



Bank of St. Helena Ltd.

www.sainthelenabank.com

Credit/Debit Card Not Present Transactions Terms & Conditions



18 July 2016

CONTENTS

What is a Credit Card Not Present Transaction?	3
Scheme Rules	4
Membership Requirements.....	4
Limitations of the Scheme.....	4
Charges	4
Information Required from Organisations and Card Holders	5
Core Mandate For	6
Agreement	7

1 What is 'Card Not Present Transactions'?

Card Not Present transactions are transactions where the card and its holder are not present e.g. orders by mail, telephone, fax or e-commerce (internet).

The fact that the authorisation of a transaction and issuance of an authorisation code normally effects final payments as it means that there are sufficient funds in the account and that the card has not been reported lost or stolen. However, it does not guarantee that the address given by the card holder is correct and, in the event of a dispute by the card holder evidence is required to prove that the holder entered into the transaction.

Therefore in the event of a dispute by the card holder, you will need to reimburse the bank pending settlement of the dispute.

2 Scheme Rules

2.1 Membership Requirements

Bank of St. Helena wishes to receive requests to participate in the Card Not Present Transaction Scheme from organisations within St Helena and Ascension Island.

Organisations wishing to participate in the Card Not Present Scheme should apply to the bank. Note that the bank does not restrict participation in the Scheme to limited companies. Organisations of whatever form, including 'sole trader' businesses, may participate in the Scheme.

Please note that Bank of St. Helena reserves the absolute right to refuse participation in the Card Not Present Scheme to any organisation, without the need to give a reason for doing so.

2.2 Limitations of the Scheme

For good operation, the Card Not Present Scheme has the following limitation:

- The Scheme can only make settlement to an Ordinary Savings Account held at the Bank of St. Helena;
- You will be responsible for retaining and providing copies of signed transactions for a minimum of 18 months from the original transaction date, this information will be required by Bank of St Helena in the case of a chargeback transaction.
- All credit and debit card payments received must be presented to the Bank within one week of receipt of transaction for settlement.
- Credit/Debit Cards accepted are as follows:

CREDIT CARDS: VISA, MASTERCARD & INTERNATIONAL MAESTRO

DEBIT CARDS: VISA DEBIT, DEBIT MASTERCARD, MAESTRO AND SOLO

2.3 Charges

5% for each transaction

£17 fee for each chargeback transactions (A cardholder, or the card issuing bank has the right to question/dispute a transaction. Such requests can be received up to 180 days after the transaction has been debited to the cardholder's account and in some circumstances, beyond 180 days. If the chargeback is resolved and the transaction is allowed to proceed you will be refunded the £17 chargeback fee).

All charges will be deducted from your savings account supplied on the Card Not Present Transaction Form

Charges are subject to change without any notice.

2.4 Information Required

Please complete the following information for each customer:

These details are required to complete your transaction, if any of this information is excluded your transaction cannot be made.

Your Customer's details:

- The card account number
- The name as it appears on the card
- Card expiry date
- Card Type
- The address and post code known to the cardholder's bank (i.e. where their card statements are sent to)
- Card Verification Value (i.e. usually the last three numbers at the back of the card)

Organisation details:

- Your organisation name
- Your agreed Settlement Account number

Authorised Signature/Signatories

2.5 Mandate Form Core

The core contents of the Mandate form are as follows, and must be the same for all organisations participating in the Card Not Present Transaction Scheme. Please ask the bank for an electronic master copy.

CREDIT/DEBIT CARD HOLDER INFORMATION: (NOTE THESE ARE ALL REQUIRED FIELDS IF YOU EXCLUDE ANY OF THIS INFORMATION YOUR TRANSACTION CANNOT BE MADE)

Card Account Number _____

The Name as it appears on the Card _____

Card expiry date _____

Card Type (tick the relevant box):

Credit Cards: Visa MasterCard and International Maestro

Debit Cards: Visa Debit (including UK Electron) Debit MasterCard

Maestro Solo

The address known to the cardholder's bank (i.e. where their card statements are sent to)

Address _____

Post Code: _____

Card Verification Value (on back of card last 3 numbers) _____

Amount to be debited from card in Sterling £ _____

ORGANISATION NAME: _____

ORGANISATION ACCOUNT NUMBER: _____

Amount to be debited from Organisations account for charges £ _____

Authorised Names & Signature/Signatories of Organisation:

Name: _____ Signature: _____

2.6 Agreement

By signing below I agree that in the case of Credit/Debit Card Not Present Transactions, that an authorisation is not guarantee of payment, and accepts the risk that such transactions may be charged back.

Organisation: _____

Signature/s: _____