

# DEBIT CARD TOOL DISTRIBUTION BY G4S FAQS

## GENERAL TERMS AND CONDITIONS

Here are some frequently asked questions (FAQs) by staff regarding card distribution by G4S.

- 1. What is the process for sending cards to customers through G4S?**  
Cards are packaged securely and dispatched to G4S with all necessary customer details for delivery. Staff need to ensure all information is accurate and up to date.
- 2. How can we track the cards once they are with G4S?**  
A link will be shared with the branches for tracking the cards.
- 3. What should we do if a customer reports not receiving their card?**  
First, check the tracking status using the link. If the card is confirmed lost, initiate the process for issuing a new card and investigate the cause of the delay or loss.
- 4. What security measures does G4S take to ensure safe delivery?**  
G4S employs secure packaging, tracking mechanisms, and verification processes upon delivery to ensure the safety and integrity of the cards.
- 5. Is the service available to all customers?**  
This service is not available for premier banking and 'Do Not Contact' customers.
- 6. How do we handle incorrect addresses or contact information?**  
Verify customer details before dispatch. If an error is identified post-dispatch, contact card center immediately to attempt to correct the information before delivery.
- 7. What should be done if a customer is not available to receive their card?**  
G4S will attempt deliveries for 7 days. If unsuccessful, the card will be returned to the bank mailing room. For further dispatch to the customers domicile branch where the branch will handle the card as per tool handling process.
- 8. Are there additional costs for card delivery, and who bears these costs?**  
No costs for this service.
- 9. What identification is required from customers to receive their cards?**  
Customers must present valid identification, such as a national ID, passport as per the system captured in the system the identification details should match the name printed on the card.
- 10. What is the procedure for handling lost or stolen cards during delivery?**  
Immediately report the incident to card center for the card to be Hot.
- 11. How can customers change their delivery address after dispatch?**  
G4S will contact customers to agree on the physical address, date and time for delivery.