# 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.