

**Attachments:** Approval Process for Installation of Additional Equipment in Taxis & PHV....pdf;  
Guidelines for Electrical Equipment for use in Licensed London Taxis V2 ....pdf;  
Guidelines for Electronic Payment Devices in Taxis V05 Final 171016.pdf

**From:** Finlay Sarah  
**Sent:** 02 November 2017 10:35  
**To:** 'Andy Batty'  
**Cc:** Moffat Alex (TPH)  
**Subject:** RE: My Taxi Payment Devices

Hello Andy,

Thank you for your email and thank you for coming into our offices to discuss the MyTaxi app and how you wish to develop your offering to the taxi trade going forward.

A summary of the discussion and actions are set out below:

**Background:**

- HailoPay and MyTaxi merged as companies
- Systems and processes migrated over from HailoPay to MyTaxi
- HailoPay did not migrate across, therefore passengers are no longer able to pay for journeys via HailoPay app bookings – This results in driver potentially paying two commission charges – (i) to MyTaxi (ii) card payment provider
- Passengers can pay for journeys in the taxi if both passenger and driver have app downloaded to smart phones
- New improved (more reliable) payment devices are available (provided by SumUp and iZettle) that MyTaxi wish to install (still using the Star printer)
- MyTaxi to take over responsibility of installing equipment for SumUp and iZettle – commission to driver 0%, MyTaxi branding on all receipts, MyTaxi branding to interior and exterior of taxis
- SumUp & iZettle will continue to process all payments
- MyTaxi have issued 200 hand held units to London taxi drivers via SumUp (advised by TPH these devices contravene Card Payment Mandate and cannot be used)

**Actions (next steps):**

- MyTaxi to contact drivers previously issued with 200 hand held devices to ensure they are not used
- MyTaxi to advise TPH what measures have been taken to ensure the devices are not used
- MyTaxi to provide TPH with out lines of responsibility of MyTaxi, SumUp and iZettle relating to the changes
- MyTaxi to provide information relating potential effect of existing contracts with drivers
- MyTaxi to start TPH approval process for new updated payment devices to allow installation in licensed London taxis

Please find attached the guidelines relating to the installation of additional equipment and card payment devices as requested, all of our guidelines can be found on our website

<https://tfl.gov.uk/corporate/publications-and-reports/taxi-and-private-hire?intcmp=3162> . We will be treating the applications as new and separate applications should be made for each device to avoid confusion.

Look forward to hearing from you soon, if you require any further information please do not hesitate to contact me.

Regards,

Sarah Finlay

Vehicle Policy Officer

Transport for London - London Taxi and Private Hire

3<sup>rd</sup> Floor – Green Zone 1 (3G2)

230 Blackfriars Road, London, SE1 8NW

Tel: [REDACTED] (Internal [REDACTED])

Mobile: [REDACTED]



**From:** Andy Batty [[mailto:\[REDACTED\]@mytaxi.com](mailto:[REDACTED]@mytaxi.com)]

**Sent:** 01 November 2017 13:46

**To:** Moffat Alex (TPH); Finlay Sarah

**Subject:** Re: My Taxi Payment Devices

Alex and Sarah, thanks for your time earlier, I will be in touch shortly in order to provide the details we discussed once I've had an opportunity to speak with izettle and sumup.

If you could possibly send me full details of the approval submission requirements then I can ensure that I work with the incumbent suppliers to prepare the necessary paperwork.

Kind regards,

Andy

Andy Batty  
UK General Manager



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47-51 Great Suffolk Street  
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On 1 Nov 2017, at 09:42, Moffat Alex (TPH) <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)> wrote:

Hello Andy,

11am is still good for us.

Look forward to meeting with you, at the address below.

Regards,

Alexander Moffat

Vehicle Policy Manager

Transport for London - Taxi and Private Hire

230 Blackfriars Road, London, SE1 8NW

Tel: [REDACTED]

Mobile: [REDACTED]

[REDACTED] [tfl.gov.uk](http://tfl.gov.uk)

**From:** Andy Batty [[mailto:\[REDACTED\]@mytaxi.com](mailto:[REDACTED]@mytaxi.com)]

**Sent:** 01 November 2017 09:38

**To:** Moffat Alex (TPH)

**Subject:** Re: My Taxi Payment Devices

Good morning Alex, I just wanted to check that 11am at your office was still suitable for you today?

Kind regards,

Andy

Andy Batty  
UK General Manager

mytaxi UK  
Harling House  
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On 25 Oct 2017, at 15:08, Andy Batty <[REDACTED]@mytaxi.com> wrote:

Alex, I can assure you that we are not issuing any devices at present, we had however been taking details of interested drivers to whom we planned to follow up with once you are satisfied with our plans; this is the likely explanation for the information coming from Kings Cross today. I have reinforced this message to my team once again today so please accept my apologies if there has been any lag in the message getting to all involved.

