

## UK SME Contract Exit Fee Reimbursement Programme

New customers entering into a new acquiring agreement and terminal hire agreement with Barclaycard Payments from April 2023 may be eligible for the reimbursement of their exit fees for the cancellation of their current merchant acquiring facility and terminal hire services when switching from their current provider.

### Terms and conditions:

#### Eligibility

- To qualify for the exit fee reimbursement, the business must:
  - trade in sterling
  - if an individual, be 18 or over and a resident in the UK
  - if a company, be registered in the UK
  - have an annual card turnover that is less than £6.5m
- Exit fee reimbursement is available via our Telephony & Direct sales channel only. The exit fee reimbursement will not be applicable for customers who have been referred by, or sign up through, any trade association, referral partner, Independent Sales Organisation or any other third party
- The maximum exit fee reimbursement we will pay is £3,000 per business or any lower amount offered (in writing or verbally) by your Payment Specialist before you submit an application
- No exit fee reimbursement will be given to Barclays bank employees (in the event the employee is also a customer, e.g. family business etc.)
- The exit fee reimbursement excludes any applications where the customer proceeds with the Barclaycard Anywhere, Smartpay Anywhere products or our fixed rate 1.6% Pay As You Go Pricing plan. Also excluded are customers on Trade Association or Franchise pricing. It is only available for customers on bespoke rates only
- The exit fee reimbursement excludes any applications where customers have been introduced to Barclaycard Payments by Takepayments, UTP, Payment Plus or any other Independent Sales Organisation
- Our acceptance of any merchant application is subject to satisfactory completion by us of our standard searches and checks
- Customer applications that are declined will not be entitled to the exit fee reimbursement offer
- We will not pay more than the exit fee cost
- The customer can only qualify for the exit fee reimbursement once in any 12-month period
- We reserve the right to withdraw or amend this exit fee reimbursement offer at any time
- Barclaycard Payments decision is final.

#### Participation

- Proof of the exit fee must be provided to your Payment Specialist within 90 days of joining Barclaycard, either in the form of:
  - a copy of the original T&Cs from existing supplier detailing full exit costs;
  - a copy of an email/letter from the existing supplier detailing full exit costs; or
  - a copy of the final statement from the existing supplier outlining exit costs

The statement credit will only be applied upon receipt of this proof.

## Payment

- Exit fee reimbursement shall be applied as a credit to the customer's Barclaycard Payments acquiring monthly account statement and is non-transferable. Upon receiving the exit fee proof being provided, your statement credit will be applied within 60 days
- VAT will be included in the exit fee reimbursement and the customer is responsible for accounting for that VAT and any other taxes where appropriate
- If the customer's Barclaycard Payments account is closed before the date the exit fee reimbursement is due, the reimbursement fee will not be paid or credited.

## Cancelling with your old provider

- Barclaycard Payments are unable to contact your current provider to cancel any existing any existing agreements. This will be your responsibility.

**This information is available in large print, Braille and audio by calling your Acquirer on either 0800 1615350 (Barclaycard Payment Solutions) or 1800 812700 (Barclaycard International Payments).**

Calls to 0800 numbers are free from UK landlines and personal mobiles otherwise call charges may apply. Calls to 1800 numbers are free from ROI landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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