



September 2024

Dear Card Servicing Customers /Agency CFOs,

The U.S. Department of the Treasury's Bureau of the Fiscal Service has been made aware that federal agency partners utilizing Ingenico terminals may be experiencing a nationwide issue due to an Entrust intermediate certificate that has expired.

### **What You Are Expected to Do**

#### **Locations with Ingenico Model iCT220**

The Ingenico iCT220 terminal that is deemed end-of-life (EOL). Unfortunately, the expiration of the Entrust intermediate certificate may have rendered your Ingenico iCT220 terminal inoperable, and a replacement terminal is needed to continue card processing.

To order your replacement device, please reach out to the U.S. Treasury Support Helpdesk at [RMTreasury@worldpay.com](mailto:RMTreasury@worldpay.com). Within your email inquiry ensure that the subject line includes your Merchant ID number and the following – **“iCT220 Terminal Replacement – MID#**.

#### **Locations with any other Ingenico Models**

If your location is experiencing an issue with their Ingenico terminal(s), please update the certificate by performing a terminal download at [this link](#). You will need an ethernet connection for this download to be successful. If you have any questions, please contact U.S. Treasury Support at (866) 914-0558.

#### **Keeping You Informed**

Continue to monitor the Card Acquiring Service website for updates. To ensure you are kept informed on this and other matters related to your agency's card processing, please white-list **comerica.com** and **worldpay.com** to avoid communications being directed to your Junk mailbox.

Thank you in advance for your cooperation during this effort.

