



Vehicle & Operator Services Agency  
Asiantaeth Gwasanaethau  
Cerbydau a Gweithredwyr

Ellipse  
Padley Road  
Swansea  
SA1 8AN

Tel: 0300 1239000  
Fax: 01792 454347

Dear Customer

## **VOSA PREFUNDED CUSTOMER ACCOUNT**

Thank you for your interest in this service on offer from the Vehicle and Operator Services Agency. We hope this will help you to reduce your time and administration costs and assist you in budgeting for your use of our services.

The system is simple. By depositing a minimum initial payment of £250.00 in a customer account, you have immediate access to funds to pay for any Vehicle and Operator Services Agency goods or services, wherever and whenever you need them.

Each employee wishing to use the account will need to be registered by the primary delegate, which will then allow them access to funds in the account. This removes the need for payment by cheques or cash either at our Testing Stations or through the central booking system.

Automatic monthly statements will keep you informed of the current balance, and an additional notification will be issued when the balance drops to an individually agreed "reminder" level. No charges will be made for using this account.

Full details and conditions for the operation of the account are enclosed.

I am sure that you will find this account a valuable aid in reducing your administration costs, and hope that the information enclosed answers any questions that you may have. If you would like to discuss the scheme please do not hesitate to contact us.

Yours faithfully

Mr A Rothe  
Accounts Receivable Manager

*An executive agency of the*  
Department for  
**Transport**



*Saving lives, safer roads, cutting crime, protecting the environment*

*Achub bywydau, ffyrdd mwy diogel, lleihau troseddu, amddiffyn yr amgylchedd*

## Application for VOSA Pre-funded Customer Account

Name of Account Holder			
Address			
Post Town			
Post Code			
Contact Name			
Telephone Number		Fax Number	
Required Reminder Level	£	(see Conditions)	

If you wish the statement to be sent to an address other than that shown above please complete the section below:

Name			
Address			
Post Town			
Post Code			

If you wish to nominate any registered delegates to use the customer account on your behalf, please complete the section below or list on a separate page if you require more than one.

Name			
Address			
Post Town			
Post Code			

Please provide an e-mail address to receive your Test Maintenance statements.

e-mail Address	
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Please tick box if you wish to make initial payment by Credit Card   
(VOSA Finance will contact you for payment upon receipt of this application)

I hereby certify that I have read the enclosed Terms and Conditions of use and agree to abide by them.

Signed	
on behalf of (Company name)	
Date	

# 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), Finance, Ellipse, Padley Road, Swansea, SA1 8AN 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: **Finance, Ellipse, Padley Road, Swansea, SA1 8AN** or by e-mail to: [FINANCE.ETB@VOSA.GOV.UK](mailto:FINANCE.ETB@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, Finance, Ellipse, Padley Road, Swansea, SA1 8AN or to any Goods Vehicle Testing Station by means of:-

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

BACS payments can be made using the following information.

**Bank:** Citibank  
**Bank Account Number:** 12479710  
**Sort code:** 08-33-00

You will need to enter your pre funded account number in the narrative field to ensure your payment is processed correctly.

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.

## 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 <sup>st</sup> test	1 <sup>st</sup> 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 21 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.

## 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

Please contact VOSA on 0300 1239000 if you have any queries relating to your account. **Please note:** Any queries regarding the account 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.

## Data Protection

The personal information you provide on this form will be used for the purposes of VOSA's statutory functions. It will not be disclosed to other organisations unless required or permitted by law. For further information, visit our Information Charter available from VOSA's website: **[www.vosa.gov.uk](http://www.vosa.gov.uk)**

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