

How security conscious are you?

DO...

- ensure the card is present during the transaction.
- check for any visible alterations on the card.
- check the validity or expiry date on the card.
- the card must remain in your possession till the transaction is completed and all security checks are done.
- for manual transactions make an imprint of the card and write the three digit number that appears in the signature panel of the card (CVV/CVC) on the imprinted manual voucher (ATM cards cannot be processed manually).
- always phone the relevant Authorisation helpdesk when using the manual imprinter to process transactions.
- the cardholder must, where required/prompted, input his or her PIN into the PIN pad.
- compare signature on the card with the signature on the sales voucher.
- verify the four digit number printed above/below the account number on the card matches the first four embossed/printed account numbers on the card.
- a smart card must remain in the NedLink device for the duration of the transaction.
- report suspicious behaviour to the Authorisation Department, irrespective of the sale amount. Ask for a code 10 authorisation to alert the consultant of your suspicions.

DON'T...

- process multiple sales slips for a single transaction to avoid obtaining an authorisation number.
- disclose your floor limit.
- return the card to the cardholder until the authorisation is obtained.
- return the card until the signature on the merchant receipt is compared to the back of the card.
- deposit transactions on behalf of another merchant through your banking account.
- accept any add-ons such as card readers to your NedLink device from non-Nedbank individuals.
- process a manual transaction on a debit card.

Handy phone numbers:	
Merchant helpdesk	0860 114 966
Visa/MasterCard authorisation	0860 321 222
American Express® authorisation	0860 321 555
Diners Club authorisation	011 358 8500