

Date: June 30, 2022
To: All Clients
Subject: Security Verification Process
Action: Review/Action as needed

Security Verification Process

At Heartland, the privacy of our Clients and their customers is our top priority. As a result, beginning **August 1, 2022**, all customer service agents will be required to perform security verification when speaking with a caller.

There will be two levels to the security verification process:

- Level 1: Site specific verification
(DBA name, phone number and/or address)
This verification will be conducted on all calls to ensure the agent is speaking to the correct site
- Level 2: Corporate approved passcode or phrase that is unique to the business
(ex: 12345 or 'what city is your corporate headquarters located')
This verification will be required if the caller requests sensitive information such as card numbers/expiration dates, batch details, equipment orders, etc.

Please contact your Enterprise Account Analyst by **July 15, 2022** to determine the Level 2 verification information to be used for your account(s). Once the verification information has been established we ask that you share it with your locations so they are prepared when contacting Heartland for assistance.

Heartland Payment Systems provides the compilations, summaries and other information contained within our Product Marketing Bulletins to serve as general guidelines. While we strive to make sure this information is accurate, we do not warrant the completeness, timeliness, or suitability of this information for your specific needs. In addition, the compilations, summaries and information contained within this document do not substitute for the Association Rules, which are part of your contract with Heartland Payment Systems.