BHN Customer Service Guidelines

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Our Mission

Blackhawk Network is committed to providing world-class customer service to our clients. We staff well-qualified agents seven days a week, including weekends and holidays. These support lines are for our client contacts only.

Ways to contact us – Enterprise Client Support

Open Loop B2B Support
DL-PunchoutSupport@bhnetwork.com

Open Loop Cardholder Support
Please refer any cardholders with issues or questions to our 24/7/365 Cardholder Service team at:

MasterCard: 888.371.2109
Visa: 877.610.1075
Lost or Stolen Cards: 877.227.0956
if necessary initiate a dispute

Close Loop B2B Support
DL-PunchoutSupport@bhnetwork.com

Each brand has rules pertaining to refunds and are subject to their processes and policies.

Cardholder Disputes
Call Number on back of card to initiate dispute and validate transactions.
For updates on dispute call: 1-888-244-5705
Examples of Valid Dispute Requests:
*Cardholder Level – Clients CANNOT file disputes.
Unauthorized Charges
Duplicate Transactions
Do Not recognize transaction.
The merchandise was returned.

CID Requests (External) – Open Loop HM
DL-CIDRequest@bhnetwork.com
Examples of Valid CID Requests:
Duplicate Order
Incorrect Order
Wrong Name
Anonymous Card Replacement

Risk - Abnormal Activation Activity:
investigations@bhnetwork.com
***Note:** This is for post mordem investigations and prevention measures.*
For real-time assistance please use the contact info on the next page regarding the Risk Hotline / DP Fraud line.

*Please do not give any of the above contact information to customers without reviewing what is external facing

When to contact us:

Contact us for the following types of inquiries. Your case will be logged and given a severity level based on the business impact (see below for details). A ticket number will be generated for reference, and an update will be provided upon resolution.

- HM Login Issues / Account Issues
  - Password/Two Factor errors
  - Resend user invites for HM registrations
  - Troubleshoot login issues with HM
- Technical Issues

- Shipping Inquiry
  - Plastic orders
- Order status
- Retrieval Link / eGift Resents
- Order issues (lost, wrong shipping, etc.)

Fraud related scenarios

If you have an urgent fraud request don't wait, give us a call!

Risk Hotline 855-257-2581 | Option 1

We HIGHLY encourage this option or you can also email us!

EMAIL DL-BHNFraudInquiry@bhnetwork.com

*Please note that live phone contacts result in the best recovery results!

*Be advised that these are BHN Partner contacts options and should NOT be given to consumers!

*When contacting us please provide: Transaction Details or the card numbers impacted.

What to provide when you contact us:

Card(s) Related Inquiry:

- Request Type:
- Cardholder Name:
- **Purchase Order Number "PO"**
- Order Number or Proxy Number:
- Card number(s) Last 4 digit:
- Card brand(s):
- Member's Full Name & Mailing Address:
- Denomination(s) or amount on card:
- Date of activation:

Activation Outage Inquiry:

- Description and examples of the outage
- Card numbers
- Card brand(s)
- UPC(s)
- Affected store location(s)
- Decline response (if applicable)

Customer Service SLA's and Response times

Priority Level	Definition	Initial response SLAs (80%)
PRIORITY 1	Fraud, Order Status, egift Resend / retrieval Link issues, Technical Issues, HM Login Issue	(24 Hours)
PRIORITY 2	Password Resets, Shipping issues/ Order Issues (lost, wrong shipping, etc.)	(48 hours)
PRIORITY 3	MPC Support, Close Loop Inquires	(72 hours)
PRIORITY 4	Returns Inquiry	(96+ hours)

BHN Operations Control Center (OCC)

Contact information for P1 – High Severity Incidents ONLY

Blackhawk Network's Operations Control Center (OCC) provides 24x7 real-time monitoring and support for mission-critical devices, jobs and processes within Blackhawk's production environment and facilitates timely resolution of technical escalations to meet established SLA's.

When we schedule our maintenance

Blackhawk Network's regularly scheduled maintenance activity normally occurs between 9:00 p.m. and 2:00 a.m. on Tuesdays, Wednesdays, and Thursdays. Scheduled maintenance email notifications are sent out one to two days in advance, or as otherwise specified in your agreement with Blackhawk Network.

For outage and maintenance updates please access your Status Page
https://status.blackhawknetwork.com/access/login

Escalation Contact P1 High Severity Incidents 1.844.530.0957	Second Level: OCC Management Mobile: +1 415 429 6553

OCC Timeframes - How we prioritize

Priority Level	Definition	Initial response SLAs
PRIORITY 1	System-wide service interruption preventing partners from activating, redeeming, or accessing Blackhawk products or tools. Impact to business is high and requires immediate resolution	Service request for any non-urgent inquiries (e.g., card status or card balance requests).
PRIORITY 2	Operations are impaired, but a workaround is in place	Within four hours
PRIORITY 3	Service request for any urgent inquiries (e.g., log in issues, recon file delivery).	Within four hours
PRIORITY 4	Service request for any non-urgent inquiries (e.g., card status or card balance requests).	Within three to five business days

Close Loop Cards / FAQs

How do I get access to Customer Service Partner Portal (CSPP)?

