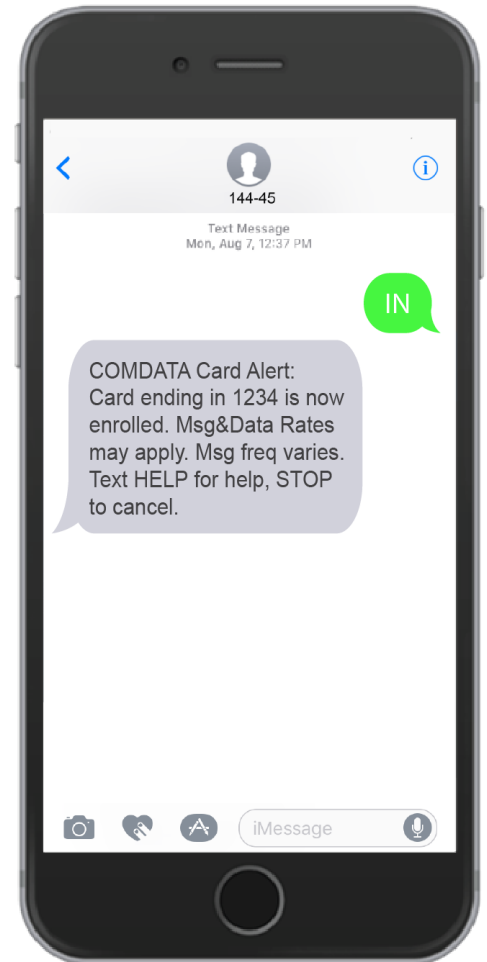


## How to Enroll

Your company has elected to take advantage of Comdata's Alerts & Notifications Program. This program is designed to help you and your company minimize risk and prevent fraud around your Comdata Corporate Mastercard. Follow the steps below to complete your enrollment.

1. Text the word **IN** to **14445** using the mobile phone associated with your Comdata Corporate Mastercard.
2. You will receive a return text message confirming your enrollment in the program.
3. Once enrolled, you will receive text messages only when Comdata's fraud detection system flags a purchase as suspicious. Enroll as soon as possible to ensure the security of your corporate card and your organization's funds.



## Understanding Alerts

### Fraud & Denied Transaction Alerts

When you receive an alert for suspicious activity or possible fraud, the following will display:

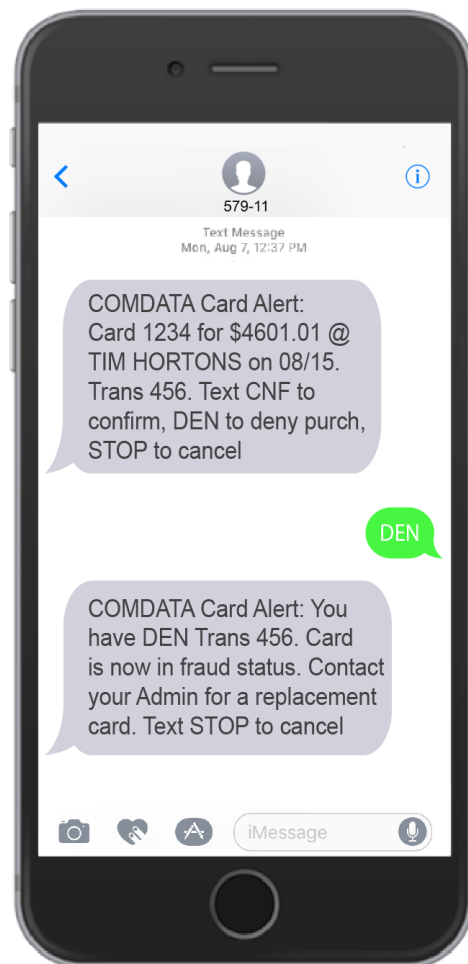
- The name of your company
- The last four digits of your card number
- The amount of the purchase
- The date of the decline

The text message will give you instructions on how to respond.

Code	Meaning	Description
CNF	Confirm, Transaction Approved	If you receive an alert for a suspicious transaction, you can reply CNF to confirm the transaction is legitimate.
DEN	Deny	If you receive an alert for a suspicious transaction, reply DEN to decline the transaction if you believe it is fraudulent. The card will be blocked after 10 days from this action.
ORD	Override	If you replied DEN to a suspicious transaction, every transaction on that card thereafter will decline. If you need to continue using the card, reply ORD to override a declined transaction.

