



It pays to **Payit**

Payit™ by NatWest is a multi award-winning payment solution, here to help businesses and customers benefit from the next generation of payments. Using Open Banking technology, Payit offers a new way for businesses to collect and send payments online and in person, removing the need for sharing and storing card details.

Key benefits of Payit

- ✓ **Fast** – settle payments in near real time, improving your cash flow
- ✓ **Fair** – an end-to-end solution, simplifying your supply chain and saving costs
- ✓ **Simple** – quick and secure payment journey; customers don't need to type in card details or register to use Payit
- ✓ **Safe** – no need to store customer account data

Watch our video to learn more:



Open Banking



Best Third Party Provider



Best Online Payments Solution – Consumer



Solution Innovation



Best new innovation in non-card/bank direct payment services for customers



VRP Subscriptions (2021)

Sending payments, payouts or refunds

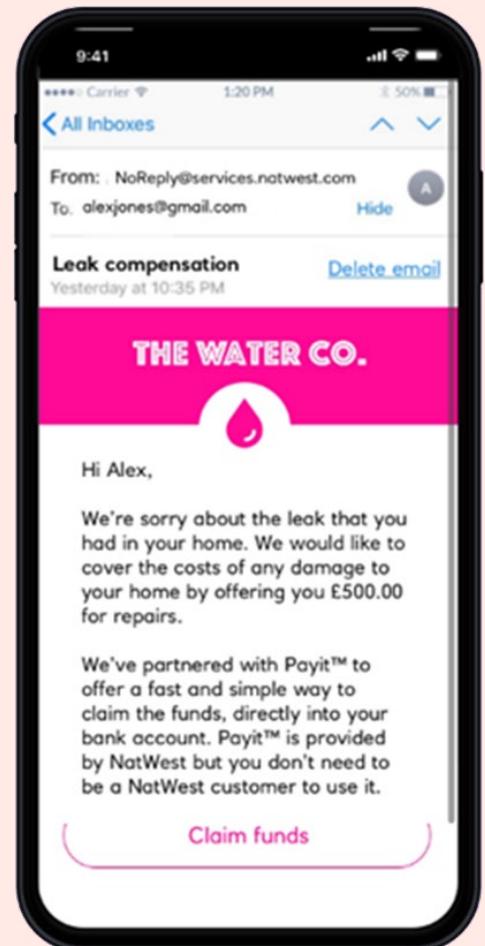
Payit allows you to send money directly to your customers' bank accounts, via online or mobile banking, without needing to know or store their account details. It could help you reduce cheque issuance and bank transfers, and allows the immediate* settlement of funds.

We offer two solutions to send payments with Payit – via our web based portal, or our API. Both products could offer a number of benefits for your business. We will work with you to help you discover which solution is best suited to your needs.

- ✓ **Fast:** money is sent electronically using Faster Payments and is usually credited in seconds*
- ✓ **Fair:** saves time and money compared to manual payments e.g. cheques or cash refunds
- ✓ **Simple:** you can easily track the payment status
- ✓ **Safe:** no need for you to know or store your customers' bank account details

*Some payments may take up to 2 hours

Watch our video to learn more:



Click the phone to watch a demo!

Northern Trains offers customers fast refunds and a seamless digital journey with Payit™



The story in brief

Northern Trains ('Northern') plays a vital part in the North of England, operating one of the largest train companies in the UK, visiting more than 500 stations and serving cities such as Newcastle, Leeds, York, Sheffield, Manchester, and Liverpool.

When the COVID19-pandemic led to country-wide lockdowns, Northern faced an unprecedented number of refunds. While previously customers would have gone back to their point of purchase to receive a refund, this option wasn't possible for many during the lockdowns.

Northern Rail implemented Payit™ to send refunds to their customers without needing to know or store their bank details.

Outcome

Asking for customer feedback after every successful claim, Northern soon found that its customers equally appreciated Payit's speed and ease of use when requesting a refund. With a high Net Promoter Score of 73%, Payit has delivered on Northern's mission: to put customers at the heart of their business.

How did Payit™ help Northern?

Through Payit, Northern was able to:

Provide a quicker and faster refund or compensation solution to their customers.

