

# IMPORTANT SECURITY INFORMATION



Please ask all your staff to read this document and follow these simple rules when operating your PayPoint business. Keep it by the counter to remind everyone about these important points to avoid any inconvenience to you, your staff and your customers.

## Keeping your business safe and secure

PayPoint transactions must only take place when the customer is at the counter and you have taken their cash payment.



If you receive a visit from a person claiming to be a PayPoint representative, please ask to see their ID. The only people authorised to visit you on behalf of PayPoint are CJ Services to install and maintain your PayPoint signage; and PayPoint Field Staff.



If you are ever in any doubt, please call the PayPoint Contact Centre on **08457 600 633** and we can confirm when a visitor is genuine.



**NEVER PROCESS A PAYPOINT TRANSACTION OVER THE PHONE.**

If you receive a phone call asking you to carry out a payment transaction on the PayPoint terminal, please do not proceed. Ring the PayPoint Contact Centre immediately on **08457 600 633**.



Pay attention to the terminal screen at all times, to check messages, and to ensure you are correctly proceeding with transactions.

If your PayPoint terminal stops working, please check that the phone line and power supply are both plugged in before you contact us.



Always take the cash payment first, and unless the terminal specifically allows it, do not accept debit card payments for PayPoint transactions.



Check with your customer that the transaction amount is correct **BEFORE** you confirm it on the PayPoint terminal, and then when the receipt has printed, ask your customer to check it.



Always lock your PayPoint terminal at night. Simply swipe your supervisor card. Repeat to unlock.

For further assistance, or if in doubt about any transactions or visitors, please call the PayPoint Contact Centre.



**08457 600633**

# Protect yourself and your customers from fraud



Customers can buy vouchers to spend just like cash on the internet, such as Ukash vouchers. Ukash vouchers are the equivalent of using cash. If a voucher is lost, it is the same as losing cash from your wallet, and, if you send a voucher to someone else as a gift, it is the same as putting cash in an envelope and posting it.

Anyone who knows the 19-digit code for a Ukash voucher can spend it. This makes this type of 'currency' a target for unscrupulous people. PayPoint has heard reports of bogus organisations contacting elderly and vulnerable people, asking them to purchase vouchers in return for a large tax refund or for other financial returns.

## Please protect yourself and your customers:

- Take extra care when issuing large value Ukash vouchers – does the customer seem vulnerable?
- Do not sell the same customer more than five vouchers in one day
- Tell customers not to disclose the voucher code to anyone
- They should never e-mail or text a voucher code to someone else
- Remind customers the voucher is only for use on line, at genuine sites listed at [www.ukash.com](http://www.ukash.com)
- Only ever accept cash payments for these types of vouchers; never accept a card payment
- Always take the cash BEFORE you print and hand over the voucher
- If customers request a refund, always direct them to Ukash. Never offer to replace or refund a voucher.
- Customers can contact Ukash on 0808 234 6244 [www.ukash.com](http://www.ukash.com)

PayPoint provides a facility for consumers to load cash onto e-money cards and purchase cash vouchers, such as Ukash, which the user can then spend anywhere that accepts those methods of payment.

PayPoint cannot be responsible for where or how the cards and vouchers are used and is unable to refund any money lost in this way.

If staff are suspicious of any unusual requests they must immediately call the PayPoint Contact Centre on **08457 600 633**.