



Changing the way you make payments over the phone

FAQs

Why are you changing the way I make a payment?	<p>We take data protection seriously and are making these changes to allow your card details to be further safeguarded. The new way of taking payments ensures your details are fully protected and not compromised in any way.</p> <p>We will no longer know your card details or record them on our system. Only our automated payment system Allpay and the bank will see your details in order to process the payment.</p>
Have my card details ever been compromised before?	<p>No, this is an additional security precaution aimed at reducing the risk of fraud.</p>
What do I have to do?	<p>We will ask you to enter your card details using your telephone keypad.</p> <p>We will only see the first six digits and the last four. Asterisks are displayed on the screen for the remaining numbers. Our operative will stay on the phone and can provide support if required. The payment will process via your bank as normal.</p>
What happens if I enter a wrong number?	<p>We can delete a number or reset the system so you can start again. Entering incorrect card details will not allow the payment to go through.</p>
Will it take longer?	<p>No, you are just entering the details on your phone's keypad, rather than saying them.</p>
Will it show up the same on my bank statement?	<p>Yes, as we are still using the same payment provider, Allpay.</p>
Will it still take 3 days to show on my account?	<p>Yes.</p>