



Sasha Krstic
President
Canada
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March 30, 2020

Dear Minister Ng,

These are extraordinary times, and Mastercard's commitment to our community has never been stronger. This includes our ongoing commitment to supporting small businesses in Canada.

As previously announced, Mastercard entered into new a voluntary commitment with the Government of Canada to lower its annual average effective interchange rate to 1.4 per cent. These changes will begin in May 2020 and will result in lower interchange rates for merchants across the country.

To help our customers and partners manage through this unprecedented event, we are pausing updates to some systems while delivering the same level of security and service they receive every day. This is one way we can help them focus on their core systems operations and resiliency efforts to meet the needs of consumers and businesses.

While this delay means the implementation of interchange rate reductions previously scheduled for May 1, 2020 will be deferred, Mastercard remains committed to our voluntary agreement and to our ongoing efforts to help lower the costs for small and medium sized businesses. We intent to honour our voluntary commitment on interchange – just as we have done [in the past](#) - and are working to implement a process to ensure that merchants get the benefit of interchange reductions that were previously scheduled for May 1, 2020. These details are being communicated to our partners and we will continue to provide updates on implementation.

As the COVID-19 situation evolves, we are monitoring it closely and assessing any necessary steps to ensure we continue to meet our voluntary commitment on interchange, and to support small businesses in Canada.

You can find more on our voluntary agreement and ongoing commitment to small businesses [here](#) and as always, our team is here to support you and help with any questions you may have.

Sincerely,

A handwritten signature in blue ink that reads "SASHA" in a stylized, cursive font.

Sasha Krstic
President
Mastercard Canada