

Lloyds Accept

Product summary



Lloyds Accept consists of two separate services provided by Lloyds and Stripe respectively. These services together help you take card payments from your customers.

What we do

Lloyds connects you to Stripe services and supports your onboarding to these services. Lloyds will be your main point of contact for support.

What Stripe does

Stripe processes your card transactions, pays out funds and provides fraud monitoring and other payment-related services. Stripe is a member of card schemes, including Visa, Mastercard and American Express, and is authorised to provide processing services.

How you can take payments

Lloyds Accept includes:

- Tap to Pay on iPhone
- Tap to Pay on Android
- payment links
- card readers, which you can add at a cost.

You can take payments from Mastercard, Visa, American Express, Diners, Discover, Apple Pay, Google Pay and Samsung Pay.

Once your application is successful

You can:

- download the Lloyds Accept app to take in-person payments through Tap to Pay
- create payment links to request payment over email or text without a website
- buy card readers through the Lloyds Accept servicing hub at a cost
- manage your Lloyds Accept account through the Lloyds Accept servicing hub.

Pricing

The cost of taking payments depends on the type of card your customer pays with.

Standard	1.5% + 20p
Premium	2% + 20p
International	3% + 20p

You'll find the definition for each card type in the Card Acceptance Services Terms.

Example

A customer pays £50 for goods with a Visa debit card. You'd pay:

75p (1.5% of £50)	20p (flat fee)	=95p
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Payouts arrive in your account in 3 business days. Stripe will deduct the transaction fees before paying in to your account.

Payment links

Payment links are also known as pay-by-link.

You can ask for payment by sending a payment link over email or text.

Each payment link comes with its own QR code. You can ask your customer to scan the code. They then pay over a secure online form, which opens in their browser.

You can send payment links as a one-time payment option or you can take multiple payments, for example, when selling tickets to an event. You can set the limit.

You can also leave the value out so your customer can choose what to pay, for example when donating.

Card readers

How to buy a card reader

We offer two card readers through the Lloyds Accept servicing hub. When ordering card readers, you'll see the costs along with the payable postage options.

About the card readers on offer

The BBPOS WisePad 3 is a small card reader that has to link to the Lloyds Accept app over Bluetooth on your mobile. Your mobile will need a Wi-Fi or 4G/5G connection.

The Stripe Reader S710 runs the app directly on the device. You won't need your mobile to take payments, but you'll need to connect the card reader to Wi-Fi.

Both are for face-to-face payments only. You won't be able to take payments with them over the phone.

Terms and warranty

If you order a card reader, you'll need to comply with the Stripe Terminal Purchase Terms, which you'll find on Stripe's website.

The devices are under warranty for 12 months from the date of order.

PIN entry

If a PIN is necessary to complete a face-to-face card payment, the Lloyds Accept app on your mobile will prompt your customer to enter their PIN.

Should the prompt fail, you can still send a payment link to your customer (or they can scan the related QR code). This will allow them to complete the transaction.

Lloyds Accept servicing hub

Once your application is successful, you can access the servicing hub through your online business account or business banking app.

In the servicing hub, you can:

- view your transactions, related charges and payouts
- create payment links
- issue refunds and deal with chargebacks
- buy card readers
- get support.

Taking tips

Customers can tip when paying face to face.

They can either select a set percentage, a custom tip or no tip.

You can switch off tipping in the app settings anytime.

Receipts

You can send receipts through:

- the mobile app (email and SMS)
- your card reader (email).

Your customer will receive payment confirmation on email when they pay through a payment link.

Refunds

You can issue refunds through either:

- the app
- the servicing hub
- the Stripe Reader S710 if you have one.

Select the original transaction in your list of transactions and follow the refund process.

Chargebacks

In the 'Help and support' section of the Lloyds Accept servicing hub, you'll find articles on chargebacks, including:

- what they are
- how you can manage them
- when you need to do something
- how long the dispute process takes.

Support

The Lloyds Accept servicing hub has an extensive 'Help and support' section with:

- articles on taking payments with Lloyds Accept
- a contact form
- a complaint form.

Complaints

You can raise a complaint through the Lloyds Accept servicing hub.

We comply with regulatory standards for responding to you and resolving the complaint.

Where the complaint relates to Lloyds services, a Lloyds team member will manage your complaint and tell you the outcome.

Where the complaint relates to Stripe services, a Stripe team member will complete the complaints process.

Financial difficulty

If you're in financial difficulty, let us know as soon as possible.

You can tell us through the contact form in the Lloyds Accept servicing hub.

Complying with the Payment Card Industry Data Security Standard (PCI DSS)

You don't need to complete any PCI DSS compliance. We do this on your behalf.

You should still follow best practice when taking card payments, for example:

- restrict access to card readers and payment apps to authorised people in your business
- don't share login details.

Our card readers have the latest compliance software.

Online transactions through payment links use 3DSecure and other anti-fraud tools to help meet the security standard.

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