SHELL SECURITY SEAL PROGRAM – PROTECT YOUR REPUTATION

Shell was the first major oil company to bring anti-skimming labels to market to help combat the rapidly growing credit card fraud occurring throughout the industry. And now we are making it even easier to protect your dispensers from skimming theft. Enclosed you will find 16 Shell Security Seals.

What are they used for? This seal is to provide a visual identification of possible tampering with your dispenser.

Where to place seal? Place seals across the opening of each keyed panel door on each dispenser, focusing specifically on the panel that accesses the card reader and keypad. If the seals are tampered with, this may be a sign that someone has entered your pump and installed a device to steal credit card information. Seals should never be placed over the actual lock or keyhole on the panel. This should be reviewed after every shift or at least once per day! See diagram below.

What should you do if you find that a seal has been tampered with? It is recommended to inspect the inside of the dispenser for a device or other signs of tampering. Please see reverse side for detailed instructions and Best Practices.


For a limited time, Shell is providing a second roll free, when you purchase one roll of 500 labels for $49.99 plus shipping and handling. Each seal contains the Shell logo and is serial numbered for additional protection. When the seal is tampered with, a message of “open void” appears as an alert to the customer. This offer expires September 30, 2011.

SHELL SECURITY SEAL PLACEMENTS ON DIFFERENT DISPENSER TYPES

Security Seal Intact

Tampered Seal

Note the “Void Open” wording

Please report any broken seals to the cashier.

000001

Please report any broken seals to the cashier.

000001

Please report any broken seals to the cashier.

000001

Quality Fuels

Quality Fuels

Quality Fuels

WAYNE PUMP

ENCORE PUMP

ADVANTAGE PUMP
**BEST PRACTICES FOR SHELL SECURITY SEALS**

What should you do if you find that a seal has been tampered with?

It is recommended to inspect the inside of the dispenser for a device or other signs of tampering. If your station does not have keys to open the pump, contact your local technician and request an inspection.

What should I do if a skimming device is found in the ICR’s?

In the event your personnel or the operator locates any such suspicious device, **do not** remove it. You should:

1. Have your operator **immediately** turn off and secure the affected dispenser so that other customers cannot access it. Do not tamper with the device.
2. Call law enforcement for skimmer removal and evidence gathering. Take photos of the skimming device while it is connected and after it has been removed.
3. Should there be any problems obtaining law enforcement response, please contact Jerry Grimes with Shell Business Integrity Department at 661-231-5162 or contact your Shell Account Manager.
4. Report incident to Shell’s Credit Card Fraud Group at 713-241-8252.

Who should I refer the media to should I receive inquiries on this subject?

In the event you receive an inquiry from the media on a subject involving a Shell station, please refer them to the Shell Media Line at 713-241-4544 for additional information, and then promptly notify your Shell account manager. **This number should be given to media only.**

Credit card skimming device found in a Shell pump.