

SIGNAPAY UNDERWRITING GUIDELINES

Level 1

Retail Storefront/Guaranteed Approval (Exception made for merchants listed on MATCH or having an open bankruptcy). Definition of this merchant category - A commercial store engaged in sales of tangible goods to the general public with an average ticket of \$500 or less, with 80% retail carded swiped, with an annual volume not exceeding \$1mm. There should be signage identifying the business. A listing of Level 1 merchants (over 240 SIC codes) appear on pages 3 and 4 of this guide, and are considered automatically approved, regardless of credit.

Level 2

High Risk Merchants – Represents those merchants who process transactions with an average ticket not necessarily over \$500, accepts the majority of their transactions via the telephone, mail or internet, or any merchant not represented in Level 1 category. Majority of their transactions are keyed / swiped. Any Merchants not listed as Level 1 will be considered a Level 2 Merchant.

Highly Restricted Merchants – Represents those merchants that are considered higher risk based on both industry and actual merchant experiences. As a result, they require additional underwriting analysis and may not always be considered for approval. The list shown on page 6 is a compilation of merchant industries that are included in this category.

Home-Based Business (non-MO/TO/Internet) – Represents any business operated out of the owner or manager's residence. Transactions are conducted face-to-face at the merchant's residence, customer's location, or trade shows. The business may be engaged either in the sale of tangible goods or services. Normal transactions are keyed, unless wireless point-of-sale device terminals are used.

Mail/Telephone Order – Represents a business, which sells tangible goods to customers not present at the point of sale via catalog, mail or telephone. The goods ordered are then shipped to the customer. Use of Address Verification Service required. Order fulfillment time and refund policy must be stated within the merchant credit policy or return conditions.

Internet Merchants – Represents a business whose main focus is providing acceptable products or services over the worldwide web. The website must be functional and viewable, with acceptable products or services, and order fulfillment time and refund policy must be listed within the website.

Signalpay Credit Policy Requirements Matrix

Credit Requirements	Unacceptable business	High Risk Retail / MO TO & Internet (Level Two Merchant List / Highly Restricted)	Low and moderate risk (Level One Merchant List)
Definitions	Bottom of page 2	Page 5 & 6	Page 3 & 4 & top of 5 (> 240 merchants & considered auto approved)
Legal Age of primary business owner 21	Not applicable	Required	Required
Completed & signed merchant app & Agreement	Not applicable	Required	Required
Voided check	Not applicable	Required. No starter checks	Required. Starter checks permitted
Federal tax #	Not applicable	Required (except sole props)	Required (except sole props)
Principals SS #	Not applicable	On principal signer, except for Gov services, med institutions, colleges/universities, and financial institutions or those merchants for which a corp. gty is deemed significant	On principal signer, except for Gov services, med institutions, colleges/universities, and financial institutions or those merchants for which a corp. gty is deemed significant
On MATCH	Not applicable	Not acceptable	Not acceptable
Credit score	Not applicable	550 with no open bankruptcies	550 with no open bankruptcies
Delayed delivery	Not applicable	Up to 30 days and capped at \$1.8 million. >30 days and capped at \$900k	Not applicable
Longevity	Not applicable	Not applicable	Not applicable

Trade suppliers	Not applicable	Disc re tion of Underwriter	Not applicable
Personal guarantee	Not applicable	Required for all. Exception made for those entities that have substantiated a satisfactory business history (10 + yrs in business), or non-profits or publicly traded co or business financials that support potential merchant losses.	Required for all. Exception made for those entities that have substantiated a satisfactory business history (10 + yrs in business), or non-profits or publicly traded co or business financials that support potential merchant losses.
* 2 year financials (Most recent)	Not applicable	\$1 million + annually	\$12 million + annually
Valid website or marketing materials	Not applicable	Required for all MOTO and Internet merchants.	Disc re tion of Underwriter
Processing statements	Not applicable	3 recent consecutive months processing statements if prior processing history reported.	Disc re tion of Underwriter
ACH delay/reserve	Not applicable	Disc re tion of Underwriter	Disc re tion of Underwriter
Site inspection / validation	Not applicable	Required	Required
Completed MOTO/Internet addendum	Not applicable	Required if more than 20% in card not present transactions.	Not applicable
Non-profit orgs	Not applicable	501 C form required	501 C form required

* Financial statements – when requesting financial statements, a complete set should be obtained and is defined as a 12 month income statement, corresponding balance sheet for the same period end, statement of cash flow and accountant notes as available).When working with corporate tax returns, this would include the complete tax returns and supporting schedules.

