



# List of Prices and Services

Status:  
September 29, 2023

All fees are quoted in euros and before value-added tax in the respectively effective amount.

## Included services

Your individual included services derive from the Agreement concluded with us and depend on the service package selected by you. Moreover, you can avail yourself of further services shown in this List of Prices and Services.

## General services

	per process / transaction	one-time	yearly	monthly
Change of master data (e. g. account text, receipt text, address, other master data)	9.90			
Change of master data that are subject to further checks (e. g. bank details, change of name, legal form)	19.90			
Payment EVO invoice via direct debit / bank transfer				incl. / 4.90
Creation of duplicate (e. g. copy of invoice, list of transactions)	8.00			
Handling of return remittances and chargebacks from credit or invoice	19.90			
Effecting of bank transfers as express wire transfer	3.00			
Effecting of bank transfers to bank or currency accounts outside of the SEPA region	5.00			
Reminders	5.00			
Customized projects, e. g. expense for the defense of fines imposed by the card organizations, consulting services or trainings are invoiced on a T&M basis with 135.00 EUR per hour plus expenses.		on T&M basis <sup>1</sup>		
Premium Community Service Fee <sup>1</sup>			120.00	
Exceeding the deadline for a PCI validation/certification (if applicable), due from the third month after the deadline				10 % of sales volume, at least 250.00
<b>EVO client portal (BIS)</b>				
Set-up of additional BIS user account (one user account per contractor included)		39.00		
Standard reports		incl.		
Comfort reports		from 190.00		
Individual reports		on T&M basis <sup>1</sup>		
Disagio the acceptance of debit and credit cards with settlement model disagio, but at least 0.10 EUR per transaction	as per agreement			
Service fee the acceptance of debit and credit cards with settlement model Interchange ++, but at least 0.03 EUR per transaction	as per agreement			
Chargeback	38.00			
Handling of pre-arbitration, pre-compliance / arbitration, compliance <sup>2</sup>	38.00			

<sup>1</sup> i.e. exclusive accesses to value added customers services, consultancy, analytics based on service description

<sup>2</sup> Scheme fees of the credit card organizations may additionally arise.

	per process / transaction	one-time	yearly	monthly
Markup on disagio for commercial debit and credit cards as well as debit and credit cards from card issuers outside the European Union	plus 1.50 % each			
Minimum fee for the acceptance of credit and debit cards. This is offset against the disagio or interchange, scheme and service fees paid.				8.90

## Acceptance of card payments in point-of-sale business – POS

	per process / transaction	one-time	yearly	monthly
<b>Transaction handling – Routing (CP)</b>				
Manual post-recording of girocard / ELV transactions	4.90			
<b>POS terminals – within EVO network operations</b>				
<b>Prices are valid per terminal</b>				
SIM card for mobile terminals rented terminal / purchased terminal (usable only in Germany)		incl. / 19.90		incl. / 4.90
Activation / deactivation of SIM card for use abroad (EU, EWR, Switzerland); (in addition to SIM card)		19.90		2.90
Transaction reporting, consignment by e-mail daily / monthly				9.90 / 3.90
Central clearing of girocard / ELV transactions (one credit transfer for all individual transactions per closeout or day)				3.90
Terminal invoice by e-mail / paper-based <sup>3</sup>				incl. / 2.90
Technical set-up incl. pre-configured consignment / express consignment <sup>2</sup>		39.00 / 59.00		
Consignment abroad		on T&M basis		
Technical set-up and start-up on-site incl. user training <sup>2</sup>		99.00		
On-site service or technician deinstallation <sup>2</sup>		99.00		
Change of device type with / without new start of minimum contract period		39.00 / 99.00		
Software update of terminals on client's request or due to requirements of the regulators of Deutsche Kreditwirtschaft or the card organizations		29.00		
Necessary replacement of terminal due to requirements of the regulators of Deutsche Kreditwirtschaft or the card organizations		59.00		
Handling and return consignment in case of incorrect return (e. g. sending of third-party terminals)		19.90		
Terminal accessories (e. g. receipt rolls) and spare parts (e. g. rechargeable batteries, power supply units)				
Activation and use of the account-splitting function (girocard sales transfer to several payout accounts)		19.90		7.90
Activation and use of tip functionality		19.90		2.90
Set-up of third-party acquiring		19.90		
<b>Acceptance of debit and credit cards via the card organizations in point-of-sale business (card acceptance card present – CP)</b>				
Markup on disagio for transaction processing via devices that do not comply with the currently applicable EMC or PCI certifications <sup>4</sup>	plus 0.49 %			
Markup on disagio for transaction processing via devices that are not characterized as suitable for contactless use in transaction processing according to the specifications of Mastercard / Visa <sup>4</sup>	plus 0.09 %			
Processing of manual card data entries at the terminal	plus 0.15 %			

