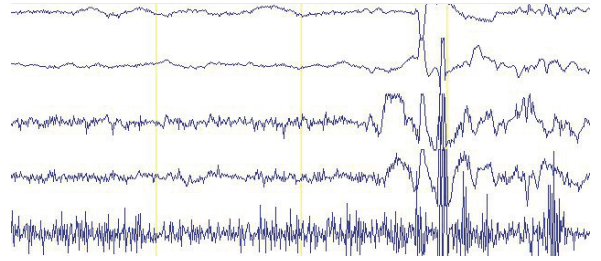


# The Processor's Polygraph



**\*\*Answer all stated (\*\*) questions and sign before a meeting will be considered.**

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## **\*\*Client Information**

Business Name:

Contact:

Phone:

Email:

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## **\*\*Credit Card Processor Information**

Company :

Sales Rep :

Title:

Length of time  
with company

Direct Phone:

Email:

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## **\*\*Customer Service**

Do you offer continuing education  Yes

If Yes, Check  
all that apply:  PCI Compliance P.O.S

over authorizations

Truncation requirements

PA DSS Compliance

FACTA requirements

Upcoming Mandates

---

## **\*\*Technical Support**

Check all that  
apply:  24/7 live help desk

Sales rep direct/ cell

Is your call center  Yes  
Outsourced?

\*What are the hours for live support?

\*If there is an issue settling the daily transactions, can you recover my transactions remotely?  Yes

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**Pricing (we only consider Interchange Plus proposals)**

Please supply a definitive fee and discount per item (DPI) for the following:

\*Swiped Cards

\*Compliance Fees

\*Maintenance Fees

\*Key-entered Cards

\*Transaction Fees

\*Visa Product 1

\*IRS Regulatory Fee

\*Visa Product 2

\*Signature Cards

\*Small Ticket Debit

\*Check /Debit Signature  
-based cards

\*Corporate Cards

\*PCI / Security Fee

\*Annual Fee

\*Statement Fee

\*Installation Fee

Other Fees

\*If Interchange Plus Pricing is used, please attach a copy of the most recent interchange tables.

\* Please attach Proposal What would my monthly savings be

Please disclose your profit margin

\*\*How long are my rates guaranteed not to change?

\*\*How long is your contract?

\*\*What is your cancellation fee?

\*\*What is your funding timeline

\*\*Will you refund the interchange fees on refunds  Yes  No

\*\*When do you debit your fees?  Daily  Monthly  Both

\*\*Do I have a choice?  Yes  No

\*\*Do you charge a  retrieval fee  chargeback fee

\*\*If yes, what are the fees

\*\*Will I need to lease or purchase new equipment?

\*\*If yes, who backs up the warranty?

\*\*Do you have an online portal?

\*\*What is the monthly fee for this service?

\*\*Explain how my business will benefit from the Durbin Amendment of 2011

\*\*Please describe your chargeback processes

\*\*Please describe your arbitration process

\*\*How does your company handle rate increases and decreases from V/MC/Disc/Am Ex?

- Please attach the following
- document detailing your rate increases and decreases over the past two years \*\*
  - sample copies of two consecutive monthly statements based on my SIC code
  - Five merchants from the same industry including contact information for each\*\*
  - your proposal as well as the complete terms and conditions of your merchant agreement

\*After review of this questionnaire, our company will research your organization on Ripoff Report, Merchant Maverick and the Better Business Bureau, Yelp etc. \*

**My signature below confirms I have disclosed all fees and guarantee the accuracy of the competitive proposal I have submitted on behalf of my organization**

\*Printed Name

\*Signature

\*Date