



CITY OF SAN DIEGO - 1222 FIRST AVE., M.S. 501, SAN DIEGO, CA 92101

# PUBLIC NOTICE

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**Date: Nov. 18, 2024**

**Subject: Implementation of Credit/Debit Card Surcharge Fee for In-Person DSD Transactions**

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The City Treasurer recently executed an amendment with the City's credit card service provider to implement changes in the card brand rules. This change allows government entities to use a third party provider to assess an in-person service fee for debit and credit card transactions.

This fee was implemented at the City Treasurer's Cashier Lobby on Sept. 5, 2024. The Development Services Department (DSD) plans to implement this 2.99% service fee at its own cashier lobby, currently located at 1222 1<sup>st</sup> Ave, Suite 301, on Nov 25, 2024.

Further details on the service fee include:

- The 2.99% service fee for in-person debit and credit card transactions will be assessed on the transaction (principal) amount.
- The service fee will not apply to cash or check payments.
- The service fee will be charged as a separate line item on the customer's receipt as well as the associated debit or credit card statement.
- For any card refund, customers will also be refunded a proportionate share of the fee.

In addition, information regarding the service fee has been posted in DSD's third floor lobby. Cashier staff has been trained to answer any questions about the fee's implementation with customers.

## **Need Help?**

For customer assistance, please contact DSD customer service at 619-446-5000 Monday through Friday, 8 a.m. to 3 p.m.