

TALK OFFS

Not Interested - There isn't really anything to be interested in. We have nothing to sell. I am actually calling to make a notification of a change to the Risk Management portion of the current account.

- There isn't really anything to be interested in, the change has already happened, we just want to go over the savings you are eligible for..

I'm Happy with my Provider - I understand that you are happy. It is actually because of the good standing that you have with your current provider that has made this change occur.

Just Switched - How long ago did you make the switch?

(If over a month) It sounds like you made a lateral move from one retail provider to another. You are now eligible to receive the same rates that those retail providers are originally offered before they mark it up and sell it back to you. What I would like to do for you since you have a full month's statement is to set up the 2-to-5-minute phone call so that we can show you what you are eligible for at the wholesale direct level of processing.

(If less than a month) What I will do is reach back out once you have a full month's processing statement. When is typically a good time to reach you, mornings, or afternoons?

What's a merchant account? -Is the account that business uses to accept credit and debit.