



ISO 9001:2008 Certified

May 16, 2017

Dear NITC valued Partners and Customers,

We sincerely apologize for the prolonged problems associated with the online payment processes involving online renewal of qualification for brazing operators. We realize that these processing delays have caused real problems for NITC's customers. Please know that both our staff and our IT programming provider are working very hard to remedy the situation as quickly as possible.

The problems are related to changes with the vendor that our bank uses for processing checks and credit card payments. These changes were implemented without notification to the bank's customers (NITC).

The system is now accepting credit card payments and we hope to have the issues with eChecks cleared up shortly. As soon as the issues are resolved we will notify all those customers affected.

NITC has contracted with a new vendor and we are moving as fast as technology and banking rules will allow. We are very sorry for any inconvenience and aggravation caused by this breakdown and again, we apologize.

If you have any questions, feel free to contact the NITC Certification Department in our Los Angeles office at (877) 457-6482. We look forward to working with you.

Thank You,

A handwritten signature in black ink that reads "David M. Otterstein". The signature is fluid and cursive.

David Otterstein
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