

FRAUD PREVENTION EXPRESS GUIDE

MONEY TRANSFERS

YOU ARE FINANCIALLY RESPONSIBLE FOR ANY LOSS TO YOUR BUSINESS DUE TO FRAUD. PROTECT YOURSELF!

- Protect your PIN
 - Change the PIN every time an employee leaves
 - Change the PIN periodically
- **NEVER** state your PIN or agent number in front of a customer
 - Do not post in customer view
- Do not provide your PIN over the phone unless you initiate the call to MoneyGram
 - Do not share confidential information with anyone
- **NEVER** send a “test” or “training” transaction
- **NEVER** send a transaction without cash in hand and a customer in your location
- If possible, upgrade to a MoneyGram automated process
- Balance your account to detect loss immediately
- Remove or restrict any call forwarding features from your business telephone
- Share this information with your employees who handle MoneyGram transactions

If you have any questions, contact MoneyGram Agent Services at **1-800-444-3010**.

MoneyGram 

FRAUD PREVENTION EXPRESS GUIDE

MONEY ORDERS

**YOU ARE FINANCIALLY RESPONSIBLE FOR ANY LOSS
TO YOUR BUSINESS DUE TO FRAUD. PROTECT YOURSELF!**

When selling money orders:

- Collect cash for the money order **BEFORE** you print and give the money order to the customer
- Be sure the cash you collect does not contain any counterfeit bills

When cashing money orders:

- Have your customer endorse the money order exactly as the name appears on the front of the money order
- Obtain the same identification as you would when cashing a check
- Check the warning band at the top of the money order to ensure the security features described are present to avoid cashing a counterfeit money order
- Check the money order for alterations – look closely at the dollar amount, date, payee, and purchaser to make sure none of these have been changed
- Check the money order for erasures or thin spots, discolorations, distortions, or any damage
- Call MoneyGram at 1-800-542-3590 to confirm the dollar amount and stop payment status of the money order

MoneyGram 