



# Visa Core Rules and Visa Product and Service Rules



14 April 2018

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Visa is committed to providing our partners and interested parties with greater insight into Visa’s operations. As part of our effort, we are pleased to provide access to the latest edition of the Visa Core Rules and Visa Product and Service Rules, which govern participation of our financial institution clients in the Visa system.

To protect cardholders and merchants and maintain the integrity of the Visa system, we have omitted proprietary and competitive information, as well as certain details from the rules relating to the security of the network.

Any regional or country-specific rules within the Visa Core Rules and Visa Product and Service Rules apply only to the operations of financial clients within the relevant region or country, and any rules marked with the name of a region(s) or country(ies) are applicable to financial institutions operating in that region(s) or country(ies) only.

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If you have questions about Visa’s rules, please *contact us*.

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## Summary of Changes

### Summary of Changes since the 14 October 2017 Visa Core Rules and Visa Product and Service Rules

Change
<b>Visa Enhanced Dispute Resolution Rules Update</b> <b>Effective 14 April 2018</b> Revisions have been made to incorporate the Enhanced Dispute Resolution Rules into the <i>Visa Core Rules and Visa Product and Service Rules</i> and to revise related terminology. Legacy dispute rules have been moved to Chapter 13.
<b>Acceptance Rules Alignment and Globalization</b> <b>Effective 14 April 2018</b> Revisions have been made to align, consolidate, and simplify rules related to Card acceptance.
<b>Requirements for Support of Payment Tokens</b> <b>Effective 14 April 2018</b> Revisions have been made to update requirements for the use of payment Tokens.
<b>Removal of Issuer Chargeback Rights for CVV2 Mismatch Transactions</b> <b>Effective 14 April 2018</b> Revisions have been made to remove Chargeback rights for Card-Absent Environment Transactions approved with a CVV2 mismatch response.
<b>Use of Tokens on Non-Visa Networks</b> <b>Effective 25 January 2018</b> Revisions have been made to clarify requirements for the provisioning of payment Tokens on co-resident Visa Cards.
<b>Visa Straight Through Processing Expansion</b> <b>Effective 14 October 2017 and 20 January 2018</b> Revisions have been made to expand Straight Through Processing to other Visa Regions and to update platform requirements for participating Members.

Summary of Changes  
Visa Core Rules and Visa Product and Service Rules

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Change
<b>Centralized Distribution of Visa Commercial Cards or Visa Prepaid Cards to Multinational Companies</b> <b>Effective 20 January 2018</b> Revisions have been made to simplify and expand the criteria for Issuer distribution of Visa Commercial credit Cards and Visa Prepaid Cards to multinational clients.
<b>Deferred Authorization Requirements</b> <b>Effective 13 April 2019</b> Revisions have been made to clarify requirements for deferred Authorizations.
<b>Force-Posting of Transactions</b> <b>Effective 26 January 2019</b> Revisions have been made to improve control of Merchant use of force-post functionality.
<b>Service Fee and Convenience Fee Clarifications</b> <b>Effective 13 October 2017</b> Revisions have been made to clarify rules related to Service Fees and Convenience Fees.
<b>Verified by Visa Updates</b> <b>Effective 14 April 2018 and 13 October 2018</b> Revisions have been made to update requirements for 3-D Secure versions 1.0 and 2.0.
<b>Visa FeatureSelect Globalization</b> <b>Effective 20 January 2018</b> Revisions have been made to support the global availability of the Visa FeatureSelect service.
<b>Use of Card Activation Stickers</b> <b>Effective 13 January 2018</b> Revisions have been made to globalize requirements for the use Card activation stickers.
<b>Consumer Transaction Controls (CTC) and Visa Payment Controls (VPC) Updates</b> <b>Effective 14 April 2018</b> Revisions have been made to reflect the renaming of Consumer Transaction Controls and to simplify rules for Visa Payment Controls.

Summary of Changes  
**Visa Core Rules and Visa Product and Service Rules**

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Change
<p><b>Updates to Contactless Application Transaction Counter Requirement</b></p> <p><b>Effective 13 October 2018</b></p> <p>Revisions have been made to require Issuers to use a Chip Application Transaction Counter to monitor contact Chip and Contactless Transactions.</p>
<p><b>Updates to Visa Easy Payment Service (VEPS) Limits and Floor Limits</b></p> <p><b>Effective 14 April 2018 and 13 October 2018</b></p> <p>Revisions have been made to update the Visa Easy Payment Service (VEPS) limits in the Europe Region (Denmark, Estonia, Latvia, Lithuania, Poland), the CEMEA Region (Bahrain, Jordan, Kuwait, Oman, Pakistan, Palestinian Territory, Qatar, Saudi Arabia), and in the LAC Region.</p> <p>Revisions have been made to Floor Limits in the CEMEA Region (Bahrain, Jordan, Kuwait, Oman, Qatar, Saudi Arabia) and the Europe Region (Denmark).</p>
<p><b>Effective Date Update For Sales Tax Refund Processing Requirements</b></p> <p><b>Effective 13 April 2019</b></p> <p>Revisions have been made to delay the effective date for requirements related to the processing of sales tax refunds.</p>
<p><b>Revised Implementation Dates for Credit (Purchase Return) Transactions</b></p> <p><b>Effective 14 April 2018</b></p> <p>Revisions have been made to extend the time frame by which Issuers must support Cardholder notifications for Credit (Purchase Return) Transactions and to allow a phased implementation of the requirement for a Merchant to obtain Credit Transaction Authorization.</p>
<p><b>Updates to Credit Refund Processing Requirements</b></p> <p><b>Effective 13 April 2019</b></p> <p>Revisions have been made to clarify Credit Transaction processing requirements and specify the ways in which a Merchant may refund a Cardholder for a previous purchase Transaction.</p>
<p><b>New 3-D Secure Security Requirements and Updated Access Control Server (ACS) Security Program</b></p> <p><b>Effective 1 January 2018</b></p> <p>Revisions have been made to incorporate new standards published by the Payment Card Industry Security Standards Council (PCI SSC) related to the access control server security program.</p>
<p><b>Clarification of Numeric ID Use</b></p>

