



MASTER SERVICES AGREEMENT

Client:	City of Corona (CA)
Client Address:	755 Public Safety Way Corona, CA 92880
Contact for Notices to Client:	Tom Moody, DWP General Manager

This Master Services Agreement (“Master Agreement”) is entered into as of the Effective Date below, by and between the Client (“Client”) identified above and **Paymentus Corporation**, a Delaware Corporation (“Paymentus”).

WHEREAS Paymentus desires to provide and the Client desires to receive certain services under the terms and conditions set forth in this Agreement. Paymentus provides electronic bill payment services to utilities, municipalities, insurance and other businesses.

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the receipt and sufficiency of which are hereby acknowledged, the parties, intending to be legally bound, hereby covenant and agree as follows. This Agreement consists of this signature page, General Terms and Conditions, and the attachments (“**Attachments**”) with schedules (“**Schedules**”) listed below:

Schedule A: Paymentus Service Fee Schedule

This Agreement represents the entire understanding between the parties hereto with respect to its subject matter and supersedes all other written or oral agreements heretofore made by or on behalf of Paymentus or Client with respect to the subject matter hereof and may be changed only by agreements in writing signed by the authorized representatives of the parties. Paymentus and Client expressly agree that this Master Agreement shall supersede and replace that certain Master Services Agreement entered into by Paymentus and Client on or about April 6, 2016.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives.

Client: DocuSigned by:

By: Tom Moody
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Tom Moody

Name: _____

Title: General Manager

Date: 10/7/2021

Paymentus: DocuSigned by:

By: David Shapiro
BFB092040B574C7...
David Shapiro

Name: _____

Title: SVP

Date: 10/5/2021

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GENERAL TERMS AND CONDITIONS

1 Definitions:

For the purposes of this Agreement, the following terms and words shall have the meaning ascribed to them, unless the context clearly indicates otherwise.

1.1 **“Agreement”** or **“Contract”** shall refer to this Agreement, as amended from time to time, which shall constitute an authorization for the term of this contract for Paymentus to be the exclusive provider of services, stated herein, to the Client

1.2 **“User”** shall mean the users of the Client’s services

1.3 **“Effective Date”** shall be April 6, 2016.

1.4 **“Launch Date”** shall be the last date upon which the parties signed this Agreement.

1.5 **“Payment”** shall mean Users to make payments for Client’s services or Client’s bills

1.6 **“Payment Amount”** shall mean the bill amount User wants to pay to the Client.

1.7 **“Services”** shall include the performance of the Services outlined in section 2 of this Agreement

1.8 **“Paymentus Authorized Processor”** shall mean a Paymentus authorized merchant account provider and payment processing gateway

1.9 **“Average Bill Amount”** shall mean the total amount of Payments collected through Paymentus system in a given month divided by the number of the Payments for the same month.

1.10 **“Non-Qualified Transactions”** shall refer to a fee generated when a transaction does not qualify as a consumer utility rate qualified transaction.

1.11 **“User Data”** means, for a particular User, account name, account number, Payment information, Payment Amount, credit card information and any other personally identifiable information concerning the User.

2 Description of Services to be performed

2.1 Scope of Services

Paymentus shall provide Users the opportunity to make Payments by Visa, MasterCard, Discover, American Express, E-check and other payment methods as deemed necessary by Paymentus. Payments may be made by Interactive Telephone Voice Response System (“IVR”) or secure Internet interface provided at the Paymentus Corporation’s web site or other websites part of Paymentus’ Instant Payment Network (“WebSites”), collectively referred to as the (“System” or “Platform”).

3 Compensation

3.1 No Cost Installation

Paymentus will charge no fees related to the initial setup and personalization of its standard service for both Web and IVR interfaces.

3.2 Paymentus Service Fee

For each payment, Paymentus will charge a Paymentus Service Fee as per Schedule A (hereinafter called “Paymentus Service Fee”).

