

Worldpay - 2019 Peak Days Preparing for Transaction Peaks

Our Peak Season Support Model meets the increased demand for reliability and addresses the ever-changing payments landscape for our customers.

- In line with the support model evolution, Worldpay has prepared for this Peak Season with capacity and contingency plans, including appropriate monitoring, in order to best support and serve our customers.
- Resources from the lines of business, Operations, Security, Technology and Communications will be involved in providing this support to ensure a positive and seamless customer experience.
- On peak days, additional support staff will monitor the systems and be ready to engage on a moment's notice.
- Our Global Technical Service Center will have dedicated incident and communication teams assigned to collaborate and deal promptly with any issues that may arise.

The end goal for our customers? Assurance that you are partnering with an industry leader who is actively focused on continuous improvement. While not visible to the customers, our reliable payments processing system is managed by:

- Year-round capacity and contingency planning
- Support models for all business segments
- Robust and innovative infrastructure and technologies
- Escalated monitoring and reporting
- High quality, consistent customer support
- Dedicated incident and communication teams
- Day of and post-peak summaries communicated across teams and senior management

Major Deliverables that will help our customers:

- Peak Day Support Model
- Capacity Planning
- Risk Mitigation
- Execution

Information Classification Confidential

For combination of Worldpay UK and European entities:

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2019 Change Management Freeze

The objective of the **Red** & **Yellow** freeze periods is to reduce the risk of introducing a change into the environment that could impact customer-facing platforms. Freeze dates begin at 12:01 a.m. and extend until 11:59 p.m. ET. During this time, no new products, processing support or significant logic changes are deployed.

Yellow Freeze: November 1, 2019 - November 24, 2019

Permitted During Yellow Freeze:

- Standard changes
- Infrastructure changes with no impact to customer-facing platforms

NOT Permitted During Yellow Freeze:

- Release of new products
- Release of new services
- Release of new features for existing products

Red Freeze: November 25, 2019 - January 1, 2020 + all Monitor Days (day before + day of)

Permitted During Red Freeze:

- Break-fix (service restoration or repair of a critical system)
- Customer boarding, conversion activities, listed support service alterations (performed only on Nov. 25 and Dec. 9, 16, & 30)

NOT Permitted During Red Freeze:

- Release of new products
- Release of new services
- Release of new features for existing products

Date	Event
Feb. 1	End of Month Processing*
Feb. 3	Superbowl
Feb. 14	Valentine's Day
Mar. 1	End of Month Processing*
Apr. 20	Easter
May 11	Mother's Day
Aug. 2	Back to School
Aug 30	Labor Day
Oct. 31	Halloween
Nov. 1	End of Month Processing*
Nov. 1-24	Holiday Prep (yellow freeze)
Nov. 25 – Jan. 1	Holiday Season (red freeze)

January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2						1	2		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28			24	25	26	27	28	29	30	28	29	30				
														31													

May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4						1		1	2	3	4	5	6					1	2	3	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31
							30																				

September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7			1	2	3	4	5						1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30						27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				
																							1	2	3	4	

Red Freeze	Break-fix (service restoration or critical system repair)
Red Freeze w Monitoring	Peak - Healthcheck emails and/or texts with possible bridge call (Worldpay Internal Use Only)
Focused	GTSC/NOC/TOC heightened awareness, oncalls readily available
Yellow Freeze	Standard Changes and Infrastructure changes with no impact to customer facing platforms

*End of Month Processing event applies when the first of the month falls on a Friday

Worldpay's 2019 Peak Season **Red Freeze** period runs from **November 25, 2019 - January 1, 2020** and on all monitoring days throughout the year.

The support service alterations listed in the chart below will be made on the following dates:

Monday, November 25	Monday, December 9	Monday, December 16	Monday, December 30
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Merchant Support Service Alterations

- Merchant boarding and conversion activities
- eMAF setup / changes
- Charts file installs / changes
- Gift Card Program (specific dates are normally coordinated)
 - GC Program parameter changes
 - Implementation of new GC programs
- Addition of products (Credit, EBT, PIN, Token, P2PE)
- Addition of new equipment (terminals, PIN pads)
- Debit, EBT, and WIC table updates / changes
 - **Merchant table updates will be performed on the following dates during the Red Freeze period:**
11/25/19, 12/4/19, 12/6/19, 12/9/19, 12/11/19, 12/13/19, 12/16/19, 12/18/19, and 12/30/19
- Link definition updates
- Priority routing changes
- Additions or alterations of Merchant Online links (host-to-host, host-to-store)
- Any standard changes / adds automated through MDS

Infrastructure changes with no impact to customer-facing platforms

- Firewall changes for new links

PLEASE NOTE: Normal alteration activities will resume on Thursday, January 2, 2020

What else do merchants need to know?

- To ensure an optimal peak season experience with minimal disruption to existing projects, merchants are encouraged to confirm that any in-progress implementations are on target for planned milestones and completion dates.
- All requests for changes or new setups (PIN debit/EBT/WIC) should be submitted **no less than FIVE business days prior to the next scheduled table update** (dates outlined above) to ensure minimal delays due to scheduled freeze periods. For example; a merchant would submit their request by Monday, November 5 in order to have the changes included in the Tuesday, November 12 table update.
- Merchants should work closely with their Worldpay Relationship Manager and Implementations Consultant to understand whether a delay encountered in their current project could overlap with a planned freeze period, resulting in a potential delay of the completion date.