



COMMONLY ASKED MERCHANT QUESTIONS

1) Who is Signature Card Services, and how do we process credit cards?

Signature Card Services is a credit card services provider sponsored by National Bank of the Redwoods in Santa Rosa, CA and Merrick Bank in South Jordan, Utah. We are registered with these sponsoring banks as well as VISA/MasterCard to provide merchants with credit card processing accounts to merchants throughout the US.

Signature is the liaison for your business with the banks, providing them with the initial underwriting services, care for the merchant and the account. We are your contact for customer service and equipment, and we help you monitor your account to ensure your business runs smoothly.

2) What is the relationship between Signature Card Services and my sales agent?

Your sales agent is an independent representative of Signature Card Services. They are responsible for obtaining your business, submitting the application/agreement, accumulating the proper documentation and determining what your equipment needs are.

3) What are Qualified, Mid-Qualified and Non-Qualified discount rates? ("I only agreed to the lower rate!")

Each time a transaction is processed, a percentage of the transaction amount is charged to the merchant for the ability to accept credit cards as payment. This is called the Discount Rate. Discount rates are tiered as Qualified, Mid-Qualified and Non-Qualified transactions, and they are charged because the credit card issuers charge the banks for processing the transactions. Please refer to our "Discount Rate Tier Requirements" page in this handbook for detailed descriptions of each tier.



- 4) Why do you charge me on each deposit **AND** charge me another fee each month? (Discount versus Month-End fees)

Merchant accounts have two different sets of fees that are usually charged at different times. The discount rate is the percentage taken out of each deposit. For most accounts this is done within 1 day of the actual deposit. Service fees are all other charges such as the authorization fee, return fee, AVS usage fees, etc. These are charged per transaction; however, the charges are accumulated throughout the month and charged in a lump sum at the beginning of the following month. These are usually noted on your bank statement as "Bankcard MTOT."

- 5) Who is responsible for my equipment?

The simple answer is: The party from whom the merchant acquired the equipment. To process credit cards a merchant needs a) equipment, software, or an internet gateway to capture the card information, and b) a merchant account to process that captured data. Signature Card Services generally provides the merchant account – NOT the equipment itself. This is usually handled by the independent sales agent who called upon your business. Please refer to your copy of the leasing or sales agreement for the terms of payment, repair/warranty information or return policy.

- 6) How do I cancel my service with you? Is there a fee to cancel?

The merchant account agreement is between the contract signor and Signature Card Services and the merchant bank. It is the sole responsibility of the merchant to abide by the terms therein. Should the merchant need to cancel the account they must provide Signature Card Services with written notification, signed by the merchant (the same person who signed the original application/agreement). No other form of notification, either verbal or electronic, is acceptable. Requests may be faxed to 323-966-0056 or mailed to Signature Card Services, 8360 Melrose Avenue, Third Floor, Los Angeles, CA 90069. DO NOT SEND CLOSURE NOTICES TO THE SALES AGENT. SUCH ACTION DOES NOT CANCEL THE ACCOUNT, AND THE MERCHANT IS STILL RESPONSIBLE FOR ANY AND ALL SERVICE FEES.



7) Do I have a contract with Signature Card Services and/or the merchant bank?

Yes, merchant accounts are contractual agreements for service provided by the merchant bank and Signature Card Services. Applications are considered based upon the information provided by the prospective merchant and the agreement goes into full effect upon approval by Signature and the merchant bank. The contract provides the full and sole terms of the merchant account, no verbal agreement/understanding with an agent withstanding.

8) What is a Retrieval Request? A Chargeback? How can Signature Card Services just "take" money out of my account?

A Chargeback is the end result when a merchant's credit card customer successfully disputes a transaction that appears on their credit card bill. Customer disputes typically arise from dissatisfaction with the quality of merchandise or services received, merchandise or services not received, or a questionable transaction.

A dispute creates a Retrieval Request, the process of gathering transaction proof. When a cardholder disputes a charge, the merchant's account is debited for the funds in question while the transaction is investigated. An unfavorable outcome for the merchant results in a chargeback.

9) What is are "Post Dates" and "Hold Days" and how do they effect the timing of my deposits

A "Post Date" reflects the date the funds are posted, and hold days are the number of days that the deposit is held for verification and security checks.

10) What card types can I take with my Signature Card Services merchant account?

Signature Card Services can provide you with the ability to accept VISA, MasterCard, American Express, Discover, JCB, Diners Club and the debit networks Star, Pulse, Interlink, MAC (now Star), Explore, and Maestro.

We also support Check conversion through Global E-Telcom, which treats checks like credit cards, instantly verifying and guaranteeing funds.

And, we provide Gift Card and Loyalty programs through Tender Card.