

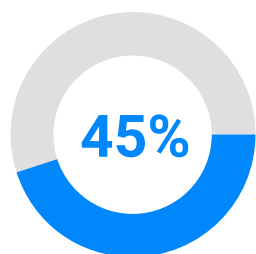
2019 U.S. Merchant Services Satisfaction Study

Publish: 2/21/19

Press Release: 02/26/19



In its inaugural year, the **J.D. Power 2019 U.S. Merchant Services Satisfaction StudySM** measures small business satisfaction with their card payment processor. A subscription will empower you to identify high-priority opportunities, improve your customer experience and create a powerful competitive differentiator. You'll learn the critical drivers of satisfaction across merchant segments and the experiences that distinguish the satisfaction leaders from the laggards.



45%
of small businesses identified a "Card Not Present" sales channel as their primary method of card acceptance

“WE’VE DESIGNED THE STUDY TO HELP YOU UNDERSTAND YOUR INTERNAL CAPABILITIES AND OPPORTUNITIES, PLUS MARKET CONDITIONS AND MERCHANT EXPECTATIONS.”

Paul McAdam
Senior Director, Banking Practice, J.D. Power

Deliverables:

- Customized executive presentation and strategy session that gives you data-driven, actionable recommendations for achieving your strategic business goals
- Executive briefing document highlighting key trends and insights across the industry
- Scorecard benchmarking your company's performance compared with the industry across key drivers of satisfaction, loyalty and advocacy metrics
- Competitive survey data and industry reports including information on customer segments
- Data and analytical tools for performance insights and competitive comparisons with your peers
- Access to VoX Platform—J.D. Power's proprietary interactive reporting interface
- The complete study data file with consumer survey responses
- All companies that subscribe to the 2019 Study may participate in the 2020 Study Advisory Group.