



CANCELLATION / CLOSURE REQUEST

IMPORTANT: at Midland States Bank, the "rate" you pay is always the actual VISA, MasterCard and Discover interchange rate. You cannot process for less than the actual interchange rates across the board, so if you're paying a "qualified" rate, "buy" rate or "discount" rate with your new processor, then you are certainly paying too much. *We want you back!* Please fax us the latest statement from your new processor and we'll analyze it (at no cost) to let you know what kind of deal you really got!

All information listed is required and must be completed. Please fax the complete/signed form to Midland States Bank Customer Service at (888) 651-8769. If you have any questions call us at (855) MY-MIDLAND (855-696-4352).

MERCHANT NAME: _____

MERCHANT NUMBER: _____

ARE YOU USING A WIRELESS TERMINAL: _____ Yes _____ No

ARE YOU USING AN INTERNET GATEWAY / AUTHORIZE.NET: _____ Yes _____ No

DID YOU OBTAIN YOUR TERMINAL FROM MIDLAND STATES BANK: _____ Yes _____ No

REASON(S) FOR CANCELLATION / CLOSURE *(please check all that apply):*

Going Out of Business

Changed Ownership

No Longer Need Card Processing Services

Fees Too High

Misrepresentation by *(please identify)*: _____

Poor Service *(please specify)*: _____

Problems with Equipment *(please specify)*: _____

Changed Processor / Other *(please specify)*: _____

COMMENTS *(please let us know the issue in detail so we can improve our service):* _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____

(Must be the signatory to the original Merchant Processing Application)

PRINT NAME: _____ **CONTACT PHONE NO.:** _____

FOR INTERNAL MIDLAND STATES BANK USE ONLY (Date and Initial)

COMPLETE: EDS: _____ GAA: _____ CRM: _____ / **REVIEW:** File: _____ **Merch Acctng:** _____