



Dear Prince George County Parents,

We are writing to let you know that we are increasing the MySchoolBucks program convenience fee that parents pay from \$1.95 per payment to \$2.49 per payment. This fee increase is the result of an increase in card scheme fees and will be effective as of December 11, 2017.

This is the first time in our 16 year history of taking school meal prepayments that we have raised this program fee. During this time, our costs have increased steadily, particularly as the card schemes have increased their fees to us. Unfortunately we are no longer able to absorb the entirety of these increases while still maintaining excellent service and support.

The MySchoolBucks experience continues to evolve and expand. We invest in world-class payment security to protect the cardholder and student information with which you trust us. In the last two years, we've added new product features and extensions to help school nutrition programs manage their online payments from parents easily, efficiently, and securely. As more and more people turn to mobile, we redesigned the MySchoolBucks app to make it easier and faster for parents to manage and fund their students' accounts on the go. Our most recent releases include full Spanish language integration, accessibility enhancements for those with audio or visual impairments, and an enhanced administrative dashboard that puts key metrics and reports at your fingertips.

We understand that parents may have questions about the fee increase. We will notify all MySchoolBucks account holders of this change via email on Monday, November 27, 2017. Additionally, we are expanding our call center team to answer their questions and provide support. If parents contact your office, please direct them to contact us via telephone at [\(855\) 832-5226](tel:855-832-5226) or email at [support@myschoolbucks.com](mailto:support@myschoolbucks.com).

Thank you very much for your continued partnership,

*Terry Roberts*

President, Heartland School Solutions