

FOR INTERNAL USE ONLY - DO NOT DISTRIBUTE



\$50 FOR EVERY SIGNED REFERRAL TO GRAVITY!

GRAVITY PAYMENTS QUICK REFERENCE GUIDE

Homestreet Bank has partnered with Gravity Payments as their exclusive credit card processing partner. Gravity is trusted by over 17,000 businesses across the country for providing simple and seamless processing solutions backed by 24/7 live support. [»](#)

SUBMITTING A LEAD TO GRAVITY IS SUPER SIMPLE

- Talk with your client about the services Gravity can provide their business.
- Complete the online referral form: gravitypayments.com/homestreet.
- Let the client know a Rep will reach out to them within the next business day.

HOW DO I TALK ABOUT GRAVITY?

Q: Do you take credit cards at your business?

Q: How are things going for you? What do you love about them?

Q: When was the last time you had your rates reviewed?

Q: Can I have our branch's Gravity specialist reach out to you?

JUST ONE REFERRAL PER WEEK ADDS UP TO AN EXTRA \$2,500 PER YEAR!

If your client has any questions about credit card processing, have them reach out!

- GravityPayments.com/homestreet
- merchantrelations@gravitypayments.com
- (866) 701-4700

COMMON OBJECTIONS

TALKING POINTS

I get called all the time. All processors are the same. »

We heard that a lot of our customers were getting taken advantage by their processors, so we found Gravity because they take care of their customers. When can I have a Rep call you to give you more information? »

What are Gravity's rates for Homestreet customers? »

They don't take a one-size-fits-all approach, so they customize rates based on your business' unique needs. Let me give my rep a call so you can set up a time to talk. »

I do online sales, not retail. They probably can't help. »

If there is a way to accept payments, they can do it! Their options are endless: online, retail, mail order, telephone order, and mobile. »

I have equipment/POS. They probably can't integrate. »

(Local Homestreet Rep Name) is our branch rep and he can determine that. Gravity has several integration options and if they can't, they will let you know. When is a good time for me to have them call you? »

I'm still in contract with my current processor. »

That's ok! Most of our members were in contract when they switched to Gravity. They were able to pay the ETF for our members. (Local Homestreet Rep Name) will help navigate that if it makes sense for you to work together. What time would be best for them to call you? »

I have great rates. They can't beat them. »

That's good to hear! Gravity does not have commissioned sales reps, so their rates are really competitive. When will you be reviewing this piece of your business again? I can have them get in touch with you at that time. »

I am happy where I am at. »

That's great to hear. We don't hear that a lot. Can you spare five minutes to see if (Local Homestreet Rep Name), our partner at Gravity, can confirm if you are in a good spot? He is our expert consultant for credit card processing, so we like to connect our members with them. When is a good time for them to call you? »

REACH OUT TO GRAVITY IF YOU HAVE ANY QUESTIONS!

-  GravityPayments.com/homestreet
-  merchantrelations@gravitypayments.com
-  [\(866\) 701-4700](tel:(866) 701-4700)