



Dear Valued Customer,

I wanted to follow-up on my message from yesterday with one additional note.

Some of you have expressed concern with the planned decommissioning of the MerchantLink gateway that was previously scheduled for March 31st. Given the current situation, we have postponed the shutdown of that gateway platform. While there is still a real need to move from this platform due to outdated technology and other deficiencies, we do not want to cause any unnecessary disruption to our customers during this challenging time. As I mentioned in my previous email, I want to assure you that Shift4 is here to help support you through these challenges and do what we can to help.

To that point, please don't hesitate to contact me directly or our customer assistance team at **upgrade@shift4.com** to learn more about the numerous cost-saving measures we currently have available to help ease the burden of this difficult situation:

- Immediate elimination of gateway fees
- Deferred acquiring fees for businesses that are temporarily closed
- **[Free SkyTab mobile EMV devices to facilitate delivery and curbside payments](#)**
 - We have thousands in inventory ready for immediate deployment
 - Plug and play - works right out of the box
- Free EMV readers for your existing POS systems
- Waiving all gift card fees for three months

We will continue monitoring this evolving situation and will update you as frequently as possible. As always, thank you for your continued business. We will all get through this together.

Sincerely,

Jared Isaacman-CEO

Shift4 Payments

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