



RE: Merchant information regarding Cleaning of Verifone EFTPOS Devices

Dear Team.

Safety of our collective merchants, their customers as well as the safety of our support teams is our number one priority at Verifone. We thought that we'd put together the following update for technicians, help desk, field agents, or anyone involved with the day to day support of the end merchant to pass on the information contained in this pack when dealing with merchants over the phone or in person over the coming weeks.

We understand that keeping Verifone EFTPOS devices hygienic during the fight against the spread of COVID-19 is integral to the safety of all of our collective end customers and their business. As such, please advise all users follow the easy cleaning and disinfecting tips noted below.

Cleaning

Verifone devices should only be gently cleaned with water using a lightly damp microfiber cloth.

NOTE: Do not use solvents, detergents, or abrasive cleaners. Please refrain from vigorously shaking the terminal(s) to prevent triggering the tamper alert.

Disinfecting

After cleaning, the devices may be disinfected using an alcohol-based wipe or alcohol-based cleaner applied to a microfiber cloth.

NOTE: Do not spray, coat or pour any disinfectant or other liquid directly onto the device.

CAUTION: Never use bleach, thinner, trichloroethylene, or ketone-based solvents – they can deteriorate plastic or rubber parts.

Contactless Payments

To reduce handling of devices the most effective way of reducing risk is through encouraging contactless payments.

NOTE: Please note that merchant and cardholder charging arrangements may differ than that of a regular chip transaction so please ensure you make merchant aware of this

Hoping that everyone and their teams stay safe during this period.

All the best from the team at Verifone