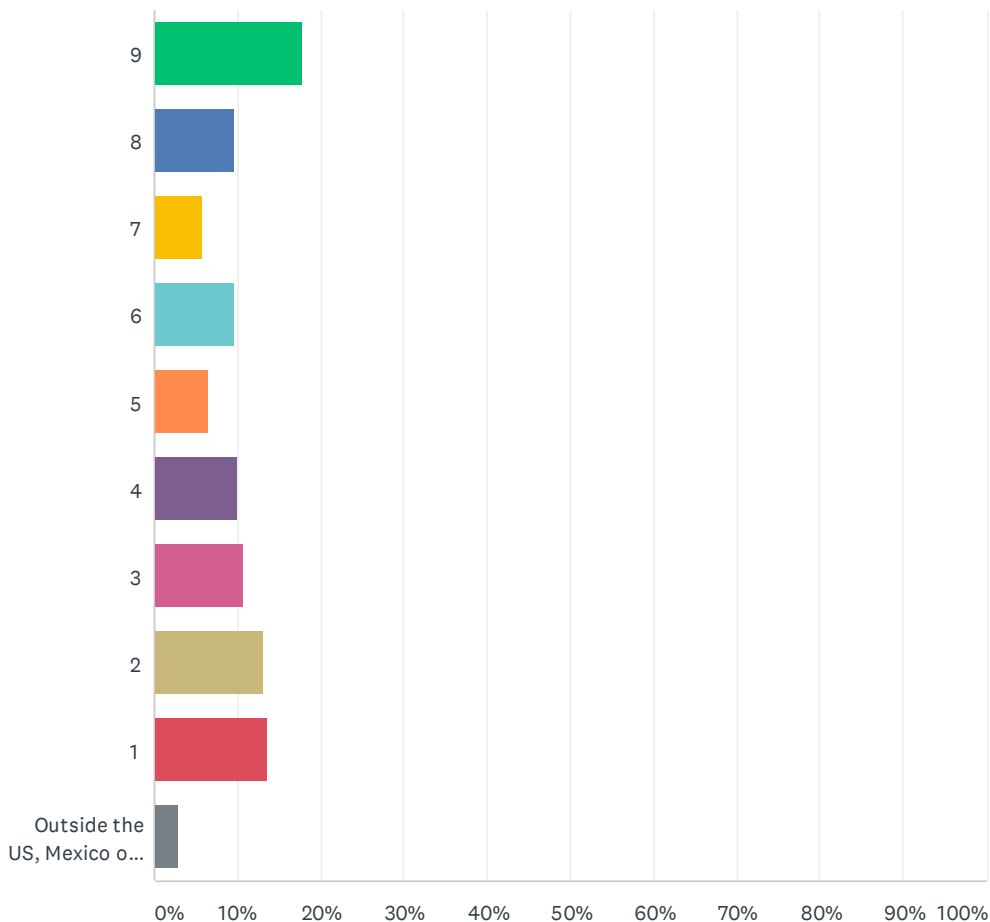


P1 Using the map above, in which region are you headquartered?

Respondidas: 168 Omitidas: 0



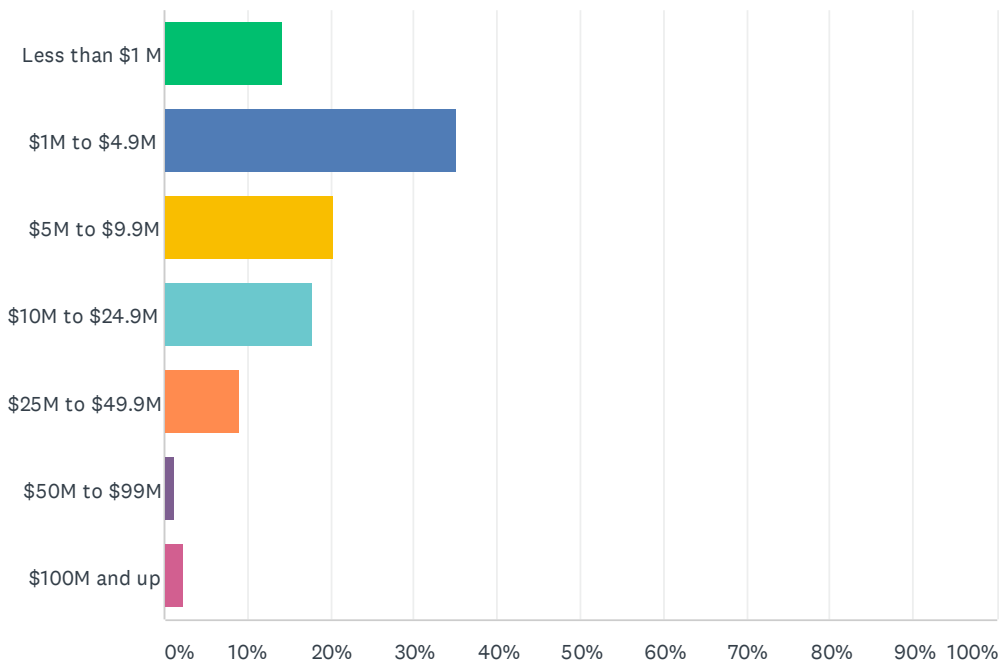
OPCIONES DE RESPUESTA	RESPUESTAS	
9	17.86%	30
8	9.52%	16
7	5.95%	10
6	9.52%	16
5	6.55%	11
4	10.12%	17
3	10.71%	18
2	13.10%	22
1	13.69%	23
Outside the US, Mexico or Canada, please enter country name.	2.98%	5
TOTAL		168

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#	OUTSIDE THE US, MEXICO OR CANADA, PLEASE ENTER COUNTRY NAME.	DATE
1	Argentina	5/1/2020 4:12 PM
2	Guatemala	5/1/2020 5:25 AM
3	Singapore	4/30/2020 8:28 PM
4	Australia	4/30/2020 6:30 PM
5	PORTUGAL	4/30/2020 12:55 PM

P2 What is your annual revenue?

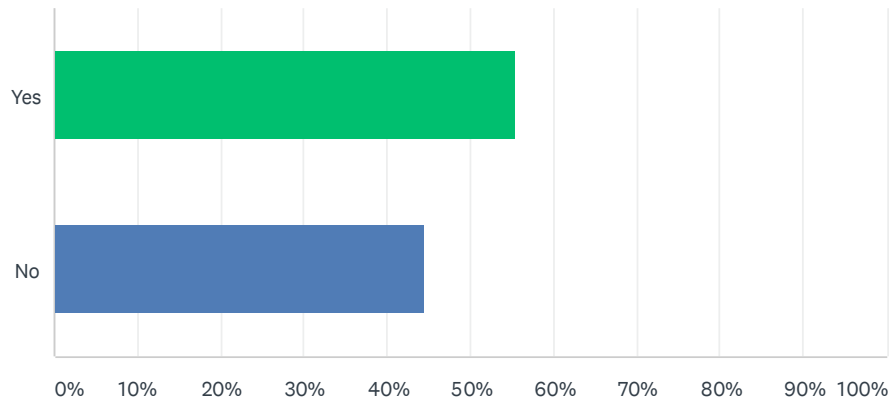
Respondidas: 168 Omitidas: 0



OPCIONES DE RESPUESTA	RESPUESTAS	
Less than \$1 M	14.29%	24
\$1M to \$4.9M	35.12%	59
\$5M to \$9.9M	20.24%	34
\$10M to \$24.9M	17.86%	30
\$25M to \$49.9M	8.93%	15
\$50M to \$99M	1.19%	2
\$100M and up	2.38%	4
TOTAL		168

P3 Do you do EMV forecourt installations/upgrades for retail customers?

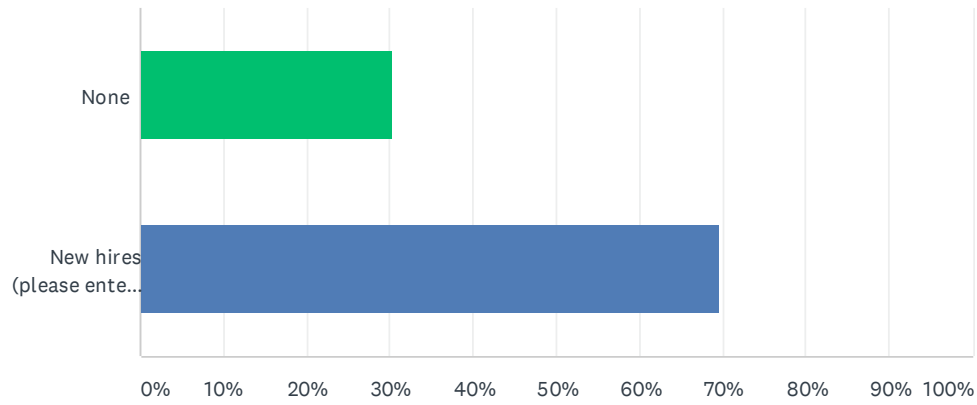
Respondidas: 168 Omitidas: 0



OPCIONES DE RESPUESTA	RESPUESTAS	
Yes	55.36%	93
No	44.64%	75
TOTAL		168

P4 Since 2017, what personnel investments have you made to help retail customers meet the Oct. 2020 forecourt liability shift deadline?