For each payment, the Paymentus Service Fee collected will be used to pay the corresponding Credit Card transaction fees or transaction fees associated with Debit Cards or eChecks (hereinafter called “Transaction Fees”) except for the return items (eCheck returns or Credit/Debit Card chargebacks).

A schedule of Paymentus Service Fee is attached hereto as Schedule A. The Paymentus Service Fee is based on the Average Bill Amount, current payment method mix (credit vs debit vs e-check) and on the assumption that the total Payment Amount collected each month from Non-Qualified Transactions does not exceed 10% of the total card volume of the Payment Amount collected by Paymentus per month for all payment methods (“Fee Assumptions”). Client shall be billed an additional Paymentus Service Fee, referred to as a “Non-Qualified Transaction Fee”, calculated pursuant to the formula set forth below, if the Payment Amount collected each month from Non-Qualified Transactions exceeds 10% of the total Payment Amount collected by Paymentus per month for all payment methods. Paymentus can amend this schedule upon thirty (30) days prior written notice to

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the Client, if such change is required due to changes in the Visa and MasterCard regulations or changes in Credit Card fees or changes in the Average Bill Amount or changes in Fee Assumptions.

Formula to be used for calculating Non-Qualified Transaction Fee:

Total Payment Amount of Non-Qualified Transactions minus (10% of the total Payment Amount from all payment methods), multiplied by 2.5% = Non-Qualified Transaction Fee Amount.

4 Payment Processing

4.1 Integration with Client's Billing System

At no cost to Client, Paymentus will develop one (1) file format interface with Client's billing system using Client's existing text file format currently used to post payments to Client's billing system. Client will be responsible to provide Paymentus with the one file format specification and will fully cooperate with Paymentus during the development of the said interface. If Client chooses to create an automated file integration process to download the posting file, due to Paymentus security requirements, Client will use Paymentus specified integration process. Paymentus platform is an independent full service fully hosted platform per PCI-DSS requirements for a fully hosted solution. As such, Paymentus platform does and can function independent of any billing system integration. A payment posting file can be emailed or downloaded from Paymentus Agent Dashboard. If Client chooses to have Paymentus platform integrated with its billing system, Paymentus offers two options:

(i) Paymentus standard integration specification that Client can use to integrate its billing systems with Paymentus platform ("Standard Integration"); (or)

(ii) Paymentus to either customize or configure its platform to integrate with Client using file specification or APIs supported by Client's billing system ("Client Specific Integration")

If Client chooses Standard Integration, Paymentus agrees to fully cooperate with Client and provide its specification to Client. Paymentus also agrees to participate in meetings with Client's software vendor to provide any information or clarifications needed to understand Standard Integration. Time is of the essence and Paymentus agrees to provide all integration/interface specifications within 30 days from the Effective Date. Client will take commercially reasonable steps to

develop the integration within 60 days from the date on which Client has received all integration specifications from Paymentus. Parties agree that if Paymentus does not cooperate fully, it can lead to Client being unable to perform its duties to deliver the integration in time.

If Client chooses Client Specific Integration, Paymentus agrees to develop such integration at no cost to Client, provided however, Client agrees to fully cooperate with Paymentus and cause its software vendors to fully cooperate with Paymentus. Client agrees to provide all specification required for Client specific integration. Client further agrees to participate in testing with Paymentus and if needed, cause its billing software vendors to participate in testing. Time is of the essence and Client agrees to provide or make available all integration/interface specifications within 30 days from the Effective Date. Paymentus will take commercially reasonable steps to develop the integration within 60 days from the date on which Paymentus has received all the integration specifications from Client or its vendors. Parties agree that if Client does not cooperate fully or is unable to cause its software vendors to cooperate fully with Paymentus, it can lead to Paymentus being unable to perform its duties to deliver the integration in time.

