

Cross Border Interchange Fees

J14239

Date 26/2/26

Online / telephone

S Screener

IF ONLINE

Thank you for taking part in this research for the Payment Systems Regulator (PSR), being conducted by IFF Research, an independent research company.

The survey seeks to gather data on your costs for processing online payments from customers in the European Economic Area (EEA). The EEA includes EU countries, as well as Iceland, Liechtenstein and Norway. Your answers will help the PSR assess whether the level for cross-border interchange fees are appropriate.

Findings will not be reported to the PSR in any way that would allow individuals and their business to be identified. Participation will not impact any current or future dealings with the PSR.

If you would like further information on how IFF handles and processes personal data, as well as information on your rights under data protection regulations to access your personal data, withdraw consent, or object to the processing of your personal data you can visit:

www.iffresearch.com/privacy-policy

If you agree to take part in this survey, please click 'Continue' below to begin.

Continue	1	CONTINUE
I do not want to take part in the survey	2	CLOSE
I do not currently sell online to customers in the EEA	3	CLOSE

If you would like further information about the research and your data, please click [here](#)'.

IF CLICKS 'HERE' FOR FURTHER INFORMATION

How do I complete the survey?

When completing the survey, please only use the 'next' button on the page rather than the 'back' and 'forward' buttons in your browser.

Click 'Save and complete later' and the survey will save your data if you want to complete on your return later. If you need to exit the survey, you can come back to it to continue your answers from where you left off at a later stage by clicking on the original link we sent you.

Please don't share this link with anyone else as it is your own unique survey invitation.

If you run into any difficulties when completing the survey, don't hesitate to get in touch with the project team at IFF who will be able to assist you via MAILBOX@iffresearch.com

How will my answers be used?

The survey seeks to gather data on your costs for processing online payments from the European Economic Area (EEA). Your answers will help the PSR assess whether the level for cross-border interchange fees are appropriate.

IFF Research operates under the strict guidelines of the Market Research Society's Code of Conduct and our research adheres to General Data Protection Regulation (GDPR). If you would like to know more about IFF Research and our GDPR policy, you can visit our website: <https://www.iffresearch.com/privacy-policy/>

All information collected will be used for research purposes only. Your personal contact details will be securely stored separate to your survey responses and will be deleted three months after the end of the project by IFF Research.

Your answers are anonymous and confidential. Any feedback you give will not impact any current or future dealings with the PSR. All data will be reported in aggregate form and your individual answers will not be reported to anyone, including the PSR, in any way that would allow you or your business to be identified.

Where can I find out more information?

If you would get more information about the aims and objectives of the survey, then you can contact:

- **IFF:** Sarah Howell (MAILBOX@iffresearch.com)
- To confirm this is genuine **PSR** research you can contact Tiarnan Finney (Tiarnan.Finney@psr.org.uk)
- **The Market Research Society** on 0800 975 9596 (they will be able to confirm that IFF is a genuine market research agency) or by visiting www.mrs.org.uk

IF CATI: ASK ALL

S1 **Good morning / afternoon. My name is NAME and I'm calling from IFF Research. Please can I speak to NAME?**

IF NECESSARY:

- We're conducting a survey on behalf of the Payment Systems Regulator (PSR) to gather data on costs for processing online payments from the European Economic Area (EEA). The EEA includes EU countries, as well as Iceland, Liechtenstein and Norway.
- You should have received a letter from us about the research.

Transferred	1	CONTINUE	
Hard appointment	2	MAKE APPOINTMENT	
Soft Appointment	3		
Engaged	4	CALL BACK	
Refusal	5	CLOSE	
Refusal – company policy	6		
Refusal – Taken part in recent survey	7		
Nobody at site able to answer questions	8		
Not available in deadline	9		
Wrong number – no alternative provided	10		
No reply / Answer phone	11		
Residential Number	12		
Dead line	13		
Company closed	14		
Does not currently sell online to customers in the EEA	15		
Request reassurance email			COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT

IF CATI: ASK ALL

- S2 **Good morning / afternoon, my name is NAME, calling from IFF Research, an independent market research company. We're conducting a survey on behalf of the Payment Systems Regulator (PSR).**

The survey seeks to gather data on your costs for processing online payments from the European Economic Area (EEA). Your answers will help the PSR assess whether the level for cross-border interchange fees are appropriate.

