



Worldpay from FIS® is your partner for payment processing. We are a leading global payments technology business with over 30 years of experience in merchant services and online processing. Refer us for results that really get noticed.

www.fisglobal.com/fi-partner-resources



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MERCHANT SERVICES

Quick Reference Guide

FIS company facts

- We serve 1 million+ merchants with over 300 ways to take payments.
- 75 billion transactions processed around the globe.
- We serve unique businesses including grocery, retail, super markets, restaurants, food service and quick serve, personal and professional services, healthcare and more.
- Serving 90% of the top 50 largest global banks.
- Processing for six of the Top 10 largest merchants globally.

Value points

- Worldpay is an advocate for all businesses and guides them to solutions that drive growth and revenue.
- Worldpay has modern payment processing solutions to help business customers stay competitive in this everchanging payments landscape.
- Worldpay has innovative products and solutions created to grow and scale small, medium, and large businesses.
- Worldpay has dedicated 24/7 support and consultation which includes a full review and education on current vs. proposed solutions.
- Worldpay supports the changing needs of the industry such as curbside pickup to online ordering - enabling the merchants to adapt and be more resilient to the current and future payments landscape.

Merchant solutions

- Credit and debit card acceptance
- E-commerce and card-not-present options
- Point-of-sale technology
- Mobile payment acceptance
- Gift card program
- Fraud and data security
- Enhanced reporting and analytics
- Technology and customer support

Conversation starters

- “Let’s talk about how you take payments. As part of our business services, we partner with Worldpay to assess your payment acceptance needs.”
- “Are you looking for a new payment processing platform? You trust us for your banking needs. Trust us with your payment processing.”
- “Did you know that we offer competitive merchant services solutions? You should re-evaluate your needs and the newest technologies annually.”
- “Is your customer data protected from a data breach? If you don’t know, are you ok if I help arrange a free consultation?”
- “May I have our Worldpay representative contact you to review your payment needs as part of our business services?”

How to submit a referral

- Use Launchpad or the specific process that has been defined for you. If you have questions, please reach out to your Worldpay sales representative or branch manager for guidance.

Merchant and partner support

Merchant Assist 855.584.7550

Provide this number to your customers if they have questions about their products and services, equipment and general processing support. Customers can also log in to the self-service customer portal at accessmyiq.com.

For help with iQ, please contact support@accessmyiq.com.

Partner Assist 866.632.7774 or vest-rpt@servicingteam.com

Contact them for billing/statement inquiries, merchant account maintenance, cash advance account inquiries and other general questions.