

DBA Name: FIRST AND LAST NAME
Statement Period: XX/XX/XXXX - XX/XX/XXXX
Merchant Number: XXXXXXXXXXXXXXXX

Merchant Statement

FIRST AND LAST NAME
XXXX STREET NAME
CITY, ST XXXXX

Your Deposits & Fees at a Glance

This is Not a Bill

Total Deposits _____ **\$XX,XXX.XX**

Total Fees _____ \$XXX.XX



**Freedom for
your Business**

Ask your representative about Terminal+ today!

Visit your merchant portal at [Heartland.us/login](https://heartland.us/login) for more details.

Important Messages

EMV Payment Technology

Did you know businesses that have not updated to the EMV payment system have seen an increase of fraud activity by more than ten percent? EMV payment technology can help protect your business and customers while providing a smooth and safe transaction experience.

Make sure you are encouraging your patrons to choose the chip or scan over swipe! If you haven't upgraded to our innovative technology, contact your Heartland representative today!

PCI Non-Compliance Fee

As small and medium-sized businesses are vulnerable to hackers, breaches and cyber-attack, PCI Data Security Standard (PCI DSS) compliance is critical. Further, the card brands mandate that acquirers (like Heartland) report on the PCI DSS compliance of their merchants. In 2017 Heartland began partnering with ControlScan to offer our Merchant Protection Program to assist merchants in achieving PCI validation. You are not required to utilize this service, but are required to provide confirmation of your PCI status to Heartland.

As of December 31, 2020, we have not received your PCI DSS compliance validation. If your account remains in a non-compliant status in January 2021, Heartland will assess your account a PCI Non-Compliance fee, in the amount of \$125, which will be reflected as a separate line item on your merchant statement reflecting February 2021 activity. This amount will continue to be assessed monthly until you have provided your PCI DSS compliance validation.

If you object to these fees, you may terminate your agreement without penalty by providing written notice in accordance with your agreement within 30 days of the date of the statement containing this fee.

Ingenico PIN Pad Software Notification

Attention: Effective April 1, 2021, Ingenico has notified Heartland that the PKI Software utilized within iCT devices in conjunction with the iPP pin pads will no longer allow for card processing. Please contact the Customer Service Team at 1-888-963-3600 or your local sales representative for equipment options comparable to your current devices prior to the April 1 deadline to avoid processing interruption.