



# Secure debit orders

INFORMATION SHEET



## What is DebiCheck?

DebiCheck is the name for a specific new type of debit order that will replace NAEDO and AEDO later this year. The DebiCheck process will enable you to “check” and electronically approve any debit order collections initiated by any organization or company before it is debited from your account.

## Why change to DebiCheck?

Debit order abuse has escalated. There has been an increase in the number of debit orders being processed to consumers’ bank accounts without their consent. Also, consumers have increasingly been disputing debit orders, which they have agreed to, mostly to manage their cash flow.

The South African Reserve Bank (SARB) therefore instructed the Payments Association (PASA) and the banks to solve these issues by introducing electronic consumer confirmation for all DebiCheck debit orders before being processed against a bank account.

The DebiCheck system is secure and safe to use as it was designed by the banks, under the oversight of PASA and the Reserve Bank according to strict industry standards.

## How does it work?

A DebiCheck debit order is one that you confirm, electronically on a once-off basis at the start of your contract.

If the debit order information that you confirmed changes; your bank will ask you to confirm the new information.

## What do I need to do as a consumer?

For existing debit orders – nothing.

For new DebiCheck debit orders – you will need to check and confirm the debit order information in the manner requested by your bank:

- Using online banking or your banking app,
- Through a call from a call centre,
- A request sent via your mobile phone, or
- In person at your branch (face-to-face).

## What should I prepare for DebiCheck?

- Ensure your bank has your updated mobile phone number.
- Familiarize yourself with your bank’s DebiCheck process.

For information on DebiCheck - <https://debicheck.co.za/>  
Speak to an IQ Academy Student Services Agent – [info@iqa.ac.za](mailto:info@iqa.ac.za)  
or WhatsApp 066-4848-732