

# BP Payment Guide

Site Rewards



## Recovery of Credit Cards

### BP Consumer Private Label Cards

You may be instructed to pick up a BP credit card as a result of an EPOS authorization message or “live” operator instruction (i.e., lost, stolen, misuse, etc.). If so, make a **peaceful attempt to recover the card. Do not use force, coercion or any method that would endanger your physical well-being or that of any person.** Cut the card(s) in half, lengthwise below the magnetic stripe and mail to Chase Card Services, P.O. Box 8650, Wilmington, DE 19899-8650.

### BP Visa and Third Party Bank Cards

The issuing company of most third party credit cards will pay a reward for the recovery of a credit card that has been lost or stolen or listed for recovery. To claim a reward, follow the instructions below. **Never recover a credit card unless instructed to by the card issuer via normal authorization procedures or through a reward notice.**

Record all the information listed below and mail the recovered card to the address of the issuing company listed on the following page. To claim any reward, cut the card in half and then include the following information with the card(s):

1. The credit card number and expiration date of the card.
2. The date the card was recovered or picked up.
3. The name of the attendant or cashier claiming the reward.
4. The Social Security Number of the person claiming the reward.
5. The name of the merchant (your site name) and 7 digit SVB number.
6. The full mailing address and telephone number of the site.

# 13.0 Site Rewards

## **Credit Card Recovery Centers**

### **BP Visa**

Cut the card(s) in half, crosswise through the middle of the magnetic stripe and mail to:  
Chase Card Services  
P.O. Box 8650  
Wilmington, DE 19899-8650

### **All other Visa and MasterCard**

Call the number on the back of the recovered card(s) to obtain mailing address information. Cut the card(s) in half lengthwise, below the magnetic stripe and mail. Call Visa customer service at 1-800-847-2911 or MasterCard customer service at 1-800-MC-ASSIST (1-800-622-7747) for questions or more information.

### **American Express**

Cut the card(s) in half crosswise, through the middle of the magnetic stripe and either discard or mail to:  
American Express TRS Co, Inc.  
Awards Department  
P.O. Box 53617  
Phoenix, AZ 85072  
1-800-528-2121

### **Discover Network**

Cut the card(s) in half, crosswise through the middle of the magnetic stripe and mail to:  
Discover Card Services, Inc.  
P.O. Box 15157  
Wilmington, DE 19885-1002  
1-800-DISCOVER (1-800-347-2683)

### **Wright Express/PHH**

Cut the card(s) in half, crosswise through the middle of the magnetic stripe and mail to:  
Wright Express  
Credit Card Department  
97 Darling Avenue  
South Portland, ME 04106

### **Voyager**

Cut the card(s) in half, crosswise through the middle of the magnetic stripe and mail to:  
Voyager Fleet Systems, Inc.  
Attn: Client Services  
738 Highway 6 South, Suite 600  
Houston, TX 77079  
1-800-987-6591