

Implementation advice for summary boxes, online quotation tools and trigger messages

Version 2

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Overview

This document provides advice for card-acquiring service (CAS) providers¹ that are implementing the summary box, online quotation tool and trigger message requirements referred to in PSR Specific Directions 14 and 15. This document provides advice on the format and content of information in these remedies.

This document is designed to be read in conjunction with the specific directions and policy statement listed below:

1. Specific Direction 14 (card-acquiring –provision of information (summary box)
2. Specific Direction 15 (card-acquiring – trigger messages)
3. PS22/2: Card-acquiring market remedies: Final decision

General advice

Directed and impacted providers of card-acquiring services will need to interpret the formats referred to above in the context of their own business operations. We expect CAS providers to use reasonable judgement in application of these formats and use the advice provided in this document to inform their decisions.

This document may be updated periodically.

Validity

This document is Version 2 and valid from 15 October 2024. It will stop being valid when the next version of the document replaces it. Future documents will be available from:

www.psr.org.uk/our-work/market-reviews/market-review-into-the-supply-of-card-acquiring-services/

¹ A card-acquiring service provider is an organisation which provides the technical capability to accept card payments and included acquirers, payment facilitators and some independent sales organisations (ISOs).

Trigger messages

Principles

- 1. You must display the trigger message prominently.
- 2. You must give your customer the trigger message using the same channel you usually use to communicate with them.

Rules

Sending the message

The timing of the trigger message depends on the type of contract your customer has.

The table below summarises the requirements:

| Contract length | 31 days or fewer | 32 days or more |
|---|---|--|
| When you should send the trigger message | On each invoice, at least once every 30 days. | With the invoice you send nearest the date 30 days before the contract ends. |

If the customer renews their contract for another fixed term for 32 days or longer, send the next trigger message with the invoice sent nearest the date 30 days before the extended contract ends.

Electronic information

As well as including the trigger message on the customer’s invoice, you must display the message clearly on any electronic dashboard they use on your website.

Your customer should see this information when they have logged into their account. The table below summarises the requirements.

| Contract length | 31 days or fewer | 32 days or more |
|---|------------------|--|
| When the trigger message should be visible | Continuously | Continuously for the last 30 days of the contract. |

You must display the trigger message equally visibly on desktop, mobile or any other format.

Wording

The wording of the trigger message depends on the type of contract that the customer has.

If the contract has a fixed term, you must use the following wording (including the bold emphasis):

- Your contract with us ends on [date].
- You can renew your contract or switch to another provider, which may **save you money** or **better suit your needs**.
- You'll find information about your current contract in the **card payments summary** [on your invoice and your account dashboard]. Some providers will give you this information on their website in this format, so you can **compare services** easily.

For contracts without a fixed term, you must use the following wording:

- You can cancel your contact with us [at any time/by giving us [xx] days' notice].
- You may be able to **save money** with another provider or find a service that **better suits your needs**.
- You'll find information about your current contract in the **card payments summary** [on your invoice and your account dashboard]. Some providers will give you information in this format on their website, so you can **compare services** easily.

There is no flexibility on the wording (with the exception of the end dates, and the text in square brackets, which should reflect where the customer can see the summary box). You should include hyperlinks to the summary box, account dashboard and calculator at the relevant places.

You must include the trigger message at the head of the invoice or any other billing information you send your customer. It should reflect your own brand and design style, but you must give it at least equal prominence to the other information in the communication.

Summary box and online quotation tool

We expect CAS providers to pay attention to the following advice when implementing the summary box and online quotation tool.

Merchants are likely to use both sets of information to compare their current service with potential new suppliers. Therefore, it is important that they show the same types of information consistently. You should bear this in mind when you design and publish your versions.

Principles

We expect you to have regard to the following principles when implementing each requirement:

1. **Coverage:** The summary box or online quotation tool covers all the fees a merchant would usually pay for as part of their use of the card-acquiring service.
2. **Simplicity:** The information is represented in as few separate entries as possible; additional entries should not be added.
3. **Ease of use:** Information is grouped into zones on the summary box and online quotation tool, to help merchants find and compare information easily.
4. **Totals:** Each entry that contains fee information is the total of the relevant fees.
5. **Replication:** Where one value of a fee is relevant for more than one entry on the summary box or online quotation tool, the value is reproduced in each place.
6. **Display:** CAS providers use the appropriate format for the communications channel with the merchant.
7. **Comparability:** The format of summary box and online quotation tool is consistent with the format we have provided in this guidance.

