

PELOTON PAYMENT PROCESSING INFO SHEET

What is a Peloton Account and what does it do?

A Peloton Account is one part of an advanced engineered payment processing solution that is unique to the payments industry. More specifically a Peloton Account makes it easy for you to:

- accept VISA, MasterCard and Amex payments online through MMS.
- issue payments to your Provincial or Territorial Organizations and Speed Skating Canada.
- pay service providers that are also invited onto the system.
- handle all your payment processing needs including Merchant Accounts, Electronic Funds Transfers, Payroll, Donations and Merchandise sales all through a single account.
- get paid so you can focus on your sport. Online payments eliminate the risk associated with handling cash and dramatically reduce the time and cost associated with bookkeeping and reconciling your organization's financials.

Here's a glimpse of the My Account site which puts most of the information and the actions you will typically perform right at your fingertips.

The screenshot displays the Peloton My Account website interface. At the top, there is a navigation bar with icons for Home, Account, Reports, Transactions, Payments, and Settings. Below the navigation bar, the main content area is divided into several sections:

- ACCOUNT SUMMARY:** Shows a balance of 21,220.30, Authorized (Pending) Funds of 3,150.00, Security Deposit / Holdback of 200.00, and Available Balance of 17,870.30. It also indicates 2 Free Withdrawals Remaining and 0 Free Deposits Remaining.
- FEE SUMMARY:** Lists fees for Withdraw Funds (5.25), Deposit Funds (0.00), Transfer Funds (0.00), and Make a Payment (0.00).
- MONTHLY ACTIVITY:** Includes a filter for 'This Month' (2015) and 'January'. The activity table shows a Starting Statement Balance of 19,153.12, Sales of 3,150.00, Deposits of 0.00, Withdrawals of 370.68, Transfers of -380.00, Payments of -1,000.00, Card Fees of -78.75, Withdrawal Fees of 5.25, Deposit Fees of 0.00, Transfer Fees of 0.00, Payment Fees of 0.00, Monthly Account Fee of 0.00, and an Ending Statement Balance of 21,220.30. Links for Activity Report, Sales Report, and Transaction Detail Report for January are provided.
- WITHDRAW FUNDS - REVIEW - COMPLETE:** A form for reviewing a withdrawal. It shows the Available Balance (CAD) of 17,870.30. The 'To Account' dropdown is set to 'Operating Account (003 85476 213764890)'. There are input fields for 'Amount (CAD):' and 'Reference 1:'. A 'Withdraw' button is visible.
- PENDING WITHDRAWALS / TRANSFERS / PAYMENTS:** A table showing a pending transaction on Mar-24 with ID 2b930f67-dc94... for 100.00 from Regatta Central. An 'Accept' button is next to it.
- HISTORY WITHDRAWALS / TRANSFERS / PAYMENTS:** A table with columns for DATE, TRANS REF #, STATE, TYPE, and AMOUNT. It lists several transactions from 2014 and 2015, including internal transfers and payments to Row Ontario, QC Rowing Club, and Rowing Canada Aviron.

What does it cost?

There are four types of fees associated with the regular operation of a Peloton Account.

1) Monthly Fee

Your Peloton Account has **no monthly fee**. By working directly with Speed Skating Canada we're able to provide an account **Free** of Monthly Fees. Monthly fees for a Merchant Account and Debit / Credit Electronic Funds Transfer are normally in excess of \$200.00.

2) Fee to process VISA, MasterCard & Amex Transactions

We provide a very low e-commerce per transaction percentage fee of

- **2.75%** per transaction.

And a small fixed per transaction fee of

- **\$0.10** per transaction.

When a consumer pays you using VISA, MasterCard or Amex we will deposit the transaction amount minus the above per transaction fees into your Peloton Account. If you need to make a full or partial return to the consumers card there is an additional cost of \$0.50 per return.

