

**PREFERRED RATE PROGRAM**  
**APPLICATION PROCESS**

**1) Application Process**

Members call our Business Sales Centre – **1-877-552-5533** – and press 1 to apply for merchant services (VISA, MasterCard, Amex, Interac and point of sale solutions). The Sales Centre is open from 8:00 a.m. to 8:00 p.m. EST.

Members should allow approximately 10 - 15 minutes to complete the Merchant Application over the phone with a Sales Agent. The applicant will be asked for personal information (name, home address, date of birth, social insurance number, etc...), as a personal credit check is required. Once the call is completed, the merchant application is sent to our Fulfillment department for further processing.

**2) Fulfillment Process**

- a) The Merchant Agreement is faxed or mailed directly to the member. The package includes:
  - i) Cover sheet with instructions on what the member needs to submit (Articles of Incorporation or Business Registration document, void cheque for deposits, signed Agreement, Proof of Association membership, etc...)
  - ii) The Merchant Agreement is clearly marked with X's where signature(s) are required.
  - iii) The pricing schedule (Schedule A).

If the Merchant Agreement was faxed another copy of the Agreement and a copy of the Operating Guide are mailed separately.

Once the signed Agreement and all supporting documentation are received, the documents are verified for completeness and sent to our Credit department. If any documentation is incomplete or missing, the member is contacted.

### **3) Credit Process**

#### Adjudication

- i) If an account is low risk, it may be approved through “auto-adjudication” and sent directly to Set-up.
- ii) If account does not qualify for auto adjudication, it is referred to a Credit Analyst for further review.

#### Decision Process

- iii) Approved - sent directly to Set -up.
- iv) More Information Required - member is contacted by our Credit Research team for more information in order for the Credit Analyst to render a decision (examples include: business financial statements, prior processing statements, product and marketing information, etc.)
- v) Decline – member is notified of decline by mail.

### **4) Set-Up Process**

Once the application is approved by Credit, it is sent to our set up team for deployment.

We strive to have the account set up and equipment/welcome kit deployed within 10 business days of receiving the signed agreement and all supporting documentation.

## **MERCHANT SERVICES CONTACT INFORMATION**

### **Account Inquiries**

Any inquiries members may have on their VISA, MasterCard or Interac merchant accounts with Paymentech should be directed to our Merchant Customer Service Centre **1-800-265-5158**. Merchant Services is open 24 hours a day, 7 days a week.

Example of typical account inquiries include:

- I did not receive/am having difficulties understanding my Monthly Merchant Statement
- I am having difficulties balancing my card deposits
- My Paymentech point-of-sale solution is not working
- I am not sure I am getting the correct rate

### **Rate Changes**

Any member who has an existing relationship with Paymentech and wants to participate in the program should call 1-800-265-5158 for instructions. They will be asked to fax in proof of membership with the association in order to be set-up on the program. No retroactive credits will be granted.

### **Bank Deposits**

#### i) Flex Banking

Members may deposit their card transactions into the business bank account of their choice. In order to change their current deposit account, they should call 1-800-265-5158 for instructions. They will be asked to fax in a void cheque for the new deposit account.

#### ii) Deposit Timelines

Card deposits typically take two business days to reach their bank account.

#### iii) Discount Deduction

VISA, MasterCard and Interac fees are billed gross, meaning that all charges are billed at the end of the month.