Screen and print formats

Summary box: Large screen and print

You must use the following format for paper statements, or those devices with large screens such as desktop PCs or laptops. There is a high quality reference version in Annex 1.

Your card payments summary



This summary shows the charges you pay for card payments, and other important information about your contract with us. You can use this to compare our service with other providers, to find the best deal for you. We are required to provide this information by the Payment Systems Regulator.

| About you | Mastercard | | | VISA | | | Your contract ends on 28 December 2022 |
|---|--------------------|---------------------|-----------------------|-----------------------------------|--|-----------------------|---|
| | Debit ² | Credit ³ | Business ⁴ | Debit ² | Credit ³ | Business ⁴ | |
| Your transaction split over the last 12 months ¹ | 10% | 15% | 0% | 45% | 10% | 0% | |
| Your total charges in the last 12 months | £1,155.22 | | | Your average transaction value | £11.28 | | |
| Your total card transactions in the last 12 months | £86,578.25 | | | Your merchant category code (MCC) | 5970 Artist Supply Stores, Craft Shops | | |

| Your costs for accepting common individual card payments ⁵ | | | | | | | Additional charges per transaction | | |
|---|--------------------|---------------------|-----------------------|--------------------|---------------------|-----------------------|------------------------------------|-------|--|
| UK-based card | Mastercard | | | VISA | | | | | |
| | Debit ² | Credit ³ | Business ⁴ | Debit ² | Credit ³ | Business ⁴ | | | |
| In person ⁶ | 0.7% | 0.9% | 2.1% | 0.7% | 0.9% | 2.1% | Authorisation fee | 4p | |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% | 0.9% | 1.1% | 2.5% | | | |
| Other potential transaction charges | | Chargeback fee | | £24.00 | | Retrieval fee | | £2.00 | |

| Example | | | |
|--|-------------------------|-----------------------------|-------|
| If your customer uses a Mastercard personal debit card in person to purchase a £10 item, you would pay: | 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
| If your customer uses a VISA personal credit card online or by phone to purchase a £10 item, you would pay: | 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |

Other monthly charges

| | |
|---|----------|
| Point-of-sale terminal (per terminal per month) | £20.00 |
| Gateway ⁹ | included |
| PCI DSS service fee ⁹ | £5.00 |
| Minimum monthly service charge (MMS ¹⁰) | £20.00 |

| Other details | |
|-------------------------|--|
| Settlement time | 24 hours |
| Payment brands accepted | VISA Mastercard American Express |

- The proportion of your transactions represented by each card type.
- Personal debit cards.
- Personal credit cards.
- Business debit cards.
- These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may cost more. You can see the cards you accept in your transaction information.
- A card payment where the card, cardholder and merchant are all in the same place.
- A card payment where the card, cardholder and merchant are not all in the same place.
- A service for capturing and transferring payment data.
- Charges relating to your compliance with card security and anti-fraud standards.
- The amount you pay if your monthly transaction charges do not meet a minimum agreed amount.

Summary box: Small screen and mobile device format

You must use the following format for devices with small screens, such as mobile phones and tablets. There is a high quality reference version in Annex 1.

Your card payments summary



This summary shows the charges you pay for card payments, and other important information about your contract with us.

You can use this to compare our service with other providers, to find the best deal for you.

We are required to provide this information by the Payment Systems Regulator.

| Your contract ends on | |
|---|--|
| 28 December 2022 | |
| About you | Mastercard |
| | Debit ² Credit ³ Business ⁴ |
| | 10% 15% 0% |
| Your transaction split over the last 12 months ¹ | VISA |
| | Debit ² Credit ³ Business ⁴ |
| | 45% 10% 0% |
| Your total charges in the last 12 months | £1,155.22 |
| Your total card transactions in the last 12 months | £86,578.25 |
| Your average transaction value | £11.28 |
| Your merchant category code (MCC) | 5970 Artist Supply Stores, Craft Shops |

