

Service Details

Card Associations

Visa (Including Electron)



Mastercard (including Maestro)



Acquiring Method

Card Not Present (E-Commerce)



Approved Websites and/or Terminal Locations

A list of approved websites and terminal locations shall be provided by Truevo.

Fees

Merchant Discount Rate (MDR)



The Fees charged comprises of the applicable Card Association charges, the Interchange as well as the Truevo mark-up collectively known as the ‘Merchant Discount Rate’ or ‘MDR’.

	Visa & Mastercard	
	Debit	Credit
Domestic Cards	0.70% + €0.10	
Intra-Regional Cards	1.00% + €0.10	
Inter-Regional Cards	2.80% + €0.10	

Other Transaction Fees:

Type	EUR					
Transaction Fee - applies to pre-authorisation and to approved transactions	0.10	-	-	-	-	-
Declined authorisation fee	0.10	-	-	-	-	-
Refund	0.10	-	-	-	-	-
Tier 1 - Chargeback ratio up to 1%	25.00	-	-	-	-	-
Tier 2 - Chargeback Ratio for above 1% - irrespective of chargeback hard count	25.00	-	-	-	-	-
Retrieval Request	10.00	-	-	-	-	-
Representment & Pre-Arbitration Fee	15.00	-	-	-	-	-

The tier thresholds and fees are applicable to both Visa and Mastercard chargebacks separately.

Fee Type	EUR
Start-up Fee	0.00
Card Association Merchant Registration Fee (if applicable)	N/A
Settlement (transfer) fee	0.00
Fraud Monitoring Fee (per transaction)	N/A

Truevo Settlement Account Fees:

Type	EUR					
Monthly Account Maintenance Fee	0.00	-	-	-	-	-
Incoming SEPA Transaction Fee	0.00	-	-	-	-	-
Outgoing SEPA Transaction Fee	0.00	-	-	-	-	-

Truevo Settlement Accounts

The following are accounts for the purposes of transferring of funds to the Merchant. Truevo reserves the right to reject transferring funds to IBANs which were not subjected to Truevo's onboarding process.

Settlement*	EUR	GBP	USD
Settlement Frequency	Daily	-	-
Processing currencies to settle in this account	EUR	-	-
Funding Delay (Days) – Applicable for Card Present Transactions	4	-	-
Funding Delay (Days) – Applicable for Card Not Present Transactions			
Account Name	To be provided by Truevo	-	-
Account Number (IBAN)	To be provided by Truevo	-	-
SWIFT Code	To be provided by Truevo	-	-
Bank Name	To be provided by Truevo	-	-

*Funds settled in a currency that is different from the processing currency may incur a conversion fee.

Limits and Reserves

Reserves		Monthly Maximum Cap (EUR Equivalent)	200,000
Fixed Reserve	N/A	If the Monthly Maximum Cap is exceeded, Truevo reserves the right to increase the required reserves in accordance with the terms of the Agreement and Acquiring Service Schedule. Transactions shall not automatically be declined if the Monthly Maximum Cap is exceeded.	
Rolling Reserve	0%		
Rolling Reserve holding period	0 days		

In addition to the rolling reserve stipulated above, Truevo reserves the right to hold specific reserves for transactions exceeding such limits.

EUR						
Min. Transaction Limit	0.01	-	-	-	-	-
Max. Transaction Limit - Enforced	5,000	-	-	-	-	-
Maximum Monthly Transaction Value Per Card - Enforced	7,000	-	-	-	-	-

In addition to the fees stipulated in this Fee Schedule or Agreement, other standard processing fees are included in the Other Terms & Conditions to the Agreement which can be accessed by the following link: <https://truevo.com/terms-of-use/>

The Merchant undertakes to be in full compliance with this Schedule and any amendments to this Schedule thereto at all times throughout the duration of the Agreement. Failure of compliance with this Schedule shall constitute a breach of agreement and shall result in a Termination Event.