

April 10, 2020

Dear Valued Partner,

In response to the extreme circumstances related to the COVID-19 pandemic, the Card Brands have reviewed their plans that were to be incorporated into the April 2020 Industry Release. It has been announced that these changes will be postponed and will not be effective April 2020 as originally communicated.

At this time, the following announcements have been made:

Visa®, MasterCard®, Discover®, Pulse, STAR®, and Accel® are postponing their business enhancement release until July 2020. American Express® is postponing their business enhancement release until October 2020.

We are here to answer any questions you may have regarding your Merchant Services account. Please contact us by calling (808) 694-7300. Thank you for being a Bank of Hawaii Merchant Services client.

Best Regards,

A handwritten signature in black ink, appearing to read "Calvin Chandler", is centered on the page. The signature is fluid and cursive.

Calvin Chandler

Vice President and Merchant Services Manager