Summary of Changes  
**Visa Core Rules and Visa Product and Service Rules**

Change
<b>Effective 20 January 2018</b> Revisions have been made to remove the option for Third Party Agents to request or be assigned a Numeric ID.
<b>Cryptogram Version Number (CVN) Revisions</b> <b>Effective 17 October 2020 and 17 August 2021</b> Revisions have been made to prohibit the use of Cryptogram version number (CVN) 10 or 17 and proprietary CVNs that use a static key in the calculation.
<b>Decommissioning of Visa payWave Brand Mark</b> <b>Effective 14 April 2018</b> Revisions have been made to support the decommissioning of the Visa payWave Brand Mark.
<b>Payment Facilitator, Sponsored Merchant, and Marketplace Identifier Requirements</b> <b>Effective 13 April 2019</b> Revisions have been made to update requirements for Payment Facilitator, Sponsored Merchant, Marketplace, and retailer identifiers and to update naming conventions for Transactions at Sponsored Merchants.
<b>Clarification of Indemnity Obligations</b> <b>Effective 14 April 2018</b> Revisions have been made to align and clarify indemnification-related language.
<b>Discontinuation of Static Data Authentication (SDA) for Transit</b> <b>Effective 13 April 2019</b> Revisions have been made to require Contactless Chip Cards to support offline data authentication with Online Authorization using fast Dynamic Data Authentication.
<b>Emergency Card Replacement and Emergency Cash Disbursement Provision Clarifications</b> <b>Effective 14 April 2018</b> Revisions have been made to clarify requirements for Emergency Card Replacements and Emergency Cash Disbursements.
<b>Contactless Acceptance and Issuance Requirements – AP Region</b> <b>Effective 13 October 2018</b>

Summary of Changes  
**Visa Core Rules and Visa Product and Service Rules**

Change
Revisions have been made to require Contactless issuance and acceptance..
<b>Deferral of ATM EMV Liability Shift – AP Region (India)</b> <b>Effective 1 January 2019</b> Revisions have been made to defer India's participation in the EMV liability shift for ATM Transactions to 1 January 2019.
<b>Updated Product Requirements – AP Region</b> <b>Effective 20 January 2018</b> Revisions have been made to requirements for Visa Business Cards, Visa Purchasing Cards, and Visa Corporate Cards.
<b>Additional Option for Visa Direct Connect Merchants – AP, Canada, CEMEA, LAC, and US Regions</b> <b>Effective 14 April 2018</b> Revisions have been made to support the use of Visa Payments Processing (VPP) APIs by Merchants that connect to VisaNet.
<b>Termination of Licenses of Inactive Members – AP, CEMEA, LAC, and US Regions</b> <b>Effective 20 January 2018</b> Revisions have been made to allow Visa to terminate a Member's license if the Member no longer has a Visa Program that generates business activity.
<b>Capturing Signature at EMV-Enabled Merchants – Canada, LAC, and US Regions, and US Territories</b> <b>Effective 14 April 2018 and 13 October 2018</b> Revisions have been made to make the capture and validation of a signature optional for Transactions at EMV-enabled Merchants.
<b>Service Fee Limits – Canada Region</b> <b>Effective 15 February 2018</b> Revisions have been made to increase the Service Fee limit for Visa Credit Card, Visa Prepaid Card, and Visa Debit Card Transactions.
<b>Issuer Authorization of Chip Fallback Transactions – Canada Region</b> <b>Effective 14 April 2018</b> Revisions have been made to extend the effective date of the requirement to decline domestic Fallback

Summary of Changes  
Visa Core Rules and Visa Product and Service Rules

Change
Transactions.
<b>Visa Direct Transaction Processing through Plus Network – Canada Region</b> <b>Effective 14 April 2018</b> Revisions have been made to allow domestic Original Credit Transactions to be processed through the Plus network.
<b>Visa Rewards Requirements – CEMEA Region (Jordan, Lebanon, Russia)</b> <b>Effective 1 January 2018 and 20 January 2018</b> Revisions have been made to support the issuance of Visa Rewards products.
<b>General Data Protection Regulation (GDPR) - Europe Region</b> <b>Effective 14 April 2018 and 25 May 2018</b> Revisions have been made to ensure that Visa meets GDPR requirements as a Data Processor and to specify requirements for Issuers and Acquirers as Data Controllers.
<b>Expansion of Contactless Issuance Requirement- Europe Region</b> <b>Effective 14 April 2018 and 26 January 2019</b> Revisions have been made to extend the Contactless issuance requirement to additional Visa Card products and additional countries.
<b>Introduction of Multinational Merchant Acceptance Program (MMAP) – Europe Region</b> <b>Effective 13 October 2018</b> Revisions have been made to make available the Multinational Merchant Acceptance Program (MMAP).
<b>Card Verification Value 2 (CVV2) Requirement – Europe Region</b> <b>Effective 13 October 2018</b> Revisions have been made to remove the requirement for Card Verification Value 2 (CVV2) for certain Card-Absent Environment Transactions.
<b>Visa Account Updater (VAU) Expansion – Europe Region</b> <b>Effective 26 January 2019</b> Revisions have been made to make Visa Account Updater available in Finland and Sweden.
<b>Alignment of Payment Facilitator Requirements - Europe Region</b>

Summary of Changes  
**Visa Core Rules and Visa Product and Service Rules**

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Change
<b>Effective 13 October 2018</b> Revisions have been made to align requirements for Europe payment facilitators with global requirements.
<b>Visa B2B Virtual Payments Update – Europe Region</b> <b>Effective 20 January 2018</b> Revisions have been made to allow a Deferred Debit Card to be a funding source for Visa B2B Virtual Payments Program products.
<b>Streamlined BIN Release Time Frame – Europe Region</b> <b>Effective 14 October 2017</b> Revisions have been made to align BIN release time frames and related requirements.
<b>Dynamic Currency Conversion (DCC) Rule Alignment - Europe Region</b> <b>Effective 14 October 2017</b> Revisions have been made to align Dynamic Currency Conversion (DCC) rules.
<b>mPOS Testing and Implementation Process – Europe Region</b> <b>Effective 1 December 2017</b> Revisions have been made to the mPOS testing and implementation process.
<b>Discontinuation of Online Gambling Credit Compliance Program – Europe Region</b> <b>Effective 14 April 2018</b> Revisions have been made to discontinue the Online Gambling Credit Compliance Program.
<b>Discontinuation of Acquirer Performance Metric Program – Europe Region</b> <b>Effective 14 April 2018</b> Revisions have been made to discontinue the Acquirer Performance Metric Program.
<b>Discontinuation of Chip and PIN Disputes Compliance Program – Europe Region</b> <b>Effective 14 April 2018</b> Revisions have been made to discontinue the Chip and PIN Disputes Compliance Program.
<b>Cash-Back Requirements – Europe Region (Czech Republic, Germany)</b>

