



PREPAID CARDS - CUSTOMER SERVICE PROCESS

To ensure your customers receive the most efficient service if they encounter an issue with a prepaid card, we strongly recommend you follow the below process and best practices.

Vanilla Card Issues

For all issues concerning Vanilla Visa or Vanilla MasterCard prepaid cards, please ask the customer to call the applicable number listed below.

VISA Customer Service 1-844-864-6951
MASTERCARD Customer Service 1-800-652-9174
InComm Fraud Department 1-866-362-9035

The following items are required from the customer to review the customer service issue:

1. Store Name and Number (ex. Parkland Store# 12345)
2. Date and time of transaction (ex. Fri. Oct. 26, 2012, 1:32pm EST)
3. Card type, name and denomination (e.g. Prepaid Vanilla VISA \$150)
4. Customer information - Name, valid mailing address, contact information
5. Clear image of the proof of purchase / activation slip or electronic transaction journal log (see below sample image)
6. Clear images of the front and back of the card (see below sample image)

The Vanilla Customer Service Rep will assist the customer in resolving the issue.

The only time the Vanilla customer service might send a customer back to your store is if the customer doesn't have the card and proof of purchase. In this case, please provide either the proof of purchase or electronic transaction journal log for that transaction to the customer.

All Other Prepaid Card Issues

If a customer returns to the store with a prepaid card issue, please ask the customer to call the number or visit the website listed on the back of the card for support. If a card comes in a package, please call the number on the back of the package, as the card within could have been switched by fraudsters.

If the customer needs further assistance, please send an email to finefoodssupport@incomm.com with the below information:

1. Title of Email should include the store name and number with the product name, for example Parkland #12345 Cineplex \$25
2. Store/Market Manager contact information – Name, phone number, email address
3. Customer contact information - Name, valid mailing address, email address, phone number
4. Clear image of the proof of purchase / activation slip or electronic transaction journal log (see below sample image)
5. Clear image of the back of the card (see below sample image)
6. Brief description of the issue

Our team will conduct the investigation and will reach out to you if they need additional information.

For security purposes, the email must be sent from the store's email address. If you do not have a corporate email address, then you must cc your territory/marketing manager on the email.

IMPORTANT

- Please note that the InComm Parkland Support Team is NOT customer facing. Any customer reaching out directly to this email address will be asked to go back to the store for help. **(The email address is meant for merchants only!)**
- Until we receive all the above information, we are unable to start the investigation.
- **Do NOT reimburse or activate a replacement card for the customer.**
- Please allow 2 to 5 business days for the investigation as we sometimes need to reach out to external partners.
- All prepaid card sales are final. No return, exchange, or reimbursement.

Sample of Receipt and Activation

Parkland Store Number

Date: 2019/11/27 Time: 12:37:09

Register : 1 #46391
Cashier : Manager, Store

1	AMAZON CA \$25	\$25.00
	Card: 0474	
S-Total		\$25.00
HST (F)		\$0.00
HST (P)		\$0.00
Total		\$25.00
Debit:		\$25.00
Balance		\$0.00

HST/GST:R104855408

THANK YOU FOR

TYPE: PURCHASE

AMOUNT: \$ 25.00
DATE: 2019/11/27
TIME: 12:37:07
TERMINAL: 66296547
REFERENCE #: 0016840300 C
AUTH #: 454268

INTERAC
AID: A0000002771010
TVR: 8000008000
TSI: 7800

00 APPROVED - THANK YOU 001

-- IMPORTANT --
Retain this copy for your records

*** CUSTOMER COPY ***

Activation Status Receipt
Purchased from

AMAZON CA \$25 25.00
Card Num : XXXXXXXXXXXX0474
APPROVED
Auth#: 1106917230

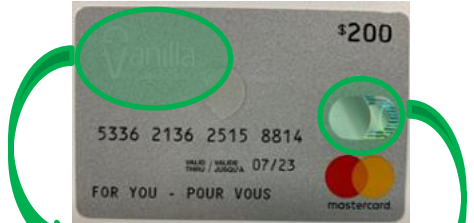
Barcode Num: 79936633059

Register# : 1
Transaction ID# : 1446391

CARD ACTIVATED
Balance : \$ 25.00

11/27/2019 12:36:30

Example of InComm Financial Card



Vanilla logo
Hologram on front of card

No hologram on back of card



Example of Financial Card that is not from InComm



States "The Perfect Gift"



Hologram on back of card

We strongly recommend you keep this memo on file for future reference.