



KeyBank Merchant Services Client Account Conversion

KeyBank Merchant Services (KMS) announced in February 2017 a new payments processing vendor, First Data Corporation (FDC). As part of this strategic business change, KMS is now able to offer new Merchant customers an enhanced portfolio of business tools, including the Clover® platform, which provides next-generation capabilities for business owners to accept payments, manage inventory, track sales, and access revenue-generating analytics and rewards programs. As a valued existing KMS customer, your relationship is very important to us. We are working to automatically convert your Merchant Account relationship to First Data's processing platform to ensure there is no interruption in service to your business. You will continue to receive similar processing services, along with the same pricing you're accustomed to today. With this change you will now have enhanced support for your Merchant accounts and access to new payment solutions should you so choose in the future.

How does this change impact your current KMS accounts?

Following your conversion, you will have access to the Terms and Conditions associated with your new account(s) at businesstrack.com. (Please note: you will receive an email requesting that you access and register at businesstrack.com.) Continued use of your account(s) and the services constitute your acceptance of these Terms and Conditions. These reflect the new services to which your accounts will be converted; however, the same pricing structure you have in place today will remain, excluding any possible changes related to Mastercard International, Visa U.S.A., American Express or Discover increases in their interchange or assessments, any additional services you may want to add that are not covered today, and the following required changes:

- Merchants who are not PCI compliant will have 90 days to become compliant before a monthly non-compliance fee is assessed at \$34.95 per location.



As a result of this conversion, you will now have enhanced support for your Merchant accounts and access to new payment solutions should you so choose in the future.

- New EMV terminals will be deployed (see information below) to replace existing equipment at no cost to you. If you are ready to convert and receive your free terminal, please call 1-800-745-0216.

Is there anything you need to do before conversion?

No. You will soon be contacted by a KeyBank Merchant Services conversion agent. Upon verification, a pre-programmed FD130 EMV-Compliant POS Terminal will be shipped to your business. This new terminal will replace your existing terminal.* You will not need to return your old terminal if it was purchased. Leased equipment will need to be returned to Elavon. Accompanying the new terminal will be a Welcome Kit containing your new merchant number and all the necessary supplies for processing transactions. Once you receive your new equipment and Welcome Kit, you may contact a conversion representative at 1-800-745-0216 to set up any training and to receive instruction on updating your company code for funding purposes.

***Note: if you do not process through a terminal, you will receive additional communication on how we will meet your individual processing needs.**