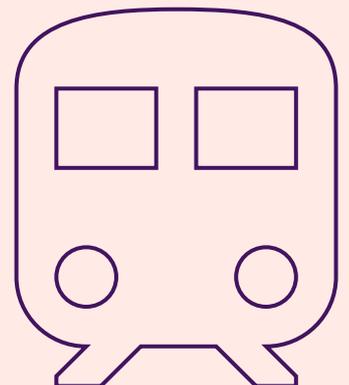
Decrease the number of cheques issued, therefore saving public money.

Reduce their data handling requirements, as Payit does not store or share customer account details.

Simplify the end-to-end reconciliation process due to the enhanced MI that Payit provides.

Alfie Lamb, Financial Controls & Management Information Accountant, Northern, said:

"Payit has not only been a game changer for our refund process by offering our customers a fast and reliable solution but also demonstrates the work we are doing to put our customers at the heart of everything we do. We thank the NatWest team for their excellent guidance throughout the whole process, their knowledge and hard work, and their determination in helping us with the implementation of Payit and we look forward to continuing to work together to deliver new innovative solutions and make it easy for our customers."



Collecting payments online or in person

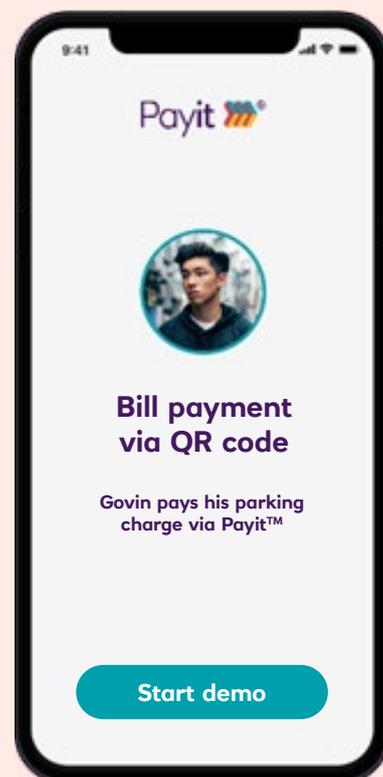
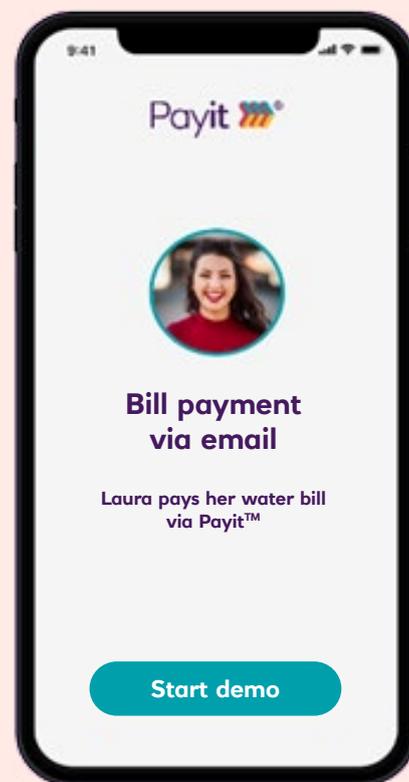
Payit allows you to collect money from your customers, online or in-person, without needing to know or store their account details. It offers your customers a quick and easy payment journey, whilst reducing your data handling requirements and improving your cash flow.

With Payit, you can also share secure payment requests via your existing communication channels and collect payments in-person via a unique QR code.

- ✓ **Fast:** settle payments in near real time*, improving your cash flow
- ✓ **Fair:** an end-to-end solution, simplifying your supply chain and saving costs
- ✓ **Simple:** quick and secure payment journey; customers don't need to type in card details or register to use Payit
- ✓ **Safe:** no need to know or store customer billing data

*some transactions may take up to 2 hours

Watch our video to learn more:



Click the phones to watch a demo!

Vanquis Bank uses Payit™ to offer customers a new, fast and secure way to pay

The story in brief

Vanquis Bank is a personal credit provider that supports more than 1.8 million customers through its credit card and loan products.

Vanquis wanted to improve its operating costs specifically related to the cost of accepting debit and credit card payments. Payit was integrated directly into Vanquis Bank's mobile app and online platform, allowing customers to make fast and secure credit card and loan repayments.

