



Toll-Free : 800-546-1997  
Fax : 877-734-6506  
Email : support@merchantplus.com

## ACCOUNT CHANGE / CLOSURE REQUEST

**IMPORTANT - PLEASE READ BEFORE PROCEEDING:**

ALL INFORMATION LISTED IS REQUIRED AND MUST BE COMPLETED.

THIS REQUEST WILL NOT BE EFFECTIVE UNTIL THE REQUIRED DOCUMENTS ARE PROVIDED AND APPROVED.

Thank you for your cooperation.

**Merchant Number:** \_\_\_\_\_ **Business Name:** \_\_\_\_\_

**1. Account Change Option - Please select the appropriate box for your request:**

Close Account

Seasonal Hold

New Rate Quote

**2. If closing the account, please detail the reason(s):**

Going out of business                      Switching to another processor? Which one? \_\_\_\_\_

Not accepting credit cards                Dissatisfied with service

Fees too high                                PCI / Compliance program

Technical issues                            Other. Please detail: \_\_\_\_\_

**3. Please specify if there's anything MerchantPlus can do to retain your business or any other thoughts on our service:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*Please note that you must contact Authorize.net, American Express, and Discover (where applicable) to close your account(s) with them. Contact numbers are: Authorize.net: 877-447-3938 AMEX: 800-528-5200 DISC: 800-347-2000**

**\*If closing your account due to business closure, please provide proof of associated bank account or website closure, etc. We will not be able to close the account without this information.**

Signature of Authorized Principal: \_\_\_\_\_ Date: \_\_\_\_\_  
(as specified on the Merchant Application/Agreement)

Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_