

IMPORTANT CHANGES TO HOW YOU'RE CREDITED FOR DISCOVER GLOBAL NETWORK TRANSACTIONS

If you accept cards issued by the Discover Global Network, (Diners International, Discover, BC Card, DinaCard and RuPay), we need to let you know that with effect from April 2018, there'll be a change to your crediting timescales for them.

You currently receive your credits for these transactions four working days after you've sent them to us for processing. From April onwards, you'll be credited five working days after they've been submitted. This is subject to UK and European public holidays, which could mean it takes longer before they're applied to your bank account.

There'll be no change to your contract or charges for accepting Discover Global Network (DGN) cards. You'll continue to receive net settlement for them and the narrative you see on your bank statement will remain the same. We'll also still send you a monthly invoice, which lists all the cards you've taken, together with the applied service charge.

If you use BusinessView, our online MI reporting tool, to view your transactions today you'll no longer be able to view any DGN transactions that you take from April onwards. However, historic DGN transactions taken before April 2018 will still be available for you to view.

We're sorry for any inconvenience these changes may cause you. We're currently working on an initiative that will see DGN transactions processed in the same way as the Mastercard, Visa and American Express (if you take them) cards you accept. This update will be delivered in the near future and we'll contact you to let you know when it'll take effect.

If you have any queries regarding these changes please call us on 0345 702 3344*, selecting the option for 'all other enquires' or email us at: customerservices@globalpay.com**.

*We are open for card processing enquiries between 9am - 6pm Monday to Friday, excluding public holidays. To help us continually improve on our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property. We also provide a Textphone service on 0345 602 4818.

**We're available between 9am and 5pm Monday to Friday (excluding public holidays) to deal with any Global Payments queries you may have.