

## Frequently asked questions (FAQs) regarding NRPSI's removal of all credit card payment fees, December 2017

### **Background**

On 13 January 2018, new legislation will come into effect preventing organisations from charging customers debit and credit card payment fees.

Under current rules, introduced in 2012, organisations can only charge you what it costs them to process a credit or debit card payment.

The new rules, which stem from the EU Payment Services Directive, will be put into UK law and will therefore exist even after the UK's withdrawal from the EU.

### **What are credit card fees charged for and why does NRPSI apply them?**

Each credit card transaction carries with it charges that NRPSI must pay to other parties involved in processing that transaction: the card processor (e.g. Barclaycard); the card scheme (Visa or Mastercard); and the card issuer (e.g. RBS, Lloyds, etc.).

Until now, NRPSI has applied, in accordance with 2012 legislation, a credit card processing fee to all credit card transactions to cover only what it costs it to process that payment (i.e. what it must pay to other parties involved in processing that transaction).

### **When will NRPSI stop charging a card processing fee?**

The NRPSI Board has decided to remove the card processing fee charged for all card payments on 15 December 2017 – one month ahead of the legislation coming into force on 18 January 2018. This means that any payments made after 15 December 2017 will not incur the additional 2% card processing fee currently charged.

We do understand that not everyone will immediately benefit from this change in legislation, that being the nature of cut-off dates. However, we hope that by removing the card processing fee one month in advance of the legislation coming into effect that more Registrants will benefit from this change in legislation as soon as possible.

### **Will NRPSI registration fees increase as a result of this development?**

As a not-for-profit organisation funded entirely by registration fees, we review these annually to ensure we continue to meet all of our operational costs and fulfil our obligations as the Regulator of public service interpreting. The cost of processing credit card payments – i.e. the payments to other parties involved in such transactions – will still need to be paid by

NRPSI and will therefore need to be included in its operational costs in future. This doesn't automatically mean an increase in Registration fees, but we do need to increase fees as necessary to cover our operational costs. We will, as always, endeavour to keep fee increases to a minimum. We will also continually review our operations to ensure we are making the most efficient use of our funding without compromising our ability to effectively regulate and protect the public service interpreting profession and those it serves.

**If there is to be a registration fee increase, when will this be implemented?**

We review our registration fees annually and usually implement any increases, if indeed there are any, in September. Any change in registration fees approved by the NRPSI Board will be published via the NRPSI website. We will also notify all existing NRPSI Registrants in writing about any change to their fees in advance of their Annual Registration Renewal date.

**What is the best way to pay my registration fees?**

Registrants still have a number of ways to pay their registration fees. Of course, paying by credit or debit card after 15 December 2017 means you will no longer incur any card processing fees. Renewal fees can be paid by card via the Interpreter's Room. This is a quick and easy way to pay. As is paying by online bank transfer using the Faster Payments service (usually free to personal account holders). Registrants who wish to use this payment method can find NRPSI's bank details in the Interpreter's Room. Finally, we still accept payments by cheque. However, please note that we need to allow three weeks from our receipt of any cheques to ensure they have cleared. If you have a choice of payment methods, NRPSI would prefer payment by bank transfer. This is a quick method of payment, meaning we can progress your renewal without delay. It also doesn't incur any additional processing costs, or add to our operational costs.

**December 2017**