

**GoCardless**

# **GOCARDLESS PRODUCT BUNDLE DESCRIPTION**

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## **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	<b>Pay in from customers</b>				
		Bank Debit				General Availability
		Same Day Settlement for Bank Debit				UK (subject to availability and eligibility assessment)
		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
		<b>Pay-outs to customers</b>				
		Refund				General availability including IBP (where IBP is available)
		<b>Payment and mandate creation</b>				
		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
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		<b>Branding and customisation</b>				
		Business' logo and brand colour on sign-up form				General availability
		Hosted Payment Pages				General availability
	Drop-in Payment Pages				General Availability	
	<b>Add-On Features of GoCardless Payments Service</b>	<b>Merchant Name on Payer Bank Statements</b>				UK, Eurozone, Australia, New Zealand, Sweden, Canada, USA (will be available shortly)
<b>Custom Checkout Experience:</b> Custom Payment Page and <b>Payer Notifications:</b> Disabled Payment Emails		**			Custom Checkout Experience: General availability (planned availability for Q2 2023 for UK IBP)	
<b>Payments Intelligence Services</b>	<b>Service:</b>	<b>Success+:</b>	–			
	<b>Features of Success+ Service</b>	<b>Intelligent Retries</b> 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
	<b>Service:</b>	<b>GoCardless Protect+</b>	–	–		General availability (subject to feature restrictions below)
	<b>Features of GoCardless Protect+ Service</b>	<b>Detect:</b> fraud detection and blocklists	–	–		General availability
		<b>Verify:</b> application of Verified Mandates	–	–		United Kingdom, USA, France, Germany
	<b>Monitor:</b> ongoing fraud monitoring and reports	–	–		General availability	

		<b>Challenge:</b> challenge potentially fraudulent Chargebacks	-	-		United Kingdom
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\*Availability is based on the payer's location.

\*\*only available for Merchants who sign Order Forms