IF NECESSARY:

- The EEA includes EU countries, as well as Iceland, Liechtenstein and Norway.
- Findings will not be reported to the PSR in any way that would allow individuals and their business to be identified. Participation will not impact any current or future dealings with the PSR.
- If you would like further information on how IFF handles and processes personal data, as well as information on your rights under data protection regulations to access your personal data, withdraw consent, or object to the processing of your personal data you can visit: www.iffresearch.com/privacy-policy

Continue	1	CONTINUE
Referred to someone else at establishment NAME _____ JOB TITLE _____	2	TRANSFER AND RE-INTRODUCE
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal	5	THANK AND CLOSE
Refusal – company policy	6	
Refusal – taken part in recent survey	7	
Not available in deadline	8	
Does not currently sell online to customers in the EEA	9	
Request reassurance email		COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT

IF CATI: ASK ALL

- S3 **Thank you. Before we begin, I just need to tell you that under data protection law you have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, you can consult our website at www.iffresearch.com/privacy-policy. As part of our quality control procedures, all interviews are recorded.**

Is that OK?

DO NOT READ OUT. SINGLE CODE.

Yes	1	CONTINUE
No	2	THANK AND CLOSE
Show reassurances	3	SHOW REASSURANCES AND RETURN

REASSURANCES TO USE IF NECESSARY

The interview will take no more than around 10 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF: Sarah Howell (MAILBOX@iffresearch.com)**
- **PSR: Tiarnan Finney (Tiarnan.Finney@psr.org.uk)**

ASK ALL

- S4 **Just to confirm, are you able to provide information on the costs associated with accepting online payments from customers in the European Economic Area (EEA)?**

ADD IF NECESSARY/SHOW IF ONLINE: The EEA includes EU countries, as well as Iceland, Liechtenstein and Norway.

DO NOT READ OUT. SINGLE CODE.

Yes	1	GO TO A1
No	2	GO TO S5
Don't know	3	GO TO S5
Refused	4	GO TO S5

ASK IF NOT APPROPRIATE CONTACT (S4=2-4)

- S5 **In that case, could you please provide the details of someone else in the organisation that could take part?**

This person should be able to provide information on the costs associated with accepting online payments from customers in the EEA.

Name	WRITE IN	THANK AND CLOSE
Phone	WRITE IN	THANK AND CLOSE
Don't know	1	THANK AND CLOSE
Refused	2	THANK AND CLOSE

ASK ALL

- S6 **When selling in the EEA, does your business sell to...?**

READ OUT. SINGLE CODE.

Consumers / individuals	1	
Businesses	2	THANK AND CLOSE
Both	3	
Don't know	4	THANK AND CLOSE
Refused	5	THANK AND CLOSE

S6 SCREEN OUT TEXT: We are looking to speak to businesses who sell to consumers. Thank you very much for your time.

A Background to merchant

ASK ALL

- A1 **To help us categorize your business size, please can you tell us your total sales (worldwide) for the 2024/2025 financial year. Please provide the value inclusive of VAT and duties (the total amount processed at checkout).**

PROMPT AS NECESSARY. SINGLE CODE.

