

# Error 13 is returned when processing credit cards with RBS Lynk

## Summary:

Error 13 is returned when processing credit cards with RBS Lynk

## Cause:

This error comes from the processor and indicates the merchant's account with the processor has been deactivated.

## Solution:

Contact RBS Lynk to have the merchant's account reactivated.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=751>