

As the COVID-19 situation evolves, we want to assure you that we have you covered and we are committed to continued excellence in our service delivery. As a result, we have collated all our relevant notices in one virtual location. This page will be updated continually, to ensure you have all the latest updates and information as we transform the way we do business.

# Client Advisories

## Managing Your Point of Sale Device



**Dear Valued Client,**

Sagicor Bank Jamaica understands that you may be experiencing challenges due to the COVID-19 pandemic and associated restrictions. We assure you that we are standing in your corner and your health and financial well-being are our number one priority as we navigate the challenges associated with this virus together.

Considering this, we continue to maintain our operations and network to facilitate easier and safer commerce.

Please note the below tips regarding your **Point of Sale (POS)** and **Mobile Point of Sale (MPOS)** device/s as you continue to adhere to the precautionary measures outlined by the Government of Jamaica to protect you, your employees and clients.

### MACHINE HYGIENE

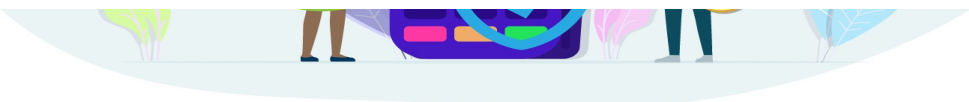


It is critical that you follow precautionary hygiene initiatives to keep your POS and MPOS devices clean. Below are some simple steps that you can implement to reduce risk in your operations.

- ▶ Devices should only be cleaned with water using a lightly damp microfiber cloth. Solvents, detergent and abrasive cleaners should not be used.
- ▶ Devices may be disinfected using an alcohol-based wipe or alcohol-based cleaner applied to a microfiber cloth. Do not spray, coat or pour any disinfectant or other liquid directly onto the device.
- ▶ Never use bleach, thinner, trichloroethylene or ketone-based solvents as these can deteriorate the plastic or rubber parts of the device.

### SAFEGUARDING YOUR DEVICE/S





Data security is always important. We encourage you remain vigilant for any security threats and/or risks data security. We have outlined a few easy-to-follow recommendations to safeguard your device/s.

- ▶ Secure your POS/MPOS (SWYPE) device on the premises and do not leave it in areas easily accessible to customers.
- ▶ Remember to settle your devices at the end of every business day and print the detailed report for your records before settling. The MPOS (SWYPE) auto-settles at the end of each day.
- ▶ Protect your **Username** and **Password** for the MPOS (SWYPE) MPAY2 App, as well as your passwords refund and settlement on your POS device.

### SOCIAL DISTANCING AND YOUR DEVICE/S



While we all continue to improve on our interaction points of contact, we advise that merchants use a Pin Pad as an option to reduce the cross contact of staff and clients.

For your Curb Side Pick Up and delivery services, we recommend using Sagicor's Payment Gateway Solution to facilitate the collection of funds through your website.

## MANAGING YOUR DEVICE/S



We are aware that some clients are experiencing decrease in revenues and may be concerned about long-term impact on your business. We value your business and the sustainability of your livelihood; if you have been negatively impacted by COVID-19 please contact us so that we may determine the best way forward. We will continue to keep you updated, and know that we always value your questions, ideas and feedback. You may contact us using any of the options listed below.



Call the Sagicor  
Contact Centre at  
888-SAGICOR (724-4267)



Your Relationship  
Manager or Merchant  
Sales Representative



Email  
sbj\_merchantsupport@  
sagicor.com

Stay healthy, stay safe.

### Your Sagicor Bank Team

sagicor.com |  |  | 



#### Managing Your Credit Card Amid COVID-19

Sagicor Bank Jamaica understands that you may be filled with uncertainty due to COVID-19. We reassure you that we are still in your corner and your health and financial wellbeing are our number one priority as we



navigate the challenges associated with the virus together.

In light of this, we continue to maintain our operations and network to facilitate easier and safer commerce, while adhering to the precautionary measures outlined by the Government of Jamaica to protect you and our team members. While we play our role, we remind you of the [following](#) in managing your credit card account.

# IMPORTANT NOTICE

## MANAGING YOUR CREDIT CARD AMID COVID-19



**Dear Valued Client,**

Sagicor Bank Jamaica understands that you may be facing uncertainty due to COVID-19. We reassure you that we are still in your corner and your health and financial well-being are our number one priority as we navigate the challenges associated with this virus together.

In light of this, we continue to maintain our operations and network to facilitate easier and safer commerce, while adhering to the precautionary measures outlined by the Government of Jamaica to protect you and our team members. While we play our role, we remind you of