## [Demo] NLP Dataset for Customer Service Automation

| Company<br>Type             | Credit Card Companies   |
|-----------------------------|---|
| Inquiry<br>Category         | EMV chip card and contactless payments  |
| Inquiry<br>Sub-<br>Category | Fraud prevention and reporting  |
| Description                 | Questions about the measures and protocols in place to prevent and handle fraudulent activities associated with EMV chip cards and contactless payment technology, as well as procedures for reporting potential fraud. |
| Data Size                   | 5,122 paraphrases   |
| Want to<br>buy data?        | Please contact nlp-data@qross.me via your business email address.   |

## Masked sample paraphrases of one "Credit Card Company" customer inquiry. (Purchased data will not be masked.)

| TATh o     | . do                     | h a.n. n.a.tif | i a d          | face of the same | on EMV           |                | ombo oblogo  | 2               |            |       |
|------------|--------------------------|----------------|----------------|------------------|------------------|----------------|--------------|-----------------|------------|-------|
|            | t do you                 |                |                |                  |                  |                | _            |                 |            |       |
|            | n about                  |                |                |                  |                  |                | what c       | 10 :            |            |       |
|            | do you with              |                |                |                  |                  | ?              |              |                 |            |       |
|            | _you're informed         | about c        | hip            | what do          | ?                |                |              |                 |            |       |
|            | about                    | cards          | a m            | ethod ]          | payment is       | known b        | e fraudulent | , what should y | you?       |       |
|            | _ do deal                | activ          | ity related    | chip             | bankcard/contac  | ct-free tra    | ansfer?      |                 |            |       |
|            | _ confronted about       | t potential fr | aud            |                  | or               | metho          | d, what do y | ou do?          |            |       |
| How        | do you                   | fraud          | for chip o     | ard              | ?                |                |              |                 |            |       |
| Whe        | n with poten             | tial           | chip ca        | ards             | differer         | nt method of _ |              | credit card,    | what do yo | u?    |
| If         | know                     | chip card      |                | _ you do?        |                  |                |              |                 |            |       |
|            | _ you get                | _ leads to fr  | aud with a     | what             | t                | _?             |              |                 |            |       |
|            | _ do I do if             | possibili      | ty fraudul     | ent on           | chip             | ?              |              |                 |            |       |
| Whe        | n confronted with<br>do? | potential      |                |                  | paying using     | g a method     | knov         | wn to frau      | ıdulent,   |       |
|            | know                     | c              | hip cards      | a wha            | t you supp       | osed to do?    |              |                 |            |       |
| How        | do                       | of _           | activity in    | to               | _ chip bankcard/ | contact-free   | transfer     | ?               |            |       |
|            | _ confronted with        | as             | ssociated with | a                | nd what          | you do?        |              |                 |            |       |
|            | confronted with can      | potential      | _ associated w | rith car         | rds or with      | a              | that is o    | lifferent       | c          | ard,  |
|            | _ confronted with        | fraud associa  | nted           | or               | methods,         | _ do you?      | •            |                 |            |       |
| Whe<br>do? | n confronted with        | potential fra  | and associated | with             | or               |                |              | a credit care   | d,         | _ you |
|            | _ you know               | with           | chip or        | using            | a card that      | m              | ethod        | what            | _ you do?  |       |
|            | faced with fraud         | with _         | cards, wha     | t                | ?                |                |              |                 |            |       |
| If yo      | u know of                |                | _ card or      |                  | doesr            | n't a pin,     | what are     | expected        | do         |       |
|            | know of                  |                |                |                  |                  |                |              |                 |            |       |
|            | n about                  |                |                |                  |                  |                |              |                 |            |       |
|            | with chip c              |                |                |                  |                  |                | red fla      | ags, what do    | ?          |       |
|            | do you                   |                |                |                  |                  |                |              |                 |            |       |

| When you _        | fraud wit                  | h a carc      | l or paying $_{}$ _ | card           |              | what       | expected       | d d      | o?            |            |
|-------------------|----------------------------|---------------|---------------------|----------------|--------------|------------|----------------|----------|---------------|------------|
| you ki            | now about                  | chip f        | fraud, what         | ?              |              |            |                |          |               |            |
| Does              | suspected                  | _ activity    | chip                | card orcontact | less pay     | makes _    | ?              |          |               |            |
|                   |                            |               |                     |                |              |            |                | od,      | should you    | ?          |
|                   |                            |               | cards or            |                |              |            |                |          |               |            |
| How y<br>flags?   | you deal with <sub>-</sub> | fraud as      | sociated            | or pay         | ing with     | of p       | oayment        | kn       | own           |            |
| What shoul        | ld you do                  | receive       | e information       | to             | fraud        |            | card?          |          |               |            |
| When confr        | ronted                     | asso          | ociated with chip   | pay            | with r       | nobile     | do you         | ?        |               |            |
| confro            | onted about _              | asso          | ociated with        | cards          | with a m     | ethod      | payment        | a        |               | do         |
| When confr        | ronted                     | fraud         | with                | or paying with | ı meth       | od of paym | ent that       | red      | _ what        |            |
| you _             | a fra                      | ud a          | what do             | do?            |              |            |                |          |               |            |
| When              | potentia                   | al            | chip cards _        | paying wit     | h a ot!      | her than   |                | what     | you do?       |            |
| When confr        | ronted ch                  | nip cards     | a of _              | that is        | to           | flags, v   | what           | do?      |               |            |
| What do           |                            | you are       | chip card _         |                | different n  | nethod of  | ?              |          |               |            |
|                   |                            |               | cards or _          |                |              |            |                | from a b | anknote, who  | at         |
| do yo             | u handle                   |               | touchless pay       | card?          |              |            |                |          |               |            |
| ;                 | about                      | with chip     | cards or            | _ a method     | payment      | t raise    | s flags, v     | what     | you?          |            |
| do                |                            | you're        | the chip card       | l scam?        |              |            |                |          |               |            |
| do                | fraud                      | when you pa   | y with              | or p           | oayment?     |            |                |          |               |            |
| confro            | onted with                 |               | chip cards o        | or using n     | nethod       | than       | what do        | do       | )?            |            |
|                   |                            |               | vith cards          |                |              |            |                |          |               |            |
|                   |                            |               | rmation that        |                |              |            |                |          |               |            |
|                   |                            |               | or payment          |                |              | -          |                |          |               |            |
|                   |                            |               | iated chip ca       |                |              | i          | is             | to       | Ь             | o vou do?  |
|                   |                            |               | to                  |                |              |            |                |          |               | o you do.  |
|                   |                            |               | pa                  |                | ara, comuco  | noo monoy  | ·              |          |               |            |
|                   |                            |               | olves a chip card,  |                | do2          |            |                |          |               |            |
|                   |                            |               |                     |                | do:          |            |                |          |               |            |
|                   |                            |               | e fraud             |                | 41           |            |                | _        |               |            |
| ?                 | potential                  | i iraud v     | with cards or       | r paying       | metno        | d payr     | nent that      | p        | rone, wnat d  | o you      |
| ——<br>There are v | ways to                    |               | payment f           | fraud.         |              |            |                |          |               |            |
|                   |                            |               | associated w        |                | or nay with  | mobile     | . ?            |          |               |            |
|                   |                            |               | ciated with chip _  |                |              |            |                | ?        |               |            |
|                   |                            |               | cards               |                |              |            |                |          | what          | do2        |
|                   |                            |               |                     |                |              |            |                |          |               |            |
| what do           | do po                      | tennai mauu . |                     |                | with a met   | 110u po    | iyineni that _ |          | _ brone to be |            |
|                   |                            | ess           | _ card or payment   |                |              |            |                |          |               |            |
|                   | onted with fra             |               | with cards          |                | method       | l          | that kno       | own      | :             | flags, wha |
|                   |                            | ca:           | rd or fraud?        |                |              |            |                |          |               |            |
|                   |                            |               | with fraud as       | ssociated with | chip cards o | or         | ?              |          |               |            |
|                   |                            |               | <br>ossible         |                | •            |            | _              |          |               |            |
|                   |                            |               | and deal with any   |                | related      | the        | method of      |          | credit and/o  | r          |
| carrot            |                            | 1001101119    | and dour with this  | Potonida       | _ 1014104    | 0110       |                |          | or care ana/o |            |
| When              | fraud                      | a ch          | nip card, what do   | ?              |              |            |                |          |               |            |
|                   |                            |               | of a on             |                | ?            |            |                |          |               |            |
|                   |                            |               | fraud?              | -              |              |            |                |          |               |            |
| confro            |                            |               | chip cards          | paying w       | rith a       | payme      | nt             | differen | t a trad      | itional    |

| know                | fraud chip cards _        | payment       | cards, what    | should       | ?             |                    |                        |
|---------------------|---------------------------|---------------|----------------|--------------|---------------|--------------------|------------------------|
| you know            | a chip                    | paying        | a card         | doesn't _    | a pin,        | you do?            |                        |
|                     | fraud associated          | cards         | with           | a different  | method of     | what should        | do?                    |
| tackle              | _ card or payment?        |               |                |              |               |                    |                        |
| about pote          | ntial fraud associated    | card          | ls or paying _ |              | that          | to                 | flags, what do you     |
| ?                   |                           |               |                |              |               |                    |                        |
|                     | reported chi              |               |                |              |               |                    |                        |
|                     | do confronted a           |               |                | is?          |               |                    |                        |
|                     | are of frauc              |               |                |              |               |                    |                        |
|                     | you receive a             |               |                |              |               |                    |                        |
|                     | with chip cards or        |               | nt, do _       | do?          |               |                    |                        |
|                     | a alert for a             |               |                |              |               | 10                 |                        |
|                     | hat need to be            |               |                |              |               |                    |                        |
| should you do?      | t associated _            |               |                |              | thod          | that knov          | vn fraud,              |
|                     | with a card p             |               |                |              | C 11 1        |                    | 1 1 .                  |
| confronted with     | potential fraud with      | n cnip o      | or             | a metnod o   | tnat          | a _                | card what              |
|                     | e fraud                   | cards or      | ?              |              |               |                    |                        |
|                     | en faced with             |               |                |              |               |                    |                        |
|                     | confronted about          |               | with chip      | ?            |               |                    |                        |
|                     | ential with car           |               |                |              | that          | known to fi        | raud, should           |
| ?                   |                           |               |                |              |               |                    | ,                      |
| procedures          | you follow dealing        | with fraudul  | lent wit       | h            | _?            |                    |                        |
| confronted abou     | t potential wit           | th cards      | s or wit       | h            | _ that        | to                 | what do you do?        |
| have any _          | to if recei               | ve a fraud _  | for            | chip?        |               |                    |                        |
| How do you to _     | a a a                     | card?         |                |              |               |                    |                        |
| Do                  | you discover a o          | of when       | using          | chip         | a paymer      | nt method?         |                        |
| do you do           | confronted about          |               | chip           | paying       | with a differ | ent of?            |                        |
| you hear fi         | raud a chip or            | device,       | ·              | do?          |               |                    |                        |
| How you             | when using a _            | card?         |                |              |               |                    |                        |
|                     | about potent              | al fraud asso | ciated with _  | cards _      | paying _      | method             | of $\_\_$ that is more |
| to?                 |                           |               |                |              |               |                    |                        |
|                     | fraud with a v            |               |                |              |               |                    |                        |
|                     | chip card                 |               |                |              |               |                    |                        |
| When with           | associated with ch        | ip cards or _ |                | _ method _   | tha           | t is more prone to | fraud,                 |
| <br>vou receive     | to                        | an            | chin on        | card wh      | at do vou do? |                    |                        |
|                     | ere's a possibility of    |               |                |              | ,             |                    |                        |
|                     | you notified              |               |                |              | •             |                    |                        |
|                     | fraud                     |               |                |              |               | different. a       | e card, what           |
| you do              |                           |               |                | <b>F</b> )   |               |                    |                        |
| with                | the use o                 | of chip       | what yo        | u do?        |               |                    |                        |
| would               | _ if you told of          | involvi       | ing a chip     | pay          | ment?         |                    |                        |
| When confronted     | _ potential fraud related | to chip cards | s              |              | ?             |                    |                        |
| What do you do when | confronted potentia       | al            | C              | ards or      | a             | payment of         | ther than?             |
| confronted          | card fraud                | with a me     | ethod of       | is           | to fra        | audulent,          | you do?                |
| When confronted     |                           | method        | paymer         | it that      | more to       | o what do yo       | u do?                  |
|                     | related to ca             | rds           | a me           | thod of payr | nent that     | than               | credit card, do        |
| do                  |                           |               |                |              |               |                    |                        |
| When confronted     | _ fraud                   | ards or       | _ with a       | of payment   | that          | than a traditio    | nal yo                 |
| do non do mbos      |                           | zazi+h        | carde or       | with a ma    | athod         | that diff          | arant?                 |
| do you do when      |                           | with          | cards or       | _ with a me  | ethod         | that diffe         | erent?                 |

