

Chase Merchant Services FAQs

What benefits will Preferred Hotels & Resorts (PHR) members receive by using Chase merchant services?

1. **Specially negotiated pricing, exclusively for PHR members.**
 - a. Members benefit from the purchasing power of and scale of PHR. They will receive pricing than would typically not be offered to or approved for an individual property.
 - b. Interchange Pass Thru pricing model – Ideal for full service resort properties, all interchange fees and assessments are passed through directly to the hotel so there are no hidden fees
 - c. Complimentary account review to demonstrate savings that would be achieved with Chase¹
 - d. Monthly Merchant Services statements
 - i. All fees are clearly identified and explained upfront
 - e. No long-term contract²
2. **Dedicated Lodging Specialists Sales Support Team.**
 - a. The Chase Lodging team has dozens of dedicated sales reps who are experts in the Lodging and Hospitality sector and available to assist PHR members
 - b. Dedicated toll free number, email and landing page for inquiries
 - c. Straightforward sign-up and set-up process (steps provide below)
3. **Next Business Day Funding.**
 - a. Receive next business day funding of transactions when depositing into a new or existing Chase business checking account³
4. **Security and Fraud Protection.**
 - a. Encrypted transaction data to secure PHR member and customer data
 - b. Optional Safetech Fraud and enhanced security solutions for advanced fraud-prevention and security services
 - c. Payment Card Industry (PCI) compliance support from an experienced Chase team that can help guide PHR members through the process
5. **Complimentary Client Portal for Account Monitoring**
 - a. View daily transactions, settlements, monthly statements and manage chargebacks through the Resource Online (ROL) client portal
6. **24/7 Knowledgeable, In-house Customer Support team based in the U.S.**

7. Deep Expertise.

- a. # 1 U.S. wholly owned merchant acquirer based on bank card volume in 2016⁴
- b. Over \$1 trillion in processing volume⁵
- c. Relationships with almost half of U.S. households⁶
- d. JP Morgan Chase spent approximately \$500 million on cybersecurity in 2015 and approximately \$600 million on emerging technology in 2016.⁷
- e. Wholly-owned platform allows us to be a single provider for your payment needs from authorization to settlement.

What other services will PHR properties will be receiving?

- **Complimentary Account Review**¹ – Chase’s dedicated PRH sales team can provide a complimentary account review of PHR members utilizing statements from members’ current processor and comparing to the PHR exclusive pricing. Chase offers special pricing to PHR members based on the purchasing power of the entire U.S. Preferred Hotels system with built-in discounts that would not be typically offered or approved for an individual property negotiating on its own.
- **Equipment evaluation** – In addition to an account review, the Chase team can conduct a needs assessment and suggest appropriate equipment and gateway connectivity solutions, if needed.

What is required to convert to this program?

See a copy of the sample Merchant Account Boarding Process below that is provided to the member.

What is required if a member is already an existing Chase customer?

Chase’s dedicated sales team can assist PHR members in transitioning to the Chase’s PHR program if they are already processing directly with Chase.

What is the cost savings % for a property that is not on this program?

Properties can determine the amount of expected savings they can achieve by contacting Chase for a complimentary account review utilizing statements from their current processor.

Are there start-up fees for a property that is not on this program?

No.

Who should we contact with additional questions or to get started?

For sales, product and sign-up questions:

- Sam Lakhani, Sales Leader, sam.lakhani@chase.com
- James Chapman, Sales Leader, james.chapman@chase.com

For Chase Merchant Services PHR relationship management

- Allison Howard, Relationship Manager, allison.howard@chase.com

Is this agreement effective for franchisees outside of the United States?

No. The terms of the PHR / Chase Merchant Services relationship are specific to the U.S. only.

¹ Cost comparison will be based on a calculation of the overall cost for comparable services, as determined by the processing statements you provide, and will exclude all one time fees. Cost comparison results are estimates only and do not guarantee savings. In addition, inaccuracies in the comparison may occur due to pricing variances and complexities in the statements provided.

² Certain restrictions may apply. Not all businesses may qualify for Month-to-month or No Long-Term Contract, such as businesses who: require processing capabilities in multiple currencies, process over \$5 million in annual credit/debit card sales or have certain software or connectivity requirements. Qualifying businesses may terminate their contract at any time by providing 30 days' written notice. Businesses who receive a promotional consideration from Chase may be required to repay all or a pro-rated portion of the value of such promotional consideration if the contract is terminated within the first 24 months. Businesses who do not qualify for the No Long-Term Contract may be subject to additional terms and conditions, including a defined initial term and early termination fees. Talk to a Chase Representative for more details.

³ Next business day funding is available to eligible Chase merchant services clients who deposit into a single Chase business checking account. Visa®, MasterCard®, and Discover® credit and debit transactions are eligible. All businesses are subject to business credit approval and all funds are subject to fraud monitoring. In addition, funding is subject to the terms and conditions of the merchant processing agreement. Chase must receive settled transactions by 11:59 pm EST. Funds are deposited on the next business day, excluding weekends and bank holidays. Some exclusions may apply, talk to a Chase Representative for more detail. The listed payment brand(s) are not sponsors of this program. All marks are marks of their respective companies.

⁴The Nilson Report March 2017

⁵JP Morgan Chase 4Q2016 Earnings Presentation

⁶JP Morgan Chase 2016 Annual Report

⁷ Chairman & CEO letter to Shareholders, April 2017, Enterprising Investor, April 2017



CHASE MERCHANT SERVICES SIGN-UP & SET-UP PROCESS

STEP 1: Complete and Submit Information Checklist and Required Documentation

To be completed by GM and/or Authorized Signer and/or Owner

- Complete and return the Information Gathering Checklist, the required documentation and the cover page via email or fax. A member of the Chase Lodging Sales Support team will contact you if any additional information is needed.
- If you have questions, the Chase Lodging team is available by phone at 800-240-4584 between 7:00 am to 6:00 pm CST (Monday - Friday).
- Messages left after hours will be returned the next business day.

STEP 2: Sign-up

To be completed by Authorized Signer and/or Owner

- The Chase Lodging team will prepare your Merchant Application Package and send it to you using the method you selected on the cover page of the checklist (DocuSign / email / fax).
- Review, sign and return the application
- Chase will process the application and notify you of the progress via telephone or email.

STEP 3: Set-up

To be completed by merchant and Property Management System (PMS)/Point-of-Sale (POS) Provider and Chase

- Chase will send you and your PMS/POS provider a **coding sheet**. You will need this information to set-up your PMS/POS with Chase Merchant Services.
- The Chase Lodging team will assist you and your PMS/POS provider with the set-up. Please contact your Chase Lodging specialist to make arrangements to coordinate with your PMS/POS.
- Once the set-up is complete, you are ready to accept payments using Chase Merchant Services.

Thank you for choosing Chase. We appreciate your business!