

Important Information



PLEASE READ THIS INFORMATION

CORONAVIRUS: HOW WE'RE SUPPORTING OUR CUSTOMERS

We understand the impact the current COVID-19 virus is having on our customers and the impact it is having on your business. It's not enough for us just to understand and appreciate the position though – it's important we respond when you need us the most.

Like many of you, NetPay is a family business – majority owned by husband and wife team Carl and Nicole Churchill. That means this situation is personal for us like it is for you and it's personal for the committed and dedicated team of 80 hardworking people right across our business.

Over the last 8 years we have grown NetPay from just a few people in a small serviced office into the leading payments and technology business it is today serving customers in 16 countries, but our business would be nothing without customers like you. Not only the lifeblood of the UK economy but of our business as well.

We recognise now more than ever you need support from your suppliers

It's going to be tough enough, so we want to try and make our charges to you one less thing to worry about if you are amongst those most affected by forced closures.





Here is what we are doing:

- 1.** Removing monthly minimum charges for all merchants – it's not right that NetPay makes money when such a large proportion of our customers aren't, as a result we are removing your monthly minimum charges (MMSC). We will do this for April and May and will assess the position as the situation continues to evolve.
- 2.** Give you the option to reduce your terminal rental by 95% – we are going to give you the option to defer 95% of your terminal rental, this will also be for April and May initially at which point we will review the situation. These charges will be attached to the end of your terminal rental agreement giving you plenty of time to recover.

If you would like to take advantage of this facility you will need to email us. Please email customer.services@netpay.co.uk along with your Merchant ID and Business name requesting a reduced terminal rental for April and May. We will reply to you by email within 5 working days to confirm.
- 3.** Financial support for some of the most affected sectors – for pubs, bars, restaurants, fast food outlets, gyms, private hire / taxis, theatres and cinemas that are able to transform their business during these challenging times i.e. restaurants becoming takeaways or providing food delivery services we want to give you a step up. As a result, you can claim up to a £20 rebate on your transaction fees – that's typically the first few thousand on us.

This will be available during April initially, we will then review the position during the month as the situation continues to evolve.

If you would like to take advantage of this facility you will need to email us. Please email customer.services@netpay.co.uk along with your Merchant ID and Business name requesting a transaction rebate claim for April. You should only send this email if you meet the criteria. We will reply to you by email within 5 working days to confirm.

4. Increasing the Mastercard / Visa / Diners / Amex contactless limit from £30 to £45 – from April 1st, 2020 we will be supporting the increase of contactless payment limit to £45. Your card machine will pick this change up during its automatic April update. We expect all devices to have the increased contactless limit by April 28th, 2020.

We will send you further instruction in the next 7 days to explain how you can run the update manually also.



This is all we ask:

- 1.** You stay in contact with us, you let us know if you are struggling to pay – if we can help, we will.
- 2.** You don't cancel your existing Direct Debit mandates. You will not be able to take advantage of these offers unless you have a live Direct Debit with us

If you know someone in the same trade with another provider, we are happy to help them too.

Just ask them to call us and speak to our team on [0333 311 0200](tel:03333110200). They will also be provided with the above.

We also have a refer a friend scheme that will provide you with £100 of vouchers for a confirmed new customer.

The country has an uncertain few months ahead whilst we tackle this virus, but you can now be certain that your merchant services provider is giving the support you need to get through this.

It's our way of saying thank you for all that you do for our country and thank you for being a customer of NetPay.

We will follow up with you in the coming days with further details.

RECOMMEND

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FRIEND

NetPay Merchant Services

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