

From: Pay.gov <donotreply@pay.gov>
Sent: Monday, July 24, 2017 1:38 PM
To: [REDACTED]
Subject: [External] Attention – New Merchant ID Freeze

Due to updates related to the Card Acquiring Service (CAS) Financial Agent conversion, there will be a temporary freeze in processing CAS Applications (CASA) between August 7 and August 18, 2017. These applications are only for acquiring new Merchant IDs (MIDs) between August 7 and August 18, 2017. Please note - APPLICATIONS THAT DO NOT UTILIZE CREDIT CARDS WILL NOT BE AFFECTED. During this period, you can still submit applications for new MIDs, but please understand the application will not be processed until after August 18th. Immediately after the freeze is lifted, on August 19th all Pay.gov applications are being automatically converted to the new Comerica Bank MIDs.

This is NOT a service interruption and Pay.gov will be fully operational during this time frame. However, during the time of this freeze, Pay.gov will NOT be adding any new applications that require credit and debit card functionality until after the MID conversion is complete on August 19th.

Thank you for your understanding during the conversion effort.

Please contact Pay.gov Customer Support with questions or concerns at (800) 624-1373, option #2 or pay.gov.clev@clev.frb.org.

Regards,

Pay.gov Customer Support