

Electronic Payment Processing

Electronic Payment Processing with Newtek

Program enables merchants, including retail, mail-order and Internet businesses, to accept all major credit cards as well as debit and ATM cards for payment. Newtek Representatives can introduce you to a wide variety of valuable electronic payment solutions.

Every Merchant Needs to Accept Electronic Payments

It has been proven that customers spend more per transaction when they use credit cards. Every business today needs to be able to accept multiple forms of noncash payments.

Why Newtek Electronic Payment Processing?

Newtek Electronic Payment Processing guarantees the highest quality service throughout your relationship with us. All technical support personnel are courteous, professional, and will work to address any concern. Our sales representatives train you on how to efficiently operate our electronic payment systems and reduce fraud, as well as help you reconcile your deposits, understand your account statements, and answer questions about rates, fees, chargebacks, and retrievals.

Customer Payments Options

Newtek can customize a program best suited to fit your specific business needs. You can choose from one or more of the following options:

Credit and Debit Card Acceptance

Accept MasterCard®, Visa®, American Express®, Discover®, PIN-based debit cards and signature-based debits cards. Systems are easy to install and operate. In addition, you can monitor your transactions with Internet reporting.

Electronic Check Services

Accept paper checks with convenience and confidence. At the point-of-sale, you can convert paper checks into electronic transactions. A verification service searches for your customer in a national database of bad-check writers. A guarantee service will reimburse you if a verified customer's check bounces. This service enables you to settle payments in 1-2 business days.

ACH Processing

Allows you to generate one-time or recurring ACH's directly from your customer's checking or saving account. Benefits include more reliable payments, reduces internal processing and reduces collections expenses, all improving your cash flow.

Electronic Gift and Loyalty Program

Create a compelling reason for your customers to come back to your business. Gift cards act as mini billboards in your customers' wallets and allow your customers to prepay for goods and services, as well as earn points towards rewards. Gift cards also enable you to refund store credits rather than cash, track customer behavior and history, and replace hard to manage paper-based gift certificate and loyalty programs.

eCommerce

Conduct business online through a secure internet payment gateway with no setup fees. This service enables you to equip your website with a shopping cart as well as inventory, order management, and consumer billing support capabilities.

Mobile Processing

Start accepting credit cards anywhere you go with your smartphone. This payment solution is a downloadable application which supports iPhone, Android, and Blackberry devices with an electronic signature capture.

For Additional Information:

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Horizon
Federal Credit Union

Newtek[®]
Your Business Solutions Company™

Federally Insured by
NCUA Equal Housing Lender

Frequently Asked Questions Regarding the Newtek Breach

Why do merchant accounts need this coverage?

If a merchant account suffers a suspected or actual data breach, the business responsible for the merchant account could incur thousands upon thousands of dollars of unexpected costs in the form of audit expenses, card monitoring and replacement expenses, and fines. These costs could significantly affect revenue...and even jeopardize the existence of a business. The Newtek Breach Protection Program reduces a protected merchant account's monetary exposure when a presumed or actual data compromise occurs, thus providing peace of mind!

What insurance company underwrites this program?

Great American Insurance Group (www.greatamericaninsurance.com) has collaborated with RGS to create this program. Great American is a well-established, financially strong insurance group whose insurance companies hold "A" ratings from independent third party rating agencies.

What is the protection limit?

The maximum protection is \$100,000 per incident, for each merchant account.

Is there any deductible?

There is NO deductible!

If a merchant agreement has multiple merchant accounts, is each account protected for \$100,000?

The Newtek Breach Protection Program provides protection on a per-merchant account basis but an incident and annual limit of \$500,000 does apply to a merchant agreement with ten or more protected merchant accounts.

Can any merchant account qualify for this program?

Any Level 2, 3 or 4 merchant account is eligible, provided it has not already suffered a data compromise. Level 1 merchant accounts are not eligible for this protection.

Must a merchant account be PCI DSS compliant in order to be protected under the Program?

No. However, if a merchant account experiences a breach, the merchant account must become compliant before that merchant account can participate in (or re-enter) the Program.

Level 4 merchant accounts aren't breached often, are they?

Absolutely, they are! Nearly two thirds of all breaches occur at Level 4 merchant accounts. In fact, Eduardo Perez, VISA USA's Vice President of Payment Systems and Risk, stated at the 2007 Electronic Transactions Association trade show in Las Vegas, "Hackers are concentrating on the smaller merchants... that's where we see the greatest vulnerability."

If the transaction processing system used with a merchant account does not store magnetic stripe data, can it still have a data compromise?

Yes! While it is true that merchant accounts that store magnetic stripe data are the most vulnerable, there are a number of other risks. For example, missing or outdated security patches, using vendor supplied default settings and passwords, SQL injections by hackers, unnecessary and vulnerable services on your servers, stolen receipts, stolen computers, employee theft, and skimming can all lead to significant data compromises and subject the merchant account to audits, card replacement costs, and fines.

If a merchant account is certified to be PCI DSS compliant. Does it still need to be in the Program?

Yes! Certification of PCI DSS compliance is not a guarantee that a breach will not occur. The analogy that best describes the situation is this: "You can have the best alarm system in the world, but it is useless if you don't turn it on." Also, the Program covers employee theft and the physical theft of data. PCI DSS compliance alone cannot prevent these losses.

How is a data compromise reported for the Program?

To report a data compromise you simply have to: (1) complete the online claim form; (2) submit (via the web or fax) the notice from the card brand or acquiring bank that stipulates there has been (or there is the suspicion of) a data breach at your covered location; and (3) submit (via the web or fax) a copy of the invoice provided by the certified PCI DSS auditor. To submit additional expenses on an open claim you simply have to: (1) enter your claim number in the online claim form; and (2) submit (via the web or fax) a copy of the demand for payment from the card brand or acquiring bank that explains that these demanded reimbursements/fines were the result of an actual data breach.

If a merchant account does suffer a loss, how quickly will the claim be processed?

Quickly! Once the relevant documentation is provided, the requests for payments will be processed. Assuming that the documentation is in order, the request should be processed within thirty days.