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Survey Reports 95% of ISOs Recommend Clearent

Clayton, MO – November 9, 2011 – Today Clearent announced the results from its first ever ISO Satisfaction Survey. Based on responses from Clearent’s current independent sales organization (ISO) partners, ISOs and agents are extremely satisfied with Clearent as their credit card processor.

Many ISOs and agents are unhappy with their merchant service providers. Clearent’s vision is to defy this trend, “To be the payment processor that our customers consistently recommend to their colleagues.”

The survey results indicate that Clearent is achieving this vision. When asked specifically if they would recommend Clearent, 95% of responding ISOs said “Yes.” According to a standard loyalty metric known as “Net Promoter,” the results put Clearent on par with some of the most highly esteemed companies in financial services and other industries.

When asked why they would recommend Clearent, many of Clearent’s partners cited superior customer service. “We have a great relationship with Clearent. The people and program are both top notch,” reported Jason H., a partner located in the Midwest.

Another major theme from the results was trust. It’s important that ISOs are able to find partners who treat them with honesty and respect. “There is so much dishonesty in the business that you seem to stand out by just being upfront and open. Being able to trust your provider is a great relief. It makes it easier to stand with confidence in front of a potential customer,” commented Ron W., another Clearent partner from the Midwest.

“It’s exciting to hear such positive feedback from our ISO partners. It shows us that we’re providing the services and support that can truly help them grow their portfolio and their bottom line,” said Dan Geraty, CEO of Clearent. “We pride ourselves on the personalized service we provide to our customers. Our goal is to keep getting better, even as we maintain our triple digit growth rates.”

About Clearent

Clearent is a payment processor whose proprietary technology and responsive support enable financial institutions, ISOs and merchants to maximize the value of their merchant services program. Clearent’s intuitive, web-based systems are simple to use and provide at-a-glance business intelligence not available from other providers. To learn more, visit www.clearent.com or call 866.205.4721.