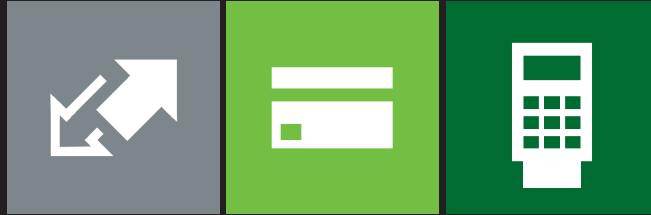
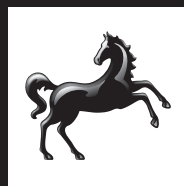

CARDNET



Useful Contact Numbers



LLOYDS BANK

CARDNET

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	0871 200 1435
Verifone	0844 701 7392
Spire	0844 800 0409
Leasing Queries	0845 643 4729

Opening times Ingenico: Monday to Saturday 8am – 12am
Sunday and Bank Holidays 10am – 4pm
Closed Christmas Day

Opening times Verifone: Monday to Saturday 8am – 11pm
Sunday and Bank Holidays 9am – 5pm
Closed Christmas Day

Opening times Spire: Lines open 24/7

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

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	01268 822822
Card not present transactions	01268 278278
Multicurrency and Dynamic Currency Conversion	01268 662520

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

Lloyds Bank Online Payments

Technical Support Team **01268 567135**

Opening Times: Monday to Friday 9am–5pm

Suggested 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

Cardnet Stationery

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

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M60392 (07/16)

USEFUL NUMBERS:

Customer Services:

Telephone: **01268 567100**
Lines open Monday to Saturday 8am–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–12pm, Sunday 9am–5pm

Lloyds Bank Online Payments

Technical Support Team **01268 567135**
Lines open Monday to Friday 9am–5pm

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: **lloydsbankcardnet.com**