|-------------------------|-------|
| Annual test | Annual test | Annual test | |
| Type approved 1st test | All voluntary tests | 6a Annual | |
| All voluntary tests | TIR all types | All voluntary tests | |
| Reduced pollution check | Appeal | Reduced pollution check | |
| Appeal | | Appeal | |

TEST TYPES IN WHICH THE PFA WILL BE DEBITED ON THE DAY OF TEST:

| HGV | TRAILER | PSV | OTHER |
|-------------------------------|-------------------------------|-------------------------------|--------------------------------|
| Full Prohibition Clearance | Full Prohibition Clearance | Full Prohibition Clearance | Class IV/V/VII Annual test |
| Partial prohibition Clearance | Partial prohibition Clearance | Partial prohibition Clearance | Class IVa/Va Annual test |
| Retests full/partial | Retests full/partial | Retests full/partial | Class IV/V/VII Voluntary tests |
| | | | Class IV ADR |
| | | | Class IV/V/VII Appeal |

TECHNICAL TEST TYPES WHICH REQUIRE IMMEDIATE PAYMENT – PFA debited at time of application

| HGV | TRAILER | PSV | OTHER |
|-----------------|-----------------|------------------------------|-------------------------|
| VTG10 Inspected | VTG10 Inspected | COIF including bus directive | Single Vehicle Approval |

| | | | |
|--|------------------------------|---------------------------|----------------|
| ADR | VTG10 Non inspected | DDA | Enhanced SVA |
| Non type approved 1 st test | 1 st Test trailer | Certificate of Conformity | Motorcycle SVA |
| Certificate of Keeper | ADR | Tempo 100 | VIC |
| TIR all types* | Certificate of Keeper | Vitesse 100 | |

Refunds

Where VOSA makes a refund in respect of goods or services originally paid from the account, the refunded amount will normally be credited back to the Account.

An Account Holder may at any time request a partial or full refund of the balance remaining in their Account. Such a request must be made in writing. Refunds will be made by post, within 16 days of the request.

Account Statements

VOSA will provide the Account Holder with a statement, normally on a monthly basis, detailing all account transactions. These statements will be provided free of charge. Statements can be provided on demand at the request of the Account Holder.

Duplicate statements are available on request and are also supplied free of charge.

Test maintenance statements

A few months after opening your account, you will be sent your first test maintenance statement. This will detail the test results of vehicles, where the annual test fees are paid from your account. The statements are provided free of charge and are intended to assist you with your efforts to improve your pass rate. **Note:** This request can only be made by the primary delegate.

Changes of Name and Address

Changes to the name or address/telephone number of the Account Holder should be immediately notified to VOSA in writing.

Enquiries on an Account

Account enquiries may be directed to the Pre-funded Accounts Team (Tel No.01792 454267) and may only be made by the Account Holder. The Account Number must be quoted when making such enquiries and details will only be supplied to the primary delegate.

Closing of Account

An account may be closed at any time following receipt of written instructions from the primary delegate. VOSA reserve the right to close any Customer Account at its own discretion.

When an account is closed this action will be confirmed in writing by VOSA and any funds remaining in the Account will be refunded to the Account Holder.

Responsibilities placed on VOSA

VOSA will undertake all reasonable steps to safeguard the Account and to prevent expenditure not authorised by the Account Holder. The account will be administered efficiently and kept up to date with information and payments received from the Account Holder

VOSA will provide full details on expenditure incurred against the account in the monthly statement sent to the Account Holder.

VOSA reserve the right to suspend use of the Account at any time and will notify the Account Holder in writing of its reasons for taking the action.