

BUSINESS BANKING

# CHECK RECOVERY SERVICE

Free Service Provided By:



**Banterra<sup>®</sup> Bank**  
*Banking With Local Style*



Your checks collected at no charge to you!

## GETTING STARTED

As a valued customer you will be mailed a welcome package that includes everything you need to get started immediately. Your NSF checks will automatically be sent to checXchange for recovery; there is no work required on your part. checXchange will pay you weekly for all checks collected during the week, eliminating the need for you to waste valuable time collecting returned checks.

checXchange provides businesses with an automatic and effective service which enables them to manage their business without the time and aggravation of collecting bad checks.



### NO COST SERVICE

- Free Service—no hidden charges
- 100% of face value is paid
- No equipment required
- Your money collected FASTER
- Easy and automatic
- Secondary collections (optional)



### HIGH RECOVERY RATES

- Up to 70-75% collection rates
- Reduces staff time to collect checks
- Improves cash flow by collecting faster
- Collect more checks and collect them faster



### ONLINE REPORTING

- 24x7 real time access
- Easy to use — point and click
- High-resolution images of all checks
- Complete status of all checks



## **NSF Check Recovery That Works For Your Business**

Maybe it was a mistake on the part of your customer, but check recovery costs businesses more than the face value of the check. With checXchange offered at Banterra, you can rest easy knowing that this service:

- Is no cost to you; it is absolutely FREE
- Recovers 100% of the face value of the check
- Keeps merchant out of the collection business
- Handles all returned checks automatically
- Significantly enhances collection rate of recovery
- Improves cash management by recovering funds faster and reduces internal staff time and expense on collections
- Provides real-time access to all checks being collected by checXchange



## Frequently Asked Questions

### **How does checXchange collect my returned items?**

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

### **Is checXchange returns handling more effective?**

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

### **How will I be notified 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.

### **When do I get paid for my collected checks?**

Every week all checks collected by end of workday on Friday are electronically (ACH) initiated to your account then credited by your bank, typically on Monday.

### **How much does checXchange cost?**

checXchange is a no-cost service, which 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 will 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 notification.

## checXchange™ Terms and Conditions

Company authorizes Unity FI Solutions, LLC to re-present all return check items forwarded to UFIS by Company or Company's bank(s) in accordance with the Electronic Funds Transfer Act of the Federal Reserve Governing Board. Company authorizes UFIS to originate an electronic debit for a separate Non-Sufficient Funds fee, an amount posted by the Company and agreed by the check writer. This fee shall not exceed the maximum amount allowed by applicable state laws. I authorize UFIS to initiate credit/debit entries for collected checks equal to the agreed upon sum in the terms on this agreement. I acknowledge that the origination of ACH transaction(s) to my account must comply with the provisions of U.S. Law. Company agrees to complete Bank Authorization form provided by Unity FI Solutions and forward to the bank(s) utilized by Company so that all returns shall be forwarded to Unity FI Solutions after first presentation.

Company agrees to display Decal supplied (or equivalent language if utilizing invoices, agreements, etc.) to Company by Unity FI Solutions at all point of sale locations at all times.

Unity FI Solutions will be allowed thirty (30) days from the date of receipt of a return check item to complete their electronic re-presentation process. If this Agreement is terminated for any reason, Unity FI Solutions will retain the right to complete their electronic re-presentation process for all returned check items forwarded to Unity FI Solutions prior to said termination. Unity FI Solutions does not guarantee the collection or payment of any returned item presented to Unity FI Solutions for electronic representation. However, Unity FI Solutions will provide its best efforts to collect company's NSF checks. Unity FI Solutions makes no representation or warranty as to the collectivity or validity of any returned item. Unity FI Solutions retains the right to refuse to process any transaction submitted by Company. If any customer pays Company directly, the Company agrees to forward any return fees received to Unity FI Solutions. For checks collected electronically: Unity FI Solutions will pay the Company 100% of the face value of the check. Unity FI Solutions is authorized to assign this agreement to any parent, subsidiary, affiliate, or successor-in-interest and proper notice will be given to all parties involved. All reimbursements due to Company will be paid right after collected funds have settled. All disputes between Company and its customers relating to a check transaction shall be settled between Company and said customer. Company agrees to indemnify and hold Unity FI Solutions harmless from any claim, liability, loss or expenditure resulting from Company's actions or in-actions, including but not limited to failing to obtain written authorizations or post notices as required by this Agreement. Notwithstanding the foregoing, Unity FI Solutions agrees to indemnify and hold Company harmless from any claim, liability or loss by Unity FI Solutions actions or in-actions while processing returned check items from Company. Any dispute between Unity FI Solutions and the Company shall be submitted to binding arbitration, to be conducted pursuant to the rules of the American Arbitration Association. Any arbitration proceedings will occur in Clearwater Florida, Pinellas County. Each party represents warrants and mutually agrees that all information concerning the other party which comes into its possession shall be maintained as confidential and shall not be used or divulged to any other party except as necessary to permit the activities contemplated under the agreement. Unity FI Solutions may advise potential users of its service that Company has a relationship with Unity FI Solutions. All transactions covered by this Agreement are governed by the Regulation CC and E established by the Federal Reserve Board, UCC Articles 3 and 4, The Electronic Funds Transfer Act and other applicable laws and regulations. Unity FI Solutions complies with the Gramm-Leach-Bliley Privacy Act, Public Law 106-102, Title V, governing the Disclosure of Nonpublic Personal Information - 15 USC, Subchapter I, Sec. 6801- 6810 and Fraudulent Access to Financial Information - 15 USC, Subchapter II, Sec. 6821-6827. If Company fails to comply with any term of this Agreement or any applicable laws or regulations cited in this Agreement, then Unity FI Solutions may terminate this Agreement immediately by giving notice to Company.

The Company may call Unity FI Solutions at 1-800-208-2964 to discontinue the service at any time.

Unity FI Solutions may change the terms of this Agreement at any time by giving company ten (10) days' notice of said change. If company does not agree to the change then Company may terminate this Agreement. The laws of the State of North Carolina shall govern this Agreement



Unity FI Solutions  
508 West 5th Street Suite 100  
Charlotte, North Carolina 28202  
Office: (800) 208-2964 Fax: (727) 499-7003  
[www.unityfisolutions.com](http://www.unityfisolutions.com)

# BANTERRA BANK PRODUCTS & SERVICES

## PERSONAL BANKING

Personal Checking  
Personal Savings  
CDs & IRAs  
Mortgage & Equity  
Online & Mobile Banking  
Personal Loans

## BUSINESS BANKING

Business Checking  
Business Savings  
Business & Agricultural Lending  
Specialized Lending  
- Aircraft, Corporate Banking, Machine Tool,  
RV & Marine, Transportation  
Treasury Management  
Business Mobile App  
Merchant Processing  
checXchange Check Recovery Service  
Private Banking  
Workforce Banking

## OTHER SERVICES

Credit Cards – Consumer & Business  
Foreign Currency  
Security & Fraud Protection  
Wire Transfers



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866-BANTERRA (226-8377)  
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