



December 29, 2014

Subject: System Slowness This Morning

Dear PayDC Subscriber,

The performance issue with the PayDC application reported by some of our users this morning has been resolved and was determined to be a malfunctioning server in the array of redundant systems we use to deliver the application. We do not consider interruptions of this type to be acceptable and we are taking measures to ensure this situation does not occur again.

We sincerely apologize for the interruption and we will do everything that is necessary to ensure the reliability of the PayDC application in the future. All of your data remained unaffected and secure throughout this event. Please let us know if you continue to experience any interruptions with PayDC.

Thank you,

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