

BUSINESS RECOVERY PLAN

DEPARTMENT
Finance & Accounting

BUSINESS UNIT
Billing & Rebates

This BUSINESS RECOVERY PLAN (this "BRP"), as prepared in conjunction with S. Lee (the "Business Unit Manager") and compiled under direction of the Enterprise Risk & Compliance Department. ("The Preparer"). In consideration of the answers provided in the 2011 Business Continuity Initiative, the plan is as follows:

1. Instructions

1.1. If you are reading this, it is likely that a disaster has already occurred and steps to recover functionality within each business unit have already been initiated. In order to successfully recover functionality within the business unit, please first read through the Immediate Concerns, Minimum Resource Requirements and Critical Processes sections. After understanding the department unit's needs, proceed to section 6, and begin documenting the implementation of this BRP.

2. Immediate Concerns

2.1. None Identified

3. Minimum Resource Requirements

3.1. Staffing. Supervisor (3) Contract Postal services (1) Clerical (7)

3.2. Supplies. PC (10), Printer , Fax Machine , Adding machine (2), Thin yellow highlighters , Stapler , File folders , Pencils , CD's , Work stations (10), NICS Manual, Procedure Manuals, Merchant Services Contracts, Scanner (1) or scanning capability workstation, Copier (1), Typewriter (1), Phones (5), Paper, Staples , Labels , Envelopes , Pens, Chairs (10), Rebate files/agreements, Prior year reporting files

3.3. Software Applications. Cognos (2), Lawson (5), GEAC (10), HRS Pro-Wagers (1), Mainframe application, Informs (9), AS400 (5), ScanSoft-Paperport (1), NICS - Internet, Microsoft Office Suite w/ Lawson Add-ins, Tandem , NGC, iConnect Data

4. Recovery Team Members

4.1. It is critical that the members of this team are contacted and alerted that a disaster has occurred and the BRP is being activated. The list of team members and their contact information is below:

Recovery Team Position / Name / Title / Email	Contact Numbers	Contact Date / Time
Recovery Team Manager		
Gilbert Niwa		
SVP, Finance	(615) 410-5507 (Cell)	
gniwa@comdata.com	(615) 370-7312 (Office)	
Alt. Recovery Team Manager		
Travis Konemann		
VP, Controller	(615) 557-4894 (Cell)	
tkonemann@comdata.com	(615) 370-7307 (Office)	

Team Member		
David Collins		
VP, Financial Planning & Analysis	(615) 498-9069 (Cell)	
dacollins@comdata.com	(615) 376-6965 (Office)	
Team Member	(615) 948-9192 (Cell-Work)	
Bob Kribbs	(615) 497-9556 (Cell-Personal)	
VP, Treasury	(615) 941-2360 (Home)	
bkribbs@comdata.com	(615) 370-7314 (Office)	
Team Member		
Phyllis Gray	(615) 972-4574 (Cell)	
VP, Accounting	(615) 941-1394 (Home)	
pgray@comdata.com	(615) 370-7419 (Office)	
Team Member	(615) 418-3208 (Cell-Work)	
Jennifer Brooks	(615) 426-6111 (Cell-Personal)	
Director, Payment Applications	(615) 661-6370 (Home)	
jbrooks@comdata.com		
jbrooks@bellsouth.net	(615) 370-7735 (Office)	
Team Member		
Carissa Graves		
Director, Sales Compensation		
cgraves@comdata.com	(615) 712-1888 (Cell)	
carissahowell@hotmail.com	(615) 370-7472 (Office)	

5. Critical Processes

5.1. Critical processes are defined as those which must be restored within the first 24 hours following a disaster event. These processes have been ranked in their order of criticality for restoration purposes.

Business Unit / Business Process	Software Name	Cycle	Maximum Outage
ATM/POS Claims	NICS	Daily	24 hours
Branded Debit PIN based disputes	PLSD - Openway	Daily	24 hours
Reg E claim notification	Word, Outlook	Daily	24 hours

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