



## Frequently Asked Questions

- **What is a lease?**

A lease is a contractual arrangement in which one party, the Lessor (First Data Global Leasing) conveys the use of an asset to another party (the lessee) for a specific length of time (lease term) at a predetermined schedule of payments (usually monthly).

- **Does the merchant ever own the equipment?**

The lease company retains ownership during the lease term. The merchant has three (3) end of lease options:

- Continue making the same monthly payment
- Purchase the equipment as detailed in the Terms and conditions of the Equipment Lease Agreement
- Return the equipment

- **What is a Personal Guarantor?**

A personal guarantee is a legal obligation for an individual, usually the business owner, to make payment for the entire term of the lease. The strength of many start-up businesses is the personal commitment of the business owner and so lenders look for that additional credit support.

- **Does my lease payment appear on my monthly bankcard processing statement?**

No. Lease payments will be electronically debited from the checking account provided when you applied for your lease on the date provided in your Welcome Letter.

- **Will I be invoiced for my monthly lease payment?**

No. You will not receive a paper invoice / statement. Payments are made via Electronic debit and be reflected on your checking account provided.



- **When will I get notified of the day the payments will be due?**

FDGL sends a Welcome Letter upon approval and activation of the lease agreement. This letter contains essential lease information

- **When does FDGL debit my bank account for lease payments?**

FDGL uses multiple billing cycles. Your specific billing cycle is outlined in the welcome letter you received at the beginning of your lease term.

- **If I have updated checking account information who can I contact?**

You can contact FDGL Customer Service 877-257-2094 and provide updated bank account information or by visiting our website [www.fdgl.com](http://www.fdgl.com) and clicking on the UPDATE MY ACCOUNT tab.

- **Can the billing cycle date change during the lease term?**

Yes. You can call First Data Global Leasing and request a change to the billing cycle date. Please contact FDGL Customer Service 877-257-2094.

- **Can a lease be canceled or paid off early?**

No, you may not cancel the lease since it is a non-cancelable agreement. At any time during the term of your lease (before the expiration of the initial term) you may contact First Data Global Leasing for a quote to buyout at (877) 257-2094 through our IVR system or visit our Website. There is no discount for early buyout.

- **If I sell my business, can the new owner take over the lease payments?**

It is possible to transfer, or assign, the lease depending on the merchant circumstances. Please contact First Data Global Leasing Customer Service Department 877-257-2094 to find out more about processing an assignment or visit our Website WWW.FDGL.COM and enter our CustomerCare portal.

- **What if I want to upgrade my equipment during the lease term?**

Flexibility is one of the greatest benefits of leasing, please contact your merchant processing company to find out more about additional or upgraded equipment.



- **What is Interim Rent?**

Typically, Interim Rent is charged along with your first monthly payment.. Interim rent is the *per diem* charge assessed for the period between the delivery date and your initial payment date (partial monthly payment). It is possible that Interim Rent will not be charged until your second payment depending on when your lease agreement was commenced.

- **Example:** If your delivery date was the 20<sup>th</sup> of the month and your due date is the 1<sup>st</sup> of the next month, your first payment would be 10 days of rent plus your first month rental (rentals are billed in advance). In this example, if your monthly payment is \$40, your first payment would be \$13.33 (10 days) + \$40 (first month rent) = \$53.33 plus tax.

- **What is Property Tax Fee and when is it due for my leased equipment?**

Pursuant to section 4b of your equipment lease agreement. FDGL is assessing a handling fee to process any taxes that are required by your state and local government for the use of your lease pos equipment. A letter will be sent 30 days in advance of this annual charge to indicate the amount that will be assessed and charged on your next billing date and will be included in the total amount due from your checking account

- **Why does the lessee have to pay property taxes if FDGL owns the equipment?**

Under the terms of the lease agreement, the lessee agreed to reimburse First Data Global Leasing for any such taxes paid on the leased equipment, and for the costs incurred in processing.

- **Is sales tax billed on the leased equipment?**

Yes. Sales tax is determined by individual state taxing authorities and is either assessed upfront or added to the monthly payment. Most states assess the tax on the monthly payment. In Michigan, for example, a payment of \$39.99 would be assessed 6.0% and the monthly payment would be \$42.39. The following states assess in advance rather than on the monthly payment: For example:

- Hawaii
- Illinois
- Ohio
- New Jersey
- Maine
- \*Note, taxes are subject to change



- **If I have problems with my leased equipment, who should I contact?**

Please contact your merchant processing company if you are having issues with processing transactions or for any service or warranty issues. The contact information should be on your terminal or within your Merchant Processing Agreement (MPA).

In the event of equipment problems, contact your sales Channel Help Desk and/or the Sales Agent.

- **Does FDGL warranty the equipment?**

No. FDGL does not warranty any leased equipment. The warranty is either with the original equipment manufacturer, or with your Processing Company.

- **Does FDGL require insurance on the lease equipment?**

Yes. FDGL does require that you provide proof of Insurance or purchase Insurance through FDGL to avoid any issues with destroyed equipment (the equipment warranty will not cover theft, floods, or fire). For more information you can log onto our Website or call (800) 879-0137.