

GoCardless

GOCARDLESS PRODUCT BUNDLE DESCRIPTION

1 February 2024

Introduction:

This GoCardless Product Bundle Description document sets out the applicable Services and features of each GoCardless Product Bundle, depending on the GoCardless Product Bundle that you subscribe to. Services and features listed in the Product Bundle Description section below are available for use and any new GoCardless Services or features of Services will be listed as soon as they become available. The Add-On Features are available depending on the Product Bundle you subscribed to and may carry additional fees.

Any Service specific terms will be located at:

<https://gocardless.com/legal/product-terms>

Product Bundle Description:

		Product Bundles			Availability*	
		Standard	Advanced	Pro		
GoCardless Payments Service	Service:	GoCardless Payments				
	Features of GoCardless Payments Service	Pay in from customers				
		Bank Debit				General Availability
		Instant Bank Pay (IBP)				One-off: United Kingdom, Germany, Australia (only for Merchants that sign an Order Form) (France and Ireland by 1 July 2023)
						One-off Direct Settlement: United Kingdom
						Recurring: United Kingdom and Australia
		FX Feature: International payment collection				General availability
		Pay-outs to customers				
		Refund				General availability including IBP (where IBP is available)
		Payment and mandate creation				
		Configure payment schedules				General availability to any scheme which has a recurring aspect
		Set up Payment Scheme Mandates by paper or online				UK, Eurozone, Australia, New Zealand, Sweden, USA and Canada
		Set up Payment Scheme Mandates by telephone				UK, Australia, New Zealand and USA
Verified mandates	–			UK, Eurozone (Germany and France only), USA, Sweden		

	Branding and customisation					
		Business' logo and brand colour on sign-up form				General availability
		Hosted Payment Pages				General availability
		Drop-in Payment Pages				General Availability
	Add-On Features of GoCardless Payments Service	Merchant Name on Payer Bank Statements				UK, Eurozone, Australia, New Zealand, Sweden, Canada, USA (will be available shortly)
Custom Checkout Experience: Custom Payment Page and Payer Notifications: Disabled Payment Emails		**			Custom Checkout Experience: General availability (planned availability for Q2 2023 for UK IBP) Payer Notification: General availability	
Payments Intelligence Services	Service:	Success+:	–			
	Features of Success+ Service	Intelligent Retries Enable and configure automated retries that re-attempt failed bank debit payments using machine-learning algorithms that aim to improve success rates	–			UK, Eurozone, Australia, New Zealand, Sweden, Canada, USA
	Service:	GoCardless Protect+	–	–		General availability (subject to feature restrictions below)
	Features of GoCardless Protect+ Service	Detect: fraud detection and blocklists	–	–		General availability
		Verify: application of Verified Mandates	–	–		United Kingdom, USA, France, Germany
Monitor: ongoing fraud monitoring and reports		–	–		General availability	
Challenge: challenge potentially fraudulent Chargebacks		–	–		United Kingdom	

*Availability is based on the payer's location.

**only available for Merchants who sign Order Forms