

Bank with us.
Bank on us.

Card Payment Acceptance

In partnership with Elavon
Merchant Services

unity trust
bank 

Card payment acceptance in partnership with Elavon

This document explains important information relating to the card payment acceptance service. For more information visit unity.co.uk/acceptingcardpayments

Unity has partnered with a third party provider to offer this service. This partner is Elavon, a global payments services provider who processes more than 6 billion transactions annually in over 30 countries.

Card payment acceptance allows businesses of all sizes to accept payments online, in-person and on the move and provides a seamless experience however your customers want to pay.



Advantages:

- Improved cashflow with access to your funds on the next business day if you have a Unity Business Current Account.
- Drives convenience by allowing your business to accept all major cards and foreign currency payments. See Page 3 for more information.
- Robust security and advanced fraud protection for all payments.
- Access to bespoke end-to-end payment solutions and additional value added services.

Important Information:

- We do not provide financial advice to our customers and you are not entitled to rely on us for advice or recommendations.
- Pricing terms are agreed directly with Elavon and it is not possible to get this service cheaper by directly engaging Elavon.
- The sale and ongoing service of card payment acceptance solutions, including settlement of funds, is directly managed by Elavon.
- If you enter into a merchant services agreement with Elavon then Unity will receive a share of the fees you pay to them.

Payment solutions

Around your premises



Choose from a range of terminals and pricing plans to suit your needs.

Useful for businesses that take payments at the till, or anywhere around their premises.

Online payments



Digital payments using websites or mobile apps.

Choose from a range of terminals and useful for businesses that need to take payments online, over the phone or by mail.

Mobile payments



An easy way to take card payments without the need for a long term commitment. Simply connect the card machine to your smartphone or tablet.

Useful for mobile businesses or if you only take card payments occasionally.



How it works

Service	Summary
Elavon & Unity Trust Bank Partnership	<p>Unity Trust Bank have partnered with Elavon as a trusted payments provider.</p> <p>Unity customers can chose to be referred to Elavon to discuss the suitability of card payment acceptance in more detail, agree terms and manage the ongoing service.</p> <p>Unity will only make referrals with your consent and upon your request. When customer information is passed to Elavon they also become controllers of this information.</p>
Making a referral	<p>On request, Unity will forward customer information to Elavon. Elavon will call all customers to discuss relevant solutions in more detail and agree next steps.</p>
Customer pricing and terms	<p>All card payment acceptance solutions including their pricing and terms are agreed solely at the discretion of Elavon, with no involvement from Unity Trust Bank.</p>
Settlement	<p>Next day settlement is available when settling into a Unity Business Current Account or Instant Access Savings Account.</p>
Accept all major card payment types	<p>Credit and debit cards including Visa, Mastercard, Maestro, Diner's Club, Discover, American Express, JCB, Apple Pay, Google Pay and China Union Pay.</p>
Foreign currency payments	<p>Allowing international customers to pay in their own currency, while earning extra revenue for your business by sharing a percentage of the currency conversion rate.</p>

Support

Service	Summary
Elavon Connect	<p>You will not be able to see or manage the card payment acceptance service using Unity's Internet Banking.</p> <p>Once you have entered into an agreement with Elavon, you will receive login credentials for Elavon Connect, an online tool to monitor your merchant account.</p> <p>Elavon Connect provides quick and easy access to statements, account management tools, product alerts, and more. Save time with Elavon Connect, by having a comprehensive view of all payment processing activity in one place.</p>
Customer Service and Support	<p>Elavon are responsible for all ongoing queries, servicing and complaints. Please call Elavon's customer support team on 0345 850 0195. Available 24 hours a day, 365 days a year.</p> <p>Call charges apply (up to 7p per minute), plus your telephone company's network access charge (up to 30p per call) dependent on your phone or mobile network package. Please check with your supplier for further details.</p> <p>If you wish to contact Unity about this service then please contact your Relationship Manager or contact us on 0345 140 1000</p> <p>Our call centre will be open Monday to Friday 8.30am-5pm with the exception of Thursday which will be open 9.30am-5pm</p>
Installation	<p>Elavon's engineers will provide training when they install your terminal.</p>
Complaints	<p>If you are unsatisfied with how your referral has been handled then please contact Elavon's customer support team on 0345 850 0195. Available 24 hours a day, 365 days a year.</p>

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You can download our Key Features and Important Information from: unity.co.uk/acceptingcardpayments

This information is available to you at any time on our website.
Please read this important information carefully and retain it for future reference.

Unity Trust Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Unity Trust Bank is entered in the Financial Services Register under number 204570. Registered Office: Four Brindleyplace, Birmingham, B1 2JB. Registered in England and Wales no. 1713124. Calls are recorded and may be monitored for security, training and quality purposes.

Elavon Financial Services DAC. Registered in Ireland with Companies Registration Office. The liability of the member is limited. United Kingdom branch registered in England and Wales under the number BR022122.

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