



Letter on Security Measures, Manual Sales—Telephone or Online.

Dear Merchant,

Intercam Banco, concerned about the security of your business and with the aim of providing you with accurate information to address cardholders who have raised concerns about a telephone sale, we offer the following recommendations to be implemented in your establishment:

- a) You must always obtain your customer's authorization to process the charge to their card.
- b) Properly identify them by cross-referencing the information from the request against an official identification document; you are not authorized to retain a copy of this document or the bank card.
- c) When taking the phone order, request the following:
 - a. Name.
 - b. Address (where they receive their statement and where the product should be delivered).
 - c. Cardholder's phone number.
 - d. Card number.
 - e. Brand (Visa or Mastercard).
 - f. Issuing bank of the card.
 - g. Expiration date.
 - h. Security code (CVV2, 3 digits found on the back of the card).
 - i. Before submitting the order, we suggest making validation calls for the provided information.

Strictly adhere to the security measures mandated by the card brands during both order placement and delivery. We strongly advise developing a customized script compliant with Visa and Mastercard's prevailing regulations (always attach a purchase order and product receipt acknowledgment). Obtain the cardholder's signature upon delivery, ensuring that the details match what was declared by the customer when the order was placed and validating that the received signature matches the one on the card. Allocate dedicated space in the format to 'imprint' all the embossed features found on the front of the card.

Below are the requirements that the aforementioned formats must meet:

BASIC INFORMATION FOR THE PURCHASE ORDER.

- a) Card number.
- b) Transaction date
- c) Merchant name.
- d) Amount.
- e) Description or purchase code.
- f) Delivery address.
- g) Affiliation number.
- h) Cardholder's name.
- i) Authorized recipients.

BASIC INFORMATION ON THE RECEIPT ACKNOWLEDGMENT

- a) Description or purchase code.
- b) Delivery address.
- c) Recipient's signature.
- d) Recipient's name.
- e) Delivery date.

Requests for documentation related to cardholders' inquiries regarding telephone sales must be handled according to the following protocol:

- a) Voucher.
- b) Purchase order.
- c) Receipt acknowledgment displaying clearly all the details from the card's imprint.

Keep all the backup of your sales (voucher with the respective legend 'Telephone Sale or Manual Sale and Online Sale,' Purchase Order, Receipt Acknowledgment, and/or Delivery Guide) in good condition, considering it is your responsibility to retain them for 5 years and refrain from misusing that information. Do not deliver your product to minors or in public places such as shopping centers, parks, etc. Deliver exclusively to a private residence or office that you have previously validated as their place of work. Establish and communicate in advance and in writing the delivery, cancellation, and/or return policies to your customers.

Telephone sales are considered 'high-risk operations' since the information is keyed into the Terminal, automatically generating an authorization number without physically having the card. Due to this reason, a special fee is required for this type of operation, which will be debited from the merchant's account on a monthly basis. If your business fails to pay this fee for two consecutive months, the ability to accept telephone or manual sales will be revoked.

If you have any inquiries, please reach out to our specialized support hotline.

Client's Signature

Relationship Manager's Signature

Full Name and Signature

Full Name and Signature

Date