Summary of Changes  
Visa Core Rules and Visa Product and Service Rules

Change
<p><b>Effective 14 April 2018 and 1 August 2018</b></p> <p>Revisions have been made to Cash-Back requirements in the Czech Republic and Germany.</p>
<p><b>Withdrawal of Visa Electron – Europe Region (Ireland, United Kingdom)</b></p> <p><b>Effective 14 April 2018</b></p> <p>Revisions have been made to discontinue the issuance of Visa Electron Cards in Ireland and the United Kingdom.</p>
<p><b>Contactless Acceptance and Issuance Requirements – LAC Region</b></p> <p><b>Effective 13 October 2018</b></p> <p>Revisions have been made to require Contactless issuance and acceptance.</p>
<p><b>Client License Restructuring – US Region</b></p> <p><b>Effective 1 July 2018</b></p> <p>Revisions have been made to remove and consolidate a number of Member licensing categories.</p>
<p><b>Removal of Portfolio Minimum for Visa Corporate Cards and Visa Purchasing Cards – US Region</b></p> <p><b>Effective 14 April 2018</b></p> <p>Revisions have been made to delete the minimum issuance requirement for Visa Corporate Cards and Visa Purchasing Cards.</p>
<p><b>Disclosure Requirements for Non-Visa Debit Transactions without PIN – US Region</b></p> <p><b>Effective 1 February 2018</b></p> <p>Revisions have been made to simplify the disclosure requirements for non-Visa debit transactions.</p>
<p><b>Clarification of Visa Prepaid Card Funds and Reserves Requirements – US Region</b></p> <p><b>Effective 14 October 2017</b></p> <p>Revisions have been made to clarify the Visa Prepaid Card Issuer requirement to hold and control funds and Agent reserves.</p>
<p><b>Effective Date Revisions</b></p> <p>Most effective dates older than 6 months have been deleted.</p>
<p><b>Editorial Changes</b></p> <p>Editorial revisions have been made to ensure consistency and clarity and to delete obsolete or redundant</p>



Summary of Changes

Visa Core Rules and Visa Product and Service Rules

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Change
language.

ID# 0030132

Edition: Apr 2018 | Last Updated: New

## Introduction

### The Visa Rules

#### The Visa Core Rules and Visa Product and Service Rules

##### Introduction to the Visa Core Rules and Visa Product and Service Rules

Visa has established rules that are designed to minimize risks and provide a common, convenient, secure, and reliable global payment experience while supporting geography-specific rules that allow for variations and unique marketplace needs. They are set and modified by Visa to support the use and advancement of Visa products and services, and represent a binding contract between Visa and each Member.

The Visa Core Rules contain fundamental rules that apply to all Visa system participants and specify the minimum requirements applicable to all Members to uphold the safety, security, soundness, integrity, and interoperability of the Visa system.

The Visa Product and Service Rules contain rules that apply to Visa system participants based on use of a product, service, the Visa-Owned Marks, VisaNet, the dispute resolution process, and other aspects of the Visa payment system. The Visa Product and Service Rules also include operational requirements related to the Visa Core Rules.

The Visa Supplemental Requirements are Visa- or third-party-administered documents or websites that contain requirements beyond the content of the *Visa Core Rules and Visa Product and Service Rules* (for example: *Visa Product Brand Standards*, *BASE II Clearing Services*, *Payment Card Industry (PCI) Card Production and Provisioning – Logical Security Requirements*).

ID# 0020308

Edition: Apr 2018 | Last Updated: Apr 2017

##### Writing Conventions

The following conventions apply to the *Visa Core Rules and Visa Product and Service Rules*:

- "Visa" refers to any Visa Region, office, management, or committee.
- If the singular is used, it means the plural, and the plural means the singular. For example: "A Merchant must ..." means that "All Merchants must..."
- Responsibility is assigned to a Member. For example: "A Merchant must..." means "An Acquirer must ensure that its Merchant..."

- Capitalized words have a meaning defined in the Glossary, except for the names of some Visa products or services, which are capitalized but not defined.
- Defined terms are often combined.

ID# 0020313

Edition: Apr 2018 | Last Updated: Apr 2016

### Changes to the Visa Core Rules and Visa Product and Service Rules

Changes to the *Visa Core Rules and Visa Product and Service Rules* are communicated and identified as part of the "Summary of Changes" for each edition.

Unless an effective date is specified in the text for a change to the *Visa Core Rules and Visa Product and Service Rules*, all changes are effective on the publication date.

ID# 0020315

Edition: Apr 2018 | Last Updated: Oct 2014

### Unique Rule IDs and Additional Information

The bar below each rule contains the following information:

#### Information in Rule ID

ID#	A unique 7-digit identification code that includes leading zeros. This unique ID remains with each rule for the life of that rule.
Edition	The month/year of the current edition of the <i>Visa Core Rules and Visa Product and Service Rules</i>
Last Updated	The month/year in which the rule was last changed

ID# 0020316

Edition: Apr 2018 | Last Updated: Oct 2015



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## Part 1: Visa Core Rules

# 1 Visa Core Rules

## 1.1 General

### 1.1.1 Governance

#### 1.1.1.1 Applicability of Rules

All participants in the Visa system are subject to and bound by the Visa Charter Documents and the Visa Rules, as applicable based on the nature of their participation and geography. In the event of any conflicts between the Visa Charter Documents and the Visa Rules, or within the Visa Rules, conflicts will be resolved in the following order of precedence:

- Visa Charter Documents
- *Visa Core Rules*
- *Visa Payment System Operating Regulations – Russia* (if applicable)
- Published domestic rules within the Europe Region (if applicable)
- *Visa International Travelers Cheque Operating Regulations* (if applicable)
- *V PAY Operating Regulations* (if applicable)
- Visa Product and Service Rules
- Visa Supplemental Requirements

Any use of or participation in any Visa services or products not covered in the Visa Rules will be governed by applicable participation agreements and associated documentation.

Previously, rules were contained in the *Visa International Operating Regulations*, *Visa Europe Operating Regulations*, other operating regulations or rules, extension documents, and certificates of incorporation and bylaws of various Visa entities.

The Visa Rules represent modifications and amendments to such existing Visa rules and requirements, which continue in substance and effect except as expressly modified in the Visa Rules. By reorganizing and renaming this body of requirements, Visa does not intend to modify the meaning or enforceability of any Visa published documents, forms, or contracts to which Visa is a party, or any contracts that are required by Visa to include provisions to comply with Visa's certificate of incorporation or bylaws, operating regulations, or other Visa requirements. Regardless of whether this document or other documents refer to these requirements as the *Visa International Operating Regulations* or by other prior naming conventions, such references are deemed to refer to and incorporate the Visa Rules.

ID# 0007750

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.1.1.2 Applicability of Processing Rules – Europe Region

In the Europe Region, a Member is not subject to or bound by processing rules in the *Visa Core Rules and Visa Product and Service Rules* where it is indicated that such processing rules do not apply to a Member.

