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To: Washington UTC

May 14, 2015

Reference: Request for Comments / Consumers Using Credit Cards
Docket A-150561

Attention: Steven King, Christopher Hancock

This letter is in response to your request for information regarding the use of credit cards.

We basically accept three forms of payment: Credit Cards (~80%), Checks (~15%) and Cash (remaining 5%). We do this simply because this is how customers prefer to pay. Occasionally, there has been a cashier's check or other form of payment but these are very rare.

Credit Cards and Debit Cards are basically the same thing to us. Any credit card transaction has a service charge from the processor. Checks and Cash have no “transaction costs” that are significant. The biggest cost to us is when customers give us bad credit card numbers or NSF checks and then refuse to pay. There are several times a year that we could use stronger collection abilities with certain customers.

We do not charge any different for the customer choice of using credit cards so to all customers their resulting cost is the same. We do incur credit card processing fees from our merchant services account. For Visa, Master Card and Discover the fees are about 2.5% of the sale. We do not accept American Express as their fee is 3.5% and we had problems with them too.

Our company completed over 3,000 moves in Washington for sales over \$2,000,000. The split between them approximately follow the information above.

Our company has seen added charges from vendors to cover credit card handling and we would probably like to do so to the general public. However, we think that would be very unpopular and hurt our sales.

We have no “automatic payments” as most customers move an average of once every seven years. We don't have a direct deposit or ACH / EFT for our moves as the set up time an complexity is not warranted.

For all credit cards the information is not written down, it is put into our processor's secure website when the move is booked. Only employees with passwords can input a credit card and only the bookkeeping persons can actually enter a charge.

If you care to discuss further, give me a call.

Rick Clendenen