September 2024

Dear Card Servicing Customers /Agency CFOs,

The U.S. Department of the Treasury's Bureau of the Fiscal Service has been made aware that federal agency partners utilizing Ingenico terminals may be experiencing a nationwide issue due to an Entrust intermediate certificate that has expired.

What You Are Expected to Do

Locations with Ingenico Model iCT220

The Ingenico iCT220 terminal that is deemed end-of-life (EOL). Unfortunately, the expiration of the Entrust intermediate certificate may have rendered your Ingenico iCT220 terminal inoperable, and a replacement terminal is needed to continue card processing.

To order your replacement device, please reach out to the U.S. Treasury Support Helpdesk at RMTreasury@worldpay.com. Within your email inquiry ensure that the subject line includes your Merchant ID number and the following – **"iCT220 Terminal Replacement – MID#**.

Locations with any other Ingenico Models

If your location is experiencing an issue with their Ingenico terminal(s), please update the certificate by performing a terminal download at this link. You will need an ethernet connection for this download to be successful. If you have any questions, please contact U.S. Treasury Support at (866) 914-0558.

Keeping You Informed

Continue to monitor the Card Acquiring Service website for updates. To ensure you are kept informed on this and other matters related to your agency's card processing, please white-list **comerica.com** and **worldpay.com** to avoid communications being directed to your Junk mailbox.

Thank you in advance for your cooperation during this effort.