



# SigALERT

Q2, 2014

## MasterCard Review: Passed with Flying Colors

Signature Card Services has successfully completed a mandatory, on-site MasterCard review. As you may know, SCS has a system in place to ensure our ongoing compliance with the associations' best practices. We regularly visit the associations and constantly stay in touch with their representatives to enhance our operations from various angles. Ultimately, our goal is to support you in delivering top-quality, secure and affordable processing solutions to you and your merchant portfolio.

As a result of the review, MasterCard concluded that Signature Card Services runs an exemplary operation. Hooray! We thought that it would be important for you to know the results of the review as it underscored our solid foundation to support your merchants.

## Who Ya Gonna Call?

It seems like data breaches are coming in tidal waves these days. In the light of all the recent incidents, it is a good



time to remind your merchants to report any suspected or actual breaches immediately. We are in the process of creating an incident response management, notification and escalation procedure, as well as best practices as required by

the associations. The plan will include the necessary actions and notifications required under the associations' standards in the event of an account data compromise. We will publish the paper once it is available, but in the meantime, please connect with your merchants to remind them just how important timely reporting of any data compromise is.

SCS closely follows the news on suspected and actual breaches and notifies our partners about them through our facebook page.



## Ready or not, here I come.

What's your guess? How much do your merchants know about EMV? Interestingly, we started to receive lots of phone calls from our merchants asking about the acceptance of the chip cards as they started to surface in the US. As you may know Signature Card Services has been one of the pioneers of the EMV migration in the US. We have been deploying EMV terminals for over a year now, and started portfolio-wide educational program on the effects of the EMV migration on businesses. You, too, can help your existing merchants understand the changes the migration is bringing. We have put together a Guide to EMV, and it is now available on our website through a free download. Outperform the competition and take full advantage of this free tool to attract new business and retain the existing portfolio by providing valuable education to your merchants!

## Scam-o-Rama

Lately we have been getting a lot of reports of misuse of POS devices. We would like to take this opportunity to share some of the incidents with you so that you may notify your merchants of a possible trend. When a swiped transaction is declined, keying in the transaction is not advised. Merchants should call the number on the back of the card instead. Let us explain. Recently there have been many circumstances when our merchants were asked by cardholders to key in random numbers after a declined transaction. You will be surprised how many merchants succumbed under the customer's pressure and keyed in the given numbers. This is a scam! In all these instances, transactions are being chargeback'd by the issuers due to an "Invalid Authorization Code," and the merchant has no representment rights despite the fact that on the surface the second attempt appeared valid. Additionally, merchants must call the number on the back of the card personally, and not allow the cardholder to initiate the call. We have a wealth of information regarding similar incidents. Please take a minute to call us if you need help understanding how to protect the integrity of your merchants' processing.

## How Dashing: FDR's New Statement Look

FDR has introduced a new statement! According to the processor, it will be easier to read with clearer, simplified information to help your merchants manage their account.

| SUMMARY |   | An overview of account activity for the statement period |                    |
|---------|---|--|--------------------|
| Page 4  | <b>Total Amount You Submitted</b>       |  | <b>\$14,470.66</b> |
| Page 5  | <b>Third Party Transactions</b>         |  | <b>\$2,050.96</b>  |
| Page 5  | <b>Chargebacks</b>                      |  | <b>0.00</b>        |
| Page 6  | <b>Adjustments</b>                      |  | <b>-\$1.39</b>     |
| Page 6  | <b>Fees Charged</b>                     |  | <b>-\$403.06</b>   |
|         | <b>Total Amount Funded to Your Bank</b> |  | <b>\$12,015.23</b> |

See page 2 for Key Definition of Terms

The new format will appear on the next month-end statement. With the new statement design, Signature's color logo will be displayed on the statement for stronger brand association. FDR will conduct training sessions to help us all better understand the changes. The information on the training schedule and webinar dial-in information will be posted on sigagents.com.

## FANF: Part Deux.

VISA has revised its Fixed Acquirer Network Fee (FANF) and made a few changes. They will take effect next year and will be targeted mostly at aggregators and small merchants. According to Digital Transactions, citing a VISA bulletin, "the new lowest tier, for merchants with monthly Visa volume of \$200 or less, carries no fee. The next lowest, also new, ranges from \$201 to \$1,249.99 and carries a fee of 15 basis points (0.15%) rather than the fixed fee that attaches to all other FANF tiers". We will be keeping you updated on the developments as we obtain more details.



## We are Hiring!

Signature Card Services is seeking a Customer Service Specialist to add to its Los Angeles office.

The position requires attention to detail, strong data entry skills, ability to learn new computer systems, and preferably experience in finance and/or business. The ideal candidate requires excellent verbal and written communication skills, with the ability to efficiently multi-task in a fast-paced environment and to work as a team player.

Signature Card Services is a full-service, integrated merchant payments processor. Our combined business strengths include many years of experience in numerous vertical markets, a personalized hands-on approach and leading-edge technologies.

Signature Card Services offers competitive compensation and benefits. Interested candidates should send resume, references and salary history to [employment@signaturecard.com](mailto:employment@signaturecard.com). No phone calls please.

Forward your questions or comments regarding this newsletter to [marketing@signaturecard.com](mailto:marketing@signaturecard.com)