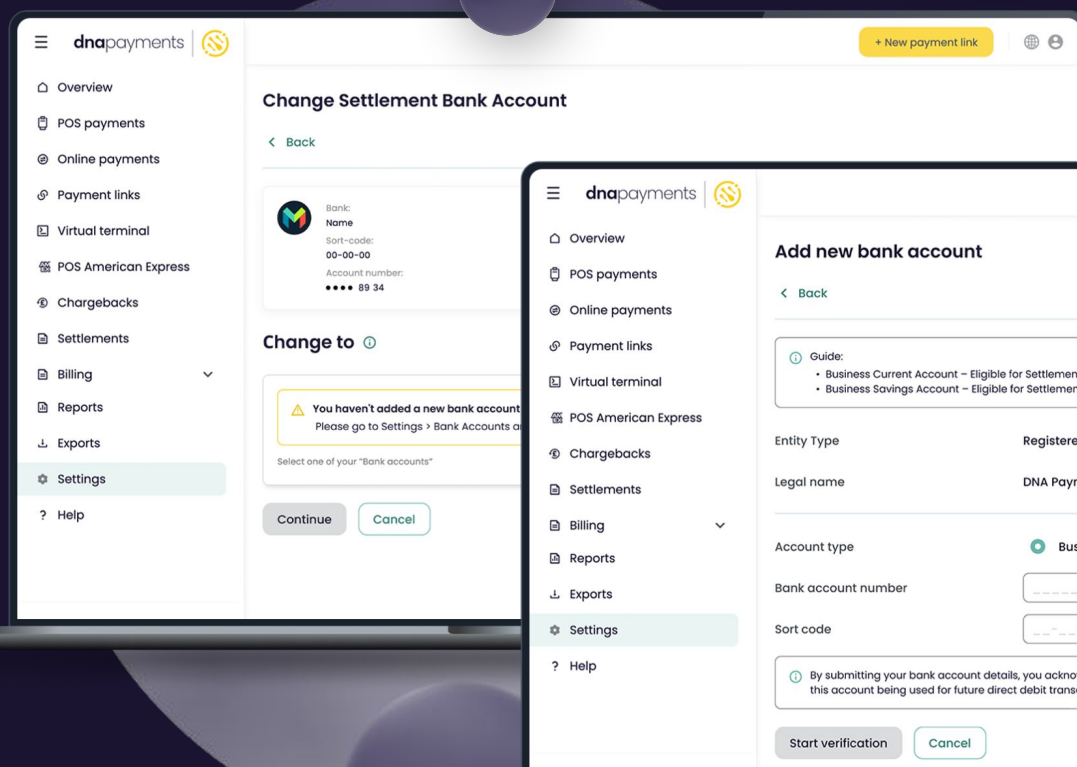


dnapayments



Change of Bank Guide

Simple steps to adding and changing your bank account

dnapayments.com/faq
support@dnapaymentsgroup.com
0208 102 8100
or contact your Account Manager

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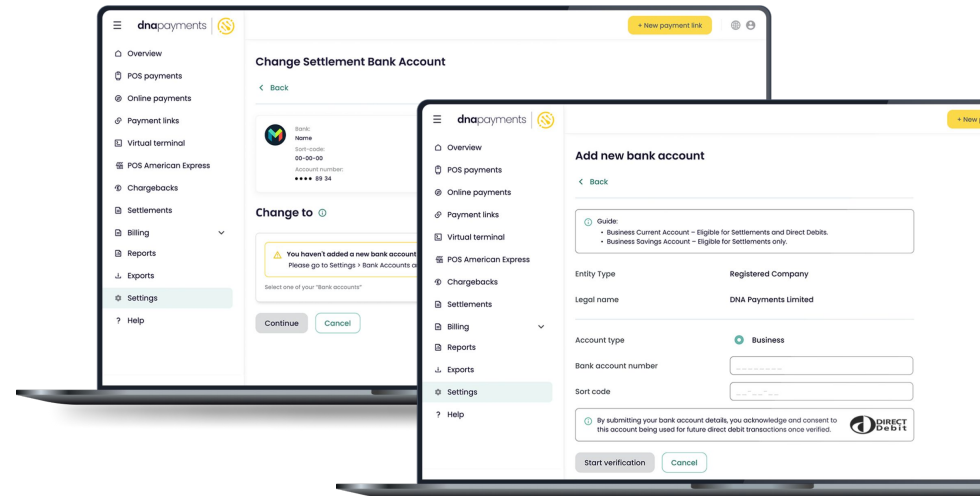
Change of Bank – Welcome

Welcome to DNA Payments, and thanks for choosing us as your Payments Partner!

This guide will help you update your bank details in the Merchant Portal.