Respondidas: 69 Omitidas: 99



OPCIONES DE RESPUESTA	RESPUESTAS	
None	30.43%	21
New hires (please enter number of new hires)	69.57%	48
TOTAL		69

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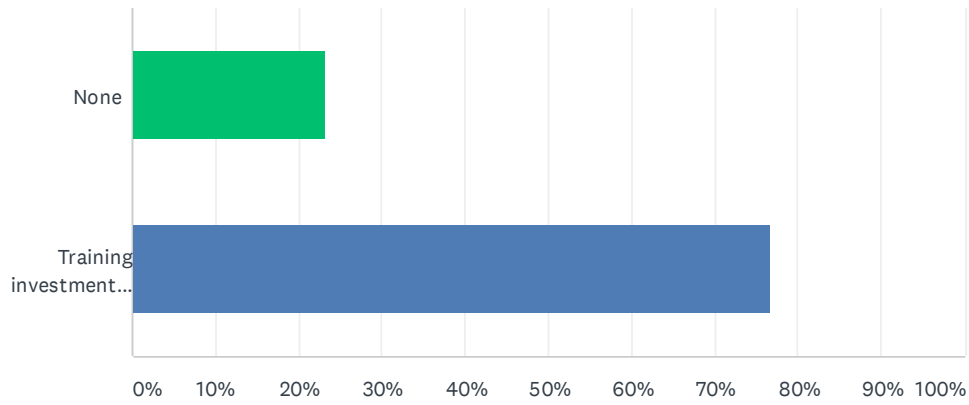
#	NEW HIRES (PLEASE ENTER NUMBER OF NEW HIRES)	DATE
1	2	5/2/2020 4:38 PM
2	10	5/1/2020 2:55 PM
3	3	5/1/2020 12:34 PM
4	2	5/1/2020 9:59 AM
5	5	5/1/2020 8:58 AM
6	10	5/1/2020 8:45 AM
7	1	5/1/2020 8:26 AM
8	1	5/1/2020 7:29 AM
9	12	5/1/2020 7:01 AM
10	5	5/1/2020 6:28 AM
11	3	5/1/2020 5:54 AM
12	4	4/30/2020 10:18 PM
13	2	4/30/2020 5:36 PM
14	3	4/30/2020 5:27 PM
15	3	4/30/2020 5:21 PM
16	2	4/30/2020 4:02 PM
17	4	4/30/2020 2:32 PM
18	3	4/30/2020 2:13 PM
19	2	4/30/2020 1:52 PM
20	4	4/30/2020 1:47 PM
21	4	4/30/2020 1:35 PM
22	4	4/30/2020 1:27 PM
23	2	4/30/2020 12:52 PM
24	100	4/30/2020 12:42 PM
25	1	4/30/2020 12:37 PM
26	30	4/30/2020 12:31 PM
27	4	4/30/2020 12:28 PM
28	4	4/30/2020 12:23 PM
29	1	4/30/2020 12:16 PM
30	4	4/30/2020 12:09 PM
31	20	4/30/2020 12:05 PM
32	3	4/30/2020 12:05 PM
33	2	4/30/2020 12:01 PM
34	5	4/30/2020 12:00 PM
35	5	4/30/2020 11:57 AM
36	2	4/30/2020 11:57 AM
37	8	4/30/2020 11:55 AM
38	8	4/30/2020 11:49 AM
39	3	4/30/2020 11:47 AM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

40	3	4/30/2020 11:44 AM
41	5	4/30/2020 11:41 AM
42	3	4/30/2020 11:39 AM
43	35	4/30/2020 11:35 AM
44	3	4/30/2020 11:27 AM
45	4	4/30/2020 11:25 AM
46	2	4/30/2020 11:25 AM
47	1	4/30/2020 11:20 AM
48	4	4/30/2020 11:20 AM

P5 Since 2017, what training investments have you made to help retail marketers meet the Oct. 2020 forecourt liability shift deadline?

Respondidas: 69 Omitidas: 99



OPCIONES DE RESPUESTA	RESPUESTAS	
None	23.19%	16
Training investment (please enter dollar amount of investment)	76.81%	53
TOTAL		69

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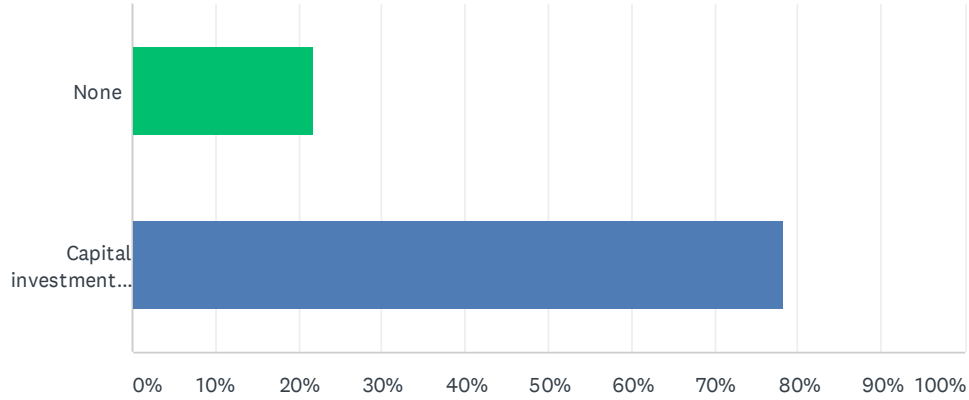
#	TRAINING INVESTMENT (PLEASE ENTER DOLLAR AMOUNT OF INVESTMENT)	DATE
1	\$100,000	5/2/2020 4:38 PM
2	\$10,000	5/1/2020 2:55 PM
3	15,000	5/1/2020 12:34 PM
4	Wayne and Verifone	5/1/2020 9:59 AM
5	175000.00	5/1/2020 8:58 AM
6	40000.00	5/1/2020 8:45 AM
7	8000	5/1/2020 8:26 AM
8	\$15000	5/1/2020 8:22 AM
9	\$5,000	5/1/2020 7:29 AM
10	7500.00	5/1/2020 7:01 AM
11	20,000	5/1/2020 6:28 AM
12	15,000	5/1/2020 5:54 AM
13	100,000	4/30/2020 10:18 PM
14	22,000	4/30/2020 5:27 PM
15	\$10,000	4/30/2020 5:21 PM
16	unknown	4/30/2020 2:48 PM
17	3500	4/30/2020 2:32 PM
18	60000	4/30/2020 2:13 PM
19	5000	4/30/2020 1:52 PM
20	50,000.00+	4/30/2020 1:47 PM
21	\$10,000	4/30/2020 1:44 PM
22	\$12,000.00	4/30/2020 1:35 PM
23	\$10,000	4/30/2020 1:27 PM
24	15,000	4/30/2020 12:52 PM
25	1,000,000+	4/30/2020 12:42 PM
26	\$7,500	4/30/2020 12:37 PM
27	\$500,000	4/30/2020 12:31 PM
28	\$25,000.00	4/30/2020 12:28 PM
29	\$25,000	4/30/2020 12:23 PM
30	Gilbarco, Wayne (RIGHT NOW, THEY SHOULD BE GIVING THE TRAINING AWAY FOR FREE - TO HELP THEIR BOOTS ON THE GROUND)	4/30/2020 12:10 PM
31	25,000	4/30/2020 12:09 PM
32	100,000	4/30/2020 12:05 PM
33	5000	4/30/2020 12:05 PM
34	10990	4/30/2020 12:01 PM
35	\$20k	4/30/2020 12:00 PM
36	200,000	4/30/2020 11:57 AM
37	\$ 30,000	4/30/2020 11:57 AM
38	80000	4/30/2020 11:55 AM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

39	30,000	4/30/2020 11:50 AM
40	25000 +	4/30/2020 11:49 AM
41	\$20,000.00	4/30/2020 11:47 AM
42	10,000	4/30/2020 11:45 AM
43	5000	4/30/2020 11:44 AM
44	?	4/30/2020 11:41 AM
45	20,000	4/30/2020 11:39 AM
46	1,000,000	4/30/2020 11:35 AM
47	6,000	4/30/2020 11:31 AM
48	20,000	4/30/2020 11:27 AM
49	25000	4/30/2020 11:25 AM
50	25,000	4/30/2020 11:25 AM
51	10,000	4/30/2020 11:25 AM
52	10,000	4/30/2020 11:20 AM
53	100,000.00	4/30/2020 11:20 AM

P6 Since 2017, what capital investments (vehicles, equipment, etc.) have you made to help retail marketers meet the Oct. 2020 forecourt liability shift deadline?

Respondidas: 69 Omitidas: 99



OPCIONES DE RESPUESTA	RESPUESTAS	
None	21.74%	15
Capital investment (please enter dollar amount of capital expenditures)	78.26%	54
TOTAL		69

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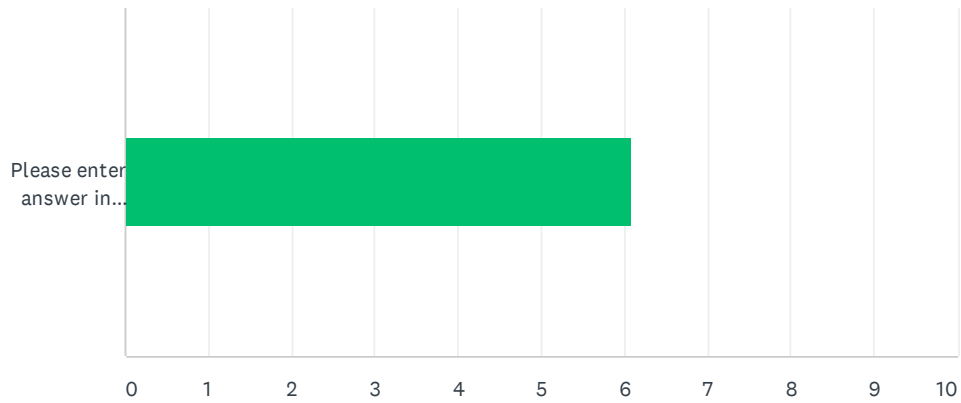
#	CAPITAL INVESTMENT (PLEASE ENTER DOLLAR AMOUNT OF CAPITAL EXPENDITURES)	DATE
1	7000.0	5/2/2020 7:23 PM
2	\$150,000	5/2/2020 4:38 PM
3	\$25000	5/1/2020 2:55 PM
4	45000.	5/1/2020 1:51 PM
5	40,000	5/1/2020 12:34 PM
6	80000.00	5/1/2020 9:59 AM
7	350000.00	5/1/2020 8:58 AM
8	200k	5/1/2020 8:45 AM
9	\$75,000	5/1/2020 8:41 AM
10	\$ 200,000.	5/1/2020 8:31 AM
11	30000	5/1/2020 8:26 AM
12	\$60000	5/1/2020 8:22 AM
13	40,000	5/1/2020 7:29 AM
14	125,000.00	5/1/2020 7:01 AM
15	15,000	5/1/2020 6:28 AM
16	60,000	5/1/2020 5:54 AM
17	250,000	4/30/2020 10:18 PM
18	75000.	4/30/2020 5:36 PM
19	160,000	4/30/2020 5:27 PM
20	\$150,000.00	4/30/2020 5:21 PM
21	unknown	4/30/2020 2:48 PM
22	45000	4/30/2020 2:32 PM
23	3	4/30/2020 2:13 PM
24	30000	4/30/2020 1:52 PM
25	200,000.00+	4/30/2020 1:47 PM
26	\$75,000	4/30/2020 1:44 PM
27	\$150,000.00	4/30/2020 1:35 PM
28	75,000	4/30/2020 12:52 PM
29	\$1,000,000+	4/30/2020 12:42 PM
30	\$30,000	4/30/2020 12:37 PM
31	\$500,000	4/30/2020 12:31 PM
32	\$200,000.00	4/30/2020 12:28 PM
33	2,000,000	4/30/2020 12:23 PM
34	Replaced entire fleet of 20 vehicles	4/30/2020 12:10 PM
35	100,000	4/30/2020 12:09 PM
36	250,000	4/30/2020 12:05 PM
37	50000	4/30/2020 12:05 PM
38	20000	4/30/2020 12:01 PM

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39	\$150k	4/30/2020 12:00 PM
40	200,000	4/30/2020 11:57 AM
41	\$ 75,000	4/30/2020 11:57 AM
42	250000	4/30/2020 11:55 AM
43	100,000+	4/30/2020 11:49 AM
44	\$120,000.00	4/30/2020 11:47 AM
45	75000	4/30/2020 11:45 AM
46	\$30,000	4/30/2020 11:41 AM
47	120,000	4/30/2020 11:39 AM
48	500,000	4/30/2020 11:35 AM
49	150,000	4/30/2020 11:27 AM
50	50000	4/30/2020 11:25 AM
51	150,000	4/30/2020 11:25 AM
52	100,000	4/30/2020 11:25 AM
53	40,000.	4/30/2020 11:20 AM
54	250,000.00	4/30/2020 11:20 AM

P7 On average, how long does it take to get equipment you order for EMV forecourt upgrades and installations?

