NEW MERCHANT APPLICATION - GOVERNMENT / INSTITUTIONAL

1 MERCHANT INFORMATION

LEGAL/CORPORATE NAME: **San Leandro Unified School District**

DBA NAME *(IF DIFFERENT THAN ABOVE)*: **San Leandro PAC**	DBA PHONE #: **(510)618-4625**
CONTACT NAME: **Dustin Brown**	DBA FAX #: **(510)610-4626**
DBA ADDRESS 1 *(NO PO BOX)*: **14735 Juniper Street**	CUSTOMER SERVICE PHONE #: **(510)618-4621**
DBA ADDRESS 2:	PREVIOUS PROCESSOR:

CITY: **San Leandro**	STATE: **CA**	ZIP CODE: **94579**	YEAR ESTABLISHED:

EMAIL ADDRESS: **dbrown@sanleandro.k12.ca.us**

2 MAILING ADDRESS *(IF DIFFERENT THAN ABOVE)*

MAILING NAME: **San Leandro PAC**	MAILING PHONE #: **(510)667-3501**
MAILING CONTACT: **Marites Fermin**	MAILING FAX #: **(510)667-3569**

MAILING ADDRESS: **14735 Juniper Street**	CITY: **San Leandro**	STATE: **CA**	ZIP CODE: **94579**

3 CONTACT INFORMATION (AUTHORIZED REP)

☐ OFFICER ☐ MANAGER ☐ AUTHORIZED REPRESENTATIVE ☒ OTHER TITLE **Marketing Director**

FIRST NAME: **Diane**	MI:	LAST NAME: **Dragone**
CONTACT ADDRESS: **2200 SW Bancroft Ave**		CONTACT PHONE #: **(415)577-7307**
CITY: **San Leandro**	STATE: **CA**	ZIP CODE: **94577**

OTHER MERCHANT INFORMATION

AVERAGE SALE AMOUNT: $ **20**	DESCRIPTION OF PRODUCT OR SERVICES OFFERED: **Ticket/Performance Events**
TOTAL **MONTHLY** VISA/MC/DISC/UNIONPAY SALES: $ **6700**	MCC: **7922**

CARD PRESENT (SWIPED)	_____ %	WHEN DOES THE CUSTOMER RECEIVE THE PRODUCT OR SERVICE?
CARD PRESENT (NOT SWIPED)	_____ %	☐ SAME DAY ☐ IF NOT SAME DAY, _____ # OF DAYS (INCLUDE SHIPPING TIME FRAME)
MAIL ORDER	_____ %	IS ANY PRODUCT DELIVERY OVER 1 YEAR? ☐ YES ☐ NO
TELEPHONE ORDER	_____ %	FOR INTERNET TRANSACTIONS:
INTERNET	**100** %	LIST THE PRODUCT WEB SITE: **www.sanleandropac.com**
TOTAL =	100%	"CONTACT US" EMAIL ADDRESS: **diane@sanleandropac.com**

DO YOU OPERATE SEASONALLY: ☐ YES ☒ NO IF YES, PLEASE CHECK MONTHS CLOSED:

☐ JANUARY ☐ FEBRUARY ☐ MARCH ☐ APRIL ☐ MAY ☐ JUNE
☐ JULY ☐ AUGUST ☐ SEPTEMBER ☐ OCTOBER ☐ NOVEMBER ☐ DECEMBER

FOR INTERNAL USE ONLY

☒ *NEW LOCATION*	☐ *ADDITIONAL LOCATION*	*EXISTING MID:*	*CHAIN #:*	*LOCATION OF*
PORTFOLIO CODE: ***USB3***	*FI:* ***0735***	*AGENT:* ***1735***	*BANK:* ***U.S. Bank***	
CLIENT GROUP #: ***3***	*ENTITY:* ***61305***	*REP #:* ***15778***	*AWB:*	

