

Are You **Playing it Safe** at the Point of Sale?

Why run the risk of accepting a counterfeit card when all you need to do is run a simple reality check!!

When a Customer Presents a Visa Card

- 1** Check the card's security features to make sure that the card has not been altered.
- 2** Swipe the stripe—through the terminal in one direction only to obtain authorization.
- 3** Check the authorization response and take appropriate action.
- 4** Get the cardholder signature on the transaction receipt.
- 5** Compare the name, account number, and signature on the card to those on the transaction receipt. They should match.



SIGNATURE PANEL: Does it bear the repeated word "Visa" in blue and gold at an angle?

EMBOSSING: Does the embossed account number begin with a 4? Are digits clear and straight?

FOUR-DIGIT NUMBER: Are digits directly below the embossed number? Do they match the first four numbers of the embossing?

FLYING "V": is it present?

DOVE HOLOGRAM: Does it look 3-dimensional and appear to fly when you tilt it back and forth?

If you suspect fraud, make a Code 10 call.

- ✓ Call your voice authorization center and say "I have a Code 10 Authorization request."
- ✓ Follow the operator's instructions if you can do so safely.



If you suspect fraud, make a Code 10 call.