

## Q and A

Question # 1 - Does this RFP require separate debit pricing?

*Answer – No.*

Question # 2 - Does this RFP require the processor to furnish a customer account management portal?

*Answer - We do not require on-line account management for our customers beyond what is currently built-in to our COR (deposit account) system which initiates ACH/EFT transactions. We do expect to have on-line access to our merchant account(s) to access historical reports, transaction inquiries, process voids/refunds, etc. If your proposal does not provide on-line merchant account access, please describe in detail your processes for reports, inquiries, voids, refunds, etc. related to merchant processing.*