



To: SchoolCafé / Family Hub **Users**

From: SchoolCafé

Date: 11/6/2023

Re: Important Credit Card Update Information

Dear SchoolCafé / Family Hub Users:

To enhance the security of payments and reduce the potential for credit card theft, starting on Wednesday, **December 6, 2023**, we will be enabling ZIP code verification through our payment processor. We do not expect an impact for most of our users. All cards that users have added to their account currently require an associated address (and ZIP code). However, as a proactive measure, we are requesting that cardholders take the time to verify the ZIP code associated with the credit card(s) on file.

If the ZIP code associated with the card(s) is incorrect, automatic payments will fail on attempted payments. As a rule, when an automatic payment fails, we will disable that autopay until a correction is made. This correction can be completed by simply updating the ZIP code on the card in SchoolCafé / Family Hub, and the cardholder will be able to re-enable autopay. On-demand payments would also return a failure of processing. If this happens, please review to ensure the cardholder's associated ZIP code is up to date.

The SchoolCafé / Family Hub Customer Care Team will be sending this message to all SchoolCafé / Family Hub users starting on **November 6, 2023**, and continuing every week until we implement ZIP code verification on Wednesday, **December 6, 2023**.