| When co<br>you | _                          | _ associated with chip _             | paying with                          | payment             | is more prone to  |              |
|----------------|----------------------------|--------------------------------------|--------------------------------------|---------------------|-------------------|--------------|
|                | _                          | e a a                                | ?                                    |                     |                   |              |
|                |                            |                                      | <br>_ with a of payment that _       | nrone               | what do           | ?            |
|                |                            | if notified of                       |                                      | prono               |                   | ·            |
|                |                            |                                      | actions should t                     | taken?              |                   |              |
|                |                            |                                      | paying with a than                   |                     | you ?             |              |
|                |                            |                                      | spected associated                   |                     |                   |              |
|                |                            |                                      | o or paying a                        |                     | vou ?             |              |
|                |                            |                                      | fraud to the new                     |                     |                   | o            |
|                |                            | emastic                              |                                      |                     | <b>.</b>          | ·            |
| When co        |                            |                                      | or                                   | payment             | is known be       | e more prone |
| Should s       | uspected act               | ivity be with an                     | or?                                  |                     |                   |              |
| you            | ı a chip                   | card do you                          | ?                                    |                     |                   |              |
| cor            | nfronted frau              | d associated with                    | using fraudulen                      | t method of paymer  | nt, do?           |              |
|                | fraud han                  | dled with touchless                  | chip cards?                          |                     |                   |              |
| cor            | nfronted with pote         | ntial associated wit                 | th paying                            | a method other      | _ a traditional   | you          |
|                | you if you                 | with chip car                        | rds?                                 |                     |                   |              |
| sho            | ould I do case             | e fraudulent activit                 | y chip-based?                        |                     |                   |              |
|                | aware of v                 | with a chip what                     | you?                                 |                     |                   |              |
| Do             | handle                     | chip or touchless                    | ?                                    |                     |                   |              |
|                | you do you                 | a receive information tha            | at lead fraud with a _               | a                   | method?           |              |
|                | should tak                 | cen susp                             | oicion of linked a chip              | card?               |                   |              |
| What           | do c                       | onfronted by potential _             | with chip or pay                     | ing                 | method payment    | t?           |
| cor            | nfronted with pote         | ntial fraud with chi                 | p or                                 | method              | a card, what do y | you?         |
|                |                            |                                      | associated chip cards                |                     |                   |              |
| you            | know of fraud              | or                                   | one that have a _                    | what should yo      | ou?               |              |
|                | you do when co             | nfronted fraud asso                  | ociated or payn                      | nent?               |                   |              |
| When           | frau                       | ıd with cards                        | paying with a of pay                 | ment is riskie      | r, you?           | •            |
| What           | if I s                     | see activity with a _                | ?                                    |                     |                   |              |
|                | suspected fraud            | l is linked EM                       | IV chip card, are                    | ?                   |                   |              |
| If you         | may                        | v lead using a                       | card, what you                       | _?                  |                   |              |
|                | are confronted flags, what | with associate                       | ed with cards paying                 | method              | payment           | known to     |
| When yo        | u're about th              | ne chip card                         | ?                                    |                     |                   |              |
| When           | know of                    | a chip pa                            | aying with a card requires           |                     | what do you _     | ?            |
|                | you do you                 | u of a fraud _                       | a card?                              |                     |                   |              |
| cor            | nfronted about             | with o                               | cards or with a of pag               | yment that is not a | card,             | ?            |
| fra            | ud a ca                    | rd with a care                       | d that certain method                | d payment, wh       | nat you to        | ?            |
| When co<br>do  | nfronted about             | fraud with chip cards                | or                                   | is to               | _ more to w       | hat          |
|                | know of a                  | a or                                 | a a mithout a pin, w                 | hat should do       | ?                 |              |
| How            | repo                       | rted chip card payr                  | ment?                                |                     |                   |              |
| What do        | if                         | a with                               | a chip?                              |                     |                   |              |
|                |                            | confronted potent                    | tial fraud associated with chip $\_$ | or using a diffe    | rent paymer       | nt?          |
| What she       | ould you do if             | $_{\_\_\_}$ information that $_{\_}$ | to an                                | or                  | _ method paymen   | t?           |
| do             | you handle                 | pay                                  | non-cash or use a chip _             | ?                   |                   |              |
| cor            | nfronted chip              | cards or                             | of payment is                        | _ to flags          | , what you do?    |              |
| What act       | tions to                   | taken a                              | to the card?                         |                     |                   |              |
| act            | ions should t              | aken su                              | spected fraud related                | chip card?          |                   |              |

| confrontedwith chip cards or payingaothera traditional card, what  Whensuspected is linked toEMVactions must? shouldwhen youa fraudchip card?  When informed about fraudameasures are?   | 2            |
|--|--------------|
| should when you a fraud chip card?  When informed about fraud a measures are?  | f            |
| When informed about fraud a measures are?  |              |
|  |              |
|  |              |
| What do do see fraud associated or with phone?   |              |
| When you about what are you to do?   |              |
| How be for chipped pay cards?  |              |
| you do with payment methods such as cards?   |              |
| do informed of a chip card scam?   |              |
| possible fraud associated with cards paying a method than credit card,   | do?          |
| There steps take receiving a chip card?  |              |
| of a chip a payment card, what should do?  |              |
| What do when fraud associated chip cards with a ?  |              |
| you discover possibility of you take like using chipcard or ?  |              |
| What should do if you that can fraud chip?   |              |
| potential associated chip cards a method of is known to raise red who  | at           |
| do?  |              |
| card?  |              |
| do you respond information chip card?  |              |
| do when find out potential fraud or payment methods?   |              |
| potential fraud associated with chip cards paying fraudulent of what do  | ?            |
| s there a to handle suspected activity payment?  |              |
| When you a chip or a card that doesn't a what expected to  | •            |
| confronted fraud associated cards or paying with payment that is be  | what do      |
| ?  |              |
| do you're confronted chip card fraud?  |              |
| What I if there is fraudulent activity ?   |              |
| When you a card payment should you do?   |              |
| When confronted potential chip cards or paying method known prone           you do?  | what         |
| you do: deal fraud when using payment methods EMV?   |              |
|  | at you       |
| do?  | you          |
| you with card or a card that a what should you do?   |              |
| When with fraud chip or paying a method payment is card,   | do you do?   |
| What do confronted potential fraud chip cards or method of payment   | is different |
| a?   |              |
| What do you the chip card?   |              |
| confronted potential fraud chip cards payments, do do?   |              |
| What do fraud associated chip or with a that is known raise red  |              |
| If aware of with a or paying requires certain of what should you   | ·            |
| about potential fraud associated chip cards paying with a that is than card,   | ·            |
|  |              |
| you  |              |
| you<br>take you discover a of fraud, using chipcard or payment?  | ?            |
| you take you discover a of fraud, using chipcard or payment?  confronted with potential with using method known to red do you do?  | 7            |
| you take you discover a of fraud, using chipcard or payment?  confronted with potential with using method known to red do you do?  | card, c      |
| you take you discover a of fraud, using chipcard or payment?  confronted with potential with using method known to red do you do?  fraud involving cards or paying with method of payment is than traditional?   | card, d      |
| take you discover a of fraud, using chipcard or payment?  confronted with potential with using method known to red do you do?  fraud involving cards or paying with method of payment is than traditional  red of you do?  traditional ?  How you respond you card scam?   | card, c      |
| you takeyou discover a of fraud, using chipcard or payment?  confronted with potential with using method known to red do you do?  fraud involving cards or paying with method of payment is than traditional  ?  How you respond you card scam?  Is to suspected fraudulent activity chipcard or contactless pay ? | card, c      |
| you take you discover a of fraud, using chipcard or payment?   | card, ċ      |

| from a?   |
|---|
| What you see potential fraud chip?  |
| What you confronted about fraud with chip a method that is prone it?              |
| I interested in and deal with fraud related the new credit the chip               |
| cards   |
| you about fraud a chip card, what you?  |
| How you associated chip or payments?  |
| confronted with card fraud or paying a method known to raise what should ?        |
| What you you a fraud involving a ?  |
| to tackle chip fraud?   |
| When confronted potential fraud chip or method payment that is known to prone i   |
| What do confronted with linked chip ?   |
| When faced with hip cards paying using different method payment, do ?             |
| about fraud a chip what you supposed to?  |
| How do you learning chip scam?  |
| If you know of use a card, do?  |
| confronted with potential fraud associated cards using a other than what should ? |
|   |
| do you respond fraudulent associated chip ?                                       |
| potentialinvolving cards or method of payment that is than a what do?             |
| When confronted fraud with chip a method that more to fraud, do do?               |
| confronted with chip card fraud or paying a known what should you?                |
| What you do you are aware card?   |
| When confronted chip or with a of payment that to prone to it, do?                |
| What should we cases chip cards or?   |
| I'm to any fraud related to the paying credit and/ or the cards                   |
| do you respond if know fraud?   |
| you do if you're fraud a chip?  |
| What you when fraud associated chip cards a method of payment is raise red ?      |
| are you to you with with chip cards?  |
| hear fraud with a chip do?  |
| When confronted associated with paying a method of payment, do you?               |
| Do when using a card because possibility of fraud?                                |
| is fraud chip cards payments, should we?  |
| When about a what you do?   |
| What do aware of a fraud chip?  |
| do you fraud chip cards payments?   |
| When you of a fraud with a or a that of what are do?                              |
| potential fraud with chip a different method what should you?                     |
| When confronted with potential fraud chip with method payment that you do         |
| What do you do when chip scam?  |
| When confronted fraud or paying a is known be fraud, what do ?                    |
| When with fraud with cards a method different than a banknote, do do?             |
| When fraud card with a card that certain method of are you to do                  |
| potential fraud associatedchip cardspaying method different credit card, what     |
| do?   |
| of with a chip a card, are expected to do?  |
| interested and deal with potential scam paying with credit and/ or the            |
| chip  |
| of fraud chip card, you supposed to do?   |
| be handled an chipcard or contactless card?                                       |