How It Works:

1. Add and verify your new bank account – This confirms the account belongs to your business.
2. Update your bank account in the Outlet section – Use the verified account for Settlements or Direct Debit payments.



NOTE

There are different flows for Sole Traders and Limited Companies, outlined separately in this guide, so ensure you follow the correct one for your business. Also, not all bank accounts will be eligible for Settlement or Direct Debit, so please contact support if verifications fail.

Step 1. Adding a bank account

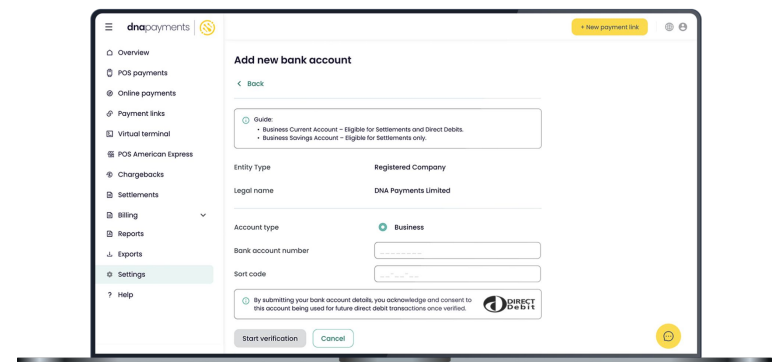
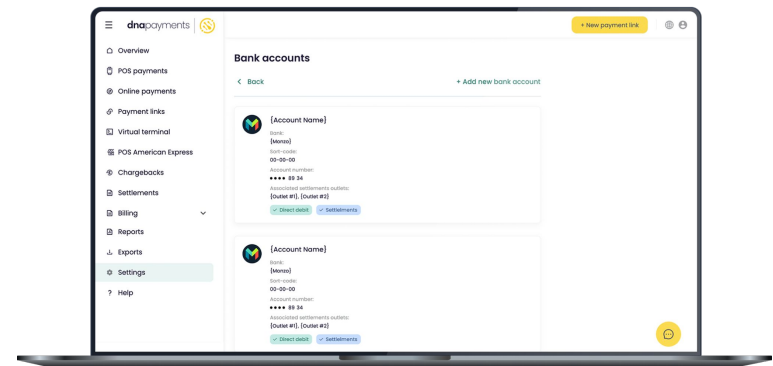
Follow these simple steps to add your bank account; ensure you select the correct bank account type.

- 1 Go to our Merchant Portal via the following link: portal.dnapayments.com
- 2 Select "**Settings**" from the menu on the left, then select "**Bank Accounts**".
- 3 From the Bank Accounts section, select "**Add new bank account**".
- 4 Select your account type:

If you are a **Sole Trader**, you can choose to add a **Personal** or **Business bank account**.

If you are a **Company**, you can only add a **Business bank account**.

- 5 Then, add your bank details: **Account Number** and **Sort Code**, and click the "**Start Verification**" button.
- 6 Jump to the next page for your verification outcomes.



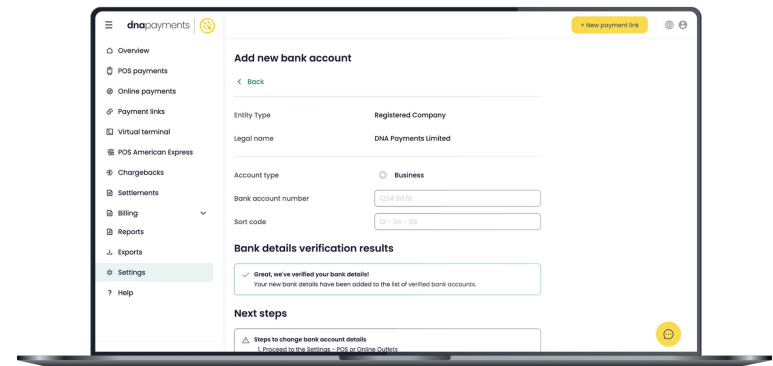
Adding a bank account – Verification outcomes

Before verification

- 1 If you enter the incorrect bank **Account Number** or **Sort Code**, you'll get this message: **“Please check the Sort code and Bank account number and try again”.**

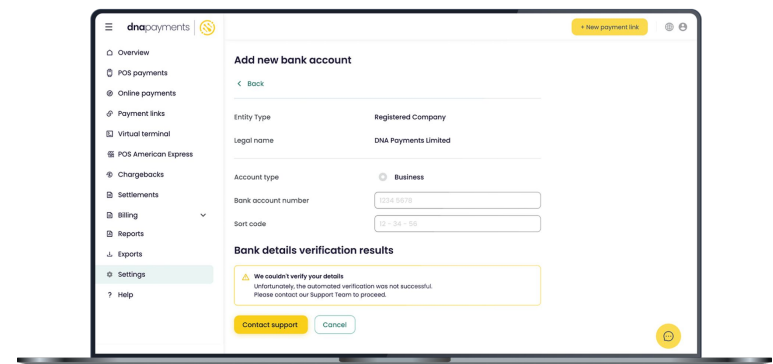
Verification successful:

- 1 If verification has been successful, you'll see a message: **“Great, we've verified your bank details!”**
- 2 Then proceed to **POS Outlets** or **Online Outlets** to view your linked accounts and start **Change Settlement account** or **Change Direct Debit account**.



