



Dear Customer,

## RE: B2B Changes October 2021

Over the next few days, we'll be launching some updates to our B2B and we just wanted to give you a heads-up of the changes (and why we're making them).

### Payments | 3DS V2 / SCA

Before the UK left the EU, the UK agreed to new legislation to reduce fraud in online payments, known commonly as "3DSV2" or "Strong Customer Authentication (SCA)".

You can read more about this on the Financial Conduct Authority website:

<https://www.fca.org.uk/consumers/strong-customer-authentication>

But in short, the payment process may well start asking for more information when paying online, this will vary by bank, e.g., for NatWest customers, you may be asked to open the NatWest mobile app on your phone to approve the payment.

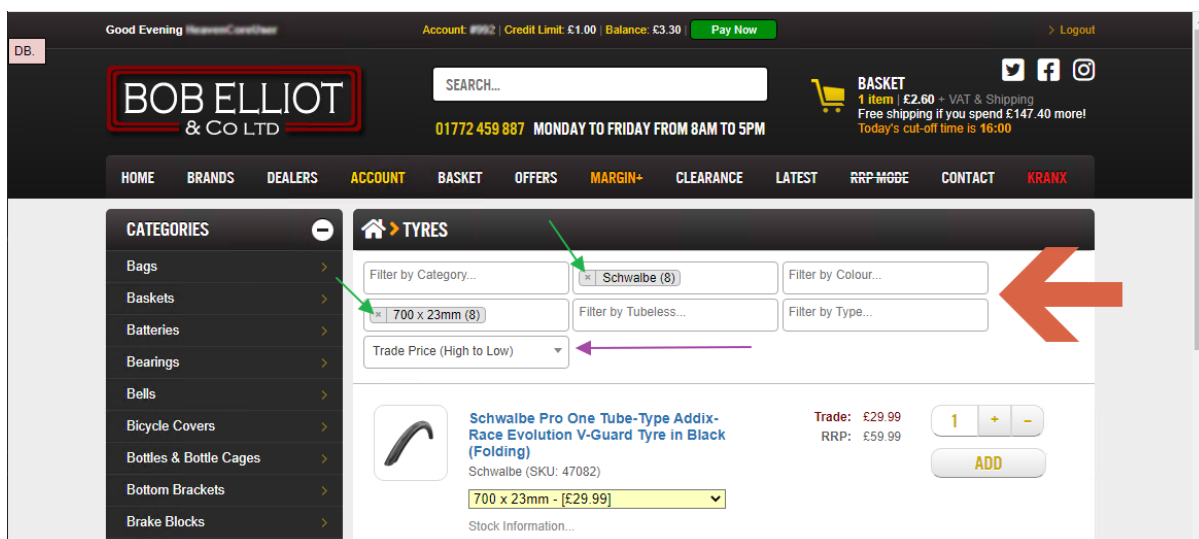
These changes are a legal requirement and mandatory within the industry.

### Product Attributes, Improved Filters & Sorting

A long overdue addition is the ability to filter products by more than a simple category. To that end we've added filters for size, colour, gender, tubeless, sold secure and many more.

You'll find these new filters (once live) above any product listing (red arrow below). Once you select a filter, you can remove it again by clicking the little cross (green arrows).

You can also change the sorting to price, popularity etc (either ascending or descending) using the box highlighted by the pink arrow.



### Product Categories

Now we have the attribute filters, we've been able to simplify our main menu. i.e., Tyres are now listed under a single category instead of lots of separate ones; idea being you can simply click "Tyres" then filter straight to a specific brand, size and colour.

We'll tweak these over the next few weeks based on customer feedback of course.