

QUESTION

ANSWER

Whom may I contact regarding ongoing cooperation?

The Customer Service Office (bok@dotpay.pl) and your account manager are invariably at your disposal.

Will it be necessary to sign a new contract with Przelewy24?

No, all existing agreements concluded with Dotpay will continue to apply.

Will all the services I have under my agreement with Dotpay still be available?

Yes, all services will continue to function as before.

What does this change mean for me as a seller?

No additional actions are required on the part of shops/services cooperating with Dotpay. It is a formal change at the level of our joint companies, which aims to provide all partners with an even better level of service and to develop the existing product offer.

Will the trading conditions and the current commission change?

No, all the arrangements made so far remain valid. You will continue to use all Dotpay payment services under the same conditions.

Will a new Customer Panel be made available in connection with this change?

No, in terms of access to transaction management, viewing settlements, generating invoices or processing refunds, the existing Dotpay Customer Panel will still be used. All account details such as login, password or ID remain unchanged.

From whom and by what way will I receive invoices after changes in January 2021?

After January 2021, all settlements will be made by PayPro S.A. (operating under the Przelewy24 brand). Transfers and invoices resulting from settlements of ongoing cooperation in the field of online payment services will be issued to Dotpay partners by PayPro S.A.

Where should I report any technical problems and service interruptions?

All technical issues can be sent to tech@dotpay.pl or consulted directly with your account manager.

Should I notify the customers of my shop/website about this fact?

No, nothing will change from the buyers' perspective. The Dotpay payment wall remains unchanged, so your customers will be able to make fast, convenient and secure online payments, just as before.

What does this change mean for customers of my shop/website?

Buyers in shops and websites operated by Dotpay will not experience any changes during the transaction. Dotpay, as a brand, will still be present on the market and will be visible as an online payment operator.