

October 20, 2025

## UPDATED CREDIT CARD POLICY

To all our valued customers:

We're writing to inform you of two upcoming changes to our payment processing policy.

### 1. Effective January 1, 2026, a 2.25% surcharge will be applied to all payments made using credit cards.

- This surcharge applies only to credit card payments
- Payments made via cheque, EFT/ACH, e-transfer, debit card, or other non-credit methods will not incur this fee.
- The 2.25% surcharge is calculated on the total credit card transaction amount, including applicable taxes.
- The surcharge will appear as a separate line item on your receipt after the credit card transaction is completed.

This adjustment is in accordance with the updated rules permitted by credit card companies and reflects the costs associated with processing credit card payments.

### 2. New Self-Serve Portal for those who choose to pay by credit card.

- A new self-serve portal will be introduced on January 1, 2026. We will provide information regarding this at a later date.
- You will still be able to phone our Accounts Receivable department to make payments over the phone, but you may find it more efficient or simply prefer to make payments using the self-serve portal.

If you have any questions or require assistance in choosing the best payment option for your needs, please let us know.



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