

Close Merchant Account Request Form

IMPORTANT! IMPORTANT! Due to the timing of this request, you may see one final month of billing. Email completed form to accountservices@xplorpay.com. If you do not receive a case number in response, then we did not receive your request. Without a signed and dated closure form, we will not be able to close the account.

Business Name: _____

Merchant Number: _____

Merchant Phone: _____

Effective Date of Account Closure: _____

Reason for Closure

In order to properly close your account, we need additional information about your experience with Xplor Pay. **Providing a reason for closing your account is required.** Please note that if your account is closed, you may be subject to an Early Termination Fee as described in the most recent terms and conditions.

Dissatisfied with Software Provider

Closed Business

Change of Ownership

Pricing

Customer Service Issue

Need Additional Payment Solutions

Please Provide Additional Detail:

By signing below, I certify that the sales representative and/or company that sold me Xplor Pay's merchant account has not solicited or sold me processing from a competitor. In addition, if any false information is provided I understand I may be charged an Early Termination Fee.

X _____ Date: _____

Signature of Authorized Principal

(as specified on the Merchant Application/Agreement)

X _____

Name of the Authorized Principal

NOTE: Your Merchant Account will be closed five days after receipt of your signed Account Closure Form. Prior to returning, please ensure you have run any final sales, final refunds and closed your last batch.

Please note that Xplor Pay is not responsible for closing third-party relationships. If you have a direct processing relationship with American Express and do not participate in the OptBlue program, you must contact American Express directly at 800.528.5200 to cancel. Authorize.net, ePN and other third-party gateways and service providers must also be contacted directly by you in order to close your account.

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