

Dynamic Currency Conversion (DCC)

Information Sheet

What is Dynamic Currency Conversion?

Dynamic Currency Conversion (DCC) is a service that gives international cardholders the choice to pay the bill in their own currency rather than in GBP. If DCC is enabled, your terminal will recognize international cards and will offer the cardholder the opportunity to pay in their home currency.

Your customer will be able to view the foreign exchange rate, margin and final price so they can choose whether to pay in the local or home currency. If the home currency option is selected, an immediate currency conversion into the cardholder's currency is performed, showing the exact amount in their currency on their card statement.

How does DCC benefit both customers and businesses?

It improves customer understanding of the true cost of transactions in foreign countries at points of sale and improves their customer experience. It makes it easier for cardholders to recognize transactions they made when abroad on their card account statement. Businesses can also earn a rebate from DCC transactions.

Merchant DCC requirements

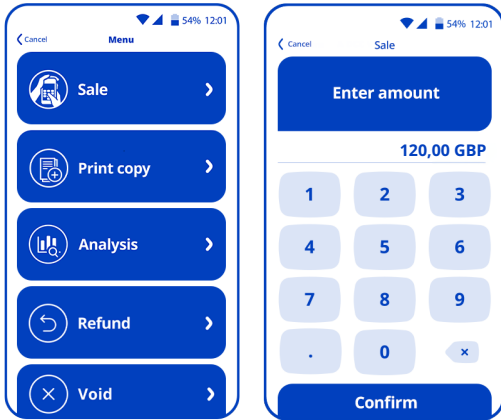
While DCC is a free and easy-to-use service, merchants must ensure they comply with the acceptance rules below. We reserve the right to withdraw the DCC service at any time (i.e. if a merchant is in breach of the DCC acceptance rules).

- DCC is an optional service, and the merchant must not influence a cardholder into choosing the DCC option.
- Merchants must not present the DCC offer and its conditions verbally. It must be presented to the cardholder on the device.
- The DCC option must not be chosen on behalf of a cardholder by the merchant.
- Merchants must at all times make a DCC transaction receipt available to the cardholder. This is important as if the cardholder wishes to reverse or void the DCC transaction, details from the receipt will assist in doing so (i.e. receipt number, exchange rate, transaction cost).
- If requested by the cardholder at the point of sale (POS), a merchant must reverse the DCC transaction.

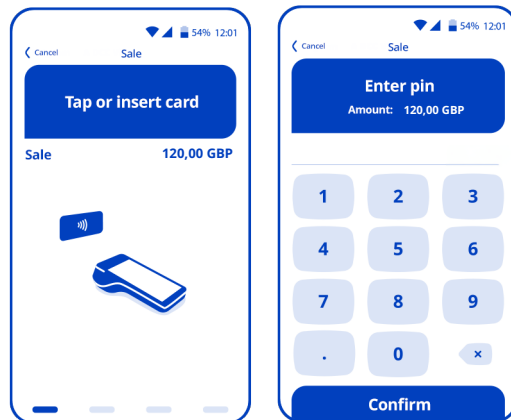
Schemes grant cardholders chargeback rights when DCC is used without their express consent. Therefore, merchants should ensure they follow the guidelines above to prevent potential chargeback disputes.

Dynamic Currency Conversion (DCC) How to offer DCC

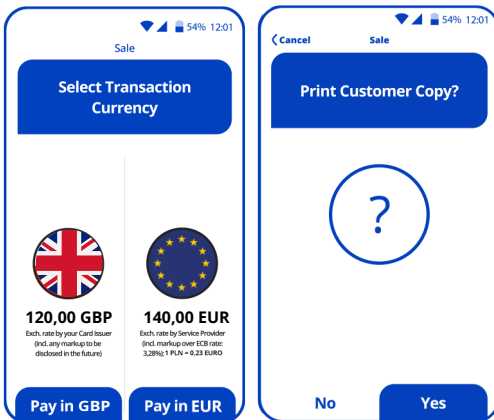
1 To offer DCC, the seller chooses "Sale" and enters the transaction amount in GBP.



