



**IT IS YOUR RESPONSIBILITY TO ENSURE THAT ALL STAFF ARE AWARE OF FRAUD**

## DO



► Ensure the customer has paid in full before processing the payment.

► For cash voucher products like VPAY, we recommend you only accept cash as payment.



## DON'T



► Never provide your five digit sales code to anyone or let them operate your terminal alone.

► Do not give vouchers to the customer until the full valid payment has been received.

► Never give out voucher numbers over the phone, even if the caller claims to be from epay; or a product vendor; or from a Government Department.



**EPAY WILL NEVER, IN PERSON OR OVER THE PHONE, ASK YOU TO PRINT A VOUCHER AND ASK FOR THE CODES ON IT!**



## THINGS TO KNOW

Whilst epay can void a transaction, the PIN will still be active for a period of time and you will be charged for the full price of the transaction if it has been used.

For more information on fraud, visit [www.scamwatch.gov.au](http://www.scamwatch.gov.au)



## WHAT TO DO

If you have a caller claiming to be from epay or any other network asking for a voucher:

- Don't give out any codes.
- Contact epay customer service on 1300 301 408 immediately.
- Have your Terminal ID ready when calling epay customer service, this number is found at the top of every voucher and report printed from your terminal.
- Call the police at Crime Stoppers on 1800 333 000.