



Dear Valued Customer:

At Radiant Systems, we take pride in providing technology solutions to the hospitality and retail industries. As the industry leader, we have a long track record of continuously delivering exceptional value, exceeding customer expectations and helping our customers manage risk. As part of this, we invest heavily in product research and development, which includes the security of our technology. Our commitment has always been, and will continue to be, protecting our customers from risk.

That's why it is particularly troubling to see the press release and subsequent press coverage related to claims made about the security of Radiant's technology. The claims allege that Radiant Systems and a Radiant reseller are responsible for a small number of independent Louisiana restaurants falling victim to a criminal act resulting in the theft of credit card data. Specifically, these customers were victims of criminal acts almost two years ago, involving hackers who installed malicious software which intercepted credit card data prior to it reaching the POS software.

Here are some relevant facts specific to the allegations regarding our track record of data security and compliance:

- Radiant's POS software was not compromised during these incidents.
- Radiant's products were among the first POS technologies to be validated against VISA's initial set of data security requirements in 2005. Since the inception of these requirements, Radiant has continuously maintained payment industry validation (now called PA DSS) when releasing our software.
- There are twelve requirements for a business to achieve compliance with the Payment Card Industry Data Security Standard. Radiant helps support compliance with these requirements by developing secure payment applications.
- In addition to meeting payment industry standards, Radiant has invested in product innovations, resulting in our customers having the best arsenal in the industry to fight criminals intent on stealing personal credit card information.

Theft of data has become its own harmful industry and these criminals continue to invent new ways to steal. We all need to work together to ensure hospitality and retail businesses are protected as much as possible. Radiant has worked for many years with payment processing companies, technology partners, and compliance consultants to keep our technology as secure as possible for our customers. Our tools, processes and education continue to evolve as the tools of criminals become more intelligent.

If you have any further questions or concerns, please contact 1-877-794-7237 or visit us at www.radiantsystems.com/datasecurity.

Sincerely,

A handwritten signature in black ink, appearing to read "John Heyman".

John Heyman
Chief Executive Officer