Respondidas: 69 Omitidas: 99



OPCIONES DE RESPUESTA	CANTIDAD PROMEDIO	CANTIDAD TOTAL	RESPUESTAS
Please enter answer in number of weeks	6	420	69
Total de encuestados: 69			

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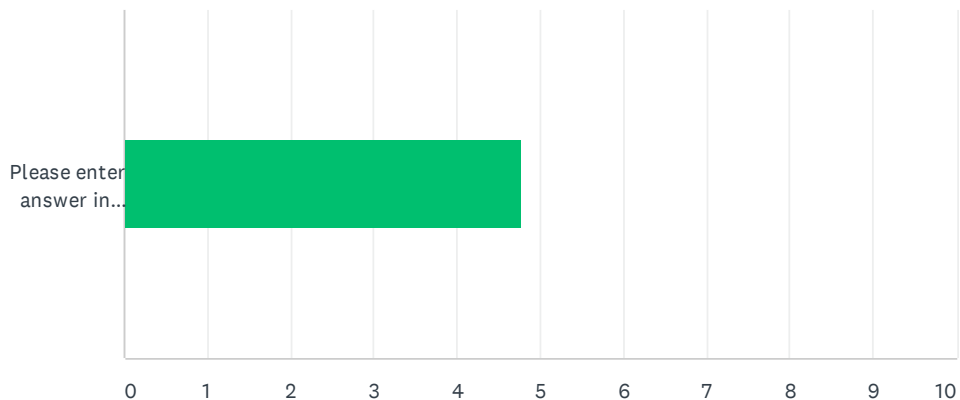
#	PLEASE ENTER ANSWER IN NUMBER OF WEEKS	DATE
1	8	5/2/2020 7:23 PM
2	6	5/2/2020 4:38 PM
3	8	5/1/2020 2:55 PM
4	8	5/1/2020 1:51 PM
5	6	5/1/2020 12:34 PM
6	4	5/1/2020 12:24 PM
7	8	5/1/2020 10:38 AM
8	6	5/1/2020 9:59 AM
9	8	5/1/2020 8:58 AM
10	8	5/1/2020 8:50 AM
11	8	5/1/2020 8:45 AM
12	6	5/1/2020 8:41 AM
13	10	5/1/2020 8:31 AM
14	8	5/1/2020 8:26 AM
15	4	5/1/2020 8:22 AM
16	8	5/1/2020 7:29 AM
17	5	5/1/2020 7:01 AM
18	8	5/1/2020 6:28 AM
19	8	5/1/2020 5:54 AM
20	4	4/30/2020 10:18 PM
21	2	4/30/2020 6:35 PM
22	6	4/30/2020 5:36 PM
23	8	4/30/2020 5:27 PM
24	8	4/30/2020 5:21 PM
25	4	4/30/2020 4:03 PM
26	4	4/30/2020 4:02 PM
27	4	4/30/2020 4:01 PM
28	18	4/30/2020 2:48 PM
29	2	4/30/2020 2:32 PM
30	6	4/30/2020 2:13 PM
31	8	4/30/2020 1:52 PM
32	7	4/30/2020 1:47 PM
33	6	4/30/2020 1:44 PM
34	4	4/30/2020 1:35 PM
35	4	4/30/2020 1:27 PM
36	4	4/30/2020 1:10 PM
37	4	4/30/2020 12:52 PM
38	6	4/30/2020 12:42 PM
39	6	4/30/2020 12:37 PM

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40	5	4/30/2020 12:31 PM
41	4	4/30/2020 12:28 PM
42	4	4/30/2020 12:23 PM
43	3	4/30/2020 12:16 PM
44	6	4/30/2020 12:10 PM
45	8	4/30/2020 12:09 PM
46	10	4/30/2020 12:05 PM
47	4	4/30/2020 12:05 PM
48	6	4/30/2020 12:01 PM
49	6	4/30/2020 12:00 PM
50	4	4/30/2020 11:58 AM
51	6	4/30/2020 11:57 AM
52	10	4/30/2020 11:57 AM
53	8	4/30/2020 11:55 AM
54	4	4/30/2020 11:50 AM
55	10	4/30/2020 11:49 AM
56	5	4/30/2020 11:47 AM
57	6	4/30/2020 11:45 AM
58	4	4/30/2020 11:44 AM
59	6	4/30/2020 11:41 AM
60	4	4/30/2020 11:41 AM
61	3	4/30/2020 11:39 AM
62	5	4/30/2020 11:35 AM
63	5	4/30/2020 11:31 AM
64	8	4/30/2020 11:27 AM
65	4	4/30/2020 11:25 AM
66	4	4/30/2020 11:25 AM
67	6	4/30/2020 11:25 AM
68	8	4/30/2020 11:20 AM
69	4	4/30/2020 11:20 AM

P8 On average, what is your lead time to schedule EMV forecourt upgrades and installations?

Respondidas: 69 Omitidas: 99



OPCIONES DE RESPUESTA	CANTIDAD PROMEDIO	CANTIDAD TOTAL	RESPUESTAS
Please enter answer in number of weeks	5	329	69
Total de encuestados: 69			

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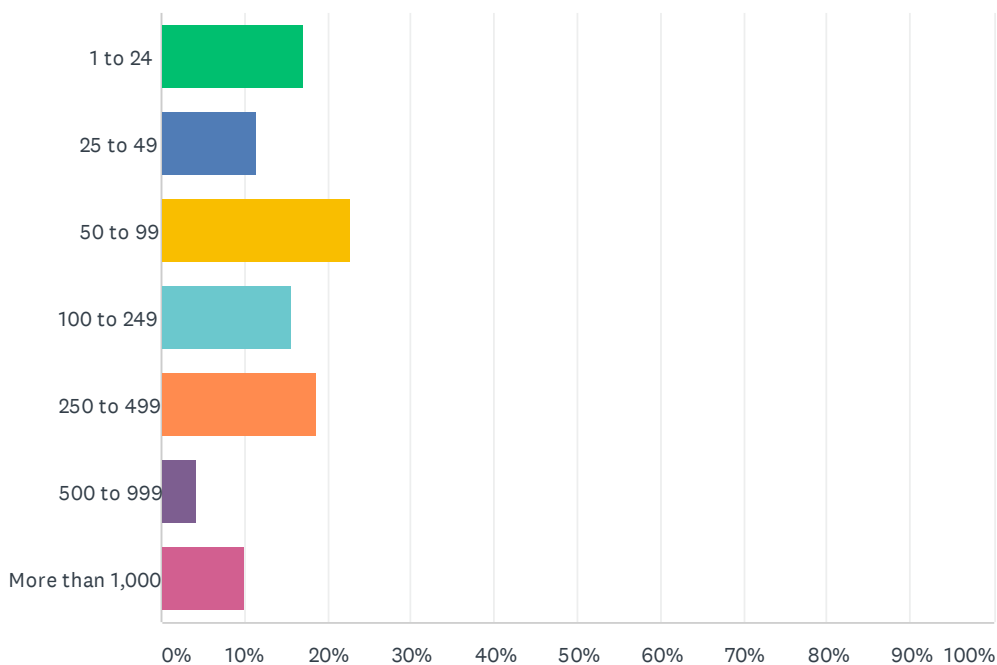
#	PLEASE ENTER ANSWER IN NUMBER OF WEEKS	DATE
1	3	5/2/2020 7:23 PM
2	8	5/2/2020 4:38 PM
3	4	5/1/2020 2:55 PM
4	4	5/1/2020 1:51 PM
5	4	5/1/2020 12:34 PM
6	4	5/1/2020 12:24 PM
7	4	5/1/2020 10:38 AM
8	5	5/1/2020 9:59 AM
9	8	5/1/2020 8:58 AM
10	3	5/1/2020 8:50 AM
11	6	5/1/2020 8:45 AM
12	8	5/1/2020 8:41 AM
13	14	5/1/2020 8:31 AM
14	8	5/1/2020 8:26 AM
15	2	5/1/2020 8:22 AM
16	2	5/1/2020 7:29 AM
17	6	5/1/2020 7:01 AM
18	9	5/1/2020 6:28 AM
19	4	5/1/2020 5:54 AM
20	3	4/30/2020 10:18 PM
21	3	4/30/2020 6:35 PM
22	3	4/30/2020 5:36 PM
23	10	4/30/2020 5:27 PM
24	6	4/30/2020 5:21 PM
25	4	4/30/2020 4:03 PM
26	2	4/30/2020 4:02 PM
27	4	4/30/2020 4:01 PM
28	4	4/30/2020 2:48 PM
29	3	4/30/2020 2:32 PM
30	6	4/30/2020 2:13 PM
31	3	4/30/2020 1:52 PM
32	7	4/30/2020 1:47 PM
33	1	4/30/2020 1:44 PM
34	0	4/30/2020 1:35 PM
35	2	4/30/2020 1:27 PM
36	4	4/30/2020 1:25 PM
37	3	4/30/2020 1:10 PM
38	3	4/30/2020 12:52 PM
39	4	4/30/2020 12:42 PM

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40	1	4/30/2020 12:37 PM
41	4	4/30/2020 12:31 PM
42	2	4/30/2020 12:28 PM
43	6	4/30/2020 12:23 PM
44	2	4/30/2020 12:16 PM
45	6	4/30/2020 12:10 PM
46	6	4/30/2020 12:09 PM
47	4	4/30/2020 12:05 PM
48	3	4/30/2020 12:05 PM
49	6	4/30/2020 12:01 PM
50	8	4/30/2020 12:00 PM
51	1	4/30/2020 11:58 AM
52	6	4/30/2020 11:57 AM
53	12	4/30/2020 11:57 AM
54	8	4/30/2020 11:55 AM
55	6	4/30/2020 11:50 AM
56	5	4/30/2020 11:49 AM
57	2	4/30/2020 11:47 AM
58	8	4/30/2020 11:45 AM
59	4	4/30/2020 11:44 AM
60	2	4/30/2020 11:41 AM
61	6	4/30/2020 11:41 AM
62	1	4/30/2020 11:39 AM
63	3	4/30/2020 11:35 AM
64	5	4/30/2020 11:31 AM
65	8	4/30/2020 11:27 AM
66	6	4/30/2020 11:25 AM
67	5	4/30/2020 11:25 AM
68	8	4/30/2020 11:20 AM
69	4	4/30/2020 11:20 AM

P9 For approximately how many convenience stores does your company manage EMV forecourt upgrades?