Based on Client's use of Paymentus platform and respective modules selected under this Agreement, Paymentus will require the following integration points:

- (i) For one time Payment Module:
 - a. Customer Information – Text File or Real-time
 - b. Payment Posting – Text File or Real-time
- (ii) For Recurring Payment Module
 - a. Text File
- (iii) For E-billing Module
 - a. Billing Data - Text File or Real-time link to billing data
- (iv) For Outbound Notification
 - a. Audience File – Text File for customer engagement messages

Each of these can be based on Standard Integration or Client Specific Integration.

4.2 PCI Compliance

For PCI Compliance, Client has two options for using Paymentus platform:

- (i) Paymentus Fully Hosted Solution; or
- (ii) Any other configuration

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Client agrees to use Paymentus' fully hosted service where Paymentus uses its own platform to capture Payments and to manage the entire (end to end) user experience from all channels for Payment acceptance: Web, Mobile, IVR, POS devices (per Paymentus recommended setup), recurring payments, Ebill Presentment ("Paymentus Fully Hosted Solution"). If Client chooses any other integration such as third party web pages integrated with Paymentus APIs, third party gateway pages, or its own IVR systems or POS solution not recommended by Paymentus, or a cashiering module from third party, Client expressly agrees that Client shall not be exempt from PCI requirements and shall be liable for any data breaches occurring on its own systems as Client's recognizes that Client systems are participating in the transactions and are in scope for PCI compliance. Under such circumstances, Paymentus shall not be responsible for any PCI obligations outside of Paymentus own platform and Paymentus expressly disclaims any PCI or security obligations related to Client systems or any third party systems that participate in the payment transactions that are outside of Paymentus Platform.

Paymentus highly recommends that Client uses Paymentus Fully Hosted Solution to substantially reduce its PCI compliance and data breach risks.

If Client chooses to use any other option other than Paymentus Fully Hosted Solution, Client agrees and warrants that Client shall remain PCI compliant throughout the term of this Agreement. For clarity, just because Client uses PCI compliant applications such as its billing software, it does not eliminate the need for Client to be PCI compliant. Per PCI requirements, if a party's systems participate in processing, or accepting or storing card transactions, such party is required to be PCI compliant as the systems are in scope.

All User Data shall only be stored or maintained on servers located within the United States and Canada. Paymentus shall provide thirty (30) days advance written notice prior to storing or hosting any User Data on a server located anywhere other than the United States or Canada. If Client does not agree to the storage or hosting of User Data on servers located anywhere other than the United States or Canada, Client shall have the right, without penalty, to terminate this Agreement upon ten (10) days' notice to Paymentus.

Paymentus will promptly notify Client of any actual or potential exposure or misappropriation of User Data that comes to Paymentus' attention. At a minimum,

Paymentus shall provide the date or estimated date of the breach and a general description of the breach event. Paymentus will, at its expense, reasonably cooperate with Client and with law enforcement agencies in any effort to notify injured or potentially injured parties. Paymentus will be responsible for data breaches of User Data subject to the limitation of liability provisions in Section 8.4.

All User Data in transit shall be encrypted using AES 128/256 bit encryption and sensitive data shall be stored encrypted at rest. Paymentus also uses SSL for additional level of security.

Paymentus agrees to provide the City with an SSAE audit report (SOC 1 or SOC 2) upon request.

4.3 Explicit User Confirmation

Paymentus shall confirm the Payment Amount to be charged to a User's card and electronically obtain the User approval of the Payment Amount prior to initiating card authorizations transaction. Paymentus will provide User with electronic confirmation of all transactions.

4.4 Merchant Account

Paymentus will arrange for the Client to have a merchant account with the Paymentus Authorized Processor for processing and settlement of the credit card transactions.

4.5 Card Authorization

For authorization purposes, Paymentus will electronically transmit all card transactions to the appropriate card processing center in real time as the transactions occur.

4.6 Settlement

Paymentus together with its authorized Card processor shall forward the Payment Amount for settlement directly to the Client's depository bank account previously designated by the Client (hereinafter the "Client Bank Account").

