



April 21, 2023

Dear Valued Payroc Merchant,

On March 20th, 2023, Payroc sent a notice via email and regular USPS to inform our merchants of an amendment to the Visa surcharge rules prohibiting any surcharge exceeding 3% on purchases made with credit cards. **You may review the original correspondence and additional information at the following URL: <https://partners.payroc.com/surcharge-infocenter>**

This mailing serves as our second notice informing 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 at <https://partners.payroc.com/surcharge-infocenter>

Included in this correspondence is new signage to post at the point of sale informing your customers of the new rate of surcharge applied to their credit transactions. This new signage should be posted on May 1, 2023, and any old signage should be removed prior to that date. The surcharge rate applied to any credit transaction must not exceed 3% after May 1, 2023. You must replace your current signage with this new signage that specifies the surcharge rate of 3%. You may download additional display signs at the following URL: <https://partners.payroc.com/surcharge-infocenter>

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 or call 888.477.4510 and select option 2 to reach Merchant Support.

- The Payroc Team