

Phone Scam Relief Fund —Prepaid Cards

Overview:

InComm has designated funds (the “Relief Fund”) to help reimburse Franchisees for certain losses incurred due to Phone Scams.

Prerequisites

In order to participate in the Relief Fund, store must:

- Participate in Prepaid Debit Cards program
- Demonstrate completion of current training (employees trained within 12 months) for all employees on Anti-Money Laundering (AML) policies and adherence to its procedures:
 - SEI recommended policies involved include:

- Anti Money Laundering
- Patriot Act e-Learning (yearly)
- Money Order Guidelines and Procedures (refer to the US Store Operations Manual pages 30-32)

- For the first year of the Relief Fund, store has up to 4 business days after the incident occurs to complete training if not done by time of incident. Franchisee can use any government approved training if not using SEI training
- Report Scams to the 7-Eleven Hotline within 24 hours of incident



Covered Products:

All POS activated Prepaid Cards excluding PayNearMe and Ria products.

Reporting Fraud Incidents without Activations

If you suspect fraudulent financial transaction over the phone:

1. Tell the caller that transactions are not performed over the phone
 - Refer caller to Store Operator
2. Dial *69 to capture the telephone number of the caller
3. Call the 7-Eleven Hotline at **800-555-2620** to report the incident
4. Attempt to obtain the telephone number of the caller through *69 or Caller ID.
5. Report the incident to the 7-Eleven Hotline (800-555-

6. Notify your Store Manager or Store Operator.
 7. Complete a written and signed statement that includes as much detail about the incident as possible.
 8. Contact Law Enforcement and file a report.
 9. Call the 7-Eleven Hotline at **800-555-2620** and provide the police report number.
- * When an incident is reported to the 7-Eleven Hotline, it automatically notifies your Field Consultant and Asset Protection representatives.

Disclaimer: As a 7-Eleven Franchisee you are an independent contractor and solely responsible for the manner and means of the day to day operation of your store. 7-Eleven is making these suggestions to you to assist you in your operation, but the extent to which you follow them is up to you and there are no warranties made or implied with these suggestions.