

## How to Report Fraud

If you notice something suspicious and believe it could be fraudulent, you should contact us as soon as you become aware of it using the telephone number or email address.

Reporting Fraud: contact via email at [support@cardcompact.com](mailto:support@cardcompact.com) or telephone +44 20 36953242

Lost or Stolen Cards: +44 20 36953242 (24 Hours)

Suspicious Emails: contact via email at [support@cardcompact.com](mailto:support@cardcompact.com) or telephone +44 20 36953242

### How to Protect Yourself from Fraud

Help to keep yourself safe from fraudsters by following the tips below. Remember, if you are ever unsure, do not act. A genuine company will never rush you to take action.

Always make sure your mobile telephone number and email address registered with us is up to date, we will use these to contact you if we notice unusual activity on your e-money account.

### Some Tips for Using Your E-money Account and Prepaid Card Safely

- When accessing your e-money account online:
- Use an antivirus software and a firewall.
- Make sure you keep your computer and browser up to date.
- Use secure networks.
- Use strong passwords.
- Do not share any passwords including one-time passwords sent to you.

### When using a mobile application

- Only install apps from recognised app stores.
- Consider the app ratings and reviews.
- Be aware of what permissions you are granting.
- Treat your phone as your wallet.

### When shopping online or in a store

- When using an online retailer for the first time, do some research to make sure that they are genuine.
- Do not reply to unsolicited emails from companies you do not recognise.
- Before entering your prepaid card details, make sure the link is secure. There should be a padlock symbol in the browser frame window which appears when you login or register, if this appears on the page rather than the browser it may indicate a fraudulent website. The web address should begin with <https://>, the "s" stands for secure.
- Always log out of website after use. Simply closing your browser is not enough to ensure your data is safe.
- Keep your PIN safe and do not share it.
- When entering your PIN, check for people around you and hide your PIN

- number.
- Always check your statements.

Remember, if you decide to donate, resell or recycle an old mobile phone, computer, laptop or tablet, make sure you fully remove all data and apps first as otherwise these may be accessed by whoever your device is passed to.

The Payselect Premium Mastercard card is issued by PSI-Pay Ltd pursuant to a license from Mastercard® International Incorporated. PSI-Pay Ltd is regulated and authorised by the Financial Conduct Authority of the United Kingdom under the Electronic Money Regulations 2011 (register reference 900011) for the issuing of electronic money and registered in England & Wales. Registered Office: Afon Building, Worthing Road, Horsham, West Sussex, England RH12 1TL. Registered No. 5899168. At all times the Card remains the property of PSI-Pay Ltd.

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