| Your costs for accepting common individual card payments ⁵ | | | |
|---|--------------------------------|---------------------|-----------------------|
| UK-based card | Mastercard | | |
| | Debit ² | Credit ³ | Business ⁴ |
| | In person ⁶ 0.7% | 0.9% | 2.1% |
| Online/phone ⁷ | 0.9% | 1.3% | 2.5% |
| | VISA | | |
| UK-based card | Debit ² | Credit ³ | Business ⁴ |
| | In person ⁶ 0.7% | 0.9% | 2.1% |
| | Online/phone ⁷ 0.9% | 1.1% | 2.5% |
| Additional charges per transaction | Authorisation fee | 4p | |
| Other potential transaction charges | Chargeback fee | £24.00 | |
| | Retrieval fee | £2.00 | |

Example

If your customer uses a Mastercard **personal debit card in person** to purchase a £10 item, you would pay:

| | | |
|------------------------|-----------------------------|-------|
| 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
|------------------------|-----------------------------|-------|

If your customer uses a VISA **personal credit card online or by phone** to purchase a £10 item, you would pay:

| | | |
|-------------------------|-----------------------------|-------|
| 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |
|-------------------------|-----------------------------|-------|

Other monthly charges

| | |
|---|----------|
| Point-of-sale terminal (per terminal per month) | £20.00 |
| Gateway ⁸ | included |
| PCI DSS service fee ⁹ | £5.00 |
| Minimum monthly service charge (MMSC) ¹⁰ | £20.00 |

Other details

| | |
|-------------------------|--|
| Settlement time | 24 hours |
| Payment brands accepted | VISA Mastercard American Express |

¹ The proportion of your transactions represented by each card type.

² Personal debit cards.

³ Personal credit cards.

⁴ Business debit cards.

⁵ These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may cost more. You can see the cards you accept in your transaction information.

⁶ A card payment where the card, cardholder and merchant are all in the same place.

⁷ A card payment where the card, cardholder and merchant are not all in the same place.

⁸ A service for capturing and transferring payment data.

⁹ Charges relating to your compliance with card security and anti-fraud standards.

¹⁰ Amount payable if your monthly transaction charges do not meet a minimum agreed amount.

Online quotation tool: Large screen and print format

You must use the following format for paper statements, or devices with large screens such as desktop PCs or laptops. There is a high quality reference version in Annex 1.

Our card payments service



This summary shows our charges for card payments, and other important information about our service. You can use this to compare our service with other providers, to find the best deal for you. We are required to provide this information by the Payment Systems Regulator.

Your costs for accepting common individual card payments⁵

| Mastercard | | | VISA | | | Additional charges per transaction | | | | |
|-------------------------------------|--------------------|---------------------|-----------------------|--------------------|---------------------|------------------------------------|-------------------|-----------------------|-------|--|
| UK-based card | Debit ² | Credit ³ | Business ⁴ | Debit ² | Credit ³ | | | Business ⁴ | | |
| In person ⁶ | 0.7% | 0.9% | 2.1% | 0.7% | 0.9% | 2.1% | Authorisation fee | 4p | | |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% | 0.9% | 1.1% | 2.5% | | | | |
| Other potential transaction charges | | | Chargeback fee | | £24.00 | | Retrieval fee | | £2.00 | |

Example

| | | | |
|--|-------------------------|-----------------------------|-------|
| If your customer uses a Mastercard personal debit card in person to purchase a £10 item, you would pay: | 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
| If your customer uses a VISA personal credit card online or by phone to purchase a £10 item, you would pay: | 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |

Other monthly charges

| | |
|---|----------|
| Point-of-sale terminal (per terminal per month) | £20.00 |
| Gateway ⁸ | included |
| PCI DSS service fee ⁹ | £5.00 |
| Minimum monthly service charge (MMSC) ¹⁰ | £20.00 |

Other details

| | |
|-------------------------|--|
| Settlement time | 24 hours |
| Payment brands accepted | VISA Mastercard American Express |

1 The proportion of your transactions represented by each card type.

2 Personal debit cards.

3 Personal credit cards.

4 Business debit cards.

5 These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card.

You may also accept other card brand and types, which may cost more. You can see the cards you accept in your transaction information.