£0 – £49,999	1	
£50,000 – £99,999	2	
£100,000 – £249,999	3	
£250,000 – £499,999	4	
£500,000 – £999,999	5	
£1,000,000 – £1,999,999	6	
£2,000,000 – £4,999,999	7	
£5,000,000 – £9,999,999	8	
£10,000,000 – £24,999,999	9	
£25,000,000 – £49,999,999	10	
£50,000,000 – £99,999,999	11	
£100,000,000 – £249,999,999	12	
£250,000,000+	13	
Don't know	14	
Refused	15	

B Payment methods accepted

READ TO ALL: The following questions are about the payment methods your business accepted from consumers in the EEA during the financial year 2024/2025. [IF SELLS TO BOTH BUSINESSES AND CONSUMERS (S6=3): Please answer exclusively regarding your Business-to-Consumer (B2C) activity in the EEA.]

ASK ALL

B1 Which of the following payment methods do you accept for transactions from customers in the EEA?

READ OUT. MULTI CODE.

Mastercard credit	1	
Mastercard debit	2	
Visa credit	3	
Visa debit	4	
Other payment cards (e.g. Amex)	5	
Apple Pay	6	
Google Pay	7	
Bancontact	8	
Blik	9	
Electronic Payment Standard (EPS)	10	
iDEAL	11	
Klarna Pay in 30 days	12	
Klarna Pay in Full	13	
Multibanco	14	
Online Banking Finland	15	
PayByBank	16	
PayPal	17	
Przelewy24	18	
SEPA Direct Debit	19	
Trustly	20	

Stablecoin	22	
DO NOT READ OUT: Don't know	23	SINGLE CODE. GO TO S5
DO NOT READ OUT: Refused	24	SINGLE CODE. GO TO S5

IF ONLY ACCEPTS CARD-BASED PAYMENTS (B1=1-7 ONLY), SCREEN OUT: The rest of the survey applies to non-card payment methods. Thank you very much for your time.

- IF ACCEPTS SEPA DIRECT DEBIT PAYMENTS (B1=19)
B2 You told us that you accept SEPA Direct Debit payments. Do your customers use this payment method for...?

READ OUT. SINGLE CODE.

One-off payments	1	
Regular payments (e.g. subscriptions)	2	
Both one-off and regular payments	3	
Don't know	4	
Refused	5	

- IF ACCEPTS KLARNA PAY IN FULL (B1=13)
B3 You told us that you accept Klarna Pay in Full. Do you get different fees depending on how the payment is settled by the consumer using Klarna Pay in Full?

READ OUT. MULTI CODE.

No, I am charged the same fee for all Klarna Pay in Full transactions	1	
Yes, I am charged a specific fee for Klarna Pay in Full when repaid by the consumer via bank transfer	2	
Yes, I am charged a specific fee for Klarna Pay in Full when repaid by cards	3	
Yes, I am charged a specific fee for Klarna Pay in Full when repaid by a wallet	4	
Yes, I am charged a specific fee for Klarna Pay in Full when repaid by the consumer via a local payment network	5	
Don't know	6	
Refused	7	

B3dum DUMMY VARIABLE, DO NOT ASK

1. IF B1=2 OR 4, ALWAYS SELECT DEBIT CARD PAYMENTS
2. IF B1=1 OR 3, ALWAYS SELECT CREDIT CARD PAYMENTS
3. SELECT UP TO 3 OTHER PAYMENT METHODS AT RANDOM (USE LEAST FILLED APPROACH)

Debit cards (Mastercard and Visa)	1	B1=2 OR 4
Credit cards (Mastercard and Visa)	2	B1=1 OR 3
Bancontact	3	B1=8
Blik	4	B1=9
Electronic Payment Standard (EPS)	5	B1=10
iDEAL	6	B1=11
Klarna Pay in 30 days	7	B1=12
Klarna Pay in Full	8	B1=13 AND (B3=2 OR B3=5)
Multibanco	9	B1=14
Online Banking Finland	10	B1=15
PayByBank	11	B1=16
PayPal	12	B1=17
Przelewy24	13	B1=18
SEPA Direct Debit	14	B1=19 AND (B2=1 OR 3)
Trustly	15	B1=20

ASK ALL

- B4 **Subsequent questions include asking you about the different costs associated with selling to consumers in the EEA. Would you prefer to provide this information in...?**

READ OUT. SINGLE CODE.

