

# fta - do you PAss ?

helping you prevent underage sales

## Card Recognition Guide

### 5-step checking process

#### Step 1 – check the PAss hologram

- look for the 3D effect in the background of the hologram
- look for the small PAss text in the background
- The PAss hologram must be flush with the plastic of the card – **NOT** stuck on top of plastic
- if in doubt, compare it with the sample card provided with this pack.



#### Step 2 – check the photograph

- ensure that the photograph is of the person presenting the card – if necessary, politely ask the person to remove their hood, hat or sunglasses to be sure
- the photograph must be printed directly onto the plastic of the card – **NOT** stuck on top of the plastic.



#### Step 3 – check the date of birth

- calculate the age of the person from the date of birth
- make sure they are old enough to buy the goods or services requested
- the date of birth must be printed onto the plastic – **NOT** handwritten or stuck on top of the plastic.



#### Step 4 – check the card

- ensure the card has not been tampered with or altered
- feel the card – it should be completely smooth – **NO** ridges or anything stuck to the card.



#### Step 5 – check the person

If you are still unsure about a person's age your legal responsibility is to refuse to sell.

#### Your personal safety is the most important thing

If you feel threatened, call your supervisor or manager for assistance.

#### If you refuse to sell....

If you refuse to sell items because you believe the person is too young, once the person has left report the incident to your supervisor or manager, and record the details in the 'Refusal Record Book'.

It is recommended that the only other acceptable forms of proof of age are:

- Photo driving license
- Passport.