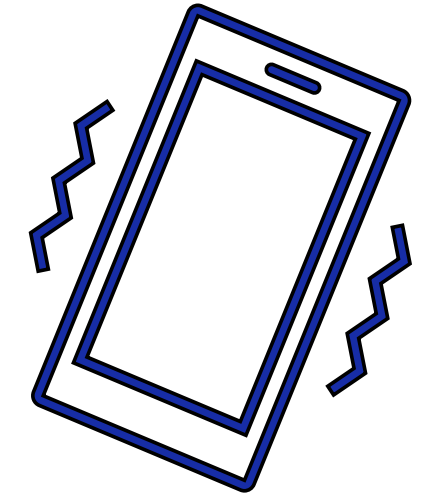




Operations

888-588-5484

Phone Directory



Tomorrow
Murphy
Director of
Operations



Josh Mandell
President



Carrie Harrod
Lead Client Support
Specialist



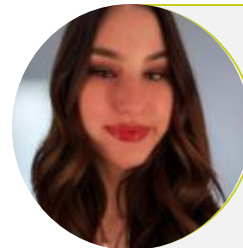
Erin Davis
Client Support
Specialist

Option 1 Customer Support

- Batch Inquiries
- Deposit Inquiries
- Statement Inquiries
- Funding Inquiries
- Risk Inquiries
- Merchant Portal Inquiries
- Merchant Billing Inquiries
- Account Maintenance
- Chargebacks
- Account Closures
- High-Ticket Review



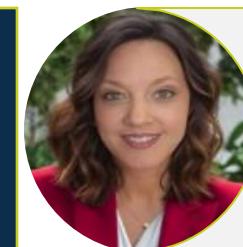
Laura Stepp
Sales Support
Specialist



Makenna Cato
Sales Support
Specialist

Option 2 Sales Support

- Form Assistance
- Gift Cards
- Pricing Updates
- Product Information
- Proposal Requests
- VAR Updates/Request
- Prospect Solutions Research
- Agent Residual Inquiries
- Agent Billing Inquiries
- PCI



Laura Hunter
Fintech Specialist



Rebecca Lomax
Fintech Specialist



Tammy Raines
Fintech Specialist

Option 3 Tech Support

- Functionality, Batch & Processing Errors on Valor, Pax, Dejavoo
- Third-Party Equipment
- File Builds/ Updates
- Gateway Assistance
- Deployment/Tracking Inquiries
- Merchant Solutions Research