| Is a procedure with potential scam cards methods?   |                |
|---|----------------|
| How we react for a chip card?   |                |
| How deal potential fraudulent activity linked to ?  |                |
| When confronted potential associated chip cards or method of payment that do you  | different      |
| do you when you are of a a card?  |                |
| do do when with potential fraud associated chip with a method a   | ?              |
| Ways to rid of reported payment?  |                |
| When $\_\_\_$ know $\_\_\_$ fraud $\_\_\_$ or $\_\_\_$ or $\_\_\_$ that requires a certain method of payment, do?   | what           |
| about fraud chip using a method payment known to red flags, where the contract of the | ıat you        |
| you know cards or payment card, what you?   |                |
| do you to fraud with a ?  |                |
| you fraud a card what do you do?  |                |
| do you do you with fraud cards or paying method of payment?   |                |
| When you know a chip card are expected to?  |                |
| What do I if fraudulent on payments?  |                |
| When associated with chip with a method that is be fraud, what  | do ?           |
| aware a chip or card hold a pin, what should you do   |                |
| When are fraud a chip what should ?   |                |
| potential fraud associated with chip cards paying a method of payment questiona   | ble,           |
| When confronted with associated using a method known be you do  | to it, what    |
| When with fraud associated cards paying different method payment than you ?   | card, what     |
| When with fraud with chip with method payment to fraud, what do   | ?              |
| are informed about chip scam, do you ?  | ·              |
|   |                |
| When find out about card, what you ?  |                |
| When fraud a chip a card, what are supposed do?   |                |
| When confronted fraud chip cards or methods, do ?   |                |
| When faced potential fraud paying with method that is known to what   |                |
| wondering how to identify deal with related to method paying credit _ cards   | chip           |
| What I is activity on chip-based payment type?  |                |
| When fraud with chip or with of payment that than credit card, v  | vhat. vou      |
| ?   | viidt you      |
| How you cases of fraud payments?  |                |
| How do you deal with associated paying different method of than   | card?          |
| confronted with with cards with a of is to card, what y   | you do?        |
| What you to do you know of with a card with card ?  |                |
| should when confronted about fraud associated chip or paying with method of more  | is known       |
| When confronted about potential cards with payment that l should you ?  | oe fraud, what |
| When informed about EMV chip card, are?   |                |
| What do you you're with potential fraud ?   |                |
| fraud associatedchip cards or paying withfrom a banknote,doc  | lo?            |
| When to a what the actions that should be ?   | - 2            |
| How do you deal using a for ?   |                |
| you when you discover with cards?   |                |
| Upon a chip card fraud what ?   |                |
| How would you a trickeration with cards or payments?  |                |
| now would you payments:   |                |

| When about fraud with chip or  | of            | _ that k      | nown to           | red wl       | nat do you?        |
|--|---------------|---------------|-------------------|--------------|--------------------|
| Is there a way to handle a chip a chip   | ?             |               |                   |              |                    |
| If confronted with potential   |               |               |                   |              |                    |
| When confronted potential cards or $\boldsymbol{u}$  | using d       | ifferent meth | od of             | credit       | do you?            |
| When you know of fraud with or or  | _ card that _ | a certain     | method            | payments,    | ?                  |
| In of activity on a chip-based what  | ?             |               |                   |              |                    |
| $\underline{}$ you are confronted with $\underline{}$ associated with chip $\underline{}$ what $\underline{}$  | or paying     | with          | of                | is           | than               |
| When with fraud paying v should you do   | with          | _ of paymen   | t known           | more         | to what            |
| confronted with potential fraud associated chip cards do   | s or          | _ a of _      | is _              | to be        |                    |
| faced with fraud chip using a or   | f payment     |               | to raise red      | what o       | lo?                |
| do are made potential fra  | ud with a chi | р?            |                   |              |                    |
| you take precautions when of fraud   | a (           | chipcard?     |                   |              |                    |
| you deal fraudulent activity with  | _ or paymen   | ts?           |                   |              |                    |
| What actions taken there is suspecte   | ed linke      | d to chi      | p?                |              |                    |
| you of a what are you supposed   | d do?         |               |                   |              |                    |
| take when you a fraud alert for  | chip?         |               |                   |              |                    |
| do you do if you chip card?  |               |               |                   |              |                    |
| What do when confronted potential associ   | ated with     |               | in a dif          | ferent way _ | a?                 |
| When confronted fraud associated chip you do?  |               | of pay        | ment that         | known to     | fraud,             |
| What you do you know of with   |               | a w           | ithout a pin?     |              |                    |
| When confronted associated with chip cards or  |               |               |                   | than a bankı | note, what do you  |
| ?  |               |               |                   |              |                    |
| When about potential fraud associated chip cards   | using         | metho         | od                | c            | ard, what do       |
| : When of fraud a paying with a  | that          | corts         | in mothod of      | what         | do2                |
| do you you're with with chip ca  |               |               | iiii iiietiioa oi | wildt _      | uo:                |
| When potential chip or paying when   |               |               | ie riekior i      | what v       | ou do?             |
| actions be taken there's a associated |               |               | 13 113 KIC1,      | y            | ou uo.             |
| When with associated chip  |               |               | navment that      | differ       | ent a credit card  |
| you do   |               |               |                   |              | ent a create cara, |
| know fraud a chip card or paying   |               |               | do d              | 0?           |                    |
| When a chip card, what actions   |               |               |                   |              |                    |
| When you're of fraud with a paying   | card          | requires _    | certain _         | of paym      | ent, you           |
| When of card how do you?   | ***           | ENG O         |                   |              |                    |
| What's approach to possible related to   |               |               |                   |              | 1 11 10            |
| confronted about fraud chip cards or   |               |               |                   |              |                    |
| When confronted potential with chip cards should you?  |               |               |                   |              |                    |
| When confronted with fraud with cards or?  | a of pa       | ymenti        | is known to _     | pro          | one,               |
| suspected fraudulent activity be handled with emastic  | .cal          |               | •                 |              |                    |
| What do you if chip card?  |               |               |                   |              |                    |
| if you receive information   | fraud         | with an enha  | nced chip on      | card?        |                    |
| do do if know a card ?   | _             |               |                   |              |                    |
| confronted potential fraud to cards or do?   | _ with a met  | hod pay       | ment              | to           | credit do          |
| When with potential with cards or  | a of          | payment       | is known _        | ris          | skier, what should |
| How chip card scam?  |               |               |                   |              |                    |
| What will if a fraud with  | card?         |               |                   |              |                    |

| with possible with cards with a method of payr                               | ment to raise red flags,                      |
|--|---|
| you  |   |
| Do take discover a fraud, like you a chipo                                   | card payment method?                          |
| How do you proceed when fraud with chip?                                     |   |
| When you of fraud with or payment what supp                                  |   |
| When fraud with or paying of payment _                                       |   |
| How deal with fraudulent activity in to bankcard/contact-f                   |   |
| When discover fraud with chip a what you                                     | _?  |
| respond to suspected chip n' payments?                                       |   |
| you handle chip or touchless card?   |   |
| or paying with a or paying with a  |   |
| with potential fraud associated with chip or paying                          | of that different a what should               |
| discover with chip what do you do?   |   |
| What actions need to be a a chip ?   |   |
| it handle fraudulent activity an chipcard or contactle                       | seenaymont?                                   |
| How you with fraud chip or a tap-to-pay ?                                    | sspayment:                                    |
| If receive that lead to fraud an chip should                                 | 2   |
| you know device fraud, what do do?   | f   |
| do you when fraud with chip ?  |   |
|  | nothed normant different than a               |
| confronted about potential fraud associated with a n you?                    | netnod payment different than a               |
| What the used when linked to a payment?                                      |   |
| When confronted potential with chip cards using do?                          | that different to card, you                   |
| When card payment, how should handle fraud?                                  |   |
| How to to receiving a card?  |   |
| When informed to a chip card, measures ?                                     |   |
| take any when discover of fraud, like using a chipca                         | rd or ?                                       |
| When fraud with cards or method than   |   |
| I about a EMV do you do?   |   |
| If you know a chip card or a card that                                       | should do?                                    |
| you of chip fraud, you supposed do?  |   |
| What you do if chip or paying with different me                              | ethod ?                                       |
| with fraud when a card or payment?   | <del></del> -                                 |
| Is it good idea to fraudulent with a ?                                       |   |
| actions need be if is suspected fraud a ?                                    |   |
| What should you do receive information to fraud a _                          | a of navment?                                 |
| When you know with or with card that doesn't                                 |   |
| potential chip cards of p  |   |
|  | ayment that more prone to it, what do you do: |
|  |   |
| What should you when aware with card?  |   |
| How you with chip cards?   | of what was 2                                 |
| If receive information lead to fraud a or a                                  |   |
| When potential fraud associated paying with methis,                          | that is known more t                          |
| When confronted potential fraud with chip or a a                             | that is than a do                             |
| confronted about potential associated cards paying a traditional card, do do |   |
| When confronted associated with chip cards or paying a fraudu                | llent payment ?                               |
| When of fraud chip card or device, do do'                                    |   |
| If you know chip card card without a   |   |
| in you know card without a   | _ wildt do you:                               |

| you of chip card paying that not a pin, what are expected to do?                 |
|--|
| What I do receive that leads fraud chip?   |
| When confronted is different a traditional rhat should                           |
| ow chip card?  |
| Then potential with cards paying with method different a what do yo?             |
| you with fraud on card?  |
| hat should you you're with associated chip?                                      |
| hat you do when a for chip?  |
| hat approach dealing a scam to an EMV?   |
| should you you are of fraud chip card with that requires certain method _        |
| syment?  |
| hat you when hear about a ?  |
| take precautions you discover fraud, like you use a chipcard a payment using?    |
| hat the for suspected with chip card?  |
| Then confronted associated with chip or method of that to raise flags,<br>ou do? |
| confronted potential fraud with or paying with a payment that prone what you do? |
| hat do you get that lead with chip card?   |
| confrontedpotentialassociatedor payingathat isto be fraudulent,should            |
| ?  |
| learn of fraud a chip what do?   |
| do do when confronted about potential fraud with or paying with riskier?         |
| hen confronted with fraud chip or paying a known to what do ?                    |
| hen there's fraud to a chip needed?  |
| hat is your dealing on an card?  |
| you take precautions when you of fraud, like if a payment?                       |
| you expected if with a chip paying with card that doesn't hold a?                |
| do you deal associated chip or pay your?   |
| do you deal fraud associated payment method?                                     |
| with fraud associated chip using a method payment that is to it, you?            |
| hat do you do method associated with cards paying with a method ?                |
| hat you do when informed scam?   |
| you fight chip card fraud?   |
| hen fraud associated with chip cards or a of known to fraud, do ?                |
| are told about scam, do you respond?   |
| hat do confronted fraud chip cards?  |
| be done when suspicious linked to transactions?                                  |
| hat you see associated with cards payment methods?                               |
| measures taken when fraud tied a card?   |
| o you to take when receiving alert chip?   |
| pes it make to handle suspected fraudulent emastical or ?                        |
| are when about tied to a chip card?  |
| get information leads to fraud with chip or payment what ?                       |
| should I know about card fraud?  |
| ow deal with and card fraud?   |
| about potential fraud to or with method of payment known be more do              |
| ow do you deal of and?   |
| Then about potential associated with chip or method a what you do?               |

