

CynergyData Account Changes Overview

The following changes require a complete new application:

- Legal Name Change
- Ownership Change
- Partnership Change
- Change from Sole Proprietor to Corporation

[Rate/Fee Change ~ Seasonal Activation Request](#); use this form for the following:

- Pricing Change
 - Merchant signature required for rate/fee increase and adding fee(s). Must be signed by signer of original application.
 - Merchant signature is not required for rate/fee decrease.
- Seasonal Activation
 - In order to re-open an account, the merchant must sign/authorize the rates/fees. When submitting for re-activations it is extremely important to include rates for all appropriate categories and fees. This will ensure all fees and rates are added back to the account when re-opened.
 - NXGEN will not automatically open a seasonal merchant without a completed and signed request.

[Change of Bank Account Request](#); use this form for the following:

- DDA/Checking Account
 - If the merchant needs to change their banking information, you will be able to initiate the change for Visa and MasterCard. The merchant will need to handle any other third party payment service provider they have an ACH relationship with, such as American Express, Discover, Diners, JCB, Gift Cards, ATM or Leasing.
 - A \$20.00 per occurrence fee is charged for an ACH change, this will show on the merchant's processing statement.

[Update Business Information Request](#); use this form for any of the following:

- Update Corporate or DBA Address, statement mailing address, e-mail address, website address, contact person and DBA phone or fax number.
 - Merchant signature is not necessary for updating contact information.
- DBA Name Change
 - Merchant signature is required, must be signed by signer of original application.
 - A \$20.00 per occurrence fee is charged for a DBA change, this will show on the merchant's processing statement.
 - Updated imprinter plate(s) will be deployed to DBA address when change has been completed.

[Merchant Account Closure Request](#); use this form to close a merchant processing account permanently or to deactivate seasonally.

- Permanent
 - Must be signed by signer of original application.
 - A Signed Letter from the merchant to initiate a close may be used in place of the Closure Request Form. The person signing the letter must be the signer of the original application.
 - Early Termination Fees may apply on Permanent Closures, NXGEN will ACH the merchants business account, and it will reflect on their bank statement.
 - NXGEN will not automatically close a merchant without a signed request unless the Risk Department finds reason to initiate a close.
 - Close requests that do not have the merchant signature must have a reason stating why the signature could not be obtained.
 - If the closure meets guidelines for waiver of the termination fee, please make sure this is clearly indicated on the closure request form.

- Seasonal
 - Seasonal Deactivation request needs to be consistent with the seasonal “Zero Volume Months” from the original application. If not, need a letter of explanation.
 - NXGEN will not automatically seasonal deactivate a merchant without a signed request.

Early Termination

If the merchant terminates within the first three years of the date set forth on the Application, an early termination fee equal to \$250.00 in addition to all other amounts owed will immediately be charged to merchant.

TERMINATION FEES WILL BE WAIVED IN THE FOLLOWING SITUATIONS:

- If the merchant has multiple locations/MID’s and is still processing under another MID with NXGEN. At least one other MID must be provided to show this relationship. In order to be considered an additional location, the owner or the federal tax ID must be the same.
- If the business is being sold and the new owner signed with NXGEN. The new MID assigned to the owner must be provided.
- Death of a Sole Proprietor
- If the merchant has fulfilled their processing agreement term.

[Add Merchant Service/Equipment](#); use this form for the following additions:

- Add existing Non-BankCard numbers to the file
- Add existing Check Services, EBT or Gift Cards to the file
- Add Hardware or Software to the file
- Add NetConnect Set-up to the file
- Add VIMAS On-line Service

[Merchant Maintenance Service Program](#)

Use this form with existing merchants that did not enroll in a Service Program during the initial set-up.

[Debit Card Agreement Existing Merchant](#)

Use this form with existing merchants that did not enroll in Debit acceptance during the initial set-up. This Agreement reflects the PIN Based Debit Transaction Fee so a merchant signed Rate/Fee change form will not be necessary.

[Non-BankCard Acceptance](#)

Use this form with existing merchants that did not enroll in American Express or Discover during the initial set-up.

Once a merchant has been through the initial set-up, he/she may want additional services or products at a later date. The [ACH Authorization Form](#) will accommodate collecting the fees for the added services. Examples are:

- NetConnect Set-up Fee
- Purchasing additional or new hardware/software
- PIN Pad re-encryption