

Secure Direct Debit setup through GoCardless.

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Reliable Cover can collect the customer enquiry first, then send the customer to the correct GoCardless-hosted Direct Debit page for their preferred plan.

What happens after the form

When a customer submits the Reliable Cover form, their enquiry details can be sent to the Reliable Cover team. The customer can then continue to the relevant GoCardless-hosted Direct Debit setup page for the plan they selected.

Bank details are not collected here

Customers enter bank details directly on GoCardless, not on the Reliable Cover website and not by email. GoCardless handles the Direct Debit mandate and payment setup.

How the payment may appear

Reliable Cover is a trading name of Elite Energy Eco Ltd, so Direct Debit mandates, payment confirmations or bank references may show Elite Energy Eco Ltd, Reliable Cover, or Elite Energy Eco Ltd trading as Reliable Cover.

Cover is not live immediately

Setting up a Direct Debit does not mean cover is active. Cover starts only when eligibility has been confirmed, the first payment has been accepted and the customer has been issued a confirmed plan start date.

Direct Debit Guarantee

Payments made by Direct Debit are covered by the Direct Debit Guarantee. GoCardless will provide the relevant Direct Debit confirmation and guarantee wording during the hosted setup journey.

Chosen plan setup

After choosing a plan, customers are directed to the correct GoCardless setup for that plan. The Direct Debit amount should match the plan selected, and customers should check the details before confirming the mandate.