

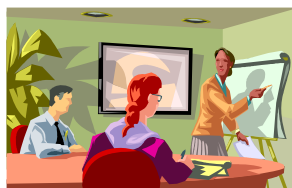
# MERCHANT PROCESSING NEWS

... EDUCATING AND ASSISTING BUSINESS OWNERS ON THE SUBJECT OF  
"PAYMENT SOLUTIONS TECHNOLOGY"



## PURPOSE OF THIS NEWSLETTER

This month's newsletter was inspired by two recent experiences prompting me to share the benefit of providing unconventional education to your employees.



## EMPLOYEE EDUCATION

I was speaking with a business owner last week who lost one of her most valued workers due to identity theft. The employee was suddenly destitute when two of her credit cards were compromised as well as her checking account wiped out of all monies. The immediate solution was to move in with an out of state relative until this could be sorted out. I've found that it's difficult enough to keep good employees without a personal matter interfering such as what befell this valuable worker and subsequently the employer.

Secondly, I was at a mom and pop store recently and witnessed an irate phone call by the owner. Based upon what I'd heard I simply asked him if that was one of those "scam calls". He said he gets them enough that he's instructed any employee who answers the phone to (1) not give out any company or

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### What's Inside:

- Purpose of this newsletter
- Employee education
- Additional Information

employee information and (2) refer them back to the boss requesting a call back number. He said they always hang up. This is an involved employer educating and watching out for his employees - - as well as himself.

This brings me to the heart of this week's topic. *We all come across information that may not be specifically related to our job descriptions but is valuable nonetheless - - so share it!* I have found over the years that helping educate employees about such things has had the added benefit of building loyalty to the company.



## ADDITIONAL INFORMATION

There are resources and websites too numerous to mention focused on educating the employer / employee. Our friends at [www.crtuneup.com](http://www.crtuneup.com) is a site we've found to have great information and if identity theft is a concern, please [click here](#) for more information. You can also utilize [www.snopes.com](http://www.snopes.com) to check on the validity of scams either you or your employees may bring to light.

Please feel free to contact our friends over at [IG Consulting Group, Inc.](http://IGConsultingGroup,Inc) with any questions.

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