UNACCEPTABLE METHOD OF SALES & TYPE OF BUSINESS

900 Numbers	Growth Hormones
Adult Services	Import / Export Services
Airlines	Inbound Tele-services
Aggregator (MOTO / Internet)	International Calling Centers
Alcohol (MOTO/Internet)	Investor Services
Annual Membership Clubs	Lottery Agents / Gambling / Casinos
Asset Protection	Male Enhancement Drugs
Auctions – aggregators (see Level II -non aggregators allowed)	Mailing Services Online
Audio text (Voice mail)	Massage Parlors
Bail & Bond payments	Mortgage Brokers (see Level II requirements)
Benefit Packages	Multi-Level Marketing
Breast Enhancement Drugs	Offshore merchants
Bus tours (interstate)	Online Auctions
Business Opportunity	Online Pharmacies
Buyer Clubs/Financial Aid	Outbound Telemarketing
Casino Chips/Lottery/Quasi-Cash	Prize Give-away
Collection Agencies (Debt)	Railroads
Coupon Books	Sex services (MOTO / Internet)
Credit Protection/Consolidation	Sports Forecasting
Cruises	Sports Memorabilia (MOTO / Internet)
Currency Exchange (see Level II requirements)	Telemarketing-Inbound/Outbound
Dating Escort Services	Time Shares (see Highly Restricted requirements)
Diet Drugs	Tobacco (MOTO / Internet)
Door-to-Door Sales	Video Text
Drug Paraphernalia	Venture Capital
Financial Aid Services	Vitamins (Home based)
Firearms (MOTO / Internet)	Warranties
Fortune Teller / Psychics	Wire Money Transfer
Gentleman's Club Services	

Credit Policy

Level 1 Merchant List

Air Conditioning Repair Shop	Boy's clothing	Discount Stores
Alteration/Mending	Bridal Accessories	Doctor *
Amusement Parks	Camera/Photo Supply (retail stores only)	Draper / Window Treatment (cash & carry only)
Amusement & Restoration Services (only POS-no future delivery)	Camper Dealers	Drugstore
Antiques (no special orders)	Candy Stores	Dry Cleaners
Apparel Shop	Card Shops	Durable Goods
Appliance Stores	Car Washes (w/ attendance)	Duty Free Store
Aquariums Sea aquariums, Dolphin aquariums	Check Cashing Services (Pin debit / EBT only)	Eating Places
Artist Supply	Child Care Centers (Licensed / Accredited)	Electronic Repairs
Athletic Fields	Child Care Centers (Licensed / Accredited)	Electrical Stores – Parts & equipment
Attorneys (No Bankruptcy)	Chiropodist *	Eyeglasses Stores
Auditing Services	Chiropractors *	Fabric Stores
Auto Alarms	Cigar Stores & Stands	Family Clothing Stores
Auto Dealers (New) (no stand alone used car dealers)	Cleaning, Laundry & Garment Services	Farm implements Dealers
Auto Exhaust System Repair Shop	Clock Repair	Fast Food Restaurants
Auto Glass Replacement Shop	Clock Stores	Fireplace Accessories
Auto Parking	Clothing – Family	Fireworks Stores
Auto Repairs	Clothing – Men's & Women's	Florist (RETAIL)
Auto Supply	Clothing – Miscellaneous	Funeral Parlor
Automated Fuel Dispensers	Clothing – Women's Ready-To-Wear	Game Stores
Automobile Dealers (New) – Sales, Service, Repairs, Part, Leasing	Cocktail Lounges (NO ADULT)	Gas Stations
Automotive Service Shops (non-dealers)	Colleges & Univ. (Accredited)	General Merchandise
Automotive Tire Stores	Comedy Club	Gift / Card / Novelty
Automotive Tune-Up Shop	Commercial Equipment	Girl's Clothing
Automobile Trans Repair Shop	Commercial Sports (only POS-no future delivery)	Glass / Paint / Wallpaper (cash & carry)
Bakeries	Confectionery Stores	Glassware Store
Barber/Beauty Shop	Convenience Stores	Golf Course (Public)
Beauty Products	Cosmetic Stores (retail only)	Golf Course (Private) (no future delivery / MoTo)
Bedding (no future delivery)	Court Costs	Government Services
Beer Stores	Craft Shop	Grocery Store
Bicycle Shop	Crystal Store	Hardware Store
Billiard & Pool Establishment	Dairy Products Store	Health Food Stores
Bldg. / Home Supply Store (no future delivery)	Delicatessens	Hobby Shop (no collectibles)
Boat Dealers	Demolition Services	Home Furnishing Special Stores – (cash & carry only)
Book Stores	Dental Laboratory *	Home Supply Stores
Books Periodicals & Newspapers (Non-Subscription)	Dentist *	Home supply Warehouse Stores
Bookkeeping Services	Department Store	Hospitals
Botanical Gardens	Diaper Services	Household Appliances
Bowling Alleys	Disinfecting Services	

