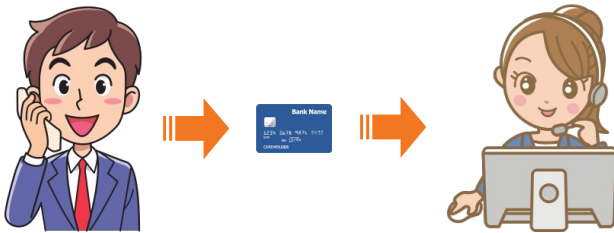


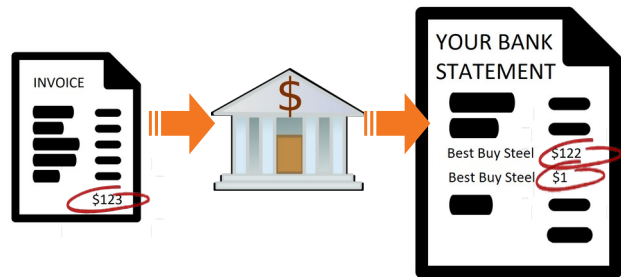
Card Not Present Credit Card Payments: Anti-Fraud Measures

Unauthorised credit card transactions (aka credit card fraud) hurt everybody so, after numerous and regular attempts of fraud on our business, we have put the following steps in place to prevent it from occurring:

1. You make a credit card payment via telephone or via our website.

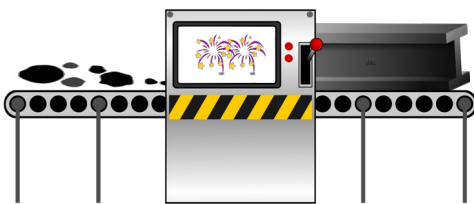


2. We charge the amount stated on your quote or invoice but split the charge into two amounts.

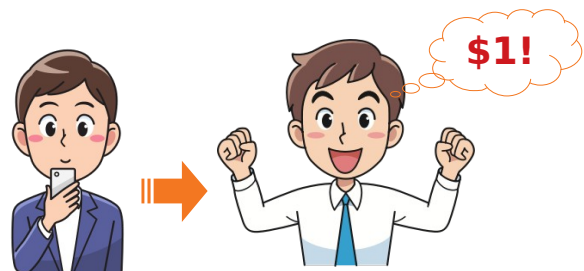


Example: We charge \$122 + \$1 = the \$123 from your invoice

3. We will start manufacturing/preparing your order right away, even if the verification hasn't been successfully finished yet so your order isn't delayed.

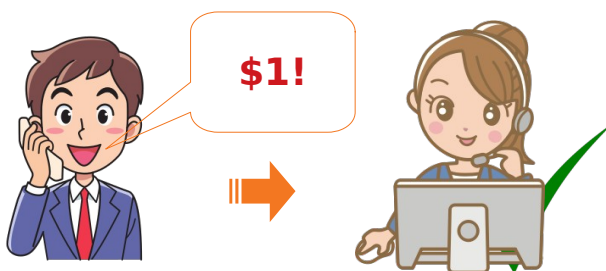


4. You check your bank transactions to see how much the smaller charged amount was.

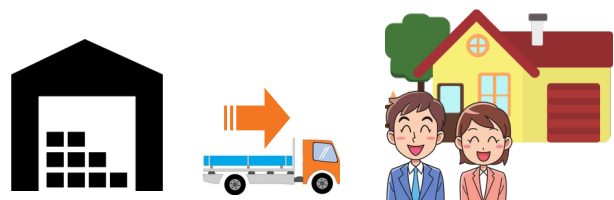


This is the part a fraudster cannot do because even with a stolen credit card number, they shouldn't have access to your bank account.

5. You contact us to confirm the smaller amount.



6. We proceed with your order and deliver the goods for you or get them manufactured ready for you to collect.



Frequently Asked Questions:

Q: Why go to all this trouble?

A: When credit card fraud occurs, we the merchant are liable for the stolen funds so we effectively lose all the steel we've supplied without being paid a cent. People often think the banks cover these kinds of losses but they don't – they do what is called a 'charge-back' to the merchant (us) unless we can 100% prove that the genuine cardholder authorised the transaction.

Q: How can I avoid this process?

A: The simple answer is to just pay by bank transfer (the details are at the bottom right at the end of your quote or invoice). Bank transfer doesn't have the fraud risks to *us* that credit cards do. However, paying by credit card does give *you* the protection of being able to initiate a charge-back should your goods not be supplied so it is worth considering both options. Of course we *will always* supply your goods as ordered but we want to point out the potential advantages to you of using your credit card. Other ways to pay include coming in to pay in person or going to any branch of the Commonwealth Bank to deposit the amount owing into our account.

Q: Why are you charging my order in two amounts?

A: Getting you to tell us how we split up the charges serves to prove to us that you are the genuine cardholder. If you can tell us exactly how much was charged then we know you have access to the credit card account and are authorised on the account.

Q: How much will be charged to my credit card account?

A: The total amount charged will match your quote/invoice total. Typically most of your order total will be taken in one charge and the other charge will be a small, randomly chosen amount between 1 cent and 1 dollar.

Q: How can I tell how much was charged so I can complete the verification?

A: Depending on your bank, the easiest ways to find out how much was charged are probably to:

- Look on your Internet banking for the transactions
- Call your bank and identify yourself to them and then ask them to tell you how much was charged by Best Buy Steel

Q: Will I get my order sooner if I pay by credit card than by bank transfer?

A: Kind of yes but not necessarily. We will start *manufacturing* your order as soon as you pay by credit card (even before this verification process is complete) or as soon as we receive a copy of a remittance (transfer receipt) for a bank transfer (even before the funds clear into our bank account). We will only *release* the order for delivery or pick up however once this verification process is complete or, if paying by bank transfer, once the funds have cleared into our bank account. Depending on what is in your order and the manufacturing lead times, either of these processes is normally complete within 1 to 1.5 business days and may not delay your order at all. In some cases, where same-day or next-day pick-up/delivery is required, following this process may be faster.

Q: What happens if I don't know or cannot figure out how much was charged to my account?

A: If you cannot tell us the small amount that was separately charged then sadly we have to assume that you are not the rightful account holder and cannot release your order.

We apologise if you feel that this process makes ordering your steel a bit of a hassle. We wish we didn't have to do it either because it makes more work for us too! Sadly there are enough people trying to commit fraud to have made it necessary. We wish something would be done to make the whole credit card system more secure for online and telephone payments whilst still keeping it simple to make these payments (we think having our terminal accept a verification code that your bank texts to you would be a nice solution for instance). One potential solution was proposed but rejected by the ACCC because it would make online and telephone based credit card transactions more complex for consumers and more expensive for merchants. It was actually less hassle than this process and we remain hopeful that the regulators, credit card issuers and banks can find some acceptable way to prevent fraud in the not-too-distant future.