Verification failed:

- 1 If the verification process fails, you'll get this message: **“We couldn't verify your details.”** If you receive this message, you'll need to contact our Customer Support Team, and our **AI Chat Support** will appear to guide you.



Step 2. Change of Settlement account in POS and Online outlets

Once your account is verified, you can use it for Direct Debit payments or settlements.

To do this, visit the Merchant Portal Settings page's POS or Online Outlet sections. Select **"Change of Settlements bank account"** or **"Change of Direct Debit bank account"**.

Change Settlement bank account

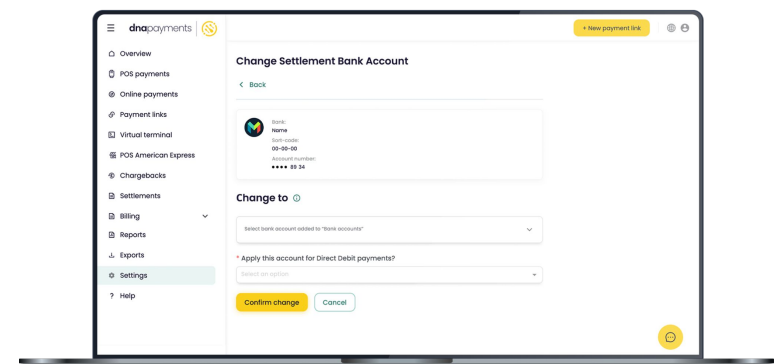
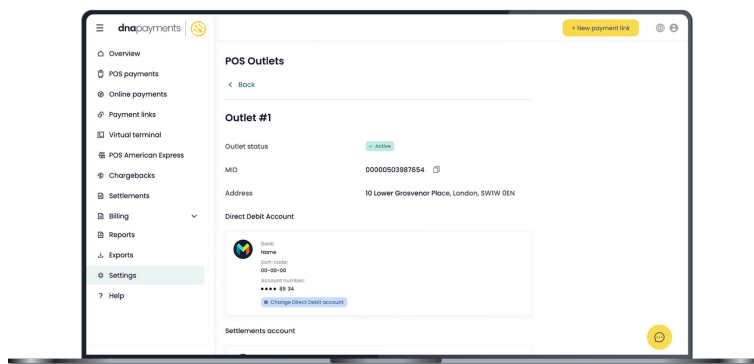
- 1 Select **"Change Settlement bank account"** from your outlet page

- 2 Select the verified bank account you want to use, then click **'Confirm change'** to apply the update.

If no bank account is available, you'll be prompted to follow the **'Add new bank account'** steps in the **Bank Accounts** section.

When selecting a new bank account, you'll see which **outlets will be affected** by this change before confirming.

You'll need to select if you want the change to applied to the **Direct Debit**, and also select the **Reason for Change** from the dropdown.

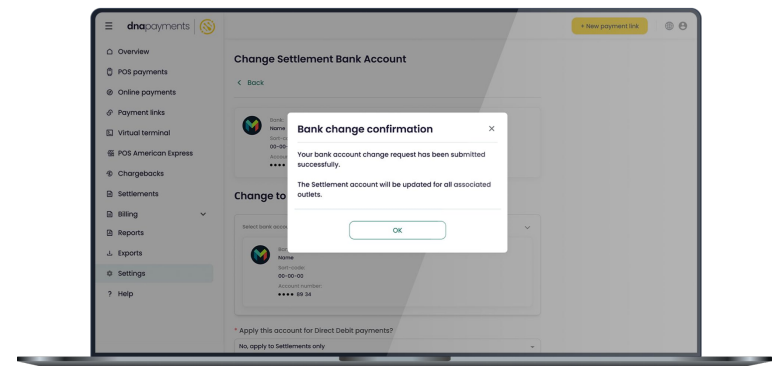
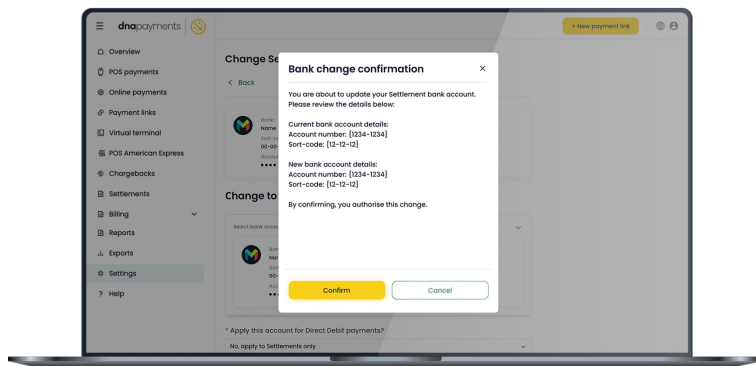


Step 2. Change of Settlement account in POS and Online outlets (continued)

- 3 You'll be asked to confirm the Settlement account change.

