

Entrust Corporation
Issuance Supplies Management (ISM) Service Rider

1.1 ISM Services. Entrust Corporation (“Entrust”) will provide Customer with Issuance Supplies Management (“ISM”) services at Customer’s location(s) for the Equipment described in the applicable Order (“Covered Equipment”). Such services include performance of maintenance services on the Covered Equipment and management of supply items used by the Covered Equipment, as described in Section 1.3.

1.2 Term of ISM Services. The term of the ISM service will be coterminous with Instant Financial Issuance Hardware Support On-Call Service (“On-Call Service”). The termination of On-Call Service will also terminate the ISM service.

1.3 Included in ISM Services. ISM service generally provides for the management of the inventory of supply items and the secure destruction and disposal of used supply items containing confidential cardholder information on Customer’s premises. Entrust is certified under relevant Payment Card Industry requirements and, as such, Entrust ISM technicians perform regularly scheduled system maintenance as required for best operating performance of the Covered Equipment. ISM technician visits will be scheduled based on thresholds set in the Entrust Issuance Device Management (“IDM”) application. The ISM service process is as follows:

(a) A Service Request (“SR”) is created electronically through the IDM application to Entrust customer support for dispatch and routing to an ISM technician.

(b) The Entrust ISM technician will arrive at Customer’s designated location within 3 business days of the SR being opened to perform the following tasks:

(i) Delivery of new supply items including, as applicable, color ribbons, indent ribbons and topping foils for printers/embossers directly to Customer’s designated locations.

(ii) Performance of the scheduled cleaning card cycle and replacement of the printer/embosser’s cleaning sleeve to keep each system in top operating condition.

(iii) Destruction of all supply items removed from printers/embossers on premises under Customer’s authorized representative’s supervision. A portable shredder is used for supply item destruction. This shredder destroys the supply item so that it cannot be reconstructed. Used materials are fed into the shredder, and the destroyed material is transferred to Customer’s authorized representative who acknowledges, by electronic signature, that destruction of used materials has been completed.

(iv) Entrust must run at least one test card to verify the system is in good working order.

(v) The ISM technician will close the open SR by the close of business (“COB”) on the same day the ISM services are performed. If the ISM technician cannot complete by COB and must return on a separate day to complete the SR, Entrust will not charge Customer for a second visit / call.

1.4 Excluded from ISM Services. The cost of supplies is not included in the ISM service and will be billed separately.