



by Vera Haskins
President of Spirit® Petroleum

Spirit® Announces New Credit Card Processing Provider

In our continuing efforts to make sure our marketers have the most reliable and affordable services available, Spirit® Petroleum has partnered with RBS WorldPay for credit card processing. As the payment processing arm of The Royal Bank of Scotland Group, RBS WorldPay has exceeded our pricing expectations in addition to offering valuable new services to Spirit® marketers.

Spirit® developed this relationship with RBS WorldPay in direct response to the feedback and needs of our marketers. We know that price, customer service, real-time fraud prevention, flexible reporting capabilities and state-of-the-art technology are critical to your success and profitability.

RBS WorldPay is a single-source processor, which owns and manages the entire transaction from point of sale to settlement. This results in fewer points of failure, increased security and lower overall costs for Spirit® marketers. RBS WorldPay's in-house call centers and live operator customer service, 24 hours a day, seven days a week, make one-call resolution possible, saving our marketers even more money and time. Their highly experienced relationship, account and implementation managers are focused on ensuring ease of conversion as well as ongoing program optimization.

In choosing a new credit card processor, Spirit® sought a company that understands the quirks and challenges that come up in our business, including the importance of combating fraud at the pumps. RBS WorldPay offers secure, Payment Card Industry (PCI)-compliant service backed by fully redundant data centers with unrivalled network reliability. Equally important, RBS WorldPay has seasoned petroleum industry experts on hand to walk Spirit® marketers through this difficult compliance process. As marketers across the country struggle to figure out how to keep up with new PCI Data Security Standards, this is just one of the



ways that Spirit® is providing the tools needed to meet these crucial requirements.

In other recent news, Spirit® has entered into an agreement with a company to provide uniforms with our logo. Although uniforms are not required by Spirit®, many licensees have expressed interest in having designated clothing available for their employees. From baseball caps and fleece jackets to polo shirts, oxford shirts and aprons, reasonably priced men's and women's items with the Spirit® Eagle are now available through Lion Uniform Group.

Finally, I'd like to point out that Spirit® Petroleum continues to grow its presence across the country. In November, Petromark opened the first Spirit® site in Arkansas (Stuttgart), and as this goes to print, Petromark was preparing to open its second Arkansas site. The first Spirit® site in New York City (Staten Island) also opened in November through Certified Gasolines. We look forward to the continual expansion of the Spirit® brand in the new year!