



March 20, 2023

**Dear Valued Payroc Merchant,**

Payroc has received a notice from Visa that the Visa rules are being amended to prohibit any surcharge exceeding 3% on purchases made with credit cards. **You may review the information listed below at the following URL <https://partners.payroc.com/surcharge-infocenter>:**

1. A copy of the Jan 12, 2023 bulletin from Visa,
2. Any device-specific changes you need to take into consideration,
3. Any FAQs, subsequent notifications, and specific actions you might need to take for device upgrades,
4. Any other pertinent information or updates from Visa related to this change.

This mailing informs you that because of this change in the Visa rules, effective May 1, 2023, a file update will be downloaded to your terminal, device and/or gateway that caps the maximum surcharge amount at 3% on credit card purchases. This will supersede any prior surcharge amount over 3% previously passed to your customer.

**NOTE: Depending on your device you may need to take action to help implement this change. Please reference the FAQ section above.**

The surcharge rate of 3% charged to the customer will continue to be discounted daily from your card processing settlement proceeds. Starting on May 1, 2023, the difference between the credit card processing rate outlined in your merchant processing agreement and the 3% paid by your customer will be billed to you at the end of the month, together with any other month-end fees currently billed to you. Processing and other fees related to debit card transactions will not be affected by this change.

Payroc has many processing programs suited for almost any business. Questions about your new RewardPay pricing model or any other Payroc processing program can be directed to [CS@payroc.com](mailto:CS@payroc.com) or call 888.477.4510 (option 2 for Merchant Support).

**The Payroc Team**

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