

Dear Valued Customer,

As your merchant service provider, we want to make sure you have access to the tools and the information you need to help you navigate this difficult time.

Within the last 24 hours there have been significant changes announced by CA Governor Gavin Newsom including the order that the state's residents are to remain indoors and limit outdoor movement to what is "absolutely essential". With this in mind, all Signature associates will be working remotely effective immediately. Over the last several weeks as the situation has unfolded we have been preparing for this scenario and are fully prepared to continue on with business as usual, albeit remotely.

As we enter into a new phase of the ongoing COVID-19 crisis, you may have questions or concerns about your business and your merchant account. We are doing all we can to stay ahead of your concerns and provide information that is timely and beneficial. Signature wants to ensure you are equipped with the necessary resources should these situations arise.

- Merchant Cash Advance: Through our partnership with Rapid Advance, merchants can gain access to needed capital during this difficult time. Please reach out to the Signature support team for more information.
- Online Payments: If a merchant is not currently setup to take online payments via an Ecommerce website but would like to do so, please contact our support team and one of our associates will be happy to help get the merchant setup for online payments.
- Virtual Terminal: If a merchant would like access a virtual terminal for phone orders, etc. please contact our support team and we will be happy to set that up.
- Seasonal Hold: If a merchant is planning on temporarily ceasing business, Signature can initiate a seasonal close and suspend fees. Please note that merchants will be unable to accept credit cards during that time.

Our support team can be reached via email at support@signaturecard.com.

We will continue to monitor this quickly evolving situation and are here to assist as needed. Thank you for your business as we continue on this journey together. We are here with ongoing and steady support.

The Signature Team