



NOTICE TO ALL TRAVEL AGENTS

CREDIT CARD FRAUD

Dear Travel Agents,

Kindly be reminded that you are fully responsible for any fraud perpetrated on tickets and other documents paid for by a credit card when the cardholder is not present in your office to sign a credit card receipt. If you accept a card payment over the phone, by email or via the internet and the cardholder subsequently reports the transaction as fraudulent you will be liable for any ADM that the Validating Carrier raises to you.

Please therefore be extremely cautious when accepting any credit card payment without a signature, particularly by an unknown person proposing to use their credit card to purchase a ticket for another party. Moreover you are urged to treat with caution any ticket order coming from a party not established in your country. Also be cautious about orders which are placed for groups if the party is unknown to you. All of the above-mentioned scenarios should be subject to heightened scrutiny before ticketing in order to minimize your exposure to fraud.

Regards

Agency Administrator