



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. Fine Foods 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 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 Fine Foods #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 Fine Foods 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

Circle K 790 5040 Glen Erin Drive Whitstedege, Ontario L9K 3M4 905-567-0509	
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/ST:R10485408	
THANK YOU FOR SHOPPING AT Circle K 790	
TYPE: PURCHASE	
AMOUNT: \$ 25.00	
DATE: 2019/11/27	
TIME: 12:37:09	
TERMINAL: 68296547	
REFERENCE #: 0019840300 C	
AUTH #: 454268	
INTERAC	
AID: A000002271010	
TRE: 8000008000	
TST: 7900	
00 APPROVED - THANK YOU 001	
-- IMPORTANT --	
Retain this copy for your records	
*** CUSTOMER COPY ***	

Activation Status Receipt Purchased from MACSEASTCA
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

Sample of Front and Back of Card



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

Thank you for your business!