

Service Interruption Notification, Point Of Sale.

We wish to provide you with important information regarding your Point of Sale (POS) terminal(s) that may recently have been experiencing technical difficulties.

We became aware of an issue that is causing some Verifone VX and e355 payment terminals using certain software to continuously reboot. According to a technical bulletin that Verifone has shared with us on May 29, 2019, the issue was caused by an unexpected combination of customer specific application and/or terminal configurations; a digital certificate expiration; and specific characteristics of the digital certificate in question. Any version of VX or e355 terminals that utilize CommServer software prior to version 5.4.4 could be impacted by this issue.

We have received confirmation from Verifone that they have validated a permanent fix to install to your POS terminal(s).

If we have not been in contact with you yet, we will be in touch shortly to provide instructions and support where required on how to update your terminal's software. In the meantime, if you would like to update your terminal(s) using a temporary patch, we have included a link to an instructional video that has been provided by our support provider in the region, First Data. <https://youtu.be/3ygUR6ELL9k>

Should you wish to contact us directly, our Business Support Centre is equipped and able to assist with remote technical assistance for customers currently experiencing this issue.

- Trinidad & Tobago: 1 (868) 612-4557 – Option 5
- Belize: 1 (501) 227-2300
- Guyana: 1 (592) 226-4357
- BVI: 1 (284) 494-6737
- Barbados: 1 (246) 467-3272
- Cayman: 1 (345) 945-0806
- EC Islands: Toll Free: 1-800-271-7825
- TCI: 1 (649) 946-5868
- St. Maarten: Toll Free: 1-844-867-0608
- Jamaica: Toll Free 1-888-429-5087
- Bahamas: 1 (242) 356-1571
- USVI: 1 (340) 715-9603

Verifone has also made available a telephone customer support line to help you with the update to your terminal(s). Verifone's Customer Support line is 1-800-342-9080.

We understand the impact that technical disruptions can have on your daily operations. Your business is important to us and we sincerely appreciate your patience and understanding as we work towards resolving this issue.

Should you have any questions, please do not hesitate to contact your Relationship Manager, Global Transaction Banking Officer or the Business Support Centre.