

# Grizella LLC

## Payment and Security Statement

You can subscribe to Grizella LLC (Grizella) online applications and services with confidence. We have partnered with Authorize.Net, a leading payment gateway since 1996, to offer safe and secure credit card and electronic check transactions for our customers.

The Authorize.Net Payment Gateway manages the complex routing of sensitive customer information through the credit card and electronic check processing networks (see an [online payments diagram](#)).

Authorize.Net adheres to strict industry standards for payment processing, including:

- 128-bit Secure Sockets Layer (SSL) technology for secure Internet Protocol (IP) transactions.
- Industry leading encryption hardware and software methods and security protocols to protect customer information.
- Compliance with the Payment Card Industry (PCI) Data Security Standard.

For additional information regarding the privacy of your sensitive cardholder data, please read the [Authorize.Net Privacy Policy](#).

From time to time, we may change this Payment and Security Statement. For example, as we update and improve our service, new features may require modifications to the Payment and Security Statement. Accordingly, please check back periodically.

This Payment and Security Statement was last updated January 30, 2014

### **Payment Methods Accepted by Grizella:**

- Visa
- MasterCard
- Discover Network
- American Express
- ACH through Bank Account

**Credit/Debit Card Declined:** Our system charges your credit/debit card or bank account automatically. We are not given a reason for any decline. A credit card can be declined due to an incorrectly-entered credit card number or expiration date, a daily limit, insufficient credit or other reasons. Please verify that you've provided the correct credit card number and expiration date or bank account and routing information. If you have already done so, please contact your credit card company or bank for information.

**Payment with Check or Money Order:** Grizella will set up your account to be billed by email, fax, or mail in which case you can pay by check or money order. Contact Grizella Customer Service at (701) 878-9700 if you wish to have your account set up to pay by check or money order. Please include a copy of the invoice along with your Check or Money Order, and send it to:

Grizella LLC  
PO Box 515  
Hebron, ND 58638  
Ref: Invoice# (write the Invoice Number here)

We must receive your payment by the due date of the invoice, or your account (and access to any covered applications and services) will be suspended.

**Grizella's Application Security:** Security is a top priority at Grizella. When you submit sensitive information via Grizella's website, we strive to ensure that your information is protected both online and offline.

When our registration or payment forms ask you to enter sensitive information (such as your credit card number), that information is encrypted and is protected with one of the best encryption softwares currently available in the industry - SSL. Grizella uses one of the most advanced forms of SSL software available: 128-bit encryption by Authorize.net. To learn more about SSL, follow this link [Authorize.Net Privacy Policy](#).

All Grizella servers, including web servers and database servers, are housed and maintained in secure locations. Access to the database is strictly monitored and protected from outside access. Internet access is restricted and protected by firewalls and password protection. The servers on which we store personally identifiable information are kept in a secured environment, and only personnel with proper security clearance have access to these restricted areas.

**Phishing or Spoofed E-mails:** Grizella will never ask you for the following information in an e-mail communication:

- \* Your social security number or tax identification number
- \* Your credit card number, PIN number, or credit card security code (including "updates" to any of the above)
- \* Your mother's maiden name
- \* Your password

Never submit the information mentioned above directly through an email.

If you have questions or concerns regarding this statement, you should contact us at: (701) 878-9700.

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