



SERVICE REQUEST

Date Submitted: 12/21/23 Desired Date: _____
 Requested By: Jennifer Fujimoto Hard Deadline Date**: _____
 Title of Requestor: Sr. Dir. Fiscal Services College or District: District
 Approved By: Sahar Abushaban Department: Business Services
 Title of Approver*: Vice Chancellor Business Services Functional Contact: _____

*Approval required by AVC/VP level or above.

**Only enter a hard deadline if absolutely required.

Type of Request: New Feature Fix Issues Reports Email Other
 Systems Involved: Self Service Colleague Other
 Estimated Costs: \$ _____

Business Purpose or Impact:

(For requests by a college, indicate your counterpart at the other college and if they will be included in this request).

To become PCI compliant

PCI compliance is compliance with The Payment Card Industry Data Security Standard (PCI DSS), a set of requirements intended to ensure that all companies that process, store, or transmit credit card information maintain a secure environment.

Description of Request:

As your trusted merchant account provider, Bluefin is dedicated to ensuring that your payment transactions are as secure as possible.

With this in mind, we are contacting you with an important update to your account:

- Bluefin is responsible, per Elavon and the card brands (Visa, MC, Discover and American Express), to ensure that your organization is PCI compliant. **Starting with the November invoice that is billed the first week of December, Bluefin will be increasing the recurring PCI Non-Compliance Fee that may be incurred monthly until you become compliant.**

This revised fee is in line with current industry standards. However, we want to assure you that our rates and fees continue to be amongst the most affordable in the industry, and we will continue to monitor PCI compliance needs while tracking associated fees that may impact you. In addition, Bluefin monitors the bi-



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annual price and fee updates from the card brands that are charged to merchants, and we will strive to notify you in a timely manner.

What do you need to do to avoid the fee?

To avoid this PCI Non-Compliance Fee, you must complete your PCI-DSS Compliance Validation by 11/30/2023. If you fail to complete your validation by this date, Bluefin will begin charging your merchant account a \$99.99 monthly PCI Non-Compliance Fee, effective with your November month-end billing, until the required validation is completed. This is a separate fee from your monthly PCI Management Program Fee. Please note that you must maintain PCI-DSS compliance at all times and recertify compliance annually or as otherwise applicable in order to avoid this PCI Non-Compliance Fee in the future.

Begin the validation process by logging into your VikingCloud (formerly Trustwave) account at https://go.bluefin.com/e/878932/safemaker-login-portal/ywwnm/1009292055/h/JO8FGINCOasizlUizQ_lvrWkl58kMUPzJHCYEvllok4. There is no additional cost to you for completing the validation process.

About the VikingCloud program

Through the PCI Compliance Assistance Program with VikingCloud, you get the tools, resources and guidance to achieve compliance with the assistance of Qualified Security Assessors (QSA) and Approved Scanning Vendors (ASV) through their SecureTrust portal.

If you have any questions, please contact us at 800-675-6573 or email service@bluefin.com.

Bluefin

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