



Dear Business Customer:

American National Bank knows the importance of your company's need to collect your hard-earned money in a timely manner. We are pleased to provide you with a simple and valuable enhancement to your business account -- a **no-cost** benefit that will greatly improve your cash flow by seamlessly dealing with bad checks written to your company.

checXchange™ is our service which automatically collects your returned checks electronically, as part of your benefits as a customer of American National Bank. This is done through our partnership with Money Transfer Systems, the leader in electronic check recovery. **checXchange™** greatly increases your recovery of bad checks, and *you* don't have to do a thing! **checXchange™** additionally offers an optional, traditional secondary collection service for those checks that are unable to be collected electronically.

It's simple:

- **No forms to fill out**
- **No long term contract or agreement**
- **No enrollment fees**
- **No equipment to purchase**
- **No changes to your existing account**
- **No hidden charges!**
- **Easy and automatic, you will automatically receive the no-cost checXchange™ service**



This Welcome Kit contains a letter, an FAQ with the most frequently asked questions, Terms and Conditions, and checXchange™ decals to be placed at the point of sale, at your business. In addition, with the online reporting system, you will be able to view images and the detailed status of your returned items in real time. For instructions on accessing that information, please call checXchange™ client support at 800-208-2964.

If you have any questions after reviewing this material, please call us at (402) 457-1077 in Omaha, or (800) 279-0007. Should you decide you **do not** want the service, simply call us at the same number and we will exclude you from the service.

Sincerely,

American National Bank



Member FDIC

MONEY TRANSFER SYSTEMS, INC.



Dear Customer,

On behalf of Money Transfer Systems Inc, we would like to take this opportunity to thank you for placing your trust in us to service your check recovery needs and welcome you as a new Client.

Your entry into the **checXchange™** program will allow you to deliver unparalleled convenience and service to your customers while minimizing your payment processing expenses and significantly enhancing your operational capabilities.

Enclosed are the most **Frequently Asked Questions** and your **checXchange™ decals**. The decals should be placed at the point of sale, or any other visible location. You may also include the statement shown on the decals as a part of your billing and/or receipts, if that better suits your business and notifies your customers.

For any questions, please contact our Client Support Group at 800-208-2964, Monday through Friday from 8:00 AM until 6:00 PM (EST). Also, our Client Support Group will setup your access to our free internet based 24/7 real-time reporting system.

Money Transfer Systems strives to deliver to you the most effective and fully automated electronic check recovery system available today. We want to ensure that you are comfortable with **checXchange™**, and how to use the system. You may download the Online Training Manual at www.checxchange.com/checxchangemanual.pdf.

We are very excited to be able to work with you, and look forward to a long term, mutually rewarding relationship.

Thank you again for your business, and welcome to **checXchange™**.

Sincerely,

M. Craig Metz

M. Craig Metz
Executive Vice President
checXchange™
(a division of
Money Transfer Systems, Inc.)



Frequently Asked Questions (FAQ)

■ How does checXchange™ collect my returned items?

We will process all returned checks we receive directly from your bank. We then submit your deposits for you through the ACH network. Any returned items will be handled by the automatic returns handling module of checXchange™.

■ Is checXchange™ automated returns handling more effective?

Yes. Our statistics show some merchant's recovery rates increase as much as 60%, resulting in an overall recovery rate of 80% to 85% for NSF checks.

■ Does checXchange™ provide both automatic check re-presentation and traditional collection?

Yes, we can provide secondary collections for our customers.

■ How will checXchange™ notify me that a check has been returned?

The status of any transaction in our system can be followed through our internet based 24/7 real-time reporting system. This includes images of original deposited items and returned items.

■ How and when does checXchange™ provide re-imburement?

If the original item is returned and is eligible for NSF re-submission, funds will be credited to your account every Friday when the check clears in re-submission process.

■ How much does checXchange™ cost?

checXchange™ is a **free** service. Our program works conveniently & quickly for you and your customers.

■ Then how does checXchange™ make money?

The cost of collection is paid by the check writer from state-authorized collection fees.

■ Why should I use checXchange™?

You eliminate your traditional bad item collection techniques, and get 100% of your money back from the bad checks we collect. **checXchange™** strategically chooses when the check writer's account is debited. This alone can result in a substantial increase in recovery rates.

■ Will checXchange™ save me money?

Definitely! Everything is automatic, so there are no re-deposit fees charged to you for resubmitting checks automatically. There are no bank return fees on NSF checks that come back a second time.

■ What other businesses use checXchange™?

Many leading companies are utilizing this service including - major utilities, restaurant chains, hospitality chains, retail stores, and many other large corporations that accept checks.

■ What must a merchant do to inform customers?

Merchants must notify customers that their returned checks may be collected automatically. This notice can be at the point of sale, or on a monthly billing statement. **checXchange™** supplies all of our customers with a point-of-sale decal that covers this necessary verbiage.

■ How do I contact checXchange?

You can e-mail us at support@checXchange.com or, you can **call us at 800-208-2964**



Check Acceptance Tips

Protect your business from NSF, Account Closed, and Counterfeit checks by following these simple guidelines when accepting checks:

- 1. Establish a check acceptance policy** with clearly defined acceptable forms of ID, and dollar limits. **Allow no exceptions** to these policies.
- 2. Verify the check information.** The check writer's name, address and phone number should be pre-printed on the check.
- 3. Make sure both written amounts match.**
- 4. Watch the check writer sign the check.** If the name is not readable, have the customer print the name below.
- 5. Compare the signatures, photo and physical description** from the ID with that of the check writer. Always **get a picture ID** with every check written!
- 6. Verify that the ID is still valid!** Check the driver's license for signs of alteration or modification.
- 7.** Most returned checks have low check numbers (100 to 500), which indicates a new account and therefore a more risky check. **Accept starter checks only from known customers. Any number under 300 should be a "red flag".**
- 8. Never take business checks from individuals unless you know the business and the individual.**
- 9.** Other useful information on the check is the account's opening date (month and year), usually indicated by four numbers to the side of the account holder's name and address.
- 10. Do not accept checks with PO boxes,** always get a street address for the check writer.
- 11. Do not accept altered checks.** The check writer's name, address, and phone number should be imprinted on checks.
- 12. Do not accept third party checks.** The check holder may not have permission from the account holder to have the check (it may be stolen).
- 13.** The four-digits following the magnetic ink character recognition (MICR) number at the bottom of the check should match the four-digit number at the top right hand of the check.
- 14.** Most checks, except government checks, should have a perforation along one side of the check.
- 15. Have a camera at the point-of-sale.** Forgery, fraud and bad check-writers do not want their picture taken. A video camera conspicuously placed will deter most dishonest people.
- 16. Sign up with the free check collection service from checXchange for the fastest collection of those checks that do bounce!**

