



## **Center for Health & Healing**

Dr. Laurie Dady  
999 Whitlock Avenue, Suite 11  
Marietta, GA 30064  
770-590-7771

June 1, 2017

Dear Business Owners who use credit cards We have been in business for twenty years. In those years we have had countless credit card processing reps calling or coming in and telling us they can beat the deal we had at the moment, urging us to send them our latest statement for them to do a comparison of our current rates to their rates. If we give them even a minute of our time, they become relentless with phone calls and emails. I can't say that we haven't been schmoozed by a couple of these companies, only to find out the rates are no better and sometimes even worse and with terrible customer service.

Enter The Merchant Gladiator, Jim Hilber, and Direct Connect. From our first meeting with Jim, both Nancy and I felt a kind of ease we hadn't felt before when talking to other processing companies. He not only explained the rates but actually came in, attached the card reader, showed how it worked using his card as well as the other perks of having it online versus a machine. Gone are the days of a needing an expensive processing machine, waiting on deposits to hit the bank, and the receipt paper!

The best part of our experience with Jim was when one of these other companies tried to schmooze us.....or me, lol, again, Jim came into the office and used our whiteboard to visually explain what this other company was trying to do through smoke and mirrors, basically. To have an actual person we can call and talk to whenever we have any questions or issues (of which