3) Deposit / Withdrawal Fee

You'll need to get funds in and out of your Peloton Account and to do this we make use of the Electronic Funds Transfer Network. This includes Pre-Authorized Debits which are Deposits into your Peloton Account. There are costs associated with using the EFT network and we've attempted to keep them affordable and less than the cost of a standard cheque. The fee is;

- \$1.50 per deposit or withdrawal
- **One free withdrawal per month** from your Peloton Account.

4) Internal Transfer Fee

You can think of an internal transfer like an Email Transfer. When you need to pay another Skating Organization, you'll be able to "Make a Transfer".

- **\$1.50** per transfer is the fee charged to the sender of the transfer.
- There is no cost to the receiver of an internal transfer.

Other Fees

Other fees may be applied in exception cases, such as when a Pre-Authorized Debit fails or a customer issues a "Chargeback". At Peloton's discretion the entire fee or a portion the fee may be waived depending on the circumstances.

- \$5.00 per EFT Rejected Item
- \$25.00 per EFT Returned Item (NSF - not sufficient funds)
- \$50.00 per Credit Card Chargeback

How do I transfer funds between my Peloton Account and my Bank Account?

After completing the sign up process for a Peloton Account you can provide your Organizations' banking information in the My Account portal. Once linked to your Peloton Account you can make Deposits and Withdrawals which will transfer funds between your Bank Account and your Peloton Account. These funds transfers have a 1-3 business day delay before the funds arrive in the destination account.

Is the My Account portal in both English and French?

Yes, the portal will adjust to your browser's default culture and you can switch between languages at any time.

How secure is it?

We built our system with security in mind. Our infrastructure (servers) reside in Canada, in the same facilities utilized by both Canadian Federal and Provincial government agencies. Our infrastructure and software architecture is modelled on the security standards required by Canadian Federal and Provincial government agencies.

We use SSL for all our traffic over the internet. SSL encrypts all the traffic and is the industry standard for keeping yours, and your consumers information safe when transmitting it from browser to server and vice versa.

In addition, Peloton is in the process of completing Level 1 (the Highest Level) Payment Card Industry (PCI) compliance. The PCI standard suggests requirements for the implementation of security standards for account data protection.

How can I receive VISA, MasterCard and Amex payments via MMS?

Once you've signed up for a Peloton Account, we'll activate the payment forms in MMS for you. You can then choose to enable or disable online payments separately for each program.

Can I process a return for a VISA, MasterCard or Amex payment?

Yes, you can return any amount up to the original amount to the customer's card. Returns will be able to be performed in MMS which will automatically adjust the invoice. They can also be performed by locating the transaction within the Peloton My Account site and following the prompts. There are a few things to consider for an organization regarding returns;

- There is a \$0.50 fee associated with issuing a return.
- The processing fee associated with the initial transaction is not returned to you.

It is up to you to determine your own return policy. You may want to consider charging a "handling" fee to cover or offset the costs of returning funds back to a customer's card.

Why is the refundable deposit necessary and when is it returned?

Every transaction whether it be EFT or Credit Card can be challenged by a customer at any time. During this time the full amount is returned back to the customer and withdrawn from your Peloton account. Peloton implements a deposit to lessen the chance of your account going negative should a payment be challenged. It becomes increasingly difficult for a customer to submit a challenge after 6 months, although we reserve the right to retain the deposit for 12 months, we typically return the funds approximately 6 months from the date of an account closure.

How do I sign up?

We have integrated sign up directly into the MMS system and made activating an account simple. It takes only minutes to complete the process in 3 easy steps:

1. As an administrator in WRS navigate to the organization home page and click "Sign Up". Use the link to access an online application form that has been pre-populated with your organization's information.
2. Submit the application for authorization.
3. Have an authorized party agree to the terms and conditions to activate your account.

Once completed your account will be activated within 24 hours and we'll send you an email with your login information.

If you require any further information, have any additional questions or comments, please email info@peloton-technologies.com.