

**STRONGHOLD INSURANCE COMPANY INCORPORATED**  
CORAZON T. AGUIRRE  
17F SECURITY BANK CENTRE BLDG. 6776 AYALA AVE  
MAKATI CITY 1200

20 May 2021

## Disruption of services under merchant agreement

Dear Valued Merchant,

We refer to our agreement with you to provide merchant acquiring services ("**Agreement**").

As you may be aware, our shareholder negotiated the sale of the entire share capital of Wirecard eMoney Philippines Inc. ("**Wirecard**") and we are pleased to inform you that a sale agreement with Nomu Pay Limited ("**Nomu**") has been signed.

Nomu and its affiliate companies have extensive experience in the payments industry, and we are confident that Nomu will be very well placed to continue providing you with efficient merchant acquiring services once the sale has completed and shares in Wirecard have been transferred to that entity. It is anticipated that this transfer will happen prior to the end of June 2021.

We are currently working with Nomu on a plan to ensure that the merchant acquiring services provided to all our merchants are migrated successfully onto its acquiring platform with as little disruption as possible. Please be aware that we will not have any access to the Wirecard processing platform from **25 June 2021**, and if migration to Nomu's platform has not been successfully completed by that date, merchant acquiring services under the Agreement will be disrupted. We will obviously work to ensure that all merchants are migrated to Nomu's platform as quickly as possible and to minimise any disruption suffered by our merchants. We will keep you updated on the progress of the migration of services under the Agreement to Nomu's platform as we work through the process and, should there be any disruption of services, we will notify you as soon as a service resumption date is available.

This letter aims to provide you with as much notice as possible of the potential disruption, to mitigate any interruption to your business operations.

If you have any questions on this, please reach out to your Relationship Manager or to our Customer Contact Centre. We will be happy to assist you.

Location	Telephone Number	Wirecard Customer Contact Centre Email
PH	1 800 1651 0820	<a href="mailto:customercare.ph@wirecard.com">customercare.ph@wirecard.com</a>

Yours faithfully



Julius Portugal  
Relationship Manager

**For and on behalf of Wirecard e-Money Philippines, Inc.**