

DCC: New service rules

WHAT IS DCC?

DCC: Dynamic Currency Conversion

- allows the holder of a foreign payment card to easily pay in the currency in which the card was issued
- a customer using DCC does not have to calculate the value of the purchased service or a good - a terminal does it automatically and presents the exchange rate including all possible fees on the display.



The cardholder decides whether he/she will pay:

- in the currency of his/her card, at the rate displayed on the terminal screen
- in the currency of the terminal, at the given exchange rate and with the proper card issuer's banking fees - information about the fees will only appear on the day when the bank settles the transaction.

WHAT HAS CHANGED?

From April 19, 2020 new rules concerning the calculation of fees and provision of information for DCC transactions and payment cards issued within the EU apply:

- the appearance of the DCC service screens will change
- the content of the information presented on them will change
- a method of calculating fees will change - it will be expressed as a percentage, and will result from a comparison of the eService rate to the Euro base rate (EUR) published every day by the European Central Bank.



CUSTOMER SERVICE RULES

If your customer is a holder of a foreign payment card the terminal will automatically identify the currency and propose a DCC offer, while you should:

- **INFORM** the customer about the possibility of using DCC
- **SHOW** the customer the terminal screen where he/she will be able to view the offer
- **ASK** the customer for the currency in which he/she prefers the transaction to be carried out.

Remember! The decision to use DCC and the choice of the currency is always up to the customer!



CURRENCIES COVERED BY THESE CHANGES

Rules for calculating fees based on the exchange rate provided by the ECB apply to DCC payments in: EUR, GBP, CZK, HRK, DKK, HUF, SEK, RON, BGN, PLN.

For cards in non-EU currencies, the fees are based on the reference rate provided by independent entities.

For the British pound (GBP), fees calculated based on the exchange rate given by the ECB will apply until the end of 2020.



