

Partner FAQs

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1. Will the rebrand affect our existing partnership with Ecommpay?

A: The rebrand will not affect how we manage our valued partnerships. However, we do ask that if you host our branding on websites/socials ect., they be replaced with the new branding. You should have received our new logo and description copy already. If not, please get in touch with your partner manager.

2. When will I be required to stop use of existing branding?

A: From the 10th September, we ask that all materials use our new branding as much as possible.

3. Are there any new marketing or promotional opportunities partners should be aware of?

A: Our rebrand facilitates the creation of further joint marketing activities. If you have ideas, please send them to partnerships@ecommpay.com.

4. How can partners provide feedback on the rebrand?

A: Your feedback is valuable to us. Please get in touch with your partnerships manager, or for any further questions on the rebrand, contact marketing@ecommpay.com.

5. What prompted the rebrand?

A: This rebrand is designed to reflect who we are today. Fresh, future-facing and highly flexible, the modular styling is not just eye-catching but demonstrates our ethos as a payments provider that delivers more for our merchants and partners. We're not a one-size-fits-all solution. We listen and offer dynamic solutions that address specific challenges with tangible results.

6. Is the company name changing?

A: No, the company name will remain as Ecommpay.

7. How will Ecommpay ensure a smooth transition during the rebranding process?

A: If you've found your way to these FAQs, then hopefully, you have received the email explaining the transition process and what you will need to update.

8. Will my existing contract with Ecommpay be invalid if it contains the old branding?

A: All legal documents will still be valid, but look out for our new branded documentation to come!

9. How can we request new materials

A: All necessary materials will be provided for immediate changes. However, if you have any specific requests for new branded materials, please speak to your partner manager.

10. Will the rebrand change the features and functionality of products and services?

A: No changes will be made to our products, but keep an eye on our growing range of new services.

11. Do we need to inform our mutual clients?

A: All active merchants are also being informed of this rebrand and provided with the necessary materials. Therefore, it will not be necessary for you to inform mutual clients.

12. Will there be any impact on the existing technical documentation?

A: No, our technical documentation will not be impacted by the rebrand.

13. What are the anticipated benefits or advantages of the rebrand for the partners and merchants?

A: The rebrand aims to enhance our market presence, streamline communication, and strengthen our brand identity. For partners, this means increased brand recognition, improved customer trust, and access to new tools and services to drive growth and engagement. As a company, we are constantly evolving and improving in an effort to help our partnerships thrive.