

Carded Program

Fundamentals of the Carded Program:

Medeco's voucher and electronic controlled Card Programs Policies and Procedures are designed to ensure that users get the maximum key duplication protection in addition to protection against physical attacks. Only users with an authorized card may obtain duplicate keys for their Medeco locks. The changes were also made to provide the assurance to the authorized cardholder that they are the only authorized agent to be able to request additional authorization cards for other users and to transfer the authorization in cases of the user leaving the business or institution.

Master Key Registry Card – an authorization card issued with a new Master Key system. The authorization card has the company name, address, authorized cardholder's name, and registry number embossed on it. The card pertains to a cylinder or group of cylinders, which are to be combined so that all may be operated by their own change key(s) and by additional key(s) known as master key(s).

Blind Code Card – an authorization card assigned to a particular key combination for future reference when additional keys or cylinders may be needed.

Name Authorization Card – same as Blind Code Card except than an individual's name is personalized on the front of the authorization card to make the card unique.

MK-120G – a form issued by Medeco to obtain additional authorization cards or to change authorization for a particular blind code or master key system to a different individual.

Rules for the Replacement of Carded Program Authorization Cards:

If your authorization card has been lost, stolen, or destroyed:

If you or your customer have lost, misplaced, destroyed, or never received an authorization card, a Release & Indemnity Agreement must be completed and returned to Medeco for processing. The form must be completely filled out, notarized, and mailed back to Medeco Card Services. A new form must be requested and returned for each code or card that was lost, stolen, or destroyed. The Release & Indemnity Agreement can be obtained by calling our Customer Service Department at 1-800-839-3157. Original signatures are required and all pages of the agreement must be sent in. You must provide Medeco with an actual Medeco key that Medeco can decode or take the key to an authorized Medeco dealer for decoding and send the information, along with a photocopy of the key, to Medeco for processing. If you do not have access to a key for your system, then no authorization card will be processed. Each agreement must be notarized and must include a \$45 processing fee. As many cards as needed may be requested at this time with no additional charge. Faxes cannot be accepted.

If the registry card for a Master Key system is being requested and no authorized cardholders are available, additional proof of authorization may be needed. If another company has purchased an organization and registry cards are not available, additional documentation is needed to provide the new authorized individuals with registry cards. Examples of the documentation needed include a copy of a contract for buildings from a management company or a copy of the bill of sale for an organization. There must be proof that authorization is granted to the requestor in order to receive another authorization card. This rule only applies if the card administrator feels there is not enough evidence with a Release & Indemnity to issue authorization cards to new individuals.

If blind code or name authorization cards are available, but the current authorized cardholder(s) are no longer with the organization:

The person or persons who will be accepting the responsibility for duplicating keys for the organization's blind code or name authorization card security system must return the previous authorized cardholder's card(s) along with a notarized letter, on company letterhead, stating that the authorization should be turned over to them. All persons that will be accepting authorization must print and sign their name on the letter. There is a \$20 processing fee associated with this process. As many cards as needed may be requested at this time with no additional charge. Faxes cannot be accepted.

If Master Key Registry Cards are available but the current authorized cardholder(s) are no longer with the organization:

The person or persons who will be accepting the responsibility for duplicating keys for the organization's master key system must return the previous authorized cardholder's card(s), along with a notarized letter on company letterhead, stating that the authorization should be turned over to them. All persons that will be accepting authorization must print and sign their name on the letter. There is a \$20 processing fee associated with this process. As many cards as needed may be requested at this time with no additional charge. Faxes cannot be accepted.

Turning over authorization or adding cardholders to a Master Key Registry Card when a cardholder is available:

The current authorized cardholder may complete a MK-120G form (Card Request) which must have the authorization card embossed on it and signed in all appropriate places. You must check only one of the boxes that applies to the situation at hand. The current authorized cardholder must sign the second line and print the name of the individual that will be authorized on the first line. The MK-120G form must also be approved and signed by a locksmith or a notary public. Return the form to Medeco Card Services. If you have marked the "in exchange for the one enclosed" box, also include the old authorization card(s) in order for your request to be processed.

Medeco will accept a letter, if a MK-120G form is not available, from the current authorized cardholder, stating that an additional authorization card is needed for another individual or that the authorization be turned over to a different individual. In both cases, the letter must be on company letterhead, listing the new individual(s) that will be authorized, notarized and the current cardholder's card must be returned for signature verification. There is a \$5 processing fee associated with each card processed. Faxes cannot be accepted.

Turning over authorization or adding cardholders to a blind code/name authorization card when a cardholder is available:

The current authorized cardholder may complete a MK-120G form (Card Request) which must have the authorization card embossed on it and signed in all appropriate places. You must check only one of the boxes that applies to the situation at hand. The current authorized cardholder must sign the second line and print the name of the individual that will be authorized on the first line. The MK-120G form must also be approved and signed by a locksmith or a notary public. Return the form to Medeco Card Services. If you have marked the "in exchange for the one enclosed" box, also include the old authorization card(s) in order for your request to be processed.

If the card is not embossed with the current individual's name, then the authorization card must be returned, along with the completed MK-120G form, adding additional cardholders. Both cards will be returned as name cards.

If changing authorization, the current authorized cardholder must return their authorization card, along with the completed MK-120G form. The new card(s) will be returned as name cards.

Medeco will accept a letter, if a MK-120G form is not available, from the current authorized cardholder, stating that an additional authorization card is needed for another individual or that the authorization be turned over to a different individual. In both cases, the letter must be on company letterhead, listing the new individual(s) that

will be authorized, notarized and the current cardholder's card must be returned for signature verification. There is a \$5 processing fee associated with each card processed. Faxes cannot be accepted.

Turning a blind code authorization card into a name authorization card:

An authorized cardholder can make a written request to have their name put on the authorization card along with their code number. The written request must be signed by the current authorized cardholder, and notarized. The original signed card must accompany the request so that the signatures can be verified. The current authorized cardholder may also add additional cardholders at this time. The written request must list the printed names of the additional cardholder(s) or, if you do not wish to draft a letter, Medeco will provide a form from which the process can be completed. Ask a Customer Service Representative to fax you a copy. Complete the form and mail back to Medeco with the original card.

All cards will be returned as name cards. There is no charge for the initial card. Any additional cards requested at the time of the request will be subject to a \$5 processing fee per card. Faxes cannot be accepted.

Defective, damaged, or worn out blind code/name authorization cards:

If your blind code/name authorization card is defective, broken, or worn out, you must return the authorization card to Medeco with a letter stating that the blind code/name authorization card needs to be replaced because of any reason listed above. The letter must be signed by the current authorized cardholder. There is no fee for this service. Faxes cannot be accepted.

Card Replacement Policy Summary:

- Faxes cannot be accepted.
- All letters that are sent to Medeco concerning any carded program must be signed by the current authorized cardholder and notarized.
- All completed card issues will be sent to the company or residence from which the request originated unless otherwise noted in the letter.
- All uncompleted card issues will be returned to the company or residence from which the request originated unless otherwise noted in the letter.
- For any situation above, all criteria must be met or all information concerning request will be sent directly back to where request originated.
- Checks and money orders are accepted and should be made out to Medeco Security Locks, Inc.

If you have any questions regarding the policies listed above, please contact Medeco Customer Service at 1-800-839-3157.

Mail all card requests and card issues to:

Medeco Security Locks
Attn: Card Services
3625 Allegheny Drive
Salem, VA 24153

If you would like the authorization cards returned to you by the next business day please include a prepaid UPS shipping label for overnight delivery with your request.