Paymentus will submit to Client a monthly itemized statement of the Paymentus Service Fees due. Client shall, within thirty (30) days of receiving such statement review the statement and pay all approved charges thereon.

Paymentus together with Paymentus Authorized Processor will continuously review its settlement and

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direct debit processes for its simplicity and efficiencies. Client and Paymentus agree to fully co-operate with each other if Paymentus were to change its settlement and invoicing processes.

5 General Conditions of Services

5.1 Service Reports

Paymentus shall provide Client with reports summarizing use of the Services by Users for a given reporting period.

5.2 User Adoption Communication by Client

Client will make Paymentus' Services available to its residential and commercial Clients by different means of Client communication including a) through bills, invoices and other notices; b) by providing IVR and Web payment details on the Client's website including a "Pay Now" or similar link on a mutually agreed prominent place on the web site; c) through Client's general IVR/Phone system; and d) other channels deemed appropriate by the Client.

Paymentus shall provide Client with logos, graphics and other marketing materials for Client's use in its communications with its users regarding the Services and/or Paymentus.

Both parties agree that Paymentus will be presented as a payment method option. Client will communicate Paymentus option to Users wherever Client usually communicates its other payment methods.

5.3 Independent Contractor

Client and Paymentus agree and understand that the relationship between both parties is that of an independent contractor.

5.4 Client's Responsibilities

In order for Paymentus to provide Services outlined in this Agreement, the Client shall co-operate with Paymentus by:

- (i) Client will enter into all applicable merchant card or cash management agreements.
- (ii) For the duration of this Agreement, Client will keep a bill payment link connecting to Paymentus System at a prominent and mutually agreed location on the Client website. The phone number for the IVR payment will also be added to the web site. Client will

also add the IVR payment option as part of the Client's general phone system.

(iii) User Adoption marketing as described in 5.2.

(iv) Within 30 days of the merchant account setup, Client will launch the service to the Users.

(v) For the purpose of providing Client a posting file for posting to Client's billing system, Client will provide the file format specification currently used to post its payments to the billing system. Client will fully cooperate with Paymentus and provide the information required to integrate with Client's billing system.

6 Governing Laws

This Agreement shall be governed by the laws of the state of California.

7 Communications

7.1 Authorized Representative

Each party shall designate an individual to act as a representative for the respective party, with the authority to transmit instructions and receive information. The parties may from time to time designate other individuals or change the individuals.

7.2 Notices

All notices of any type hereunder shall be in writing and shall be given by Certified Mail or by a national courier or by hand delivery to an individual authorized to receive mail for the below listed individuals, all to the following individuals at the following locations:

To Client

C/O: City of Corona
Jonathan Daly, General Manager
Address: 755 Public Safety Way
Corona, CA 92880
Email: jonathan.daly@ci.corona.ca.us

To Paymentus

C/O: President and CEO
Address: 13024 Ballantyne Corporate Place
Suite 450
Charlotte, NC 28277
Email: ceo@paymentus.com

Notices shall be declared to have been given or received on the date the notice is physically received

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if given by hand delivery, or if notices given by US Post, then notice shall be deemed to have been given upon on date said notice was deposited in the mail addressed in the manner set forth above. Any party hereto by giving notice in the manner set forth herein may unilaterally change the name of the person to whom notice is to be given or the address at which the notice is to be received.

7.3 Interpretation

It is the intent of the parties that no portion of this Agreement shall be interpreted more harshly against either of the parties as the drafter.

7.4 Amendment of Agreement

Modifications or changes in this Agreement must be in writing and executed by the parties bound to this Agreement.

7.5 Severability

If a word, sentence or paragraph herein shall be declared illegal, unenforceable, or unconstitutional, the said word, sentence or paragraph shall be severed from this Agreement, and this Agreement shall be read as if said word, sentence or paragraph did not exist.

