

Security Questions Job Aid

Here is a brief job aid to assist in your ability to secure the confidentiality of customer's information on file impacts our success in reducing the amount of penalizations for this said behavior.

In order for you to validate a customer's identity there has been a set step by step procedure set in place known as Security Questions TF# 32.

Below is a list of confidential information that you should not provide to a customer unless their identity has been validated:

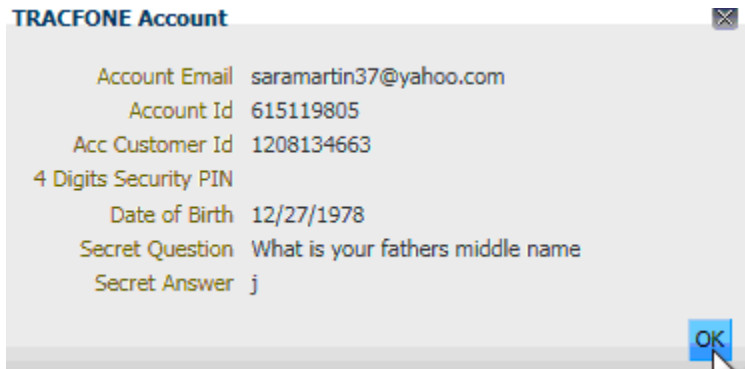
- **NEVER PROVIDE** the following **CONFIDENTIAL INFORMATION** to a customer until you have validated the customer's identity:
 - ESN/MIN
 - Name
 - Address
 - Contact Phone Number
 - E-mail Address
 - Credit Card Information (Last 4 Digits, Credit Card Type, CC Expiration Date, Billing Address, CVV Number and Name of Credit Card).
 - Date of Birth
 - 4-digit Security PIN
 - My Account password changes
 - Answer(s) to Security Questions
 - Previous Redemption Date
 - Previously Redeemed Airtime PIN and/or SNP
 - Activation Zip Code
 - Month/Year of Initial Activation
 - Enrollment ID (SafeLink only)
 - Previous Airtime Charges
 - Add/Remove an ESN
 - Voicemail Password reset/Voicemail Reset

You MUST ask the security questions to validate the customer's identity prior to making any changes to an Account. The ONLY exception is for 2G Migration customers, since you are not required to ask the customer to verify the security questions, prior to creating a 2G Migration Ticket.

In order to validate the customer's identity the below process needs to be adhered to:

Step 1

Answer the Security PIN OR the Security Question(s). The customer only has to verify one of the 2 on the account. Since there are instances whereby the customer will have both on the account, the 4 digit security pin is preferred to be provided. If the customer cannot verify the security pin then you move on in requesting the security question.



TRACFONE Account

Account Email saramartin37@yahoo.com

Account Id 615119805

Acc Customer Id 1208134663

4 Digits Security PIN

Date of Birth 12/27/1978

Secret Question What is your fathers middle name

Secret Answer j

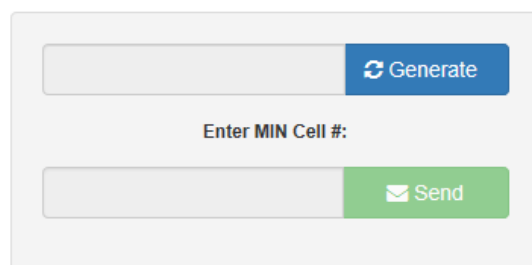
OK

Step 2

If the customer cannot verify the PIN or security questions and is in possession of the phone, proceed to send the customer a **6 digit SMS via the Security Code Tool located in Agent Support/Tools/Security Code Tool** that the customer will read back to you. If the customer can verify the 6-digit code, proceed with the call.

Security Reminder: Only send the MIN to the account the customer is calling about and NOT to any other number!

Instructions: To generate the customer's SECURITY CODE click the blue Generate Code button below.



Generate

Enter MIN Cell #:

Send

Step 3

If the customer is not in possession of the phone, or does not receive the SMS that was sent, the customer must provide ***ESN/MIN** combination and **ANY 1** of the following:

- Activation zip code
- E-mail address
- Date of Birth

For Safelink Customers Only

Step 4

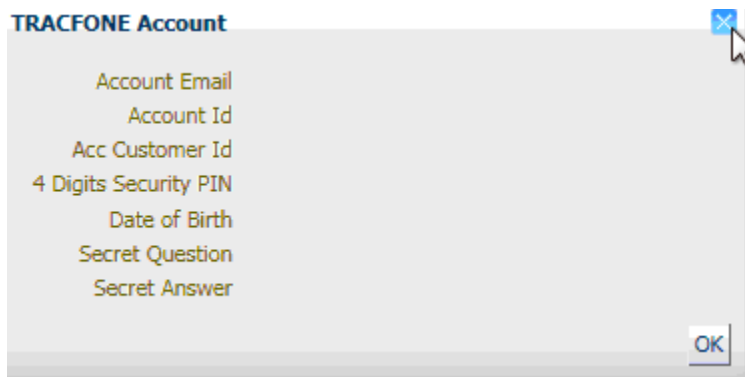
If the customer is unable to provide the **ESN/MIN** you may use the following variables to verify customer identity

- Last 4 of Social Security
- Date of Birth
- Zip code provided on the application

You'll be able to use the above information to locate the customers Enrollment ID on the SafeLink website. You may then use the Enrollment ID to locate the customer in TAS.

IMPORTANT TIPS:

Please make sure to assist the customer in retrieving the phone's ESN by pressing ***#06#** on the phone's keypad. If that doesn't work then go to the **Phone's Settings** or the **Prepaid Menu** to retrieve the ESN.



If the customer's account does not have a **Security Question or the 4-digit Security PIN** the account should be validated using step 2-3 after which a 4 Digit Pin must be updated on the Customer's Contact Profile Page.

For GSM BYOP ESN's are the last 15 digits of the SIM.

LOST/STOLEN and REPLACEMENT PHONES

If a customer calls in requesting to deactivate a phone as LOST/STOLEN, or requesting a REPLACEMENT phone:

Follow step 1 if there are security questions on the account.

OR

Follow step 3 WITHOUT asking for the ESN (since the customer does not have the phone) if there are NO security questions on the account.

PURCHASED USED PHONE:

If the caller **Purchased a Used Phone** from another customer **AND** the **Phone is DEACTIVATED**, follow the steps below to set up a **New Account**:

- The caller must provide the **ESN**.
- After verifying the ESN, **REMOVE** the phone from the existing account.
- **CREATE** a new account for the caller and set up the security questions.

CREDIT CARD PURCHASES:

If the caller would like to make a purchase using a credit card that is already registered to the account, you may process the transaction without verifying the security questions.

If the caller would like to make a purchase using a credit card that is not registered on the account the security questions procedure must be applied.