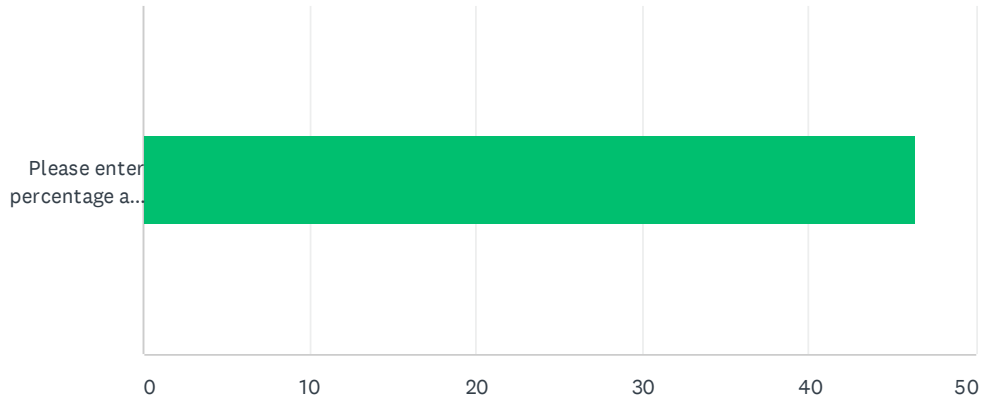
Respondidas: 70 Omitidas: 98



OPCIONES DE RESPUESTA	RESPUESTAS	
1 to 24	17.14%	12
25 to 49	11.43%	8
50 to 99	22.86%	16
100 to 249	15.71%	11
250 to 499	18.57%	13
500 to 999	4.29%	3
More than 1,000	10.00%	7
TOTAL		70

P10 What percentage of your retail customers have completed their EMV forecourt upgrades and installations so far?

Respondidas: 69 Omitidas: 99



OPCIONES DE RESPUESTA	CANTIDAD PROMEDIO	CANTIDAD TOTAL	RESPUESTAS
Please enter percentage as number 1-100	46	3,204	69
Total de encuestados: 69			

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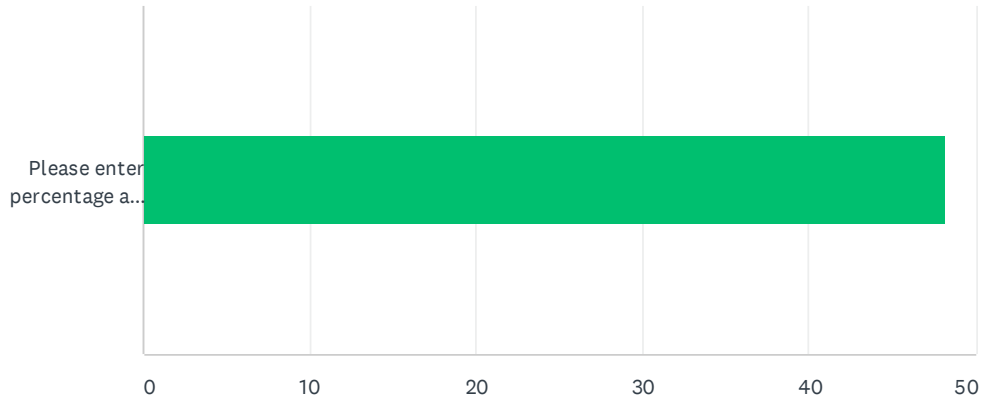
#	PLEASE ENTER PERCENTAGE AS NUMBER 1-100	DATE
1	5	5/2/2020 7:23 PM
2	50	5/2/2020 4:38 PM
3	70	5/1/2020 2:55 PM
4	406	5/1/2020 1:51 PM
5	65	5/1/2020 12:34 PM
6	85	5/1/2020 12:24 PM
7	100	5/1/2020 10:38 AM
8	30	5/1/2020 9:59 AM
9	15	5/1/2020 8:58 AM
10	50	5/1/2020 8:50 AM
11	40	5/1/2020 8:45 AM
12	25	5/1/2020 8:41 AM
13	5	5/1/2020 8:31 AM
14	60	5/1/2020 8:26 AM
15	5	5/1/2020 8:22 AM
16	35	5/1/2020 7:29 AM
17	35	5/1/2020 7:01 AM
18	65	5/1/2020 6:28 AM
19	40	5/1/2020 5:54 AM
20	30	4/30/2020 10:18 PM
21	100	4/30/2020 6:35 PM
22	5	4/30/2020 5:36 PM
23	40	4/30/2020 5:27 PM
24	25	4/30/2020 5:21 PM
25	100	4/30/2020 4:03 PM
26	40	4/30/2020 4:02 PM
27	20	4/30/2020 4:01 PM
28	38	4/30/2020 2:48 PM
29	70	4/30/2020 2:32 PM
30	10	4/30/2020 2:13 PM
31	60	4/30/2020 1:52 PM
32	40	4/30/2020 1:47 PM
33	45	4/30/2020 1:44 PM
34	15	4/30/2020 1:35 PM
35	25	4/30/2020 1:27 PM
36	60	4/30/2020 1:25 PM
37	40	4/30/2020 1:10 PM
38	55	4/30/2020 12:52 PM
39	55	4/30/2020 12:42 PM

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40	40	4/30/2020 12:37 PM
41	40	4/30/2020 12:31 PM
42	60	4/30/2020 12:28 PM
43	60	4/30/2020 12:23 PM
44	20	4/30/2020 12:16 PM
45	30	4/30/2020 12:10 PM
46	50	4/30/2020 12:09 PM
47	55	4/30/2020 12:05 PM
48	50	4/30/2020 12:05 PM
49	50	4/30/2020 12:01 PM
50	25	4/30/2020 12:00 PM
51	40	4/30/2020 11:58 AM
52	65	4/30/2020 11:57 AM
53	1	4/30/2020 11:57 AM
54	50	4/30/2020 11:55 AM
55	60	4/30/2020 11:50 AM
56	25	4/30/2020 11:49 AM
57	40	4/30/2020 11:47 AM
58	40	4/30/2020 11:45 AM
59	40	4/30/2020 11:44 AM
60	50	4/30/2020 11:41 AM
61	10	4/30/2020 11:41 AM
62	60	4/30/2020 11:39 AM
63	40	4/30/2020 11:35 AM
64	40	4/30/2020 11:27 AM
65	28	4/30/2020 11:25 AM
66	40	4/30/2020 11:25 AM
67	5	4/30/2020 11:25 AM
68	30	4/30/2020 11:20 AM
69	1	4/30/2020 11:20 AM

P11 What percentage of your retail customers have not yet placed their orders for EMV upgrades or installations?

Respondidas: 68 Omitidas: 100



OPCIONES DE RESPUESTA	CANTIDAD PROMEDIO	CANTIDAD TOTAL	RESPUESTAS
Please enter percentage as number 1-100	48	3,279	68
Total de encuestados: 68			

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

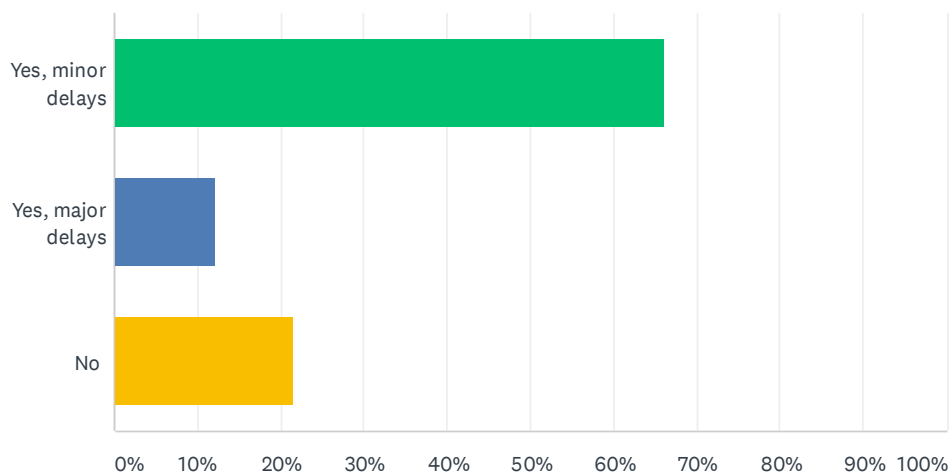
#	PLEASE ENTER PERCENTAGE AS NUMBER 1-100	DATE
1	90	5/2/2020 7:23 PM
2	25	5/2/2020 4:38 PM
3	10	5/1/2020 2:55 PM
4	68	5/1/2020 1:51 PM
5	35	5/1/2020 12:34 PM
6	0	5/1/2020 10:38 AM
7	50	5/1/2020 9:59 AM
8	50	5/1/2020 8:58 AM
9	25	5/1/2020 8:50 AM
10	60	5/1/2020 8:45 AM
11	75	5/1/2020 8:41 AM
12	95	5/1/2020 8:31 AM
13	30	5/1/2020 8:26 AM
14	70	5/1/2020 8:22 AM
15	60	5/1/2020 7:29 AM
16	50	5/1/2020 7:01 AM
17	35	5/1/2020 6:28 AM
18	60	5/1/2020 5:54 AM
19	50	4/30/2020 10:18 PM
20	0	4/30/2020 6:35 PM
21	10	4/30/2020 5:36 PM
22	60	4/30/2020 5:27 PM
23	30	4/30/2020 5:21 PM
24	0	4/30/2020 4:03 PM
25	70	4/30/2020 4:02 PM
26	80	4/30/2020 4:01 PM
27	70	4/30/2020 2:48 PM
28	20	4/30/2020 2:32 PM
29	80	4/30/2020 2:13 PM
30	40	4/30/2020 1:52 PM
31	40	4/30/2020 1:47 PM
32	25	4/30/2020 1:44 PM
33	85	4/30/2020 1:35 PM
34	75	4/30/2020 1:27 PM
35	40	4/30/2020 1:25 PM
36	60	4/30/2020 1:10 PM
37	35	4/30/2020 12:52 PM
38	45	4/30/2020 12:42 PM
39	60	4/30/2020 12:37 PM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

