



## *Credit Card Security & PCI Compliance*

### *Associate Responsibilities*

All associates have a responsibility to comply with the Marcus Corporation Credit Card Security guidelines. Our organization is committed to protecting our customers' confidential information.

### *Guidelines*

The following guidelines have been developed to support the secure handling of our customers' sensitive information. It is the expectation that every associate will take these guidelines as essential and uphold the standards we have established.

#### *Vendors and Visitors*

- Vendors and visitors will be accompanied by an associate(s) at all times. Only associates will be allowed in secure areas.

#### *Associate Security Access*

- All associates will have a unique computer and punch clock login. Associate passwords are not to be shared.

#### *Management of Credit Card Information*

- All associates are expected to handle each guest's credit card with the responsibility and security that you would if it were your own.
- When processing a customer's transition:
  - Swipe the guest's card;
  - Verify the guest's signature; if the credit card is not signed, compare to their photo ID and compare to a guest's appearance;
  - Return the card to the guest.
- Do not accept a card number that is written down on paper or sent to you electronically.
- If a lost credit card or wallet is turned in to you, or you find a credit card, immediately turn it in to the Accounting department OR place it in the Accounting Cash Drop Box.
- Report any suspicious activity related to self service kiosks or ATMs to a member of the management team.

#### *Immediate Return*

- If the guest leaving the credit card is:
  - In the immediate vicinity where the card is found AND
  - It is obvious the guest left the card, such as a card found in a check presenter as a guest is walking out of an outlet AND
  - The associate can immediately contact the guest,then the associate should contact the guest and follow the Guest Retrieval of Card procedure to confirm the ID of the guest.

#### *Suspend and Secure*

- If immediate return of a found card is not possible, the associate should, as soon as practical, turn the card over to their manager. The manager should, as soon as practical, turn the card over to:
  - Loss prevention, or if not available at the property,
  - The front desk manager

- Once the found credit card is received by loss prevention or the front desk manager, they should, as soon as practical, call the number on the back of the credit card to notify the card company the card has been found and that it should be temporarily suspended.
- The process to notify the card company may be challenging given the need to navigate automated phone based systems that require information unknown to the associate, such as cardholder birthdate, PIN, or social security number. The associate notifying the card company should make a reasonable attempt to provide the information necessary to notify the card company and have the card suspended.
- If during the course of the call the card company requests the associate to destroy the card, the associate should comply with reasonable requests from the card company.
- The associate calling the card company should document the results of the call in the lost and found log. Information documented should include:
  - Name of associate making the call
  - Date and time of the call
  - Last 4 digits of the card called on
  - Name on card called on
  - Brief description of call outcome - such as a) Made contact with representative of the card company and confirmed card was suspended (if possible, document name of representative spoken to and/or a confirmation code), b) Followed request of card company – such as to destroy the card, or c) Could not make contact with card company after reasonable effort.
- After the card company is contacted the card should be secured, if possible in a locked dedicated box or safe and stored and handled as other lost and found items.

Guest Retrieval of Card

- When a guest comes to retrieve a found credit card they should be asked for photo ID. The ID should be matched to the name and signature on the credit card to confirm the card is being returned to the rightful card holder. Return of the credit card should be documented in the lost and found log.

Destroy After Two Weeks

- Found credit cards not retrieved within two weeks should be destroyed.

Guest Privacy Considerations - Do Not Contact the Guest

- Due to guest privacy considerations, do not attempt to use the guest register, internet research, or any other sources of information in an attempt to contact the cardholder. Attempting to contact the cardholder can lead to unintended privacy issues or misidentification of the true cardholder. Additionally, if the card had been fraudulently used before it was found the guest may be more inclined to believe a Marcus associate committed the fraud if we contact the cardholder.

Conflicts Between Brand Standard and Marcus Standards

- If the brand or flag standard on how to handle found credit credits is different than the Marcus standard, associates should follow the brand or flag standard.

*Thank You for your dedication to keeping our guest information safe!*

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Associate Name (Print)

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Associate Signature

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Date

1/18/2024