| taken when is a chip card?   |
|--|
| do you confronted with potential associated paying a method payment that           |
| known to fraud?  |
| What you with fraudulent with cards?   |
| I do possibility activity with a chip-based payment?                               |
| How do you fraud chip card paying non-cash ?                                       |
| When know of fraud chip card that certain method payment, what are to do           |
| What if you of payment with a chip ?   |
| confronted with chip or paying with of that is different a credit do you           |
| you deal potential fraud chip cards paying with method of known be?                |
| about potential fraud chip cards using a different payment method what do?         |
|  |
|  |
| when with associated with chip cards mobile payment methods?                       |
| What are when tied to chip card?   |
| are you do when confronted with ?  |
| What should you suspect chip card ?  |
| What you do if confronted associated chip payment methods?                         |
| When fraud associated with cards or with method payment, you do?                   |
| you you know of with a chip card or with card not have ?                           |
| Does suspected an emastical chipcard pay card ?                                    |
| When confronted chip paying with method payment is known raise should you          |
| ?  |
| chip cards paying with a method of payment known what do ??                        |
| How stop a chip card non-cash payment?   |
| When tied to the to to?  |
| What event of fraudulent a chip-based payment?                                     |
| you are informed potential a how you proceed?                                      |
| What do confronted about fraud chip cards a method that is known                   |
| fraudulent?  |
| What you are confronted with associated with chip cards fraudulent of?             |
| Ways to with or ?  |
| with a or payment device, are you supposed do?                                     |
| Is procedure dealing with potential scam to payments?                              |
| deal with in relation a chip money transfer?                                       |
| do deal with fraud a or using non-cash?  |
| How do you with a card?  |
| What should you discover with or payment card?                                     |
| with fraud or paying a method of payment that is prone fraud, do ?                 |
| When chip or paying with a card that doesn't should you do?                        |
| What should I the fraudulent activity on chip?                                     |
| have for dealing potential an emv chip card?                                       |
| When confronted potential fraud chip or using a different method of than ?         |
| How do cases with chip cards?  |
| What should you do about fraud with paying method of that different from banknote? |
| there a process for fraud EMV chip payment?  |
| How react when you chip card scam?   |
| confronted card or paying with a method payment, what ?                            |
| When potential fraud chip or with a different method payment a what you?           |
| How fraud when use chip non-cash of payment?                                       |

| should you do              | get c                        | could to frau    | .d 1          | EMV card?     |                 |                     |         |
|----------------------------|------------------------------|------------------|---------------|---------------|-----------------|---------------------|---------|
| what do you ?              | ial fraud associated with    | h chip cards     | with          | method        | payment         | more prone          |         |
| What should we do          |                              | involving ca     | ards or 2     |               |                 |                     |         |
|                            | you confronted               |                  |               | rds or n      | hone navments?  |                     |         |
|                            | you commonwed<br>chip card v |                  |               | p             | none payments.  |                     |         |
| you wit                    |                              |                  |               | 0?            |                 |                     |         |
|                            | confronted po                |                  |               |               | with a diffe    | erent navment metho | d?      |
| What                       |                              |                  |               |               |                 | orone paymone moune | ,α.     |
|                            | fraud related                |                  |               |               |                 | credit card, wh     | at do   |
| you?                       |                              | . от р р         | -u,g          |               |                 | oroun ouru, wi      |         |
| When about possi           | ble                          | cards            | _ with a meth | od of         | raises flag     | gs, what do do?     | )       |
| When confronted            | associated w                 | rith cards       | paying wit    | th method     | od of that is _ | credit card         | l,      |
| do?                        |                              |                  |               | _             |                 |                     |         |
| Do take                    |                              |                  |               | ard or a paym | ent method?     |                     |         |
| What should you do if $\_$ |                              |                  |               |               |                 |                     |         |
|                            | ial associated               |                  |               |               |                 |                     |         |
| about potent do?           | tial fraud with chi          | p payir          | ng a          | payme         | ent that more   | fraud, wl           | nat do  |
| When about poten           | ntial with                   |                  | t             | hat is known  | raise red flag  | s, what do you      | ?       |
| do you prevent             | when you pay with _          | chip             |               | ?             |                 |                     |         |
| When you of frauc          | d with chip                  | card,            |               | do?           |                 |                     |         |
| When with fraud _          | with or                      | paying with      | method        | payment tha   | t l             | oe fraudulent,      |         |
| When                       | involving a chip             | or payment de    | evice,        | you ?         |                 |                     |         |
| When confronted            |                              |                  |               |               |                 | you do?             |         |
| When using chip _          |                              |                  |               |               |                 |                     |         |
| confronted f               |                              |                  |               | nt of         | what do vou     | ?                   |         |
|                            | fraud associated             |                  |               |               |                 |                     |         |
| do?                        |                              |                  |               |               |                 |                     |         |
| How deal wi                | th when using                | card or _        | payı          | nent?         |                 |                     |         |
| What should do             | you get that _               | lead fra         | ud            | chip card or  | me              | ethod?              |         |
| When faced with fraud      | chip cards _                 | paying with a    | ı pa          | ayment that _ | be              | to w                | hat     |
| should I do                | fraudulent ac                | ctivity on chi   | in-hased      | ?             |                 |                     |         |
| do deal                    |                              |                  |               | •             |                 |                     |         |
| If you know                |                              |                  |               |               |                 |                     |         |
|                            | ial fraud associated with    |                  |               |               |                 | different than a    | card    |
| what do                    | ai iiaaa associatea wit      | p                | paying        |               |                 |                     | _ cara, |
| When                       | with a card,                 | are some measure | es?           |               |                 |                     |         |
| do you when                |                              |                  |               | mobile        | ?               |                     |         |
| What actions               | when there                   | e is fraud ass   | sociated      | a ?           | •               |                     |         |
| When with fraud            |                              |                  |               |               |                 | ılent, what do      | ?       |
| What do if                 |                              |                  |               |               |                 |                     |         |
| If we w                    |                              |                  |               | do?           |                 |                     |         |
| confronted about           |                              |                  |               |               | of is           | to raise red        | what do |
|                            | al fraud associated          | ohin oondo       | novina        | mathad        | normant that    | nnon o              |         |
| do you?                    | al fraud associated          | _ citip catus    | haimid        | memon         | payment mat     | brone               |         |
| What you wh                | nen with potential           | fraud            | cards         | paying wi     | th method of    | that                |         |
| What you wh                | nen are                      | fraud associated | with          | ?             |                 |                     |         |
| should                     |                              |                  |               |               |                 |                     |         |
| When confronted about      |                              |                  |               |               | ment known to   | red flags.          | you     |
|                            | •                            |                  |               | F 3 3         |                 |                     | ,       |

| ?                       |                     |                             |                 |              |                           |
|-------------------------|---------------------|-----------------------------|-----------------|--------------|---------------------------|
|                         |                     | associated                  |                 | payment?     |                           |
| w                       | hen with ass        | sociated with chip cards ar | nd?             |              |                           |
| What going _            | do with             | fraud associated with chi   | p r             | nethods?     |                           |
| How do you deal with po | otential            | _ chip cards                | different _     | of payment   | card?                     |
| When                    | with cards          | paying with a               | known to b      | oe fraud, do | do?                       |
| confronted              | associated wi       | th chip or with             | a ofpayment     | that is      | raise red flags, what     |
| ?                       |                     |                             |                 |              | fraudulent, what do you   |
|                         |                     | e fraudulent with an        | EMV?            |              |                           |
| How do                  |                     |                             |                 |              |                           |
|                         |                     | tential fraud ca            | ards?           |              |                           |
| If you're aware a c     |                     |                             |                 |              |                           |
|                         |                     | ted to and payn             |                 |              |                           |
| When potent do?         | ial associated      | cards paying                | with a method   | _ payment    | a banknote, what          |
|                         | taken there         | suspected fraud             | an chip ca      | rd?          |                           |
|                         |                     |                             |                 |              | be more prone             |
| What you do when        | with with _         | ?                           |                 |              |                           |
| do you if               | information tha     | t leads a _                 | card?           |              |                           |
|                         |                     | with                        |                 | ?            |                           |
| going to                |                     |                             |                 |              |                           |
|                         |                     |                             | n n             | ew           | with credit and/or a chip |
|                         | ·                   |                             |                 |              |                           |
| What should you do      | fraud               | ?                           |                 |              |                           |
| What if                 | you confronted _    | fraud with chip _           | ?               |              |                           |
| When confronted ?       | associated _        | cards or paying             | with method o   | of other     | _ a credit do             |
|                         | aud with a card _   | with card _                 | requires        |              | what                      |
| What actions to         | a _                 | fraud to a                  | chip card?      |              |                           |
|                         |                     |                             |                 | raise red    | flags, do ?               |
|                         |                     |                             |                 |              | payment, what do          |
| Do any                  | if a possibili      | ity of a ch                 | ipcard a payn   | nent method? |                           |
| What you do             | confronted fraud    | cards                       | mobile payments | s?           |                           |
| When you know fr        | aud involving a     | what ?                      | •               |              |                           |
| When are                | fraud with          | _ chip how do a             | act?            |              |                           |
| What you do             | you are aware       | card?                       |                 |              |                           |
| If about                | chip card s         | hould you?                  |                 |              |                           |
| What do whe             | n awai              | re a card scam?             | ?               |              |                           |
| you start in _          | fr                  | audulent scenario with an   | ?               |              |                           |
| When                    | f fraud with a chip | or paying with a            | a me            | ethod paym   | ent, what                 |
|                         |                     |                             |                 |              |                           |
|                         |                     | nen is car                  | d?              |              |                           |
| you wh                  |                     |                             |                 |              |                           |
|                         |                     | a scam?                     |                 |              |                           |
|                         |                     | raudulent activity chi      |                 |              |                           |
| do?                     |                     |                             |                 | that known   | to be fraud, what should  |
| What actions            | there's             | fraud linked to a _         | card?           |              |                           |
| do you with f           | raudulent with      | chip ?                      |                 |              |                           |

| How do you on a chip or tap-to-pay?   |
|---|
| What actions that need taken is linked a chip card?                               |
| What actions are when is a card?  |
| What I a chip-based payment for fraudulent ?                                      |
| you if you knew about a ?   |
| What you confronted potential or pay with your mobile phone?                      |
| are steps to take you get fraud alert ?   |
| What you do if know of ?  |
| you aware fraud with a payment, what you do?                                      |
| if you about a fraud involving chip?  |
| When about fraud cards or paying a payment, what you do?                          |
| are going to do are confronted with cards?  |
| When with associated chip cards or with method known to you do?                   |
| What should I do of a with payment?   |
| a method that is not same as a card, what do                                      |
| Do take precautions using a card of fraud?  |
| do when you know of chip?   |
| If you information that lead to fraud with or a method, you?                      |
| What should do if you information that lead a chip card payment?                  |
| When confronted about potential to or paying that is known be what do do?         |
| I do if there is fraudulent payment?  |
| you card scam, what should you?   |
| When are confronted about potential with a method that is known red               |
| flags, do   |
| What actions taken receiving a fraud?   |
| take a a lert for a chip card?  |
| confronted about associated with chip using payment that is known be do           |
| do? should event of activity using a payment?                                     |
| What do if there a for fraudulent activity ?                                      |
| When of with a chin card a card that doesn't what should?                         |
| What steps are taken when trap trap ?   |
|   |
| should you fraud a chip or payment ?  |
| When you with a chip card or that a certain what should do?                       |
| you of a chip card or paying without a what you ?                                 |
| I to the dealing with potential fraud EMV payment.                                |
| What can I to with fraudulent chip-enabled?                                       |
| What are the you take possible fraud EMV?   |
| What when suspected fraud to a chip?  |
| If you receive information may future fraud a chip card or do?                    |
| What do when are informed about related chip?                                     |
| What do when confronted potential with chip or with a other credit?               |
| confronted with a potential fraud cards or paying with a other what ?             |
| What you when fraud associated chip or payment?                                   |
| What need to be a to a to a card?   |
| What should you when with fraud associated cards paying with different of payment |
|   |
| potential fraud with a how you respond?   |