40	55	4/30/2020 12:31 PM
41	40	4/30/2020 12:28 PM
42	25	4/30/2020 12:23 PM
43	80	4/30/2020 12:16 PM
44	70	4/30/2020 12:10 PM
45	25	4/30/2020 12:09 PM
46	25	4/30/2020 12:05 PM
47	50	4/30/2020 12:05 PM
48	50	4/30/2020 12:01 PM
49	50	4/30/2020 12:00 PM
50	60	4/30/2020 11:58 AM
51	25	4/30/2020 11:57 AM
52	1	4/30/2020 11:57 AM
53	50	4/30/2020 11:55 AM
54	40	4/30/2020 11:50 AM
55	50	4/30/2020 11:49 AM
56	60	4/30/2020 11:47 AM
57	20	4/30/2020 11:45 AM
58	60	4/30/2020 11:44 AM
59	10	4/30/2020 11:41 AM
60	90	4/30/2020 11:41 AM
61	40	4/30/2020 11:39 AM
62	75	4/30/2020 11:35 AM
63	50	4/30/2020 11:27 AM
64	50	4/30/2020 11:25 AM
65	60	4/30/2020 11:25 AM
66	95	4/30/2020 11:25 AM
67	60	4/30/2020 11:20 AM
68	50	4/30/2020 11:20 AM

P12 Has the COVID-19 pandemic delayed the delivery of parts and supplies you order from others?

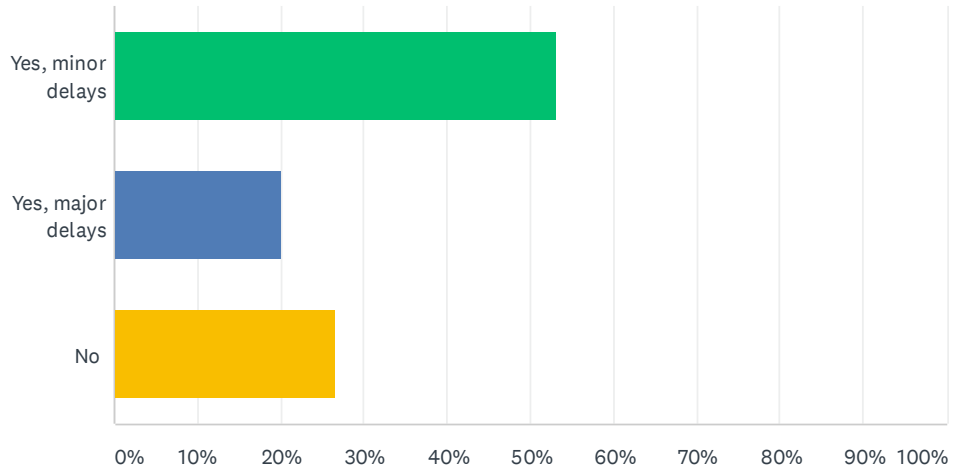
Respondidas: 139 Omitidas: 29



OPCIONES DE RESPUESTA	RESPUESTAS
Yes, minor delays	66.19% 92
Yes, major delays	12.23% 17
No	21.58% 30
TOTAL	139

P13 Has the COVID-10 pandemic caused any delays in your ability to schedule and complete jobs?

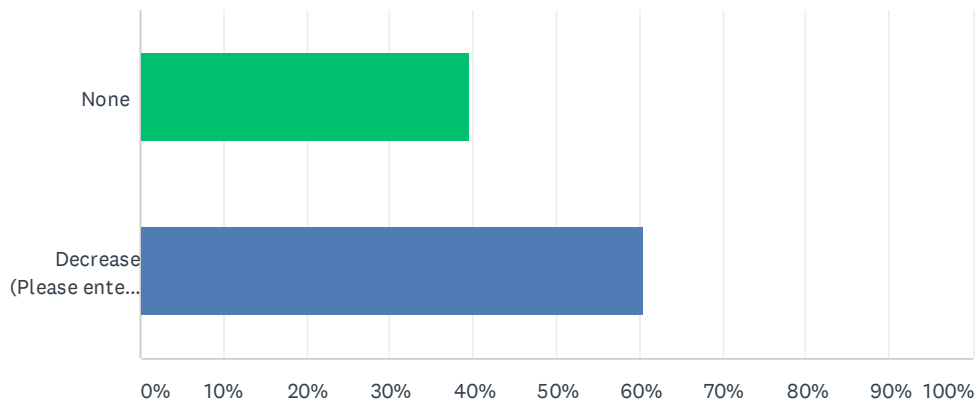
Respondidas: 139 Omitidas: 29



OPCIONES DE RESPUESTA	RESPUESTAS	
Yes, minor delays	53.24%	74
Yes, major delays	20.14%	28
No	26.62%	37
TOTAL		139

P14 What effect has the COVID-19 pandemic had so far on your construction revenue?

Respondidas: 134 Omitidas: 34



OPCIONES DE RESPUESTA	RESPUESTAS	
None	39.55%	53
Decrease (Please enter a number between 1 and 100. No percentage sign required.)	60.45%	81
TOTAL		134

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

#	DECREASE (PLEASE ENTER A NUMBER BETWEEN 1 AND 100. NO PERCENTAGE SIGN REQUIRED.)	DATE
1	20	5/2/2020 7:23 PM
2	20	5/2/2020 4:38 PM
3	90	5/1/2020 4:14 PM
4	20	5/1/2020 3:43 PM
5	15	5/1/2020 2:55 PM
6	20	5/1/2020 2:22 PM
7	40	5/1/2020 1:51 PM
8	30	5/1/2020 12:34 PM
9	10	5/1/2020 12:24 PM
10	2	5/1/2020 11:21 AM
11	95	5/1/2020 10:40 AM
12	40	5/1/2020 10:38 AM
13	50	5/1/2020 9:41 AM
14	10	5/1/2020 8:58 AM
15	25	5/1/2020 8:45 AM
16	85	5/1/2020 8:41 AM
17	10	5/1/2020 8:31 AM
18	30	5/1/2020 8:26 AM
19	30	5/1/2020 8:22 AM
20	10	5/1/2020 8:18 AM
21	10	5/1/2020 7:29 AM
22	10	5/1/2020 6:28 AM
23	15	5/1/2020 5:54 AM
24	60	5/1/2020 5:27 AM
25	40	4/30/2020 10:50 PM
26	50	4/30/2020 8:31 PM
27	50	4/30/2020 6:57 PM
28	30	4/30/2020 6:35 PM
29	20	4/30/2020 5:58 PM
30	10	4/30/2020 5:36 PM
31	30	4/30/2020 5:27 PM
32	20	4/30/2020 4:29 PM
33	100	4/30/2020 4:03 PM
34	5	4/30/2020 3:43 PM
35	10	4/30/2020 3:29 PM
36	24	4/30/2020 2:32 PM
37	25	4/30/2020 2:26 PM
38	10	4/30/2020 2:13 PM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

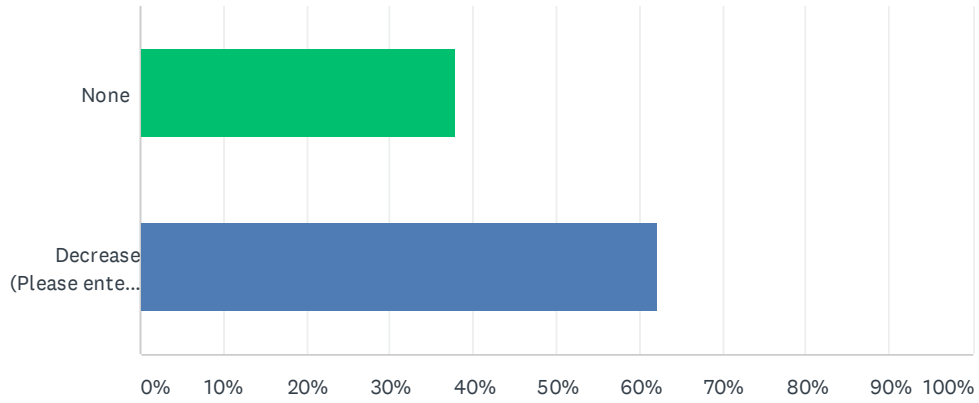
39	5	4/30/2020 1:47 PM
40	20	4/30/2020 1:38 PM
41	90	4/30/2020 1:35 PM
42	20	4/30/2020 1:25 PM
43	40	4/30/2020 12:52 PM
44	20	4/30/2020 12:52 PM
45	75	4/30/2020 12:33 PM
46	10	4/30/2020 12:31 PM
47	2	4/30/2020 12:23 PM
48	100	4/30/2020 12:21 PM
49	25	4/30/2020 12:18 PM
50	20	4/30/2020 12:16 PM
51	80	4/30/2020 12:10 PM
52	25	4/30/2020 12:08 PM
53	15	4/30/2020 12:05 PM
54	20	4/30/2020 12:05 PM
55	35	4/30/2020 11:59 AM
56	90	4/30/2020 11:57 AM
57	40	4/30/2020 11:55 AM
58	90	4/30/2020 11:54 AM
59	40	4/30/2020 11:54 AM
60	20	4/30/2020 11:49 AM
61	25	4/30/2020 11:47 AM
62	30	4/30/2020 11:47 AM
63	10	4/30/2020 11:45 AM
64	55	4/30/2020 11:44 AM
65	90	4/30/2020 11:44 AM
66	30	4/30/2020 11:41 AM
67	75	4/30/2020 11:39 AM
68	10	4/30/2020 11:38 AM
69	15	4/30/2020 11:35 AM
70	25	4/30/2020 11:33 AM
71	25	4/30/2020 11:32 AM
72	90	4/30/2020 11:31 AM
73	100	4/30/2020 11:27 AM
74	10	4/30/2020 11:27 AM
75	50	4/30/2020 11:25 AM
76	25	4/30/2020 11:25 AM
77	20	4/30/2020 11:25 AM
78	20	4/30/2020 11:22 AM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

79	40	4/30/2020 11:20 AM
80	25	4/30/2020 11:20 AM
81	60	4/30/2020 11:18 AM

P15 What effect has the COVID-19 pandemic had so far on your equipment sales?

