



## Asian SEED Academy of Technology

### Social and Professional Issues in IT

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## Losing a Credit Card

John finishes work around 5:30 PM on Friday. He decides to meet his friend Anna for dinner at a popular new restaurant downtown. Before heading to the restaurant, John stops by a nearby coffee shop for a quick espresso. After paying for his coffee with his credit card, he slips the card into his jacket pocket.

John meets Anna at the restaurant, and they have a great time catching up. As the evening progresses, John decides to treat Anna to dinner. When the bill arrives, John reaches into his pocket to grab his credit card, but it's not there.

John checks all his pockets, his wallet, and his bag, but there's no sign of the card. He recalls using it at the coffee shop earlier and realizes he must have dropped it somewhere along the way. John feels a rush of panic but tries to stay calm.

### Immediate Action:

- John borrows Anna's phone to call the coffee shop. The barista checks the lost and found but doesn't find any credit cards.
- John and Anna retrace his steps back to the coffee shop, checking the sidewalk and asking people if they've seen a card. No luck.

**Now, put yourself in the shoes of John, what next steps will you take to ensure that your account is safe. Use the table below to write the steps you would take. (feel free to add more rows)**

<b>Step 1</b>	Try to check the CCTV footage around the area. By doing this, you'll get an idea of who might have your credit card.
<b>Step 2</b>	Try to check with Anna if she is just playing a prank on you; if she is, you won't proceed with the next steps.
<b>Step 3</b>	Call the bank to temporarily freeze the account. In this way, if an individual has found it and tried to use it, it will reject their purchases.
<b>Step 4</b>	If the credit card still has not been found, file an affidavit of loss. This legalizes that you lost your credit card and removes you from accountability if the credit card has been used for criminal activities.
<b>Step 5</b>	If the credit card has not been found, call the bank to fully drop/block the account of the credit card. So that it

### Key Takeaways:

*(write some key takeaways from the scenario)*

Being mindful of your belongings saves you the trouble of finding them later on.