Customer Protection Review
An important new customer fraud protection…

The Customer Protection Review process is an important new protection for our customers, to ensure that fraudulent transactions & purchases are not made on their account, ultimately costing T-Mobile significant dollar losses.

✔ Follow the process!

✔ COMPLETE THE TRAINING IN CORNERSTONE TODAY IF YOU HAVE NOT YET DONE SO!

For the less than 2% of transactions identified by CPR, it is important that these important guidelines be followed:

❖ Do Not open the device boxes until after the CPR decision is returned

❖ Do not have the customer sign the EIP agreement until the transaction is approved by CPR

❖ Do Not leave devices or high priced accessories within customer reach during the review process

❖ Under NO circumstances should you EVER go around the process using any method and let the customer leave the store with merchandise until a final decision/approval is received from CPR!

❖ Following the training and customer scripting on T-Community in the event a customers transaction is rejected.

❖ If the customer wants to speak to a representative give them the phone # to call: 844-715-6191

Failure to follow these important steps & guidelines will lead to disciplinary action up to and including termination of employment!

Loss Prevention Topic of the Month
July 2015

LOSS PREVENTION: People, Property, Profitability