



Dear Commissioner Rodewolt,

We are excited to inform you about upcoming updates to our kiosk program that will enhance both the security of payment processing and the accessibility of the kiosks.

ITI is transitioning from LexisNexis to a solution with JP Morgan Chase, featuring the newest and most secure credit card readers available, the Ingenico Self/3000. These EMV P2PE-enabled readers will replace our current credit card readers, which are approaching end-of-life and will no longer be supported as of Q2 2025. This proactive upgrade ensures uninterrupted service and continued compliance with the latest security standards.

These new readers also include tactile devices to ensure Section 508 compliance, allowing citizens with visual impairments to navigate transactions independently using audio cues.

#### **Key Details of the Transition:**

**1. Switching to JP Morgan Chase:**

ITI is upgrading from LexisNexis to JP Morgan Chase to utilize state-of-the-art Ingenico Self/3000 credit card readers. These EMV P2PE-enabled readers provide the highest level of security for citizen transactions, protecting against skimming and other risks.

**2. Enhanced Security:**

With the 2015 EMV liability shift, this upgrade is critical to mitigate financial risks. The new readers support:

- Chip reading instead of current mag-stripe
- Tap-to-Pay
- Digital wallets such as Apple Pay, Google Pay, and Samsung Pay
- Other advanced technologies such as Mobile ID in the future

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3. **Improved Accessibility with Tactile Devices:**

In addition to the EMV readers, we are installing tactile devices on kiosks to ensure **Section 508 compliance**. These enhancements enable citizens with visual impairments to navigate transactions independently using audio cues through screen reading.

4. **Downtime:** Each kiosk will experience approximately one hour of downtime during the reader and tactile device installation.

**Action Required:**

Please review and return the following documents at your earliest convenience:

1. Submerchant Application
2. Submerchant Agreement
3. ACH Authorization Form
4. W9 Form (if not already on file)

Thank you for your attention to this important update. Please reach out with any questions or concerns.

Sincerely,  
Drew Nicholson  
CEO

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