



## Consumer Leaflet – 05 – AIS and PIS Services

PayPoint Payment Services Limited (“PayPoint”) is an authorised payment institution regulated by the Financial Conduct Authority (FRN608277).

### Account Information Services (“AIS”)

If you wish to make an enquiry to verify your account information or share that information with a merchant, you can use the AIS Service. The AIS service requires you to enter the credentials you use for your online banking services so you can only use this service if you have registered with your Payment Account Service Provider (bank, building society or similar).

### Payment Initiation Service (PIS)

The Payment Initiation Service (PIS) allows you to select one of your accounts and instruct us to send a message to your Payment Account Service Provider to make a payment out of your account. The payment will be to the merchant (organisation) you select when using the App or website. You do not have to give your banking details to the merchant to send them a payment but they will be able to identify your payment from the reference that goes with the transaction.

### Keeping your account safe

When communicating with you we will ask for information to validate you are the customer. We will not ask for passwords or codes or pin number.

Always keep these safe and do not give them to anyone else. If you are called and are concerned about the caller just hang up and call us back on our contact numbers.



## Have we got the right information?

Are the contact details we have for you up to date? If not, please get in touch with our client services and we can update your details for you.

## Do you need more help?

If you want more information or need help using the services, please either call our call centre or use the web form you can find on [www.paypoint.com](http://www.paypoint.com)

If you have any concerns about your use of the service, please contact us immediately by using the contact form on [www.paypoint.com](http://www.paypoint.com)

## Do you still need the service?

You do not have to continue to use the AIS and PIS service and can stop at any time.

## Worried about security?

If you are concerned about the security of your account or feel it has been compromised, please contact your Payment Account Service Provider immediately.

If you are concerned about an instruction you have given to us please contact us on:

By using the contact form on [www.paypoint.com](http://www.paypoint.com) or writing to us at the contact details below.

## Contacting Us

If you need to contact us you can:

Use the contract form on [www.paypoint.com](http://www.paypoint.com)

Post:

PayPoint Payment Services Limited



## Client Services

1 The Boulevard, Shire Park, Welwyn Garden City, Hertfordshire, AL7 1EL

## Complaints

If you have a complaint, please contact use the contact form on [www.paypoint.com](http://www.paypoint.com) or write to us at

PayPoint Payment Services Limited

Complaints Department

1 The Boulevard, Shire Park, Welwyn Garden City, Hertfordshire, AL7 1EL

If you wish to raise your complaint with the Financial Ombudsman, you may contact them at:

<https://www.financial-ombudsman.org.uk/consumers/how-to-complain>

## Data

If you want to know how we use your data you can find our privacy statement on [www.paypoint.com](http://www.paypoint.com) or you can request a copy by e-mailing [privacy@paypoint.com](mailto:privacy@paypoint.com)