7.6 Attorney's Fees

Should any litigation arise concerning this Agreement between the parties hereto, the parties agree to bear their own costs and attorney's fees.

7.7 Confidentiality

Unless otherwise required by applicable federal or state law or court order, Client will not disclose to any third party or use for any purpose inconsistent with this Agreement any confidential or proprietary non-public information it obtains during the term of this Agreement about Paymentus' business, operations, financial condition, technology, systems, no-how, products, services, suppliers, Clients, marketing data, plans, and models, and personnel. Paymentus will not disclose to any third party or use for any purpose inconsistent with this Agreement any confidential User information it receives in connection with its performance of the services.

7.8 Intellectual Property

In order that the Client may promote the Services and Paymentus' role in providing the

Services, Paymentus grants to Client a revocable, non-exclusive, royalty-free, license to use Paymentus' logo and other service marks (the "Paymentus Marks") for such purpose only. Client does not have any right, title, license or interest, express or implied in and to any object code, software, hardware, trademarks, service mark, trade name, formula, system, know-how, telephone number, telephone line, domain name, URL, copyright image, text, script (including, without limitation, any script used by Paymentus on the IVR or the WebSite) or other intellectual property right of Paymentus ("Paymentus Intellectual Property"). All Paymentus Marks, Paymentus Intellectual Property, and the System and all rights therein (other than rights expressly granted herein) and goodwill pertain thereto belong exclusively to Paymentus.

7.9 Force Majeure

Paymentus will be excused from performing the Services as contemplated by this Agreement to the extent its performance is delayed, impaired or rendered impossible by acts of God or other events that are beyond Paymentus' reasonable control and without its fault or judgment, including without limitation, natural disasters, war, terrorist acts, riots, acts of a governmental entity (in a sovereign or contractual capacity), fire, storms, quarantine restrictions, floods, explosions, labor strikes, labor walk-outs, extra-ordinary losses utilities (including telecommunications services), external computer "hacker" attacks, and/or delays of common carrier.

7.10 Time of the Essence

Paymentus and Client acknowledge and agree that time is of the essence for the completion of the Services to be performed and each parties respective obligations under this Agreement.

8 Indemnification

8.1 Paymentus Indemnification and Hold Harmless

Paymentus agrees to the fullest extent permitted by law, to indemnify and hold harmless the Client and its governing officials, agents, employees, and attorneys (collectively, the "Client Indemnitees") from and against all liabilities, demands, losses, damages, costs or expenses (including reasonable attorney's fees and costs), incurred by any Client Indemnitee as a result or arising out of (i) the willful misconduct or negligence of Paymentus in

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performing the Services or (ii) a material breach by Paymentus of its covenants.

8.2 Client Indemnification and Hold Harmless

Client agrees to the fullest extent permitted by law, to indemnify and hold harmless Paymentus, its affiliates, officers, directors, stockholders, agents, employees, and representatives, (collectively, the "Paymentus Indemnitees") from and against all liabilities, demands, losses, damages, costs or expenses (including without limitation reasonable attorney's fees and expenses) incurred by any Paymentus Indemnitee as a result or arising out of (i) the willful misconduct or negligence of Client related to the Services or (ii) a material breach of Client's covenants.

8.3 Warranty Disclaimer

Except as expressly set forth in this Agreement, Paymentus disclaims all other representations or warranties, express or implied, made to the Client or any other person, including without limitation, any warranties regarding quality, suitability, merchantability, fitness, for a particular purpose or otherwise of any services or any good provided incidental to the Services provided under this Agreement.

8.4 Limitation of Liability

Notwithstanding the foregoing, the parties agree that neither party shall be liable to the other for any lost profits, lost savings or other special, indirect or consequential damages, even if the party has been advised of or could have foreseen the possibility of such damages. Paymentus' total liability for damages for any and all actions associated with this Agreement or the Services shall in no event exceed the specific dollar amount of the Paymentus Service Fee paid to Paymentus for the particular payment transaction which is the subject matter of the claim of damage. Notwithstanding anything in the Agreement to the contrary, Paymentus' total liability for a data breach shall not exceed \$1,000,000.

