Once completed, please send the form to [opayomnchanges@elavon.com](mailto:opayomnchanges@elavon.com) from the listed Billing Contact email address on the Opayo account. **If received from another email address or not fully filled out, your form will be rejected.** Changing your Merchant Bank may result in an increase of the fees we charge you for the Opayo Services. Upon receipt of your completed form, we will notify you of any increase of the applicable fees. The new fees will take effect not thirty (30) days following such notice.

**Current Merchant Account Details**

Complete the following section to verify your account and current merchant number information.

|  |  |  |  |
| --- | --- | --- | --- |
| **Vendor Name:  Used to sign into MySagePay** |  | | |
| **Merchant Number:** |  | | |
| **Account Type(s):  Highlight which account type(s)** | E-Commerce | MOTO (Virtual Terminal / phone payments) | Continuous Authority (Repeat/Recurring payments) |
| **Acquiring Currency:** |  | | |
| **Merchant Bank:** |  | | |

**New merchant account details**

This section must contain the details of the new merchant number to be added to the account.   
*If your new merchant number is from Barclays/Barclaycard, please do not fill out this form. Please send us the Barclays Merchant Services Merchant Number Change Form available on the Elavon website instead.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Merchant Number:** |  | | |
| **Company Name: Name your new merchant bank use** |  | | |
| ***Company Number:  Worldpay merchant numbers only*** |  | | |
| **Account Type(s):  Highlight which account type(s)** | E-commerce | MOTO (Virtual Terminal / phone payments) | Continuous Authority (Repeat/Recurring payments) |
| **Recurring/Repeat Payments and Bank Trace ID:** | By changing from one merchant bank to another any current eCommerce recurring or repeat payments (subscription billing) will most likely fail. See below as to what actions you should take to prevent this. | | |
| **Acquiring Currency:** |  | | |
| **Merchant Bank:  Do not use this form for Barclays merchant numbers, see above.** |  | | |

If your new merchant number processes **e-commerce payments**, it will automatically be enrolled by Opayo for 3D Secure (Strong Customer Authentication) and we cannot action the change on your account until this enrolment is confirmed back to us by the card schemes.   
Please be advised this can extend the merchant number change process by up to 28 days.  
MOTO and/or Continuous Authority-only merchant number changes can take up to 7 working days.

**Confirming your account**

You must complete the following section and include the bank account details of your business account. These bank details are for Opayo reference only - **to change where the funds settle you must speak with your merchant bank directly.**

|  |  |
| --- | --- |
| **Bank:** |  |
| **Account Number:** |  |
| **Sort Code:** |  |
| **Settling Currency:** |  |

**Important Information**

* By submitting this form, you agree to our terms of service which can be found at the very bottom of [this](https://www.elavon.co.uk/resource-center/help-with-your-solutions/opayo/account-admin-help/merchant-numbers.html?_gl=1*10jqtth*_ga*MTAwMjgzOTc4Mi4xNjgwMDkwNjY3*_ga_N9KCJP80WK*MTY4MDA5MDY2Ny4xLjEuMTY4MDA5MTE2Ni40OC4wLjA) page.
* Bank Trace ID (also known as Card Scheme Data or CSD)- If you change acquirer then any recurring or repeat transactions you had with your previous merchant bank will most likely fail due to the unique bank trace ID given to those transactions. For these transactions you will need to use the Token for the first time as a CIT to capture the necessary 3DS / CV2 values and receive the CSD back on the new merchant number.
* A request will be sent to your merchant bank to confirm the new merchant account. These requests are not guaranteed to be accepted and may be rejected: if so, we will contact you with the next steps. This may delay your merchant number change longer than the 7 days for non-ecomm accounts or 28 days for ecomm accounts.
* Please **DO NOT** close your existing merchant account. Opayo advise you to keep your current merchant account open for a minimum of 28 days after submitting this request.

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