MasterCard and Visa Acquirer Surcharge Notice

For each payment brand you accept, you must adhere to each payment brands rules and regulations when applying a surcharge. Failure to comply may result in fines and/or termination of your merchant agreement.

There are certain states that have surcharging restrictions. The current list of states that prohibit surcharging, which is subject to change without notice, is as follows: California, Colorado, Connecticut, Florida, Kansas, Maine, Massachusetts, New York, Oklahoma and Texas. Merchants should consult with their legal counsel to confirm compliance with applicable state laws before implementing a surcharge.

MasterCard and Visa Rules:

- You must notify MasterCard and/or Visa and us 30 days prior to implementing a surcharge.
- You cannot surcharge Debit transactions (signature or PIN, including Prepaid cards) or refunds back to cardholders.
- You must return the surcharge back to the cardholder when issuing refunds. For partial refunds you must pro-rate the surcharge amount.
- You must clearly disclose at the point-of-entry that you surcharge credit cards. (See page 2 of 3)
- You must clearly disclose at the point-of-sale and in the transaction receipt the amount of the surcharge. (See page 2 of 3)
- [1]If surcharging at the brand level (All MasterCard and/or Visa credit and commercial cards), the amount for MasterCard and/or Visa is your average Merchant Discount Rate (MDR).
- [1]If surcharging at the product level (i.e., reward cards only), the surcharge amount for MasterCard and/or Visa is your average Merchant Discount Rate (MDR) less the Durbin Amendment Cap for regulated debit cards (0.05% + $0.22).
- The surcharge amount for MasterCard and Visa cannot exceed 4% (even if your MDR is greater than 4%).
- Merchants assessing convenience fees or services fees (where allowed) cannot also assess a surcharge fee. Only the convenience fee/service fee or surcharge fee can be applied.

[1]To determine your Merchant Discount Rate, you should perform a comparison of your MasterCard and/or Visa Credit card cost of acceptance (the average effective interchange rate plus the average of all network fees imposed applicable to MasterCard and/or Visa credit card transactions for the proceeding one or twelve months). If surcharging at the product level, you must subtract the regulated debit interchange cap (0.05% + 0.22) from your MDR. Both MasterCard and Visa have a cost of acceptance for their cards by merchant category available on their websites if you are unable to determine your MDR. You may find these documents, other helpful surcharging materials, as well as instructions on how you must notify MasterCard www.mastercardmerchant.com and/or Visa www.visa.com/merchantsurcharging your intent to surcharge.

Transaction Type	Point-of-Entry	Point-of-Transaction
Face-to-Face	Main entrance(s) of the merchant outlet, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	Every Customer check-out or payment location, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text
Electronic Commerce	The first page that references credit card brands accepted, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text	Check-out page, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text
Mail Order	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Mail Order form, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text
Telephone Order	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Verbal notice from the telephone order clerk, including the surcharge
Unattended Cardholder-Activated Terminal	Main entrance(s) of the merchant outlet (if applicable), e.g. gas station, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text

Point-of-Entry Example

We impose a surcharge on credit cards that is not greater than our cost of acceptance

Point-of-Sale Example

We impose a surcharge of [Rate] % on the total transaction amount on [MasterCard or Visa] credit card products, which is not greater than our cost of acceptance. We do not surcharge debit cards.

Date you plan to begin surcharging: _____

Date you notified the card brand(s): _____

Legal Business Name: _____

Contact Phone Number: _____

DBA Name: _____

Contact Email: _____

Contact Name: _____

Lead Merchant ID/Merchant #: _____

Processing Method:

☐ Retail   ☐ Mail/Telephone Order   ☐ eCommerce

Number of Locations:

☐ 1   ☐ 2-5   ☐ 6-10   ☐ 11-50   ☐ 51-100   ☐ 101-500   ☐ 500+

Card Brand(s) you want to surcharge:

☐ Visa   ☐ MasterCard

Surcharge Type:

☐ Brand Level (All MasterCard and/or Visa Credit Cards)

☐ Product Level (i.e., MasterCard and Visa Reward Cards only)