| you           | u receive         | that may      | <i></i>     | _ future     |               | _ EMV chi  | o             | a method    | of payment   | t, what     | you         | _?  |
|---------------|-------------------|---------------|-------------|--------------|---------------|------------|---------------|-------------|--------------|-------------|-------------|-----|
| What          | you do            | you           | of          | f            | raud?         |            |               |             |              |             |             |     |
|               | have              | _ be          | j           | is frau      | d to a        | chip card? |               |             |              |             |             |     |
| Vhat          | do i              | f there is fr | aud         |              | paymer        | nts?       |               |             |              |             |             |     |
| Vhat          |                   |               |             | there's a    | suspected _   | linked     | to a chip ca  | ard?        |              |             |             |     |
|               | by potenti        |               |             |              |               |            |               |             | _ should y   | ou do?      |             |     |
| do            | you deal          | fraudule      | nt          |              | chip          | bankcard   | /contact-fre  | e money _   | y            | ou're notif | ied?        |     |
|               | onfronted wit     |               |             |              |               |            |               |             |              |             |             |     |
| ou do?        |                   |               |             |              |               |            |               |             |              |             |             |     |
| fac           | ed with pote      | ntial fraud   |             | _ chip       | v             | vith       | of            | other than  | n a credit _ | what        |             | do? |
| Vhat          | you               |               | you         | of           | _ with a chi  | p or a     | a card that _ | a cert      | ain          | ?           |             |     |
| cor           | nfronted          | frau          | ıd          | chip         |               | with       | _ method of   | that i      | s known to   | be more     | prone to it |     |
|               | pote              | ential        | associate   | d with chip  |               | with _     | of            | f payment _ | is kno       | wn l        | oe more     | to  |
|               |                   | VOII          | confro      | nted fr      | and associa   | ted with   | or            | navn        | nents?       |             |             |     |
|               | ould              |               |             |              |               |            | 01            | Puji        | 1011001      |             |             |     |
|               | u of fra          |               |             |              |               |            | en't hold     |             | should       | VOII        | 2           |     |
|               | nfronted          |               |             |              |               |            |               |             |              |             | •           |     |
|               | know abo          |               |             |              |               |            |               |             |              |             | 2           |     |
|               | know abo          |               |             |              |               |            |               |             |              |             |             |     |
|               |                   |               |             |              |               |            | tent method   | ·           | _ பாளா வ     | caru, w     | mai uo      |     |
|               | you do if y       |               |             |              |               | carur      |               |             |              |             |             |     |
|               | 'e                |               |             |              |               |            |               |             |              |             |             |     |
|               |                   |               |             |              |               |            |               |             |              | you         | ?           |     |
|               | do                |               |             |              |               | chip ca    | rd?           |             |              |             |             |     |
|               | I do if the       |               |             |              |               |            |               |             |              |             |             |     |
| wh            |                   |               |             |              |               |            |               |             |              |             |             |     |
| what          | about pote<br>you | ential frauc  | 1 associate | α            | _ cards or pa | ayıng witn | annere        | ent or      | tnat         |             | _ tnan      |     |
| When co       | onfronted         | cai           | rds or payi | ng with      | of pa         | nyment     | mor           | re prone to |              | do          | ?           |     |
|               | you do wher       |               |             |              |               |            |               |             |              |             |             |     |
|               | frau              |               |             |              |               |            |               |             |              |             |             |     |
|               | nandle            |               |             | _            |               | 1 0        |               |             |              |             |             |     |
|               | nfronted          |               |             |              | ds            | with       | method o      | f payment   | that r       | nore        | it, w       | hat |
| ou            |                   | _             |             |              |               |            | _             | 1-3         |              |             |             | _   |
| When co<br>ou | onfronted         | fra           | ud w        | ith          |               | _ with a _ | pa            | yment       | _ is known   | to raise re | ed flags,   |     |
|               | onfronted         |               |             |              |               |            |               |             |              |             |             |     |
| When co       | onfronted abo     | out           | associa     | ated ch      | nip or ι      | ısing      | method        | than        |              | should      | you?        |     |
|               | you               | cases of      | w           | rith car     | rds or payme  | ents?      |               |             |              |             |             |     |
| When          | with pote         | ential fraud  | associate   | d with       |               | with       | your          | what d      | о            | _?          |             |     |
| When          | know of f         | fraud         |             | or wh        | nen you pay   | a car      | d that        | a           | of           |             | _ you       |     |
|               |                   | _ associate   | d chi       | p cards or u | sing a meth   | od of paym | ent is        |             | raise red    |             | should      |     |
| When co       | onfronted         | fraud as      | sociated _  | ca           | rds           | with a     | method        | _ payment   | that 1       | red         |             |     |
| f g           | get informati     | on fra        | aud a       | n enhanced   |               |            | what          | you do?     |              |             |             |     |
|               | with pote         |               |             |              |               |            |               |             | w            | hat do you  | ı do?       |     |
|               | you               |               |             |              |               |            |               |             |              |             |             |     |
|               | otocol            |               |             |              |               |            |               | payme       | nts?         |             |             |     |
|               | we tackle         |               |             |              |               |            | _ • _         |             |              |             |             |     |
|               | deal              |               |             |              |               | 1?         |               |             |              |             |             |     |
|               |                   |               |             |              |               |            | be taken?     |             |              |             |             |     |
|               |                   |               |             |              | chip          |            |               |             |              |             |             |     |

| What should do in event of you co   |   | chin cards?  |  |
|---|---|--|--|
| you fraud EMV   |   | chip caras:  |  |
|   |   | cal orcontactless ca   | ard?   |
| If you receive information that be  |   |  |  |
| What should be  |   |  |  |
| What you do you learn   |   |  |  |
| When with   |   |  | what do do?  |
| When confronted fraud   |   |  |  |
| you of with chip  | card car  | rd with no what do you _   | ?  |
| deal :  | you use a chip card or pa   | yment?   |  |
| What you do if learn  | involving   | card?  |  |
| When confronted potential do you?   | associated or   | paying using a method  | known red  |
| When confronted potential?  | associated or   | paying with of paying  | ment different than banknote,                      |
| How to reported card  |   |  |  |
| Is procedure for suspe  |   |  |  |
| When confronted potential we going have c   |   |  | ment, what you?                                    |
| What do you if you informa  | tion that can to  | ?  |  |
| put in when   | tied to a chip care   | 1?   |  |
| you with concerns over  | er fraudulent activity  | chipped bankcard/cont  | cact-free?   |
| do you activity li  | nked a card?  |  |  |
| What do do chip card  | is used for   | ?  |  |
| When about fraud to   | card what mea   | isures are?  |  |
| What you if you   | with  | cards paying with a di   | fferent of payment?                                |
| How you deal with potential frau  | d or  | payment?   |  |
| When confronted by potential  | with or wit   | th a that is   | than a what d                                      |
| do when you're  | fraud involving card  | ls?  |  |
| you know fraud  | card paying with  | card have  | a pin, what you supposed                           |
|   | TATİ  | h a method of isn't  |  |
| When with potential fraud   |   |  | a credit what do                                   |
| fraudulent  | contact-less pay methods?   |  | a credit what do                                   |
| fraudulent you are _  | contact-less pay methods? of fraud to a ch  | nip?   | a credit what do                                   |
| fraudulent you are should do see  | contact-less pay methods? of fraud to a cl  | nip?<br>nyment?  | a credit what do                                   |
| fraudulent you are should do see of fraud a   | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without   | nip?<br>nyment?<br>what you do?  | a credit what do                                   |
| fraudulent you are should do see of fraud a you're of a involving a   | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without card, do  | nip? nyment? what you do? o?   |  |
| fraudulent you are _ should do see of fraud a you're of a involving a about fraud associate   | contact-less pay methods?  of fraud to a clean chip-based part of a card without decay card, decay decay decay cards paying   | nip? nyment? what you do? o? that diff                                 |  |
| fraudulent you are should do see of fraud a you're of a involving a about fraud associate What should do you are aw   | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without card, do d with chip cards paying are of  | nip? nyment? what you do? o? that diff                                 |  |
| fraudulent you are _ should do see of fraud a you're of a involving a about fraud associate What should do you are aw handle fraud chip or t  | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without de card, paying are of ouchless ?   | nip? nyment? what you do? o? that diff                                 |  |
| fraudulent you are _  should you are _  What should do see  of fraud a  you're of a involving a about fraud associate  What should do you are aw handle fraud chip or t ways to tackle chip   | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without card, do d with chip cards paying are of ouchless ? fraud   | nip? nyment?whatyou do? o?thatdiffcard?                                | ferent to card, do do?                             |
| fraudulent you are _ should you are _ What should do see of fraud a you're of a involving a about fraud associate What should do you are aw handle fraud chip or t ways to tackle chip What you do when confronted                            | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without dc d with chip cards paying are of ouchless ? fraud fraud associated with   | nip? nyment?whatyou do? o? thatdiffcard?                               | Gerent to card, do do?                             |
| fraudulent you are  | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without card, du d with chip cards paying are of? fraud fraud associated with ential fraud associated ch  | nip? nyment?whatyou do? o? thatdiffcard?                               | Gerent to card, do do?                             |
| fraudulent you are _  should you are _  What should do see  of fraud a  you're of a involving a about fraud associate.  What should do you are aw handle fraud chip or t ways to tackle chip  What you do when confronted  What do do pote of | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without a card, a paying are of are of ? fraud fraud associated with and chip cards chip fraud?   | nip? nyment? what you do? o? that diff card? or using a ip or me       | Terent to card, do do?? ethod different to credit? |
| fraudulent you are  | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without card, do d with chip cards paying are of? fraud fraud associated with contial fraud associated ch chip fraud?  ware of fraud chip               | nip? nyment?whatyou do? o?thatdiffcard?orusing a iporme                | Terent to card, do do?? ethod different to credit? |
| fraudulent you are  | contact-less pay methods?  of fraud to a cl a chip-based pa or a card without card, do d with chip cards paying are of? fraud fraud associated with ential fraud associated ch c chip fraud? ware of fraud chip ked card, wha | nip? nyment?whatyou do? o? thatdiffcard?  orusing a ip or me card or a | Terent to card, do do?? ethod different to credit? |

