

Additional information for pre-authorized payments when using the rapid charger.

Some people who use the rapid charger with a contactless bank card may experience a pre-authorization charge on their account up to £29.

The system checks to see if the card is not blocked and £29 of credit is available similar to how an unmanned fuel station works.

The system notifies the user's bank within 12 hours of a transaction that the pre-authorization can be cancelled but the user's bank may take longer.

Frequently asked questions:

1) Why the pre-authorization is needed?

- a. The EV charger is classed as an unattended terminal. We have to ensure before we deliver power that the user's card is not blocked and that it has funds otherwise there is no way of recouping this value.

2) What does the pre-authorization do (i.e. is it a ring-fence or something else)?

- a. Checks with the customer's bank that the card is not blocked and that there is a minimum of £29.00 credit available.

3) Why it can take a long time to remove the pre-authorization once a charge has finished?

- a. We deliver the clear pre-authorization command to the customer's banks within 12 hours, but it is then down to how long the individual's bank takes to clear the pre-authorization. High street banks are quick, usually within 12 hours but some online banks can be much slower.

4) Can the pre-authorization be hidden as per pay at pump unmanned forecourts?

- a. We have applied this setting with our merchant bank, but some customer's banks will still show this pre-authorization.