

Memorandum

To: All sales agents

From: Hadrien Leroy

Subject: Politique de paiement par carte de crédit

Date : March 19, 2021

In order to keep transaction fees (2,3% to 2,6% of transaction amount depending on the card) under control and keep our sales prices competitive, Lanctot discourages the use of credit cards. Credit cards can exceptionally be accepted in the following cases, subject to the approval of the credit team:

- **Payments without terms (at delivery)**
 - Credit cards are accepted without fees
 - The customer must leave us his credit card information in order to avoid having to contact him for each transaction
 - Credit card information is stored in PCI certified Cardknox

- **With payment terms**
 - Credit cards are accepted with a 1.98% convenience fee
 - Payment by card must be completed using the following payment link (no payments accepted over the phone) :
<https://secure.cardknox.com/lanctotltee>

- American Express credit cards issued in the US are not accepted

In addition to accepting electronic fund transfers, Lanctot is registered as an official supplier by Canadian banks for direct deposit. Most of our customers make use of this option to their utmost satisfaction.

Thank you for your understanding.

Hadrien Leroy
CFO