A Member is subject to all applicable rules set out in the *Visa Europe Operating Regulations – Processing* for:

- Interregional Transactions processed through Visa systems
- Intraregional Transactions and Domestic Transactions processed through Visa systems, if the Member has elected to use Visa as its Visa Scheme Processor

ID# 0029986

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.1.1.3 Applicable Laws and Conflicts

Each Member must comply with all applicable laws, regulations, and other legal requirements including, but not limited to, laws and regulations regarding banking, financial institutions, payment systems, foreign currency exchange, money transmission, anti-money laundering, anti-terrorist financing, sanctions (such as those administered by the US Department of the Treasury's Office of Foreign Assets Control or the Australian Government's Department of Foreign Affairs and Trade), privacy and security, consumer protection, and trademarks and copyright for each country in which the Member operates. Each Member is also responsible for ensuring that any of its affiliates, subsidiaries, parent companies, third-party agents, Merchants, and any other of its appointed agents participating in Visa's system comply with all applicable laws, regulations, and other legal requirements applicable to each country in which its affiliates, subsidiaries, parent companies, third-party agents, Merchants, and other appointed agents operate. Each Member is encouraged to consult with its own legal counsel to ensure that it is in full compliance with all applicable laws, regulations, and other legal requirements in each country in which the Member operates.

A Transaction must be legal in both the Cardholder's jurisdiction and the Merchant Outlet's jurisdiction.

In the event of any conflict between the Visa Rules and any applicable laws or regulations, the requirements of the laws or regulations govern.

ID# 0000385

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.1.1.6 Use of the Visa Rules

The Visa Rules are only to be reviewed or used in connection with Visa payment services and must not be used, modified, copied, downloaded, transferred, or printed in part or in total for any other purpose without the express written permission of Visa.

The Visa Rules govern the relationship between Visa and its Members and their agents. The Visa Rules do not constitute a contract, promise, or representation or confer any rights, privileges, or claims of any kind as to any third parties.

Visa may amend, modify, delete, or otherwise change the Visa Rules at any time. Changes will be reflected in the next edition of the Visa Rules.

Rules that do not have a geography-specific (Visa Region or country) indication in the title or language of a rule apply to all Members unless noted otherwise. Geography-specific rules apply only to the operations of Members within the relevant geography.

ID# 0007428

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.1.7 Restricted Use of Visa Systems and Services

Any entity that accesses or uses a Visa system and/or service must both:

- Restrict its use of the Visa system and/or service to purposes expressly approved by Visa
- Comply with Visa requirements and documentation for system and/or service access and use

ID# 0003331

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.1.1.8 Member Responsibilities Related to System Changes

A Member must do all of the following:

- Respond to and implement, as specified by Visa, any system changes required by Visa
- Ensure that its agreements with Cardholders, Merchants, Visa-approved manufacturers, Third-Party Personalizers, and agents allow for the implementation of system changes required by Visa
- Include in its agreements with Cardholders, Merchants, Visa-approved manufacturers, Third-Party Personalizers, and agents the Member's obligation to inform the contracted entity, in a timely manner, of any major system changes implemented by Visa or the Member

ID# 0029560

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.1.1.9 Countries in Visa Regions

The Visa Regions are comprised of the countries listed below.

**Table 1-1: Asia-Pacific Region**

American Samoa; Australia (including Cocos [Keeling] Islands, Heard Island and McDonald Islands, Norfolk Island, Lord Howe Island, Macquarie Island); Bangladesh; Bhutan; British Indian Ocean Territory; Brunei; Cambodia; China; Cook Islands; Crozet Islands; Democratic People's Republic of Korea; Fiji (including Rotuma Island); French Polynesia; Guam; Hong Kong; India; Indonesia; Japan; Kerguelen Island; Kiribati (including Canton and Enderbury Islands, Christmas Island (Kiritimati), Fanning Island, Malden Island, Starbuck Island, Washington Island); Laos; Macau; Malaysia; Maldives; Marshall Islands; Mascarene Islands; Micronesia; Mongolia; Myanmar; Nauru; Nepal; New Caledonia; New Zealand (including Antipodes Island, Auckland Island, Bounty Island, Campbell Island, Chatham Island, Kermadec Island, Stewart Island); Niue; Northern Mariana Islands; Palau; Papua New Guinea; Pescadores Island; Philippines; Pitcairn Islands; Republic of Korea; Rodrigues Island; Samoa; Singapore; Solomon Islands; Sri Lanka; St. Paul Island; Taiwan; Thailand; Timor-Leste; Tokelau; Tonga; Tuvalu; US Minor Outlying Islands (including Baker Island, Howland Island, Jarvis Island, Johnston Island, Midway Island, Palmyra Island, Wake Island); Vanuatu; Vietnam; Wallis and Futuna

**Table 1-2: Canada Region**

Canada

**Table 1-3: Central and Eastern Europe, Middle East and Africa Region**

Afghanistan; Albania; Algeria; Angola; Armenia; Azerbaijan; Bahrain; Belarus; Benin; Bosnia and Herzegovina; Botswana; Bouvet Island; Burkina Faso; Burundi; Cameroon; Cape Verde; Central African Republic; Chad; Comoros; Congo (Brazzaville); Côte d'Ivoire (Ivory Coast); Democratic Republic of the Congo; Djibouti; Egypt; Equatorial Guinea; Eritrea; Ethiopia; Gabon; Gambia; Georgia; Ghana; Guinea; Guinea-Bissau; Iran; Iraq; Jordan; Kazakhstan; Kenya; Kosovo; Kuwait; Kyrgyzstan; Lebanon; Lesotho; Liberia; Libya; Macedonia; Madagascar; Malawi; Mali; Mauritania; Mauritius; Moldova; Montenegro; Morocco; Mozambique; Namibia; Niger; Nigeria; Oman; Pakistan; Qatar; Reunion; Russian Federation (including Franz Josef Land, Komandorskiye Island, New Siberian Island, Novaya Zemlya, Ostrov Ratmanova, Sakhalin, Severnaya Zemlya); Rwanda; Saint Helena, Ascension, and Tristan da Cunha (including Gough Island); Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Seychelles; Sierra Leone; Somalia; South Africa; South Sudan; Sudan; Swaziland; Syria; Tajikistan; Tanzania; Togo; Tunisia; Turkmenistan; Uganda; Ukraine; United Arab Emirates; Uzbekistan; Western Sahara; Yemen; Zambia; Zimbabwe

