LEAD SERVICE AGENT RESIGNS AFTER ADDING UNAUTHORIZED TIPS TO PASSENGER CREDIT CARDS

Activity Date: December 12, 2020
Date Posted: December 21, 2020
Case Number: DC-20-0256-O
Web Summary: OIG-WS-2021-312

A Lead Service Agent, based in New York City, resigned on December 12, 2020, prior to her disciplinary hearing for violating Amtrak policies by adding tips to at least two Café Car credit card transaction receipts without the knowledge or authorization of the customers.