

Prepaid Card Best Practices

Credit Card Handbook Section K

To help prevent fraud, ask yourself these questions:

- Was the same card activated or replenished multiple times?
- Are large prepaid card denominations being activated?
- What payment method was used to purchase card?
 - Use Caution with Cash—customers do not normally have large amounts of cash available.
 - Debit Card—excessive use of ATM at store to obtain cash.
 - Credit Card—Ask for ID if credit card invoice signature does not match back of card.
 - Do not allow purchase of a prepaid card with any type of prepaid card.
- Is there sufficient revenue (credit cards, cash, or debit cards) to cover the daily amount of prepaid activations and replenishments?
- Are prepaid cards being activated/replenished and then used immediately for purchase?
- Any discrepancy in amounts deducted from Payment Notifications or Credit Card Summary reports (available on eMpowered Marketing) compared to terminal shift reports. Balancing should be done on a daily basis.