

**This information was received from CVS Regional Loss Prevention Manager.**

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**OBJECTIVE:** To inform you of a new scam that has been identified regarding Payment Terminal tampering.

**FURTHER INFORMATION:**

- Make certain all Management Team Members are aware of this scam and do not authorize anyone to make “adjustments” to Payment Terminals.
- A new fraud pattern has been identified where individuals attempt to install tampering devices on Store Payment Terminals.
- For example, the scam is executed by an individual contacting the store by phone and claiming to be with the “Visa Wholesale division.” The individual then proceeds to tell the store that they can lower the store’s Credit Card processing fees by making an “adjustment” to the Payment Terminal device. The individual will attempt to set up an appointment to visit the store and make the “adjustments” to the Payment Terminals.
- Only Field Technical Services representatives are authorized to service Payment Terminals.
- No unauthorized person should make any “adjustments” to the store’s Payment Terminal devices at any time.
- If anyone contacts your store regarding this type of “adjustment”, contact your Regional Loss Prevention Manager to report the fraudulent activity.

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