Once you send either CNF or DEN, you will receive a confirmation text.

**Note:** Do not swipe your card again until you receive the text message stating that you should try your transaction again.



## Understanding Alert Types

There are several alerts your cardholders will receive once enrolled. See below for a list of all alerts and their valid responses.

**Note:** ABC Comp is an example company name.

Enrollment Email Responses	
Once a cardholder receives an Enrollment Email, they must text <b>IN</b> to 14445.	
Cardholder Response	Response Message
<b>IN</b>	ABC Comp Card Alert: Card ending in 1234 is now enrolled. Msg&Data Rates may apply. Msg freq varies. Text HELP for help, STOP to cancel.
<b>IN</b> (phone number not found)	ABC Comp Card Alert: Your phone number is not subscribed for any services. Reply HELP for help. <b>Note:</b> Your cardholder will receive this message if you did not register their phone number.
Suspicious Fraud Alert (transaction approved)	
ABC Comp CardAlert: Card 1234 for \$1234.56 @ Merchant1234567 on MM/DD. Trans 456. Text CNF to confirm, DEN to deny purch, STOP to cancel	
Suspicious Fraud Alert (transaction declined)	
ABC Comp CardAlert: Card 1234 declined \$1234.56 @ Merchant1234567 on MM/DD. Trans 456. Text CNF to confirm, DEN to deny purch, STOP to cancel	
Cardholder Response	Response Message
<b>CNF</b> (confirm, transaction approved)	ABC Comp Card Alert: Thank you for your response regarding trans456. Text STOP to cancel
<b>CNF</b> (confirm, transaction declined)	ABC Comp Card Alert: Thank you for your response regarding trans456. Override status enabled. Try purchase again. Text STOP to cancel
<b>DEN</b> (deny)	ABC Comp Card Alert: You have DEN Trans 456. Card is now in fraud status. Contact your Admin for a replacement card. Text STOP to cancel <b>Note:</b> The card will be blocked after 10 days from this action.
Transaction Declined Message	
ABC Comp CardAlert: (1/2) Card 1234 declined for \$123456789.00 at Merchant1234567 on MM/DD. Trans 456. Text STOP to cancel	
Cardholder Response	Response Message
<b>ORD</b> (override)	ABC Comp Card Alert: Trans (TxnID \$1XN) is marked for override. Please try your trans again. Text STOP to cancel <b>Note:</b> Only used if the suspicious transaction was performed by the cardholder.

Cardholder Response	Response Message
<b>ORD, CNF, DEN</b> <i>(transaction not found)</i>	ABC Comp CardAlert: No outstanding transaction found. Text STOP to cancel. <b>Note:</b> This message will be received if the cardholder responds after the notification times out (1 hour).
<b>ORD, CNF, DEN</b> <i>(multiple transactions found)</i>	ABC Comp CardAlert: Multi card trans req confirmation. Check prev txt msgs and reply *(TEXT), followed by trans ID #. Text STOP to cancel <b>*TEXT refers to the response; ORD, CNF, or DEN</b>

## HELP and STOP

Cardholders can reply HELP or STOP to any of the messages they receive. See below for a list of HELP and STOP responses.

Cardholder Response	Response Message
<b>HELP</b> (or INFO, AIDE)	ABC Comp CardAlert: Msg freq varies. Msg&Data rates apply. Text STOP to cancel. For help visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a>
<b>HELP</b> (phone number not found)	ABC Comp CardAlert: You are not signed up for this service. Txt STOP to cancel. For help visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a>
<b>STOP</b> (or QUIT, UNSUBSCRIBE, END, CANCEL, ARRET)	ABC Comp Alert: You are unsubscribed & will receive no further messages. Help? Visit <a href="http://www.comdata.com/alertsandnotifications">www.comdata.com/alertsandnotifications</a> stdDataRtsAply.
<b>STOP</b> (phone number not found)	ABC Comp CardAlert: You are not signed up for this service. Txt STOP to cancel. For help visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a>
<b>Jiberish</b> (#@%\$^&&*)	ABC Comp CardAlert: We do not recognize your request. For help visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a>

## Admin Email Alerts

See below for a list of emails you can receive for your cardholder alerts. Each email contains the original message sent to your cardholder.

