

## Loss Control Measures Improve Your Bottom Line

By Richard Poling  
Managing Director  
Beecher Carlson

Whether you are a business with many employees and locations, or a three-person operation, a basic loss control program can help your organization.

Here are some essential elements of a loss control program that you can implement:

### 1. Accident Investigation and Claims Management

- Are all accidents reported and investigated (using written procedures) to determine facts and to identify causes for injury and property damage?
- Is there a central file for all accident investigation reports, for all formal plant inspection reports and for corrective actions completed?

### 2. Personal Protection

- Has a hazard assessment been completed to determine the need for personal protection equipment?

### 3. Training/Meetings

- Is accident prevention and employee safety included as a major subject during new employee orientation?
- Has hazard communication, hearing conservation, confined space entry and other training, where required, been provided on schedule?
- Are planned employee/management safety committee meetings held on a regular basis?

### 4. Emergency Response

- Does your company have a first aid facility with a daily inventory of equipment and supplies?

- Have supervisors been trained in basic first aid?
- Are telephone numbers posted and are there written procedures for handling serious cases (ambulance, hospitals, doctors, etc)?

These areas of loss control, if properly implemented and maintained, can have a measurable, positive financial impact on your organization. □

#### *Editor's Note:*

*This information provided by Security America Risk Retention Group, the insurance company owned by NBFAA and its members. For a quote, or additional information, please visit [www.securityamericarrg.org](http://www.securityamericarrg.org) or call (866) 315-3838 to speak with a representative.*

## Customer Credit Data Requires Special Care

### Do your credit/debit receipts expose your business to class action liability under federal law?

More than 130 class action lawsuits have been filed recently against dozens of restaurants and commercial retailers across the country based on their alleged failure to comply with the Fair and Accurate Credit Transactions Act of 2003 (FACTA).

### What is FACTA?

Passed by the U.S. Congress in 2003, FACTA was an amendment to the Fair Credit Reporting Act to allow consumers to receive one free credit report every 12 months from each of the three credit bureaus.

The act also contains provisions to help reduce identity theft such as

placing alerts on credit histories if fraud is suspected. Another such provision also requires all businesses that accept credit cards to print no more than the last five digits of the card number or the expiration date on any receipt provided to the cardholder at the point of sale.

**ACCT: \*\*\*\*\*12345**  
**EXP: \*\*\*\***

Many businesses have been truncating or removing credit/debit card numbers on sales receipts for years to guard against identity theft. However, a number of businesses are unaware that FACTA appears to also require the removal of expiration dates from credit/debit card receipts. If a business is not in compliance with FACTA, it may be exposed to paying up to \$1,000 in statutory damages

per violation, punitive damages and/or attorney's fees.

The law applies only to electronically printed receipts, not to handwritten or imprinted ones, and it applies only to receipts you hand your customer at the point of sale, not to any transaction records you retain. However, when you keep your customer's personal information, including account data, you have an obligation to keep it safe.

To get free information on identity protection issues, visit [www.ftc.gov](http://www.ftc.gov) or call (877) FTC-HELP. □

#### *Editor's Note:*

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