

Processor Questionnaire

Submitted to (Business Name): _____	Contact: _____
Address: _____	Phone: _____
Salesperson's Name: _____	Title: _____
Company: _____	Phone: _____
	Email: _____

1. Will you provide me with local, face-to-face service? Yes No
2. Are you: a W2 Employee An Independent Contractor A representative of an independent sales organization (ISO)?
3. Did you undergo a detailed background and criminal check for the company you represent? Yes No
4. Will I need to lease or purchase new equipment? Lease Yes No Purchase Yes No
If yes, who backs up the warranty, and what does the warranty cost? _____
5. Do you have an online portal that gives me instant access to Visa®, MasterCard®, Discover Network® and American Express® transactions – as well as billing account details – in real time from anywhere?
 Yes No

What is the monthly fee for this service? _____

6. What type of pricing model will you place my merchant account on?
 Tiered EBB (Enhanced Bill Back) Pass Through Plus
 Other (please identify) _____
7. Based upon monthly Visa, MasterCard and Discover revenue of \$5,000 and #55 monthly transactions, please supply a definitive rate structure for each applicable item below:

Qualified rate	%	Pin Debit per item fee	\$
Mid-Qualified rate	%	PCI Compliance fee	\$
Non-Qualified rate	%	Non PCI Comp fee	\$
Pass Through Plus	BP	Retrieval fee	\$
EBB Basis Points	BP	Charge Back fee	\$
Settlement fee	\$	Application fee	\$
Annual fee	\$	Installation fee	\$
Statement fee	\$	AVS fee	\$
Gov't Reg fee	\$	Other fee	\$
Monthly Min Disc fee	\$	Other fee	\$
ACH reject fee	\$	Other fee	\$

8. Please attach sample copies of two consecutive monthly statements based on the pricing program you will use for my merchant account.*
9. How long are my rates and fees guaranteed? _____
10. Does your agreement allow you the right to increase my pricing for any reason at any time? Yes No
Please attach a document detailing any rate increases and decreases over the past two years.*
11. How does your company handle rate increases and decreases from Visa, MasterCard, Discover Network and American Express? _____
12. Do you refund processing fees when I issue a credit to a customer? Yes No
13. After I settle my batch, when will I see my Visa, MasterCard, Discover Network and American Express deposits in my bank account? _____

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14. Explain how my business will benefit from the Durbin Act of October 2011? _____
15. When do you debit your fees? Daily End of the month Both
Do I have a choice? Yes No
What, if any, additional fee do I pay for monthly discount? _____
16. If I have a problem setting my daily transactions, can you recover my transactions remotely? Yes No
17. Describe your chargeback and arbitration processes. _____
18. Do you offer continuing education on card industry directives such as PCI, PA DSS, point-of-sale over-authorizations, FACTA and truncation requirements – as well as upcoming mandates? Yes No
19. If you charge PCI compliance or security fees what do I get in exchange, if anything? _____
20. When I call for customer service, is my call handled domestically or internationally? _____
What is the average hold time for customer service? _____
21. Are customer service calls answered by your company specifically, or is customer service outsourced?
 My company specifically Outsourced
22. What are the hours for live customer service support? _____
23. What is your customer service phone number? _____
24. When I call for technical support, is my call handled domestically or internationally? _____
What is the average hold time for technical support? _____
25. Are technical support calls answered by your company specifically, or is technical support outsourced?
 My company specifically Outsourced
26. What are the hours for live technical support? _____
27. What is your technical support phone number? _____
28. Will my transactions be processed by your company directly or outsourced to a third-party payments processor?
 Directly Outsourced If outsourced, please identify the processor: _____
29. Will a dedicated relationship manager be assigned to service my business locally on an ongoing basis?
 Yes No _____
30. Please attach a list of five merchant references in my immediate area – including contact information for each.*
31. What is the term of the agreement, and what, if any, are the penalties associated with cancelling early?

32. Please attach the complete terms and conditions of your merchant agreement.*

My signature below confirms I have disclosed all fees and guarantee the accuracy of my responses submitted on behalf of my organization.

Printed name: _____ Signature: _____ Date: _____

* Indicates an attachment is required.