STATEMENTS: ☒ *DBA* *OR* ☐ *MAILING* *OR* ☐ *W-9*

SHIPPING: ☒ *DBA* *OR* ☐ *MAILING* *OR* ☐ *W-9* *OR* ☐ *SEE SPECIAL INSTRUCTIONS*

RETRIEVALS: ☐ *MAIL TO:* ☐ *DBA* ☐ *MAILING* *OR* ☒ *FAX TO:* ☒ *DBA* ☐ *MAILING* *OR* ☐ *ONLINE CASE MANAGEMENT (OCM)*

CHARGEBACKS: ☐ *MAIL TO:* ☐ *DBA* ☐ *MAILING* ☒ *FAX TO:* ☒ *DBA* ☐ *MAILING* *OR* ☐ *ONLINE CASE MANAGEMENT (OCM)*

AUTO SEND: ☒ *YES* ☐ *NO (CHAIN MERCHANTS ONLY – MUST INCLUDE CHAIN SET UP FORM)*

CARD ACCEPTANCE *(PLEASE CHECK EACH CARD YOU WISH TO ACCEPT.)*

☒ **ALL VISA/MASTERCARD/UNIONPAY/DISCOVER CARDS (JCB, DI)**

☐ VISA CREDIT ☐ VISA DEBIT ☐ MASTERCARD CREDIT ☐ MASTERCARD DEBIT ☐ DISCOVER (JCB, DI) ☐ UNIONPAY

PRICING CATEGORY

☐ RETAIL ☐ LODGING ☐ MO/TO / INTERNET

☐ RESTAURANT ☐ SUPERMARKET ☐ ARU

PRICING INFORMATION

☐ **TIERED***	RATE	PER ITEM
QUALIFIED	____ %	$____
MID QUALIFIED	____ %	$____
NON QUALIFIED	____ %	$____
OPT. ☐ CHECK CARD ☐ SPRMKT ☐ QPS/SMALL TKT	____ %	$____
OPT. REWARDS TIER	____ %	$____
OPT. COMMERCIAL CARD TIER	____ %	$____

☐ **ENHANCED IC PLUS***		
CHECK CARD QUALIFIED	____ %	$____
QUALIFIED	____ %	$____
REWARDS QUALIFIED	____ %	$____
MID QUALIFIED	____ %	$____
COMMERCIAL NON QUALIFIED	____ %	$____
NON QUALIFIED	____ %	$____

☐ **DIFFERENTIAL PLUS***		
VISA - QUAL	____ %	$____
MASTERCARD – QUAL	____ %	$____
DISCOVER – QUAL	____ %	$____
UNIONPAY – QUAL	____ %	$____
NON-QUAL	____ %	----------
PRICING PROGRAM *(REQUIRED FOR IDP)*:		
☒ **IC PLUS***	____ %	$0.25

** RATES ARE FOR ALL CARD ACCEPTANCE TYPES SELECTED. ALL CARD BRAND ASSESSMENTS WILL BE PASSED THROUGH AT COST.*

OTHER AUTHORIZATIONS:	PER AUTH
VISA	$
MASTERCARD	$
DISCOVER	$
UNIONPAY	$
AMEX ONEPOINT	$
OTHER:	$
OTHER:	$
OTHER:	$
OTHER:	$
OTHER:	$
VOICE AUTHORIZATIONS (PER OCCURRENCE):	
VOICE - ARU (TOUCHTONE)	$0.75
VOICE - OPERATOR ASSISTED	$0.90
VOICE - AVS	$0.90
VOICE - BANK REFERRAL	$4.00
PIN DEBIT:	
RATE (PLUS NETWORK SWITCH FEE) *MONT. PRICING=S / AUTH PRICING=ASSOC*	$ (PER ITEM)
IC PLUS/ASSOC *MONT. PRICING=ICDIF/AUTH PRICING=ASSOC*	$ (PER AUTH)

FEES

ONE TIME FEE TYPE:	
APPLICATION FEE	$
INSTALLATION/TRAINING	$
RUSH SHIPMENT	$
OTHER:	$
OTHER:	$
OTHER:	$
MONTHLY FEE TYPE:	
SUPPORT FEE	$
☐ ELECTRONIC STATEMENT OR ☐ PAPER STATEMENT	
STATEMENT MAILING FEE (FOR PAPER STATEMENTS ONLY)	$5
MINIMUM DISCOUNT	$35
PCI SECURITY PROGRAM	$7
OTHER:	$
OTHER:	$
OTHER:	$
PER OCCURRENCE FEE TYPE:	
CHARGEBACK FEE	$25
RETURN ITEM (NSF) FEE	$20
OTHER:	$
OTHER:	$
OTHER:	$

