



Merchant accounts Price list

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Client categories and assignment

Please note that ConnectPay accepts only **EEA based**¹ companies.

ConnectPay assigns a category to each client and prices differ per category. Categories are assigned based on the below criteria²:

- **Category 1** is assigned if the business activity is considered **lower risk**. Category 1 is assigned if all the below criteria are met;
 - You process less than €50,000 per month
 - Your average ticket size is less than €50
 - Zero to low chargeback ratio (0% - 0.5%)
 - You operate within a low risk industry
- **Category 2** is assigned if the business activity is considered **medium risk**. Category 2 is assigned if all the below criteria are met and you are not Category 1
 - You process less than €100,000 per month
 - Your average ticket size is less than €100
 - Zero to medium chargeback ratio (0% - 1.0%)
 - You operate within a medium risk industry
- **Category 3** is assigned if the business activity is considered **higher risk**. Category 3 is assigned if you are not Category 1 or 2.

ConnectPay maintains a list of business activities it considers to be higher risk in nature. These businesses are reviewed on a case by case basis, are subject to a more detailed due diligence and risk assessment and often need additional documentation. A list of higher risk business activities is provided below.

Explanations and definitions:

- EEA = European Economic Area. A list of countries that are members of the EEA is provided below.
- ¹To be considered an EEA based company, the following requirements must all be met:
 - The company applying for the account is incorporated in an EEA member country.
 - The companies forming the ownership structure (if any) of the applying company are incorporated in EEA member countries.
 - The Ultimate Beneficiary Owner (UBO), director(s) and shareholder(s) each have a passport issued by an EEA member country.
 - The company's headquarter is in an EEA member country.
- ²The ultimate and final decision on the assigned category lies with ConnectPay. The criteria indicated below to determine the category apply in the majority of the cases, but not always.

EEA member countries:

The EEA countries are Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

Lower risk business activity list:

Advertising agencies, books, consulting, digital goods, discount stores, education institutes, electronic repairs shops, health and fitness, media, miscellaneous food stores, miscellaneous retailers, movies, music and games stores, organisation memberships, park automats, public relation services, restaurants, video tape rental stores.

Medium risk business activity list:

Apparel retailers, health and beauty products providers, call centres, charities and donations, direct marketing, gift certificates online, rentals, search engines.

Higher risk business activity list:

Airlines, air carriers, betting and casino gambling, computer network/information services, cruise lines, dating and escort services, direct marketing, forex/binary options, fortune tellers, gambling (horse racing, dog racing, non-sports intrastate internet gambling), government services (not elsewhere classified), lodging, merchandise and services—customer financial institution, miscellaneous professional services,

charitable organizations and social services, telecommunication services including but not limited to prepaid phone services and recurring phone services, timeshares, travel agencies and tour operators, video entertainment rental stores, video game arcades/establishments.

Prohibited business activity list:

Prohibited merchants are unqualified industries in part due to credit card company prohibition, illegal or likely to be deemed illegal, fraud or high potential for excessive chargebacks, or where experience has demonstrated high losses or high chargebacks.

- Banned/illegal goods and services according to the law in the relevant jurisdiction and the rules and regulations of the card schemes (e.g. weapons, how-to guides, information or equipment enabling illegal access to software)
- Drugs and related services and accessories (intoxicating substances)
- Tobacco products and alcohol
- Pharmaceuticals and goods whose effect is doubtful
- Door-to-door sales - unsolicited vendors where payment is rendered on the spot.
- Investments, assets
- Massage parlours and tattoo studios
- Debt collection and credit agencies
- Church-like organisations or religious groups that do not have church status
- High-risk telemarketing companies (horoscopes, predictions/forecasts of any kind)
- Timesharing (form of ownership in which multiple parties hold rights to use a property, and each sharer is allotted a period of time in which he may use the property)
- Replicas/counterfeit goods
- Cyber lockers, sharing and download portals
- Copyright unlocking devices: modchips or other devices designed to circumvent copyright protection (e.g. to modify a games console in order to use non-producer hardware or software)
- Goods that violate intellectual property rights
- Ticket agencies without a licence, e.g. sport ticket agencies
- Multi-level marketing companies (MLM)
- Auction sales
- Private business directories
- Adult merchants associated directly or indirectly in either the URL or the homepage to child pornography and under age sex, bestiality, incest, rape, brutality, forced sex or prostitution and escort services
- Diamonds and precious metals sales
- Financial service providers without a licence
- Payday loans
- Donations for political parties
- Animals - live animals, as well as insects, animal parts, blood, or fluids

The above lists have been compiled with the utmost care, representing ConnectPay's general acceptance criteria. Nevertheless, ConnectPay gives no guarantee as to its accuracy or completeness.

ConnectPay reserves the right to accept other business activities which are not listed above, as well as to reject business activities not listed in the prohibited business activity list.

