

Report unrecognized charges

Steps to follow

- 1 Enter the customer's card number.
 - 2 Ask the customer for their name and the address where the card is registered to verify that it is theirs.
 - 3 Ask the customer which charges are unknown to him/her.
 - 4 Verify in the system whether or not these transactions have chip presence, PIN entry and secure electronic commerce identifier.
 - 5 Provide the customer with more information on these charges.
 - 6 Press the button to reject the charge.
 - 7 Press the button to credit the corresponding amount to the customer's account.
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