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CITY OF HARTFORD

November 25, 2024

Dear AllPaid Customer:

AllPaid strives to provide seamless, convenient payment processing services to you and your payers at a reasonable price. Whenever possible, we absorb increases in business costs by driving efficiency in our operations. AllPaid has not increased any payer fees in more than two years. However, recent inflationary pressures have increased our costs to the point that we must pass some of the increase on to your payers. These fee increases represent an average increase of less than 57 cents per transaction. They do not apply to flat fees stated in our tiered fee tables.

The fee changes with explanations are as follows:

- **Increases to Minimum Service Fees.** The minimum service fee on all card transactions will increase to \$3.99. For most customers, this represents a \$1.49 increase; however, several obsolete fee schedules with no minimum transaction fee will be changed to a \$3.99 minimum. The minimum service fee for eChecks will be \$2.00, and the discount for debit card transactions will be eliminated. These increases reflect the recent increases in the transaction processing fees assessed to electronic payment processors such as AllPaid.
- **Increase in Operator-Assistance Fees.** The fee for making a payment with Call Center representative assistance will increase from \$2.50 to \$3.50 per transaction (if your current fee for this service is less than \$3.50). Despite steadily increasing labor costs, this fee has not increased in nearly seven years.

In August, we announced that AllPaid had separated from our prior parent organization and is again a stand-alone company. Once separated, we immediately began investing in our operations and platforms to improve service levels that have deteriorated in recent years. For instance, payers previously experienced waiting times of more than five minutes when attempting to reach our call center during peak hours. Since August, we have increased call center staffing and will continue until we reach our goal of answering payer calls in fewer than two minutes.



Further, under prior management over the past two years, our platform experienced several extended outages. We are making significant investments in our technology to increase the stability and availability of our platform. This investment also allows us to develop convenience features and enhancements our customers request. These investments are only possible if we pass on a small portion of our increased cost of doing business to your payers. We strive to keep our fees as low as possible while maintaining the superior level of service our customers have come to expect from AllPaid.

A modification to your AllPaid agreement reflecting these changes is attached. If you have questions, don't hesitate to contact your Account Manager.

Thank you,

Your AllPaid Team



# General Service Fee Modification

Notice Date: November 25, 2024

Service Fee Modification Effective Date: January 1, 2025

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Your agency is party to a Merchant Agreement with AllPaid, Inc. f/k/a Government Payment Service, Inc. ("AllPaid") permitting AllPaid to modify service fees under such agreement. AllPaid, having given notice to your agency as may be required under the Merchant Agreement, shall apply the modified fees in the table below to your agency's transactions commencing with the first transaction on or after 12:00 AM, January 1, 2025.

No signature or action on your part is required for the modified service fees to become effective. All other terms and conditions of the Merchant Agreement, including but not limited to any tiered service fees, remain unchanged.

Modified Service Fees for Non-Cash Bail Transactions	
Minimum Fee (Credit or Debit)	\$3.99 per Transaction
Debit Card Transaction Fees	Same as Credit Card Service Fee Schedule
All eCheck Transactions	\$2.00 Minimum Flat Fee
Operator-Assisted Transactions	Add \$3.50 per transaction (if currently below \$3.50)