1. Merchant accounts - category 1 price list

Integration and setup fee ⓘ	Free of charge if application processing fee is fully paid	
Transaction processing fee ⓘ	EEA issued cards ⓘ	non-EEA issued cards ⓘ
Monthly turnover (from-to)		
€0 - €25,000	1.50%	2.40%
€25,001 - €75,000	1.40%	2.30%
€75,001 - €150,000	1.30%	2.20%
€150,001 - €250,000	1.20%	2.20%
€250,001 - €500,000	1.10%	2.20%
€500,001 - €750,000	1.10%	2.10%
€750,001 - €1,000,000	1.10%	2.10%
€1,000,000 +	1.10%	2.10%
Fixed transaction fee (including risk management) ⓘ	€0.17	
Minimum monthly fee ⓘ	€500	
CFT fee ⓘ	1.6% + €2	
Chargeback fee ⓘ	€40	
Refund fee ⓘ	€1	
Monthly service fee ⓘ	€50	
Settlement fee ⓘ	€20	

2. Merchant accounts - category 2 price list

Integration and setup fee ⓘ	Free of charge if application processing fee is fully paid	
Transaction processing fee ⓘ	EEA issued cards ⓘ	non-EEA issued cards ⓘ
Monthly turnover (from-to)		
€0 - €25,000	1.70%	2.70%
€25,001 - €75,000	1.60%	2.30%
€75,001 - €150,000	1.50%	2.20%
€150,001 - €250,000	1.40%	2.15%
€250,001 - €500,000	1.30%	2.15%
€500,001 - €750,000	1.20%	2.15%
€750,001 - €1,000,000	1.15%	2.15%
€1,000,000 +	1.10%	2.10%
Fixed transaction fee (including risk management) ⓘ	€0.17	
Minimum monthly fee ⓘ	€500	
CFT fee ⓘ	1.7% + €3	
Chargeback fee ⓘ	€40	
Refund fee ⓘ	€1	
Monthly service fee ⓘ	€75	
Settlement fee ⓘ	€20	

3. Merchant accounts - category 3 price list

Integration and setup fee ⓘ	Free of charge if application processing fee is fully paid	
Transaction processing fee ⓘ	EEA issued cards ⓘ	non-EEA issued cards ⓘ
Monthly turnover (from-to)		
€0 - €25,000	2.00%	2.60%
€25,001 - €75,000	1.90%	2.55%
€75,001 - €150,000	1.80%	2.50%
€150,001 - €250,000	1.70%	2.40%
€250,001 - €500,000	1.60%	2.30%
€500,001 - €750,000	1.50%	2.25%
€750,001 - €1,000,000	1.40%	2.20%
€1,000,000 +	1.30%	2.10%
Fixed transaction fee (including risk management) ⓘ	€0.17	
Minimum monthly fee ⓘ	€500	
CFT fee ⓘ	2% + €5	
Chargeback fee ⓘ	€40	
Refund fee ⓘ	€1	
Monthly service fee ⓘ	€100	
Settlement fee ⓘ	€20	

4. Cards, services and software

A. Cards available

ConnectPay currently provides acquiring services for cards issued subject to a license of the following Card Associations:

- Visa
- MasterCard

This only includes the following brands: Visa, Visa Electron, Visa Debit, Mastercard, Mastercard Debit and Maestro

B. Services available to the Merchant

- Card transaction processing services for the abovementioned cards
- CFT transaction processing services for Mastercard brands
- Recurring transactions
- 3D-secure processing
- Dynamic descriptors

C. Software applications

- Real-time internet payment gateway
- PCI compliant payment page
- Online web-based transaction reporting

D. Currencies

- Processing currencies: AED, AMD, ARS, AUD, BDT, BGN, BOB, BRL, BYN, CAD, CHF, CNY, CZK, DKK, EUR, GBP, GEL, GGP, GIP, HKD, HRK, HUF, IDR, ILS, INR, JPY, KRW, KZT, LYD, MDL, MXN, NGN, NOK, NZD, PLN, RON, RUB, SAR, SEK, SGD, THB, TRY, TWD, UAH, USD, ZAR
- Settlement currency: EUR

5. Additional information

Integration and setup fee

One-time fee payable by the merchant to integrate and start using ConnectPay's merchant services. If the fee for IBAN account opening is not paid, a €300 fee will be applied.

Transaction processing fee

Fee calculated jointly as an agreed percentage of each approved transaction. For the purposes of the calculation of the processing fee, the term "transaction" does not include OCTs, refunds and chargebacks.

Tiered pricing is used, and a fixed percentage is applied to the turnover in that tier. As the turnover increases, the % of next tier is multiplied with the turnover surpassing that tier and so on.

i.e.: sales volume * %

EEA issued cards

Transactions where the card issuer of the card used is located in the European Economic Area.

Non-EEA issued cards

Transactions where the card issuer of the card used is located outside the European Economic Area.

Fixed transaction fee

Fixed fee per each transaction sent to ConnectPay for authorization (without chargebacks), regardless of whether a transaction is approved.

i.e.: number of transactions (sale, refund, OCT) * fixed transaction fee

Minimum monthly fee

The minimum monthly fee is payable in case transactions processing fees with the fixed transaction fee generates less than €500.

CFT fee

Fee for any transfer to a cardholder's card, which is not a refund. Other terms for CFT (client funds transfer) are: withdrawal, payout, OCT (original credit transaction), PT (payment transaction).

i.e.: (CFT volume * %) + (number of CFTs * CFT fee)

Chargeback fee

Fee for any dispute of a transaction raised by the issuing bank and/or bank card association, that has been debited from the merchant's account.

i.e.: number of chargebacks * chargeback fee

Refund fee

Fee for any credit transaction to the cardholder's card account.

i.e.: number of refunds * refund fee

Monthly service fee

Monthly fee payable by the merchant for using ConnectPay's merchant services.

Settlement fee

Fee for transfer of all collected monies during a given settlement cycle to the merchant's ConnectPay IBAN account.