UK pounds (£)	1	
Euros (€)	2	

B4dum DUMMY VARIABLE, DO NOT ASK

Use "£" at numeric questions	1	B4=1
Use "€" at numeric questions	2	B4=2

C Transaction volume and value

READ TO ALL: The next questions are about the transaction volume and value of particular payment methods. [IF SELLS TO BOTH BUSINESSES AND CONSUMERS (S6=3): Please answer exclusively regarding your Business-to-Consumer (B2C) activity in the EEA.]

ASK ALL

- C1 When selling to consumers in the EEA, what was the total value of customer transactions paid via each of the following methods in the financial year 2024/2025? Please include VAT and duties.**

[IF B3dum=1-2: Please exclude cards other than Mastercard and Visa cards (e.g. American Express), exclude consumer cards issued outside the EEA (e.g. USA, Asia), and exclude commercial/ business cards (e.g. corporate-issued cards).]

READ OUT. SINGLE CODE FOR EACH

Payment method	Total value of transactions (£/€) (including VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- C2 When selling to consumers in the EEA, what was the total number of customer transactions paid via each of the following methods in the financial year 2024/2025?**

[IF B3dum=1-2: Please exclude cards other than Mastercard and Visa cards (e.g. American Express), exclude consumer cards issued outside the EEA (e.g. USA, Asia), and exclude commercial/ business cards (e.g. corporate-issued cards).]

READ OUT. SINGLE CODE FOR EACH

Payment method	Total number of transactions	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

D Fees (transactions)

READ TO ALL: The next questions are about the fees charged by the provider of each payment method when selling to customers in the EEA. [IF SELLS TO BOTH BUSINESSES AND CONSUMERS (S6=3): Please answer exclusively regarding your Business-to-Consumer (B2C) activity in the EEA.]

ASK ALL

- D1 When selling to consumers in the EEA in the financial year 2024/2025, what were the total fees paid to your payment provider for processing transactions? Please exclude VAT and duties.**

If you use multiple providers, please provide an aggregate estimate of fees by type of payment method. Please include all transaction-related costs: percentage-based commissions (e.g. Merchant Service Charge, Interchange, and Scheme Fees) and fixed per-transaction fees (e.g. 20p/30p 'authorization' fees). Please exclude currency conversion costs, one-off setup costs, terminal rentals, or hardware purchases, and VAT.

READ OUT. SINGLE CODE FOR EACH

Payment method	Total fees (£/€) (excluding VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- D2 When selling to consumers in the EEA in the financial year 2024/2025, what was the total cost of currency conversions (including FX markups) for each of the following methods? Please include any costs related to currency conversions not included above. Please exclude VAT and duties.**

READ OUT. SINGLE CODE FOR EACH

Payment method	Total cost of currency conversions (£/€) (excluding VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2

[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2
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* Please include aggregate figures for Mastercard and Visa.

ASK ALL

D3 **When selling to consumers in the EEA in the financial year 2024/2025, what was the value of any other costs related to international transactions? For example, international / cross-border surcharges not included previously. Please exclude VAT and duties.**

READ OUT. SINGLE CODE FOR EACH

Payment method	Other international costs (£/€) (excluding VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

E Refunds

READ TO ALL: The next questions are about the number of transactions that have been refunded and the costs associated with this. These refer to consensual merchant-initiated reversals (e.g. due to returns or cancellations).

