

## Roxann Isbrecht

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**From:** AllPaid <no-reply@allpaid.com>  
**Sent:** Friday, June 23, 2023 3:30 PM  
**To:** Roxann Isbrecht  
**Subject:** Consumer Payer Service Fee Update

Consumer payer service fee update. See email below.

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**Dear AllPaid Customer,**

Please be advised that effective 6-29-23, AllPaid will retain service fees charged for all payer consumer transactions, regardless of if the transaction is approved or rejected. This fee covers the cost on all transactions processed. By retaining the transaction service fee, we are covering our costs associated with refunds, thereby minimizing the costs passed on to our payer consumers. Notification of non-refundable fees is included in our Terms of Service which the consumer must agree to.

If you have any questions, please contact your **Account Executive / Account Manager** or contact our help desk at: **888 561-7888**.

Thank you,

**AllPaid Team**

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**Our mailing address is:**

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