


How to contact us


Use the below to help route requests to the right team. You can find information about transactions and settlements through your **online portal**. The **Cardnet website** has lots of useful information and guides. There are also forms you can use to send requests in. The Sales Team cannot support with account, terminal or technical requests.


ACCOUNT & TRANSACTION SUPPORT

General Account Enquiries


- Payments & transaction queries
- Account additions and changes
- Rates & fees queries

 Chat to us via webchat, accessible from the **Cardnet website**
Monday to Friday 9am-5pm

 **01268 567100** – selecting the correct option
Monday to Saturday 8am-9pm


 **CNETinve@fiserv.com**

Chargebacks

 **01268 567160**
Monday to Friday 9am-5pm


 **cardnetchargebacks@fiserv.com**


Online Reporting

 The **Cardnet website** reporting section has lots of useful guides and videos


- New log on requests
- Password resets
- Reporting


Business Track & Clientline

 **01268 567128**
Monday to Saturday 8am-9pm


 **Cardnet.Clientline@fiserv.com**

RAM


 **01268 297295**
Monday to Saturday 8am -9pm

 **opyamendments@fiserv.com**

Merchant Portal


 **01268 567100**
Monday to Saturday 8am -9pm


 **CNETinve@fiserv.com**

 Alternatively, chat to us via webchat, accessible from the **Cardnet website**
Monday to Friday 9am-5pm

Authorisations


 **Face to Face – 01268 822822**
24 hours

 **Card not present – 01268 278278**
24 hours

 **Multi currency and dynamic currency conversation – 01268 662520**
24 hours

LBOP – Lloyds Bank Online Payments


- All queries
- Technical support


 **01268 567135**
Monday to Friday 9am-5pm

 **cardnetipg@fiserv.com**

Multi-Currency & Dynamic Currency Conversion


- UPI-UnionPay International
- JCB-Japan Credit Bureau
- Multi-Currency & Dynamic Currency Conversion

 **General Queries – 01268 297295**
Monday to Saturday 8am-9pm

 **JCB Manual Authorisation – 0800 252 244**
24 hours

OTHER SUPPORT


PCI Compliance


 The **Cardnet website** security compliance section has lots of useful guides and videos

 **0330 808 0798**
Monday to Friday 9am-5pm

American Express

- All queries
- Manual authorisations


 **0800 032 7216**
Monday to Friday 8am-6pm

 Alternatively, chat via webchat, accessible via the Merchant Interactive online **website**
Monday to Friday 9am-5pm

Stationery


Cardnet Stationery


Use re-order form in each box of vouchers

 **In emergencies – 01268 296601**
24 hours

Primatel

(suggested tally roll supplier)


 Order online **www.primatel.co.uk**

 **08000 323 413**
Monday to Friday 9am-5pm

 **enquiries@primatel.co.uk**


Closures

If you're thinking of leaving us please contact us on

 **0800 161 5393**

Complaints

Cardnet aims to give you the highest level of service. So if we make a mistake, or if there is something you feel we could do better, please tell us and we'll do our best to put it right. Most problems that arise can be resolved quickly if you talk to us as soon as possible. In the first instance, our helpdesk may be able to assist with your issue.

 **01268 567100**
Monday to Saturday 8am-9pm

 **cardnet_complaints@lloydsbanking.com**


TERMINALS

Your terminal lease paperwork, lease charge on your Bank statement, and sometimes your terminal receipt, would advise if your terminal is leased via FDGL or Merchant Rentals


FDGL Leased


Technical or Terminal Support

- Ingenico
- Spire
- Verifone

 **01268 567100** – selecting the correct option
Monday to Saturday 8am-12am. Sunday 9am-5pm


- Clover


 **01268 243807** – selecting the correct option
Monday to Sunday 8am-8pm

 Alternatively, chat to us via webchat, accessible from the **Cardnet website**
Monday to Friday 9am-5pm

General Account Enquiries

- Payments & transaction queries
- Account additions and changes
- Rates & fees queries


 **0345 841 2442**
Monday to Friday 9am-5pm


 **firstdatagloballeasing@fiserv.com**


If you'd like to cancel your lease, please email: **FDGLcancellations@fiserv.com**

Merchant Rentals Leased

Technical or Terminal Support


 **Ingenico – 0844 874 0901**
Monday to Saturday 8am-12am. Sunday and Bank Holidays 9am-5pm.
Closed Christmas Day

 **Verifone – 0333 323 6616**
Monday to Saturday 8am-11pm. Sunday and Bank Holidays 9am-5pm
Closed Christmas Day

 **Castles – 0844 800 0409**
24 hours

General Account Enquiries

- Account Queries
- Contract Leasing Queries

 **0845 643 4729**
Monday to Thursday 9am-5:15pm. Friday 9am-5pm