



Surcharging FAQs:

What is surcharging?

Since February 2019 Hornsby RSL has included a 1.5% surcharge on all card payments utilizing the *VISA*, *Mastercard*, *AMEX* or *Diners Club* payment channels.

All Card payments result in a transaction fee for the Club and due to the increasing popularity of payWave and Tap and Go, the Club has experienced a significant increase in these transaction charges over the past few years.

The surcharge was brought in to pass some of the costs back to the patron. The Board of Directors see this as the most equitable method as the charge only affects patrons who choose the convenience of using above methods of payment. Otherwise, these bank charges would likely be covered by a general price increase affecting all customers.

Frequently asked questions

What is EFTPOS

EFTPOS stands for Electronic Funds Transfer at Point Of Sale, it's an umbrella term that encompasses *all* electronic payments.

Debit Cards vs Credit Cards

The surcharge will affect both (and pre-paid cards), the cost to Hornsby RSL is due to the use of the payment channels mentioned above and not affected by the customer's choice of credit or debit facility.

Some card payments do not have a surcharge

Card payments made through Savings or Cheque accounts do not incur a surcharge (e.g. if a customer were using their Bank Card).

Customer tapped their card but did not have a surcharge

Hornsby RSL have enabled Least Cost Routing on our Tyro terminals. To reduce merchant fees for the Club, unless specified by the customer, the transaction will use the most economical channel of payment which may include a linked Cheque or Savings account, which is not surcharged.

If this occurs, the customer may notice that payment did not come through on their credit/debit card transactions but the amount has been withdrawn from their cheque or savings instead. Customers can choose how the transactions are processed but will need to insert their card to do so.

Only Hornsby RSL surcharges, nobody else does

While not every business surcharges there are many others that do. Business that do not surcharge will likely pass on the transaction costs by way of general price increases which affects all customers, regardless of their choice of payment.

The surcharge is excessive

Legislation limits surcharging to what it costs us, our surcharge percentage is calculated based on our actual transaction costs from the preceding year.

Andy Fung
Financial Controller