

Frequently Asked Questions - Fee Changes in January 2021

1. Are These Changes Negotiable?

No, these changes have already been delayed and reflect the increased costs levied by the Card Brands, associated with the transactions you take.

2. What's a Card Scheme Fee?

If applicable, Card Scheme Fees are paid on both debit and credit cards, they are also known as Assessment Fees which are paid on your behalf, by us to Mastercard and Visa. These fees are based on the Card Scheme, for example, Debit Mastercard (DMC) and where it's issued – like in the UK, Europe (excluding UK) or internationally issued cards. Card Scheme Fees are charged for face-to-face, ecommerce and mail order/telephone order (MOTO) transactions.

3. Why are My Card Scheme Fees Changing?

If applicable, Mastercard have made changes to their Acquiring Volume Fee, which applies to all transactions, domestic and from abroad. The fee change is an increase, and as a result, we'll be updating the Card Scheme Fees you're charged from 1 January 2021 to reflect our increased costs. The enclosed Card Scheme Fee Table shows the revised fees. All other Visa fees you're currently charged remain unchanged.

4. What's an Additional Transaction Fee (ATF)?

If applicable, non-EEA issued cards, and all commercial cards, incur larger Interchange Fees, and therefore cost more to process. If we process one of these transaction types on your behalf, the relevant rate listed in the ATF Table will be charged in addition to the Headline Rate.

5. What is a Mastercard EMV Acquirer Enablement Fee?

To promote the enablement of terminals with EMV contactless technology, and to improve cardholder experience, Mastercard is introducing this new fee for the authorisation of any transaction taken in a card present environment (face-to-face), where terminals don't have the capability to accept contactless transactions. If you process these types of transactions, you'll see them on your statement as 'MC UK CHIP & CL ENABLEMENT FEE'.

6. What is a Visa Business to Business Virtual Payments Fee?

The Visa B2B Virtual Payments program enables online travel agencies, travel service providers, and other travel payment providers to use virtual accounts to pay travel suppliers for inventory. Visa has introduced an acquirer service fee for these payments.

All transactions within the EEA will appear on your statement as 'VISA B2B VIRT PAY EEA FEE' and all non-EEA transactions as 'VISA B2B VIRT PAY NON-EEA FEE'.

7. What is a 3D Secure Authentication Fee?

This is a fee charged for all 3D Secure authorisations and reflects the charge we'll be paying for these Visa and Mastercard transactions. You're currently charged for these transactions on your statement as 'VISA & MCARD AUTHENTICATION FEES'. These are changing, the fees are shown in your letter. The VISA Authentication Fee for 3D Secure will appear on your statement as 'VISA 3DS AUTHENTICATION FEE'. Mastercard 3DS version 1 authentications will show on your statement as 'MCARD 3DS1 AUTHENTICATION FEE' and Mastercard 3DS version 2 authentications as 'MCARD 3DS2 AUTHENTICATION FEE'.

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8. What is a Mastercard Authorisation Volume Fee?

If this fee is referenced in your letter, it is an additional fee charged on any authorisations processed on Mastercard transactions, whether they are approved, or declined, and reflects the charge we pay to Mastercard. This will appear on your statement as 'MCARD AUTH VOL FEE CAPPED'.

9. Will These Changes Affect My Monthly Invoice?

If you take any transactions listed in the changes on your letter, you'll see an increase in your monthly invoice.

10. When Will I See These Changes on My Monthly Invoice?

If you take transactions affected by these changes, they will show in your January 2021 invoice, which you'll receive in early February 2021.

11. Where Does it Say You Can Change My Rates?

Clause 2 in your Terms of Service allows us to change your Service Charges and outlines the process we'll follow to amend them. You can find this in our help centre, under Card Processing.

12. Can I Cancel My Card Processing Facility With You if I'm Not Happy With These Changes?

You can cancel your facility with us by writing to us before these changes come into effect. We won't charge any additional fees to close your facility apart from any outstanding fees up to the date of closure. However, please consider any agreements you have with another company that may provide you with additional services related to your card processing facility, for example, a card processing terminal. Fees may be payable to them to end the agreement you have with them.