

In the event of a “chargeback” / payment dispute, the following voice authorization transcript is available for each merchant to “print” and EMAIL/FAX to their representing merchant services provider.



powered by **PAYYA9**

Business Name: **UNICEF**
Authorization Name: **Payment Authorization**

Customer Name: **John Smith**
Verified Customer Telephone Number: **+234 123 456 7890 / 🇳🇮 Nigeria**
Customer IP (LOCATION): **74.81.189.7 / 🇳🇮 Nigeria**
Date of Authorization: **2017-05-18 09:56:45 (GMT)**

Recorded Voice Authorization Statement:

"OPERATOR: Greetings, and thank you for connecting to our secured, voice authorization hotline. By completing this payment authorization process, you agree to authorized charges and terms of purchase. To cancel this payment, please hang-up any time. Otherwise...

OPERATOR: At the tone, please state your first and last name. *(beep)*

CARDHOLDER: John Smith

OPERATOR: Thank you. Next:

OPERATOR: At the tone, please read aloud, the cardholder's name, exactly as it appears on the card. *(beep)*

CARDHOLDER: John Smith

OPERATOR: Thank you. Next:

OPERATOR: Now please say, 'Yes, I agree.' to affirm the following two terms of purchase...

OPERATOR: Do you agree, the final charge to your card will be ₦37,770.00? *(beep)*

CARDHOLDER: Yes, I agree.

OPERATOR: Thank you.

OPERATOR: And finally, do you agree to contact UNICEF directly, if you have any questions about this payment? *(beep)*

CARDHOLDER: Yes, I agree."

• • • **ATTN: CHARGEBACK DISPUTE DEPARTMENT** • • •

VOICE AUTHORIZATION "PLAYBACK" HOTLINE (US): **1-877-275-1616**
EXTENSION ID: **948 170 123**

Security Access Expires: June 22nd, 2017

To listen to the recorded voice authorization:
STEP 1: Call the TOLL-FREE HOTLINE (noted above).
STEP 2: When prompted, key-in the 9-digit EXTENSION ID.

To challenge cardholder claims of "DID NOT AUTHORIZE":
STEP 1: Call the card-holder.
STEP 2: Conference-in this HOTLINE.
STEP 3: When prompted, key-in the 9-digit EXTENSION ID.
(The recorded voice authorization will playback for the card-holder to challenge.)

• • • For use by Acquiring Banks and Acquiring Gateways • • •