

Bob Brown

From: SignUsUp Support [Support@SignUsUp.com]
Sent: Thursday, January 22, 2009 1:01 AM
To: Bob Brown
Subject: URGENT-SIGNUSUP CEASING OPERATIONS-PLEASE READ COMPLETELY!

**SignUsUp Final Notice**

SignUsUp is ceasing operations January 29, 2009.

Please read this email completely as it contains the last update we will send.

Included in this message:

- **A personal note from Larry Beck-President of SignUsUp**
- **What you need to do immediately**
- **Information about Support**
- **Information about your organizations SignUsUp account**
- **Information about your merchant account**
- **Information about final reconciliation**
- **Information about your SignUsUp fees**
- **Information about your organizations SignUsUp data**
- **Information regarding Payment Card Industry (PCI) security requirements**
- **Contact Information**
- **PCI Compliance Information and Links**

A Personal Note from Larry Beck-President of SignUsUp

Of the thousands of emails I have written to you our friends, clients, partners, creditors and team members, this is by far the most difficult. After a period of great struggle to change this outcome, I am saddened to announce that SignUsUp will cease operations January 29, 2009. Words cannot convey the disappointment I feel as this email is sent. As a company, we have been in continuous conversations with various individuals, organizations and our creditors seeking ways to continue serving our clients. Sadly, the past few days have made it clear there is no way to avoid making this decision. I sincerely apologize for the impact

this may have on your organization.

Many of you have become my friends as we have walked through the past 5 years together. For that I am so grateful. I realize that some of you have been trying to reach me or our support team for some time without success. My hope is that you will accept my apologies for not being able to answer those calls as we have struggled to find a path forward. Until tonight, hope remained that a path forward existed that would prevent this action. That path did not come to fruition.

It has been the greatest privilege of my life to serve you and the churches and ministries that you represent for the past 5 years. Thank you for that privilege and I pray God's blessings on you and your organization as you continue your service.

What you need to do IMMEDIATELY

- Notify your contributors and other users that their SignUsUp account will not work after January 29, 2009.
- Any recurring gifts setup in SignUsUp will NOT transact after January 30, 2009.
- Our recommendation is that you stop ALL recurring gifts IMMEDIATELY. To do this, login and under Donations click Scheduled Gifts. Then click Cancel next to each one that appears until none remain.
- Remove ALL links to SignUsUp from your organization's websites **immediately**.
- Remove ALL information related to SignUsUp from your websites, signage and all printed materials immediately.
- On January 29, login to SignUsUp, click Reports under the Admin menu and select the reports of your choice, and export their contents to Excel
- Contact your payment processor (CashLINQ or PaySimple) for information about your merchant account

Information about SignUsUp Support

Due to circumstances beyond our control, support will not be available effective immediately. If you have called or emailed us recently, we will not be able to respond to those questions. Please consult the online FAQ's for more information. Our sincere apologies for this inconvenience.

Information about your organizations SignUsUp account

We will not be able to retrieve any information regarding your account after our shutdown. Please be certain you have downloaded your transaction history through the system reports on or before January 29, 2009.

Information about your organizations merchant account

You should contact your merchant account provider immediately to discuss your options. Contact information for your provider is listed at the end of this email.

Information about your organizations final reconciliation

The SignUsUp system will not be available to reconcile with for your last or recent merchant account statements. However you can be assured that any transaction that is showing on your merchant account statement came from SignUsUp. You can also be confident that there are no transactions that SignUsUp successfully sent to your processor, that would not show on your merchant account statements. This means you can use the merchant account statement as the authoritative record of all successful SignUsUp transactions for any time period.

Transactions that show on any SignUsUp report, but do not show on your merchant account statement did not succeed and were not deducted from the users bank or credit card account. Further, any failed transactions will not be resubmitted.

Information about your organizations SignUsUp fees

SignUsUp ceased billing for our services several months ago and you will not see any fees from SignUsUp again. If you signed up for service after July, you were never billed. Your merchant account is billed separately by your merchant provider. Please contact them with any questions about their billing. Refunds for unused SignUsUp fees are not possible.

Information about your organizations SignUsUp data

Following our shutdown, and in order to prevent any potential loss of sensitive payment account information, we will be permanently deleting all SignUsUp data from all systems. Please be certain you have all information you wish to maintain downloaded by January 29, 2009.

Information regarding Payment Card Industry (PCI) Security Requirements

As you consider how your organization will move forward with online payment tools, be certain that your next provider is PCI Compliant. We invested heavily in PCI Compliance including onsite audits, penetration testing and many other steps. Your failure to familiarize yourself with the PCI DSS and your organizations responsibilities could result in hefty fines to your ministry or organization if there were a breach. These rules also cover credit card account data stored in your offices on paper or any other media.

You should plan on completing the appropriate PCI Self Assessment Questionnaire for a level 4 merchant as well as signup for quarterly scans of the servers hosting your websites and any links to service providers. This was in our plans to provide at no additional cost. The fees are minimal for these services.

Greg Johnson at Security Metrics is a great resource for PCI related questions. Security Metrics is a Qualified Security Assessor and has worked with us for years on our compliance projects.

Contact Information

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PCI Compliance Information and Links

PCI Compliance is the Payment Card Industry Data Security Standard, a world-wide benchmark mandated by the card associations for the protection of cardholder identity and transaction information.

PCI Standards Council
www.pcisecuritystandards.org

You can post questions about PCI directly to the council through this site.