

Dear Valued Customer,

We are writing to inform you that you may have been affected by recent Merchant fee debits processed through Nuvei. Our investigation reveals that some customers may have been charged incorrect amounts.

*This is a matter Nuvei takes seriously and we have taken every measure to identify and mitigate the cause and scope of the issue.*

In an effort to timely resolve this matter, we have confirmed that the identified overcharged amounts will be posted and refunded to your account within the *next 24 hours*.

We sincerely apologize for any inconvenience this matter may have caused you and your business. We value your trust and are committed to providing our merchants with excellent service.

Thank you for your continued partnership.

Sincerely,

Christine Scappa

GM, North America