
Income Management – making debit card payments

Hanover offers a range of payment options including debit card, direct debit, standing order, swipe card and cheque.

How do I pay by debit card?

To pay by debit card follow these steps:

- Call our Income Management team on 0330 131 9837. This is a secure number for taking card payments
- A member of the Income Management team will ask you some security questions to confirm your identity in the same way as your bank or building society would do if you phoned them
- The team member will then ask you to enter your debit card number using your telephone keypad. This information will not be visible to the person on the phone with you
- You may hear a beep after every digit that you enter. This is confirmation that the card details are being taken over the secure line
- You will still be able to speak to the member of the Income Management team throughout this part of the process so that they can assist you if you have any problems

Will I be charged extra for using the secure payment line?

No, you will be charged the same local network charges applicable when calling this number.

Can I read out my card details over the telephone?

To ensure that your payment card details remain secure, you will not be able to read out your card details over the telephone. The member of Hanover staff assisting you with the call will not ask you to reveal your card details to them.

Why do I have to enter my card details into the phone?

This is the most secure way for you to provide your card details. Your card information will be captured over the secure line and passed directly to the bank without anyone but you knowing these details.

What happens if I enter the wrong card number?

The member of staff assisting you with the call will ask you to enter them again using your telephone keypad.

Will I be contacted by Hanover to make a debit card payment?

There may be occasions when a member of staff at Hanover needs to speak with you about your account which could result in us needing to take a payment. This call will be made over the secure phone line and you may be given the option to make a debit card payment. You could choose to phone back on 0330 131 9837 to ensure that your payment is taken securely.

How can I find out more information about payments?

You can speak with your estate manager or alternatively contact the Income Management team on 0330 131 9837.