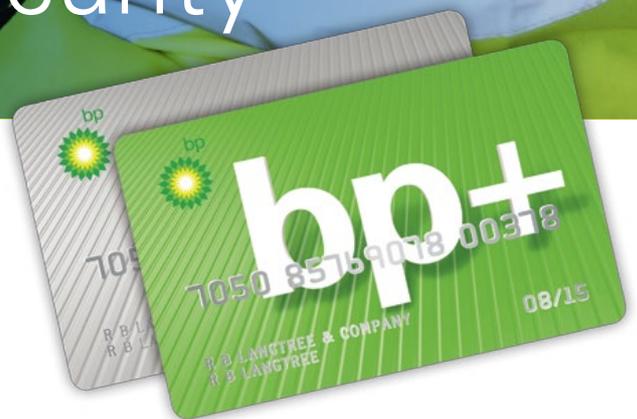




Care+

BP Plus card security



A plus for your business.

bpplus.com.au



Care+



Security matters

Care+ is a BP Plus security offer that aims to minimise preventable costs to your business. **Care+** is managed by a team of card security experts, the **Care+** Team, and features two key components; **Care+** detection and **Care+** assistance.

Remember, BP is here to help. If you have any questions regarding information in this brochure, would like to discuss security on your account, or would like assistance setting up security features, please contact the **Care+** Team.

A brief discussion can make a big difference.



For all things security, contact the **Care+** Team on **1300 760 039** or email careplus@bp.com

Care+



Care+ Team

BP's **Care+** Team is dedicated to your BP Plus card security. The team was established to manage **Care+** for our customers through detecting suspicious transactions and proactively informing customers, as well as work with our customers to establish the best security practices for their business.

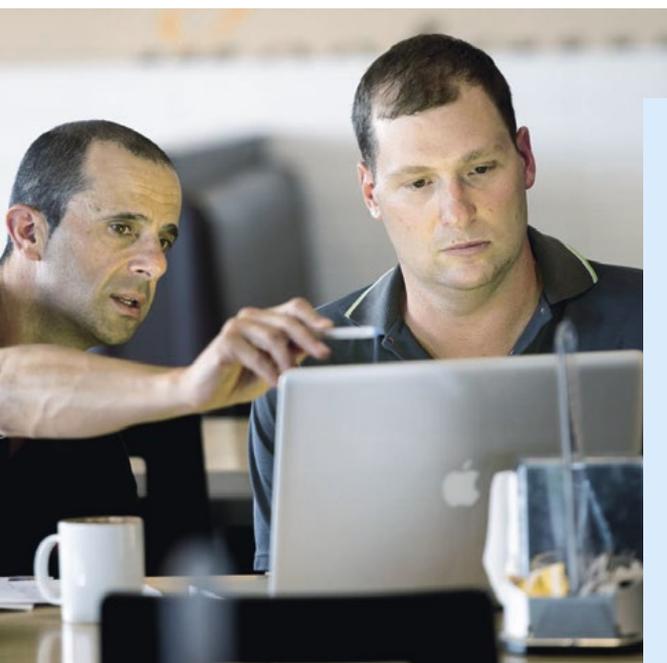
The **Care+** Team is made up of experienced card security experts and analysts who are only a phone call away.

Care+ detection

The **Care+** Team pass all BP Plus card transactions through a number of specially developed reporting tools designed to highlight suspicious transactions. These tools are based on BP's lengthy experience with the BP Plus card and will be continually improved by the **Care+** Team.

Where a transaction is found to be suspicious, the **Care+** Team will contact you and take the appropriate action.

All BP Plus customers and transaction are subject to the BP Plus Terms and Conditions. To review the BP Plus Terms and Conditions visit bpplus.com.au



Care+ assistance

The **Care+** Team are here to assist you understand the options available to you and enhance appropriate security on your account. When you contact the **Care+** Team, they will:

- + take the time to review your existing security
- + ask questions to understand how your business uses your cards
- + recommend use of features that will enhance your security
- + assist you to setup the recommended security features on your account.