ASK ALL

- E1 How many transactions were either fully or partially refunded when selling to consumers in the EEA via each of the following payment methods in the financial year 2024/2025? Please exclude amounts due to disputed or fraudulent transactions (reported in Section F).**

READ OUT. SINGLE CODE FOR EACH

Payment method	Number of transactions refunded (fully or partially)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- E2 What was the total amount refunded to EEA customers in the financial year 2024/2025? Please exclude amounts due to disputed or fraudulent transactions (reported in Section F). Please report values including VAT and duties.**

READ OUT. SINGLE CODE FOR EACH

Payment method	Total amount refunded (£/€) (including VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- E3 **What was the total staff time spent processing all refunds to EEA consumers in the financial year 2024/2025 for each of the following payment methods?**

You may estimate this by calculating the time for a single typical refund (including customer service, return verification, and bookkeeping adjustments) and multiplying it by the total number of refunds provided earlier. The time spent processing all refunds should be provided as the number of working days (assuming a standard 7-hour day).

READ OUT. SINGLE CODE FOR EACH

Payment method	Time spent processing all refunds (days)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- E4 **What was the total cost associated with handling the refunds to EEA customers in the financial year 2024/2025 (excluding the amount given back to customers (E2) and employees time (E3))?** This should refer to any additional monetary fees charged by your provider specifically for the act of processing a refund (e.g. a 20p 'Refund Fee'). Please exclude any original transaction fees already reported at D1. Please exclude VAT and duties.

READ OUT. SINGLE CODE FOR EACH

Payment method	Total cost associated with handling refunds (£/€) (excluding VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

F Disputed transactions

READ TO ALL: The next questions are about disputed transactions and the costs associated with this.

ASK ALL

- F1 How many transactions were disputed (including fraudulent transactions) when selling to consumers in the EEA via each of the following methods in the financial year 2024/2025?**

[IF B3dum=1-2: For card transactions, this refers to the entire chargeback process. Please include all reason codes, specifically: Fraud-related chargebacks (e.g. unauthorized use of card/stolen credentials); Service-related chargebacks (e.g. “Goods Not Received”, “Not as Described” or “Processing Errors”). Please exclude “Refunds” (consensual refunds) already reported in Section E.]

[IF B3dum=3-15: For non-card payment methods, please include disputed transactions (if any) that occurred using such means of payment (again, excluding reverse flows due to refunds, already reported in Section E). These may include 'Claim for Non-Receipt' or similar bank-mediated reversals.]

READ OUT. SINGLE CODE FOR EACH

Payment method	Number of disputed transactions	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- F2 Of the disputes reported in F1, how many were lost or upheld (i.e. the funds were permanently returned to the consumer)? Please include both cases where you chose not to challenge the dispute (conceded) and cases where you challenged it but it was ruled in favour of the customer.**

READ OUT. SINGLE CODE FOR EACH

Payment method	Number of disputed transactions lost or given back to customers	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2

[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2
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* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- F3 **What was the total monetary value of the transactions that were lost or given back to EEA consumers in the financial year 2024/2025? This refers only to the transaction value (the cost of the goods/services).**

Please report values including VAT and duties. Please exclude any administrative "Chargeback Fees" or staff labour costs, as these will be captured in later questions.

READ OUT. SINGLE CODE FOR EACH

Payment method	Total amount given back to customers (£/€) (including VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- F4 **What was the total staff time spent processing disputes by EEA consumers in the financial year 2024/2025 (identifying the transaction, reviewing evidence, submitting rebuttals)? This includes all disputes, regardless of whether the dispute was won or lost.**

You may estimate this by taking the average time spent on a single dispute case and multiplying it by the total number of disputes provided earlier. The time spent processing all disputes should be provided as the number of working days (assuming a standard 7-hour day).

READ OUT. SINGLE CODE FOR EACH

Payment method	Total time spent processing disputes (days)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- F5 **Please tell us any other monetary costs associated with handling disputes to EEA customers in the financial year 2024/2025, not included previously.**

This should refer to the non-refundable administrative fees (often called “Chargeback Fees”) charged for each dispute event, regardless of whether the dispute was won or lost. Please exclude the value of the funds given back to customers (F3), employees’ time (F4), and any original transaction fees already reported in Section D. Please exclude VAT and duties.

