

Merchant statement guide.

Understanding your transaction and service fees.



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Welcome to your merchant statement guide.

Thanks for choosing CommBank as your merchant services provider. We've created this quide to help you understand your merchant statement.

The guide explains:

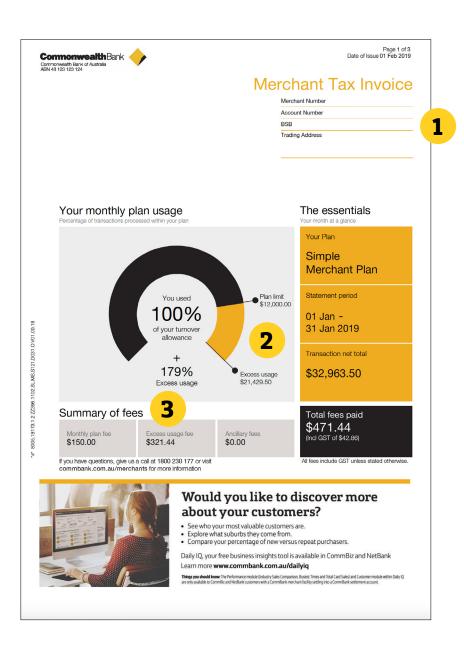
- where to find key information on your statement and what it means
- how to use the information on your statement to calculate your Annual Cost of Acceptance
- other frequently asked questions about surcharges.

An overview of your statement.

For every month that you pay fees for your CommBank merchant facilities, we'll send you a statement outlining:

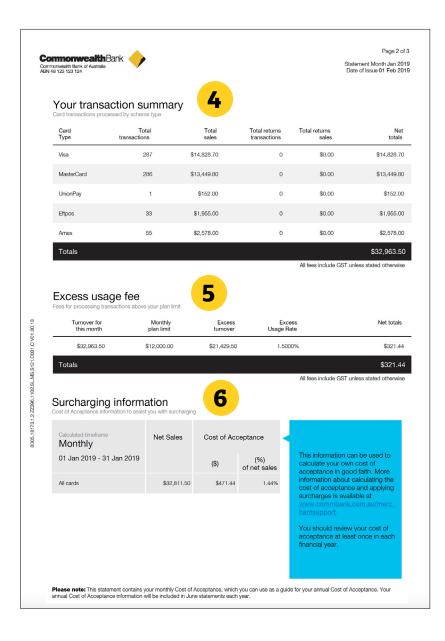
- your merchant account details
- any transaction and service fees you've paid.

Simple Merchant Plan - an overview.



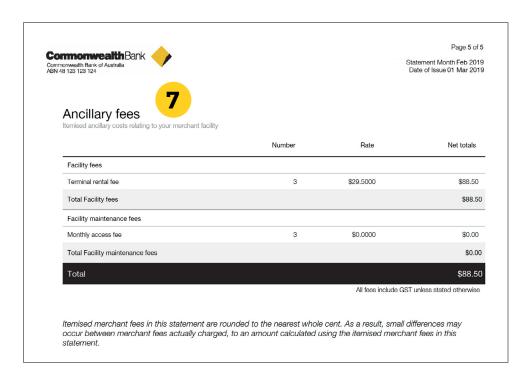
Key	Description
1	Here's where you'll find your merchant details – your merchant number, account name, address and BSB. If you need to call us about your merchant facility, please quote your merchant number.
	Transaction fee breakdown
2	The speedometer shows the total value of transactions you've processed on your merchant facility for the month.
3	Excess usage
	If you exceed your plan limit, it will appear on your speedometer in white. For example, if your plan limit is \$6,000 but your turnover is \$16,000, you will have excess usage.
	Excess usage is billed at a rate of 1.5%. So if your limit was \$6,000 and turnover was \$16,000, your excess usage would be \$10,000, and your excess usage fee would be \$150.
	Check page 2 of your statement for the details of your excess usage.

Your transaction summary - page 2.



Key	Description
4	Transaction summary
	Your transaction summary shows the number of purchase and refund transactions you've received for each card that you accept (eg MasterCard or Visa).
	Total transactions: number of transaction or sales, broken down by card type.
	Total sales: value of those sales by card type.
	Total returns: Number of sales that were refunded or returned.
	Excess usage
5	This section will display the dollar amount of transactions over your simple merchant plan cap and the associated fees.
	Surcharge information
6	If you choose to charge your customer for using a card, you'll need this information to calculate your surcharge. See Card surcharges – what you need to know on page 9.

Ancillary fees.



Key	Description
	Ancillary fees
	This section provides a detailed breakdown of any extra fees you're charged for your merchant facility – such as costs for additional terminal rentals, authorisation fees, chargeback fees or stationery fees. Please note a summary of these ancillary fees is displayed earlier in your statement.

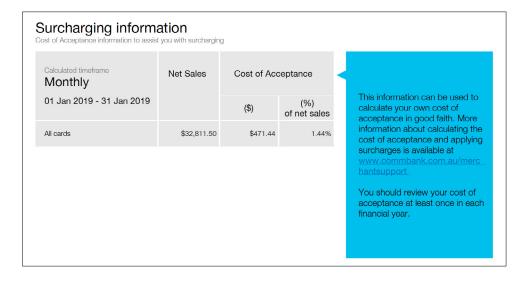
Card surcharges – what you need to know.

As a merchant, you're entitled to charge an extra fee (a surcharge) to customers for using a card to pay you. However, since 1 September 2017, new laws mean you can only charge the amount that it costs you to accept a card transaction after your fees are taken into account. We call this your **cost of acceptance**.

To stay compliant with these new laws, you need to know how to calculate your surcharge correctly. Here's how to do that.

Calculating your surcharge.

Your surcharge will be listed in the **surcharge information** section of your statement under **cost of acceptance**. The surcharge will be listed as a dollar amount and as a percentage.



Other questions about surcharging.

How often should I review my cost of acceptance?

Most businesses should review it once a year. But if your business is seasonal, or your transactions fluctuate substantially each month, you can choose to change your limit each month, based on your merchant statements.

I have stores at different locations - what can I surcharge?

If you own multiple stores under the same legal entity, you can average the surcharge rate across your stores for each card type.

Are there any other costs that I can include in my surcharge calculations?

Yes, you can include other costs that you can verify with contracts, statements or invoices that you incur for using cards, including:

- payment gateway fees
- fraud prevention services
- insurance costs against forward delivery risk.

We're here to help.

If you have any further questions about your statement or charges, we'd be happy to help you.



Call **1800 230 177** 24 hours a day, 365 days a year.



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