

## Electronic Payment Processing Failure

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Dear Valued Customer,

On Friday August 28th 2015, our electronic payment processor experienced a catastrophic server failure which affected our store locations, as well as many other retailers throughout California. Because of this server failure, many credit, debit, EBT, and gift card purchases made on that day were affected, causing many customers to be charged more than once for their purchases.

We are working diligently with our electronic payment processor to identify these erroneous charges and reverse them as quickly as possible. Due to the high volume of these cases from our stores and all other affected retailers, these reversals may take up to two weeks to process. Unfortunately, this timing is beyond our control. We apologize for any inconvenience this situation may have caused, and appreciate your patience while we work through this situation.

If you have any questions or concerns about this event or feel that you may have been overcharged, please feel free to contact our Accounting Department using the contact information listed below.

Thank you,  
New Leaf Community Markets & New Seasons Market

Amanda Bennett - Accounting Associate  
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