Respondidas: 137 Omitidas: 31



OPCIONES DE RESPUESTA	RESPUESTAS	
None	37.96%	52
Decrease (Please enter a number between 1 and 100. No percentage sign required.)	62.04%	85
TOTAL		137

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

#	DECREASE (PLEASE ENTER A NUMBER BETWEEN 1 AND 100. NO PERCENTAGE SIGN REQUIRED.)	DATE
1	50	5/2/2020 7:23 PM
2	30	5/2/2020 4:38 PM
3	90	5/1/2020 4:14 PM
4	50	5/1/2020 3:43 PM
5	20	5/1/2020 2:55 PM
6	30	5/1/2020 1:51 PM
7	25	5/1/2020 1:12 PM
8	25	5/1/2020 12:34 PM
9	20	5/1/2020 12:24 PM
10	2	5/1/2020 11:21 AM
11	50	5/1/2020 10:40 AM
12	60	5/1/2020 10:38 AM
13	10	5/1/2020 9:16 AM
14	10	5/1/2020 8:58 AM
15	35	5/1/2020 8:45 AM
16	20	5/1/2020 8:31 AM
17	30	5/1/2020 8:27 AM
18	25	5/1/2020 8:26 AM
19	70	5/1/2020 8:23 AM
20	30	5/1/2020 8:22 AM
21	30	5/1/2020 8:20 AM
22	20	5/1/2020 8:18 AM
23	30	5/1/2020 7:01 AM
24	10	5/1/2020 6:28 AM
25	50	5/1/2020 5:54 AM
26	50	5/1/2020 5:27 AM
27	90	4/30/2020 8:31 PM
28	75	4/30/2020 6:57 PM
29	30	4/30/2020 5:27 PM
30	20	4/30/2020 5:21 PM
31	60	4/30/2020 4:29 PM
32	100	4/30/2020 4:03 PM
33	30	4/30/2020 4:01 PM
34	5	4/30/2020 3:43 PM
35	10	4/30/2020 3:29 PM
36	40	4/30/2020 2:48 PM
37	40	4/30/2020 2:32 PM
38	45	4/30/2020 2:32 PM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

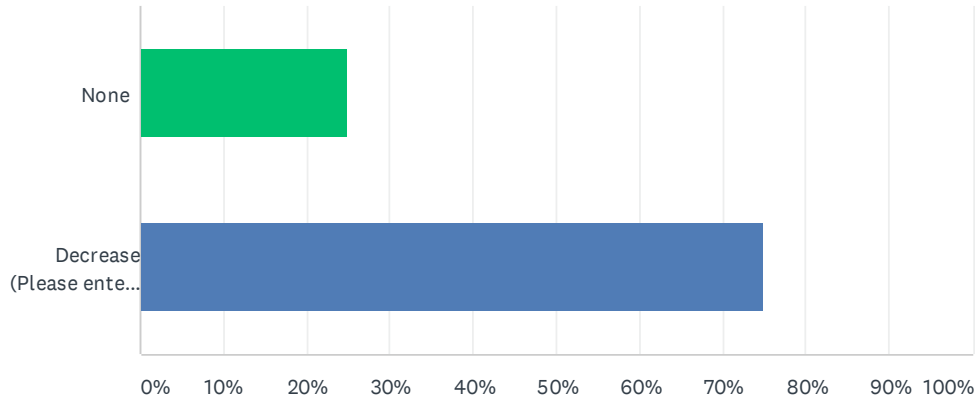
39	25	4/30/2020 2:26 PM
40	60	4/30/2020 2:13 PM
41	10	4/30/2020 1:47 PM
42	30	4/30/2020 1:35 PM
43	40	4/30/2020 1:25 PM
44	45	4/30/2020 12:52 PM
45	20	4/30/2020 12:48 PM
46	25	4/30/2020 12:42 PM
47	20	4/30/2020 12:41 PM
48	20	4/30/2020 12:37 PM
49	75	4/30/2020 12:33 PM
50	10	4/30/2020 12:31 PM
51	10	4/30/2020 12:28 PM
52	100	4/30/2020 12:21 PM
53	30	4/30/2020 12:16 PM
54	80	4/30/2020 12:10 PM
55	5	4/30/2020 12:08 PM
56	20	4/30/2020 12:05 PM
57	20	4/30/2020 12:01 PM
58	60	4/30/2020 12:00 PM
59	20	4/30/2020 11:59 AM
60	60	4/30/2020 11:58 AM
61	90	4/30/2020 11:57 AM
62	5	4/30/2020 11:57 AM
63	80	4/30/2020 11:57 AM
64	25	4/30/2020 11:55 AM
65	25	4/30/2020 11:54 AM
66	60	4/30/2020 11:54 AM
67	30	4/30/2020 11:49 AM
68	65	4/30/2020 11:48 AM
69	25	4/30/2020 11:47 AM
70	10	4/30/2020 11:41 AM
71	25	4/30/2020 11:41 AM
72	50	4/30/2020 11:39 AM
73	10	4/30/2020 11:38 AM
74	30	4/30/2020 11:35 AM
75	25	4/30/2020 11:35 AM
76	35	4/30/2020 11:33 AM
77	25	4/30/2020 11:32 AM
78	60	4/30/2020 11:31 AM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

79	15	4/30/2020 11:27 AM
80	75	4/30/2020 11:25 AM
81	15	4/30/2020 11:25 AM
82	10	4/30/2020 11:25 AM
83	10	4/30/2020 11:24 AM
84	20	4/30/2020 11:23 AM
85	40	4/30/2020 11:18 AM

P16 What effect has the COVID-19 pandemic had so far on your service revenue?

Respondidas: 136 Omitidas: 32



OPCIONES DE RESPUESTA	RESPUESTAS	
None	25.00%	34
Decrease (Please enter a number between 1 and 100. No percentage sign required.)	75.00%	102
TOTAL		136

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

#	DECREASE (PLEASE ENTER A NUMBER BETWEEN 1 AND 100. NO PERCENTAGE SIGN REQUIRED.)	DATE
1	40	5/2/2020 7:23 PM
2	10	5/2/2020 4:38 PM
3	50	5/1/2020 4:14 PM
4	15	5/1/2020 2:55 PM
5	50	5/1/2020 12:34 PM
6	25	5/1/2020 12:24 PM
7	10	5/1/2020 11:21 AM
8	70	5/1/2020 10:40 AM
9	20	5/1/2020 10:38 AM
10	20	5/1/2020 9:59 AM
11	50	5/1/2020 9:41 AM
12	20	5/1/2020 8:58 AM
13	25	5/1/2020 8:45 AM
14	15	5/1/2020 8:41 AM
15	20	5/1/2020 8:31 AM
16	30	5/1/2020 8:26 AM
17	40	5/1/2020 8:22 AM
18	85	5/1/2020 8:20 AM
19	20	5/1/2020 8:18 AM
20	40	5/1/2020 7:29 AM
21	20	5/1/2020 7:01 AM
22	40	5/1/2020 6:40 AM
23	35	5/1/2020 6:28 AM
24	15	5/1/2020 5:54 AM
25	15	5/1/2020 5:28 AM
26	80	5/1/2020 5:27 AM
27	40	4/30/2020 10:50 PM
28	90	4/30/2020 8:31 PM
29	75	4/30/2020 6:57 PM
30	80	4/30/2020 5:58 PM
31	50	4/30/2020 5:27 PM
32	40	4/30/2020 5:21 PM
33	70	4/30/2020 4:29 PM
34	100	4/30/2020 4:03 PM
35	35	4/30/2020 4:02 PM
36	35	4/30/2020 4:01 PM
37	15	4/30/2020 3:43 PM
38	25	4/30/2020 3:29 PM

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

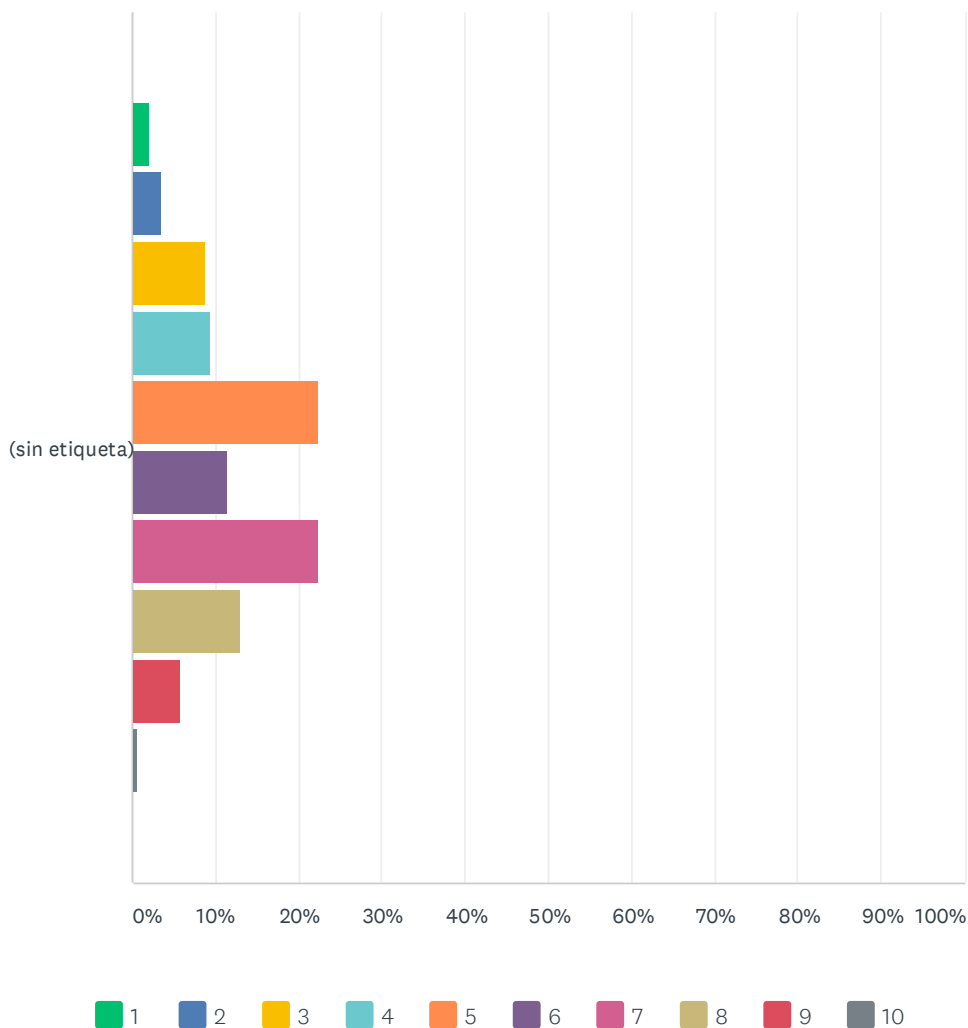
39	70	4/30/2020 2:48 PM
40	30	4/30/2020 2:32 PM
41	33	4/30/2020 2:26 PM
42	35	4/30/2020 2:23 PM
43	30	4/30/2020 1:52 PM
44	35	4/30/2020 1:47 PM
45	10	4/30/2020 1:44 PM
46	50	4/30/2020 1:35 PM
47	20	4/30/2020 1:27 PM
48	20	4/30/2020 1:25 PM
49	10	4/30/2020 1:10 PM
50	60	4/30/2020 12:52 PM
51	10	4/30/2020 12:52 PM
52	20	4/30/2020 12:48 PM
53	30	4/30/2020 12:42 PM
54	20	4/30/2020 12:41 PM
55	30	4/30/2020 12:37 PM
56	50	4/30/2020 12:33 PM
57	10	4/30/2020 12:31 PM
58	10	4/30/2020 12:28 PM
59	90	4/30/2020 12:21 PM
60	20	4/30/2020 12:16 PM
61	80	4/30/2020 12:10 PM
62	50	4/30/2020 12:09 PM
63	15	4/30/2020 12:08 PM
64	20	4/30/2020 12:05 PM
65	20	4/30/2020 12:05 PM
66	10	4/30/2020 12:01 PM
67	10	4/30/2020 12:01 PM
68	70	4/30/2020 12:00 PM
69	20	4/30/2020 11:59 AM
70	70	4/30/2020 11:58 AM
71	85	4/30/2020 11:57 AM
72	5	4/30/2020 11:57 AM
73	30	4/30/2020 11:57 AM
74	40	4/30/2020 11:55 AM
75	50	4/30/2020 11:54 AM
76	10	4/30/2020 11:50 AM
77	40	4/30/2020 11:49 AM
78	15	4/30/2020 11:48 AM

