



To: State Entity Merchant Card Services Contacts
From: Office of the State Treasurer
Subject: Merchant Card Services Statewide Agreement
Date: August 20, 2024

The Office of the State Treasurer (OST) is pleased to announce the completion of three new Statewide Merchant Card Services Agreements. These Master Service Agreements (MSAs) are for use by all State Entities and will allow State Entities to accept various merchant cards for electronic payments. The State Treasurer has entered into two MSAs with Truist Bank/Truist Merchant Services, LLC, and one MSA with Wells Fargo Bank, N.A./Wells Fargo Merchant Services, LLC. Truist Bank is the successor to both SunTrust Bank and Branch Banking & Trust Company (BB&T) and currently offers two gateway providers, Global Payments/TSYS and Fiserv. All entities currently using Merchant Card Services (MCS) from these providers must execute a new Participation Agreement. The MSAs can be found posted on the OST website <https://ost.georgia.gov> under the Banking: Statewide Merchant Card Services section.

Over the next few weeks, all State Entities should work with their respective banking institutions to review and execute a new MCS Participation Agreement. This action is necessary to ensure your payment processing capabilities remain efficient, secure, and compliant with current financial regulations. Your current MCS provider will contact you to coordinate the effort of executing a new Participation Agreement. State Entities should thoroughly review the MSA and Participation Agreement, focusing on key areas such as transaction fees, security protocols, compliance requirements, and service-level agreements. State Entities should also discuss their new pricing terms, payment solutions, and available equipment offerings with their service provider.

In accordance with the Statewide Merchant Card Services Policy, all state entities must use the statewide agreements entered into by OST. Any State Entity that desires not to use a statewide contract approved by the State Treasurer must obtain approval from the Board for an exception to this requirement. State Entities requiring new merchant card services to accept card payments must receive approval from the State Depository Board. All MCS user entities who have previously received approval will not need reapproval. If current MCS user entities want to switch service providers, OST must be notified.

Please share this information with the appropriate person within your agency for consideration. If you have any questions, please do not hesitate to contact your service provider or Jessica Smith at OST. Their contact information is listed on the next page.

Thank you,

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