

Merchant Services • 4 Northeastern Boulevard, Salem, NH 03079-1952 • www.chasepaymentech.com •

Phone: (603) 896-6000 • Fax: (603) 896-8715 • Merchant\_Services@ChasePaymentech.com **Paymentech** EU Merchant Support • Block K, East Point Business Park, Dublin 3, Ireland • www.chasepaymentecheurope.com • Phone: +353 1 726 2909 • Fax: +353 1 889 3156 • EUMerchantSupport@ChasePaymentech.com **CHARGBACK MANAGEMENT ACCESS FORM** 

Company Name: Company #:		
Please be sure to include the information below for all employees who need to access Chargeback Management. Transaction History will be added at the same level as Chargeback Management.      Please for this pipe of formation and Complete the Compl		
2. Please fax this signed form to Merchant Services at 603-896-8715 or email to Merchant Services@ChasePaymentech.com.		
Please be sure to complete all fields below.  Mrs. Mrs. Name: Title:		
	<del></del>	Fax #:
Address:		
	State/Drove	Zin/Dootal Codo: Country:
City:		Zip/Postal Code: Country:
Email Address: (40 bytes)(username@domain.com)		
Do you have an existing User ID?		
Is this Contact's CBIS access to be mirrored?  Yes No If yes, provide name:		
Is this User replacing an existing User contact?		
Has current contact left the company?		
Account Masking: First 6/Last 4 or Last 4 (None selected will default to current company setting)  Standard access is Company level (includes all BU's and TD's) unless specific BU or TD is selected below: (select only one)		
Business Unit (includes all related TD's) Or Transaction Division		
Please specify PBU, BU or TD Numbers		
Chargeback		MDOA (Petril Petrieval Permante Meneroval companies
Management Roles	☐IQA (Manager/supervisor – one who assigns work to MCAs)	☐MRQA (Retail Retrieval Requests Manager/supervisor  – one who assigns work to MRAs)
Indicate all roles that	MCA (Merchant Analyst	☐MRA (Retail Retrieval Requests Merchant Analyst
apply	- one who works the chargebacks)	- one who works the retrieval requests
Please be sure to complete all fields below.		
☐ Mr.       ☐ Ms.       ☐ Mrs.       Name:		
Phone #: Fax #:		
Address:		
	State/Prov:	Zip/Postal Code: Country:
Email Address: (40 bytes)		
(username@domain.com)		
Do you have an existing User ID?		
Is this Contact's CBIS access to be mirrored?  Yes No If yes, provide name:		
Is this User replacing an existing User contact? Yes No If yes, provide name:		
Has current contact left the company?		
Standard access is Company level (includes all BU's and TD's) unless specific BU or TD is selected below: (select only one)		
Business Unit (includes all related TD's) Or Transaction Division		
Please specify PBU, BU or TD Numbers		
Chargeback	☐IQA - Manager/supervisor	MRQA - Retail Retrieval Requests Manager/supervisor
Management Roles	- one who assigns work to MCA's	- one who assigns work to MRA's  - one who assigns work to MRA's
Indicate all roles that	MCA - Merchant Analyst	☐MRA - Retail Retrieval Requests Merchant Analyst
apply	<ul> <li>one who works the chargeback's</li> </ul>	one who works the retrieval requests
For additional Users, please submit additional forms.		
I, verify that the		
(Print Name) (Title)*		
contact information is accurate, that I have the authority to make such a request and thus it should be used to grant access for these contacts to access Transaction History and/or Report Center. You, the merchant, are responsible for advising Chase		
Paymentech of changes to Paymentech Online contacts. Chase Paymentech assumes no responsibility or liability of any kind for		
Merchant's failure to advise Chase Paymentech of changes to or elimination of Paymentech Online Users.		
Signature:		
*(must be signed by Executive or Financial Contact)		

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