| How fraud when using a non cash?   |                                   |
|--|-----------------------------------|
| When $\_\_\_$ potential fraud $\_\_\_$ chip cards $\_\_\_$ paying with $\_\_\_$ method $\_\_\_$ from $\_\_\_\_$  | what should do?                   |
| What do receive information that could lead to fraud enhanced chip _   | ?                                 |
| should I there is a of a payment?  |                                   |
| that could lead to fraud with chip card, you?  |                                   |
| When faced potential fraud with chip paying with of payment fraud,   | be prone to                       |
| When informed chip what are taken?   |                                   |
| confronted about with chip cards using method of raises re   | d flags, you?                     |
| you respond to card?   |                                   |
| confronted potential associated cards paying using method of   | is known to be more pron          |
| have with chip cards or what should ?  |                                   |
|  |                                   |
| If receive information that lead an chip what you ? can you information lead to fraud with a chip ?  |                                   |
|  |                                   |
| How you are potential fraud related to card?   |                                   |
| What should do you fraud a chip?  When chip cards or payment methods that could commit what  | 2                                 |
|  | f                                 |
| When with with chip cards using a fraudulent of do ?   |                                   |
| a chip card or payment device, should you?  When potential chip paying with a different payment method, when   | ant chould 2                      |
|  | iat siloulu :                     |
| should you chip fraud or with method of payment? about potential fraud with cards method of payment, what  | chould you                        |
| you with the for potential an EMV chip card?   | siloulu you:                      |
| you with the for potential an EMV clip card? do if know of chip card?  |                                   |
| confronted potential fraud associated chip cards paying with   | is different than a traditional   |
| controlled potential fraud associated clip cards paying with   | _ is different than a traditional |
| should do when you're a potential a card?  |                                   |
| When about fraud with or payment pay mobile p  | hone, what do you?                |
| Do know how to handle fraud or ?   |                                   |
| Does it emastical or contactless payment?  |                                   |
| should you deal chip cards and?  |                                   |
| What we when a fraud for chip?   |                                   |
| What going to do you of fraud card?  |                                   |
| we fraud cases cards, what should we?  |                                   |
| you know a that involves chip what do?   |                                   |
| What should do if is fraudulent a payment?   |                                   |
| What do when you fraud chip or?  |                                   |
| How do deal with activity a?   |                                   |
| should be done there activity to EMV?  |                                   |
| What do you do potential fraud with using method of paymo  | ent to?                           |
| How quickly fraudulent activity my card?   |                                   |
| using a card things, you handle fraud?   |                                   |
| do you confronted about fraud?   |                                   |
| When confronted with potential fraud associated cards paying method paying paying method paying remainded paying method paying remainded paying method paying remainded paying method paying paying method paying payi | nent known to be                  |
| you know of chip with a requires a payment met   | hod, should you do?               |
| confronted potential with cards or paying a that is to   |                                   |
| are you expected to do if you wit  |                                   |
| How you with fraud touchless card?   | -                                 |
| fraud chip cards or paying with a of payment to  | what you do?                      |
| informed about potential fraud a card, how you?  |                                   |

| abo                | ut how       | _ identify and   |                 |                 | to the       | new o      | of with       | credit      | or the chip   | cards       |
|--------------------|--------------|------------------|-----------------|-----------------|--------------|------------|---------------|-------------|---------------|-------------|
| When there's _     | suspe        | cted fraud       |                 | card,           | are re       | equired?   |               |             |               |             |
| When<br>do?        | fra          | aud associated   |                 | paying          | with         | of         | is            | to 1        | red flags w   | hat do you  |
| What actions _     | be tak       | en when there    | 's              | to              | chip         | ?          |               |             |               |             |
| When               | fraud        | with chip o      | ards or using _ | method of       | f            | knov       | wn to         | what        | do            | ?           |
| What should yo     | ou do if yoι | receive          | that            |                 | a            | or         | new           | method?     |               |             |
| Does mal           | ke sense to  | fra              | udulentv        | with an         | pa           | ayment?    |               |             |               |             |
| What steps         |              |                  | tells you about | trap            | _ chips from | n?         |               |             |               |             |
|                    | _ of fraud   | a chip ca        | rd v            | vithout a       | shoul        | d do?      | •             |             |               |             |
| How                | _ react wh   | en 1             | made            | w               | ith a chip c | ard?       |               |             |               |             |
| Do you fr          | audulent ii  | ncidents relate  | d to            |                 | ?            |            |               |             |               |             |
| kno                | w of fraud   | with a           | or paying u     | ısing a         | requires     | S          | _ method      | wha         | t             | _ expected  |
| When kno           | ow a :       | fraud with       | _ chip          | should          | ?            |            |               |             |               |             |
| When by            | potential    | associated       | d with car      | rds payin       | g            | method o   | of payment th | nat is      | a bankı       | note,       |
|                    | _            |                  |                 |                 |              | _          |               |             | - <del></del> |             |
| When               | aware o      | f fraud _        | a chip card     | l,              | do?          |            |               |             |               |             |
| What do you _      |              | with poter       | ntial           |                 |              | with a n   | nethod of     | that is mo  | re prone _    | fraud?      |
| confronte          | ed by fraud  | with             | _ cards or pay  | ring a met      | thod         | that _     | to            | red         | what          | do?         |
|                    | _ precautio  | ons              | discover a pos  | sibility fr     | aud like     | us         | e a chipcard  | ?           |               |             |
| do?                | _ of fraud   |                  | or              | a t             | that require | es a m     | nethod of pay | ment what _ | 6             | expected to |
| What should you    |              | en confronted    | about potentia  | al w            | ith ca       | rds        |               | method _    | than          |             |
|                    | _            | re               | elated fraud, w | hat should      | do?          |            |               |             |               |             |
| you                |              |                  |                 |                 |              | method     | , should      | d you ?     |               |             |
|                    |              |                  |                 | ards payi       |              |            |               |             | what do       | do?         |
| you                | that         | could lead to f  | uture fraud     | (               | card or a me | ethod      |               | do          | )?            |             |
| manage potent      |              |                  |                 |                 |              |            |               |             |               |             |
| How can you r      |              |                  |                 |                 |              |            |               |             |               |             |
| When confront you? |              |                  |                 |                 |              | _ a method | d             | raises 1    | red w         | hat         |
| do do?             | ut potentia  | ıl associa       | ted with        | pay             | ing a ı      | method     | payment _     | a           | traditional   | card,       |
| should             | do           | you hear         | fraud           | a chip          | ?            |            |               |             |               |             |
| I do               |              |                  |                 |                 |              | metho      | od?           |             |               |             |
|                    |              |                  |                 | s paying        |              |            |               | different   |               | banknote,   |
| what               | ?            |                  |                 | chip or pa      |              |            |               |             |               |             |
| you                | ·            |                  |                 |                 | <u></u>      |            | . 01          |             | _ 14150       | _ 11490)    |
| do you do          |              |                  |                 |                 |              | of mo      | omt that i    |             |               | rub a t     |
| you?               | ea po        | tentiai iraud as | ssociated       | cards or        |              | or pa      | yment that is | s known     |               | _ wnat      |
| What actions _     | be tak       | en               | suspected       | d a (           | chip?        |            |               |             |               |             |
| What you           | ı            | _ confronted w   | ith activi      | ty associated w | vith         | ?          |               |             |               |             |
| you are i          | nformed ab   | out chip         | scam, ho        | w               | ?            |            |               |             |               |             |
| What actions _     | t            | aken the         | re suspec       | cted            | an El        | MV c       | ard?          |             |               |             |
| witl               | h potential  |                  | chip cards _    | paying wit      | h a          | than a     | card, w       | vhat        | do?           |             |
| When               |              |                  |                 |                 |              |            |               |             |               | ?           |
| What should _      |              |                  |                 |                 |              |            |               |             |               |             |
|                    |              |                  |                 | ls paying       |              | hod        |               | fraudule    | nt, what do   | do?         |
| confronte          |              |                  |                 |                 |              |            |               |             |               |             |
| ?                  |              |                  |                 |                 |              |            |               |             |               |             |

| How prevent fraud a chip card?   |                           |
|--|---------------------------|
| When confronted fraud cards or a method that is different  | _ a banknote, what do     |
| informed about chip card scam respond?   |                           |
| should of with a card, or paying with card requires a cer  | tain method ?             |
| you discover fraud chip or paying with a that certain method v   |                           |
| ?  | <del></del>               |
| How do when aware of potential card?   |                           |
| When fraud linked to a chip actions taken?   |                           |
| Ways with or payment fraud?  |                           |
| you take if you of fraud, like use chipcard payment  |                           |
| confronted fraud associated with cards or paying a method that is than a ?   | traditional               |
| reported chip fraud?   |                           |
| How would respond if you heard ?   |                           |
| When with associated with chip cards or payment, what should you   | ?                         |
| If information might fraud with a card a new method, what  |                           |
| you handle chip and pay cards?   | _                         |
| confronted fraud associated cards a a fraud associated fr | what you                  |
| do?  |                           |
| you do confronted about associated chip?   |                           |
| you information may to fraud with an chip card or method payment,  |                           |
| When potential associated with chip paying of payment can you ?  | red flags, what           |
| curious how to identify with potential related to chip new met   | nod paying with           |
| debit  | 104 paying                |
| confronted about potential fraud with chip with method that  | prone to                  |
| do you do  |                           |
| How deal with potential fraud linked cards?  | von do?                   |
| When confronted with cards a payment that is known to a paying with  |                           |
| do when by potential flaud paying with paying credit card?   | ant that is unferent than |
| What are in place informed about fraud a?  |                           |
| I interested in how to identify deal with related method of paying _   | and/or chip               |
|  |                           |
| How you deal with fraud card payments?   |                           |
| you fraud with a card or with card that requires certain of sho  |                           |
| When confronted with paying with a paying with a credit do?  | t card, what should you   |
| When confronted about associated with chip cards using payment that is   | to be prone               |
|  |                           |
| When confronted fraud associated with cards method of that is more   | e prone                   |
| activity, do should if we have with card payments?   |                           |
|  | the new chip              |
| I am how to and potential to the new paying with Can you tell what the process is potential EMV ?  | the new chip              |
| confronted with potential fraud with chip or paying with a method that is  |                           |
| what   |                           |
| When card device is used for fraud, what ?   |                           |
| When faced with associated cards or a of payment than of   | ard, what do?             |
| notice fraud with chip card paying with a card requires a certain  | do?                       |
| the that should be taken when is linked chip?  |                           |
| confronted with potential fraud associated or with different   | a credit what do          |
| you?   |                           |
| with method different to credit card, what s   | hould you?                |

