

Credit and Debit Card Fraud and Security Procedure

Western Illinois University

Introduction

Credit and Debit Card security is a shared responsibility. Merchants accepting cards must be on guard against credit and debit card fraud. Basic steps are to be taken to protect both consumer and the U

For Credit Cards

- x American Express Assistance Center 800-528-2121
- x Discover Assistance Center 800-347-1111
- x MasterCard Assistance Center 800-622-7747
- x VISA Assistance center 800-847-2911

For Debit Cards

- x Call the number on the back of the customer's debit card

Other Options

- x Call your own Merchant Provider's Voice Authorization Number

If a fraudulent activity is suspected Contact the following for assistance.

- x If safety is a concern, call 911
- x WIU Business Services - 309-298-1811