## Security and Fraud Protection

Security and fraud prevention is at the core of our business.

- Safetech encryption, tokenization and customizable fraud tools
- Instant alerts of potential financial risks
- Chargeback Imaging System to help you manage chargebacks electronically
- Education and consultation services

## Customer Service on Your Terms

When it comes to your business, we know there's no such thing as 9-5. You're always on the clock. That's why our help desk team is available 24/7/365, so that you can find the answers and support you need, on your schedule.

We are focused on your needs and providing a positive experience for your customers. With Chase Merchant Services, you'll get:

- 24/7 bilingual client support
- Product training over the phone or onsite with your installation
- Chargeback processing support
- Onsite replacement service for terminal and pin-pad replacement[3]

## Get Started with Chase Merchant Services Today![4]

chase.ca/merchantservices
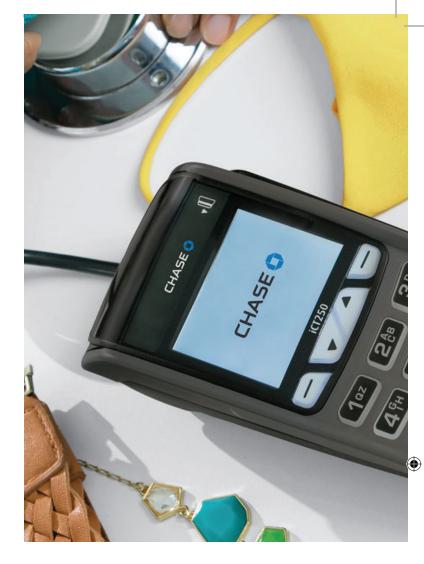
For more information visit a Servus branch.

All fees and rates are subject to change as set out in the Merchant Agreement. 1. Cellular data plan required. Available on Rogers and Telus 3G coverage areas only. 2. Chase Mobile Checkout-PLUS is available to Canadian Merchants accepting transactions within Canada only. Chase Mobile Checkout-PLUS requires a compatible Apple smartphone or tablet with cellular or Wi-Fi® network connection, the Chase Mobile Checkout-PLUS application, a merchant services account with Chase® Merchant Services (Chase), and a Chase Mobile Checkout-PLUS supported PIN Pad. There is no charge to download the Chase Mobile Checkout-PLUS app, but there may be charges associated with the purchase and shipment of the PIN Pad. When using the app, message and data rates may apply. Such charges include, but are not limited to, those from your communications service provider. In addition, all applicable processing fees outlined in the merchant services contract with Chase will be assessed for all transactions initiated through the app. 3. For locations in Chase same-day service area only. Service call must be received by 5pm M-F; 2pm Sat.; 1pm Sun. (local times). Chase must deem that the rented equipment requires replacement. Outside same-day service areas replacement equipment will be shipped the next business day. 4. Businesses who wish to obtain payment processing services from Chase Merchant Services must submit an application. All applications are subject to Chase's standard approval policies and procedures, including without limitation credit approval and entering into a Merchant Agreement with Chase Merchant Services. † ®*Interac* and the *Interac* logo are registered trade-marks of *Interac* Inc. Used under license. *Visa is a registered trademark owned by Visa International Service Association and used under license. Chase and the Octagon logo are registered trademarks of JPMorgan Chase Bank, N.A. © 2018 JPMorgan Chase & Co.

**CHASE** ◆

## Payment acceptance is key to your business' success.

## So is choosing the right payment processor.



## A Trusted Partner

For over 30 years, Chase® Merchant Services has been delivering solutions for Canada's businesses and will work with you one-on-one to help:

- Choose attractive options for your business
- Understand the costs associated with payment processing
- Provide innovative solutions unique to your needs

**servus** credit union

## How Do You Accept Payments?

Whether you accept payments online, in-store, or on-the-go, Chase Merchant Services has a solution that works for you. Chase also offers options for businesses to **integrate payments** with a POS software, **accept online payments** through a website or shopping cart, and includes **data encryption technologies** to assist with fraud prevention.

### Accept Payments in Person

#### Countertop
If you're running items through a register or point-of-sale (POS) system, our terminals process your customers' transactions quickly. Well suited for: quick serve restaurants, grocery stores, retail stores and beauty salons.
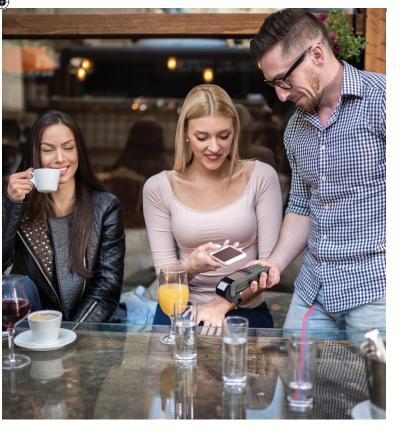
#### Integration with POS
If you rely on a POS system to manage your business, you can trust Chase to integrate our pin-pads with most preferred systems. Well suited for: grocery stores and retail stores.

#### Short range wireless
For increased mobility, our short range wireless terminals allow your customers to pay on the spot, making payment processing more convenient when customers are at a distance from your primary POS system. Well suited for: restaurants, bars, cafés and seasonal businesses.

## No Hidden Fees

We offer customized pricing based on your specific business needs.

### Accept Payments On-The-Go

#### Long Range
Your business may require you to bring products or services to a customer's location. Our long range terminals give you the freedom to accept payments across Canada[1]. Well suited for: Food delivery, taxis, couriers and large stadium venues.

#### Mobile
For smaller businesses that want to keep things simple, Chase Mobile Checkout-PLUS[sm] allows you to use your smartphone or tablet to process customer payments, in-store or on-the-go[2]. Well suited for: trades, mobile businesses and small businesses.

### Accept Payments Online

Our eCommerce solutions are designed to meet the needs of both small businesses and larger enterprises. We provide a comprehensive range of supporting services, from setting up your eCommerce functionality to 24/7 tech support. We'll help you manage customer purchases efficiently.

- Securely process and settle all major credit cards in Canadian or U.S. funds
- Accept *Interac*[†] Online and VISA* Debit
- Integrate into many shopping cart software solutions
- Integrate and host a payment processing solution on your website
- Accept and automate recurring payments
- Help store customer data securely

### Virtual Terminal
With an internet connection and a web browser, use our Virtual Terminal to process payments received over the phone or by mail order.

## Easy to Use Reporting Tools

Our proprietary reporting tools offer 24/7 access to your payment processing information. Plus, with Chase Mobile Checkout-PLUS[sm], you can access your account details on-the-go in our mobile dashboard.

- Pre-settled (front-end) batch and transaction details
- Settled transaction details
- Funding information and retrieval
- Visual fee summary for a snap shot of your operations
- Forecasting that allows you to monitor and evaluate sales trends