

# Payment services and cards

## What we do

For financial services, payments, and retail businesses today, things have never been more competitive or more fast-paced. Firms must not simply maintain stability in challenging times. They must drive growth and innovation, adapt to changing customer demands, manage and control risk, and keep up with new and evolving regulation.

At Shoosmiths, we combine the skill of leading lawyers from across all levels and disciplines, with an award-winning approach to innovation and client delivery. We work closely with our clients to bring practical solutions to a heavily regulated environment, using our “real world” experience.



Very thoughtful and knowledgeable lawyers, with strong expertise in a variety of different areas including tech and outsourcing.”

CHAMBERS, 2022

## Relevant experience

- **Payments and e-money:** Guiding clients on their terms and arrangements for the supply and purchase of payment and related services (including gateway, remittance, credit, e-money, fraud detection, analytics, gift cards, and buy-now-pay-later), as well as ground-breaking projects involving the adoption of new “alternative” payments.
- **System and process design:** Reviewing processes and systems for compliance (such as authentication processes, interfaces and contingency mechanisms), and advising on the content of customer journey screens in light of regulatory guidance and industry standards (e.g. Open Banking).
- **Customer documentation:** Drafting a range of customer-facing documents including for cards of all types (credit, charge, debit, prepaid, fuel etc), online and mobile banking, e-wallets, overseas money transfers, payment apps and account information and payment initiation services.
- **Regulatory:** Advising clients on regulatory issues ranging from data protection, to “perimeter” issues affecting retailers, and the limited network and telecommunications exclusions. Steering our clients and their products through regulatory approvals and change, whether short term (such as in response to Covid-19) or ongoing (e.g. European Banking Authority and FCA guidance).
- **Outsourcing and technology:** Helping our clients with their digital, technology, and transformation projects. This includes managing complex deals and helping clients to manage risk and liability in a way which is realistic and “on market” whilst complying with the growing body of rules on outsourcing of material functions and procurement of technologies such as Cloud.
- **Merchant acquiring:** Advising our clients on merchant acquiring contracts with a particular focus on the requirements of the card scheme rules and an understanding of the key risks that the merchant acquirer needs to address.



# A reputation for excellence

Shoosmiths LLP operates from 14 locations, offering clients excellence in all core legal disciplines, together with key specialisms and deep sector expertise. What sets us apart is the way we deliver our services – clients tell us that we get the “people bit” right, listening and investing in the relationships which are at the heart of great service. We’re ready to think differently and deploy our collective experience to meet and exceed each client’s expectations.

## Clients

We hire great people who create fantastic relationships with our clients to help them get the results that they deserve.

As a client of Shoosmiths we will do all we can to help you achieve your goals. We take the time to understand your needs so we can be proactive in looking for solutions and will deliver the highest quality legal advice.

Our focus is on providing an exceptional client experience which incorporates open communication, cost transparency and a consistent service as well as ensuring the people you are working with make everything that little bit easier for you.

## International

Shoosmiths works with individuals and companies investing in the UK, in addition to UK-based clients operating in global markets (the latter, where appropriate, via our membership of the World Services Group, an international network of professional services firms).



## Key facts

- Law Firm of the Year at the Legal Business Awards 2022
- Highly Commended for Law Firm of the Year at The Lawyer Awards 2022
- Legal/Professional Team of the Year at the Property Week Awards
- Winner of four awards at the Managing Partners’ Forum Awards 2022 highlighting client excellence
- Legal Team of the Year at the Estates Gazette Awards
- Featured in The Lawyer’s UK Litigation 50
- A signatory to the Social Mobility Pledge and 38th in the Social Mobility Foundation’s Employability Index
- Signatory to and participant in the United Nations Global Compact
- 210 partners and 1600+ lawyers and business support employees
- Turnover of £194.1 million as at end of April 2023

## Key contacts:



Consumer Credit and Finance  
**Suzanne Taylor**  
Partner  
suzanne.taylor@shoosmiths.com



Finance Services Regulation  
**Thomas Morrison**  
Principal Associate  
thomas.morrison@shoosmiths.com



Fintech, Payments and Contracts  
**Luke Stubbs**  
Partner  
luke.stubbs@shoosmiths.com



Payments and Contracts  
**Craig Armstrong**  
Partner  
craig.armstrong@shoosmiths.com