READ OUT. SINGLE CODE FOR EACH

Payment method	Total costs associated with handling disputes (£/€) (excluding VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

G Payment and order reconciliation costs

READ TO ALL: We understand payments may carry some additional costs related to the "reconciliation" process undertaken to ensure that sales records match the money settled in the merchant's bank account. The costs are generally related to labour costs (the man-hours finance teams spend manually matching thousands of line items across spreadsheets, or investigating "breaks" and mismatches caused by refunds, chargebacks, or timing delays). Reconciliations costs may also relate to the fees that may be incurred for reconciling services (when using third-party software fees, payment processor fees,...).

The next questions are about the costs to reconcile payments and orders for transactions when selling to the EEA.

ASK ALL

- G1 **What was the total staff time spent reconciling sales records with bank settlements for EEA transactions in the financial year 2024/2025?**

To estimate this, you may consider the typical time spent on this task per day, week, or month (e.g. 1 hour per day or 2 days per month) and provide the annual total as the number of working days (assuming a standard 7-hour day). When estimating, please include time spent manually matching line items, investigating "breaks" or mismatches caused by fees/ refunds, and resolving settlement timing delays.

READ OUT. SINGLE CODE FOR EACH

Payment method	Time spent reconciling payments (days)	None - the process is fully automated	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2	3
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2	3
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2	3
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2	3
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2	3

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- G2 **What was the total annual cost of third-party reconciliation services or software subscriptions, not previously included, used specifically to manage these payment methods in the financial year 2024/2025? Please exclude one-off investments, set-up fees. Please exclude VAT and duties.**

READ OUT. SINGLE CODE FOR EACH

Payment method	Total cost of third-party reconciliation services (£/€) (excluding VAT and duties.	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

ASK ALL

- G3 **We would like to know if there were any other costs arising from reconciliation when selling to consumers in the EEA via each of the following methods in the financial year 2024/2025. Please provide any costs of reconciliation failures not included previously. Please exclude VAT and duties.**

READ OUT. SINGLE CODE FOR EACH

Payment method	Other costs arising from reconciliation failure (excluding VAT and duties)	Don't know	Refused
Debit cards (Mastercard and Visa)*	[WRITE IN]	1	2
Credit cards (Mastercard and Visa)*	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 1]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 2]	[WRITE IN]	1	2
[OTHER PAYMENT METHOD 3]	[WRITE IN]	1	2

* Please include aggregate figures for Mastercard and Visa.

H Thank and close

FOR PILOT: ASK ALL

- H1 **Thank you very much for taking the time to complete this survey. On a scale of 1-5, how confident are you that your 'time spent' by staff estimates provided earlier are accurate based on your internal logs?**

PROMPT AS NECESSARY. SINGLE CODE.

1 – Not at all confident	1	
2	2	
3	3	
4	4	
5 – Very confident	5	
Don't know	6	

ASK ALL

- H2 **Would you be willing for us to call you back regarding this particular study – if we need to clarify any of the information?**

Yes	1	
No	2	

ASK ALL

- H3 **In the near future, the PSR may conduct some follow-up interviews to explore some of the areas discussed in this survey in more detail. Would you be happy to be contacted about taking part? Agreeing to be contacted does not mean you have to take part. You can opt-out at any time.**

Yes	1	
No	2	

IF CONSENT TO RE-CONTACT (H2=1 OR H3=1)

H4 **And can I just confirm a few details with you?**

WRITE IN

Name:		PLEASE ADD REFUSED OPTION
Job title:		PLEASE ADD REFUSED OPTION
E- mail:		PLEASE ADD REFUSED OPTION
Best number to call on:		PLEASE ADD REFUSED OPTION

READ TO ALL

H5 **Finally, I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. On behalf of the Payment Systems Regulator and IFF Research, thank you very much for your time today.**

THANK RESPONDENT AND CLOSE INTERVIEW
