

FLEET SERVICES

Fleet Security Measures

Our Fraud Department offers the following list of recommended guidelines for fleet managers and drivers to consider when using your fleet fuel card program.

Establish Procedural Controls and Safeguards

- ▶ Assign a DIN to each driver that is to be confidential and not shared.
- ▶ Conduct frequent inventory checks on the cards and establish a card log system.
- ▶ Make random and frequent vehicle checks to confirm the correct card is kept with the vehicle to which it is assigned.
- ▶ Provide periodic fraud awareness sessions.
- ▶ If replacement cards are necessary (due to damaged or worn magnetic strips), be sure to collect and destroy the original cards.
- ▶ Hold drivers accountable for remembering their Driver Identification Numbers (DINs) and proper use of the program.
 - Drivers should not: (i) allow the card out of their sight during a sales transaction; (ii) sign blank receipts or receipts without dollar or date information; or (iii) leave cards or receipts accessible.
 - Drivers should always: (i) verify the purchase information is correct before signing the receipt; and (ii) check their cards when they are returned after a purchase to verify that it is the proper card.
- ▶ Use the features of your fleet card designed to help reduce unauthorized purchases. Set purchase limits using Authorization Controls¹ and even receive an email notification with Purchase Alerts² when a purchase has exceeded guidelines. To learn more about these features visit www.fsolnews.com/controls or call Customer Service.

Establish DINs

- ▶ Assign a DIN to each driver.
- ▶ Assign random DINs as opposed to social security numbers or employee numbers.
- ▶ Assign six digit DINs as opposed to four digit DINs.
- ▶ Avoid easily guessed DINs (e.g. 123456 or 999999).

Keep DINs Secure

- ▶ Memorize your DIN; do not keep your cards and DINs together or write the DIN on the card.
- ▶ Do not write or emboss the DIN or any other information on the card that may compromise the security of the program.
- ▶ Drivers should avoid giving a DIN to a station attendant and should insist on entering the number without the help of the attendant.
- ▶ Drivers should protect entry of the DIN from the view of attendant and store customers.
- ▶ Drivers should not use the DIN, or a variation thereof, as the odometer reading entry.

Review Cards and Data Provided

- ▶ Verify receipt and accuracy of all cards and driver identification numbers requested.
- ▶ Require drivers to submit transaction receipts and perform periodic audit checks against monthly statements.
- ▶ Thoroughly review your transaction reporting upon receipt.
- ▶ Reminder: A dispute must be made in writing within sixty (60) days of the billing date of the transactions

Immediately Report Cards or DINs at Risk

- ▶ If a DIN is compromised for any reason, cancel it immediately.
- ▶ If a card is lost or stolen, notify Customer Service and reissue it immediately. Specify whether it was lost or stolen.
- ▶ Drivers should be instructed to report lost or stolen cards immediately to the fleet manager or supervisor.

Immediately Report Driver or Vehicle Changes

- ▶ If a vehicle is transferred, sold, or retired, immediately cancel the appropriate card.
- ▶ If a driver is dismissed, be sure to: (i) cancel his or her DIN immediately; (ii) retrieve his or her card; and (iii) verify that all other cards are in their appropriate locations.

1. Additional Terms & Conditions apply. Enforcement of some limits depends on merchant's system and participation.

2. Fee may apply