AMERICAN EXPRESS

☐ ESA ☐ ONEPOINT CAP # _____ MONTHLY VOLUME: $ _____

☐ AMEX RATE* ____ % $ ____ CARD NOT PRESENT DOWNGRADE: *(APPLIES TO CERTAIN INDUSTRY TYPES)* ____ %

**Rates listed above are based on the current understanding of your Industry Type and Card Acceptance Method and are subject to change upon review by our Underwriting Department (your first statement will confirm your American Express rate based on this review) - Assessments are billed as pass through. American Express Prepaid Cards are billed at 1.95% (with the exclusion of Supermarkets) regardless of industry type and card acceptance method. Future American Express rates are subject to change with 30 days notice.*

BANK ACCOUNT *(CHECKING ACCOUNTS ONLY)*

DEPOSIT BANK NAME: **U.S. Bank**	ABA/ROUTING #: **121122676**	DDA ACCOUNT #: **153497052743**
BILLING BANK NAME (IF DIFFERENT):	ABA/ROUTING #:	DDA ACCOUNT #:
CHARGEBACK BANK NAME (IF DIFFERENT):	ABA/ROUTING #:	DDA ACCOUNT #:

POINT OF SALE (EQUIPMENT OR SOFTWARE)

NETWORK: ☒ ELAVON ☐ OTHER

VAR SERVICE PROVIDER (HOSTED):

VAR VENDOR (DISTRIBUTED):

VAR PRODUCT: VAR VERSION:

GATEWAY (OPTIONAL):

AGGREGATOR:

PURCHASE OR LEASE			**PURCHASE**	**LEASE****		**SOFTWARE/WIRELESS**		
QTY	POS DESCRIPTION	ITEM CODE	PRICE PER UNIT	TERM MONTHLY	MONTHLY RATE PER UNIT	WIRELESS SETUP PER UNIT	MONTHLY FEE PER UNIT	PER AUTH FEE
			$		$	$	$	$
			$		$	$	$	$
			$		$	$	$	$
			$		$	$	$	$

MERCHANT OWNS					**SOFTWARE/WIRELESS**		
QTY	POS DESCRIPTION	ITEM CODE	REPROGRAM FEE PER UNIT	TERMINAL PIN PAD ENCRYPTION	WIRELESS SETUP PER UNIT	MONTHLY FEE PER UNIT	PER AUTH FEE
	SP~Authorize.net		$	☐	$	$	$
			$	☐	$	$	$
			$	☐	$	$	$

EXCHANGE/SPECIAL PROGRAMS

QTY	POS DESCRIPTION	ITEM CODE	PRICE PER UNIT		EQUIPMENT BACK FROM MERCHANT
			$	**USED**	

**PLEASE NOTE THAT ALL LEASES MUST COMPLETE THE LADCO LEASE AGREEMENT.

ALL APPLICABLE STATE AND LOCAL TAXES WILL BE APPLIED. ☐ SALES TAX EXEMPT

OTHER CARD TYPES EXISTING

	SE #		AUTH FEE		SE #	AUTH FEE
AMEX	_____	(10 DIGITS)	$	OTHER: _____	_____	$
EBT	_____	(7 DIGITS)	$	OTHER: _____	_____	$

REPORT TOOLS

☐ MCP ONLY **OR** ☐ MCP WITH OCM MONTHLY FEE $ _____ SET UP FEE $ _____ # USERS _____ SET UP TYPE (CHECK ONE) ☐ MID ☐ CHN ☐ ENT

☐ ACS MONTHLY FEE $ _____ SET UP FEE $ _____ REMOTE ID _____

ECS PRODUCT SELECTION AND PRICING

PROCESSING OPTIONS: ☐ POP (POS IMAGE) ☐ ARC (POS IMAGE) ☐ BOC (☐ POS IMAGE OR ☐ CASH OFFICE IMAGE)

1. ANNUAL CHECK VOLUME: $ 2. AVERAGE CHECK AMOUNT: $ 3. MAXIMUM CHECK AMOUNT: $

ECS MONTHLY MINIMUM: $

☐ CONVERSION WITH GUARANTEE

GUARANTEE RATE: _____ % PER TRANSACTION: $ _____

☐ CONVERSION WITH VERIFICATION ☐ COLLECTIONS

PER TRANSACTION: $ _____ PER RETURN TRANSACTION: $ _____

☐ CONVERSION ONLY ☐ COLLECTIONS

PER TRANSACTION: $ _____ PER RETURN TRANSACTION: $ _____

PLEASE CHECK BOX FOR EACH ADDITIONAL SERVICE OPTION

☐ NSF SERVICE FEE PROCESSING @ $2.00 PER NSF ITEM.

