



## **Name Change Frequently Asked Questions**

### **Same People, Same Location, Same Customer Care - New Name!**

We are pleased to announce our name change! Our name has changed from CollectorSolutions Inc. to JetPay, but our dedication to improving the customer experience has not. As JetPay, we will continue to deliver the same great service you have come to trust and rely on.

### **Innovation**

Under our new name, JetPay, we'll continue to provide the products you love, plus a whole menu of products and services to streamline your business. From human capital management and payroll services to merchant services and prepaid debit cards, full-service business solutions are on the horizon for all of our valued customers.

### **Dedication**

Some things never change! Our proven track record of great customer care and dedication to quality has never faltered. As we move forward under a new name, we are committed to bringing you the same great personal service you have come to expect year after year.

Look for our new logo on...

Reports, Applications, Important Notices, Newsletters, Email Signatures...and more

### **Why change the name?**

CollectorSolutions Inc. merged our business with JetPay Corporation (Nasdaq: JTPY) on June 2, 2016. As part of our plan to be fully integrated and "One Company" on a national basis, we must present a clear identity both internally and externally.

What's not changing is our commitment and dedication to excellence in customer service and transaction execution. This tradition will continue under the new name – JetPay.

### **What is the new name?**

JetPay will be used in day to day operations, marketing, and promotional material. All new contracts will be under our new official name. The company's official name is JetPay Payment Services FL LLC.

### **Why is JetPay the new name?**

JetPay was selected as the common label for our payment services and human capital management businesses. Our parent company is JetPay Corporation and we have payment services locations in Texas, Pennsylvania in addition to our business in Florida.

### **When is the name effective?**

Our name, JetPay, is currently being used in our everyday business and operation.

### **Will contact information change?**

Our office telephone numbers will not change.

1-866-756-6041 Help Desk

1-850-444-9330 (FAX)

Email:

Help@JetPay.com



You will begin to receive emails from first.last@JetPay.com. We recommend updating your address book when you begin receiving emails from first.last@jetpaypayroll.com.

Website:

Our web address will change to www.JetPay.com on promotional and marketing material. We recommend updating your favorites and bookmarks to the new site.

**How will customer's cardholder statements reflect this name change?**

We are changing the dynamic descriptor which appears on your customers cardholder statement for all debit or credit card payments that are submitted to you. The descriptor will be "JTPY [Client Name]" and it will include our Toll Free number of 1-866-756-6041 so that your customer can call us for any questions relating to a payment that was made to you using their debit or credit card.

**How is this change going to affect me, will my Account Representative change?**

All existing agreements and contracts with CollectorSolutions Inc. remain as-is and continue to be in full force and effect today. All new agreements and contract renewals will be executed under our new name, JetPay Payment Services FL LLC. We do not plan to change our pricing; however, we will have a more expansive product and service offering to better serve our customers.

While our name is changing, we remain committed to your business. You will continue to work with the same experienced and talented professionals and continue to enjoy exceptional customer service and transaction execution for all of your customer payments.