I look forward to meeting you face to face next week.

Kind regards,

Andy

Andy Batty  
UK General Manager

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On 25 Oct 2017, at 12:14, Moffat Alex (TPH) <[REDACTED]@tfl.gov.uk> wrote:

Hi Andy,

Further to our emails below and your assurances that you will suspend the issuing of hand held card payment devices to taxi drivers, we continue to have reports that that your representatives are approaching taxi drivers on ranks (the latest information today from the rank at Kings Cross station) and offering them hand held devices.

This practice is not acceptable and, as I stated to you in previous emails, may severely disadvantage taxis drivers who take up your offer.

Please withdraw your representatives as they are encouraging drivers to breach TfL regulations.

Alexander Moffat

Vehicle Policy Manager

Transport for London - Taxi and Private Hire  
230 Blackfriars Road, London, SE1 8NW

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**From:** Andy Batty [[mailto:\[REDACTED\]@mytaxi.com](mailto:[REDACTED]@mytaxi.com)]

**Sent:** 23 October 2017 17:36

**To:** Moffat Alex (TPH)

**Cc:** Finlay Sarah; Andrew Pinnington

**Subject:** Re: My Taxi Payment Devices

Hi Alex, 11am on 1st November at your offices does indeed work for me.

With regards to supplying the mytaxi pay solution, I understand your concerns and although we're using TfL approved devices, we will suspend issuing until after we've met.  
Looking forward to meeting you next week.

Kind regards,

Andy

Andy Batty  
UK General Manager

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On 23 Oct 2017, at 13:08, Moffat Alex (TPH) <[REDACTED]@[tfl.gov.uk](mailto:tp@tfl.gov.uk)> wrote:

Hi Andy,

Unfortunately, we are now not available until Wednesday 1st November at 11am.

Let me know if that works for you. In the mean time you should not be supplying your proposed payment solution to taxi drivers until such time as it has been evaluated and approved by TfL.

Alex

Sent from my iPhone

On 23 Oct 2017, at 10:40, Andy Batty <[REDACTED]@[mytaxi.com](mailto:andy@mytaxi.com)> wrote:

Hi Alex, unfortunately this week I am in Hamburg at our head office until Wednesday evening however either Thursday or Friday afternoon I could come to your office if either is convenient for you?

Kind regards,

Andy

Andy Batty  
UK General Manager

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On 23 Oct 2017, at 11:29, Moffat Alex (TPH) <[REDACTED]@tfl.gov.uk> wrote:

Hello Andy,

We are available for a meeting here at our offices tomorrow at 11am.

Please let me know if you can make the time to meet and discuss the details of your proposal.

Regards

Alex

Sent from my iPhone

On 20 Oct 2017, at 19:34, Andy Batty <[REDACTED]@mytaxi.com> wrote:

Hi Alex, as mentioned previously, we are working on providing drivers with a solution that allows them to operate within the guidelines stated, whilst also allowing them to more readily take mobile contactless payments and avoid the very high fees charged by incumbent suppliers. In the same way as Hailo pay operated previously, we are not wanting drivers to be financially disadvantaged when passengers choose to pay by card, especially when a booking is made via our app. We are working with both sumup and izettle (both TfL approved solutions) to provide hardware options, including of course the ability to offer both electronic and printed receipts.

Please let me know when you may be available to meet so that I can take you through our plans in person, including the ability to show you the door branding we are providing.

Kind regards,

Andy

Andy Batty

UK General Manager

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On 20 Oct 2017, at 09:22, Moffat Alex (TPH) <[REDACTED]@tfl.gov.uk> wrote:

Hi Andy,

Thank you for responding so promptly.

I've attached the article which was sent to us which describes your offer to taxi drivers. It seems to be suggesting that the card payment machine you are providing is a hand held type device and drivers can use this instead of the TfL approved device fixed in the passenger compartment of the taxi.

Its unclear what type of payment device you are providing and how it will be installed in the taxi and/or how it will be used. The article also states that you will provide signage but this may also conflict with TfL issued signage.

For your information I have attached our guidelines for electronic payment devices and a TPH Notice regarding the TfL card payment mandate. Only TfL approved card payment devices and card payment systems can be used in London taxis. Card payment devices must be installed in the passenger compartment and the facility for providing printed receipts must also be available on request.

Its not clear to us exactly what it is you are providing as part of your offer and perhaps you would be good enough to provide us with specific details by return.

### **Want a card payment machine with no credit card fees and 0% mytaxi commission?**

Good news! We're giving you a payment device to provide mytaxi drivers with all of the above. If you're interested, sign up below and we'll be in touch!

