365 Retail Markets takes all reported incidents seriously and a full investigation will be conducted based on the information supplied below. Please take a moment and fill out the below questionnaire that will aid in the investigation process. This information is considered confidential and will not be shared with any parties outside the Incident Response (IR) team at 365 Retail Markets and your MicroMarket provider.

|  |  |
| --- | --- |
| **Date:** | Click here to enter a date. |
| **First Name:** | Click here to enter text. | **Last Name:** | Click here to enter text. |
| **Kiosk User Account:** | Click here to enter text. | **Kiosk Serial Number:** | Click here to enter text. |
| **Location Name:** | Click here to enter text. | **Last 4 of CC:** | Click here to enter text. |
| **Name on Credit Card:** | Click here to enter text. |

As previously stated we investigate all reported incidents to ensure the safety and security of all our customers. Previous investigations have indicated that credit card charges on 365 Kiosk may appear as fraudulent “out of state” charges. Please review your credit card statement and locate any charges that originate from Troy, MI and compare these to your purchases in your local MicroMarket. If these charges align please contact your bank and inform them of the legitimate transactions.

**Date of Reported Incident:** Click here to enter a date.

**Do you have reported fraudulent charges on your credit card?** [ ] **Yes** [ ] **No**

**Who or what entity notified you of the fraudulent charges?**

Click here to enter text.

**Please list the fraudulent charges as they appear on your credit account:**

|  |  |  |
| --- | --- | --- |
| **Date** | **Description** | **City & State of Charge** |
| Click here to enter a date. | Click here to enter text. | Click here to enter text. |
| Click here to enter a date. | Click here to enter text. | Click here to enter text. |
| Click here to enter a date. | Click here to enter text. | Click here to enter text. |

**Why do you think or feel the kiosk is the source of credit card compromise?**

Click here to enter text.

**Please provide details on what was communicated:**

Click here to enter text.