6 A card payment where the card, cardholder and merchant are all in the same place.

7 A card payment where the card, cardholder and merchant are not all in the same place.

8 A service for capturing and transferring payment data.

9 Charges relating to your compliance with card security and anti-fraud standards.

10 Amount payable if your monthly transaction charges do not meet a minimum agreed amount.

Online quotation tool: Small screen and mobile device format

You must use the following format for devices with small screens, such as mobile phones and tablets. There is a high quality reference version in Annex 1.

Our card payments service



This summary shows our charges for card payments, and other important information about our service.

You can use this to compare our service with other providers, to find the best deal for you.

We are required to provide this information by the Payment Systems Regulator.

| Your costs for accepting common individual card payments ⁵ | | | |
|---|--------------------|---------------------|-----------------------|
| Mastercard | | | |
| UK-based card | Debit ² | Credit ³ | Business ⁴ |
| In person ⁶ | 0.7% | 0.9% | 2.1% |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% |
| VISA | | | |
| UK-based card | Debit ² | Credit ³ | Business ⁴ |
| In person ⁶ | 0.7% | 0.9% | 2.1% |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% |
| Additional charges per transaction | | Authorisation fee | |
| | | 4p | |
| Other potential transaction charges | | Chargeback fee | £24.00 |
| | | Retrieval fee | £2.00 |

Example

If your customer uses a Mastercard **personal debit card in person** to purchase a £10 item, you would pay:

| | | |
|-------------------------------|------------------------------------|--------------|
| 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
|-------------------------------|------------------------------------|--------------|

If your customer uses a VISA **personal credit card online or by phone** to purchase a £10 item, you would pay:

| | | |
|--------------------------------|------------------------------------|--------------|
| 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |
|--------------------------------|------------------------------------|--------------|

Other monthly charges

| | |
|---|----------|
| Point-of-sale terminal (per terminal per month) | £20.00 |
| Gateway ⁸ | included |
| PCI DSS service fee ⁹ | £5.00 |
| Minimum monthly service charge (MMSC) ¹⁰ | £20.00 |

Other details

| | |
|-------------------------|--|
| Settlement time | 24 hours |
| Payment brands accepted | VISA Mastercard American Express |

¹ The proportion of your transactions represented by each card type.

² Personal debit cards.

³ Personal credit cards.

⁴ Business debit cards.

⁵ These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may cost more. You can see the cards you accept in your transaction information.

⁶ A card payment where the card, cardholder and merchant are all in the same place.

⁷ A card payment where the card, cardholder and merchant are not all in the same place.

⁸ A service for capturing and transferring payment data.

⁹ Charges relating to your compliance with card security and anti-fraud standards.

¹⁰ Amount payable if your monthly transaction charges do not meet a minimum agreed amount.

Organisation of the summary box and online quotation tool

The summary box and online quotation tool are grouped into contextual 'zones'. Each zone contains a different type of information – for example, fees charged at the point of transaction, or other features of the card-acquiring service.

Presentation format for print and large screen devices

Your card payments summary

PSR

Payment Systems Regulator

This summary shows the charges you pay for card payments, and other important information about your contract with us. You can use this to compare our service with other providers or you. We are required to provide this information by the Payment Systems Regulator.

Explanation

About you

Mastercard

VISA

Debit²

Credit³

Business⁴

Debit²

Credit³

Business⁴

Your transaction split over the last 12 months¹

10%

15%

0%

45%

10%

0%

Current contract information

Your total charges in the last 12 months

£1,155.22

Your average transaction value

£11.28

Your total card transactions in the last 12 months

£86,578.25

Your merchant category code (MCC)

5970 Artist Supply Stores, Craft Shops

Your costs for accepting common individual card payments⁵

Mastercard

VISA

UK-based card

Debit²

Credit³

Business⁴

In person⁶

0.7%

0.3%

2.1%

0.9%

0.9%

1.1%

2.5%

Online/phone⁷

0.9%

1.1%

2.5%

0.9%

1.1%

2.5%

Fixed transaction charges

Authorisation fee

4p

Other potential transaction charges

Chargeback fee

Charges for exceptions

£2.00

Example

If your customer uses a Mastercard personal debit card in person to purchase a £10 item, you would pay:

7p

+ 4p (authorisation fee)

= 11p

If your customer uses a VISA personal credit card online or by phone to purchase a £10 item, you would pay:

11p (1.1% of £10.00)