**Table 1-4: Europe Region**

Andorra; Austria; Bear Island; Belgium; Bulgaria; Channel Islands; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Faroe Islands; Finland (including Aland Islands); France (including its "DOM-TOMs"); Germany;



**Table 1-4: Europe Region (continued)**

Gibraltar; Greece; Greenland; Hungary; Iceland; Republic of Ireland; Isle of Man; Israel; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal (including Azores, Madeira); Romania; San Marino; Slovakia; Slovenia; Spain (including Canary Islands, Ceuta, Melilla); Sweden; Switzerland; Turkey; United Kingdom; Vatican City

**Table 1-5: Latin America and Caribbean Region**

Anguilla; Antigua and Barbuda; Argentina; Aruba; Bahamas; Barbados; Belize; Bermuda; Bolivia; Bonaire, Sint Eustatius, and Saba; Brazil; British Virgin Islands; Cayman Islands; Chile; Colombia; Costa Rica; Cuba; Curacao; Dominica; Dominican Republic; Ecuador; El Salvador; Grenada; Guadeloupe; Guatemala; Guyana; Haiti; Honduras; Jamaica; Martinique; Mexico; Montserrat; Nicaragua; Panama; Paraguay; Peru; Puerto Rico; Saint Kitts and Nevis; Saint Vincent and the Grenadines; Sint Maarten; St. Lucia; Suriname; Trinidad and Tobago; Turks and Caicos Islands; US Virgin Islands; Uruguay; Venezuela

**Table 1-6: US Region**

United States of America

ID# 0027823

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.1.1.10 Visa Canada Member Responsibilities – Canada Region

In the Canada Region, a Member must perform obligations imposed on Visa Canada under the Visa Rules that arise out of Interchange or a Transaction resulting in Interchange between the Member and a non-Member of Visa Canada.

A Member must not do anything to cause Visa Canada to violate the Visa Rules.

ID# 0003768

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.1.11 Obligation to Comply with the Code of Conduct – Canada Region

In the Canada Region, all Members must abide by the *Code of Conduct for the Credit and Debit Card Industry* as it may be amended from time to time and adopted by Visa (the "Code").

Each Member acknowledges and agrees that Visa may interpret the Code in accordance with any published interpretation bulletins or guidance issued by the Financial Consumer Agency of Canada.

Members must ensure that all participants for which the Member is responsible under the Visa Rules, including participants that interact directly or indirectly with Merchants or Cardholders (including without limitation, VisaNet Processors and Third Party Agents) on behalf of the Member must abide by the Code.

All Members are required, on an annual basis, to submit to Visa:

- By 31 January of each year, an officer's certificate, in the form attached as *Visa Canada Member Certification – "Code of Conduct"* (Schedule A-1), confirming its compliance with the Code
- By 15 August of each year, a *Code of Conduct Compliance Questionnaire* in the form required by Visa

A Member that fails to submit a completed officer's certificate or questionnaire as required will be subject to a non-compliance assessment of CAD 100,000 per month of non-compliance.

Visa may, in its sole discretion, charge any Member or Members fees charged to Visa Canada by the Financial Consumer Agency of Canada with respect to compliance with the Code, where such fee is attributable to that Member or its VisaNet Processor or its Third Party Agent.

ID# 0025973

Edition: Apr 2018 | Last Updated: Apr 2015

#### 1.1.1.13 Visa U.S.A., Inc. Member Responsibilities – US Region

In the US Region, a Member must perform all obligations imposed on Visa U.S.A. Inc. under the Visa Rules that arise out of Interchange or a Transaction resulting in Interchange between the Member and a non-Member of Visa U.S.A. Inc.

The Member must not do anything to cause Visa U.S.A. Inc. to violate the Visa Rules. An Acquirer is responsible for Visa Transactions it submits into Interchange regardless of the Acquirer's ability to return the Transaction to the Merchant for any reason.

ID# 0000349

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.1.1.14 Definition of a US Domestic Transaction – US Region

A Transaction is considered a US Domestic Transaction if it occurs inside one of the following:

- The 50 United States, including the District of Columbia
- A US military base overseas
- A US embassy or consulate on foreign territory

ID# 0003684

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.1.15 Obligation to Comply with Code of Conduct – Europe Region (Germany)

In the Europe Region (Germany), a Member must comply with the Code of Conduct (Verhaltenscodex).

An Acquirer must provide to its Merchants documentation outlining the relationship between the Acquirer and the Merchant, which does not replace the written contract between the Acquirer and Merchant.

An Acquirer must submit annually to Visa the following data:

- Number of newly acquired Merchants
- Number of closed Merchant accounts

ID# 0030042

Edition: Apr 2018 | Last Updated: Oct 2017

## 1.1.2 Local, Domestic, and Regional Rules and Private Agreements

### 1.1.2.3 Transaction Country Rules

Regardless of how an Authorization or Transaction is routed or where it is processed, a Transaction is subject to the applicable Visa Rules affecting the Transaction Country. These rules may be superseded by either Private Agreements or the operating regulations of Group Members.

Private Agreements must exclude Interchange originating from the following:

- An Airline that participates in the International Airline Program
- A Merchant that participates in the Multinational Merchant Acceptance Program

ID# 0008844

Edition: Apr 2018 | Last Updated: Apr 2017

## 1.1.3 Waivers

### 1.1.3.1 Waivers to the Visa Rules

A Member that cannot comply with a rule or requirement in the Visa Rules must submit a Waiver request to Visa.

If the Member cannot comply due to applicable laws or regulations that contravene the Visa Rules, Visa may require proof of the specific laws or regulations, in English or accompanied by a certified English translation.

Visa will notify the Member in writing of its decision on a Waiver request. The Waiver is effective as specified in such Notification.

Each Waiver granted by Visa is unique, may include specific conditions, and is limited only to the specific circumstances of the individual request. A Member must not apply a previously granted

Waiver to any other future programs or services or consider a previously granted Waiver as determining the outcome of future requests.

Visa may repeal, amend, extend, or revoke any Waiver upon Notification to the Member.

ID# 0025926

Edition: Apr 2018 | Last Updated: Oct 2016

## 1.1.4 Operating Certificates

### 1.1.4.1 Operating Certificate Filing

A Member or Non-Member Administrator must submit a complete and accurate Operating Certificate and include Interchange Transactions, On-Us Transactions, and other Transactions that are not processed through VisaNet, as specified by Visa.

The Operating Certificate must be executed by an authorized officer of the Member or Non-Member Administrator.

The Member or Non-Member Administrator must maintain records that allow for an accurate determination and verification of the information contained in each Operating Certificate and provide the records upon Visa request.

