



IMPORTANT NOTICE:

Transition of your Payment Service to Alpha Pay

Mar 25, 2026

Dear Valued Merchant,

As part of our long-term strategy to enhance service stability, compliance, and scalability, Motion Pay will be working closely with **Alpha Pay (operated by Flash Pay Inc.)** to transition all payment processing services onto Alpha Pay's platform. This is a collaborative integration, and our team will remain actively involved throughout the process to support you.

We would like to reassure you that your payment processing services will continue safely and seamlessly, with no disruption to your day-to-day operations.

Motion Pay and Alpha Pay will be working hand-in-hand to ensure a smooth, secure, and fully managed transition for all merchants. You can expect the same level of service and support during and after this change.

What this means for you:

- Your payment processing services will continue without interruption or with minimal impact
- Motion Pay will remain available to support you during the transition
- The transition is being handled carefully and in phases to ensure stability
- No immediate action is required from you unless otherwise notified

Transition Timeline: **March 25, 2026 – June 30, 2026**

Key Changes:

- Payment titles will change from Motion Pay to Alpha Pay
- **Settlement will be received from Alpha Pay**
- All existing merchant agreements will be transferred to Alpha Pay and will continue under the new processing entity
- The settlement cut-off time will be updated to **00:00am–11:59pm Pacific Standard Time (PST)**.

Our Commitment:

We are committed to making this transition secure, seamless, and transparent. There will be no interruption to your ability to accept payments, and both Motion Pay and Alpha Pay teams will monitor the transition closely.

Questions or Support:

Phone: 1 (866) 615-5289

Email: info@motionpay.ca

We sincerely appreciate your continued trust and support. We look forward to continuing to serve you through this enhanced partnership.

Warm regards,
Motion Pay Team