+ 4p (authorisation fee)

= 15p

Other monthly charges

Point-of-sale terminal (per terminal per month)

£20.00

Gateway⁸

Recurring charges

included

PCI DSS service fee⁹

£5.00

Minimum monthly service charge (MMSC)¹⁰

£20.00

Other details

Settlement time

24 hours

Payment

Service features

VISA

Mastercard

American Express

Footnotes

1 The proportion of your transactions represented by each card type.

2 Personal debit cards.

3 Personal credit cards.

4 Business debit cards.

5 These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may vary from the above information.

6 A card payment where the card, cardholder and merchant are all in the same place.

7 A card payment where the card, cardholder and merchant are not all in the same place.

8 A service for capturing and transferring payment data.

9 Charges relating to your compliance with card security and anti-fraud standards.

10 The amount you pay if your monthly transaction charges do not meet a minimum agreed amount.

Online quotation tool

Our card payments service



This summary shows our charges for card payments, and other important information about our service. You can use this to compare our service with others for you. We are required to provide this information by the Payment Systems Regulator.

| Your costs for accepting common individual card payments ⁵ | | | | | | | Fixed transaction charges | |
|---|------------------------|---------------------------|------------------------|------|---------------------|-----------------------|---------------------------|----|
| UK-based card | Mastercard | | | VISA | | | | |
| | Debit ² | Variable transaction fees | | | Credit ³ | Business ⁴ | Authorisation fee | 4p |
| | In person ⁶ | 0.7% | 0.9% | 2.1% | 0.7% | 0.9% | 2.1% | |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% | 0.9% | 1.1% | 2.5% | | |
| Other potential transaction charges | | Chargeback fee | Charges for exceptions | | | £2.00 | | |

| Example | | | |
|---|----------------------|--------------------------|-------|
| If your customer uses a Mastercard personal debit card in person to purchase a £10 item, you would pay: | 7p | + 4p (authorisation fee) | = 11p |
| Worked examples | | | |
| If your customer uses a VISA personal credit card online or by phone to purchase a £10 item, you would pay: | 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |

| Other monthly charges | | Other details | |
|---|----------------------------|-----------------|------------------|
| Point-of-sale terminal (per terminal per month) | £20.00 | Settlement time | 24 hours |
| Gateway ⁸ | Recurring charges included | Payment methods | VISA |
| PCI DSS service fee ⁹ | £5.00 | | Mastercard |
| Minimum monthly service charge (MMSC) ¹⁰ | £20.00 | | American Express |

1 The proportion of your transactions represented by each card type.

2 Personal debit cards.

3 Personal credit cards.

4 Business debit cards.

5 These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may have different charges. For more information, see our website for transaction information.

6 A card payment where the card, cardholder and merchant are all in the same place.

7 A card payment where the card, cardholder and merchant are not all in the same place.

8 A service for capturing and transferring payment data.

9 Charges relating to your compliance with card security and anti-fraud standards.

10 Amount payable if your monthly transaction charges do not meet a minimum agreed amount.

Footnotes

These zones are summarised in this table:

| Zone | Description of content | Summary box | Online quotation tool |
|-------------------------------------|---|-------------|-----------------------|
| Explanation | Text to explain the purpose of the information presented; this standard text differs for summary box or online quotation tool. | ✓ | ✓ |
| Current contract information | Details of the existing contract, including statistics on usage by card type, summaries of total charges for services and contract information. | ✓ | |
| Variable transaction fees | Fees which are charged at the point of payment and vary with the amount of the transaction – for example, a total of all acquirer, scheme and interchange fees. | ✓ | ✓ |
| Fixed transaction fees | Fees which are a fixed value, charged at the point of payment – for example, a total of all acquirer, scheme and interchange fees. | ✓ | ✓ |
| Charges for exceptions | Amounts charged when specific situations occur – for example, disputes/chargebacks. | ✓ | ✓ |
| Worked examples | Examples of how to calculate the transaction fee payable for a specific transaction, including fixed and variable fees. | ✓ | ✓ |
| Recurring charges | Amounts which are chargeable over time, such as a subscription or lease. | ✓ | ✓ |
| Service features | Specific information about the capabilities and restrictions of the card-acquiring service. | ✓ | ✓ |
| Footnotes | Explanatory notes for the entries in the summary box. | ✓ | ✓ |

Rules

Not applicable

For entries for which no information is relevant, you should use 'Not applicable' or 'N/A'. For services for which there is no fee, you should represent this as '0.00', '£0' or '0p' as applicable. For example, if a 'retrieval' fee is not charged, this should be '£0'.