ID# 0027829

Edition: Apr 2018 | Last Updated: Apr 2016

### 1.1.4.2 Exchange Rates for Operating Certificates

A Member (or its Sponsor) must use the exchange rate provided by Visa to file an Operating Certificate when a conversion is required. The quarterly exchange rate is provided via Operating Certificate tools and is a simple average of 3 monthly spot rates for the quarter, sourced from the Financial Times and Thomson Reuters.

ID# 0008837

Edition: Apr 2018 | Last Updated: Oct 2017

## 1.1.5 Confidentiality

### 1.1.5.1 Visa Confidential and Visa Restricted Materials – Member Responsibilities

A Member must comply with all of the following:

- Maintain Visa Confidential and Visa Restricted information in strict confidence
- Not disclose any Visa Confidential or Visa Restricted information, unless expressly permitted or required by Visa

- Store and handle Visa Confidential and Visa Restricted information in such a way as to prevent unauthorized disclosure
- Take reasonable measures to protect Visa Confidential and Visa Restricted information and treat it with at least the degree of care with which a Member treats its own confidential and proprietary information, or in case of Visa Restricted information, as follows:
  - For information labeled or otherwise designated as Visa Restricted, in accordance with Visa handling instructions, which may be delivered with its transmission or in its content
  - For information labeled or otherwise designated as Visa Restricted – Personal Data, with the strongest level of protection (including encryption or sufficient compensating controls, and limited distribution for any transmissions) applied by the Member for its highly sensitive information
- Disclose Visa Confidential or Visa Restricted information only to those employees with specific need to know
- Immediately upon Visa request, return to Visa, or destroy, originals and all copies of any Visa Confidential or Visa Restricted information in any medium and, if required by Visa, certify that it has done so
- Notify Visa immediately in the event that the Member becomes legally compelled to disclose any Visa Confidential or Visa Restricted information and, if legally required to disclose any Visa Confidential or Visa Restricted information, only disclose that portion that it is legally required to disclose
- Process and transfer personal data (whether or not it is classified as Visa Confidential or Visa Restricted information) in accordance with the Visa Rules and applicable laws or regulations

ID# 0000467

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.1.5.2 Confidentiality of VisaNet Information

Information regarding VisaNet is proprietary and Visa Confidential. A Member must take appropriate action, by agreement or otherwise, to ensure that its employees or agents with access to VisaNet are all of the following:

- Advised of the confidential and proprietary nature of these systems
- Prohibited from providing access to or disclosing these systems to any third party
- Prohibited from using these systems for any purpose not authorized in the Visa Rules

ID# 0003669

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.1.5.3 Use or Disclosure of Confidential Information

A Member must not publish, disclose, convey, or distribute to any person or organization, or use for filing patents, any Visa confidential or proprietary information (including, but not limited to, documents, ideas, products, and data) without the prior written approval of Visa.

This does not apply to:

- A third party (organization, or person, including contractors), if both of the following apply:
  - The third party is providing services to the Member and the disclosure is required to perform services in connection to the Member's Visa Program
  - The third party does not compete with Visa with respect to Visa or its Members with respect to their Visa Programs
- The Member's parents or subsidiaries that do not participate in a competing payment program
- Information that has been publicly released by Visa

A Member that discloses information to a third party must have a written agreement with the third party that it:

- Will not disclose the confidential information to any other third party
- Will use the confidential information only to provide services to the Member for use only with the Member's Visa products and services

Any confidential information disclosed to the third party must comply with all of the following:

- Remain solely the property of Visa
- Be returned to Visa immediately upon Visa request
- Be returned to the Member immediately upon termination of the relationship that required use of the confidential information

The Member is responsible for the third party's compliance with these conditions and must not allow a non-Member VisaNet Processor to use the V.I.P. System or BASE II unless the non-Member VisaNet Processor has delivered to Visa a completed *VisaNet Letter of Agreement (Exhibit 5A)*.

Unauthorized use or disclosure of Visa Confidential information by a Member in connection with any patents or patent applications grants to Visa a fully paid-up, royalty-free, worldwide, irrevocable license to exercise all rights under that patent, including the right to grant and authorize sublicenses.

#### 1.1.5.4 Confidentiality of Visa Systems Information

##### Effective through 13 April 2018

A Member, VisaNet Processor acting on behalf of a Member, or Visa Merchant Direct Exchange Merchant must take appropriate action to ensure that its employees or agents with access to VisaNet or related documentation comply with all of the following:

- Are advised of the confidential and proprietary nature of these systems and documentation
- Use their best efforts to protect the VisaNet Access Points
- Are prohibited from both:
  - Providing access to or disclosing these systems and documentation to any third party
  - Using these systems and documentation for any purpose not authorized in the Visa Rules

A Member or Visa Merchant Direct Exchange Merchant must not disclose any confidential information of Visa or its subsidiaries to a non-Member.

##### Effective 14 April 2018

A Member, VisaNet Processor acting on behalf of a Member, or Visa Direct Connect Merchant<sup>1</sup> must take appropriate action to ensure that its employees or agents with access to VisaNet or related documentation comply with all of the following:

- Are advised of the confidential and proprietary nature of these systems and documentation
- Use their best efforts to protect the VisaNet Access Points
- Are prohibited from both:
  - Providing access to or disclosing these systems and documentation to any third party
  - Using these systems and documentation for any purpose not authorized in the Visa Rules

A Member or Visa Direct Connect Merchant<sup>1</sup> must not disclose any confidential information of Visa or its subsidiaries to a non-Member.

<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

#### 1.1.5.5 Visa Disclosure of Confidential Member Information

Visa and its subsidiaries will not disclose to any third party any confidential, proprietary matters of any Member including, but not limited to, documents, ideas, products, and data, other than for any of the following:

- Disclosure in the ordinary course of business to provide services to a Member or a Member's designated Agent, including, but not limited to, all of the following:
  - Completing a Transaction
  - Risk control
  - Dispute resolution
  - Marketing services
- Disclosure with the consent of the Member
- Disclosure of data that is aggregated so as not to disclose the data of any single Member
- Other disclosure that is in accordance with applicable laws or regulations

ID# 0029983

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.1.5.6 Visa Use and Disclosure of Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will not use or disclose Confidential Consumer Cardholder Information to third parties, other than for any of the following:

- Use or disclosure in the ordinary course of business to provide services to a Member or a Member's designated Agent, including, but not limited to, all of the following:
  - Completing a Transaction
  - Risk control
  - Dispute resolution
  - Marketing services
- Use or disclosure with the consent of the Cardholder
- Other use or disclosure that is in accordance with applicable laws or regulations

ID# 0000508

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.6 Visa Rights

##### 1.1.6.1 Visa Ownership of Intellectual Property

A participant in the Visa system must recognize Visa's ownership of its intellectual property, including the Visa name, Visa Marks, and Visa technology, and agree to protect these ownership



rights and the integrity of the Marks by complying with the applicable Visa Rules in all activities, including issuing, acquiring, and processing.