NOT APPLICABLE FOR POP GUARANTEE AND ALL ARC PRODUCTS

☐ ENQUIRE REPORTING ACCESS:

USERS: _____ @ **$29.95** EACH PER MONTH

☐ TURN OFF RETURN MEMO ADVICES

EGC CARDS

CARD STYLE	CARD QUANTITY	PRICE
☐ BASIC	_____	$ _____
☐ STANDARD	_____	$ _____
☐ CUSTOM	_____	$ _____

☐ SHARING CARDS *EXISTING MID:*

MAX CARD VALUE $ _____ (DEFAULT $500)

EGC PRICING

☐ TRANSACTION PRICING: $ _____ PER TRANSACTION AND $ _____ PER MONTH.

OR

☐ MONTHLY PRICING: $ _____ PER MONTH

(INCLUDES _____ TRANSACTIONS PER LOCATION ANNUALLY. ADDITIONAL TRANSACTION BILLED $0.29 PER TRANSACTION)

EGC CARRIERS

☐ CARD CARRIERS (ENTER TOTAL CARDS)

_____ OF STYLE _____

_____ OF STYLE _____ $ _____ X _____

_____ OF STYLE _____

(MULTIPLES OF 100 ONLY)

EGC SERVICE FEES

☐ SERVICE FEES (CARDHOLDER CHARGED ON UNUSED BALANCES)

- CUSTOM CARDS ARE REQUIRED
- FEE MERCHANT CHARGED PER TRANSACTION **$0.12**
- APPLY SAME TO ALL STATES? ☒ Y ☐ N (IF NO, COMPLETE FOR EACH STATE)

FEE AMOUNT: $_____

APPLIED: ☐ MONTHLY ☐ QUARTERLY ☐ ANNUALLY

BEGINNING: _____ MONTHS AFTER LAST TRANSACTION DATE (CANNOT BE LESS THAN 12 MOS)

LOCK BALANCES AFTER: _____ MONTHS OF NON-USE (DEFAULT 72 MONTHS, CANNOT BE LESS THAN 60 MONTHS)

EGC OPTIONS

☐ MONTHLY ONLINE ADMIN - # _____ USERS $ _____

☐ GRAPHIC DESIGN SERVICE $ _____

☐ CUSTOM CARD UPGRADE $ _____

☐ MISC FEE - _____ $ _____

☐ MISC FEE - _____ $ _____

EGC NETWORK

☐ ELAVON

☐ GIVEX

EGC STANDARD CARD ORDER DETAILS

CARD STYLE: _____ TEXT COLOR: _____

JUSTIFICATION: ☐ LEFT ☐ CENTER ☐ RIGHT ☐ AS SUBMITTED

IMPRINT: ☐ LOGO (TO AVOID DELAY, PLEASE SUBMIT ARTWORK TO: EGCARTWORK@ELAVON.COM) OR ☐ TEXT (IMPRINTING DETAILS MUST BE ENTERED BELOW)

♦FONT (SELECT ONE): ☐ Arial ☐ *Brush Script* ☐ Times New Roman

♦Text Case (select ONE): ☐ Title Case ☐ UPPER CASE ☐ lower case ☐ As submitted

EGC NOTES

BPP

☐ BILL PAYMENT PORTAL

CHECK SERVICE COMPANY

NAME: _____ SERVICE #: _____ PRIMARY PHONE #: _____ SECONDARY PHONE #: _____

CURRENCY EXCHANGE

☐ DYNAMIC CURRENCY CONVERSION (DCC) – REBATE: 0.75% DCC ANNUAL REGISTRATION FEE: $25.00

OR ☐ MULTI-CURRENCY

MONEY MANAGER

☐ MONEY MANAGER VENDOR: _____

☐ WORKING CAPITAL VENDOR: _____

PINLESS DEBIT

☐ PINLESS DEBIT

SUBSTITUTE FORM W-9

☒ GOVERNMENT

☐ NON-PROFIT CHARITABLE OR SOCIAL (INCLUDE DOCUMENTS THAT SUPPORT TAX EXEMPT STATUS)

☐ OTHER

NAME* : **San Leandro Unified School District**

*NAME (OF BUSINESS) AS SHOWN ON YOUR BUSINESS INCOME TAX RETURNS. FOR SOLE PROPRIETORS, THIS SHOULD ALWAYS BE THE OWNER'S NAME.

