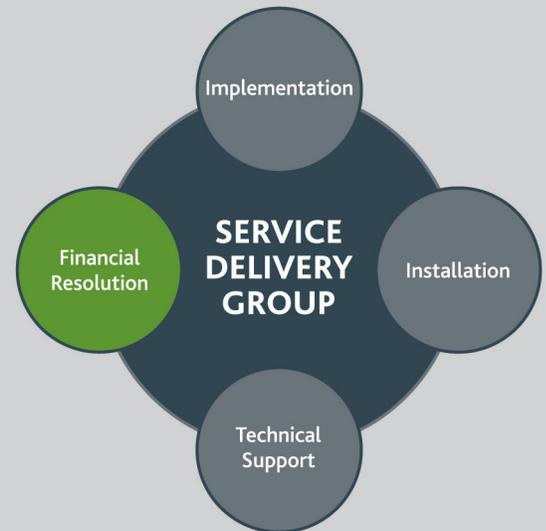


The Financial Resolution Team assists with batch recovery and corrections. From processing credits to a full batch rekey, they save merchants more than \$7 million each year in recovered funds.



Even the very best services, technology and systems sometimes fail. When they do and transactions are lost, we step in to protect the merchant. Merchant Link's Financial Resolution Team recovers millions of dollars of lost transactions on behalf of our merchants every year. Capitalizing on our extensive relationships with processors and banks, we provide in-depth funds research to quickly rectify funding issues. If a merchant using our gateway has any questions about a batch settlement or deposit status, we research the issue, determine the status of the funds, and make sure the issue gets resolved, regardless of what system may have caused the problem.

When possible, the Team resubmits batches electronically so the transactions contain the original authorization codes, helping to prevent chargebacks. If the original electronic batch is unavailable or unrecoverable, the Financial Resolution Team can recreate credit card batches manually for clients, based on secure data that passed through our gateway. This "rekey" service is a tremendous value-add, especially if batches have been deleted, corrupted, duplicated or lost. **For cases involving transactions that are less than 90 days old, we recover the funds in nearly 100% of cases.**

The Financial Resolution Team provides the merchant with peace of mind by providing answers to troubling questions such as:

- Where's my batch, is it missing?
- Have my customers been double-charged for their transactions?
- Why haven't I been paid for an entire batch?
- I had a system crash; can you help me rekey the batch from my receipts?

All of these scenarios represent significant financial hardship for any merchant if unresolved. No amount is too small to go uninvestigated.

Want More Information?

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SERVICES INCLUDE:

- **Confirmation** to verify with the processor, bank and card associations that transactions truly duplicated or failed to settle, and confirm all parties agree.
- **Partial Batch Rekeys** to recover funds when only certain transactions within a batch fail or duplicate.
- **Research** to determine where the batch or transaction failed in the transaction flow.
- **Full Rekey** to resubmit transactions on behalf of merchants.

"I want to extend my sincere thanks to you and your team for all your help getting the transactions processed manually. We often take this service for granted. Thank for your assistance, advice and support."

Tim Durnford, Director, Statler Information Technologies, Cornell University