

# UPDATE ! - STAY ALERT - SALARY@SEA EMAILS



## WHO TO CONTACT IF YOU HAVE ANY SALARY@SEA ISSUE:

**OPTION 1:** If you are onboard contact the payroll team. If you are at home, send an email to [SalaryatSea@rccl.com](mailto:SalaryatSea@rccl.com)

**OPTION 2:** Contact North Lane directly at 1-866-326-8689 or 1-610-941-4607 OR send an email to [Help@Northlane.com](mailto:Help@Northlane.com)

**OPTION 3:** Visit the website <https://login.Northlane.com/rccl> (ONBOARD) or <https://login.Northlane.com> (AT HOME)

## DID YOU RECEIVE A SUSPICIOUS SALARY@SEA EMAIL?



If you receive a suspicious Salary@Sea e-mail and aren't sure if it's legitimate, check with the Payroll team if you are on board OR

Send an email to [abuse@rccl.com](mailto:abuse@rccl.com) and copy [SalaryatSea@rccl.com](mailto:SalaryatSea@rccl.com)

Our Salary@Sea provider, Wirecard North America, has recently changed their business name to North Lane Technologies, Inc. (North Lane). There is no change to how you use your cards, and how you access your funds. You will find the updated contact information on this page. You may have already received emails regarding this change and will find the updated contact information on this page.

Royal Caribbean Group and North Lane will **NEVER** send you an email asking you to enter your Salary@Sea or personal information in order to receive any type of bonuses, payments, free services, or to validate your Salary@Sea information. Scammers have been going to great lengths to try and steal our crew members' personal account information by making their emails and links look legitimate. Please be aware and don't become a victim of these scam emails.

### LEGITIMATE NORTH LANE EMAIL ADDRESSES:

- ✓ [Help@Northlane.com](mailto:Help@Northlane.com)
- ✓ [Client.services@northlane.com](mailto:Client.services@northlane.com)
- ✓ [premiumfx.support@northlane.com](mailto:premiumfx.support@northlane.com)
- ✓ [Fraud.Forms@northlane.com](mailto:Fraud.Forms@northlane.com)

### LEGITIMATE NORTH LANE WEBSITE:

On the Ship's Network: <https://login.Northlane.com/rccl> or At home: <https://login.Northlane.com>

In order to keep your Salary@Sea account safe, always follow these simple precautions:

NEVER	ALWAYS
Click on "Save Password" if you are using a public computer and always remember to logout.	Use the web address printed on the back of your Salary@Sea card or the North Lane app to access your account.
Share your password or PIN number with anyone.	Change your password on a regular basis or if you think your account might have been compromised.

**REMEMBER:** Only respond to emails sent by North Lane if you have contacted or emailed them first for matters related to:

- Forgotten username and password, or issues with Salary@Sea card registration
- Status of fraud claims and ATM disputes
- Missing Global Deposit and On-Demand Wire Transfers
- PIN reset, expired Salary@Sea cards, expired virtual cards
- Escheated Salary@Sea account

For more information on how to protect your personal information and to learn how to block fraudulent emails, log into [www.myrcclhome.com](http://www.myrcclhome.com) and review the Scam Awareness Handbook.