

5 STAR Customer Care



MEET OR BEAT OFFER

VX has a compelling offer to attract new merchant customers to Community Bank. VX will **Meet or Beat** any merchant's current rate or offer to pay them **\$250.00**. All that is required is 3 months current merchant processing statements. There is no cost to participating Banks for this offer.



NEXT DAY FUNDING

Merchants who close their batches by 7pm Eastern will receive funding for MasterCard, Visa and Discover **NEXT DAY**. This helps merchants balance and manage cash flow much more effectively.



"MOST" PROGRAM

The Merchant "Most" Program entails one phone number for essential contacts regarding frequently asked for assistance:

- Personal Customer Service
- Product Solution research
- eMerchant View
- PCI Help Desk
- IRS 1099 Help Desk
- Terminal Help Desk



BREACH COVERAGE

Payment Card Industry (PCI) Compliance standards were established due to the growing number of card compromises. A Compromise can happen to any merchant at any time. VX is offering at no cost to the merchant **\$25,000** per location. Breach Coverage. In the event a compromise occurs, the money can be applied to assist with all fees and fines due to the compromise.



TERMINAL PROTECTION

When you purchase equipment from Value Exchange, you are covered: Current industry terminal warranty coverage is one year. Under the Terminal Protection plan, VX will extend the warranty to a **Full three year period** --- includes: PIN Pads and other Peripherals