#### Effective through 13 April 2018

A Member or Visa Merchant Direct Exchange Merchant does not have any property or other right, claim, or interest, including any patent right, trade secret right, or copyright interest, in VisaNet, or in any systems, processes, equipment, software, data, or materials that Visa or its subsidiaries use with VisaNet, or in connection with a Visa Program, except for Merchant- or Member-supplied data or equipment.

#### Effective 14 April 2018

A Member or Visa Direct Connect Merchant<sup>1</sup> does not have any property or other right, claim, or interest, including any patent right, trade secret right, or copyright interest, in VisaNet, or in any systems, processes, equipment, software, data, or materials that Visa or its subsidiaries use with VisaNet, or in connection with a Visa Program, except for Merchant- or Member-supplied data or equipment.

<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

#### 1.1.6.2 Visa Right to Monitor, Audit, Inspect, and Investigate

At its sole discretion, at any time, Visa may, either itself or through an agent, do any of the following:

- Investigate, review, audit, or inspect a Member, or the Member's agents, Merchants, Marketplaces, Sponsored Merchants, Payment Facilitators, or Digital Wallet Operators, including by inspecting the premises and auditing the books, records, and procedures of the Member, agent, Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, or Digital Wallet Operator to ensure that it is complying with the Visa Charter Documents, Visa Rules, and applicable brand and security standards and procedures, and operating in a safe and sound manner
- Monitor, investigate, review, audit, or inspect the premises, books, records, or procedures of a Visa-approved vendor or Third-Party Personalizer, including security and quality control procedures of each Visa-approved manufacturer and Third-Party Personalizer
- Obtain from any Visa-approved manufacturer or Third-Party Personalizer a production-run sample of a Visa Card that includes all security features

- In addition, in the Europe Region:
  - Require a Visa Commercial Card Issuer to impose an obligation on its agents and any other entities that participate in the Issuer's multinational programs to permit Visa to audit those agents and other entities
  - Require a Merchant Agreement with a Merchant that sells Visa Prepaid Cards to allow Visa to audit the records and procedures of the Merchant

A Member must cooperate fully, and ensure that its agent, Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, or Digital Wallet Operator cooperates fully, with Visa in any such investigation, inspection, audit, or review. This cooperation includes providing access to the premises and to all pertinent records, including financial reports, and releasing any information to Visa upon request within the stipulated timeframe.

Any investigation, inspection, review, or audit will be conducted at the Member's expense, unless otherwise specified in the applicable Fee Schedule.

ID# 0007121

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.1.6.3 Right to Impose Conditions on Visa Product or Visa Service Participation

Participation in or use of a Visa service or Visa product is at the discretion of Visa, which may limit or impose conditions on its use, and may discontinue the service or product at any time.

ID# 0028039

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.6.4 Right to Use Patents Relating to Visa Token Service

In partial consideration for participation in the Visa Token Service, an Issuer grants Visa a fully paid-up, royalty-free, worldwide, non-exclusive, irrevocable, non-terminable license and covenant not to sue (and not to assist or provide consent to sue) under patents to make, have made, use, offer for sale, sell, import and otherwise provide the Visa Token Service (or any portion thereof) and to practice any method, process or procedure in connection therewith. The Issuer grants and extends the foregoing license and covenant not to sue to Visa Token Service participants, users, business partners, contractors, agents, processors, and service providers and hereby irrevocably covenants not to rely upon or refer to the Visa Token Service or any portion, functionality or other characteristics thereof in any assertion or allegation of patent infringement (direct or indirect) or to assist or provide consent to do so.

ID# 0029513

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.1.6.5 Right to Use Member Feedback

Visa has, and a Member grants, the right to use, disclose, distribute, or commercialize generally for itself and others any feedback, ideas, suggestions, submissions, data, or information (whether provided in written or oral form), and all intellectual property rights relating thereto, that Visa, its subsidiaries, or its affiliates receive from a Member in connection with Visa products, programs, services, or systems for any and all purposes.

ID# 0029514

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.1.6.6 Investigation Response Requirement

A Member must respond to and provide information requested by Visa for a Visa Rules violation that is under investigation.

The Member must submit its response and information, within the time period specified, by mail, courier, facsimile, hand, email, or other electronic delivery method. The Notification response is effective when posted, sent, or transmitted by the Member or its agent to Visa.

ID# 0025974

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.6.7 Right to Request Cards

Visa may request a functional Visa Card or Proprietary Card or access to any New Channel associated with a BIN licensed or used by an Issuer.

Upon written request, an Issuer must both:

- Provide Visa with a Visa Card or a Proprietary Card or access to any New Channel and its associated PIN within 30 calendar days
- Personalize the Visa Card or Proprietary Card or New Channel, as specified by Visa

ID# 0026009

Edition: Apr 2018 | Last Updated: Oct 2016

### 1.1.7 Use of VisaNet

#### 1.1.7.1 Non-Assignable Right to Use VisaNet

##### Effective through 13 April 2018

A Member's or Visa Merchant Direct Exchange Merchant's right to use VisaNet is not assignable and its duties are non-delegable without prior written consent from Visa. However, a Member

or Visa Merchant Direct Exchange Merchant may use a non-Member VisaNet Processor that has executed and delivered to Visa a *VisaNet Letter of Agreement (Exhibit 5A)*.

A VisaNet Processor or Visa Merchant Direct Exchange Merchant acknowledges and agrees that the VisaNet endpoint connectivity is a Visa asset and not transferable without the express written consent of Visa. A VisaNet Processor or Visa Merchant Direct Exchange Merchant must not transfer its VisaNet endpoint to another Member or Agent. It must notify Visa in writing at least 90 days before the effective date of a change, for example, but not limited to, a sale of all or substantially all of the assets of the operation, acquisition, merger, ownership change, or financial restructuring, and promptly provide Visa with any related information that is requested.

#### Effective 14 April 2018

A Member's or Visa Direct Connect Merchant's<sup>1</sup> right to use VisaNet is not assignable and its duties are non-delegable without prior written consent from Visa. However, a Member or Visa Direct Connect Merchant<sup>1</sup> may use a non-Member VisaNet Processor that has executed and delivered to Visa a *VisaNet Letter of Agreement (Exhibit 5A)*.

