

Frequently Asked Questions

Why have Bendigo Bank and Tyro entered into this new partnership?

The partnership between Bendigo Bank and Tyro will provide you with simple, flexible, and feature rich card acceptance solutions, combining Bendigo's commitment to customer service and relationship-focused Business Banking, with Tyro's innovative payment solutions.

We are confident that the Bendigo Bank powered by Tyro service will suit your needs, no matter your size or how you manage your business.

Together we will provide you and your customers access to in-store and online payments, providing a market leading service with superior functionality, fast payment processing and extensive point of sale software integrations.

Why haven't I been notified about the alliance and transition?

We attempted to communicate with all of our Bendigo Bank Merchants to let them know about the alliance and details of the transition, when it was announced in October 2020. We have sent customers communications predominantly by email, but also mail, phone and even SMS.

If you haven't heard from us, it may mean that your contact details aren't up to date. It's important you get in touch to update them so we can contact you in the future.

To check or update your details, contact Bendigo Bank Merchant Services on 1300 132 741 (Option 2).

What happens if I do not use my existing merchant facility after 1 June 2021 (Transfer Date)?

If you do not use your Merchant Facilities after the Transfer Date, we will be in touch before March 2022 to discuss your requirements.

Please note that if you choose not to transition to the improved service, Bendigo Bank will be unable to continue to provide you with merchant acquiring services and you will need to consider an alternative provider. If that is the case, we will work with you to cancel your existing facility.

What happens if I do not consent to transfer, but I need to transact on my terminal after the Transfer Date?

If you use your existing merchant facilities after the Transfer Date you will be taken to have consented to the Interim Tyro Merchant Terms and Conditions, unless, provided you have not already used your facilities after the Transfer Date, you tell us otherwise by calling us directly on the number set out below.

I haven't traded since the Transfer Date. How do I register my consent to transition to the new Bendigo Bank powered by Tyro service?

We recognise that our customers do not always use their service all year round. If you only transact seasonally, you may also consent to move to the Bendigo Bank powered by Tyro service [here](#).

Will I have to pay any fees to transfer to the new Bendigo Bank powered by Tyro service?

No. There are no fees or charges associated with the transfer to the Bendigo Bank powered by Tyro service. There are also no termination or other fees or charges arising from the replacement of your existing contract with Bendigo Bank with the new contract with Tyro.

Will I have to pay any additional fees in relation to the Bendigo Bank powered by Tyro services?

There will be no immediate change to the fees and charges that you incur when you transition to your Bendigo Bank powered by Tyro service. You will continue to pay the same fees and charges as you did for your Bendigo Bank facilities. These fees are subject to change over time.

Alipay and UnionPay functionality will be enabled for eligible merchants, and will attract additional transaction fees and charges if used.

Tyro also offers several optional industry leading features that you may be interested in taking advantage of once you transition to the new service. These features may be subject to additional fees and charges.

Will I still receive next day settlement to my Bendigo Bank account once I transfer to the Bendigo Bank powered by Tyro service?

If you choose a Bendigo Bank account as your settlement account for the Bendigo Bank powered by Tyro service, you will receive next day settlement (unless you do not have, or have not provided us with, an ABN). However, if you nominate a settlement account that is not with Bendigo Bank you will generally receive settlement proceeds within two business days.

What will change between Bendigo Bank's EFTPOS services and the Bendigo Bank EFTPOS powered by Tyro services?

If you currently use Bendigo Bank EFTPOS, you will receive a new Bendigo Bank EFTPOS powered by Tyro machine.

You will enjoy a range of new benefits:¹

- Simple, high-speed and feature rich payment processing
- Automated surcharging and tipping³
- Seamless cloud-based Point of Sale and Practice Management Software integration including support of SplitBills, and Pay@Table⁸
- Improved visibility and insights with the Tyro App and Tyro Portal, including e-statements
- 24/7 Australian-based customer support

- Omni channel eCommerce and EFTPOS. If you accept payments in store and online, see your takings in one location and on one statement⁶

More payment options, including Alipay and Union Pay will also be available. And you'll be able to choose to order your paper rolls online.

We will endeavour to carry over the existing configuration or features on your EFTPOS machine to your new Bendigo Bank EFTPOS powered by Tyro machine. Please note, for a small number of customers this may not be possible. You will be provided with more information on machine configuration and features at the time of your swap out.

Your Bendigo Bank EFTPOS powered by Tyro machine integrates seamlessly with over 300 POS/PMS providers.¹ We'll be in touch with customers regarding integration options with your new Bendigo Bank EFTPOS powered by Tyro machine, including if integration with your existing POS/PMS partner is not currently supported by Tyro.

What will change between Bendigo Bank's eCommerce services and the Bendigo Bank eCommerce powered by Tyro services?

If you currently use Bendigo Bank eCommerce services, you will transition to the Bendigo Bank eCommerce powered by Tyro service and will be able to access a range of new benefits (additional charges may apply where you do not currently have this functionality):

- Secure online payments portal with customer relationship management
- Virtual terminal for processing card not present payments
- Branded electronic invoicing allowing your customers to pay through email and a secure browser. Set reminders and late payment terms
- Set up recurring payments for that repeat business with coupon options
- 24/7 Australian-based customer support
- Omni channel eCommerce and EFTPOS. If you accept payments in store and online, see your takings in one location and on one statement⁶

Some eCommerce Payment Service Providers (PSP) may not currently be supported by Tyro. If your PSP is not supported, you may need to change PSP or integrate directly to use the Bendigo Bank eCommerce powered by Tyro service. We'll be in touch with customers regarding integration options with your new Bendigo Bank eCommerce powered by Tyro service, including if integration with your existing PSP is not currently supported by Tyro.