Credit Policy

Level 1 Merchant List

House Ware / Cutlery	Paints Varnishes & Supplies	Sports Apparel
Intermediate Care Facilities	Parcel Post Store	Stationery Store
Industrial Supplies (retail only – cash & carry)	Pet Grooming	Stationery, Office Supplies, Printing &
Lamp / Lighting	Pet Store	Writing Papers
Laundromats	Photographic Supply Stores	Supermarkets
Lawn / Garden Supply	Photo Processing Supplies	Swimming Pools Public
Leather Retail	Pharmacies	Swimming Pools (SERVICES/SUPPLIES/ REPAIR)
Legal Services / Attorneys	Physicians *	Tailors & Seamstresses, mending & Alteration
Liquor	Piano Store	Tavern / Alcoholic Beverages – (NO ADULT)
Locksmith	Plumbing & Heating Equipment & Supplies	Tattoo Parlor
Lodging / Hotel (Non-Resort)	Podiatrist *	Telegraph Services
Luggage / Leather	Print Shop – Typeset	Television Repair Shop
Lumber Store	Quick Change Oil Change Only	Television Sales-outlet for consumer electronics
Marinas (no recurring billing)	Radio / TV / Stereo Repair	Tent / Awning Shop
Marriage Counseling *(Licensed)	Railway (Passenger) (only POS-no future delivery)	Tire Dealer
Meat & Fish Market	Record Shop	Tire Retreating & Repair Shop
Medical, Dental, Ophthalmic & Hospital Equip & Supplies	Recreational Facilities (only POS-no future delivery)	Tobacco Stores & Stands
Medial Lab *	Recreational Vehicle Dealer (New Only)	Toll and Bridge Fees
Medical Services & Health Practitioners	Refrigerator Repair Shop	Toy & Game Stores
Men's Women & Children Uniforms	Religious Goods Store	Trophy Sales (cash & carry only)
Men's Store	Restaurant	Truck Dealers – New (Service, Repair, and Parts)
Mini Gold / Driving Range	Restaurant, Fast Food	Used Merchandise Stores (NO FURNITURE)
Motor vehicle Supplies & New Parts	Retail Stores	Utilities (Gas, Water, Electric) PUBLIC ONLY
Motorcycle Dealers	Riding Apparel Stores	Used Merchandise Stores (NO FURNITURE)
Movie Theater (No MoTo)	Rubber Stamp Store	Utilities (Gas, Water, Electric) PUBLIC ONLY
Museum	Salvage Yards	Variety Store
Music Store	School Supply Store	Vegetable Market
Musical Instruments – Related	Seafood Markets	Veterinarians *
Needlework Store	Secondhand Store / Consignment Shop	Video Amusement Game Supplies
Newsstand & New Dealers	Service Stations	Video Rental (NO ANNUAL MEMBERSHIP)
Novelty Shops	Sewing Stores	Wallpaper Stores (cash & carry only)
Nurseries (excludes Landscape)	Shoe Repair	Watch Repair
Nursing & Personal Care Facilities	Shoe Store	Welding
Nut Stores	Sign Company	Wig & Toupee Stores
Office Supply-retail	Silverware Store	Women' Accessories & Specialty Shops
Ophthalmologist *	Ski Stores	Women's Ready-To-Wear Stores
Optical Good Store	Ski Slopes	Women's Clothing
Opticians *	Small Appliance Repair (retail)	Zoo
Optometrist *	Snowmobile Dealer	
Orthodontists *	Souvenir Shop	
Orthopedic Goods, Prosthetic Devices	Specialty Food Market	
Osteopaths *	Sporting Goods (Non-Health Club)	
Package Store – Beer, Wine & Liquor		

