



Important Information Covid-19 Crisis



For our partners and customers

We, like many businesses across the whole of the UK are affected in ways unimaginable just a few months ago, but we wanted to let you know that we are here for you as all our team are working from home and adhering to the Government **Self Isolating** advice to help stop the spread of this virus.



You may have concerns around how you can minimise card processing costs whilst your business may be closed, or be looking for advice on new ways of accepting payments, whether that is switching from cash to card payments, adapting to on-line payments, phone payments or mobile payments.



We are fully operational here at acceptcards® with our teams working remotely covering normal office hours of 9-5 Monday to Friday.



As independent payments specialists established in 2005 we are experts in all aspects of card payments with access to the whole market. We are ready to support businesses and provide impartial advice, even if it's to check something you have been told by your current provider.



As many businesses are facing uncertain times and although we expect the industry will be supportive, we are here to give free independent guidance to help find solutions for all sectors and business types and are talking with our partners daily.



For more information

Email - info@acceptcards.co.uk

Call - 01422 372818

Web - www.acceptcards.co.uk





Important Information

Contactless Payments



For our partners and customers

If you have a card payment device

- Ask your customers to use contactless payments
- Clean the keypad on your terminal regularly
- Did you know your customers can pay using their smart phone or smart device. These devices are not limited to £30 contactless level
- £30 Contactless limit rises to **£45 from April 2020**



- Useful Links (For customers to download)

Apple Pay (No Limit)

<https://support.apple.com/en-gb/HT204506>

Google Pay (£100 Limit)

<https://pay.google.com/gp/w/home/signup?sctid=1247663763276615>



If you don't have a card payment device

- Card readers available to purchase from £19.00
Enables you to take payments on the go - Ideal for business that are now thinking about delivering goods
- Pay As You Go (No contracts or monthly rental fees with one flat rate per transaction)



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Important Information

Working From Home



For our partners and customers

Need to take card payments remotely and securely?

- A Virtual Terminal allows you to take card payments via telephone or email
- Make your payment safe by sending a secure payment link
- Multiple users allow your staff to have their own log in and permissions
- Simple to set up and will work with all the major UK payment service providers so no need to change provider*/**



*may need to check with current acquirer that card holder not present transactions are permitted on your account

** some acquirers may charge a surcharge for taking card holder not present transactions

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Independent Payment Experts



Important Information In This Together



For our partners and customers

Keep Talking - We are here to help

Stay in contact, talk with us and let us know if you are struggling. Our team are on hand and will look to find you the best advice and help.



Don't cancel your existing Direct Debit mandates. This may put at risk your existing facility and future applications for merchant services.

If you know someone who is experiencing challenges with another provider, we are happy to help them too with impartial advice. Simply ask them to call our team on 01422 372818.



Our nation, along with the rest of the world has an uncertain few months ahead whilst we are at war against this virus, but you can be certain that we along with your merchant services provider are here to provide the support you need to get through this.



Look after yourself and each other.

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