For all things security, contact the **Care+** Team on **1300 760 039** or email careplus@bp.com

Care+



Care+ in action



A customer example

As part of our regular monitoring, the **Care+** Team discovered some unusual transactions on the ABC Trucking's* BP Plus account. The transactions were detected as being different to ABC Trucking's normal spending patterns. The **Care+** Team contacted ABC Trucking and soon discovered that one of ABC Trucking's former employees had stolen one of their BP Plus cards.

ABC Trucking's manager was very grateful to the **Care+** team for identifying the misuse and minimising the loss.

*Name withheld for privacy.

“ If Care+ had not contacted us the crime would've gone unnoticed until month end. We could have lost up to \$50,000. ”

ABC Trucking Manager.

This is just one case of the Care+ Team's detection skills in action.

Care+ is here to serve you

The **Care+** Team is here to assist you with security on your BP Plus account. We highly recommend you contact us to discuss any of this information or assess your account's current security setup.



The **Care+** Team are available to take your call 9:00am to 5:00pm Monday to Friday.

For all things security, contact the **Care+** Team on **1300 760 039** or email careplus@bp.com



Prevention is the best approach

Security features available to you

It's much better to prevent an incident than to start thinking about security after one occurs. The security features below are available to you on your BP Plus account and can be setup online by logging on to your account at bpplus.com.au or taking advantage of **Care+** assistance.

As well as activating security features, we also recommend that you closely manage your account using BP Plus Online to cancel cards that are no longer being used. In the instance a card is lost or stolen, report it immediately to BP so we can take the appropriate action.

Remember that we are here to help, at any time you can contact the **Care+** Team to discuss or setup any of the following features.

PIN numbers stop unwanted transactions

BP strongly recommends PIN numbers for every card. A PIN can prevent unwanted use in the instance a card is lost or stolen. BP Plus Online enables you to customise the PIN for each individual card in your fleet. PINs can either be selected at the time of ordering a new card, or can be updated at any time online.



What NOT to do with your PIN – 4 tips

1. Do not write the PIN on the card
2. Do not set a PIN to the last 4 digits of a card number
3. Do not use '1234' as your PIN
4. Do not forget to change the PIN on a card if an employee leaves the company and the card is still going to be used by a new employee



Set purchase limits

You know your business and you know how it operates, why not ensure that any cards you have on your account are tailored to make only purchases that your business requires? Purchase restrictions are another security feature that prevents inappropriate or unnecessary transactions on your cards. Any transaction outside the restriction will automatically be declined at the point of purchase.

You can limit allowable transactions by:

- + Product category – fuel type, oil, other services and shop products
- + Transaction value – from \$25 to \$200
- + Vehicle fuel capacity – 25 litres to 1400 litres
- + Time – transactions occurring during certain hours of the day or days of the week.

You can manage purchase restrictions online at bpplus.com.au or contact the **Care+** Team for more information.

Unusual Activity Report – a finger on the pulse

Unusual Activity Reports are a very useful tool to assist you in monitoring your fleet's transactions, notifying you when a transaction has occurred within your fleet that may require your attention.

You can set 'soft' transaction limits on individual cards or across all cards on your account. When a transaction limit is breached, an Unusual Activity Report is automatically emailed to your nominated email address within 24 hours. Soft transaction limits will not decline transactions at point of purchase.

Unusual Activity Reports can be set up to be triggered for:

- + Transaction value limits – from \$100 to \$3000
- + Non-fuel purchase limits – from \$50 to \$2000
- + Daily and monthly fuel volume limits – daily 50 to 2000 litres, monthly 500 to 30,000 litres
- + Daily transaction limits – from one up to six transactions per day.

You can set up your own Unusual Activity Report online at: www.bpplus.com.au or you can contact the **Care+** Team to tailor Unusual Activity Reporting to meet the needs of your business.

A plus for your business.

bpplus.com.au

