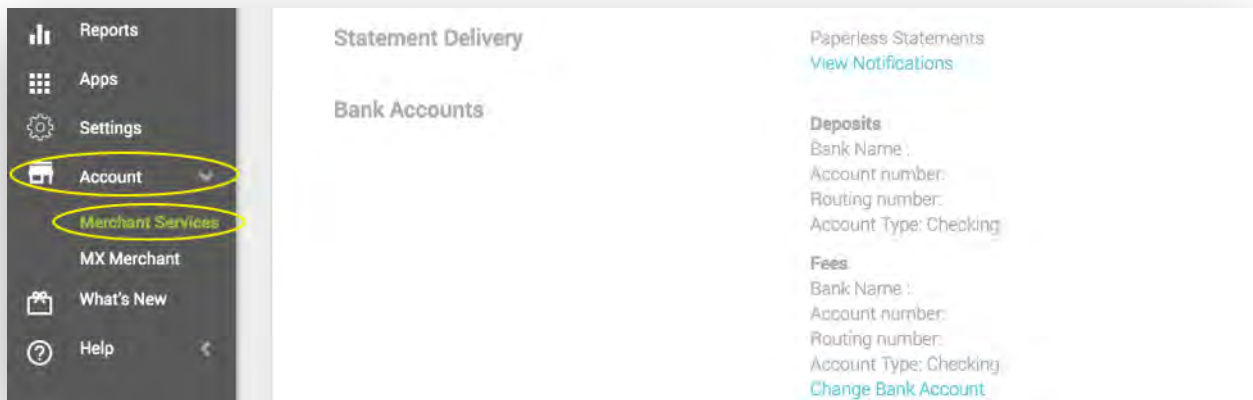




Plaid – Bank Account Updates User Guide

Introduction

MX™ Merchant Admin users now have the ability to update their Bank Account(s)—both Deposit and Fee accounts—associated with their merchant processing account, directly in MX™ Merchant through the new Plaid plugin.



STEP ONE

Admin User must log into **MXMerchant.com** and then select **'Account'** then **'Merchant Services.'**

Bank Accounts

Deposits

Bank Name :
Account number:
Routing number:
Account Type: Checking

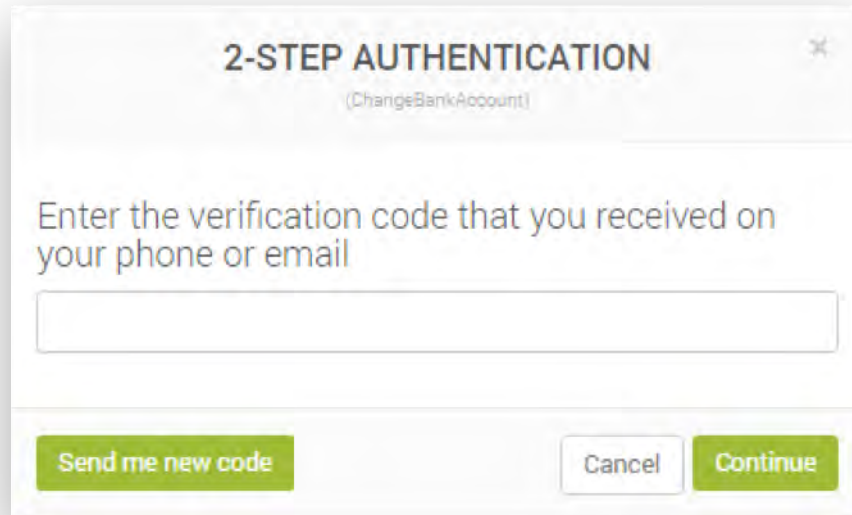
Fees

Bank Name :
Account number:
Routing number:
Account Type: Checking

[Change Bank Account](#)

STEP TWO

Select **'Change Bank Account'** listed underneath user bank account details.



The image shows a dialog box titled "2-STEP AUTHENTICATION" with a close button (X) in the top right corner. Below the title is the text "(ChangeBankAccount)". The main instruction reads "Enter the verification code that you received on your phone or email". Below this is a text input field. At the bottom, there are three buttons: "Send me new code" (green), "Cancel" (white), and "Continue" (green).

STEP THREE

Type in the verification code received via phone or email and click **'Continue.'**

BANK ACCOUNT TYPES

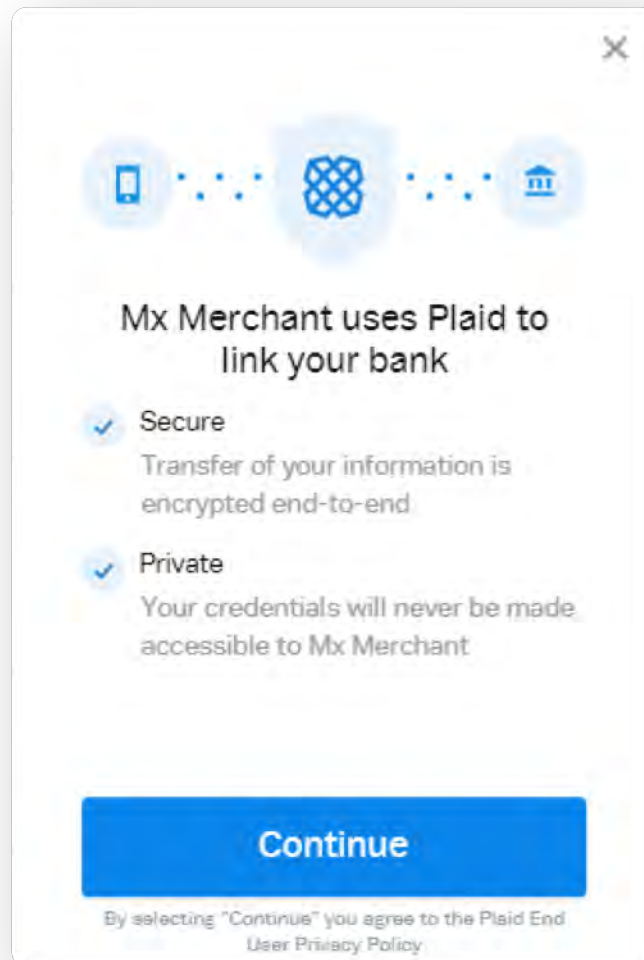
Select the bank account types you would like to change.

