Sagicor

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
experiencing challenges due to the COVID-19 pander
and associated restrictions. We assure you that we are
in your corner and your health and financial well-being
our number one priority as we navigate the challen
associated with this virus together.

Considering this, we continue to maintain our operatic
and network to facilitate easier and safer commer

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

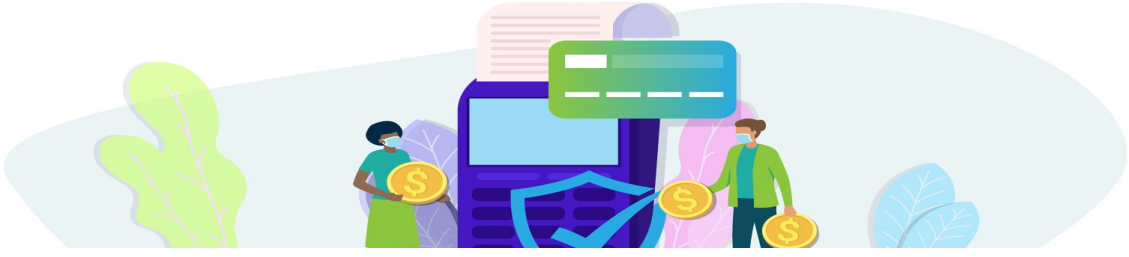
MACHINE HYGIENE



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

- Devices should only be cleaned with water using a light ly damp microfiber cloth. Solvents, detergent and abrasive cleaners should not be used.
- Devices may be disinfected using an alcohol-base wipe or alcohol-based cleaner applied to a microfi cloth. Do not spray, coat or pour any disinfectant other liquid directly onto the device.
- Never use bleach, thinner, trichloroethylene or ketone-based solvents as these can deteriorate th 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-foll 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 eve business day and print the detailed report for you records before settling. The MPOS (SWYPE) auto-settles at the end of each day.
- Protect your **Username** and **Password** for the MP (SWYPE) MPAY2 App, as well as your passwords refund and settlement on your POS device.

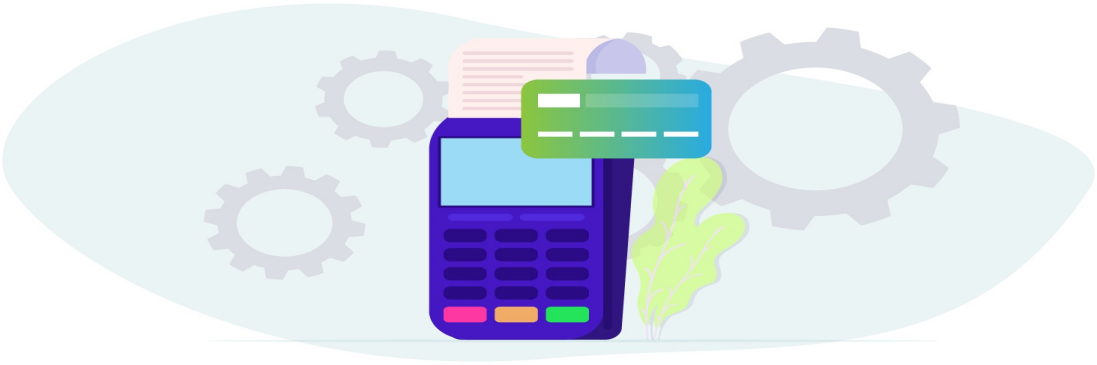
SOCIAL DISTANCING AND YOUR DEVICE/S



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

For your Curb Side Pick Up and delivery services, recommend using Sagicor's Payment Gateway Solutior 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 y business and the sustainability of your livelihood; if y have been negatively impacted by COVID-19 ple contact us so that we may determine the best v forward. We will continue to keep you updated, and kn that we always value your questions, ideas and feedba You may contact us using any of the options listed bel

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

Sagicor Ban

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 w 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.