Credit Policy

Advance sales (in excess of 30 days)
Advertising Services
Air Conditioning Contractors – Sales & Installation
Aircraft Services (repairs only)
Ambulance services
Antique Furniture
Antique Reproductions
Architectural & Engineering Services
Armored Cars
Art Gallery / Dealer
Auctions (non-aggregators)
Automobile Associations
Auto body Repair Shops
Auto Rental
Band / Orchestras
Blueprinting Services
Boat Dealers
Boat Rental / Jet Ski
Bridal Shop
Business Services
Business & Secretary Schools
Bus Lines, excluding Charters & Tours
Cable & Other Pay TV Services
Carnivals
Carpet Cleaners
Carpet Stores
Catering
Cellular Phone Service / Beepers
Check cashing Services – EBT / Debit only
Commercial Photography, Art & Graphics
Computer / Software sales
Counseling Service – Debt – Marriage – Personal
Churches [must have 501(3)(c)]
Circuses
Cleaning / Janitorial Services
Clothing Rental
Coal Dealers
Comics – Retail shop only
Computer (Maintenance, Repair, & Services)
Consumer Credit Reporting Agencies
Correspondence Schools
Costume Rental
Crematories

Commuter Passenger Transportation
Currency Exchange (DCC only)
Dance Studios (No membership)
Delivery Services (local)
Detective Service
Domestic Services
Drapery & Upholstery
Educational Services
Electrical Contractors
Electronic Stores
Exterminating Service
Fitness Center (NO ANNUAL MEMBERSHIP)
Floor Covering
Freezer & Locker Meat
Furniture Stores
Furriers / Fur Shops
Framing Stores
Fuel Oil Dealers
General Contractors
Graphics – Commercial
Gravestone / Monuments – sales / installation
Gun Shop
Hearing Aid / Sales / Services
Health spas
Home Health Care Services
Homeopathic Remedies/Drugs
Horticultural Services
Janitorial Supplies
Jewelry Sales / Repair
Kiosk – (Retail)
Landscaping Services
Limo / Car Services Transportation
Liquefied Pet. Gas Dealer Local / Suburban
Management Consulting Services (B to B)
Massage Therapist (Licensed)
Miscellaneous Publishing & Printing
Miscellaneous Specialty Retail
Mobile Home Dealers
Mortgage Brokers (down payment and fee's addendum required)
Motor Home / RVs Dealers
Night Club / Disco
Non-For-Profit [501 (3) (c) - verified]

Level 2 Merchant List

Office Supply – Retail
Office Furniture (100% B To B)
Other Schools
Pawn Shop
Petroleum and Petroleum Products
Photo Studio
Private Elementary & Secondary Schools
Professional Sports & Clubs
Property mgmt (central reservation systems)
Recreational & Utility Trailers
Religious Organizations
Rental – Tools, Equipment & Furniture
Rental – Trucks & Trailers
Schools – Elementary & Secondary
Security Systems
Secretarial Schools
Shipping – Domestic Only
Skilled Nursing Care Facility
Sports cards – Retail shop only
Stamp & Coins Stores
Storage (month to month)
Surveying Services
Swimming Pool / Sales
Tax Payments
Tax Preparation Services
Telemarketing (Inbound Only)
Telecommunications Equipment including
Telephone Sales
Temporary Help Services
Testing Laboratories (Non – Medical Testing)
Tourist Attractions
Towing Services
Trailer Park / Campgrounds
Truck Rentals
Tuxedo Rentals
Typesetting, Plate Making & Related Services
Upholstery Cleaning / Repair
Used Car / Truck Dealer
Used Auto Parts
Utility Trailer Dealers & Rentals
Video Production
Vocational Schools

Diet Programs (weight loss centers)
Employment agencies
File downloads
Magazines (downloads only – no streaming downloads)
Membership Clubs (sports, recreations, athletic – month to month billing)
Membership Orgs (month to month billing)
Perishable foods & Plant items (MOTO/Internet)
Prepaid Phone cards
Ring tones (downloads)
Seminars (MOTO/Internet)
Software Downloads (no adult content)
Subscriptions (month to month billing - no streaming downloads)
Ticket agencies (Non travel)
Timeshares (maintenance and dues only)
Tour Operators/related services
Travel Agencies
Vacation Packages