ADDRESS: **14735 Juniper Street**			OR	TIN (EMPLOYER ID #): **946002608**
CITY: **San Leandro**	STATE: **CA**	ZIP CODE: **94579**		TIN (SOCIAL SECURITY #):

4 MERCHANT REPRESENTATIONS AND CERTIFICATIONS

Merchant Representations and Certifications. By signing below, the applicant merchant ("Merchant") and its representative(s) represent and warrant to Elavon, Inc. ("Elavon"), with offices at 7300 Chapman Highway, Knoxville, TN 37920, and U. S. Bank National Association ("Member"), with offices at U. S. Bancorp Center, 800 Nicollet, Minneapolis, MN 55402, (collectively, "we" or "us") that (i) all information provided in this merchant application ("Merchant Application") is true and complete and properly reflects the business and financial condition of Merchant; and (ii) the persons signing this Merchant Application are duly authorized to bind Merchant to all provisions of this Merchant Application and the Agreement. The signature by an authorized representative of Merchant on the Merchant Application, or the transmission of a Transaction Receipt or other evidence of a Transaction to us, shall be the Merchant's acceptance of and agreement to the terms and conditions contained in the Agreement including, without limitation, this Merchant Application, the Terms of Service ("TOS") and the Merchant Operating Guide ("MOG") incorporated herein by this reference and located at our website at https://www.merchantconnect.com/CWRWeb/pdf/TOS_ENG.pdf and https://www.merchantconnect.com/CWRWeb/pdf/MOG_Eng.pdf, respectively. If Merchant does not have access to view the TOS or MOG at our website please contact our customer service center. Notwithstanding any such non-receipt of the TOS or MOG, Merchant agrees to comply with the Agreement, and all applicable laws, rules, and regulations including the rules and regulations of the Payment Networks, and understands that failure to comply will result in termination of processing services. Capitalized terms shall, unless otherwise defined in this Merchant Application, have the same meaning ascribed to them in the TOS and MOG.

Merchant must obtain an Authorization Code via electronic terminal or similar device before completing any transaction. Merchant understands that an AUTHORIZATION CODE IS NOT A GUARANTEE OF ACCEPTANCE OR PAYMENT OF A TRANSACTION. RECEIPT OF AN AUTHORIZATION CODE DOES NOT MEAN THAT MERCHANT WILL NOT RECEIVE A CHARGEBACK FOR THAT TRANSACTION.

Merchant and its representative(s) authorize us prior to our acceptance of this Merchant Application and from time to time thereafter, to investigate the business history and background of Merchant and to obtain credit reports or other background investigation reports on Merchant that we consider necessary to review the acceptance and continuation of this Merchant Application. Merchant also authorizes any person or credit reporting agency to compile information to answer those credit inquiries and to furnish that information to us.

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT. To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. This means we will ask for certain information and identifying documents to allow us to identify you.

This Merchant Application may be signed in one or more counterparts, each of which shall constitute an original and all of which, taken together, shall constitute one and the same Merchant Application. Delivery of executed counterparts of this Merchant Application may be accomplished by a facsimile transmission, and a signed facsimile or copy of this Merchant Application shall constitute a signed original.

All merchants must comply with the requirements of the Payment Card Industry Data Security Standards ("PCI DSS"). Elavon requires Level 4 merchants (determined based on transaction volume) to validate PCI DSS compliance on an annual basis, with initial validation to occur no later than ninety (90) days after account approval. Any merchant that has not validated PCI DSS compliance within ninety (90) days of account approval, or in subsequent years on or before the anniversary date of account approval, will be charged a monthly non-compliance fee of $34.95 until Elavon is provided with validation of compliance. Merchant may be eligible for Data Breach Coverage following account approval and PCI DSS compliance validation. See the PCI Compliance Program Overview for coverage details and conditions.