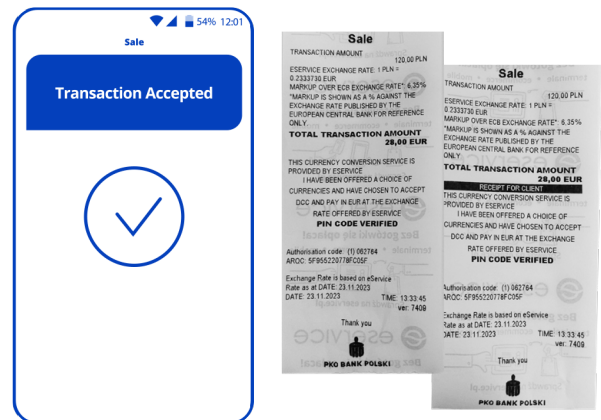
2 The cardholder then chooses to tap or insert their card and pay by chip and PIN.



3 Your terminal or device will identify international cards and will offer the customer the choice to pay in their home currency.



4 Confirmation of the transaction will be printed after choosing the offer and completing the transaction.



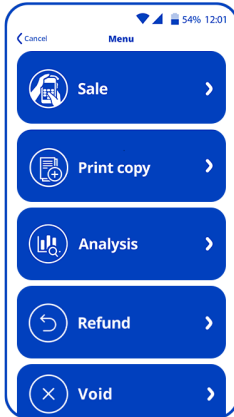
The payer can now choose the transaction's currency:

- payment in GBP,
- payment in the card's currency (in this example it's Euro).

Merchants must at all times make a DCC transaction receipt available to the cardholder.

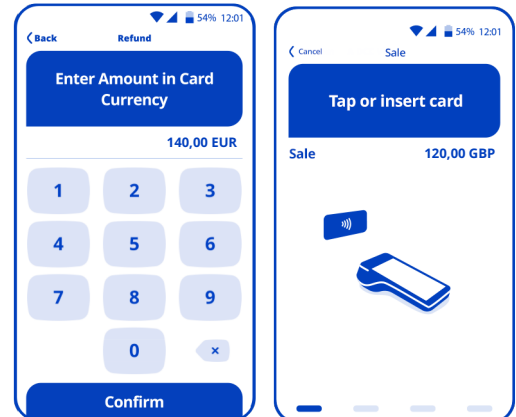
Dynamic Currency Conversion (DCC) How to void a DCC transaction

- 1 To void a DCC sale, choose the "Void" option on your card terminal. You will need the receipt number of the transaction, which is near the top.



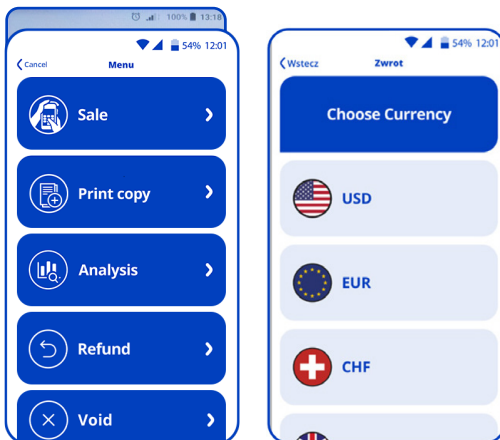
A void must be completed before end-of-day settlement.

- 2 You will need to enter the receipt number and then enter the transaction amount in GBP to successfully void the transaction.



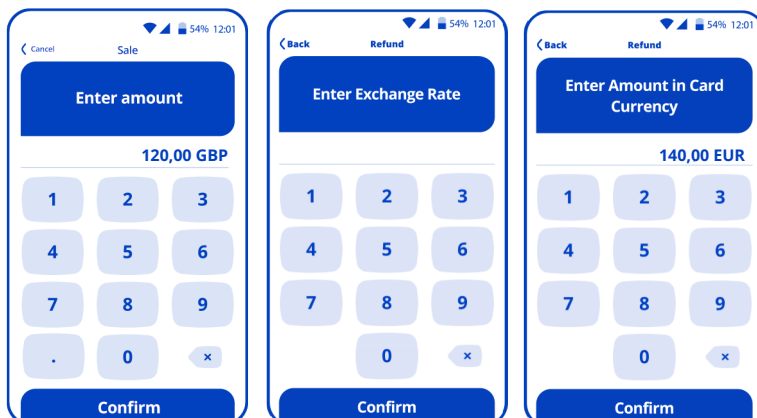
Dynamic Currency Conversion (DCC) How to reverse a DCC transaction

- 1 To reverse a DCC sale, choose the "Refund" option on your card terminal and choose the cardholder's home currency.



DCC refund must be made in the currency of the original transaction.

- 2 The seller will then be asked to enter the amount in the terminal's currency, the card's currency and the exchange rate stated on the receipt.



- 3 The seller can choose to refund full or partial amount, and the cardholder should receive this in line with the exchange rate of the initial purchase.

