



Greyhound Lines, Inc., PO Box 660362, Dallas, TX 75266-0362

To: International Merchant Services  
December 11, 2013

For more than 15 years, International Merchant Services, Inc. (IMS) has consistently provided Greyhound with reliable ATM services. IMS has focused on solutions that are tailored to meet our customers' specific needs. Their staff is committed to developing a long-term relationship. They accomplish this by understanding our needs, constraints, and overall business operations. This is done in a professional and consultative manner, which makes them both efficient and effective. We, at Greyhound know that IMS is monitoring our ATM business and if they see irregularities or opportunities for improved operations they will bring it to our attention.

In 2011, IMS and Greyhound successfully implemented a nationwide project that required replacing our ATM fleet. This was done proactively to meet the many regulatory changes that were on the horizon. This ensured that Greyhound would be in compliance with The American Disabilities Act (ADA), Surcharge Notification Regulations, and Payment Compliance Industry (PCI) Standards. As a corporate citizen, International Merchant Services supports the Greyhound Employee Assistance Fund (GAEF).

Our 15-year relationship has been advantageous to both parties. It continues to grow stronger and more dynamic by evolving as the business landscape changes.

I fully recommend International Merchant Services, Inc. to anyone interested in developing a collaborative relationship in which your service provider is genuinely interested in the success of your business. IMS is the best choice for premium ATM services.

Tim Lukes

Director, Field Operations  
Dallas Texas