



## RemoveSlander.com Finds a Trusted Partner in PayStand

*An online reputation management service was “getting killed” by slow account funding and chargebacks. Find out how PayStand helped **RemoveSlander.com** get paid faster, and inspired raves for our customer success team.*

### The Company: RemoveSlander.com

Tyronne Jacques (“TJ”) is a pioneer in the field of internet reputation management. In 2009, he published a popular book entitled “How to Fight Google and Win,” which attracted publicity from major TV news networks, The New York Times and NPR. With his own reputation firmly cemented as an expert in reputation-enhancing SEO tactics, TJ started RemoveSlander.com to help clients from all over reclaim their dignity online.



**Location:**  
New Orleans



**Industry:**  
Internet Reputation Management



**Year Founded:**  
2009

### The Challenge

TJ was using PayPal to invoice clients for his services, but encountered frequent problems with chargebacks. “PayPal is not set up to protect merchants, only to protect consumers. There were zero protections for us, in cases where services had been rendered. Paypal contributed to us losing a lot of money, by allowing frivolous chargebacks.” At the same time, RemoveSlander was paying substantial transaction fees on credit card payments. TJ then tried another payment system which releases funds to merchants only once a week. “That was killing us. Maybe employees can live like that, but not a business.”

*“PayStand has been a tremendous asset to our business. I don’t have many partnerships that I trust the way I trust PayStand.”*

- Tyronne Jacques, Founder



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The Solution



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## The Solution

TJ decided to give PayStand a try in early 2014. "They really took the time to understand our business, which required some research on their end. It's been a great partnership since then."

Initially it was the ease of setup and maintenance that appealed to TJ. "We found the system easy to use; their buttons were easy for the customer to figure out, especially since it didn't require them to set up an account. So our customers were no longer confused at the critical moment when they're ready to pay."

## Faster Payments and Personalized Service

The speed from payment to funding using PayStand was an added benefit. RemoveSlander now receives funds within 48 hours, as compared with once per week using another payment system. Ultimately, it was the personalized service PayStand delivered that won TJ over. "We had some growing pains in the beginning, but they really care. There's followup; they were always there to fix any problems and correct them."



PayStand customer success rep Matt "cares, he's concerned, he takes ownership." -TJ

*"To be able to pick up the phone and get somebody who knows my name, that is priceless." - Tyrone Jacques*

## The Result

Thanks to the close collaboration between RemoveSlander.com and PayStand, TJ has been able to experience something he delivers to his clients every day: peace of mind. "They have been a tremendous asset to our business, it's a trusted partnership. I don't have many partnerships that I trust the way I trust PayStand."

Meanwhile, TJ has been able to worry less about administrative tasks and focus on his core business. "My clients—attorneys, publicists, professionals—they lose business every day due to something pulsing on the internet. Every individual has a right to tell their story, and we help them do exactly that."

## Benefits of switching to PayStand

- Add a secure, custom payment button to invoices
- Resolve disputes faster with our help
- Get personalized, same-day phone support
- Receive funds in under 48 hours
- Give your clients a quick and easy way to pay
- Accept all credit cards for a low flat rate
- Offer 0% eCheck and eCash payment options
- Control and predict your merchant costs

PayStand  Entrepreneurs™

Thank-you to TJ and the team at RemoveSlander.com for sharing your story!



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