## Acceptance of payment procedures in remote business – E-Commerce / MOTO

	per process / transaction	one-time	yearly	monthly
Set-up of an additional client		180.00		
Implementation support after 6 weeks from provision of access plus expenses		on T&M basis <sup>1</sup>		15.90
Set-up and operation of test client		180.00		49.00
<b>Transaction report</b>				
Premium transaction report (per report)		219.00		6.90
<b>Fraud prevention (set-up and operation)</b>				
<b>Card-based</b>				
Card Check	0.01	0.00		0.00
Address Verification Service (AVS)	0.01	99.00		29.00
<b>Dynamic Transaction Reference</b>				
Set-up		49.00		19.00
Change		29.00		
<b>giropay+eps Acceptance (set-up and operation)</b>				
Submitted credit	0.10	19.00		4.90
Unjustified complaint about giropay or eps payment guarantee	50.00			
Submitted (pre-)authorization	0.03			
Submitted transaction	0.03			
Submitted credit	1.30			

<sup>1</sup> On T&M basis per working hour

<sup>2</sup> Service provided only in Germany

<sup>3</sup> Comes into effect with availability of the electronic settlement and separate customer information

<sup>4</sup> Prerequisite is a valid waiver of the card organizations or other regulators

## Currency conversions

Markdown or markup on the reference exchange rate for all transactions and chargebacks

2.00 %

### ! 01. When are currency conversions made?

Currency conversions are made when

- > the Merchant submits a Transaction to EVO in a Transaction Currency that is not a Settlement Currency (in this case, the Transaction Currency is converted to euro and euro is then the Settlement Currency); or
- > the Settlement Currency is not the Payout Currency (in this case, the Settlement Currency is converted to the respective Payout Currency).

This applies accordingly when credits and Chargebacks are charged to the Merchant.

### 02. What exchange rates are applied?

01. Currency conversions are made at the exchange rate respectively defined by EVO for the purchase of foreign currencies. The exchange rate consists of the following two components:

- > the relevant reference exchange rate for the settlement date, and
- > a markdown on the relevant reference exchange rate if EVO makes a payment to the merchant, or a markup on the relevant reference exchange rate if EVO charges the merchant for credits or Chargebacks.

02. The relevant reference exchange rate for currency conversions from a Transaction Currency to a Settlement Currency or vice versa is the exchange rate that has been used by the respective Card Organization for the relevant Transaction or Chargeback in relation to EVO on the settlement date (next business day after the submission of a Transaction or Chargeback to EVO). The respective exchange rates used by the Card Organizations are published here:

- > <https://www.mastercard.com/global/currencyconversion>
- > <https://www.visaeurope.com/making-payments/exchange-rates>

The relevant reference exchange rate for currency conversions from a Settlement Currency to a Payout Currency or vice versa is the fixed exchange rate ("Festkurs") of Deutsche Bank AG respectively notified to EVO that is valid on settlement date (next business day after the submission of a Transaction or Chargeback to EVO). The respective fixed exchange rates are published in the BIS:

<https://bis.evopayments.eu/>

#### Note:

The markdown is always deducted from the currency that is the target currency of the conversion. The markup is always applied on the currency that is the target currency of the conversion. Concrete calculation examples are published in the BIS:

<https://bis.evopayments.eu/>



# Description of Services

## Premium Community Service

- **Preview highlights:** The opportunity to be the first to participate exclusively in our pilot projects when launching innovative products and new services e.g. payment products and analytic services
- **Free participation** in webinars and events e.g. webinars with payment content or exhibitions
- **Premium services:** 24/7 customer services, faster, priority processing e.g. individual service hotline and emergency services
- **Numerous benefits and discounts:** e.g. discounted tickets to trade shows
- **Free audit/consultation** by one of our experienced payment experts
- **Special premium reward** for recruiting new members ("Member get Member" special fee)
- **Free use** of the SoftPOS solution GP tom for three months