



Getting Started with Merchant Services

We're here to make setting up your merchant services account as simple as possible. This guide will walk you through **what** to expect, **who** needs to be involved, and the steps to **get up and running** quickly and smoothly.

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Know the Key Players



RevSpring:

Your strategic partner for merchant services



Loyale:

A RevSpring subsidiary that manages payment processing and serves as the gateway



Your Team:



Finance Contact:

Person with access to your business checking account



Beneficial Owners:

Up to 4 individuals owning 25%+ equity of your business



Control Owner:

Executive with significant managerial responsibility
(e.g., CEO, CFO, Treasurer)

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Get Ready

Before beginning the application process, gather the following required information for each **Beneficial** and **Control Owner**:



Full Name



Address



Phone Number



Date of Birth



Social Security Number

(or passport number for non-U.S. persons)

Federal regulations require this information to prevent fraud.

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Steps to Success

STEP 1

Access the Intake Form

- You'll receive an Excel spreadsheet from RevSpring to complete with your basic information.

STEP 2

Complete Initial Forms

- Fill out the Intake Form and Client Merchant Information Form
- Provide:
 - Banking contact
 - Number of locations/merchant accounts
 - Estimated annual credit/debit card sales
 - Payment methods and card types you plan to accept

STEP 3

Application Emails Sent

- Each contact listed will receive an email from donotreply@loyale.us with their link
- Notify your team to watch for this email to avoid delays

STEP 4

Login & Sign Documents

- Each contact logs in using their first name, last name, and phone number
- Review and sign:
 - General Terms of Service
 - Exhibit C Pricing
 - Banking Responsibility Form
 - Confirm acceptance via email link

STEP 5

Submit Final Forms

- Bank Form: Includes facility info, banking details, and reporting contacts
- CDD Form Includes:
 - Facility/legal info
(Tax ID, business dates, credit card statement info)
 - Beneficial Owner info
(SSNs, ownership %)
 - Control Owner info
(SSN)

STEP 6

Onboarding Begins

- RevSpring's onboarding team will begin processing your application and contact you with any questions or updates.

Contact us today at
merchantonboarding@revspringinc.com

if you need any further assistance with your Merchant Services application.