



My Payment Processors Risk department called me!

- 1. First contact:** The Risk department from your credit card processor just contacted you by phone or email - and they want to talk. This contact may be normal, or it may be for a risk concern. Calling back immediately and talking to someone on the phone is the best way to resolve the contact.
- 2. Identify -** Identify yourself to the Risk department employee and confirm the contact information that should be on file. Let them know you are immediately calling them back from their phone or email message as your merchant account is very important to you. Be thankful they are allowing you to speak directly with them. Use respect and listen carefully. This person has the power to suspend or terminate your merchant account based on the conversation.
- 3. Transaction questions:** The Risk department may be calling to confirm a recent transaction. You should be familiar with any transaction amounts processed through your account, so it is possible the Risk employee simply wants to confirm a sale, or refund. The goal of the Risk employee is to mitigate risk for the payment processing company, and for you the merchant.
- 4. Chargeback questions:** Processing companies see increasing chargebacks as red flags; and may watch your merchant account processing closely if your chargeback ratios increase dramatically. It is possible the Risk employee is calling to discuss chargebacks, and how to decrease them. The Risk employee wants to assist you in protecting yourself from unnecessary chargebacks, and often times can identify issues with your sales funnel, or refund policy that has increased your recent chargeback activity. Engage the Risk employees knowledge and take their recommended action to keep your merchant account in good standing.
- 5. Funds held!** New merchants or merchants who run more than normal volume, or increasing volume can cause any Risk department with any processor to hold funds to identify new card volume, etc. Holding funds are used to protect against unseen risk related to the credit card transactions. If you are left a message about your funds being held – Call immediately to discuss the issue and alleviate concerns. To get funds released after the call - provide documentation for fulfillment for the transactions and follow up with the Risk employee. The sooner you do this, the sooner most held funds are released.
- 6. 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 – no questions asked. Communication is key when working with any processor. Remember – your merchant account is a privilege to have – not a right. Not returning one phone call can impact your ability to accept credit.