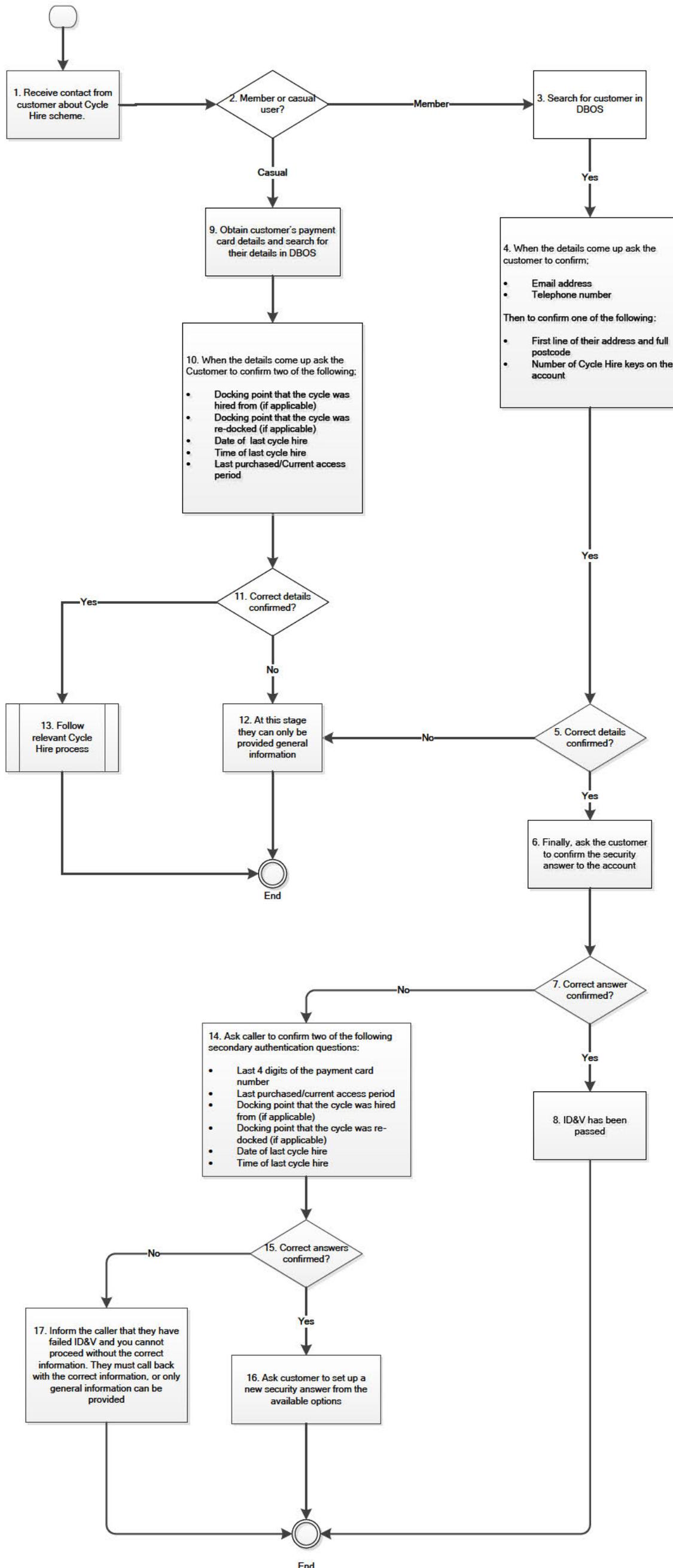


Service Provider Agent

Notes



- 3. ID&V is carried out against details held in DBOS.
- Customers name must be confirmed and it is the customer that must provide this in full.
- 6. Security question and answer can be found in the details view of the customers account in DBOS.
- 9. Agent should only request the first six and last four digits of the PAN, and the expiry date.
- If the customer cannot be found in DBOS, all information should be captured in MSD and an email sent to [redacted]@TfL.gov.uk for further investigation.
- 12. Customer can make three attempts in one phone call otherwise they must call back with the correct details

Author: [redacted]
 Amendments: [redacted]
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