

“Chip & Pin”



URGENT INFORMATION. DO NOT IGNORE!

You have received the following update as our Dental Software indicates that you are a patient who attends our practice. If you are no longer attending, please reply to this email or call us on 02087727708 to let us know.

Dear Patient,

We will gradually be doing away with **contactless payments**.

We would be encouraging secure **online bookings** via our website.

Payments would be taken **only from the cardholder** and not from patients if it is not their card.

Please remember your **PIN** to enable the processing of transactions.

Due to the increasing Credit / Debit Card fraud that have occurred in other practices and businesses, we have now implemented the following payment policy to protect your payments:

1. Online booking payments

- This is the **most secure** and **preferred** method of payment.
- We appreciate treatment procedures may not always be able to be booked in this way due to online booking codes restrictions. We are currently working on the issue with our software support team.

2. Pay by phone

- We will continue to accept payments over the phone.
- We will state (on the card machine) that the card is present, as you would be asked to sign the merchant copy and present the card when attending for your appointment.
- In an event that any fraud is reported, on the payment or a reversal of any funds occur from the Credit / Debit card company, the practice will pursue collection of the funds as well as all expenses including legal and other fees that may be incurred.

3. Paying in person

- At the time of making payment, do not make any changes to the prompts on the Credit / Debit card machine screen.
- Although we would not attempt to view your PIN, we would observe patients cooperation to enable the transaction to be successfully approved.
- We discourage the use of contactless payment methods as we have found that the card number on patients phones (devices) do not correspond with the actual Card number. This makes it quite impossible for us to confirm the validity of the use of any card as well as it affects the refund process if the card numbers differ.

4. Refunds

- Refunds will only be made to the *same card* we used that the time of payment.
- In an event that you get a new card, we would seek evidence from the bank instructing us to use your new card number.
- We would *NOT* do any Online / BACS payments to any personal or other accounts.

Terms and Conditions

- a) We have a zero tolerance policy to any forms of abuse and stress placed on any member of our team which include dentists, reception staff and nurses.
- b) We will endeavour our very best to process all refunds as quickly as possible. Please allow a minimum of 7 - 14 days to allow us to process any refunds.
- c) All fraudulent transactions will be reported to the Credit Card Company and the Police.
- d) We are happy to accept payments for a minor or a patient who is not the cardholder. However, it is the cardholder's responsibility to make payment and acknowledge /accept the use of the card at the time of transaction, especially for family members.
- e) You would always be asked to confirm that you are the cardholder and to confirm the name on the card. Any attempt by a third party to use the cardholders card would be regarded as identity theft.

Best wishes,

Tooting Bec Dental



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