

Monetary Incident Action Manual

2023-01-27 Jason

No.	Stage	Actions	PIC	Time
1	Outbreak	Monetary Incident Happen		
2	Sharing	Detect Incident by: 1) Marketing Staff 2) Reconciliation Staff 3) IT Staff 4) Customer Report 5) Authority Report 6) Other Route	Any Staff received reports	Immediately
3		Report to Direct hierarchy Staff-> Team Leader Team Leaders -> COO 1) Damaged amount 2) By Whom 3) Methods used for Incident	Staff received reports	Immediately
4		COO decides Seriousness of the Incident 1) Low: Monetary Damage Less than 1 Mil KRW 2) Medium: Monetary Damage 1 Mil KRW - 10 Mil KRW 3) High: Monetary Damage 10 Mil KRW over	COO (Remittance: Subash, Finance: Eric)	Immediately
5		Set-up Control Tower through Kakao group chat Invite related department and staffs: 1) Low: i) Team leaders ii) Essential Staffs 2) Medium: i) CEO, CFO, COO ii) Team leaders iii) Essential Staffs 3) High: i) CEO, CFO, COO ii) Team leaders iii) All Related Staffs	COO (Subash, Eric)	Immediately
6	Action	Block GME Account of the person directly involved	1) Less than 10 accounts: Jason, James 2) More than 10 accounts: IT - Max	D+0
7		Database research for same cases 1) Share the result to Control Tower	IT Team (Max)	D+0
8		Block GME account of same cases customers	1) Less than 10 accounts: Jason, James 2) More than 10 accounts: IT - Max	D+0
9		Withdraw Damaged Amount from Remaining GME Wallet Balance 1) If insufficient, Put Minus GME Wallet Balance	COO (Subash, Eric) with IT-Max, AC-JE	D+0
10		Preliminary Report to COO, CFO, CEO	COO (Subash, Eric)	D+0
11		Creation of Shared Excel File and Role Set-up Incident status board include: 1) Customer information 2) Incident Amount 3) Comment sections i. collection ii. Marketing iii. Compliance	COO (Subash, Eric)	D+0
12		Report to Police Station for Customer need to recover Including: 1) Prohibition of departure 2) Contact by Authority Report: 1) Day : Visit Hyehwa Police Station 2) Night 6PM- 8AM : Call 112	Compliance Team Primary: Jason Secondary: James	D+0
13		Check Customer's primary bank account balance 순서 12번으로	IT Team (Max)	D+0
14		Use KFTC Auto-debit withdrawal 1) Shall not exceed damaged amount	IT Team (Max)	D+0

15		Receive 사건접수확인서 'confirmation letter of incident report' from police station	Compliance Team Primary: Harry Secondary: Jason, James	D+1
16		Request for Freezing account to Lawfirm (은행구좌 지급정지 가처분신청) Condition: 1) Customer shall have remaining balance in primary account 2) Damage more than 10 Mil KRW by a customer	Compliance Team Primary: Harry Secondary: Jason, James	D+1
17		Request customer to pay back *Frequency: Daily Basis 1) Inform about incident 2) Request to pay back 2-1) If refuse to pay or deny the incident, Inform our legal action	Marketing Heads	D+0
18		Interim Report to Management (CEO, CFO, COO) 1) Incident Status 2) Action Report 3) Further Action Plan	COO (Subash, Eric)	D+1
19	Follow-up	Start Collection Procedure 1) Frozen Bank account customer: Collection team or Marketing head accompany to the bank for withdrawal 2) Customer with blocked GME account: i. Visit HQ and Unblock ii. Deposit to GME Wallet iii. Block again if there's remaining balance	Collection Team (Leo)	D+1 And After
20		Request Police Station to withdraw Criminal Case against Full-Paid Customers 1) Promise to pay does not count 2) Information about remaining recovery amount will follow only 'Incident Status Board' 3) Request to police station every Friday only	Compliance Team Primary: Harry Secondary: Jason, James	D+1 And After
21		Request Law Firm to withdraw Freezing Account request for Full-Paid Customers 1) Promise to pay does not count 2) Information about remaining recovery amount will follow only 'Incident Status Board' 3) Request to law firm every Friday only	Compliance Team Primary: Harry Secondary: Jason, James	D+1 And After
22		Highlight with 'Grey' color in the 'incident status board' for Full-paid customer	Compliance Team	D+1 And After
23		Summarize the Incident and prevention plan to Management (CEO, CFO, COO) 1) Incident overview 2) Cause of Incident 3) Prevention plan 4) Resource Damage a. Manpower b. Financial Loss	COO (Subash, Eric) & Department in charge of incident	D+1 And After
24		Make person who cause the incident to take responsibility for professional negligence	Management (CEO, CFO, COO)	D+1 And After
24		Case Close	All	D+1 And After