



Sage North America
Sage Payment Solutions
1750 Old Meadow Road
Suite 300
McLean, VA 22102

Telephone: 800.261.0240
Facsimile: 703.848.9457

December 2, 2009

Dear Axia merchant:

As you may have been informed, Axia is now using another entity for their merchant statements. As their previous provider for statements we were supposed to shut down your old statement file prior to December 1st in order to eliminate any duplicate statements or any minimal, additional end of month fees.

Unfortunately, due to some technical difficulties we were unable to close all the accounts in time resulting in some duplicate statements and miscellaneous end of month fees.

Rest assured, this was not an Axia issue and we are immediately crediting you for the fees you may have incurred on our erroneous statement – most of which are quite insignificant amounts. We apologize for any inconvenience or confusion this may have caused. Again, this was a technical error on our side and Axia was not responsible for this error.

Sincerely,

Gregg F Cannella
Manager, Client Services
Sage
Sage Payment Solutions
1750 Old Meadow Rd., Ste 300
McLean, VA 22102