



MERCHANTPAYMENTSERVICES

Our Business

Merchant Payment Services Inc.

- 2640 St. Charles Ave., Dayton
- Top Official: Thomas D. Griffith, president
- Founded: 1990
- Employees: 7

Historically, one of the most complained about industries is merchant service providers. But, Merchant Payment Services, Inc.'s goal is to restore honesty and integrity in the industry. The company does business the right way, often going beyond the call of duty.

For instance, when the company discovers an omission or oversight, it immediately corrects the situation. It does the right thing even when it hurts, accepting negative, short-term consequences because it knows these actions lead to long-term benefits — customer retention.

Tom Griffith says, "By putting others' needs before our-



selves, we find that our company has been blessed. Much of our business today comes from second- and third-generation referrals. We have experienced some of the highest account retention in our industry."

The company focuses on being a different kind of merchant service provider. It guides and treats customers in a fair and upstanding manner. Staying true to these principles, it has experienced solid, steady

growth. The company got its start with Thomas Griffith making cold calls in the family car. Today, it operates out of its own building and has 3,200 accounts nationwide.

Merchant Payment Services treats customers like gold, provides service at no cost and works to save customers money. It understands if the company doesn't take care of customers in an exceptional way, its competitors will.

Believing in the "Giver's Gain" attitude, community involvement is important to the team at Merchant Payment Services Inc. The company sponsors several area athletic teams, makes many charitable donations, serves meals to the homeless, supports Gospelink and participates in a local BNI business chapter. It does this not to get recognition, but because it's the right thing to do.

Article courtesy Dayton Daily News

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