



Request For CHARGEBACK MANAGEMENT SERVICES CONSULTATION

Please fill out this form as completely as possible, and return via email to **chargebacks@cascadiapay.com**

We will review the information you provide, and one of our chargeback management specialists will contact you within 2 business days to schedule a consultation regarding your chargeback situation.



Company

Merchant Name (DBA or Trade Name) _____

Address _____

Contact Person _____ Email _____ Tel _____

Please provide a detailed description of your products and services:

Processing

Please complete the following for each individual merchant ID number (MID) you are considering for chargeback management services:

MID #1

Merchant Account Provider (Acquirer) _____ Processor _____

Gateway Provider _____ Monthly Processing Volume \$ _____

Average Transaction Amount \$ _____ Maximum Transaction Amount \$ _____

Average Chargeback Ratio: _____% Average Number of Monthly Chargebacks _____

Average Refund Ratio _____% Currency Processed _____

% of transactions for cardholders in the following markets (total must equal 100%):

USA _____% Canada _____% Europe _____% Australia _____% Other _____%

List all URLs (websites) via which you currently process using this MID:

List all Billing Descriptors (descriptor which appears on cardholder statement) assigned to this MID:



MID #2

Merchant Account Provider (Acquirer) _____ Processor _____

Gateway Provider _____ Monthly Processing Volume \$ _____

Average Transaction Amount \$ _____ Maximum Transaction Amount \$ _____

Average Chargeback Ratio: _____% Average Number of Monthly Chargebacks _____

Average Refund Ratio _____% Currency Processed _____

% of transactions for cardholders in the following markets (total must equal 100%):

USA _____ % Canada _____ % Europe _____ % Australia _____ % Other _____ %

List all URLs (websites) via which you currently process using this MID:

List all Billing Descriptors (descriptor which appears on cardholder statement) assigned to this MID:

MID #3

Merchant Account Provider (Acquirer) _____ Processor _____

Gateway Provider _____ Monthly Processing Volume \$ _____

Average Transaction Amount \$ _____ Maximum Transaction Amount \$ _____

Average Chargeback Ratio: _____% Average Number of Monthly Chargebacks _____

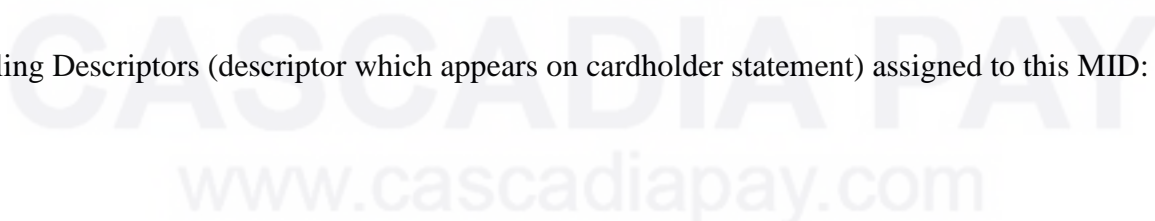
Average Refund Ratio _____% Currency Processed _____

% of transactions for cardholders in the following markets (total must equal 100%):

USA _____ % Canada _____ % Europe _____ % Australia _____ % Other _____ %

List all URLs (websites) via which you currently process using this MID:

List all Billing Descriptors (descriptor which appears on cardholder statement) assigned to this MID:





MID #4

Merchant Account Provider (Acquirer) _____ Processor _____

Gateway Provider _____ Monthly Processing Volume \$ _____

Average Transaction Amount \$ _____ Maximum Transaction Amount \$ _____

Average Chargeback Ratio: _____% Average Number of Monthly Chargebacks _____

Average Refund Ratio _____% Currency Processed _____

% of transactions for cardholders in the following markets (total must equal 100%):

USA _____% Canada _____% Europe _____% Australia _____% Other _____%

List all URLs (websites) via which you currently process using this MID:

List all Billing Descriptors (descriptor which appears on cardholder statement) assigned to this MID:

MID #5

Merchant Account Provider (Acquirer) _____ Processor _____

Gateway Provider _____ Monthly Processing Volume \$ _____

Average Transaction Amount \$ _____ Maximum Transaction Amount \$ _____

Average Chargeback Ratio: _____% Average Number of Monthly Chargebacks _____

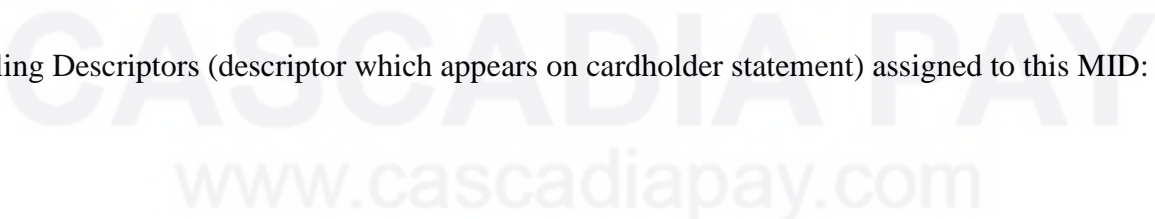
Average Refund Ratio _____% Currency Processed _____

% of transactions for cardholders in the following markets (total must equal 100%):

USA _____% Canada _____% Europe _____% Australia _____% Other _____%

List all URLs (websites) via which you currently process using this MID:

List all Billing Descriptors (descriptor which appears on cardholder statement) assigned to this MID:





General

Please indicate as applicable for any MIDs you have identified in the previous section:

Process Recurring Transactions:

MID #1 MID #2 MID #3 MID #4 MID #5

Take advance deposits or partial payments:

MID #1 MID #2 MID #3 MID #4 MID #5

Your processor is able to provide you with the cardholder letter and other documents provided by the cardholder's bank when a chargeback is filed:

MID #1 MID #2 MID #3 MID #4 MID #5 Don't know/understand

What % of transactions do you process via Website _____% Telephone _____% Mail Order _____%

Do you Use AVS Want AVS Not sure what AVS is, need some advice

Do you Use CVV Want CVV Not sure what CVV is, need some advice

Do you Use 3DSecure Want 3DS Not sure what 3DS is, need some advice

Briefly outline your Return/Refund policy:

If items are shipped, is there:

tracking available signed delivery receipt email with tracking sent to customer

Do you maintain call recordings of your telephone conversations with customers? Yes No

Method of Contact provided to customers on your website is Email Tel

Do your customers check a box to agree to your Terms and Conditions? Yes No

If Yes, is box Not Already Checked – Customer must proactively check Already Pre-Checked

What "reason code" is used in the majority of chargebacks filed against your business:

Goods Not Received Cancelled Recurring Transaction Not as Described or Defective

Cardholder Doesn't Recognize Fraudulent/Not Authorized Credit not Processed I Don't Know

Are you able/willing to switch to our gateway if this would help manage chargebacks? Yes No

If yes, how much do you pay currently per transaction in gateway fee \$ _____

(gateway fee is separate transaction fee from processor/merchant account transaction fee)



Supporting Documents and Information

Please provide the following documents and information to support your application:

Most recent 3 Monthly Processing Statements

Confirm your preferred method of communication with us:

Contact Person _____ via Email _____ or Tel _____

In your own words, explain as best you can why you feel you might need chargeback management services, and what aspects of chargeback management are the most important to you:

