

## Application for VOSA Authorised Testing Facility Pre Funded Account

Please fill in the name and address of the Authorised Testing Facility site that you wish this pre funded account to be attached to

Name of Authorised Testing Facility			
Address			
Post Town			
Post Code			
Contact Name			
Telephone Number		Fax Number	
Email Address			
Required Reminder Level		£ (see Conditions)	

If you prefer, the Pre Funded Account statement can be sent to an address other than that shown above. If you require this service please complete the section below:

Company Name			
Address			
Post Town			
Post Code			

An initial payment of a minimum £250 is needed to open a pre funded account

Please tick the box if you wish to make initial payment by balance transfer from an existing PFA

Existing PFA Number \_\_\_\_\_ Value of transfer (£) \_\_\_\_\_

- 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)
- Please tick box if you wish to make initial payment by BACS transfer   
(VOSA Finance will contact you with your new PFA No. to enable you to top up by BACS)
- Please tick box if you wish to make initial payment by Cheque   
(Please ensure you have enclosed the cheque with this application form)

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	

**Please Note: To avoid delays prompt action is required as testing cannot commence until this application has been processed**

# Terms and Conditions for a VOSA Authorised Testing Facility 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 their 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 Authorised Testing Facility 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 Authorised Testing Facility 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 and 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 are not provided where there are insufficient funds in the account to cover the costs being incurred.

Please note that the Reminder notification will be issued when the account balance initially goes below the Reminder Level and additional notifications will not be issued within the next 20 days.

### 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 Authorised Testing Facility Pre Funded Account holders payment is taken from the Pre Funded Account a maximum of 7 days prior to the confirmed reservation, 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. The PFA will be debited at a later stage for any subsequent testing activity whose combined fees exceed the reservation fee or any VAT owing due to VOSA retaining any of the reservation fee.

## How the “7 Day Rule” Works

Reservation fees will automatically be taken from the ATF's Pre Funded Account a maximum of 7 calendar days prior to the test date. If there are insufficient funds in the Pre Funded Account when it is attempted to take the fee then VOSA will inform you of the need to transfer additional funds and the fact that your reserved test period is at risk.

For any application made within 7 days of the test date: the Pre Funded Account will be debited at the time of application. If there are insufficient funds in the Pre Funded Account you will have the option to use alternative payment methods to top-up the Pre Funded Account to allow the reservation to go ahead. We recommend that you register for VOSA's payment portal.

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

### **TECHNICAL TEST TYPES WHICH REQUIRE IMMEDIATE PAYMENT – Pre Funded Account debited at time of application**

<b>HGV</b>	<b>TRAILER</b>	<b>PSV</b>	<b>OTHER</b>
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 Authorised Testing Facility 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.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa)

## Manage your ATF PFA account online

Once your account is open you can register to manage your account on line. VOSA will send you all the information and details you require to register.

If you do not wish to receive this service please tick the box

FOR VOSA OFFICE USE ONLY

Date Customer Created.
Date PFA Payment Received.
Date PFA Opened.
Date sent to TOP Team.
Date Letters Generated.
Date application process closed.
Comments :