

How can I identify and prevent fraud?

Credit Card Handbook Section K

Be alert and do not process a credit card sale if you have any reason to suspect that the party is attempting to use a lost or stolen card.

Be alert for individuals activating and replenishing multiple prepaid cards for large denominations.

Suspicious purchases include excessive cigarette sales, multiple sales in one day, or attempts to charge cash on the card.

Always obtain a cardholder's signature and verify that it matches the back of the card. Ask for photo ID if the card is not signed or if you doubt the signature's validity.

Do not manually process any transaction if the credit card is not present for activation or replenishment of prepaid card(s).

If you suspect fraud, call:

Fraud Department

Marathon Proprietary card

800-537-9580

After hours (leave a detailed message)

419-421-3104

All other card types

800-352-2422 x1

After hours (leave a detailed message)

419-421-4488