

**Amendment No. 1 to Official Payments Services Agreement
Between Official Payments Corporation
And City of Gahanna, OH**

This Amendment No. **1** ("Amendment") is agreed to by and between **City of Gahanna, OH** ("Client") and **Official Payments Corporation** ("Official Payments"), and is made a part of the Official Payments Services Agreement between the parties dated as of **April 10, 2017** (hereinafter "Agreement"). The terms of this Amendment are effective as of the date signed by the Client in the signature block below ("Amendment Effective Date"). In the event of any conflicts or inconsistencies between the provisions of this Amendment and the Agreement and/or any addenda thereto, the provisions of this Amendment shall prevail. The remainder of the Agreement shall remain in full force and effect, unamended.

The parties hereby agree that the Agreement is amended as follows:

1. As of the Amendment Effective Date, or as soon thereafter as the parties can complete procedural steps to implement changes, Schedule B Service Schedule and Schedule C Fee Schedule are replaced with the new Schedule B Service Schedule and Schedule C Fee Schedule hereto and incorporated herein by reference.

In all other respects, the Agreement remains unchanged.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the Amendment Effective Date.

AGREED AND ACCEPTED

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Official Payments Corporation

City of Gahanna

By: _____

By: _____

Name:

Name:

Title:

Title:

Date:

Date:

SCHEDULE B - SERVICE SCHEDULE

The services provided by Official Payments are described in accordance with this Service Schedule and are subject to and governed by the terms and conditions of the Agreement. Attached to this Service Schedule and incorporated by reference into the Agreement is the **Fee Schedule**, which lists the fees to be paid to Official Payments by the Customer and/or Client for the Services. During the Term, Customer shall use OPAYs Bill Payment Services for all transactions in the channel contracted for.

- Electronic Check Services:** Official Payments accepts electronic payments from personal and business checking and savings accounts.
- Credit Card Services:** Official Payments accepts electronic payments from Customers using a major credit card, including VISA®, MasterCard®, American Express® and Discover®.
- Debit Card Services:** Official Payments accepts electronic payments from Customers using a debit card, which may include VISA and MasterCard.
- Point-of-Sale (POS):** Official Payments offers over-the-counter payment capability through its virtual terminal application which can turn any Internet-enabled Client computer into a POS payment processing station. It provides Client staff a streamlined process for making payments on behalf of Customers.

In POS transactions, Client personnel act as an agent of Customer in making the payment and not as agent of Official Payments in processing the payment. Client personnel are responsible for providing all consumer disclosures and notices to Customer, including but not limited to the amount of the service fee and the right of the Customer to cancel the transaction before it is finalized.
- IVR (Interactive Voice Response):** Official Payments offers hosted payments by telephone either through its standard IVR entry point (800-2PAYTAX) or a customized IVR solution which requires custom development at a cost to the Client. IVR systems are backed by the same security and reliability built into the Internet model to protect Customers and their sensitive data. IVR-based payments are integrated with the same reports generated for Web-based payments providing a single source for all payment information. All text messages and prompts are user-friendly and designed to collect the necessary information to identify and reconcile the collected payments. The IVR script can be presented in both English and Spanish.

SCHEDULE C - FEE SCHEDULE

A. Electronic Check (“eCheck”) Fees

Advantage Verification with eCheck--Account verification applies to all electronic check transactions and is not discretionary as to individual transactions. This service verifies that as of the opening of the business day, the account number identified in the Payment Transaction was a valid account number and had a “positive balance” in the account. This service does not detect whether that balance was sufficient to cover the pending Payment Transaction or whether funds were subsequently withdrawn.

Service Fees to be charged to Customer by Official Payments:

\$ 1.95 per Payment Transaction for the following payment type:

Residential Utilities

\$ 2.95 per Payment Transaction for the following payment type:

Commercial Utilities

Absorbed Fees to be charged to Client by Official Payments:

Return Fee:

\$5.95 as insufficient and uncollected funds Return Fee for each Returned Transaction. Electronic payments that initially result in insufficient or uncollected funds will be automatically resubmitted, as applicable and as permitted under governing industry regulations. Following resubmission, any items that remain uncollected will be assessed a Return Fee as indicated.

B. Credit/Debit Card Fee Schedule

Service Fees to be charged to Customer by Official Payments:

\$3.50 per Payment Transaction, when credit or debit cards are used. Client selected fees do not include American Express usage for the following Payment Type:

Residential Utilities

1.20% of the payment amount, with a minimum Service Fee of \$0.00 per Payment Transaction, when credit or debit cards are used. Client selected fee does not include American Express usage for the following Payment Type:

Commercial Utilities

C. Point-of-Sale (POS)

Absorbed Fees to be charged to Client by Official Payments:

\$3.50 per Payment Transaction, when credit or debit cards are used. Client selected fees do not include American Express usage for the following Payment Type:

Residential Utilities

1.20% of the payment amount, with a minimum Service Fee of \$0.00 per Payment Transaction, when credit or debit cards are used. Client selected fee does not include American Express usage for the following Payment Type:

Commercial Utilities

D. IVR (Interactive Voice Response)

Service Fees to be charged to Customer by Official Payments:

\$3.50 per Payment Transaction, when credit or debit cards are used. Client selected fees do not include American Express usage for the following Payment Type:

Residential Utilities

1.20% of the payment amount, with a minimum Service Fee of \$0.00 per Payment Transaction, when credit or debit cards are used. Client selected fee does not include American Express usage for the following Payment Type:

Commercial Utilities

Same as Electronic Check Fee Schedule above for the following Payment Types:

Residential Utilities; Commercial Utilities

An IVR service charge of \$ **1.50** to be paid by the Customer, regardless of whether the underlying fee is a Service Fee or an Absorbed fee. Customer will be advised of the additional IVR service charge before the transaction is finalized.