¹ Depending on the type of Bendigo Bank EFTPOS powered by Tyro machine you use, you may not be able to access all features or benefits. Integration with POS/PMS providers is not available for Bendigo Bank GoPOS Lite customers.

³ Exclusions apply, refer to Tyro for details

⁶ Single settlement applies for all EFTPOS and eCommerce Tyro-settled transactions, including Alipay for EFTPOS. Excludes HealthPoint, Alipay which not available on eCommerce, and funds settled directly by Afterpay, American Express, JCB, and Diners Club.

⁸ Tyro's Pay@Table, SplitBills and BarTab features are only available where the POS/PMS supports the integration. The split billing function on the Bendigo Bank EFTPOS powered by Tyro machine is only available with Tyro's Pay@Table feature.

What won't change between Bendigo Bank's merchant services and the Bendigo Bank powered by Tyro services?

At this time, you will continue to enjoy:

- your current pricing*;
- next day settlement of your funds into a Bendigo Bank account (unless you do not have, or have not provided us with, an ABN)**;
- free paper rolls available at your local branch;
- excellent service and personal banking from your branch, Community Bank and banking managers;
- Bendigo Bank e-banking, Bendigo Bank Business Debit Mastercard, Apple Pay, Google Pay™ and Osko payments with your Bendigo Bank Business Transaction account.

* There will be no increase to the fees and charges for your existing service at the time of transition.

** Applies to Tyro settled funds only – excludes Alipay and funds settled directly by Afterpay, American Express, JCB and Diners Club.

When should I expect my new Bendigo Bank powered by Tyro EFTPOS machine to arrive?

We will be in touch in the coming months to arrange the installation of your new Bendigo Bank EFTPOS powered by Tyro machine. This can be managed via an on-site installation or couriered to you if you prefer.

How will my new Bendigo Bank EFTPOS powered by Tyro machine connect to the internet?

Tyro delivers a highly stable platform supported by back-up systems (including 4G + WiFi and dual live data centres) that allow you to accept payments in-store, on the go, anywhere and anytime. Your new EFTPOS machine will come with a Telstra SIM card.

How are the Interim Tyro Merchant Terms & Conditions different to my existing Bendigo Bank Merchant Facilities agreement?

They are the same except clause 12 (which relates to the application of the Banking Code of Practice) has been removed as Tyro is not a party to that Code. This means that the relevant provisions of the Code will not apply to your contract with Tyro.

Other than that, changes have been made to the Bendigo Merchant Terms & Conditions to reflect that your contract will be with Tyro rather than Bendigo Bank. You can read more about what changes are being made and what that means for you by reading the Interim Tyro Merchant Terms and Conditions which can be found [here](#).

What will happen to my existing contract with Bendigo Bank in relation to my Merchant Facilities?

If you use your existing EFTPOS terminal or eCommerce facility after the Transfer Date (from 1 June 2021), you will be accepting an offer to enter into a new contract with Tyro in relation to your merchant acquiring services. Your existing Merchant Facilities contract with Bendigo Bank will terminate.

What will happen to my existing arrangements with Bendigo Bank in relation to other banking services?

There are no changes to any other banking services you have with Bendigo Bank. There will be no change to your point of contact and you will continue to receive the same excellent service you currently receive from Bendigo Bank's national branch and Community Bank network.

What will happen with my monthly statements when I transition over to the new Bendigo Bank powered by Tyro service?

You will continue to only receive, or be able to access, one statement directly from Bendigo Bank until you start using your new Bendigo Bank powered by Tyro merchant facilities (referred to as the Switch Date). After the Switch Date you will receive statements directly from Tyro. If you start using your new merchant facilities in the middle of your usual statement period, you will receive one statement from each of Bendigo Bank and Tyro for that month (i.e. one statement from Bendigo Bank for the period prior to the Switch Date and one statement from Tyro for the period after the Switch Date).

What happens if I have multiple EFTPOS machines and/or operate across multiple locations?

If you have facilities at multiple locations, some of your existing EFTPOS or eCommerce facilities may be transitioned on different days. In this scenario, the Tyro Terms will apply to your EFTPOS and eCommerce facilities that have been replaced, and the Interim Tyro Merchant Terms and Conditions will continue to apply to your EFTPOS and eCommerce facilities that have not yet been replaced.

Will my accessories be replaced?

Yes, any existing accessories will be replaced as a part of the swap out.

How can I update my contact details?

To update your details please contact Bendigo Bank Merchant Services on 1300 132 741 (Option 2).

How can I update my company details?

To update any of your details please contact Bendigo Bank Merchant Services on 1300 132 741 (Option 2).

I am already a customer of Tyro, how will this impact my existing arrangement with Tyro?

If you have an existing relationship with Tyro we'll be in touch before your transition to discuss next steps.

What happens if I need to make changes to my merchant services before the Transfer Date?

Please contact Bendigo Bank Merchant Services on 1300 132 741 (Option 2) to discuss your options.

Important information

Bendigo Bank EFTPOS and eCommerce powered by Tyro is issued by Tyro Payments Limited ACN 103 575 042 AFSL 471951