### **Sign Up**

### **What our drivers say**

- [REDACTED] "With mytaxi Pay being 0%, taking a card payment isn't so painful."
- [REDACTED] "Now when I get a hotel cash job and they want to pay by card at the end, I just use mytaxi Pay to avoid paying double commission."
- [REDACTED] "I rent and I'm stuck with paying 5% odd for a machine I never wanted, now I'll use the mytaxi Pay machine instead."
- [REDACTED] "If I get a cash job on any of the apps and they want to pay by card, I just use mytaxi Pay."
- [REDACTED] "It costs me a fortune to do a card job from the airport, now I'll just use mytaxi Pay."

### **FAQS**

#### **What are the benefits?**

0% credit card transaction fees on all of your street work through the mytaxi Pay device. This will also help you when a mytaxi cash job wants to pay by card at the end of the journey.

#### **Where do I get my device?**

Once your unit has been delivered, you will be notified to pick it up from the Driver Office on Great Suffolk Street.

#### **Do you take a deposit?**

Yes, a deposit of £20 is taken on delivery, but don't worry - you'll get it back once you've completed £1,000 worth of transactions through the mytaxi Pay machine.

#### **What if I already have a credit card machine from SumUp or Payleven deals?**

Any drivers who took out one of mytaxi/Hailo credit card deals will be made 0% like other drivers (subject to hitting targets in t&cs).

#### **Can I remove my current card payment terminal?**

This device isn't designed to replace your existing terminal, but provide another financially friendly payment option.

#### **Do I need to put any stickers or branding in my cab?**

We'll give you loads of free stickers and branding and install them free of charge. Note that your branding must be exclusive to mytaxi to avoid passenger confusion with other apps or radio circuits.

Terms and Conditions

Regards,

Alexander Moffat

Vehicle Policy Manager

Transport for London - Taxi and Private Hire

230 Blackfriars Road, London, SE1 8NW

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**From:** Andy Batty [[mailto:\[REDACTED\]@mytaxi.com](mailto:[REDACTED]@mytaxi.com)]

**Sent:** 19 October 2017 20:00

**To:** Moffat Alex (TPH)

**Cc:** Finlay Sarah; Andrew Pinnington

**Subject:** Re: My Taxi Payment Devices

Hi Alex, thank you for raising your concerns with us directly. I can assure you that we are keen to answer your questions and are more than happy to meet with you to take you through our plans. With regards to the devices, we are only working with devices that are on the TfL approved list and are working with drivers to ensure that they meet the necessary requirements.

If you could let me know your availability in the coming couple of weeks I will be more than happy to welcome you to our offices on Great Suffolk Street and introduce our local operations team; alternatively I can also come to you if that is preferable.

Kind regards,

Andy

Andy Batty  
UK General Manager

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On 19 Oct 2017, at 16:31, Andrew Pinnington <[\[REDACTED\]@mytaxi.com](mailto:[REDACTED]@mytaxi.com)> wrote:

Hi Alex

Thanks for your note and very clear question.

I am now based in Hamburg and whilst still ultimately accountable for the performance of the U.K./London business am perhaps not as close to its day to day operation as was the case in the past.

I have forwarded your email on to Andy Batty (copied above) who is our U.K. General Manager and who controls the London operations, including the payment devices to which you refer.

I have asked Andy to respond to you directly with as much haste as possible in order to clarify the position. I have also asked that I be kept copied on any response so that I can make sure that we are acting in compliance with regulatory requirements, as is the case with all of our businesses across 11 European countries. That is something that is very precious to us and our approach to business so I hope that we can resolve this to mutual satisfaction as quickly as possible.

Regards  
Andrew

On Oct 19, 2017, at 15:53, Moffat Alex (TPH) <[REDACTED]@tfl.gov.uk> wrote:

Hello Andrew,

It has been brought to our attention that you are providing licensed London taxi drivers with a card payment device to accept card payments, with 0% charges, within their vehicles.

As you are aware TfL introduced a mandate whereby card payments must be accepted by all licensed London taxis via a TfL approved device fixed in the passenger compartment. Information we have received would suggest that the MyTaxiPay offer would contravene this mandate and as a result this offer may disadvantage any taxi driver that signs up to avail themselves of this scheme.

Could you please provide details to us regarding this offer? Until such times as we have received and reviewed the information regarding MyTaxiPay you may not supply card payment devices to drivers licensed by TfL.

Unapproved equipment installed or carried and used in a licensed taxi may lead to the suspension of the taxi licence.

Please respond to this email as soon as possible.

Alexander Moffat

Vehicle Policy Manager

Transport for London - Taxi and Private Hire

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