

## Contact Information

To report a lost or stolen credit card during business hours, please call/email the offices below:

### **CENTRAL VEHICLE AGENCY LICENSE/FLEET CARD ADMIN:**

Monday to Friday  
(8:00am to 4:30pm)

#### **Fleet Card Coordinator:**

1-306-798-0418  
(fleetcard.cva@gov.sk.ca)

or

#### **License/Credit Card Clerk:**

1-306-787-6909  
(treena.shiplett2@gov.sk.ca)

**For after hours emergencies,  
contact:**

### **EFS CUSTOMER SERVICE AND CENTRAL SERVICES**

1-866-571-2435  
(24 hrs/day)

\* Notify Fleet Card Coordinator of  
any after hours emergencies.



Central Vehicle Agency  
Ministry of SaskBuilds & Procurement  
Government of Saskatchewan  
500 McLeod Street  
Regina, SK  
S4N 4Y1

## FLEET CARD FRAUD PREVENTION

A large, red, rectangular stamp with a distressed, ink-like texture, containing the word "FRAUD" in bold, white, uppercase letters. The stamp is tilted slightly to the right. The background is white with faint, repeating watermarks of the word "FRAUD" and a location pin icon.

Fraud, specifically pay-at-the-pump card-skimming scams, have reached epidemic levels. The **Central Vehicle Agency**, along with our credit card supplier **EFS**, have some quick tips to prevent fraudulent activity on your CVA Fleet Card.

## Keeping Your Fleet Card and PIN Secure

- **DO** Memorize your PIN number.
- When entering your PIN code, shield the entry of your PIN from anyone nearby.
- **DO** ask for your receipt and keep safe in an envelope/folder.
- **DO** verify the purchase info — including the amount and date.
- **DO** report stolen/lost credit cards **IMMEDIATELY!**
- Never let the card out of your sight during a transaction, and **DO NOT** allow the cashier to handle your card.
- **Do NOT write/attach your PIN number on your Fleet Card or write it down on paper that is stored with the Fleet Card.**
- **DO NOT STORE YOUR CARD IN THE VEHICLE.** Ensure you have appropriate storage for your card. This may be on your person when in use, or in a locked safe when not in use.

## Fraud Prevention at the Pumps

- Look for a well-lit pump that is highly visible to the attendant.

- Check the security label on the pump. If it is missing or damaged, use another pump or go inside.
- Scan the pump for loose wires, ill-fitting components, pry marks on panel edges, etc.



- Inspect the card reader and key pad. Most skimming devices are installed inside the terminal, but some use overlays on the outside of the reader.



- The keypad should be flush with the surrounding surface and not look overly large for the recesses. Jiggle the card reader as some Bluetooth-enabled readers can be overlaid over existing readers.



- Compare the card reader and key pad to those on the adjacent pumps to make sure they look the same—do they have the same shape and amount of wear?

## Fraud Protection on CVA Fleet Cards

- **Card Controls**—CVA Fleet Cards contain transaction limits such as what can be purchased, where the purchase can be made, transaction limits and number of transactions allowed.
- **Detailed Reports**—Reports are generated both on demand and in regular intervals to prevent fraudulent activity.