### Admin Email (Suspicious Activity)

The following text message was sent to your cardholder by the Comdata Alerts and Notifications system due to suspicious activity. Please see below for card and transaction information.

ABC Comp Card Alert: Card 1234 was used for \$12345.99 at Merchant 1234 on MM/DD. Trans 123. To confirm or deny this transaction, please [\\*click here](#).

*\*The link in the email will direct you to the ICD login page, where you can manage the transaction from the [Card Alerts Manager](#).*

## Admin Email (Suspicious Fraud)

The following text message was sent to your cardholder by the Comdata Alerts and Notifications system due to suspected fraud. Please see below for card and transaction information.

ABC Comp Card Alert: Card 1234 declined for \$12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch. To allow this transaction, please *\*click here*.

*\*The link in the email will direct you to the ICD login page, where you can manage the transaction from the [Card Alerts Manager](#).*

## \*Admin Email (Confirmed Fraud)

Card 8888 is now actively declining all transactions based on a DEN response for transaction (TxnID \$1XN). Be advised that this card will only be available for ORD activity by the cardholder and then automatically blocked within 10 Days. Please take appropriate action to replace the card immediately. For card reorder convenience, please reference the additional cardholder data.

Cust ID: XXXXX

Employee Number: 27222X0228MAR87

*\*The link in the email will direct you to the ICD login page, where you can manage the transaction from the [Card Alerts Manager](#).*

## Admin Email (Cardholder Opt Out)

You are being notified that the following card 8888 has Opted Out of the Alerts and Notification program. The cardholder is statused Unenrolled, and details are viewable under the Enrollment Tab on Card Alerts Manager. If this action was done in error, please re-enroll the cardholder through your ICD New Card Maintenance Tab. Once you have accessed the Cardholder Account, ensure the Mobile Phone box is checked, and update the screen by clicking SAVE. This action will resend Email Notification to the Cardholder for participation.

*\*The link in the email will direct you to the ICD login page, where you can manage the transaction from the [Card Alerts Manager](#).*

\*In regard to the confirmed fraud email, see the [Replacing a Card](#) section for more information on ordering a new card.

## Frequently Asked Questions

### 1. Why is my company sending me a text about my Corporate Mastercard?

Comdata is the provider of your company's Corporate Mastercard. As part of our offering, we provide Comdata Alerts and Notifications, a text alert service designed to help you avoid the risks of card identity theft and fraud, which can cost your company money.

### 2. How does it work?

Your Comdata Corporate Mastercard Administrator will sign up your company for the program and you will receive an enrollment email; follow the email's instructions to confirm your participation. Once enrolled, you will receive text message alerts each time Comdata's risk management system identifies a suspicious transaction on your Corporate Mastercard. Then, you can reply to the message and confirm the transaction was either legitimate or fraudulent.

If you identify a transaction as fraudulent, each additional transaction will decline. However, you will receive a text message with each declined transaction allowing you to override the declined authorization. If you override, you can swipe your card again and continue the transaction as normal only if the transaction is for the same amount and from the same merchant. If you receive a declined transaction you do not recognize, there is no need to respond, as the transaction was not authorized.

This program is beneficial if you travel regularly, as you can continue using your card even if the card number is compromised.

**Note:** Once a card is marked for fraudulent activity, it will be permanently blocked 10 days after fraud is confirmed. Be sure to contact your company's card administrator to order a replacement card within the 10-day period.

### 3. Is there a charge to participate?

Standard data and text rates do apply; however, you will only receive text messages in the event that our fraud systems identify a suspicious transaction or notify you of confirmed fraud.

### 4. How do I unsubscribe from the program?

We strongly encourage you to remain enrolled in the program to protect yourself and your company from credit card fraud. However, if you wish to unsubscribe, reply **STOP** to any of the program's text messages.

### 5. Can I use the program if I travel internationally?

Functionality outside of Canada is dependent on your mobile phone's carrier and your device type. In most cases, Alerts & Notifications will function outside of Canada, but is not always guaranteed.

### 6. Whom should I contact if I have more questions?

For questions about your enrollment, contact your company's Corporate Mastercard Administrator. For other questions, call the 1-800 number located on the back of your card.