

## Shell Fleet Card Zip Code Prompting: Questions & Answers

**Q – Do I have to enter my zip code every time I buy here?**

A – Yes. To ensure ongoing protection of our customers, the program will ask for the **five-digit Billing Zip Code** each time a Shell Fleet Card is inserted at the pump.

**Q - Why do I need to enter my business zip code at the pump?**

A – We are concerned about credit card fraud and protecting your card data, so as an interim step we are prompting for your business zip code to authenticate the transaction. Keeping your credit card data secure is a priority for us. Our goal is to continue enhance your protection and security when using a Shell Fleet Credit Card. We apologize for any inconvenience.

**Q – What happens to my information after I enter it at the pump?**

A – Your zip code is sent electronically to the credit card issuer to verify a match with the billing **zip code on your billing statement**. When the match is confirmed, the pump is automatically authorized. If the zip code does not match, you will be prompted to “See Attendant”. The added benefit will only add seconds to the transaction. Your zip code is only used for fraud protection and will never be used or shared for marketing purposes.

**Q – I entered my zip code and the pump still told me to “see attendant” - why?**

A – The zip code entered must match the zip code on your **billing** statement to authorize the pump. If you entered the correct zip code and still received the message, your transaction can be authorized inside the store. We suggest you call the 1-800 number on the back of your card to confirm your billing statement zip code.

**Q – Do I need to enter my business zip code inside the store when paying with a credit card?**

A – No. When paying by credit card inside the store, you will sign the credit card slip, as usual, instead of entering a zip code.

**Q – What credit cards are included in this program?**

A – This program will be activated with Shell Fleet Card. (See Picture Below)