How did Payit™ help Vanquis Bank?

Through Payit, Vanquis is now able to:

Offer customers a quick and fast payment journey, making it easier for customers to make frequent payments and manage their finances better than before.

Reduce operating costs, since Payit does not charge interchange fees.

Improve operational efficiencies within customer services as a result of reducing inbound call volume.

Provide instant updates on the customers' available credit, reducing waiting time from 2 working days to a few hours.

Outcome

Within a year, we've processed more than **£96 million** worth of transactions for Vanquis Bank customers.

Devon Jennings, Data and Open Banking Product Owner at Vanquis Bank, said:

“Whereas before, customers would make one off large payments, Payit now allows them to make smaller, frequent payments each month. This is helping many of our customers to manage their finances better.”

Why Payit?



Payit is a multi award-winning payment solution.



As part of NatWest Group, we were the first UK bank to launch an Open Banking payment solution.



Businesses can seamlessly collect, send and refund payments without the requirement to know or store customer account information.



Payit has been built using microservices architecture and is hosted in the cloud, meaning our service has the best ever availability, is truly resilient and is scalable.



One in four UK payments are processed by NatWest (NatWest Group, 2021)

Over

5.5 million

Transactions have been processed through Payit...

...Equivalent to over

£1 billion

Source: NatWest Group, August 2022

Ready to get started?

If you feel like Payit could help your business and you would like to learn more, please speak to a representative on the NatWest stand, or alternatively visit our website by clicking the button below:

[Visit our website](#)



TOMORROW
BEGINS TODAY



NatWest

Eligibility criteria and fees apply. You must hold a business current account with NatWest Group and you will need to sign up to the full Payit terms and conditions. You will need to allocate technical resources to work with NatWest to integrate the solution. Fees are based on the volume and average value of e-commerce transactions. Speak to a NatWest Relationship Manager for further information.

The contents of this document, including the fact that you have received this document, are confidential. You may copy the document for any reasonable purpose of internal evaluation only, but it must not be disclosed, reproduced, redistributed, or copied in whole or in part for any purpose outside your organisation without the prior written consent of National Westminster Bank plc (the "Bank"). Please note that the contents of this document are indicative only and do not constitute an offer or commitment to arrange or finance the facilities set out in this document or to provide any other products or services ("Facilities"). The provision of the Facilities will be subject to prior due diligence by the Bank, Bank credit committee approval and receipt of satisfactory documentation. Any tax-related information provided in this document is not and should not be considered as tax advice. It is provided for information purposes only and may be subject to regulatory changes that can not be foreseen. All rates are provided for indicative purposes only without liability or prejudice to the Bank. The rates can and do change over time.

In relation to information provided regarding future developments of products and services, whilst this information is provided in good faith and based on the Bank's reasonable expectation, it is forward looking, is made without commitment and is subject to change or withdrawal without further notice. New services or new service elements may be subject to new terms and conditions upon release. If you receive a request to disclose confidential information under the Freedom of Information Act 2000, you are required to promptly notify and consult the Bank about any representation to be made in relation to the requested disclosure, prior to deciding whether to comply with or refuse the request (in whole or in part).

While the information contained in this tender is believed to be correct at the time of issue, the Bank will not accept any liability in any circumstances for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. This exclusion extends to liability howsoever arising in relation to any statement, opinion or conclusion contained in, or any omission from, this document and in respect of any other written or oral communication transmitted (or otherwise made available) to you. No representations or warranties are made in relation to these statements, opinions or conclusions. This exclusion does not extend to any fraudulent misrepresentation made by, or on behalf of, the Bank.

The products and services described in this document may be provided by National Westminster Bank plc, The Royal Bank of Scotland plc or a member of NatWest Group. National Westminster Bank plc is a member of NatWest Group.

National Westminster Bank Plc. Registered in England & Wales No. 929027. Registered Office: 250 Bishopsgate, London EC2M 4AA. National Westminster Bank Plc is authorised by the Prudential Regulation

Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The Royal Bank of Scotland plc. Registered in Scotland No. SC090312. Registered Office: 36 St Andrew Square, Edinburgh EH2 2YB. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The NatWest logo is a trade mark of the National Westminster Bank plc.

Copyright 2022 National Westminster Bank plc. All rights reserved.