

# How a Dallas Law Firm Secured a \$26k Refund On Their American Express Processing Fees



## CASE STUDY: Achieving a Substantial American Express Fee Refund

### Client Profile:

The organization featured in this case study is a Dallas-based law firm with over 40 years experience helping clients across a broad spectrum of specialties.

They have been a Verisave client since February, 2019.

### Executive Summary

By identifying an obscure error on the Client's incoming American Express payments, Verisave was able to compile a detailed argument, entitling the Client to a refund.

### Challenge

Merchant Account Statements are opaque and difficult to navigate. Reviewing, monitoring, and optimizing these fees requires specialized knowledge and industry experience. Most companies are not positioned to address these issues without engaging a seasoned merchant account audit firm.

## The Merchant Account Audit

In February of 2019, the Client contracted with Verisave, a merchant account audit firm, to review its credit card processing fees.

Verisave was able to identify an obscure error in the American Express fees charged to the client.

## \$26k Refund Negotiation

Verisave's audit team prepared a detailed report on the AmEx overcharge, argued in its favor, and ultimately secured a \$26k refund for the client.

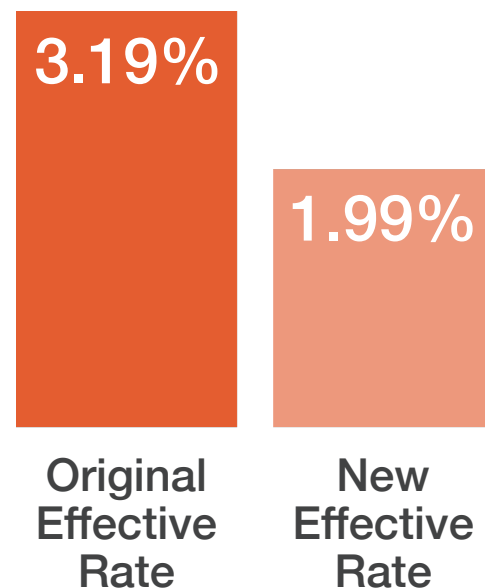
## Optimizing the Account

With the AmEx fees corrected, Verisave then worked with the Client to implement additional strategies beyond the AmEx refund, improving the overall effective rate from 3.19% to 1.99% ... a 37% reduction on their overall credit card processing fees.

## Statement Monitoring

Verisave committed to monitoring the Client's merchant account statements for 24 months, to ensure that all fee optimizations were being handled properly, and that the savings levels would be maintained at approximately \$1,700 per month.

**\$26,000**  
**Refund**



**\$1,700/MO**  
**Ongoing Savings**

Verisave is an independent Merchant Account Audit Firm, specializing in optimizing credit card processing fees.

To request a free savings analysis, visit:  
[verisave.com/savings-analysis](https://verisave.com/savings-analysis)

