



Cancellation information for...

Acquiring Banks and ISO's

(Independent Sales Organisations)

Helping merchants understand the
cancellation policies surrounding
merchant service providers



About this guide

This guide has been created to help merchants understand the cancellation policies surrounding merchant service providers. Each provider is different and it is important for merchants to understand where they stand and any costs that may be incurred when it comes to cancelling their merchant service agreement.

1. Worldpay



1.1 Cancelling your service

If you are considering cancelling your service, please **contact NPI on 01 447 5299 or email customer.services@np.ie** where you will be advised on all aspects of terminal return and other related subjects.

The merchant needs to give consideration to the term remaining on the agreement – the merchant is obliged to pay the remainder of this if they are seeking to cancel earlier than the obligatory end of term.

With regards to your merchant account, the merchant can give Worldpay one months notice at any time to cancel the merchant account. To do this, the merchant must contact Worldpay on their **freephone telephone number 1800 242636** or by **emailing Worldpay at customerloyalty@worldpay.com**.

2. Notes

A series of 20 horizontal dotted lines for taking notes.

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