

TIB – The Independent BankersBank, N.A.
11701 Luna Road
Farmers Branch, TX 75234

June 26 2020

Colleen Bojorquez
Interim CEO
California Mid-State Fair

Dear Ms. Bojorquez:

On June 10th, the California Mid-State Fair processed a large number of refunds to cardholders. The transactions were pended by Fiserv's Risk monitoring tool, PTS. TIB utilizes a Fiserv for a variety of back office solutions. The transactions in question should have routed directly to the TIB's risk decisioning queue the following day (June 11th). At which time, TIB Merchant Services would have the opportunity to review the transactions in question and release for processing immediately.

Due to a gap in the process that Fiserv manages, the transactions did not route to the risk decisioning queue. As a result, TIB did not have the opportunity to review and release the transactions for processing in a timely manner as would be the standard operating procedure.

On June 22nd, the Mid-State Fair advised TIB of customers not receiving the refunds that they were promised earlier. TIB immediately engaged Fiserv to rectify the situation as quickly as possible. Fiserv was able to locate the transactions that were not processed and released the transactions. However, the transactions were processed until the night of June 25th, a considerable delay from the original processing delay. The refund requests were received by the cardholders' issuing banks the morning of June 26th. It is now a question of the timeline in which it will take the issuing banks to post the refunds to the cardholders' accounts.

The resulting delay that occurred was not the result of actions taken by California Mid-State Fair. TIB expresses our sincere apologies for the circumstances that resulted in the delay caused by our vendor, Fiserv. TIB continues to work closely with Fiserv to finalize the resolution of the issue and insure such incidents do not occur again in the future.

Best Regards,



Jason Putnam
SVP, Merchant Services
TIB – The Independent BankersBank, N.A.