Business cards

Where entries in the *Current contract information* or *Variable transaction fees* zone refer to 'Business' payment cards, you must use information related to Visa Business Debit and/or Debit Mastercard Business respectively. For example, you should use the total fees related to a Visa Business Debit card for the variable transaction fee 'Business' entry for a Visa payment card.

Reporting period

You must use the same 12-month period for entries in the *Current contract information* zone, and this period should have ended within the last month. For example, if you produced a monthly statement on 12 September 2022, you may use its figures in a summary box until 12 October 2022 inclusive.

POS terminal leases

You should include POS terminal lease information where you provide these leases; you should consider how the Simplicity and Totals principles may apply. For example, if a merchant leases its POS terminal(s) through a third party, you may put 'Not applicable' here.

Annex 1:

Summary boxes: high quality reference versions

Your card payments summary



This summary shows the charges you pay for card payments, and other important information about your contract with us. You can use this to compare our service with other providers, to find the best deal for you. We are required to provide this information by the Payment Systems Regulator.

| About you | Mastercard | | | VISA | | | Your contract ends on 28 December 2022 |
|---|--------------------|---------------------|-----------------------|-----------------------------------|--|-----------------------|---|
| | Debit ² | Credit ³ | Business ⁴ | Debit ² | Credit ³ | Business ⁴ | |
| Your transaction split over the last 12 months ¹ | 10% | 15% | 0% | 45% | 10% | 0% | |
| Your total charges in the last 12 months | £1,155.22 | | | Your average transaction value | £11.28 | | |
| Your total card transactions in the last 12 months | £86,578.25 | | | Your merchant category code (MCC) | 5970 Artist Supply Stores, Craft Shops | | |

| Your costs for accepting common individual card payments ⁵ | | | | | | | Additional charges per transaction | | | |
|---|--------------------|---------------------|-----------------------|--------------------|---------------------|-----------------------|------------------------------------|--------|---------------|-------|
| UK-based card | Mastercard | | | VISA | | | | | | |
| | Debit ² | Credit ³ | Business ⁴ | Debit ² | Credit ³ | Business ⁴ | | | | |
| In person ⁶ | 0.7% | 0.9% | 2.1% | 0.7% | 0.9% | 2.1% | Authorisation fee | 4p | | |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% | 0.9% | 1.1% | 2.5% | | | | |
| Other potential transaction charges | | | | | | | Chargeback fee | £24.00 | Retrieval fee | £2.00 |

| Example | | | |
|--|-------------------------|-----------------------------|-------|
| If your customer uses a Mastercard personal debit card in person to purchase a £10 item, you would pay: | 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
| If your customer uses a VISA personal credit card online or by phone to purchase a £10 item, you would pay: | 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |

Other monthly charges

| | |
|---|----------|
| Point-of-sale terminal (per terminal per month) | £20.00 |
| Gateway ⁸ | included |
| PCI DSS service fee ⁹ | £5.00 |
| Minimum monthly service charge (MMSC) ¹⁰ | £20.00 |

Other details

| | |
|-------------------------|--|
| Settlement time | 24 hours |
| Payment brands accepted | VISA Mastercard American Express |

1 The proportion of your transactions represented by each card type.
2 Personal debit cards.
3 Personal credit cards.
4 Business debit cards.
5 These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may cost more. You can see the cards you accept in your transaction information.
6 A card payment where the card, cardholder and merchant are all in the same place.
7 A card payment where the card, cardholder and merchant are not all in the same place.
8 A service for capturing and transferring payment data.
9 Charges relating to your compliance with card security and anti-fraud standards.
10 The amount you pay if your monthly transaction charges do not meet a minimum agreed amount.

Your card payments summary



This summary shows the charges you pay for card payments, and other important information about your contract with us.

You can use this to compare our service with other providers, to find the best deal for you.

We are required to provide this information by the Payment Systems Regulator.

