IMPORTANT INFORMATION
CORONAVIRUS

CORONAVIRUS: SUPPORTING OUR CUSTOMERS

Here at Yorkshire Payments we understand the impact the current COVID-19 virus is having on our customers and the impact it is having on your business. We believe that it is important we respond when you need us the most.

We are closely monitoring the growth of the Coronavirus and its economic implications. We are following all available advice from the World Health Organisation and Public Health England to ensure the safety of our staff and customers.

As you would expect, we are taking this matter very seriously. Our overriding aims are to support our merchants, partners and businesses wherever we can.

We understand that many of you will be experiencing new and unexpected challenges during this difficult time and we are deeply committed to providing you with as much support as possible in this period of uncertainty.

We want to try and make our charges to you one less thing to worry about if you are amongst those most affected by COVID-19.

WE RECOGNISE NOW MORE THAN EVER YOU NEED SUPPORT FROM YOUR SUPPLIERS

Financial Support
Reduced Terminal Rental
Removing Monthly Minimum Charges

01422 323785
INFO@YORKSHIREPAYMENTS.COM
WWW.YORKSHIREPAYMENTS.COM
HOW WE ARE HELPING:

1. Removing monthly minimum charges for all merchants. We are removing your monthly minimum charges (MMSC). We will do this for April, May and June and will assess the position as the situation continues to evolve.

   If you would like to take advantage of this facility you will need to email us. Please email info@yorkshirepayments.com your Merchant ID and Business name requesting a reduced terminal rental for April, May and June. **We will reply to you by email within 5 working days to confirm.**

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, May and June 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 info@yorkshirepayments.com your Merchant ID and Business name requesting a reduced terminal rental for April, May and June. **We will reply to you by email within 5 working days to confirm.**

3. Increasing the Mastercard / Visa / 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.**
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ALL WE ASK:

1. Stay in contact with us, let us know if you are struggling to pay - if we can help, we will.

2. 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 01422 323785.

REFER A FRIEND

Our ‘refer a friend scheme’ will provide you with £125 of Amazon or John Lewis 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 we are giving the support you need to get through this.

Thank you for being a customer of Yorkshire Payments.

GET IN TOUCH

Call us on 01422 323 785, or you can email us on info@yorkshirepayments.com
Follow us on Twitter and Facebook and visit our website for regular updates about customer support during this time.

01422 323785  INFO@YORKSHIREPAYMENTS.COM
WWW.YORKSHIREPAYMENTS.COM