

HELP TO PREVENT FRAUD

Below are several measures you can take to help protect your cardlock account. Kindly review and set limits based on your actual usage to qualify for Fraud Protection. **Please note that the limits cannot exceed more than twice the 6-month average for daily transactions, gallons per fill, and gallons per day.**

GALLON RESTRICTIONS

We set limits on the gallon amount per transaction and per day based on your usage.

PER DAY TRANSACTION LIMITS

We set two transaction limits on all new cards set up. If this is too many or not enough, let us know.

PRODUCT CONTROL

You can request a variety of fuels, including diesel-only, gasoline-only, or any combination, based on your driver's needs. The only limitation is that we cannot lock out specific grades of products.

Please be sure to carefully review your cardlock invoices. If receiving invoices twice a month is insufficient, please contact our office, and we can assist you in setting up online transaction reviews through CFN/Pacific Pride. Fuel thefts are occurring through the cardlock system, including instances involving lost or stolen cards and employee theft. If you observe any suspicious activity while fueling at a facility, please contact our office immediately.

FRAUD PROTECTION ALERT

In the event of fraud on your account, you must notify Wilcox+Flegel within 15 business days to initiate a dispute with the CFN Network. If Wilcox+Flegel identifies any transactions that appear unusual for your account, you will be promptly notified via email on file or by phone. You will then have two business days to deactivate the card(s) if the activity is deemed suspicious or compromised.

Failure to react within two business days after receiving any email/phone alert of potential suspicious or compromised card activity will serve as the customer's acknowledgement that the transaction in question was legitimate and releases Wilcox + Flegel from any liability originating from said transaction.

To help prevent fraud, **PLEASE DO NOT KEEP YOUR DRIVER ID (FORMER PIN) WITH YOUR CARD.** It is the customer's responsibility to safeguard the cards and Driver Identification Numbers (DIN) to ensure that only authorized employees or agents have access. If the customer suspects of any compromise of the DIN/PINs associated with their account, they must notify Wilcox + Flegel immediately to prevent potential fraud.

Please e-mail cardlock@wilcoxandflegel.com for the controls and features you would like to effectively manage your fleet. If you have any questions regarding your fueling cards, you can also call Shaylyn Caso and Michelle Clark at 800.438.9656. We appreciate your business!