| you know of of chip card, what should ?  |
|--|
| you do when confronted with fraud on ?   |
| are steps when receive a for a chip ?  |
| you of a or paying a a pin, what are you supposed ?  |
| If receive that could to future chip a payment, what do you? do if you confronted fraud with cards?  |
| What do you receive information that lead fraud with a method of?  |
| you discover fraud a chip should you do?   |
| receive information that could be to a a payment method, do you do?  |
| with potential chip cards paying with a is credit card, what do do?  |
| you you of fraud with a chip?  |
| confronted about chip cardspaying payment known be fraudulent, what should you do?   |
| about fraud associated or method other than a banknote, are you going do?  |
| When confronted with associated cards a method credit card, should do?   |
| How handle or pay card ?   |
| you know of a a card device, you supposed to?  |
| When know of a and payment what do?  |
| I am curious about any scam related to or the method credit/debit  |
| If you aware fraud chip paying with a card that a payment, what should   |
|  |
| in response to a possible scenario EMV chip?   |
| How do with fraudulent activity chip bankcard/contact-free money transfer?   |
| Do you take any you discover a if you chipcard or method?  |
| What do you if receive information could lead to fraud with payment?   |
| When you of with card or paying without pin, what to?  |
|  |
| do do when are fraud chip cards?   |
| do do when are fraud chip cards? are taken after EMV card fraud?   |
|  |
| are taken after EMV card fraud?  |
| are taken after EMV card fraud ? do you when possible with cards or payment ? should you do if with fraud chip ? Do take any precautions if you discover a of fraud, or method?  |
| are taken after EMV card fraud? do you when possible with cards or payment? should you do if with fraud chip?  |
| are taken after EMV card fraud ? do you when possible with cards or payment ? should you do if with fraud chip ? Do take any precautions if you discover a of fraud, or method?  |
| are taken after EMV card fraud? do you when possible with cards or payment? should you do if with fraud chip?  Do take any precautions if you discover a of fraud, or method?  What you do when potential fraud with chip cards a of than banknote?  |
| aretaken afterEMV card fraud?do youwhenpossiblewithcards or payment?should you do ifwithfraudchip?  Dotake any precautions if you discover aof fraud,ormethod?  Whatyou do whenpotential fraudwith chip cardsaofthanbanknote?  Ifof frauda chip card orwithdoesn'tshould you do?   |
| are taken after EMV card fraud? do you when possible with cards or payment? should you do if with fraud chip?  Do take any precautions if you discover a of fraud, or method?  What you do when potential fraud with chip cards a of than banknote?  If of fraud a chip card or with doesn't should you do?  When fraud with chip card, what you?  When confronted fraud with cards or with of other card, what should you   |
| are taken after EMV card fraud? do you when possible with cards or payment? should you do if with fraud chip?  Do take any precautions if you discover a of fraud, or method?  What you do when potential fraud with chip cards a of than banknote?  If of fraud a chip card or with doesn't should you do?  When fraud with chip card, what you?  When confronted fraud with cards or with of other card, what should you?  |
| are taken after EMV card fraud ? do you when possible with cards or payment ? should you do if with fraud chip ?  Do take any precautions if you discover a of fraud, or method?  What you do when potential fraud with chip cards a of than banknote?  If of fraud a chip card or with doesn't should you do?  When fraud with chip card, what you?  When confronted fraud with cards or with of other card, what should you?  What you do when with cards?   |
| aretaken afterEMV card fraud?do youwhenpossiblewithcards or payment?should you do ifwithfraudchip?  Dotake any precautions if you discover aof fraud,ormethod?  Whatyou do whenpotential fraudwith chip cardsaofthanbanknote?  Ifof frauda chip card orwithdoesn'tshould you do?  Whenfraud withchip card, whatyou?  When confrontedfraudwithcards orwithofothercard, what should you?  Whatyou do whenwithcards?  What shouldwhow of fraudcard or payment?  |
| aretaken afterEMV card fraud?do you when possible with cards or payment?should you do if with fraud chip?  Do take any precautions if you discover a of fraud, or method?  What you do when potential fraud with chip cards a of than banknote?  If of fraud a chip card or with doesn't should you do?  When fraud with chip card, what you?  When confronted fraud with cards or with of other card, what should you?  What you do when with cards?  What should with card or payment?  Process started after of either card or contactless ?  |
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| aretaken afterEMV card fraud?do youwhenpossiblewithcards or payment?should you do ifwithfraudchip?  Dotake any precautions if you discover a of fraud,ormethod?  Whatyou do when potential fraudwith chip cards a ofthanbanknote?  If of fraud a chip card orwith doesn'tshould you do?  When fraud with chip card, whatyou?  When confronted fraudwith cards orwith ofother card, what should you?  What you do when with cards?  What should know of fraud card or payment?  Process started after of either card or contactless ?  When confronted fraud chip a of payment that is to credit card, do ?  When linked to a measures are taken?  do you receive could lead future withEMV chip or a of payment?   |
| aretaken afterEMV card fraud?do you whenpossible withcards or payment?should you do if withfraud chip?  Do take any precautions if you discover a of fraud, or method?  What you do when potential fraud with chip cards a of than banknote?  When fraud with chip card, what you?  When confronted fraud with cards or with of other card, what should you?  What you do when with cards?  What should know of fraud card or contactless?  When confronted fraud chip a of payment that is to credit card, do?  When confronted fraud chip a of payment that is to credit card, do?  When linked to a measures are taken?  do you receive could lead future with EMV chip or a of payment?  If you information might fraud a card or method of what do? |
| are  |
| aretaken afterEMV card fraud ?do youwhenpossiblewithcards or payment ?should you do ifwithfraudchip ?  |
| aretaken afterEMV card fraud?do youwhenpossiblewithcards or payment?should you do ifwithfraudchip?   |

| How do                          | when                     | _ chip card or non-  | cash?            |                |                 |                   |            |
|---------------------------------|--------------------------|----------------------|------------------|----------------|-----------------|-------------------|------------|
| When confronted?                | _ fraud associated with  | cards                | with             | payme          | nt is know      | wn to be fraud, _ |            |
|                                 | cial fraud chi           | p cards or paying _  | method           | rai            | ses red flags,  | should            | ?          |
|                                 | fraud associated         |                      |                  |                |                 |                   |            |
| you're told                     | chip card scam, h        | ow                   | ?                |                |                 |                   |            |
| What do                         | with frau                | dulent method of _   | or car           | d?             |                 |                   |            |
| ways to tac                     | kle reported             | payment frau         | ıd?              |                |                 |                   |            |
| If tha                          | t could lead to fraud wi | th on you            | ır card,         | ?              |                 |                   |            |
| When confronted                 | potential fraud          | or p                 | aying with a     | method         | than            | card, do _        | do?        |
| What do<br>banknote?            | confronted po            | ential w             | ith chip cards _ | using          | different paym  | ent than          |            |
| When                            | fraud associated with    | chip cards, or       | with a           | paymen         | t, yo           | ou?               |            |
| know of fra                     | ud with a                | should do?           | •                |                |                 |                   |            |
| What can do                     | you are a :              | fraud chi            | ip?              |                |                 |                   |            |
| you are confront fraudulent, do | ed with asso<br>         | ciated with chip     | or paying        | a method       |                 | bo                | e          |
| confronted                      | potential fraud ch       | ip or paying _       | a                | a c            | ard, what shou  | ıld you?          |            |
|                                 | ud with cards            |                      |                  | ??             |                 |                   |            |
|                                 | when you use             |                      |                  |                |                 |                   |            |
|                                 | tions if discover a      |                      |                  |                |                 |                   |            |
| When about pote                 | ential related           | chip cards pa        | nying a me       | thod paym      | ent that        | raise r           | red flags, |
| confronted with do you do       | associated w             | rith cards, or _     | with 1           | method         | 1               | known to fra      | audulent,  |
| What you do                     | are confronted           | potential            | associated       | _ chip         | _ payment       | _?                |            |
| What you if                     | f learn about a          | ?                    |                  |                |                 |                   |            |
| you o                           | f or payment             | device fraud,        | you do?          |                |                 |                   |            |
| do wi                           | th using a _             | card or              | non-cash pay     | ment?          |                 |                   |            |
| you deal                        | fraud                    | a chip               | with a no        | n-cash payment | ?               |                   |            |
| When confronteddo?              | potential fraud associa  | ated card            | ls paying _      | a different    | of              | a                 | you        |
| When frauc                      | d with chip cards o      | or with              | of pay           | ment, what     | do?             |                   |            |
| do do abou                      | t related                | _ a chip             | transfer?        |                |                 |                   |            |
| What do                         | you're confronted _      | potential fraud      | with chip        | paym           | ent?            |                   |            |
|                                 | tion to                  |                      |                  |                |                 | do?               |            |
|                                 | tion                     |                      |                  |                | you?            |                   |            |
|                                 | nandle suspected fraud   |                      |                  | method?        |                 |                   |            |
|                                 | card fraud report _      |                      |                  |                |                 |                   |            |
|                                 | dealing with             |                      | _ chip card?     |                |                 |                   |            |
|                                 | what sh                  |                      |                  |                | . 1             | 1.0               | 1 .        |
| do vou do?                      | fraud associated         |                      |                  |                |                 |                   |            |
| of fra                          | ud with chip             | paying a             | a card requ      | uires a pay    | ment method,    | what you su       | upposed    |
| When you fraud                  | with a chip card p       | aying with car       | rd               |                | payment, v      | what you          | ?          |
| you w                           | hen about fi             | raud chip            | o cards          | with a c       | of payment that | t different t     | han a      |
| should                          | abou                     | t a fraud using a    | card?            |                |                 |                   |            |
| What actions need               | ther                     | e is suspected fraud | l                | card?          |                 |                   |            |
|                                 | chip chip ch             |                      | do you do?       |                |                 |                   |            |
|                                 | hen there's a frau       |                      | ?                |                |                 |                   |            |