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79	100	4/30/2020 11:47 AM
80	50	4/30/2020 11:47 AM
81	15	4/30/2020 11:45 AM
82	40	4/30/2020 11:44 AM
83	40	4/30/2020 11:44 AM
84	30	4/30/2020 11:41 AM
85	30	4/30/2020 11:39 AM
86	20	4/30/2020 11:38 AM
87	38	4/30/2020 11:37 AM
88	20	4/30/2020 11:35 AM
89	50	4/30/2020 11:33 AM
90	50	4/30/2020 11:32 AM
91	35	4/30/2020 11:31 AM
92	50	4/30/2020 11:27 AM
93	50	4/30/2020 11:25 AM
94	50	4/30/2020 11:25 AM
95	60	4/30/2020 11:25 AM
96	15	4/30/2020 11:25 AM
97	15	4/30/2020 11:24 AM
98	40	4/30/2020 11:23 AM
99	25	4/30/2020 11:22 AM
100	60	4/30/2020 11:20 AM
101	45	4/30/2020 11:20 AM
102	40	4/30/2020 11:18 AM

P17 How do you feel about your business’s prospects over the next 12 months? Please answer on a scale of 1 to 10, with “1” meaning “probably will be the worst year ever” and “10” meaning “probably will be the best year ever.”

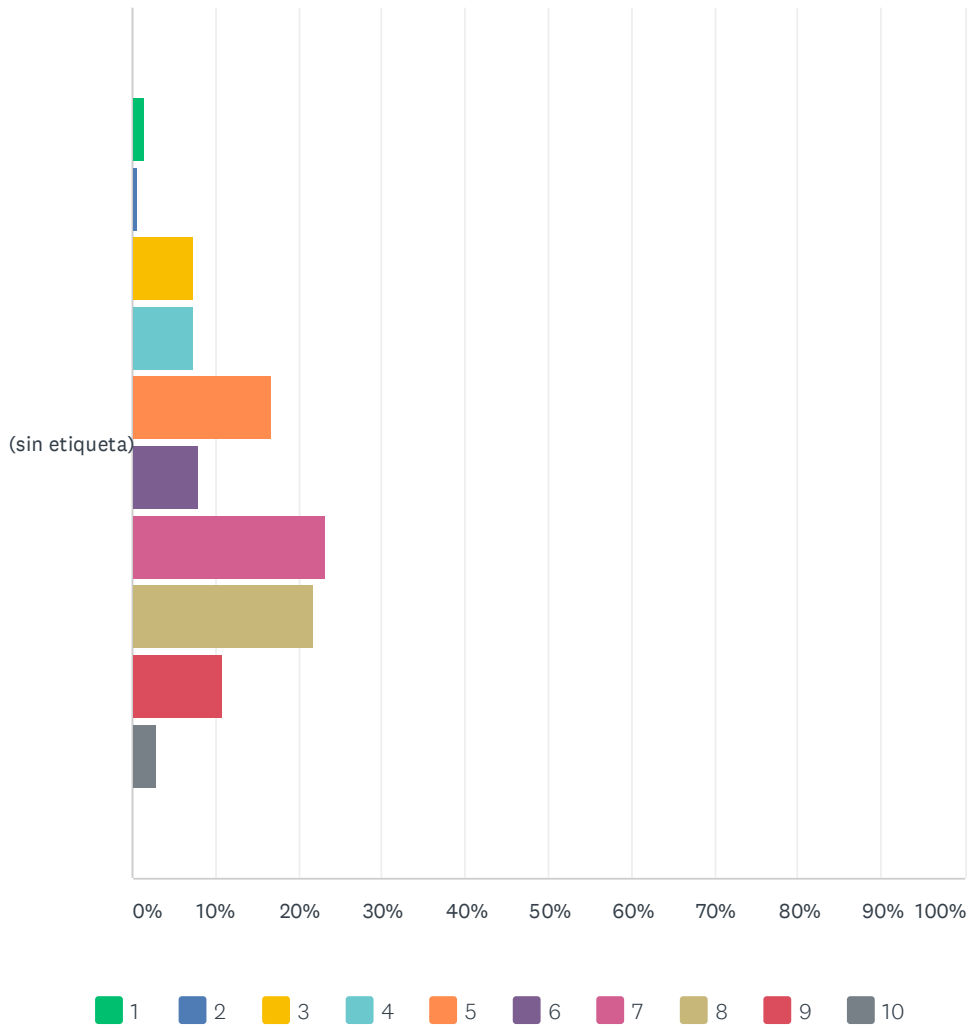
Respondidas: 138 Omitidas: 30



	1	2	3	4	5	6	7	8	9	10	TOTAL	PROMEDIO PONDERADO
(sin etiqueta)	2.17% 3	3.62% 5	8.70% 12	9.42% 13	22.46% 31	11.59% 16	22.46% 31	13.04% 18	5.80% 8	0.72% 1	138	5.7

P18 How is your staff's morale? Please answer on a scale of 1 to 10, with "1" meaning "extremely frightened and demoralized" and "10" meaning "extremely optimistic and engaged."

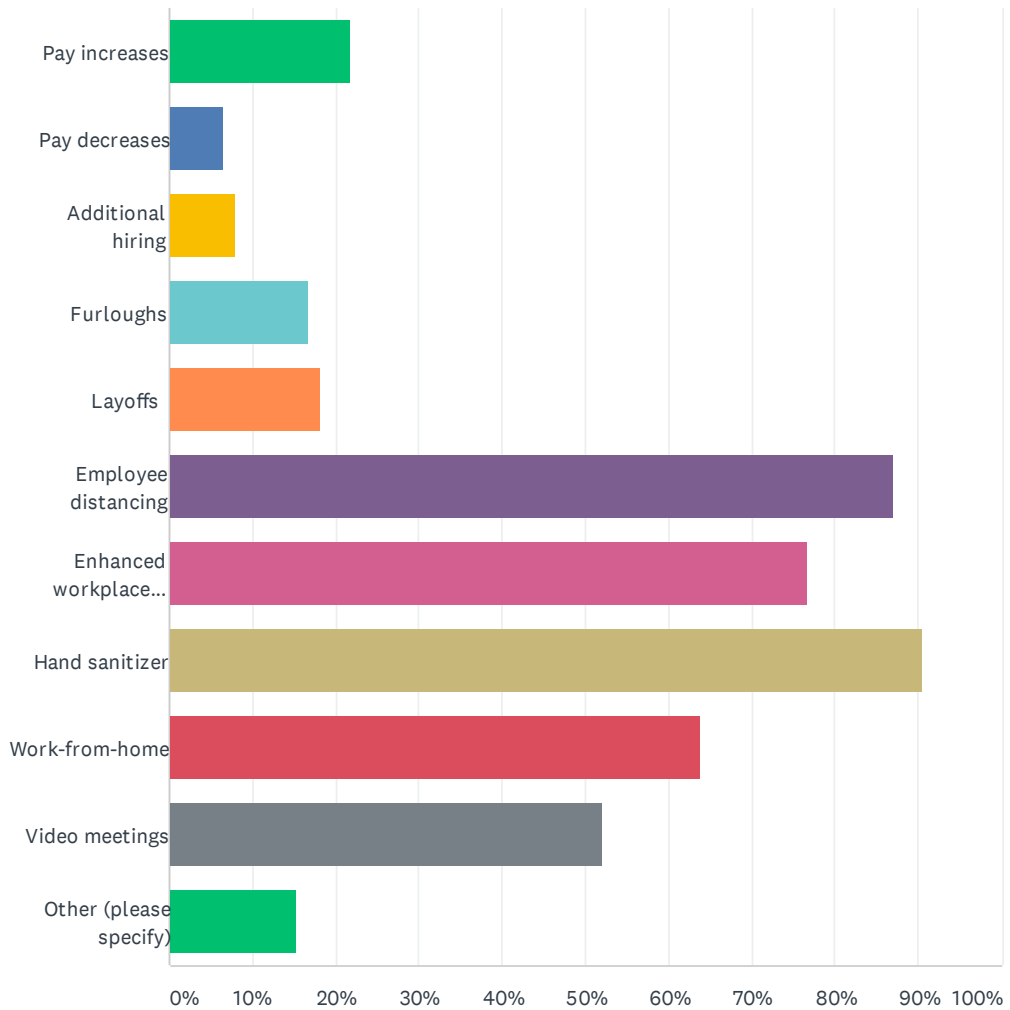
Respondidas: 138 Omitidas: 30



	1	2	3	4	5	6	7	8	9	10	TOTAL	PROMEDIO PONDERADO
(sin etiqueta)	1.45%	0.72%	7.25%	7.25%	16.67%	7.97%	23.19%	21.74%	10.87%	2.90%	138	6.4
	2	1	10	10	23	11	32	30	15	4		

P19 What personnel-related actions have you taken in response to the COVID-19 outbreak (check all that apply):

