

How we help ISO's

RM Support

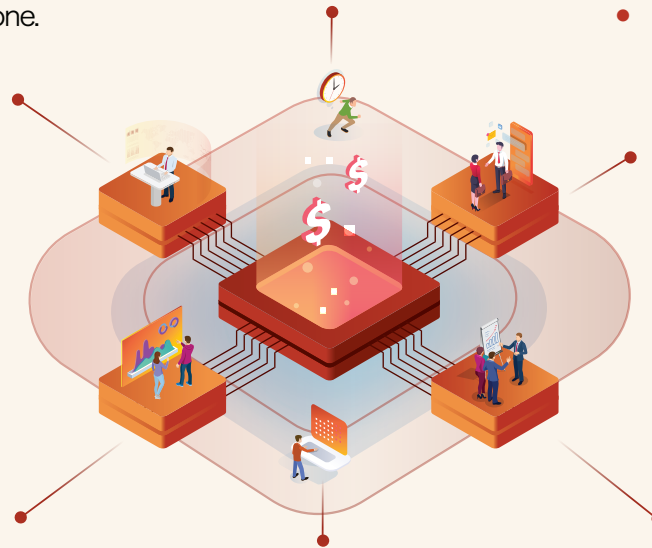
- Suede will assist you in closing deals over the phone, or if the deal is large enough, we will fly in, for an in person meeting.
- In-person relationships with two convenient locations: New York and South Florida. We also speak Spanish.
- 24/7 support via our relationship managers personal mobile phone.

Approval Speed

- We offer approvals in less than 24 hours for MIDs.
- We offer Training For IMAP - 24/7.
- We will develop an API to integrate our CRM with your ISO system, allowing merchant application approvals to be linked directly to your website.

Customer Service Issues

- Our White Glove service includes an RM mobile phone number, allowing you to call for any needs without the hassle of tracking anyone down.
- If terminals go down, Valor Virtual Terminals are deployed with each approval. Billing starts in month seven, covering the previous six months.
- Merchants using any Valor product can request a tech support call back, directly from their terminal, avoiding hold times.



CRM

- Our proprietary CRM provides ISO access for seamless integration and management of merchant application approvals.
- Enhance organization, accountability, communication, and decision-making, with our established office hierarchy.
- We offer Full Transparency on residual reporting.

CRM Schedule A

- Upsell your Schedule A to your sub-agents to maximize benefits and increase overall profitability.
- Both Master and Sub Agents have access to drill-down reporting, allowing you to confirm your buy rates on live MID's in real-time.

Corporate Trainer

- Suede offers live trainings all month long with topics that are most beneficial to you.
- You can utilize our 24/7 Training Library for ISO's to learn on your own schedule and timetable.

Split %

- Suede is an MSP, directly connected to TSYS. We do our own underwriting and risk in-house. This allows us to offer you low buy rates and aggressive splits.
- We own our CRM system, ensuring complete transparency and user-friendliness. This means you have full visibility into all aspects of your data and processes.



White Label

- We are able to customize marketing materials and statements for your ISO office/brand.
- We offer customized Portals, for both Merchants and ISOs.



Activation Bonus

- Upfront activation bonus with every approved MID - anywhere between \$200 to \$430, depending on your negotiated split.
- Activation bonuses are paid twice a week (Tuesday and Friday).



Marketing

- You will have access to our Resource Center that supplies you with all marketing materials, newsletters, and training videos.
- We keep our agents up to date with all industry changes by clear communication via email and with your RM.



Residual Reporting

- We offer both TSYS wholesale and Fiserv Retail, accepting both low and high-risk verticals.
- We offer Raw data files directly from both platforms.



Verticals

- We serve a wide range of verticals including retail, e-commerce, healthcare, and high-risk industries.
- Our comprehensive service portfolio includes both TSYS wholesale and Fiserv retail solutions offering tailored payment solutions to meet unique needs and risk profiles.

