

Dear Valued Partner:

We would like to make you aware of the increased enforcement by Visa on non-compliant surcharge programs.

Visa continues to be more active and has moved away from warning notifications to levying first level assessments of \$1,000. Visa is also actively re-auditing merchants and has begun issuing \$5,000 assessments without issuing warning notifications. Visa has also utilized its Significant Violation Schedule, which includes assessments ranging from \$50,000 to \$1,000,000. Further, we are aware of Visa performing on-site audits of merchants using a five year lookback.

While the majority of recent enforcement has centered around surcharging, we've often seen Cash Discount and Dual Pricing programs included in enforcement actions as well. It's critical to verify that merchants are properly configured, trained, and operating within current card-brand and sponsor bank guidelines.

Immediate Action Required:

To safeguard our partnered merchants from potential fines imposed by the card brands due to non-compliance, we strongly urge you to conduct a thorough review of all merchants utilizing Surcharge, Cash Discount, or Dual Pricing programs to ensure that:

- Proper signage is displayed
- Merchants and staff are adequately trained
- POS systems are certified and operating on current software versions

Ensuring compliance is crucial to avoiding financial penalties and protecting our collective reputation.

Significant Violation Schedule, Section 1.12.2.8

<https://go.prioritycommerce.com/e/95242/out-visa-visa-rules-public-pdf/7xb2lk/2338196995/h/4rWpsYmkeSs8ox4-JqXHdt8aEG-ZA77fIPoYjGvzKqg>

Visa Credit Surcharging Rules

<https://go.prioritycommerce.com/e/95242/sinness-regulations-fees-html-2/7xb2ln/2338196995/h/4rWpsYmkeSs8ox4-JqXHdt8aEG-ZA77fIPoYjGvzKqg>

For any inquiries or clarification regarding this directive, please reach out to Compliance@pps.io.

We very much value your partnership and appreciate your prompt attention to this matter.

Best Regards,
Priority Compliance Team