Respondidas: 138 Omitidas: 30



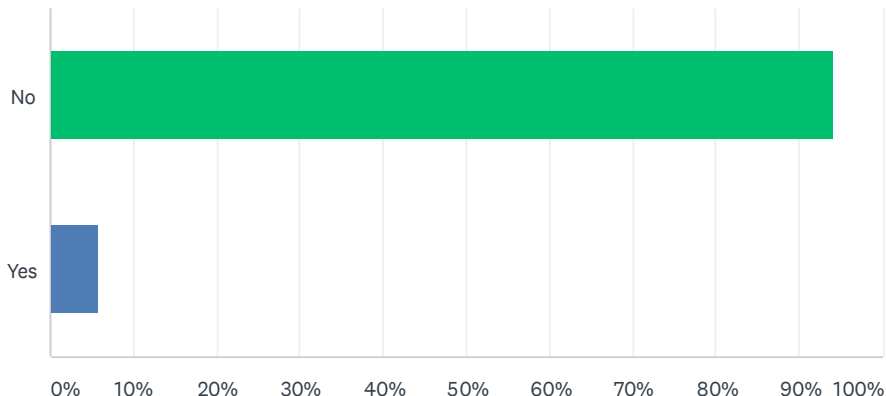
April 30, 2020 Distributor/Service Contractor Business Conditions Survey

OPCIONES DE RESPUESTA	RESPUESTAS	
Pay increases	21.74%	30
Pay decreases	6.52%	9
Additional hiring	7.97%	11
Furloughs	16.67%	23
Layoffs	18.12%	25
Employee distancing	86.96%	120
Enhanced workplace cleanings	76.81%	106
Hand sanitizer	90.58%	125
Work-from-home	63.77%	88
Video meetings	52.17%	72
Other (please specify)	15.22%	21
Total de encuestados: 138		

#	OTHER (PLEASE SPECIFY)	DATE
1	Employees Off with full pay	5/1/2020 2:22 PM
2	Masks, Thicker mil nitrile gloves, disinfectant, antibacterial soaps, Lysol Sprays and Wipes	5/1/2020 8:50 AM
3	Pre start questionnaire before arriving on site and before starting on site works.	4/30/2020 6:35 PM
4	1 employee per vehicle for travel	4/30/2020 5:27 PM
5	we are doing business as usual	4/30/2020 5:06 PM
6	Masks	4/30/2020 4:02 PM
7	PPE	4/30/2020 1:47 PM
8	NONE	4/30/2020 1:08 PM
9	We are wearing face masks at our sales counter and also when visiting customer sites for service or deliveries.	4/30/2020 12:48 PM
10	Providing gloves, masks and disinfectant to front line employees	4/30/2020 12:31 PM
11	Continue our daily procedures on being honest with everyone in the company and all of our partner clients	4/30/2020 12:10 PM
12	NONE	4/30/2020 12:01 PM
13	guaranteed everyone 40 hours a week till June 15	4/30/2020 11:54 AM
14	masks and gloves and disinfectant spray	4/30/2020 11:47 AM
15	additional vehicle trips to transport employees	4/30/2020 11:45 AM
16	Common sense practices	4/30/2020 11:44 AM
17	bonuses, more PTO, gift cards	4/30/2020 11:38 AM
18	Through cleaning of equipment prior to testing	4/30/2020 11:37 AM
19	Providing masks, sanitizing wipes & sprays- for at-work and their families as needed	4/30/2020 11:26 AM
20	gifts and bonus	4/30/2020 11:24 AM
21	Masks & Gloves	4/30/2020 11:23 AM

P20 Have any of your employees tested positive for COVID-19?

Respondidas: 139 Omitidas: 29

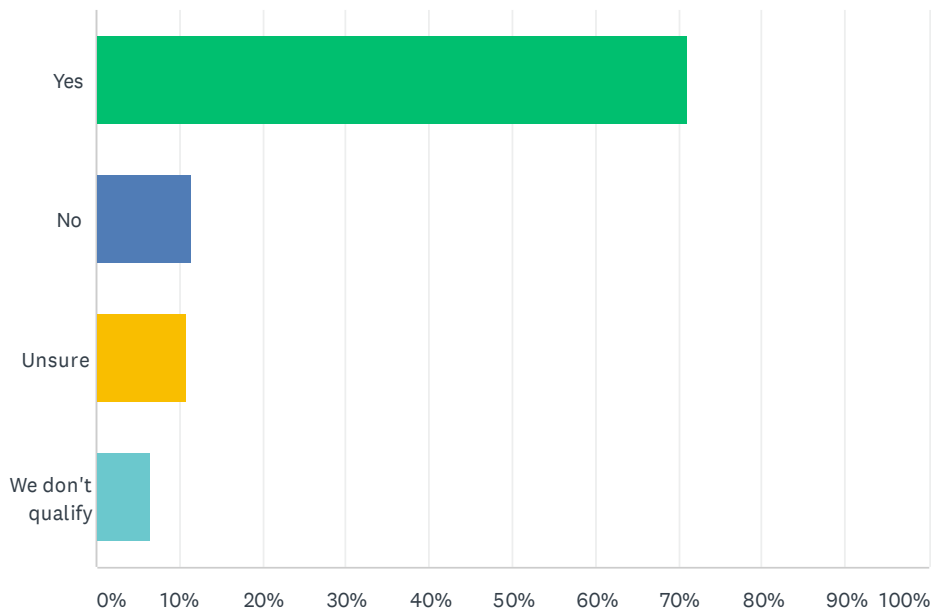


OPCIONES DE RESPUESTA	RESPUESTAS	
No	94.24%	131
Yes	5.76%	8
TOTAL		139

#	IF YES, PLEASE EXPLAIN HOW YOUR COMPANY RESPONDED.	DATE
1	1 employee sent home. self-quarantined. full pay	5/1/2020 1:12 PM
2	Quarantining	4/30/2020 1:35 PM
3	1 person- we continue to pay the technician full wages while he is recovering. Should be back to work in a week.	4/30/2020 12:42 PM

P21 Do you intend to pursue any financial relief offered under the Coronavirus Aid, Relief and Economic Security (CARES) Act?

Respondidas: 139 Omitidas: 29



OPCIONES DE RESPUESTA	RESPUESTAS	
Yes	71.22%	99
No	11.51%	16
Unsure	10.79%	15
We don't qualify	6.47%	9
TOTAL		139

P22 Please share any other comments you would like to make about the EMV forecourt deadline or the effect of COVID-19 on your business:

Respondidas: 28 Omitidas: 140

April 30, 2020 Distributor/Service Contractor Business Conditions Survey

#	RESPUESTAS	DATE
1	We continue move forward with our EMV Rollout	5/1/2020 2:55 PM
2	It is DIFFICULT to get face masks and hand sanitizer during this. Price gouging is an issue as well.	5/1/2020 2:22 PM
3	many will not complete by deadline. now that will increase	5/1/2020 1:12 PM
4	EMV is an economic burden on the small store chain to begin with. Now with the lack of sales to help pay for the upgrades, I fear the upgrade will be ignored or put off beyond the deadline. The effects of the Covid -19 shut down have yet to be totally realized. We had some projects carry over from Late December and January that kept us busy. It is too early to tell what sales will be like in May and June. We are all held captive by the whims of a precocious and overly protective government.	5/1/2020 10:40 AM
5	hopefully we can be somewhat back to normal activity by July 1	5/1/2020 8:45 AM
6	The deadline should be extended.	5/1/2020 8:26 AM
7	We have applied for the PPP loan, but our loan status is "under review" and no one to talk to regarding the review status. Very frustrating.	5/1/2020 6:40 AM
8	WE ARE HOPEFUL FOR THE FUTURE	4/30/2020 6:57 PM
9	Doubtful that ~ 30% of the retailers will meet the 10-1-2020 deadline for EMV.	4/30/2020 5:27 PM
10	The deadline in Canada was a few years ago so we are already done.	4/30/2020 4:03 PM
11	Amazingly, we had one of our strongest 1st quarters ever.	4/30/2020 2:35 PM
12	Because we in the capital equipment business I worry more now about the outlook for June, July, and beyond.	4/30/2020 1:52 PM
13	There have been differences, but mostly with scheduling. That has been the biggest moving target.	4/30/2020 1:04 PM
14	Many customers think that because they don't experience many bad credit cards, that the cost of EMV is too much investment for the exposure.	4/30/2020 12:52 PM
15	2020 was anticipated as being a very good year for our petroleum equipment business. Sales were almost 20% up in early in the 1st quarter. Now down 20% or flat early in 2nd quarter. We feel strongly it is all due to the effects of COVID-19 on the economy and outdoor activity including construction, leisure events, travel and transportation.	4/30/2020 12:48 PM
16	We have 4 large projects in excess of \$2.4 million that continue to be delayed by a large tank manufacturer, and their concern regarding COVID-19. Other projects continue to be uncertain.	4/30/2020 12:33 PM
17	In our area, we are seeing more dispenser change outs then upgrades	4/30/2020 12:16 PM
18	EMV is a joke, but we are following in what we are required to do for our partner / clients to be in compliance.	4/30/2020 12:10 PM
19	We have just begun informing newly quoted customers we will not be able to get their EMV upgrade completed before the October 1 deadline.	4/30/2020 12:00 PM
20	It should be extended 6 months due to the inability to get the necessary parts from Gilbarco	4/30/2020 11:57 AM
21	COVID-19 has significantly reduced service business to about 50% of normal. Although our construction backlog was strong most jobs that had not started have been suspended with no indication of when they will restart.	4/30/2020 11:55 AM
22	from our view with the lack of numbers of infected people, this whole thing SEEMS to be over blown. The numbers do not support all of the level of alarm that has been raised. It is making it hard to get our tech's to want to go to the sites and make the necessary repairs. A couple just refuse to want to work in certain areas, even though the infection rate is extremely low. Hopefully, our companies will make. CA population, 37,253,956 positive cases 46,500 fatalites 1,880. Do the math!!! The financial problems will never be fixed in our lifetime, GOOD LUCK, grandchildren and great-grandchildren!	4/30/2020 11:45 AM
23	We have been waiting for site owners to call us and get their EMV upgrades ordered. Radio silence.	4/30/2020 11:39 AM
24	Because of our commercial building business, we will be more affected in late 2nd quarter/3rd quarter as the trickle-down effect hits.	4/30/2020 11:38 AM

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25	Both have effected our gross revenue. Testing and commissioning new equipment has come to a halt. Steady revenue for the last 4 years is down 38%	4/30/2020 11:37 AM
26	I think my regular customers are going to delay upgardes for EMV because of the loss in revenue due to covid 19	4/30/2020 11:35 AM
27	Starting to see customers closing sites while slow and doing the EMV upgrades sooner	4/30/2020 11:23 AM
28	Our company is involved in construction work only.	4/30/2020 11:20 AM