Your contract ends on
28 December 2022

About you

Your transaction split over the last 12 months¹

| Mastercard | | |
|--------------------|---------------------|-----------------------|
| Debit ² | Credit ³ | Business ⁴ |
| 10% | 15% | 0% |

| VISA | | |
|--------------------|---------------------|-----------------------|
| Debit ² | Credit ³ | Business ⁴ |
| 45% | 10% | 0% |

| | |
|--|--|
| Your total charges in the last 12 months | £1,155.22 |
| Your total card transactions in the last 12 months | £86,578.25 |
| Your average transaction value | £11.28 |
| Your merchant category code (MCC) | 5970 Artist Supply Stores, Craft Shops |

Your costs for accepting common individual card payments⁵

| UK-based card | Mastercard | | | |
|---------------|---------------------------|---------------------|-----------------------|------|
| | Debit ² | Credit ³ | Business ⁴ | |
| | In person ⁶ | 0.7% | 0.9% | 2.1% |
| | Online/phone ⁷ | 0.9% | 1.1% | 2.5% |
| | VISA | | | |
| | Debit ² | Credit ³ | Business ⁴ | |
| | In person ⁶ | 0.7% | 0.9% | 2.1% |
| | Online/phone ⁷ | 0.9% | 1.1% | 2.5% |

| | | |
|------------------------------------|-------------------|----|
| Additional charges per transaction | Authorisation fee | 4p |
| | | |

| | | |
|-------------------------------------|----------------|--------|
| Other potential transaction charges | Chargeback fee | £24.00 |
| | Retrieval fee | £2.00 |

Example

If your customer uses a Mastercard **personal debit card in person** to purchase a £10 item, you would pay:

| | | |
|------------------------|-----------------------------|-------|
| 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
|------------------------|-----------------------------|-------|

If your customer uses a VISA **personal credit card online or by phone** to purchase a £10 item, you would pay:

| | | |
|-------------------------|-----------------------------|-------|
| 11p (1.1% of £10.00) | + 4p (authorisation fee) | = 15p |
|-------------------------|-----------------------------|-------|

Other monthly charges

| | |
|---|----------|
| Point-of-sale terminal (per terminal per month) | £20.00 |
| Gateway ⁸ | included |
| PCI DSS service fee ⁹ | £5.00 |
| Minimum monthly service charge (MMSC) ¹⁰ | £20.00 |

Other details

| | |
|-------------------------|--|
| Settlement time | 24 hours |
| Payment brands accepted | VISA Mastercard American Express |

1 The proportion of your transactions represented by each card type.

2 Personal debit cards.

3 Personal credit cards.

4 Business debit cards.

5 These are the most commonly used cards for most merchants. You pay us a percentage of each card payment you receive. This varies depending on the type of card. You may also accept other card brand and types, which may cost more. You can see the cards you accept in your transaction information.

6 A card payment where the card, cardholder and merchant are all in the same place.

7 A card payment where the card, cardholder and merchant are not all in the same place.

8 A service for capturing and transferring payment data.

9 Charges relating to your compliance with card security and anti-fraud standards.

10 Amount payable if your monthly transaction charges do not meet a minimum agreed amount.

Our card payments service



This summary shows our charges for card payments, and other important information about our service. You can use this to compare our service with other providers, to find the best deal for you. We are required to provide this information by the Payment Systems Regulator.

Your costs for accepting common individual card payments⁵

| UK-based card | Mastercard | | | VISA | | | Additional charges per transaction | |
|-------------------------------------|--------------------|---------------------|-----------------------|--------------------|---------------------|-----------------------|------------------------------------|-------|
| | Debit ² | Credit ³ | Business ⁴ | Debit ² | Credit ³ | Business ⁴ | | |
| In person ⁶ | 0.7% | 0.9% | 2.1% | 0.7% | 0.9% | 2.1% | Authorisation fee | 4p |
| Online/phone ⁷ | 0.9% | 1.1% | 2.5% | 0.9% | 1.1% | 2.5% | | |
| Other potential transaction charges | | Chargeback fee | | £24.00 | | Retrieval fee | | £2.00 |

Example

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| If your customer uses a Mastercard personal debit card in person to purchase a £10 item, you would pay: | 7p (0.7% of £10.00) | + 4p (authorisation fee) | = 11p |
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