



SOUTH AUSTRALIA POLICE
KEEPING SA SAFE

PREVENTING
CRIME

CREDIT CARD PROTECTION FOR BUSINESSES

To reduce the chances of your business becoming a victim of fraud, please consider the following crime prevention security tips.

Be alert for customers that act in an unusual manner, who may:

- Appear to be in a hurry, nervous, blushing, talking hesitantly or someone who is being overly chatty or friendly.
- Make a purchase without regard to the price, quality or size.
- Repeatedly return to make additional charges or presents a card from a pocket instead of a wallet.

When you check the signature:

- Ensure the card is signed and the signature has not been altered.
- Ensure the signature on the sales strip matches the card.
- If using an electronic terminal, ensure printed receipts match the printed details on the card.

Should alterations or irregularities be found:

- Ask for additional photo identification.
- Hold onto the card.
- Call for authorisation.

Contact the Authorisations Centre to obtain authorisation of credit card transactions where:

- The value of the transaction is high for the business.
- The person presenting the card is suspected of not being the cardholder.

If the transaction is not authorised:

- Hold onto the card, and listen to the instructions given to you from the credit card authorising agency.
- Call police on 131 444.
- Check that the refund limit for each EFTPOS terminal is set at an appropriate limit.
- Ensure the EFTPOS password or PIN is changed regularly and kept confidential.
- Ensure there is sufficient physical security of EFTPOS terminals.

For further business crime prevention information please visit www.police.sa.gov.au or contact your local police station.

South Australia Police (SAPOL) is committed to working in partnership with the community to prevent crime and reduce the fear of crime to ensure that South Australia is a safe place to live, visit and do business.

BUSINESS SECURITY

