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Voice Commerce Limited (VCL) strives to ensure that its customers' funds are as safe as funds deposited with established credit institutions. VCL does not lend out funds nor does it offer credit to its customers with all of the risks that follow from such activities.

VCL is a wholly owned subsidiary of Voice Commerce Group Limited, principal office is at First Floor, CPC1, Capital Park, Cambridge CB21 5XE and is regulated as follows:

#### **FSA Register Information**

VCL is authorised by the Financial Services Authority under the Electronic Money Regulations 2011 for the issuing of electronic money and the provision of payment services (FSA Register reference 900006., [http://www.fsa.gov.uk/register/2EMD/2EMD\\_MasterRegister.html](http://www.fsa.gov.uk/register/2EMD/2EMD_MasterRegister.html))

#### **Payment and Card Schemes**

VCL is a principal member of VISA Europe and MasterCard Europe.

VCL is a Supervised Financial Institution of SWIFT with SWIFT BIC CASH GB 2L.

#### **Companies House Information**

VCL is registered in England & Wales under Companies House number 5428358 and has its registered office at CPC1, Capital Park, Cambridge, United Kingdom, CB21 5XE.

The above registrations and authorisations impose certain responsibilities which VCL fully complies with, including but not limited, to the management of payment accounts and safeguarding customer funds; meeting payment liabilities to customers including holding sufficient additional regulatory capital as a percentage of its liabilities; processing of card transactions; Card Scheme System sponsorship compliance and collateral requirements, risk and regulatory responsibility (including AML and KYC requirements).

VCL works with a range of marketing, distribution, resale and retail partners for own brand and co-branded payment products. In addition VCL supports certain pre-paid program managers who manage payment programs under VCL's supervision. In some circumstances VCL may delegate certain functions to its partners (for example processing of card transactions by trusted and approved third party processors).

#### **Additional cardholder protection**

Please note that e-money and payment services are not covered by the Financial Services Compensation Scheme.

However, as well as the requirements for regulatory capital, VCL is required, under the Electronic Money Regulations 2011 (EMR), to ring-fence and safeguard customers' funds for their protection in the event of its insolvency. Customers' funds are held as "client money" in accordance with the requirements of the EMR. In this context, "client money" means money which is segregated from VCL's own assets and is held in a designated client account at one or more banks, as selected by VCL.



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Shaun Lavelle, Director  
For and on behalf of  
Voice Commerce Limited