- Deposits
- Fees

Please note: On the next step, if you encounter any problems please call 1-855-813-5293 to be helped in updating your bank account.

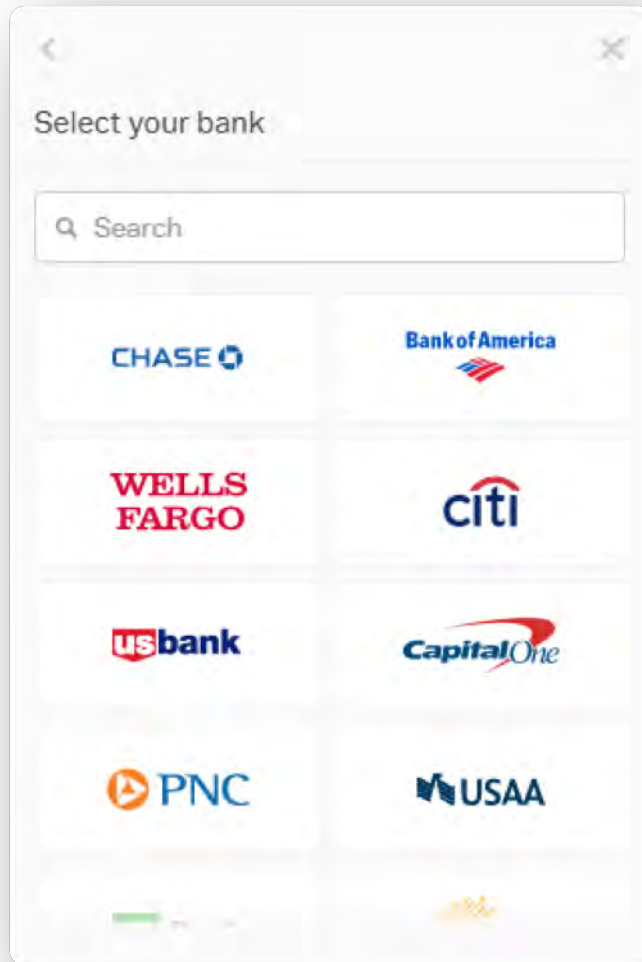
STEP FOUR

Select which Bank Account Types you want to update for the Merchant Account: Deposit and/or Fee Account. Then click **'Next: Select your bank account.'**



STEP FIVE

Click '**Continue**' on the pop up notification that indicates MX™ Merchant will be using Plaid to link up the bank account and Merchant Account.



STEP SIX

Type in and/or select the banking institution associated with the new bank account.

← Enter your credentials X

CHASE

User ID

Password

Submit

Reset password

STEP SEVEN

User will be prompted to login using the respective online banking credentials for the selected Banking Institution.

NOTE: It is VERY important that users do not make any mistakes during this process (ie: miskey their Banking login credentials) because IF the login process fails at this step, then MX™ Merchant will automatically DISABLE the users ability to update their banking information through MX™ Merchant, and they will be required to follow the manual process (submitting a CRF and Supporting Bank Documents) to update their banking information.

BANK ACCOUNTS ✕

Select your bank account to be applied to your Mx Merchant account.

Plaid Checking (0000)

STEP EIGHT

Once the Banking Login Credentials are verified, select '**Continue**' to proceed to the next step.

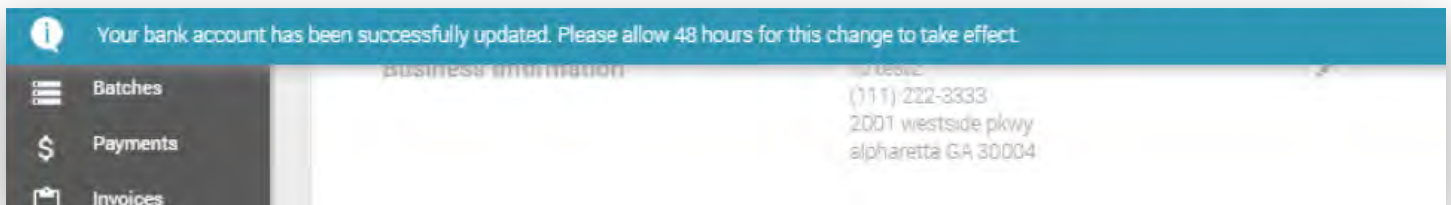
BANK ACCOUNTS ✕

Select your bank account to be applied to your Mx Merchant account.

Plaid Checking (0000)

STEP NINE

Select the account and click **'Save Changes.'**



STEP TEN

Once the Bank change is complete, the user will get a banner stating that the bank account update has been successful, and the change will take place within 48 business hours.

***NOTE:** At this point a Case will be created for the account in which the proper Priority teams will ensure the bank account update is successful on the respective processing platforms.*