| do?  |  |   |   | what sh  |   |   |   |  |                                    |
|--|--|---|---|--|---|---|---|--|------------------------------------|
|  | onfronted  | fraud   | chip  | paying   | with n  | nethod  | that is kno   | wn to be fraud, _                              |                                    |
|  | do   | voulro owo  | ro of a   | a chin   | 2   |   |   |  |                                    |
| What a   | do<br>re the   |   |   |  |   | 2   |   |  |                                    |
|  | fraud be   |   |   |  |   | <b>:</b>  |   |  |                                    |
|  |  |   |   |  |   |   | of narmont w  | hat should you                                 | 2                                  |
|  |  |   |   |  |   |   |   | ed do _  |                                    |
|  |  |   |   |  |   |   | to raise r<br>do you do?  | eu uo _  | :                                  |
|  |  |   |   |  |   |   | payment, what _   | I 2  |                                    |
|  | o you  |   |   |  |   |   | payment, what _   | ·  |                                    |
|  | you  |   |   |  |   |   |   |  |                                    |
|  |  |   |   |  |   |   | nd payment  | that raises                                    | what                               |
| do   | _  | otonina maa   |   | omp our us   |   |   | paymont   |  | ********************************** |
| When y   | you of   | _ with a chip   |   | with   | that _  | have  | pin,  | _ you supposed _                               | do                                 |
| yo   | ou know f  | raud with   | chip  | or a that  | doesn't hold  | ·   | should  | ?  |                                    |
| Vhen c   | confronted   | fr  | raud pa   | aying with a me  | ethod p   | ayment  | _ is known  | what _   | do?                                |
|  | about pote   | ntial   | with  | cards or payir   | ng with   | fraudulent  | method  | should yo                                      | u?                                 |
| d  | o you respond _  |   | _ a chip car  | rd?  |   |   |   |  |                                    |
| Vhat d   | lo w   | hen you notice  | e potential _   |  | ?   |   |   |  |                                    |
|  | about chip   | or  | with a meth   | od of tha  | t is  | frau  | ıd, yo  | u do?  |                                    |
| sl   | hould you do   | confronted  | i   | associate  | ed chip   |   | payment method  | s?   |                                    |
| C(   | onfronted  | fraud   |   | cards  | paying with   | a different 1   | nethod of   | a credit                                       | what you                           |
| ?  |  |   |   |  |   |   |   |  |                                    |
| yo   | ou know about  | fraud   | chip card   | d or with  | tl  | nat   | a pin, sh   | ould?  |                                    |
| Vhat _   | to   | recei   | ving a fraud  | ·  | chip card   | )   |   |  |                                    |
|  |  | fraud with  | chip card   | l or payment, _  | should _  | do?   |   |  |                                    |
| f there  | e a possibi  | ility   | activity  | (  | or contactles   | S   | I do?   |  |                                    |
|  | with notent  | tial fraud asso   | ciated with   | cards or   | paving  | a   | ic  |  | a credit                           |
|  | with potent  | uui ii uuu usso   |   | 00100 01   |   |   | 13  |  | u creare                           |
|  |  | ilai iraaa asso   |   | our as or  | I - J   |   | 13  |  | u oroun                            |
| vhat do  |  |   |   |  |   |   | 13  |  | u creait                           |
| vhat do  | o<br>you fr  | aud when you  | use a   | or   | with  | ?   |   | nt to card, w                                  |                                    |
| vhat do How?   | o<br>you fr<br>withf   | raud when you   | use a<br>th card  | or   | with<br>a metho   | ?<br>d of paymen  | ut is differe   | nt to card, w                                  |                                    |
| vhat do How? What  | o you fr<br>with f   | raud when you fraud wit you get   | use a<br>th card<br>that  | or value of or value of value | with a metho  | ? d of paymen   | it is differe   | nt to card, w                                  |                                    |
| vhat do How  | o you fr<br>with f<br>do<br>hould you  | raud when you fraud wit you get if you become   | th card<br>that<br>e a of _   | or<br>ls<br>_ lead to fraud<br>a   | with a metho<br>a meto<br>or a  | ? d of paymer hip or new  | it is different<br>new paym<br>?  | nt to card, w                                  | hat you                            |
| vhat do Iow? Vhat sh Vhen _                                      | o you fr<br>with f<br>do<br>hould you  | raud when you fraud wit you get if you become   | th card<br>that<br>e a of _   | or<br>ls<br>_ lead to fraud<br>a   | with a metho<br>a meto<br>or a  | ? d of paymer hip or new  | it is different<br>new paym<br>?  | nt to card, w                                  | hat you                            |
| what do How? What sh Wheno?                                      | o you fr<br>with f<br>do<br>hould you<br>pote:   | raud when you fraud wit you get if you become ntial fraud   | th card that e a of _ chip  | or value or a pa   | with a metho a metho or a or a  | ? d of paymenthip or new method   | it is different<br>new paym<br>?  | nt to card, w                                  | hat you                            |
| what do How? What sh When lo? What sl                            | o you fr<br>with f<br>do<br>hould you<br>pote:   | raud when you fraud wit you get if you become ntial fraud   | th card that e a of chip  | or value or value or value or value or pa  | with a metho or a or a a chip   | ? d of paymenthip or new  method to card?   | it is different<br>new paym<br>?  | nt to card, w                                  | hat you                            |
| what do How?  What sh When _ lo?  What sl                        | o you fr<br>with f<br>do<br>hould you<br>pote:<br>hould I do<br>hould you                                    | raud when you fraud wif you get if you become ntial fraud   | th card th of _ e a of _ chip lo notified   | or value of or value of or or value of or   | with a metho or a or a a chip chip car  | ? d of payment hip or new method t card?  | it is differed<br>new paym<br>?<br>chat is from                                 | nt to card, w                                  | hat you                            |
| what do How? Whatsh When lo? What si What si What                | o you fr<br>with f<br>do<br>hould you<br>pote:<br>hould I do<br>hould you<br>do do                           | raud when you fraud wit you get if you become ntial fraud I recei   | th card that e a of _ chip lo notified tive informat  | or value of a particular for particular for  | with or a sying with a chip chip can ead to fraud   | ? d of paymenthip or new method to card? d?   | it is differed<br>new paym<br>?<br>chat is from                                 | nt to card, w                                  | hat you                            |
| vhat do How  | o you fr do<br>hould you pote:<br>hould I do<br>hould you do   | raud when you fraud wif you get if you become ntial fraud I recei a poss  | th card th that e a of chip _ notified tive informat  | or or las a pa ead for lent  | with or a sying with a chip chip can ead to fraud   | ? d of payment hip or new method t card? d? dayment?  | it is different is new paym? chat is from the chip?                             | nt to card, w                                  | hat you<br>what should             |
| what do How  | you fr with f do hould you pote: hould I do hould you do lo I do confronted                                  | raud when you fraud wit you get if you become ntial fraud I recei a poss _ potential fra  | th card that e a of chip _ notified ive informat sible fraudul ud associate   | or   | with a metho a metho or a or a a chip chip can ead to fraud F or payin  | d of paymer hip or new method to card? d? dayment? g with a diff                            | it is different is new paym? chat is from the chip?                             | nt to card, w                                  | hat you<br>what should             |
| what do Iow? What sh When _o? What sh What d What d              | o you fr with fo hould you pote: hould I do hould you do lo I do confronted                                  | raud when you fraud wif you get if you become ntial fraud I recei a poss _ potential fra taken be   | th card th of e a of chip _ notified ive informat sible fraudul ud associate  | or   | with or a sying with a chip can ead to fraud F or paying g chips from   | ? d of payment hip or new method t card? d? 6 sayment? g with a diff                        | it is different? that is? chip?   | nt to card, we ent?                            | hat you what should                |
| what do How? What sh When lo? What si What si What d When c yhen | o you fr with fo hould you pote: hould I do hould you do lo I do confronted                                  | raud when you fraud wif you get if you become ntial fraud I recei a poss _ potential fra taken be   | th card th of e a of chip _ notified ive informat sible fraudul ud associate  | or   | with or a sying with a chip can ead to fraud F or paying g chips from   | ? d of payment hip or new method t card? d? 6 sayment? g with a diff                        | it is different? that is? chip?   | nt to card, w                                  | hat you what should                |
| what do How  | o  | raud when you fraud wif you get if you become ntial fraud I recei a poss potential frautaken be related   | th card th that e a of chip _ notified ive informat sible fraudul ud associate eing tto                                     | or   | with or a sying with a chip care ead to fraud F or paying chips from with a   | ? d of payment hip or new method t card? d? dayment? g with a diff EMV? payme               | it is different new paym? chat is from? chip? ferent ?                          | nt to card, we ent?                            | hat you what should                |
| what do How  | o you fr do hould you pote: hould I do hould you do lo I do with to har                                      | raud when you fraud wif you get if you become ntial fraud I recei a poss _ potential fra taken be related   | thuse a th card that e a of chip loo notified tive informat sible fraudul ud associate eing to                              | or value of pauch of pauch of pauch of pauch of pauch of pauch of paying with an paying  | with or a sying with a chip chip can ead to fraud F or payin g chips from with a or   | ? d of payment hip or new method t card? d? dayment? g with a diff EMV? payme               | it is different new paym? chat is from? chip? ferent ?                          | nt to card, we ent?                            | hat you what should                |
| what do How  | o  | raud when you fraud wif you get if you become ntial fraud recei a poss _ potential fra taken be related ndle suspected a chip card, _   | thuse a th card that e a of chip loo notified tive informat sible fraudul ud associate eing tto                             | or   | with or a metho or a sying with a chip caread to fraud I or paying chips from with a or an  | ? d of payment hip or new method t card? d? or sayment? g with a diff EMV? payme            | it is different? chat is? chip? ferent? fort that is to payment?                | nt to card, we ent?  payment,                  | hat you what should                |
| what do How  | o  | raud when you fraud wif you get if you become ntial fraud recei a poss _ potential fra taken be related ndle suspected a chip card, _   | thuse a th card that e a of chip loo notified tive informat sible fraudul ud associate eing tto                             | or   | with or a metho or a sying with a chip caread to fraud I or paying chips from with a or an  | ? d of payment hip or new method t card? d? or sayment? g with a diff EMV? payme            | it is different? chat is? chip? ferent? fort that is to payment?                | nt to card, we ent?                            | hat you what should                |
| what do How  | you fr with f do hould you pote: hould I do hould you do lo I do with to han is linked to ou find out        | raud when you fraud wif you get if you become ntial fraud I recei a poss potential fra taken be related a chip card, fraud with   | th card th card that e a of _ chip lo notified tive informat sible fraudul ud associate eing to d fraudulent ca             | or   | with a metho or a or a a chip a chip car ead to fraud F or payin g chips from with a h on   | d of payment hip or new method to card? d? ayment? g with a diff EMV? payment recontactless | nt is different new paym?  chat is from?  chip?  ferent ent that is to payment? | nt to card, we ent?  payment, han payment,     | hat you what should what do        |
| what do How  | you frwith fo hould you hould I do hould you do lo I do confronted with is linked to ou find out with potent | raud when you fraud wif you get if you become ntial fraud I recei a poss potential fra taken be related ndle suspected a chip card, fraud with tial relat   | thuse a th card that e a of _ chip lo notified tive informat sible fraudul ud associate eing tto d fraudulent ca ed         | or   | with or a sying with a chip can ead to fraud F or paying chips from with a or paying with or paying w | d of payment hip or new method to card? d? ayment? g with a diff EMV? payment recontactless | nt is different new paym?  chat is from?  chip?  ferent ent that is to payment? | nt to card, we ent?  payment,                  | hat you what should what do        |
| what do How  | o  | raud when you fraud wit you get if you become ntial fraud I recei a poss_ potential frautaken be related a chip card, fraud with tial relat there a a | thuse a th card that e a of _ chip le notified tive informat sible fraudul ud associate bing to d fraudulent ca ed activity | or   | with a metho or a or a a chip a chip car ead to fraud F or payin g chips from with a or n? h card with ?  | d of payment hip or new method to card? drayment? g with a different payment contactless    | nt is different new paym?  chat is from?  chip?  ferent ent that is to payment? | nt to card, we ent?  payment, han payment, you | hat you what should what do        |

| How do          | deal            | using          | g a chip card       | ?                 |                     |                  |                         |        |
|-----------------|-----------------|----------------|---------------------|-------------------|---------------------|------------------|-------------------------|--------|
| What do         | do when         | about          | associated with     | cards             | ?                   |                  |                         |        |
| What            | whe             | en confronted  | v                   | vith chip cards   | or met              | hods?            |                         |        |
| When<br>you do? | potential       | associa        | ced                 | using             | a method            | payment          | a traditional card, wha | nt     |
| should          | d if            | you are aware  | of inv              | olving            | card?               |                  |                         |        |
| confro          | onted pot       | ential         | with care           | ds b              | y method of payme   | ent is           | to be what do           | ?      |
|                 | do if you       | receive        | could lead to       | o with a _        |                     | _ payment meth   | od?                     |        |
|                 | you deal with _ | susp           | pected fraud with   | EMV               | ?                   |                  |                         |        |
| When            | with potential  | wi             | th chip cards       | _ pay a _         | what                | _ you?           |                         |        |
| curiou          | is about how to | o de           | eal potential       | related           | new me              | thod of paying _ | and/or the              |        |
| What action     | ns should       | taken th       | ere is suspicious   |                   | ?                   |                  |                         |        |
| :               | you with        | fraud if _     | an                  | _ chip card?      |                     |                  |                         |        |
| If rece         | eive that       | could to       | future with         | chip              | or method p         | oayment,         | do?                     |        |
| inform          | ned             | to a chip      | what meas           | ures are?         | •                   |                  |                         |        |
|                 |                 |                |                     |                   | fraud tl            | ne chip?         |                         |        |
|                 |                 | _ dealing with | possible fraud $\_$ | an EMV ca         | rd?                 |                  |                         |        |
| What            | you wher        | you of _       | ca                  | ards?             |                     |                  |                         |        |
| When<br>do?     | about fraud     | with           | cards               | with a            | payment             | different        | a credit what           | do     |
|                 | precautio       | ns you d       | iscover a possibili | ity of fraud, lik | e                   | a a pa           | ayment?                 |        |
|                 |                 |                |                     |                   | money transfer?     | •                |                         |        |
| do yo           | u               | informed a     | bout v              | vith chip         | card?               |                  |                         |        |
|                 |                 |                | formed about        |                   |                     |                  |                         |        |
| When<br>do?     | potential       | fraud associa  | ted chip            | a                 | method              | moi              | re prone to d           | lo you |
| How             |                 | _ concerns     | activity re         | elated to         | chipped mon         | ey transfer?     |                         |        |
| Where do y      | ou in the       | a _            | scenario            | _ an              | ?                   |                  |                         |        |
| When you _      | out f           | raud with a _  | or                  |                   | _ that doesn't hold | l wha            | t should do?            |        |
| How do          | fi              | raudulent      | when you            | cards?            |                     |                  |                         |        |
| are             |                 | need to        | when                | frau              | d linked to an EMV  | chip card?       |                         |        |
|                 | potential       | fraud wi       | th chip cards       | _ paying with     | what do             | ?                |                         |        |