



November 22, 2011

Dear Client,

We are writing to update you on our schedule for the holiday season. Listed below are the Customer and Client Service call hours and the dates our office will be closed:

- November 23, 2011: Customer and Client Service queues will be open from 7:00 am CT – 5:00 pm CT.
- November 24 – November 25, 2011: Our office will be closed as will our Customer and Client Service queues.
- December 23, 2011: Customer and Client Service queues will be open from 7:00 am CT – 5:00 pm CT.
- December 26, 2011: Our office will be closed as will our Customer and Client Service queues.
- January 2, 2012: Our office will be closed as will our Customer and Client Service queues.

We apologize for any inconvenience our holiday schedule may cause your office or your customers. In the event of an emergency, please call 1-866-352-5002 and leave a page for our afterhours support team.

Thank you for your continued support of our partnership. We wish you the very best for this holiday season and look forward to a great 2012!

Sincerely,
Official Payments