

FAQs you may get from customers and how to answer

How do I make a payment now?

All you need to do is open your Chaser Payment Portal link, select the account to use, and confirm payment.

What payment methods are available?

Credit and Debit cards, instant bank transfers, and Apple Pay.

Which currencies can I pay in?

Payments can be accepted in GBP, EUR and USD currencies.

What is an instant bank transfer/open banking?

Open banking is a secure and convenient way to make payments.

It's more efficient than manual bank transfers because when making a payment, you are directed straight to your bank, with all the payment details already filled in.

What security measures are in place to keep my payments secure /details safe?

This payments tool is part of our accounts receivables software; Chaser, and is called 'Chaser Pay'.

Chaser Pay is built using embedded payment systems from UNIPaaS.

UNIPaaS is PCI compliant (level 1). The PCI Data Security Standard (PCI DSS) applies to all entities that store, process, and/or transmit cardholder data. It covers a range of technical and operational practices for system components included in or connected to environments with cardholder data.

UNIPaaS is also a non-bank payment service provider licensed by the FCA as an authorised payment institution (API).