Dejavoo Systems
393 Jericho Turnpike
Suite 303
Mineola, NY 11050

January 16th, 2021

------------------------------------ **STATUS UPDATE: "SYSTEM INITIALIZING"** ------------------------------------

Dear Valued Dejavoo Customer:

The following is an update to our previous announcements regarding "System Initializing."

**First and foremost:**

The current unlocked Dejavoo software versions ("20191205" and "20200915") loaded to new or existing terminals, since August 2020 do not cause the initialization freeze. Subsequently, Dejavoo has also patched all locked templates to the latest software.

Terminals originally loaded with 12.05.19 **unpatched** software version may still be affected. After several weeks of intense testing in our offices, as well as in production, Dejavoo is releasing our latest software with the same name as the software model AND will be adding the SULD to it to include a one-time flash memory defragmentation or the "SULD" patch, as well as updating all TPNs to the latest "patched" application version.

In STEAM you will notice your software models will be changing from "V3CoreF w CrDb_20191205" to "V3CoreF w CrDb_SULD20191205". Please review your STEAM templates profiles as they are being updated.

As a reminder, the SULD is done one time. During this process critical data such as encryption keys, TPN and communication parameters are retained, therefore upon completion the terminal will be completely functional.

The SULD takes approximately 2 minutes, it is performed exclusively to Wi-Fi / Ethernet terminals and Pin Pads and It's not currently available for Dial and GPRS terminals.

The "Auto Update" which is halted now, usually performed after settlement's or in the early AM hours, will be seamless to merchants. Should the process not complete in a single load, it can be resumed manually by initiating a partial download. The terminal will provide support instructions on the display. In rare cases, should the process fail to defragment the Flash memory and the terminal freezes, it will require replacement.

We will slowly increment the number of updated terminals daily. We expect to fully restore Auto Update functionality in 10 -14 days.

Our logistics and service departments will continue to support your help desks and merchants. Please call us if any special challenges arise. We are at your service.

Thank you for your continued cooperation.


Sincerely,

**Dejavoo Systems Executive Team**