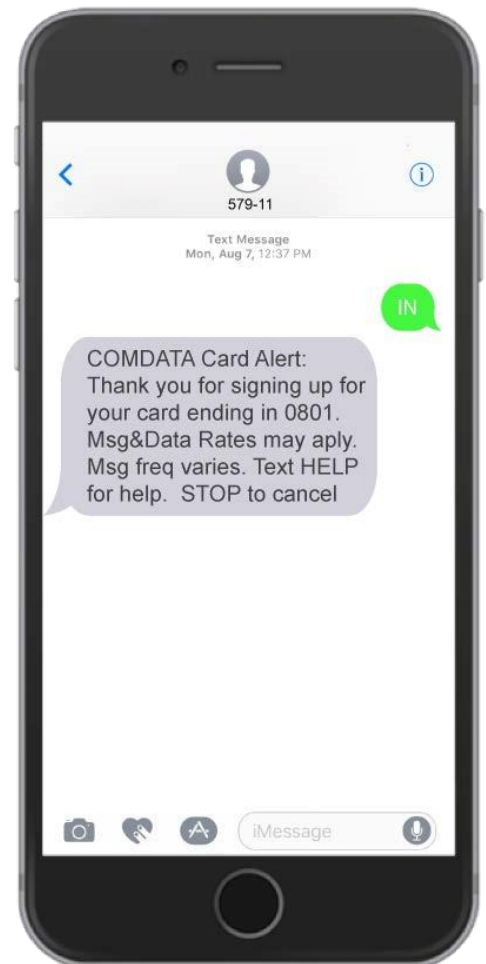


## How to Enroll

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 OnRoad Mastercard. Follow the steps below to complete your enrollment:

1. Text the word IN to 57911 using the mobile phone associated with your Comdata OnRoad 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 OnRoad Mastercard 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:

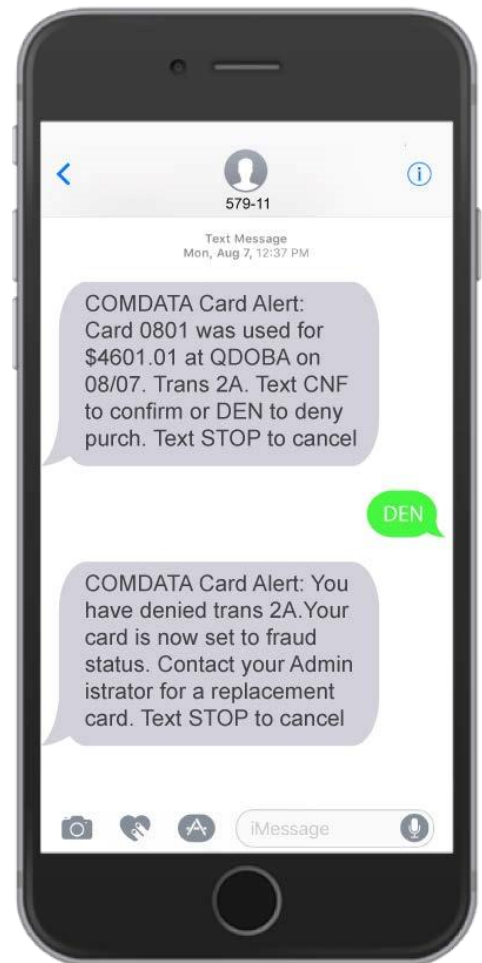
- The name of your company.
- The last four digits of your card number.
- The amount of the purchase.
- The date of the decline.

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

Code	Meaning	Description
<b>CNF</b>	Confirm, Transaction Approved	If you receive an alert for a suspicious transaction, you can reply CNF to confirm the transaction is legitimate.
<b>DEN</b>	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.
<b>ORD</b>	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.



## Frequently Asked Questions

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

Comdata is the provider of your company's OnRoad 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 fuel card 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 OnRoad 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 fuel 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 only receive text messages in the event that our fraud systems identify a suspicious transaction or notify you of 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 the United States is dependent on your mobile phone's carrier and your device type. In most cases, Alerts and Notifications will function outside of the U.S., but is not always guaranteed.

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

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