

SIG ALERT

Signature Card Services' Sales Agent Newsletter

February 2007

- Custom messages can be created and posted directly to SigAgents by Customer Service, Risk, and Underwriting so the next time you login you'll be made aware of any open work items for your merchants.
- The most current versions of merchant applications and agreements for all our banks are in the Library.
- The latest interchange rates from Visa and MasterCard are available from the Programs and Registration Documents page of the Library.
- You can order equipment online, watch the status of download files once your merchants are approved, and track shipment from door to door!

Program Change: Debit Transaction Fee Minimum Lowered

First Data Resources (FDR), the processor for two of our banks (Westamerica and Merrick), has recently added the ability to pass debit network fees directly through to the merchant. We have tested this new feature, and have been very satisfied with the results. Because of this new capability, we have made significant changes to our Agent Residual Program, specifically to the pricing and compensation for pin-based debit transactions. Previously, we had a minimum debit transaction fee of \$0.36 per transaction. This was an estimate used to cover the cost

of the network fees, since we did not receive this information prior to the FDR upgrade. Now that we will have this information, we have reduced the pin-based debit fee from a \$0.36 minimum to a \$0.10 minimum, for our FDR banks, Merrick and Westamerica. The debit network fees will be charged directly through to the merchant. In order to support this new fee structure, our Merrick / Westamerica combined application has been modified. The Schedule A of the new application includes language informing the merchant that they will be charged

debit network fees directly. There is a checkbox that must be checked in order for the merchant to be set up with pin-based debit acceptance. Make sure to check this box, and also fill in the pin-based debit transaction fee in the *Per Item / Occurrence* section of the Schedule A. The latest version of the application is version 3.2 and is online at www.sigagents.com/, and ready for use. Please be advised that we are no longer accepting older versions of the merchant application. If you have any questions, call us or email Mo Shamout at mshamout@signaturecard.com

Tell us how we can improve SigAgents! We want to make this your ultimate source for information. If you have any ideas email them to isosite@signaturecard.com and we'll try to make them happen!

If you've ever wondered if a particular terminal will work with a particular front-end or for a particular industry, then be sure to check out the Equipment Center section of SigAgents.

It has several terminal matrices, showing you what works where!

Have Your Ordered Your New T7Plus for only \$99 Yet?



We're blowing them out! You can still order a brand-new Hypercom T7Plus for only \$99! That's almost half the price you'd normally pay! To place an order for your new T7Plus, you can either complete a pa-

per order form, or you can enter an order into our online system. Both methods can be found on the *Orders* page of Sigagents. To qualify for this special price, you must submit a merchant application to us for each terminal you purchase. Also, remember that our **Free Terminal Pro-**

gram is still available to you, for those situations where you are unable to sell or lease a terminal to a prospective merchant. For more information on this new program, or for information on our Free Terminal Program, you can call Paulamarie Fuentes at 888-334-2284, or e-mail her at pfuentes@signaturecard.com.

New Phone System

We recently upgraded our phone system to provide your merchants with better and more efficient customer service. The new system provides enhanced call distribution and

allows us to better monitor hold times and call lengths. A new reporting system will enable us to ensure that your merchants are receiving the most prompt and complete

attention possible. Additionally, your merchants can now bypass the receptionist completely and call Customer Service directly at 800-631-3072, providing even faster service!