

Hi there,

Following our recent correspondence about the transition from RapidPay to LEAP Online Payments, we are writing to explain what will happen to your existing RapidPay Instalment Plans. These plans can remain active while you make an orderly transition to Payment Plans within LEAP Online Payments.

You can continue using your existing Instalment Plans until RapidPay payment processing ceases on 1 December 2026. However, we recommend beginning the transition once your LEAP Online Payments account is active.

Please note that Payment Plans in LEAP Online Payments accept debit and credit cards only. Clients currently paying through a bank account will need to provide card details when confirming their replacement Payment Plan.

How to transition an Instalment Plan

1. Contact your clients

Let your clients know that your firm is changing payment processors and that they will need to confirm a new Payment Plan to replace their RapidPay Instalment Plan. Our team can help you prepare this communication if required.

2. Create and send the new Payment Plan

For any existing Instalment Plan with payments scheduled on or after 1 December 2026, create a replacement Payment Plan in your LEAP Online Payments Dashboard using the client's remaining balance and future payment schedule.

The Payment Plan will automatically be sent to your client so they can confirm the plan and provide their card details.

Where possible, allow enough time for the client to confirm the new Payment Plan before their next RapidPay instalment is due.

3. Cancel the RapidPay Instalment Plan once the new plan is confirmed

Only cancel the corresponding RapidPay Instalment Plan after the replacement Payment Plan has been successfully confirmed.

If another RapidPay instalment is processed before the new plan is confirmed, review the remaining balance. If the balance has changed, cancel the unconfirmed Payment Plan and send your client a revised plan.

Watch how to access your Dashboard and set up Payment Plans

Our LEAP Online Payments walkthrough will guide you through the process:

- **[Access the LEAP Online Payments Dashboard from 4:11 →](#)**
- **[Create Payment Plans from 7:17 →](#)**

The video also covers Payment Links and other tools available through the Dashboard.

RapidPay will cease processing payments on 1 December 2026. We encourage you to transition your plans progressively before then, giving your firm and clients enough time to complete the process smoothly.

If you need help setting up Payment Plans or communicating the change to your clients, our team is here to assist.

Kind regards,
LEAP Online Payments team