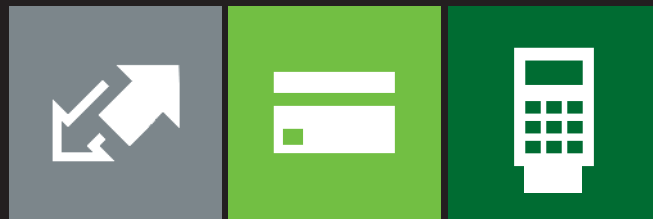


COMMERCIAL BANKING

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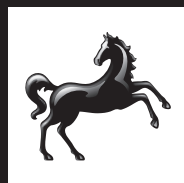


# CARDNET

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Safe, simple, supportive card payment services

Useful Contact Numbers



**LLOYDS BANK**

Your Merchant Number:

 Lloyds Bank Cardnet Customer Helpline Number: 01268 567100

Select from the following options below:

### **Option 1: Customer Services & Financial Information**

Opening Times: Monday to Saturday 8am–9pm

### **Option 3: For PCI Related Queries**

Opening Times: Monday to Friday 9am–5pm

### Merchant Rentals Leased Terminals

Ingenico	<b>0871 200 1435</b>
Verifone	<b>0844 701 7392</b>
Spire	<b>0844 800 0409</b>
Leasing Queries	<b>0845 643 4729</b>

Opening Times Ingenico: Monday to Saturday 8am–12am,  
Sundays and Bank Holidays 10am–4pm  
Closed Christmas Day

Opening Times VeriFone: Monday to Saturday 9am–11pm,  
Sundays and Bank Holidays 9am–5pm  
Closed Christmas Day

Opening Times Spire: Monday to Saturday 7am–12am,  
Sundays and Bank Holidays 7am–12am

### American Express

All queries including manual authorisation **0845 603 1120**

Opening Times: Monday to Friday 8am–6pm, Saturday 9am–5pm

### JCB – Japan Credit Bureau

Customer Service Queries **01268 297295**

Opening Times: Monday to Saturday 8am–9pm

Manual Authorisation **0800 252 244**

Opening Times: 24 hours

### Multicurrency & Dynamic Currency Conversion Customer Services & Information

**01268 297295**

Opening Times: Monday to Saturday 8am–9pm

### Cardnet Stationery

Use re-order form in each box of vouchers. In emergency call our 24 hour answer-phone service on **01268 296601**

### **Option 2: FDGL Leased Terminal Technical Enquiries**

Paper rolls or other terminal supplies	Option 1
Ingenico	Option 2
Spire (including Hypercom or Optimum)	Option 3
Verifone	Option 4
Other	Option 5

Opening Times: Monday to Saturday 8am–12pm, Sunday 9am–5pm

### **Option 4: For FDGL Leasing Enquiries**

Opening Times: Monday to Friday 9am–5pm

### Authorisation Telephone Numbers

Face to face	<b>01268 822822</b>
Card not present transactions	<b>01268 278278</b>
Multicurrency and Dynamic Currency Conversion	<b>01268 662520</b>

Opening Times: 24 hours

### Online Reporting

Business Track & ClientLine Helpline **01268 567128**

RAM Queries **01268 297295**

### UPI – UnionPay International

Customer Service Queries **01268 297295**

Opening Times: Monday to Saturday 8am–9pm

### Recommended Tally Roll Supplier

Primatel **0845 430 1379 | 02086 794428**

**enquiries@primatel.co.uk**

Terminal rolls can be ordered online **www.primatel.co.uk**

Opening Times: Monday to Friday 9am–5pm

#### USEFUL NUMBERS:

##### Customer Services:

Telephone: **01268 567100**  
Lines are open Monday to Saturday, 8am to 9pm

##### Terminal Technical Helpdesk

First Data Global Leasing: **01268 567100 – option 2**  
Ingenico – option 1  
Spire – option 2  
VeriFone – option 3  
Other – option 4  
Lines open Monday to Saturday 8am to 12pm, Sunday 9am–5 pm

##### Authorisation numbers

Face to face **01268 822822**  
Card not Present **01268 278278**  
Multi Currency and Dynamic Currency Conversion **01268 662520**

For all your other information please visit: **www.lloydsbankcardnet.com**