

Questions for fuel retailers to ask their current payment provider

The right questions can help heating fuel retailers better understand their provider terms, while accessing their own vulnerabilities and limitations regarding credit card data. Exercise your rights today and gain immediate clarity.

- (1) If I choose to switch payment providers at any point in the future, is there a fee to obtain my credit card data and if so what is the fee and how long will it take to receive the encrypted file?
- (2) If I choose to switch payment providers at any point in the future, is there a cancellation fee and if so what is the fee?
- (3) If I choose to switch payment provider at any point in the future, do you provide an internal technical team to assist in the migration of credit card data to the new provider?
- (4) If I choose to switch payment providers at any point in the future, are there any additional fees I need to be aware of and if so what are the fees and the details surrounding them?
- (5) Are there any term length requirements and if so what are the requirements and details associated with them?
- (6) Are you PCI compliant or have a PCI exception in place? If completely compliant please provide the AOC (attestation of compliance) certificate.
- (7) What is the SLA (standard level agreement) for response/resolution on support tickets?