



Dear Valued Bluefin Partners and Clients,

We understand that this is an uncertain time for our partners and clients, both personally and from a business perspective.

Bluefin is 100% dedicated to ensuring that you and your colleagues continue to receive superior support, sales and service from our team during this period. We are fully functional in all of our departments and are only a phone call away if you have any issues, problems or feedback that you need to discuss with one of our team members.

- If you are a merchant and have any customer support or technical issues, please feel free to reach out to our Customer Service department at 800-675-6573, extension 4, or [service@bluefin.com](mailto:service@bluefin.com).
- If you are a partner and have any questions or concerns, please reach out to your Relationship Manager directly or contact [rm@bluefin.com](mailto:rm@bluefin.com) for ISV partners or [securitysolutions@bluefin.com](mailto:securitysolutions@bluefin.com) for Decryptx partners.

Additionally, we are committed to the same payment and data security philosophy that we have embraced since founding the company. All of our products are fully functional and continue to be backed by the security of our PCI-validated point-to-point encryption ([P2PE](#)) solutions for point-of-sale and over the phone transactions, as applicable through your partnership or through Bluefin direct, and our tokenization solutions through [PayConex](#) and [ShieldConex](#).

These are important technologies to secure payments – whether in-person, on the phone, or online – during this time when hackers and cybercriminals are looking to take advantage of the confusion around COVID-19 and deploying more threat vectors, such as phishing emails and ransomware. You can learn more about securing your personal and business data in our [blogs](#) and through our [product](#) pages. You can also [contact us](#) directly to learn about our security solutions.

During the next several weeks, we will continue to post helpful information on protecting your business from hackers and on relevant industry news, including any notifications from the card brands or our vendors. You will find these documents and resources on our merchant and partner support page at <https://www.bluefin.com/support/>.

Again, we want to assure you that Bluefin will do whatever it takes to support our clients and partners during this time. Please don't hesitate to contact us for anything that you need.

Best regards,

John M. Perry  
CEO