

5 THINGS

Choosing a Credit Card Processor for your business is an extremely important decision. After all, **they are handling YOUR money.**

What can you investigate in the due diligence process to ensure a credit card processor can deliver on those high expectations?

to look for when choosing a **Credit Card Processor**

1 CUSTOMER SERVICE



When you **NEED HELP**, how will you be **TREATED**?

- ✔ Is their customer support in house?
- ✔ Can you dial a specific number and reach someone who can help within 15 seconds?

2 REPUTATION

What is their **REPUTATION** among other businesses?

- ✔ Can they provide letters of recommendation?
- ✔ What is their Better Business Bureau rating?
- ✔ Be suspicious if they cannot provide high quality references



3 PCI COMPLIANCE PROCESS



How do they handle **PCI COMPLIANCE**?

- ✔ Are they concerned about lowering your risk?
- ✔ Do they pro-actively contact every merchant before the deadline to complete the annual PCI review?

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4 PRODUCTS & SERVICES to GROW your BUSINESS

What **SOLUTIONS** do they offer?

- ✔ Are they interested in how you currently process payments?
- ✔ Do they have ideas to help make processing more efficient?
- ✔ Are you being asked to lease equipment?



5 PRICING

Can they **SAVE** you **MONEY**?

- ✔ Is their savings analysis easy to understand?
- ✔ Is their monthly statement easy to read?
- ✔ Anything less should raise skepticism from you.



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