

## ◆ Most Scenarios of the Complaints sent to **Fraud Team**

- a) Blocked Accounts due to (Suspicion)
- b) Hacked / Fraud Cases
- c) The failed payment transactions and need clarification for unclear rejection reason.
- d) Fraud Notifications of the Fraud cases that were made with a stolen card via (POS- Mada Pay).

a) Please be informed that our customer needs to reactivate his account again.

Email	
Mobile no.	
Verified	User contacted us from his registered mobile number on WhatsApp, and provided us with the attached photos as per agreed process.
Request	Reactivating user account

b) Please be noted that this is a notification with a fraud complaint, our user (\*\*\*\*) states that his credit card was used without his permission, kindly check and advise.

- 1- Credit Card Last 4 digits:
- 2- SMS deduction message
- 3- Deduction Message from bank app if possible
- 4- Full Scenario

c) Could you please advise with clear reason for the below failed transaction/s?

Email	Store	Failed transaction

d) Kindly be informed that, our user (\*\*\*\*) states that his card (Mada- pay) has been used on a website without his permission so please check and advise.

User	Website	More Clarification
		Check attachments

Sending Emails:

**From** ([support@onecard.net](mailto:support@onecard.net))

**To** ([fraud@onecard.net](mailto:fraud@onecard.net)) **CC** ([ahmed.abdulhay@onecard.net](mailto:ahmed.abdulhay@onecard.net)) + ([rania.hammad@onecard.net](mailto:rania.hammad@onecard.net))

**Process:**

- Send by new ticket to fraud team with issue, Then add a note in the original ticket with the new ticket no.