

What's Changed?

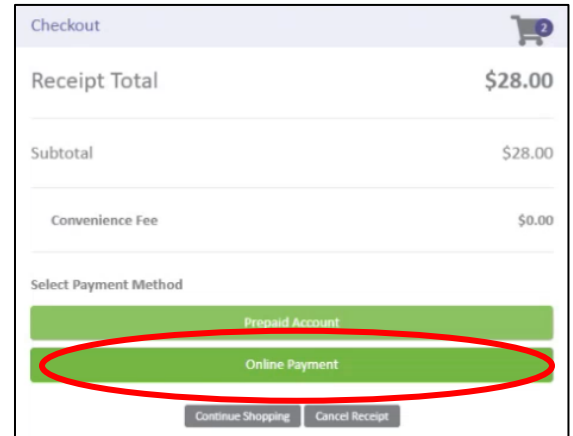
On 01/22/2025 we transitioned to a new credit card vendor to process your RECORDhub payments.

This change is part of our ongoing efforts to improve our services and ensure the highest level of security for your financial information.

When viewing any of our videos, these details now apply.

Rest assured, the overall payment process will remain largely the same. However, you may notice some updates:

- Removal of the Accounts on File section within your Profile
- Removal of Add New Payment Method during checkout
- A new **Online Payment** option during checkout will direct you to an updated payment page to facilitate payment by credit card
- Enhanced security measures during checkout



Why This Change Matters to You

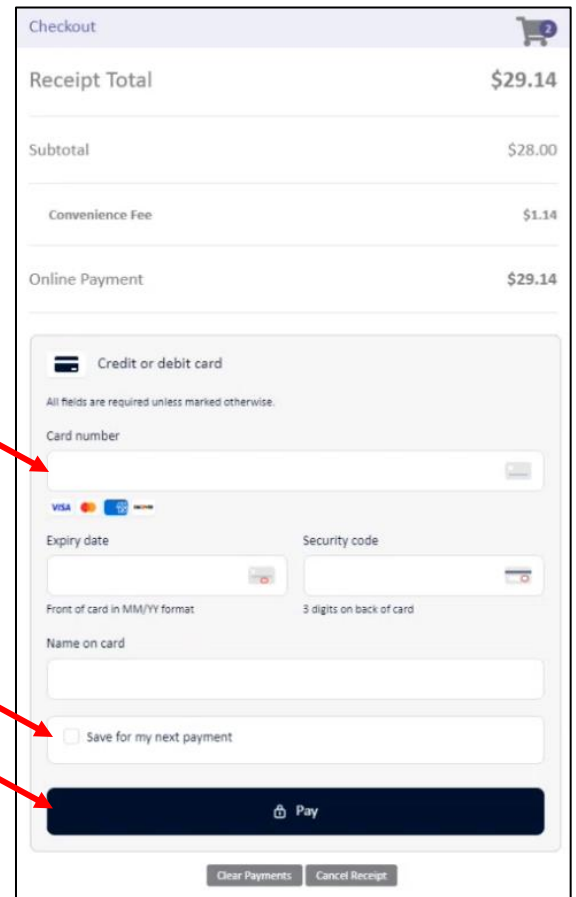
Our new vendor brings several benefits:

- Enhanced security measures to protect your sensitive data
- Improved transaction speed and reliability
- Flexibility to save your credit card information for future use

Actions Required

To ensure a smooth transition, you'll need to take the following steps:

- Verify that your contact information in our system is up to date by visiting your RECORDhub Profile and updating outdated information
- During checkout of your first purchase after this change, use the **Online Payment** option to pay by credit card
- Enter your credit card information
- If you want to save your credit card for future use, click **Save for my next payment**
- Then click **Pay** to complete your purchase
- You will be directed to your receipt after payment is successful



- If you save your credit card, during your next visit the saved card(s) will display
- Your last saved card will be selected by default
- You have the option to Pay with the default card, select another saved card, or add a new card
- If you want to remove a saved card, select **Remove** next to the card that should be removed

The screenshot displays a checkout interface with the following elements:

- Checkout** header with a shopping cart icon.
- Receipt Total**: \$29.14
- Subtotal**: \$28.00
- Convenience Fee**: \$1.14
- Online Payment**: \$29.14
- Saved payment methods** section:
 - First card: **MasterCard** ending in 0002. It includes a **Remove** link to its right. Below the card details are fields for **Expiry date** (12 / 29) and **Security code** (3 digits on back of card).
 - Second card: **VISA** ending in 0007.
- More payment options** section:
 - Credit or debit card** option with icons for VISA, MasterCard, American Express, and Discover.
- Buttons at the bottom: **Pay** (with a lock icon), **Clear Payments**, and **Cancel Receipt**.

Red arrows in the image point to the MasterCard logo, the Remove link, the VISA card, and the Credit or debit card option.