8.5 Cyber Liability Insurance

Within ten (10) days of execution of this Master Services Agreement, Paymentus shall procure and maintain, and shall provide evidence satisfactory to the Client that it has secured, cyber liability insurance, with limits not less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Paymentus in this Master Services Agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines and penalties as well as credit monitoring expenses.

9 Term and Termination

9.1 Term

The term of this Agreement shall commence on the effective date of this Agreement and continue until June 30, 2023 ("Initial Term"). Services under this Agreement began within 30 days of the merchant account setup.

At the end of the Initial Term, this Agreement will automatically renew for successive one (1) year periods unless either Client or Paymentus provide the other party with not less than 6 (six) months prior written notice before such automatic renewal date that such party elects not to automatically renew the term of this Agreement.

9.2 Material Breach

A material breach of this Agreement shall be cured within 90 (ninety) days ("Cure Period") after a party notifies the other of such breach. In the event, such material breach has not been cured within the Cure Period, the non-breaching party can terminate this Agreement by providing the other party with a 30 (thirty) days notice.

9.3 Upon Termination

Upon termination of this Agreement, the parties agree to cooperate with one another to ensure that all Payments are accounted for and all refundable transactions have been completed. Upon termination, Paymentus shall cease all Services being provided hereunder unless otherwise directed by the Client in writing.



Schedule A – Paymentus Service Fee Schedule

Effective 30 days after the last party to sign the Agreement Paymentus Service Fee charged to City of Corona (“Client”) will be based on the following table:

Paymentus Service Fee (Absorbed Fee Model)	
Utility Payments	
Average Payment Amount: \$182 Maximum Payment Amount Shall be \$25,000	
Paymentus Service Fee per qualified Utility Rate transactions shall be:	
Credit/Debit Card (VISA/MasterCard/DISC/AMEX Amazon Pay, PayPal, PayPal Credit and Venmo)	\$1.85 per transaction (Discount Utility Rate Program)
ACH/eCheck	\$0.30 per transaction
Non-qualified Transaction Excess Fee	2.50% of the excess transaction amount
Chargeback/Returns	No fee

Maximum Payment Amount shall be \$25,000. Multiple payments may be made.
Paymentus may apply different limits per transaction for user adoption or to mitigate risks.

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Schedule B – Additional Services (Optional)

Paymentus Service Fee charged to City of Corona (“Customer”) will be based on the following table:

Paymentus Solution/Service	Paymentus Service Fee
<p>Paymentus Electronic Bill Presentment (Enhanced e-Bill)</p> <ul style="list-style-type: none"> • System Development • System Set Up / Implementation • File interface with CIS • System loading fees • Presentment fees • Customer email notifications • 12 month rolling historical e-bill hosting 	<p>\$4,500.00 One-time Fee (Waived)</p> <p>\$650.00 Monthly Hosting Fee (Waived)</p>
<p>Paymentus Enterprise Communication Manager (Optional)</p> <p>Paymentus Enterprise Communications consists of outbound IVR (Integrated Voice Response – automated phone messaging), email, and SMS (Short Message Service – Text Messaging). There is no charge to the Customer for the infrastructure enabling these services.</p> <p>The fee to the Customer is charged on a per use basis, as follows:</p> <ul style="list-style-type: none"> • IVR Outbound Message \$0.07 per call • Email Outbound Message \$0.02 per email message • SMS Outbound Message \$0.10 per message (Available Upon Request) <p>Fee Structure:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Up to 2,000 combined messages (IVR and Email) per month: No Charge <input type="checkbox"/> In excess of Allotted Messages per month: <ul style="list-style-type: none"> ○ \$0.07 per IVR message ○ \$0.02 per Email message <input type="checkbox"/> The cost for customization of your outbound messages by Paymentus: No Charge 	