



January 30, 2026

Dear Valued Customer,

We're writing to let you know that on **Thursday, February 12**, we will be changing to a new Credit Card payment processing merchant. This transition will begin around noon EST and should be completed by or before 3:00 pm EST.

**IMPORTANT:** For security reasons, we will not be able to transfer any currently saved credit card information to the new system. As a result:

- The first time you place an order after the transition, you will need to provide your credit card details as if it were a new card with us.
- Please be sure to have your credit card available, along with the correct billing name and billing address associated with the card.

**What is NOT changing:** After providing your card information, our system will securely save your card information for future use, if you choose. The CVV code will not be automatically saved and will still be required every time at checkout.

**What IS changing:** To maintain our already low risk of fraud, we will now require that the address you provide match what your Credit Card provider has on record. If the address does not match, your card will be declined.

We appreciate your understanding and cooperation as we make this transition. Please don't hesitate to reach out via phone or email if you have any questions or need assistance.

Thank you for your continued business.

The Moss Nutrition Team

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