

**IMPORTANT!** Request must be received prior to the 15th of the month in order to prevent further billing. If you have processed any transactions in the month of your closure, you will see one final month of billing. Fax this form to 1-866-390-2780 or email to [accountservices@clearent.com](mailto:accountservices@clearent.com).

**Emailing your Form:**

If you choose to email your form and do not receive a case number in response, then we did not receive it, we will not be able to close the account out and are not responsible for the additional fees.

**Business Name:** \_\_\_\_\_

**Merchant Number:** \_\_\_\_\_

**Merchant Phone:** \_\_\_\_\_

## Reason for Closure

In order to properly close your account, we need additional information about your experience with Clearent by Xplor. **Providing a reason for closing your account is required.** Please note that if your account is closed, you may be subject to an Early Terminal Fee as described in the most recent terms and conditions.

Customer Service Issue

Dissatisfied with Software Provider

Change of Ownership

Closed Business

Pricing

Need Additional Payment Solutions

Dislike Merchant Statements

**Please Provide Additional Detail:**

By signing below, I certify that the sales representative and/or company that sold me Clearent by Xplor's merchant account has not solicited or sold me processing from a competitor. In addition, if any false information is provided I understand I may be charged an Early Termination Fee.

X \_\_\_\_\_ Date: \_\_\_\_\_

**Signature of Authorized Principal**

(as specified on the Merchant Application/Agreement)

X \_\_\_\_\_

**Name of the Authorized Principal**

**NOTE:** Please note that Clearent by Xplor is not responsible for closing third-party relationships. If you have a direct processing relationship with American Express and do not participate in the OptBlue program, you must contact American Express directly at 800.528.5200 to cancel. Authorize.net, ePN and other third-party gateways and service providers must also be contacted directly by you in order to close your account.