

FACT SHEET – GIFT CARDS

IMPORTANT INFORMATION

- Cardholders will not be responsible for any unauthorized transactions on their accounts as a result of this highly sophisticated cyber intrusion.
- Affected individuals were notified shortly after an investigation by security experts identified the affected population.
- Gift cards that have already been purchased retain their value and can be used wherever they are accepted by merchants.

What is an open-loop gift card?

Open-loop gift cards are extensively used in the U.S. market (approximately 50 million are sold annually and supplied by about 10 providers such as RBS WorldPay.) They are available from a wide range of retailers and the vast majority are sold in denominations of \$25-\$200. Larger amounts are available, but not common. Retailers will hold stocks of these gift cards, which are available at point of sale, and the cards are activated upon purchase. For approximately 90 percent of cards, no personal details are taken because, as the name suggests, they are purchased as gifts for other people.

What is a closed-looped gift card?

Close-loop gift cards can only be used at a specific merchant and for point of sale transactions only. These cards are not branded by any card association (e.g.: Visa, MasterCard, JCB, Discover or American Express)

Facts & figures on the gift card industry (Source: RBS WorldPay)

- 50 million gift cards sold annually in the U.S.
- 10 major suppliers in the U.S.
- Available in about 100,000 U.S. retail locations

U.S. Industry transaction volumes (Source: RBS WorldPay)

	<u>Average Daily</u>	<u>Average Monthly</u>	<u>Annual</u>
U.S. Issuing Transactions	118,712	3,639,952	43,679,426
U.S. Issuing Value	\$3,203,877	\$99,463,424	\$1,193,561,093

What is RBS WorldPay's involvement in the open-loop gift card market?

Based in Atlanta, Ga., RBS WorldPay (formerly RBS Lynk) provides approximately 10 million gift cards annually to retailers across the U.S. with approximately 20 percent market share.

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How are the open-loop cards used once they are purchased?

Once the card has been purchased it can be used at any retail outlet that accepts credit and debit cards.

What is the most common denomination sold for open-loop gift cards?

The vast majority (over 70 percent) of RBS WorldPay gift cards sold are for either \$25 or \$50. The next most common denomination is \$100 and gift cards for this value account for just over 20 percent.

Can the gift cards be used at an ATM to withdraw cash?

No, they cannot be used at ATMs to withdraw cash.

Can the gift cards be re-loaded with additional cash once the initial amount has been spent?

No, they cannot. Once the original amount on the card has been spent, the gift card is no longer usable.

How many cardholders provide personal data when they purchase a gift card?

Very few gift cardholders provide RBS WorldPay with personal information as the cards are typically given as gifts and they are not registered with RBS WorldPay.

Does RBS WorldPay provide open-loop gift cards to retail outlets outside the U.S.?

No. RBS WorldPay does not provide gift cards to retail outlets outside the U.S.

What is RBS WorldPay?

RBS WorldPay is a leading single-source provider of electronic payment processing services including debit, electronic benefits transfer (EBT), checks, gift cards, e-commerce, customer loyalty cards, fleet cards, prepaid cards, credit cards and ATM processing and cash management services. The U.S. payment processing division of The Royal Bank of Scotland Group plc, RBS WorldPay, based in Atlanta, is a non-bank subsidiary of Citizens Financial Group, Inc. For more information, please visit www.rbsworldpay.us.