

# TeleCheck Electronic Check Acceptance<sup>®</sup> (ECA<sup>®</sup>) Service FAQs

## **Can all checks be converted by the TeleCheck<sup>®</sup> ECA<sup>®</sup> service?**

No. Traveler's checks, money orders or non-Demand Deposit Account (DDA) checks cannot be processed by the TeleCheck ECA service. In addition, some business checks cannot be accepted.

## **How will the TeleCheck ECA service affect the consumer?**

The TeleCheck ECA service benefits the consumer by returning their paper check to them immediately—and the private information contained on the check. Your check-writing consumers will generally still have the same amount of time before their check is presented to their bank (about two days). The electronic transaction will appear on their bank statement, with the date the check cleared, the check number, the amount and the place where the check was presented.

## **Does the consumer have to sign the TeleCheck ECA receipt?**

Yes, signing a TeleCheck ECA receipt is the same as signing a credit card slip. The consumer's signature is what authorizes TeleCheck to present the check electronically to the consumer's bank so the money can be transferred to the business account. TeleCheck ECA receipts must be retained by the business for two years.

## **What do I do with checks that are not converted by the TeleCheck ECA service?**

Follow all regular TeleCheck warranty requirements and keep the check for bank deposit.

## **How often should I close my TeleCheck ECA batch?**

It is important that you close your TeleCheck ECA batch at least once a day. TeleCheck cannot send you the funds from TeleCheck ECA transactions until we receive a batch.

## **How fast will I receive my money?**

You will receive funds in your bank account typically within two business days from when you close a batch.

## **What is a chargeback and what happens when it occurs?**

In the case of electronic payment processing, check writers have 60 days to claim a transaction as an unauthorized charge. If a transaction is claimed as unauthorized, TeleCheck will research the dispute and attempt to resolve it with the check-writer's bank. In doing so, TeleCheck may request a copy of the signed TeleCheck ECA receipt from you.

## **Your Responsibility on TeleCheck ECA Chargebacks:**

- Upon receiving a written request, you have seven days to fax a copy of the signed TeleCheck ECA receipt in question to TeleCheck
- Receipt retrieval should be a straightforward internal process for you, as your service agreement specifies that in accordance with all National Automated Clearing House Association (NACHA) rules governing electronic drafts, you must maintain your TeleCheck ECA receipts on file for a minimum of two years

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**The most common causes for TeleCheck ECA chargebacks include the following:**

- TeleCheck does not receive the signed receipt or receives an invalid receipt
- Merchandise is returned by the consumer
- There is a consumer dispute over goods or services rendered
- A paper check and electronic draft were submitted for the same transaction (duplicate charge)

Please note that a chargeback will automatically occur for customer-disputed charges where a stop payment was issued. A written notification will be sent for all such stop-payment chargebacks.

Also note that in cases where an item is disputed under the Fair Credit Reporting Act (FCRA), you must respond to TeleCheck's receipt retrieval request within 10 days of the inquiry. Failure to do so could result in a chargeback.

A complete listing of occasions where a chargeback may be issued can be found in section 16.1 of your TeleCheck service agreement.

For more information, call 800-366-1054 to talk with a TeleCheck customer service representative.

