

Important Update: Credit Card Surcharge Policy Effective 10/1/2024

Dear Customers,

We hope this message finds you well. At ios Optics, we are committed to delivering the highest quality service and products to support your precision optics needs. As part of our ongoing efforts to maintain fair and transparent pricing, we are writing to inform you of an upcoming policy change regarding credit card payments.

Effective October 1, 2024, a surcharge of **2.93%** will be applied to all credit card transactions over \$1,000. This change will apply to any invoice issued after the effective date and reflects the actual cost of processing payments via credit card. Importantly, no surcharge will be applied to transactions under \$1,000 or to payments made using debit cards or other non-credit payment methods.

We have made the decision to implement this surcharge in response to the rising costs associated with credit card processing fees, which directly impact our ability to maintain competitive pricing on our services. By implementing this surcharge, we can better manage these costs while continuing to offer the high-quality service and products you expect from us.

We want to assure you that we are committed to transparency and fairness, and this surcharge is set at a rate that only reflects the direct processing fees we incur for these transactions. As always, our goal is to minimize any impact on our valued customers while ensuring we can continue to meet your needs efficiently and cost-effectively.

We greatly appreciate your understanding and cooperation with this change. If you have any questions or concerns about the new policy or how it may affect your account, please do not hesitate to contact our Accounts Receivable team at ar@iosoptics.com. We are more than happy to assist you and ensure a smooth transition.

Thank you for your continued business and trust in ios Optics. We look forward to serving you in the future and will continue to strive for excellence in every aspect of our work.

Sincerely,

Marcia Ishikawa
Staff Accountant