Contact your Account Manager to help get you started with the CSPP onboarding process. Once you are provided access, your designated Administrator will be provided with a registration code to provide to other users on your team to self-register to the Portal.

What does the Blackhawk Network customer service support?

Our experienced specialists are here to support with card activation and settlement transaction inquiries at a business-to-business level. For example, if a customer claims that they were unable to use the card and have already checked with the card partner (e.g., iTunes, Amazon), you can contact Blackhawk Network for activation and transaction settlement discussions.

Blackhawk Network does not support consumers for cards sold through our distribution partners.

What if the customer has not verified with the card partner yet?

When you have verified with the receipt that the transaction was completed, politely inform the customer that they need to contact the card partner directly for assistance. After Blackhawk Network and the distribution partner have completed the sale and activation processes, support should be provided directly by the card partner. Note: concessions may occur at times for customer satisfaction directly by the card partner. If the card partner requires additional information, they will engage Blackhawk Network directly.

If funds on the card have been used, please follow your internal loss prevention policies for resolution.

Unfortunately, one of our customers or cashiers fell victim to a fraudster, how does Blackhawk Network assist with these cases?

Blackhawk Network is 100% committed to assisting and fighting fraud. We provide a combination of technology integration and best practices to prevent fraud and mitigate losses. If you experienced this fraud, contact our Risk Support Hotline immediately at 855.257.2581, option 5, (24/7/365) to speak to our 24/7/365 support specialists. Please make sure you have all the relevant information—such as card number, card brand name, denomination, or amount on card and, if telecom products, PIN/Tracking number—so we can orchestrate immediately with our card partners to mitigate losses.

Can I contact Blackhawk Network if a customer has a damaged PIN?

Of course! Please make sure that you confirm exactly what the customer experienced, including how you arrived at this conclusion. We will investigate to see if the balance is unspent and, if necessary, provide a refund to our distribution partner. Upon confirmation, you may refund the customer accordingly.

Close Loop Cards / FAQs

What if the customer wants to return the card?

All gift card sales are final. Blackhawk Network's role is to facilitate the activation and settlement transaction processing only. Politely inform the customer that gift card sales are final and cannot be exchanged in-store. There are multiple exchange markets for cards where customers can be referred to if they wish to resell a card.

At times, customers may not be able to find a convenient point of sale for the card in hand. You can inform them that gift cards do not expire and may be used at any time as long the magstripe/PIN is not damaged.

The PIN or magstripe appears to be damaged in the card the customer is returning, can Blackhawk Network assist?

We certainly can. Please contact us, and we will manually work through the blocking, devalue and settlement process on our end. Upon confirmation, you may refund the customer; we will process a settlement adjustment on our distribution partner's invoice.

If a cashier activated a gift card in error for a customer, can Blackhawk Network devalue and adjust the card balance?

All gift card sales are final once the card has completed the activation and settlement process. We recommend that you follow your internal procedures to solve the customer issue at hand. To assist in preventing errors and other related issues that may occur, Blackhawk Network has invested in two-step activation in addition to checks and balances with certain distribution partners.

Virtual or Electronic Open Loop Cards / FAQs

I have not received my virtual Card yet. Where is it?

- Check your Spam and Junk folders.
- The emails will be sent from Blackhawk Network <CardServices@hawkmarketplace.com>
- **Subject:** Your Virtual Replacement Card

What's a virtual card?

- Virtual cards are digital cards that are available online and don't have a physical form. These can be used to carry out online transactions. It's similar to your conventional credit or debit cards with a card number, CVV, and validity dates. However, all these details are only available online. Some of them can also be used at physical stores by adding them to a wallet.

How long will it take to receive the Virtual Card?

- Please allow 1-2 business days to receive via email.

How do I see/retrieve my card information?

- Once you have redeemed the code by following the link that will redirect you to myprepaidcenter.com, you are offered options to either add your card to a profile, add the card to an already configured wallet if available or save the card image. If you choose to create a profile or add the card to an already existing profile, simply login to your account at myprepaidcenter.com to see your card details by clicking on the show card details link on the My Cards page.
- If you elect not to add the card to a profile, we recommend saving an image of the card which only you would have access to for later use. We recommend creating a profile to save your card. You can also set up email and text alerts to notify you directly when your card has been used and for balance reminders.

Can I change the card type if I already requested a virtual card?

- Yes. Once you receive the virtual card, you can log into MPC (My Prepaid Center) and convert it to a physical card OR you can call us back, so we can convert it to a physical for you. Please note that.
- There will usually be a small fee of $3 to process the plastic to be mailed that will be deducted from the card balance.

How do I redeem my virtual card?

- Follow the Virtual Card Redemption Steps: in the resource Library on the next page..

What is a virtual wallet?

- A virtual wallet is an electronic version of your physical wallet and allows you to pay for things without using physical cards or cash. (Applicable for Mastercard only)

Where can this virtual card be used?

- This card can be used anywhere VISA and Mastercard are accepted.