

PAYMENT METHODS

We currently accept various forms of payment for our all our services, including payments via credit/debit cards and direct debit collections. Any such payment methods are incorporated by reference into our [Perform Terms and Conditions](#).

If we accept payment by:

- (a)** Debit / Credit card, such payment will be processed through its third-party payment provider Stripe via the website payment portal. Stripe complies with the Payment Card Industry Data Security Standards and is certified as a PCI Level 1 Service Provider. Payments from debit and credit cards can also be taken over the phone from our credit control team within Thomas.

- (b)** Direct Debit, such payment will be processed through its third-party payment provider GoCardless Limited via integration with the Thomas website. GoCardless is regulated by the Financial Conduct Authority as an Authorised Payment Institution. Payments will be debited from your account at the beginning of the initial Subscription Period and for each renewed subscription period thereafter. There is no need for the you to renew the direct debit for each renewed subscription period – it will continue until it is cancelled. If any direct debit payment is not authorised by your bank, you will receive an automated email to inform you. If you receive such an email, then you should contact us immediately to discuss the failed payment. Another attempt will be made to collect the payment four days later. If the second payment fails, Thomas will contact you directly for payment by another method for the remainder of the subscription period. If you cancel your direct debit, you must inform us promptly so that we can arrange an alternative payment method with you.