
Subject: Policy on Internet Malicious Activity

Purpose: This information security policy clarifies Shift4 Payments, LLC approach to safeguard its Internet accessible information resources and related technology from all malicious activity, actual or perceived.

Background: Shift4 endeavors to apply pervasive and robust information assurance technologies and processes to assure the availability, authenticity, integrity, and confidentiality of information assets and to protect information technology resources from malicious activity. Shift4 accomplishes this with layers of security such as firewalls, antivirus, and access control technologies. To that end, Shift4 constantly reviews firewall event logs, and changes firewall policies to keep malicious activity from affecting its network infrastructure.

Policy: In order to provide the best possible defensive posture, and to safeguard its Internet accessible information resources, Shift4 takes a zero tolerance stance on malicious activity from any source. Shift4 will perform the following actions after detecting malicious activity from any Internet source:

1. Shift4 will electronically notify the Internet service provider (ISP) detailing the malicious activity and request an immediate response.
2. If Shift4 does not receive any response within 24 hours and the malicious activity continues, Shift4 will block all traffic from the offending Internet Protocol (IP) address(es) and send a follow-up query to the ISP.
3. If Shift4 receives an automated response within 24 hours, and the malicious activity continues, Shift4 will block all traffic from the offending IP address(es) within 48 hours, and send a follow-up query to the ISP.
4. Shift4 will make every attempt to prevent the denial of legitimate business transactions, but will always take the most restrictive response to ensure that malicious activity is contained and poses no threat to our Internet accessible information resources.
5. Customers who experience a disruption in service as a result of our zero tolerance policy should be advised to contact their ISP and the Shift4 customer service department.

The Shift4 Customer Support Center stands ready to assist with all issues pertaining to its Internet accessible information resources and related technology regarding malicious Internet activity and may be contacted by calling (702) 597-2480, Option 2.