



November 28, 2016

Barbara Sullivan
Calaveras County
891 Mountain Ranch Road
San Andreas, CA 95249

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CALAVERAS COUNTY
TREASURER & TAX COLLECTOR

Dear Valued Customer:

GovPayNet has been able to avoid a general rate increase for over fifteen years, but the growing demands on the industry and the costs of providing the type and quality of services that we offer compel us to respond. This letter, therefore, is to notify you of an increase in service fees. The increase, shown in the attached fee information will be effective thirty days after the above date. The purpose of this letter is also to give you some background on why this increase is needed at this time and can no longer be avoided.

First, it is important to us for our customers to realize GovPayNet is not standing still. Our continuous investments and improvements benefit you and your constituents through better, broader, and more reliable services. The GovPayNet of 2016 offers more, has a more robust processing system, and in general is a better provider than 2015's GovPayNet, and so on. We have many exciting things planned for the months and years ahead. We also know that investments in newer equipment and improved technology help to minimize rate increases in the future.

Also, the card brand associations are adding new and different fees that are unexpected costs to our company in serving you and your customers. These types of fees are not negotiable, impossible for us to anticipate, and a more frequent occurrence than ever before. And, of course, our other vendors and providers have increased their prices to GovPayNet as those contracts renew or are replaced.

Finally, the cost of regulatory compliance and securing the processing environment, as our clients deserve, against the constant threat of outside intrusion only increases. The requirements we must meet in this area routinely become more demanding. We are proud of having a premier security status, but each year, we must do more to attain it.

We know what our competitors offer, we know that the fees we quote remain lower (and simpler) than many other companies' fees, and we believe that we offer many benefits that they do not provide. We look forward to continuing in our role as a trusted partner in your efforts. Should you have any questions regarding this letter, please contact us at (888) 561-7888.

OUR RECORDS INDICATE YOU ARE THE CORRECT RECIPIENT OF THIS LETTER. IF NOT, PLEASE FORWARD IT INTERNALLY AS NECESSARY. THANK YOU!

Regards,

Roy N. Parsons,
Executive Vice-President, Sales

GOVPAYNET 2016 SERVICE FEE MODIFICATION

The below Service Fee Schedules apply to the payment processing services you have contracted with GovPayNet to perform on your behalf, effective 30 days after the date GovPayNet notifies your agency of this modification. The applicable service fees for your current payment processing, or payment types you may choose to have GovPayNet process in the future, are as follows:

- For cash bail/bonds posted by the cardholder as security for a defendant's court appearance, "**Service Fee Schedule for Bail Payments #CB-169_170**" will apply, replacing prior fee schedules or tables referencing cash bail or cash bond
- For criminal justice-related payments, such as fees for probation management, electronic monitoring, work release, or other payments associated with reducing or avoiding a term of incarceration, "**Service Fee Schedule for Criminal Justice-Related Payments #CJR-171_172**" will apply, replacing prior fee schedules or tables referencing these types of payments
- For payment other than bail postings or those related to a defendant's criminal justice fee obligations, "**Service Fee Schedule for Administrative & Civil Payments #ACP-175_176**" will apply, replacing prior fee schedules or tables referencing these types of payments

Cardholders will still be responsible to pay the service fee unless you have made another arrangement in your contract with us. If you have questions about which Service Fee Schedule applies to your GovPayNet contract or if you would like to activate a payment type you presently do not process through GovPayNet, please contact us per the instructions in your service fee modification notice letter.

Service Fee Schedule #CB-169_170 for Bail Payments	
Service Fee for Payments via Web/Gov\$wipe®	Service Fee for Payments via Call Center/Live Agent
9.0%	9.0%

All Service Fees Are Non-Refundable

Service Fee Schedule #CJR-171_172 for Criminal Justice-Related Payments	
Service Fee for Payments via Web/Gov\$wipe®	Service Fee for Payments via Call Center/Live Agent
3.75% <i>Minimum Fee = \$3.50</i>	5.25% <i>Minimum Fee = \$5.00</i>

All Service Fees Are Non-Refundable

Service Fee Schedule #ACP-175_176 for Administration & Civil Payments			
Payments Made via Internet (Web/Gov\$wipe®)		Telephone-Assisted Payments (Call Center/Live Agent)	
Transaction Range	Service Fee	Transaction Range	Service Fee
\$0.01 > \$50.00	\$1.75	\$0.01 > \$50.00	\$5.75
\$50.01 > \$75.00	\$2.00	\$50.01 > \$75.00	\$6.00
\$75.01 > \$100.00	\$3.75	\$75.01 > \$100.00	\$7.75
\$100.01 > \$150.00	\$5.75	\$100.01 > \$150.00	\$9.75
\$150.01 > \$200.00	\$7.25	\$150.01 > \$200.00	\$11.25
<i>For each additional increment of \$50.00, or portion thereof, add \$2.00</i>		<i>For each additional increment of \$50.00, or portion thereof, add \$2.00</i>	

All Service Fees Are Non-Refundable