

# Vyne Customer Terms

## 1. Introduction

1.1. When you use our service to initiate a payment from your bank account, you agree to the terms set out below ("**Terms**").

It's important you read these Terms carefully and keep a copy for your records. If you don't agree with them, please stop using these additional services. If you are unsure as to what something means, please get in touch with us.

## Who we are

We are Vyne Technologies Limited, a company registered in England and Wales under company number 11872778. Our registered office is at 75 Shelton Street, London, Greater London, United Kingdom, WC2H 9JQ. Our principal place of business is at 10 Bloomsbury Way, London, WC1A 2SL. In these [Terms](#), this is the company referred to as "we" or "us" or "our" or "Vyne".

We are authorised by the Financial Conduct Authority ("FCA") as an Authorised Payment Institution with FCA firm reference number 925649.

The FCA's head office is located at 12 Endeavour Square, London, E20 1JN. Consumers can contact the FCA by phone on 0800 111 6768 or via email at [consumer.queries@fca.org.uk](mailto:consumer.queries@fca.org.uk).

We can be contacted by emailing [info@payvyne.com](mailto:info@payvyne.com).

## 3. Who you are

In order to use our services, you must be 18 years old or older, and hold an account at a UK or European bank, building society or e-money provider (each a "Bank").

## 4. The service

When you have chosen to use our service, you will have been directed to our Web page showing the Banks we support.



We will then ask you for consent ("Consent") to initiate the payment with your selected Bank, showing you:

The merchant's name;

The amount of the payment; and

Whether the payment is a single payment or a recurring payment.

It is your responsibility to ensure that the amount of the payment is correct before you confirm that you want to make the payment.

In most cases, you will then be redirected to your Bank's secure login within the Bank's website, or app, as appropriate. Your Bank will present you with the payment details and ask you to approve the payment. We refer to this as "Authorisation". When you log in to your Bank account, you are dealing with your bank under the terms and conditions agreed between you and your Bank (the "Bank Terms").

Your Bank may not require you to login to its Bank's website or app if the payment is for a small amount. We refer to this as "Deemed Authorisation". This will depend on the Bank Terms and policies applied by your Bank and is outside our control.

We may, if we consider it necessary to do so, apply verification measures to verify your identity before sending the payment order to your Bank.

Where the payment is to be executed immediately, you will not be able to cancel it once you have completed Authorisation (or, if the Deemed Authorisation process outlined in clause 3.5 above applies, once you have provided Consent). If you have set up future dated or repeat transactions then these transactions may be cancelled through your Bank or by contacting the merchant to whom you originally gave Consent to make the payment.

If your Bank uses Faster Payments to execute payments these will normally be processed within minutes, although sometimes it can take up to two hours for Faster Payments to process. Payments may take longer than this to process if your Bank or the merchant's bank is not part of the Faster Payments scheme.

Payments in GBP can be made and received 24 hours a day, including weekends and bank holidays.



If you make a payment in a different currency to the merchant's bank account the applicable exchange rate and any fees will be determined by your Bank.

Vyne's service is free to use for payers.

### **Availability**

The availability of our service, and the manner in which it is delivered to you may vary depending on the device you are using, your internet connection, the type of Bank account you have, your Bank Terms and your Bank's policies.

There may be times when our service is unavailable for you to use due to maintenance, repairs or upgrades to our systems or the systems of any third party involved in delivering our service. We will not be responsible for any outages or unavailability of the service.

### **Unauthorised and incorrect payments**

If you notice that any unauthorised or incorrect transactions have been made from your Bank account, please contact your Bank directly. Any request for a refund will be subject to the Bank Terms. If it's us that's responsible for these transactions, then we might be required by law to refund your Bank – but not you personally. So, you won't be able to make a separate claim against us for a refund.

### **Changing and ending these Terms**

We may change these Terms from time to time. We will post any changes on our website at least two months before any changes take effect. If you don't agree to the changes, you can stop using our services without penalty. If you continue to use services, you will be considered to have accepted the revised Terms. Each time you give Consent, you will be considered to have accepted the Terms which are posted on our website at the time the Consent is given.

These Terms (as amended from time to time, as described above) will apply until we stop providing our services to you. If you no longer wish to receive our services, simply do not accept the option to do so offered by your merchant. We may terminate these Terms by giving you two months' notice, which we may do by posting the notice on our website.

## **8. Complaints**



If you have a complaint about us or our service, please tell us by writing to us at the address set out in clause 2 above or e-mailing [info@payvyne.co.uk](mailto:info@payvyne.co.uk). We will aim to deal quickly and fairly with any complaints you may have. If your complaint relates to the services provided by your Bank or involves an unauthorised transaction as described at clause 6 above, we may refer the matter to your Bank.

If you're unhappy with our services, and we haven't resolved things to your satisfaction within 15 days of getting your complaint, then you can take your complaint to:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Phone: 0300 123 9 123

[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

We are not responsible for any complaints or disputes about purchases made using our services. You should settle these with the person from whom you bought the goods or services.

## 9. Governing law and language

These Terms are governed by English law and you can only bring legal proceedings in their respect the English Courts. All communications with you will be in English.

