Know your rights!

The Merchant Bill of Rights was established to promote fairness and transparency in credit, debit and prepaid card processing. Proposed as an industry standard, it educates business owners like you about the complexities of card processing and managing the associated costs.

1. The right to know the fee for every card transaction — and who’s charging it.
2. The right to know the markup of card brand fee increases.
3. The right to know all card brand fee reductions.
4. The right to know all transaction middlemen.
5. The right to know all surcharges and bill-backs.
6. The right to real-time dedicated service.
7. The right to encrypted card numbers and secure transactions.
8. The right to real-time fraud and transaction monitoring.
9. The right to reasonable equipment costs.
10. The right to live customer support 24/7/365.

To learn more about your rights, visit HeartlandPaymentSystems.com

I HAVE RIGHTS.

MERCHANT BILL OF RIGHTS

The Merchant Bill of Rights was established by Heartland Payment Systems in 2007 to advocate for the rights of small and mid-sized business owners in payments transactions.
Middlemen (often called Resellers, Independent Sales Organizations/ISO’s or Merchant Service Providers) are not directly authorizing, capturing and settling transactions. They may call themselves a “processor” by processing the money they collect from merchant’s checking account every day but they don’t touch their credit/debit transactions in any way.

Processors who contract with middlemen have little or no control over who is representing them and the behavior and practices of who represents them.

Middlemen tend to use multiple layers of additional middlemen. The ISO’s tend to work with sub-ISO’s who use 1099 independent contractors – 3 layers of organizations in addition to the processor, each with their hand in your pocket.

Many middlemen work with multiple processors, creating plenty of opportunities for conflicts of interest. Middlemen will pick the best processor for their profits, not the best one for you.

Middlemen are at the mercy of their processor with little or no say on what goes on and how it affects them.

A processor that is bought or merged could result in major changes affecting middlemen and their merchants.

Middlemen rarely have the consistency of 24 hour support from their own people – they frequently contract out to a call service on nights or weekends that may only handle minor troubleshooting questions.

Merchant statements are produced by the processor and the middleman is at their mercy as to what is disclosed and what is not disclosed.

With up to 12 layers between the processor and the merchant, fraud prevention is more difficult.

Middlemen are usually the “last to know” and are frequently “out of the loop” when it comes to changes that could affect their merchants.