

# SUPPLEMENTAL EXHIBIT A

## Follow-Up Executive Communications Regarding Rate Adjustment & Notice Practices

### Submitted by:

Shawn Lioryan

Cats in the City

Date: December 10, 2025

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## Purpose of This Supplemental Submission

This supplemental exhibit is being provided to maintain a complete and accurate record of all prior communications relevant to:

- Gingr's merchant rate adjustment practices
- Notification procedures for rate increases
- Internal acknowledgment of biannual rate review cycles
- Prior attempts to adjust or remedy rate-related concerns

The following communications from Alyson Fisher, Associate Director of Professional Services at Gingr/Togetherwork, were not included in the initial 104-page packet submitted on December 10, 2025, and are therefore being added to the record as **Supplemental Exhibit A**.

These emails provide material clarification regarding Gingr's stated notice policies,

internal rate review practices, and previous offers to modify processing rates.

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## Summary of Relevant Communications (February–March 2025)

According to the email thread reviewed and attached:

### 1. February 20, 2025 Email

Alyson Fisher confirmed:

- Customers are “notified of rate increases no less than 30 days prior,”
- Notice consists of text **embedded in CardConnect statements**,
- Rate increases are reviewed “twice per year,”
- Gingr’s team could “extend a 5bps discount” and exempt us from the next 5bps increase,
- Gingr “does not necessarily offer rate locks,”
- PCI non-compliance was referenced as a contributing factor to increased costs.

This communication is relevant because it outlines Gingr’s own description of its escalation practices and notice methodology.

### 2. March 7, 2025 Follow-Up Email

Alyson Fisher wrote again after receiving no response from us:

- She reiterated the earlier offer,

- Stated she wished to “make good on the offer,” and
- Indicated she would “move forward with asking our payments team to adjust your rates accordingly.”

This follow-up demonstrates that the rate adjustment discussion remained open and unresolved and that Gingr took unilateral steps toward altering our rates without a formal acceptance from us.

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## Relevance to the Record

These communications are being added because they:

1. **Describe Gingr’s internal rate escalation schedule** (“twice per year”).
2. **Confirm the existence of systemic rate adjustments** rather than an isolated event.
3. **Clarify Gingr’s reliance on CardConnect statement footnotes as notice**, a key issue in our dispute.
4. **Show acknowledgment of rate increase impacts** and a willingness to adjust rates in response to our inquiry.
5. **Provide contemporaneous evidence** of Gingr’s internal policy representations.
6. **Are now directly relevant to the review of our formal reimbursement request.**

This supplemental exhibit is intended only to complete the factual record and does not alter or replace any part of the previously submitted demand package.

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## Requested Action

Please add this submission to the existing file and ensure it is included in Gingr’s

internal executive and legal review.

Thank you,

**Shawn Lioryan**

Cats in the City

[shawn@catsinthecity.com](mailto:shawn@catsinthecity.com)