



From: Victoria Oberholser, Travel Manager
To: Travelers and Travel Arrangers
Subject: Keep credit card numbers out of emails

In the interest of enhancing data security and preventing identity theft, our corporate travel provider, **Carlson Wagonlit Travel (CWT)** is continually improving its data protection pertaining to all personal and financial information you share related to your travel plans.

As part of these ongoing efforts, new technology is being put in place on June 16, 2014 which will **block all emails addressed to CWT that contain full credit card numbers.**

What will happen?

- If you send an email to CWT containing a full credit card number, it will be blocked, and will not be delivered to the recipient.
- You will receive a notification indicating that the email has been blocked.

What should you do instead?

- The most secure way to transmit credit card data is via your traveler profile. Ensure that your traveler profile includes your most up-to-date financial and personal information, both for security and for an efficient travel booking experience.
- If you have updated your traveler profile and need the information to be applied to a current travel booking, call or email your CWT travel counselor to inform them that the information is now updated. If you do not have access to update your profile, call your CWT travel counselor to provide your payment details. Our designated CWT reservation phone number is 1-888-243-1125.
- If you must email a credit card number, use encryption tools such as Winzip encryption to transmit credit card numbers. Or, use truncated characters to identify your credit card when necessary. A maximum of the first 6 and last 4 digits are permitted in clear text (*Example: Please bill this travel to my card on file VI444433xxxxxx1111 or VIxxxxxxxxxxxx1111 or please bill to my credit card ending in 1111*)
- As a best practice, never include the card verification value (CVV) or security code in an email. When necessary, provide it via phone.

CWT and Berkeley Lab share the mutual goal of protecting all personal and financial data related to travel bookings. Your cooperation with this initiative is greatly appreciated. If you have any questions, please email, travelhelp@lbl.gov or contact your CWT representative.

Thank you,

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June 2014