- 4 Once confirmed, you'll get a notification on screen that your bank account change has been submitted.

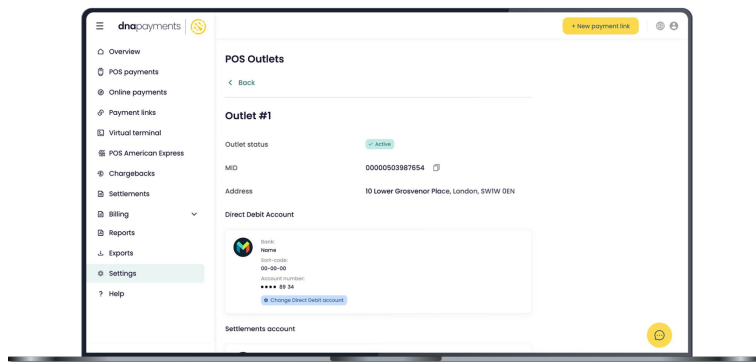
After submission, you will receive a confirmation email at your registered Merchant Portal email address, and the initiator's email.



Step 2. Change of Direct Debit account in POS and Online outlets

Change Direct Debit bank account

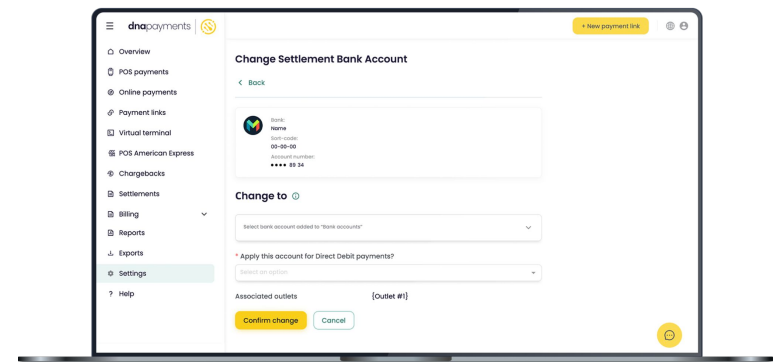
- 1 Select **“Change Direct Debit bank account”** from your outlet page



- 2 Select a verified bank account, then click '**Confirm change**' to apply the update.
If no bank account is available, you'll be prompted to **add a new bank account** in the **Bank Accounts** section.

When selecting a new bank account, you'll see which **outlets will be affected** by this change before confirming.

You'll need to select if you want the changes to be applied to **Settlements**, too, and the the **Reason for Change** from the dropdown.

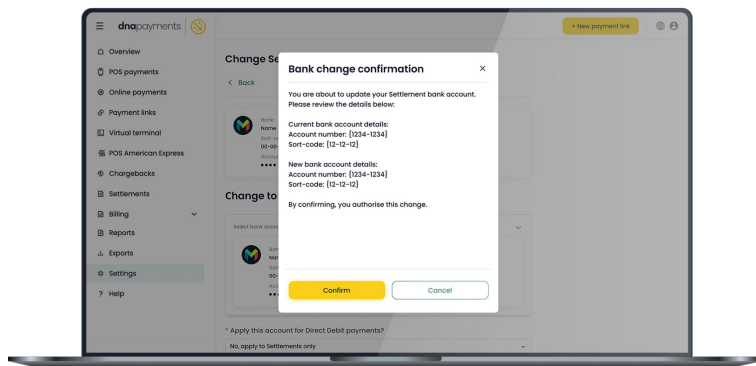


Step 2. Change of Direct Debit account in POS and Online outlets (continued)

- 3** You'll be asked to confirm the Direct Debit account change before proceeding.

- 4** Once confirmed, you'll get a notification on your screen that your bank account change has been submitted.

Once processed, a confirmation email will be sent to your registered Merchant Portal email address.





Pioneering payment solutions, powering businesses to thrive

DNA Payments Limited (Company No.11154668 /FCA No.806630). Registered office: 10 Lower Grosvenor Place, London, SW1W 0EN. DNA Payments Limited is authorised by the Financial Conduct Authority under the Payment Service Regulations 2017 for the provision of payment services.

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