



**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.