

# customer service and account management

## strong relationships are the key to customer service

Chase Paymentech's commitment to the card-not-present industry is reflected in our merchant service and account management philosophy. We pride ourselves on developing strong professional relationships with our customers. Our entire staff is dedicated to delivering our merchants unparalleled quality service, and expert consultation. We believe that excellent customer service requires dedication and commitment at every level. Through our customer service teams, Chase Paymentech doesn't just solve your problems—we build relationships that help your business grow and succeed.

### comprehensive customer - service benefits

- **unparalleled quality service** – Our experienced specialists know and understand each merchant's unique needs. We work together with you to resolve issues—and to offer you new ways to meet consumer expectations and expand your business.
- **expert consultation** – Our dedicated team of account managers, technical consultants, charge-back analysts and training specialists make it their business to keep our merchants informed about important industry news, innovative products and services, emerging technologies and additional business opportunities.
- **24-hour support** – Our data/file processing center is available 24 hours a day for file processing inquiries. We also offer 24-hour Internet and telephone access to your financial and transaction data via our interactive voice response telephone system and online reporting.
- **customer commitment** – We demonstrate our commitment to your success by serving as your advocate in the payment processing industry and by continually developing new products and services to expand your capabilities, reduce costs and open new markets for you.



### Let us Grow Your Business

To support your business goals, Chase Paymentech provides consultative services to help you establish and meet specific revenue goals, evaluate your processes and share best practices for continual improvement.

**CHASE** ™  
Paymentech

## our people and products meeting your customer service needs:

### account manager

- Your primary point of contact
- Provides personalized support and consultation
- Your strategic planning & development resource
- Coordinates technical assistance
- Offers new product and marketing opportunities
- Conducts on-site visits to merchants

### chargeback analyst

- Knows your business and policies
- Dedicated support minimizes chargeback losses
- Responds to all chargeback processing needs — representment, pre-arbitration and arbitration
- Ensures timely processing of all chargebacks
- Serves as your resource on Visa/MasterCard regulations

### technical consultant

- Manages conversion to ensure a smooth transition
- Coordinates testing and certification
- Your ongoing service consultant for optimum processing efficiencies

### merchant services

- Provides day-to-day telephone support
- Establishes and maintains merchant accounts
- Answers general questions regarding all aspects of transaction process
- Assists with report questions and banking reconciliation
- Provides World Class service levels

### merchant training and communication

- Facilitates training for new members
- Provides ongoing training in such areas as chargeback processing, financial reporting, and new and existing products and services
- Writes and maintains merchant user documentation
- Coordinates merchant communications

### online and IVR reporting and transaction history

- 24-hour access to transaction history, issuer bank information and reporting
- Online access to news, user manuals, forms and more

### 24-hour operations and support

- Deliver real-time file processing assistance
- Available around the clock, 365 days a year.



**We Have the Answers  
You Need...When You  
Need Them.**

**CHASE** ™  
**Paymentech**

**www.chasepaymentech.com**  
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