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Deluxe Merchant Services Wins Best Customer Service Award

DLX edged past formidable fellow finalists to take Card & Payments Awards US 2026 top honor

MINNEAPOLIS--(BUSINESS WIRE)-- Deluxe (NYSE: DLX), a trusted payments and data company, today announced that Deluxe Merchant Services (DMS) has won the Best Customer Service category at The Card & Payments Awards US 2026. DMS' award-winning customer service is "achieved through expert support, innovative technology, and a dedication to continuous improvement," TCPA wrote in publishing the award.

The DMS customer care team provides 24/7 support by phone, email, and chat, handling approximately 15,000 customer inquiries each month. The judges noted that DMS maintains "an industry-leading average tenure of 36 months among front-line agents." Earlier this year, Deluxe earned its 14th consecutive Call Center Award of Distinction from the Association of TeleServices International (ATSI).

Kevin Jones, president of Deluxe Merchant Services, said the award reflects the company's continued investment in combining advanced payments technology with personalized customer support.

"Even the best technology is only as valuable as the support behind it. When every minute down means dollars or customers lost, business owners need fast, easy access to the expertise to get them up and running again," said Jones. "Our customer service team is available 24/7, deeply knowledgeable, and takes immense pride in what they do and how they do it, so I'm thrilled to see their work recognized. I'm especially proud to be recognized among such an esteemed field of finalists, including Mastercard, FlexFactor, and Ecrypt."

The Card & Payments Awards have recognized excellence in the global payments industry for nearly two decades. The inaugural U.S.-only competition brought together an independent judging panel of senior executives and industry specialists from leading payments and financial services organizations. Winners were announced Nov. 17 in New York City.

About Deluxe

Deluxe, the trusted payments and data company, champions business so communities thrive. Our solutions help businesses pay, get paid, and grow. For more than 100 years, Deluxe customers have relied on our solutions and platforms at all stages of their lifecycle, from start-up to maturity. Our powerful scale supports millions of small businesses, thousands of vital financial institutions and hundreds of the world's largest consumer brands, while processing more than $2 trillion in annual payment volume. Our reach, scale, and distribution channels position Deluxe to be our customers' most trusted business partner. To learn how we can help your business, visit us at www.deluxe.com.

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