American Express Acceptance Agreement - By signing below, I represent that I have read and am authorized to sign and submit this application for the above entity which agrees to be bound by the American Express® Card Acceptance Agreement ("Agreement"), and that all information provided herein is true, complete, and accurate. I authorize Elavon and American Express Travel Related Services Company, Inc. ("AXP") and AXP's agents and Affiliates, as defined in the AXP agreement, to verify the information in this application and receive and exchange information about me personally, including by requesting reports from consumer reporting agencies, and disclose such information to their agent, subcontractors, Affiliates and other parties for any purpose permitted by law. I authorize and direct Elavon and AXP and AXP agents and Affiliates to inform me directly, or through the entity above, of reports about me that they have requested from consumer reporting agencies. Such information will include the name and address of the agency furnishing the report. I also authorize AXP to use the reports from consumer reporting agencies for marketing and administrative purposes.
I understand that upon AXP's approval of the application, the entity will be provided with the Agreement and materials welcoming it either to AXP's program for Elavon to perform services for AXP or to AXP's standard Card acceptance program which has different servicing terms (e.g. different speeds of pay). I understand that if the entity does not qualify for the Elavon servicing program that the entity may be enrolled in American Express's standard Card acceptance program, and the entity may terminate the Agreement. By accepting the American Express Card for the purchase of goods and/or services, or otherwise indicating its intention to be bound, the entity agrees to be bound by the Agreement.

SIGNATURE: X	PRINTED NAME: **Marites Fermin**	TITLE: **Director Fiscal Srvc**	DATE:
SIGNATURE: X	PRINTED NAME: **Song Chin-Bendib**	TITLE: **Asst Superintendent BAO**	DATE:

SUBMITTED BY (INTERNAL USE ONLY)

To the best of my knowledge, I certify that the information provided in this Merchant Application was provided by the Merchant and is true, complete and accurate. I further certify that the signatures were provided by the Merchant's authorized representative.

SALES REP SIGNATURE: X	PRINTED NAME: **Michael F. Hodge**	REP ID #: **15778**	DATE: **09/24/2012**
REP PHONE #: **(503)477-5544**	REP EMAIL: **michael.hodge@usbank.com**		

FOR INTERNAL USE ONLY

ACCEPTED BY ELAVON, INC.:	DATE:	v.USA-GOV-USB-0912

WHAT HAPPENS NEXT?

Thank you for choosing us as your payment processor. We look forward to providing you with the best customer service in the industry.

Below are the steps that will be taken to get you up and running quickly.

1. APPLICATION AND CREDIT UNDERWRITING

Your application will be sent to our Operations center for processing. It will be checked for completeness and accuracy. Our credit underwriting specialists will review the information provided, perform the necessary analysis, and approve or decline the application. We will contact you within 24-72 hours if we need you to provide additional information.

2. **DEPLOYMENT**

Once your application is approved and entered into our systems, our deployment team will prepare any equipment or software for shipment. You should receive your package within two-five days, depending on the method of shipping selected. Look inside the box for your Getting Started Kit — it contains a packing list, your Merchant Identification Number (MID), support materials, and information about training and service.

3. TRAINING

Once you receive your package, please call the training at 866-451-4007 to speak with one of our representatives. If we don't hear from you, we will contact you to schedule a session. The session will cover information about credit card processing, how to set up and use your processing terminal or software solution, and where to find helpful information.

4. PCI COMPLIANCE VALIDATION PROCESS

Complete your Payment Card Industry Data Security Standard (PCI DSS) validation. Visit our PCI website, http://pci.elavon.com, for education and tips on protecting cardholder data. You can also connect with our Visa® and MasterCard® accredited Qualified Security Assessor (QSA) and Approved Scanning Vendor (ASV). You must provide a certificate of compliance validation within ninety days (90) of account approval to avoid a monthly non-compliance fee.

5. COMMUNICATIONS

You will receive an email from Elavon that contains helpful information about processing with us, as well as a quick link to MerchantConnect, our online support tool. You will also receive a survey that will ask you to score us on a number of factors. We value your feedback, and ask that you kindly take two minutes to rate the sales process, training process, and overall level of service. We will periodically send you information to keep you informed about things that impact your business.

6. SERVICE

Help is always just a phone call away — we operate a 24/7 call center. Call 800-725-1243 to talk with a representative. For online access to your account, go to https://www.merchantconnect.com. You can view your statement, display recent deposits, view chargeback and retrieval requests, access customer support, and much more.

Be sure to visit www.newmerchantassist.com for information about activating your account, as well as to find tips to help you better manage costs, protect cardholder data, and stay in compliance with changing regulatory demands. And visit www.merchantconnect.com to review statements and detailed reports about your transaction activity.

Thank you for your business. We look forward to providing you the very best in service.