



Important Update Regarding January Merchant Fee Adjustments

February 2, 2026

Dear Cash Practice Clients,

We are writing to provide an important update regarding your merchant fee debits for January processing, handled through Paya (a nuvei company).

Let me start by saying that the issue was due to a technical error from nuvei - Not Cash Practice. We are working with Cash Practice directly to ensure all clients are being taken care of.

We know this is an extremely difficult and urgent situation for many of you. Rest assured, this is our #1 priority to get resolved.

Our internal audit has revealed that this technical error caused incorrect fee amounts to be debited from some bank accounts.

We have successfully identified the root cause and the specific accounts affected. We are now working directly with our banking partners to rectify these entries immediately.

What You Need to Know

- **Automatic Refunds:** Any overcharged amounts are being identified and automatically refunded to your bank account.
- **Timeline:** We are working to complete these adjustments ASAP. We will continue to keep you up to date by sending follow-up communications.
- **No Action Required:** In most cases, you do not need to take any action to receive your refund.

If You Experienced Overdraft Fees

We understand that incorrect debits can cause secondary financial strain. If this error caused your bank account to incur **overdraft or non-sufficient funds (NSF) fees**, we are committed to making it right and will let you know how to get those fees reimbursed.

We sincerely apologize for this error and any stress it may have caused you and your business. We value your partnership and are working around the clock to ensure your account is made whole.

Sincerely,

Ben Weiner

Global Leader of Partner Channel
nuvei