



Keep your Mobile, Retail or Ecommerce Merchant Account in Good Standing.

- 1. Rejecting processing fees:** If you bounce or reject any end of month processing fees from your business checking account, you have just violated most merchant account processing agreements. Be smart – watch your checking account. Many merchant account processors offer daily discount – your fees are deducted daily to avoid end of month billing issues. Lesson: Rejecting any fees from your checking account is a major infraction that can cause account termination.
- 2. Excessive chargebacks:** Trending chargebacks beyond an approximate 1% trending of your credit card processing volume can quickly escalate to losing your merchant account if the situation is not rectified to the processors satisfaction. In addition, if your chargebacks continue to be excessive, not only can you lose your merchant account – you can be put on the TMF (Terminated Merchants File) list. This list can prevent you from getting high quality merchant services in the future. Lesson: avoid risky online marketing campaigns that can result in a high % of chargebacks.
- 3. Rejecting chargeback transactions:** If you reject a chargeback amount at any time during the month (the amount of the chargeback can vary according to your processing) -this is a sure fire way to have your merchant account shut off. Lesson - Keep plenty of funds in your checking account all at times, not just end of month.
- 4. Rejecting chargeback fees:** Processing companies see increasing chargebacks as red flags; and may watch your account closer – However, rejecting a chargeback fee itself can cause you to lose your account very quickly. If you are not able to keep small amounts of money in your checking account; you are most likely not a merchant that most processing companies want to underwrite, or keep on the system. Lesson - Keep plenty of funds in your checking account – at all times.
- 5. CBR –credit scoring:** A huge drop in credit score could be indicative of future merchant account issues. Lesson: Keep payments current.
- 6. New Website or Refund Policies:** Do not assume your new website or refund policy should be ok. New Refund polices can lead to increased chargeback risk. Lesson: Call your processor.
- 7. Not responding to Risk phone calls, emails or letters.** Not responding to your processor for any reason can be used to shut down your account. Lesson – return calls asap.