

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA131119-7000

9 December 2019

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 13 November 2019. Your request has been dealt with under the Freedom of Information Act 2000.

Our response to your request is as follows. Please find below the information that we hold within the scope of your request:

*Q1. Who provides your organisation with payment services e.g. debit/credit card payment, direct debit etc?*

RBS (direct debits)

Natwest (credit cards)

Transport for London (TfL) provides the BACS service to the GLA via a delegation of function arrangement.

*Q2. What is the length of the contract with your payment services provider and when does the contract expire?*

RBS - Rolling Contract with 6 months termination notice either side

NatWest - No fixed contract for credit card provision

*Q3. Is there any provision for extension of the payment services contract and if so for how long?*

RBS – see above

NatWest – No

Transport for London (TfL) provides the BACS service to the GLA via a delegation of function arrangement. TfL may hold further information ([foi@tfl.gov.uk](mailto:foi@tfl.gov.uk)).

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA131119-7000.

Yours sincerely



**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>