

## January End of Month Fees Billing Issue Summary and FAQ

### **Impact Summary:**

While updating the monthly statement presentation of interchange fees an errant fee value was added as a fixed fee to multiple interchange categories and resulted in a billing error.

### **Mitigation Steps:**

The mitigation was completed by sending an offsetting deposit for the overbilled amount, most customers should receive this deposit within 24-36 hours depending on the merchant's bank.

For most customers this will be a second deposit to daily processing, but some customers who requested to combine deposits will just see a larger than expected amount as the adjustment will be combined with the daily processing deposit.

For any customers who's end of month fees could not be collected, you will still receive the offsetting deposit, and a Nuvei team will work with you to collect the rejected payment, confirming the adjustment was also received.

### **Preventative Plan:**

We sincerely regret the impact of this error and to prevent future errors the team will add an audit step for all adjustments as well as when performing actions to modify the invoice presentation of those fees.



## FAQ

### **Why were the fees incorrect?**

The Payments Industry updates and adds new rates and categories on a regular basis. While executing on a routine process, human error caused several interchange categories to incorrectly include a fee.

### **When will I get my money back?**

Offsetting deposits to correct the billing were submitted on 02-February, and depending on your individual bank should be received and posted within 24-36 hours. There is no specific identifier or description on the deposit, although some banks may show the note/reason as “Financial Adjustment”

### **What if my end of month fees payment was rejected by my bank?**

You will still receive an adjustment deposit. You will be notified if any additional steps are required.

### **What if I have questions on the amounts charged and the correction deposit?**

Additional details can be provided on a case-by-case basis to aid in reconciling the amounts. Please request details through your primary point of contact.