

PAY BY BANK



The most secure payment method for contact centers and customers

Reduce your processing and fraud costs with Pay by Bank

What is pay by bank?

A new digital payment method from PCI Pal to solve the most common payment problems merchants face today including, processing costs, fraud, chargebacks, and refund delays.

Using open banking technology - Pay by Bank consumers connect their mobile banking app from a 'pay by link' webpage to make the payment direct or receive refunds instantly.

Because of mobile and banking app biometrics, this makes it the most secure payment option for both merchant and consumers. And because there aren't huge PSP processing costs, it makes it the most economical for merchants.

What's more, agents can follow the customers Pay by Bank journey in real time too, ensuring no drop off and assisting customers if needed.

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Payment cost savings



Happier customers



Instant settlement & refunds



Reduces fraud



Reduces chargebacks



Lower risk

How does Pay by Bank work?

- 1 Agent opens 'pay by link' - from their CRM or the PCI Pal portal
- 2 Agent sends link via any digital channel - email, SMS, WhatsApp, webchat, video
- 3 Customer receives and opens the webpage, selects Pay by Bank from the methods available
- 4 Customer selects which bank to connect to and is redirected to their mobile banking app to authenticate the payment
- 5 The agent follows each step of the customers payment journey from their desktop account
- 6 Both the customer and the agent get a payment successful notification

If a refund is needed, Pay by Bank makes it instant, using the same process to send a refund link

How is Pay by Bank different to a card or bank transfer payment?

Open banking payments are quicker, easier, and inherently more secure than traditional card or bank transfer payments.

Though Pay by Bank is a transfer of sorts, the user experience makes it very different. Traditional transfers are manual, with the payee setting up the recipient and instructing their bank to send the money (limited between global banks.) which doesn't work for contact centres. Whilst card payments are fraught with the potential for fraud, so merchants often deal with costly chargebacks.

Pay by Bank uses global open banking and is facilitating payment between the customer and merchant in a seamless online journey, followed by the agent in real time - making it ideal for contact centre payments. With Pay by Bank, customers approve the purchase with face ID or fingerprint, so agents and environments never see any personal payment information and fraud is low.