A VisaNet Processor or Visa Direct Connect Merchant<sup>1</sup> acknowledges and agrees that the VisaNet endpoint connectivity is a Visa asset and not transferable without the express written consent of Visa. A VisaNet Processor or Visa Merchant Direct Exchange Merchant must not transfer its VisaNet endpoint to another Member or Agent. It must notify Visa in writing at least 90 days before the effective date of a change, for example, but not limited to, a sale of all or substantially all of the assets of the operation, acquisition, merger, ownership change, or financial restructuring, and promptly provide Visa with any related information that is requested.

<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

## 1.1.8 Misencoded Cards

### 1.1.8.1 Liability for Misencoded Cards

Visa assigns liability for payment of Transaction Receipts resulting from the use of a misencoded Card as follows:

- To the Acquirer that received the Transaction Receipt, if the misencoded Card bears a BIN that was not assigned to a Member. The Acquirer is liable until both:

- The misencoded Card is recovered.
- Visa identifies the Issuer that ordered its manufacture.
- To the Issuer to which the BIN is assigned, if an Acquirer receives a misencoded Card bearing a valid BIN but an invalid Account Number. The Issuer is liable both:
  - If the Acquirer presents the Transaction Receipt within 180 calendar days of the Transaction Date
  - Until the Issuer that ordered the manufacture of the Visa Card or Visa Electron Card is identified

In the Europe Region, there is no time limit on a Member's right to reassign liability to the Issuer.

ID# 0001813

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.1.8.2 Liability for Misembossed or Misencoded Cards – US Region

In the US Region, Visa assigns liability for payment of Transaction Receipts resulting from the use of misembossed or misencoded Cards based on the following priorities in the order shown:

- Member or foreign licensee that appears on the misembossed or misencoded Card as its Issuer, if the Card has been recovered
- Member or foreign licensee whose BIN appears on the Transaction Receipt, if the misembossed or misencoded Card has not been recovered or if the name of the Member or foreign licensee does not appear on the Card
- Member or foreign licensee that first received the Transaction Receipt. If the misembossed or misencoded Card is recovered within 12 months of the Transaction Date, the Member or licensee may transfer liability for the Transaction Receipt to the Member or foreign licensee appearing on the misembossed or misencoded Card as its Issuer.

ID# 0001817

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.1.9 Liabilities and Indemnifications

##### 1.1.9.1 Taking Responsibility

Each Member is solely responsible for its issuance of Visa products and acquiring of Merchants to accept Visa products, including responsibility for settlement of Transactions, compliance with the Visa Charter Documents and the *Visa Core Rules and Visa Product and Service Rules*, and ensuring that their Visa programs comply with all applicable legal and regulatory requirements. Each Member shall Indemnify Visa for and against Claims and Liabilities arising out of or in connection

with its issuance of Visa products and acquiring of Merchants, and broadly disclaims liability against Visa for such activities.

ID# 0007758

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.1.9.23 Responsibility for Losses Caused by VisaNet Processors

A Member is responsible for any and all losses caused by its VisaNet Processor. All Members using a Clearing or authorizing VisaNet Processor, whether a Member or non-Member, are jointly and severally responsible for the proper performance by that VisaNet Processor of all the requirements of the Visa Rules.

ID# 0025873

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.9.24 Limitation of Liability for VisaNet Processors

A Member may limit its liability for the failure of a VisaNet Processor if it provides Visa with an updated *VisaNet Processor and Third Party Registration and Designation (Exhibit 5E)* showing that it had terminated the VisaNet Processor relationship before the failure.

This limitation of liability is effective upon receipt by Visa of Member notification.

ID# 0025887

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.1.9.29 Member Responsibility for Agents – Europe Region

A Europe Member must include in its agreements with its respective agents a term that provides that the Member is responsible for the acts or omissions of the agents.

ID# 0029767

Edition: Apr 2018 | Last Updated: Oct 2016

## 1.2 Licensing and Numerics Management

### 1.2.1 Licensing – General Membership

#### 1.2.1.3 Prohibition of BIN Sale or Exchange

A BIN Licensee must not sell, rent, or exchange any BIN. In the event of a portfolio sale or merger, the BIN Licensee is responsible for submitting a *BIN Licensee Transfer Request*.

ID# 0001238

Edition: Apr 2018 | Last Updated: Oct 2014

## 1.3 Use of Marks

### 1.3.1 Marks License

#### 1.3.1.1 Visa Proprietary Rights to the Visa-Owned Marks and Visa Brand Name

Members acknowledge the proprietary rights of Visa and that unauthorized or inappropriate use of the Visa-Owned Marks and Visa Brand Name may cause Visa irreparable damage or injury. Visa has the full authority to enforce all Visa rules governing Members, Merchants, agents, and other entities that use the Visa-Owned Marks and Visa Brand Name.

ID# 0007432

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.1.2 Infringement Proceedings Regarding the Visa-Owned Marks

Unless Visa grants express consent, Visa reserves the sole right to initiate infringement proceedings or other challenges involving any use of the Visa-Owned Marks.

ID# 0006462

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.1.3 Denotation Requirements for Visa-Owned Marks

A Member must not use any denotation or legend of Marks registration or ownership in connection with the Visa-Owned Marks, except as required or approved by Visa. Upon the Member's written request, Visa will both:

- Advise whether a denotation or legend must be used in a specific country
- Provide the appropriate denotation or legend to be used with Visa-Owned Marks

ID# 0006464

Edition: Apr 2018 | Last Updated: Apr 2017

### 1.3.2 General Use of Marks

#### 1.3.2.1 Visa Program Marks List

The Visa Program Marks include:

- Visa Flag Symbol
- Visa Brand Mark
- Visa Brand Name

- Visa wordmark
- Dove design
- Any other Mark that Visa adopts for use with the Visa Program

ID# 0006267

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.3.2.2 Use and Protection of the Visa-Owned Marks

The Visa-Owned Marks must appear exactly as shown in the *Visa Product Brand Standards*.

A Member must cooperate with Visa to ensure protection of each of the Visa-Owned Marks and must ensure that all use of the Visa-Owned Marks, as well as the nature and quality of all services rendered under these Marks, complies with the Visa Rules.

If requested, a Member must supply Visa with samples of any materials produced by or for the Member that bear a Visa-Owned Mark.

ID# 0003581

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.3 Card Design Requirements

All Card designs must comply with the *Visa Product Brand Standards*.

ID# 0006160

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.2.4 Restricted Use of the Visa-Owned Marks

A Member must use the Visa-Owned Marks, including associated elements, only for the following:

- To denote or promote a Visa Program or Visa products, offers, sponsorships, services, processing, or acceptance
- To promote a Member's Visa Program

ID# 0006308

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.2.5 Member Use of Country Name with the Visa-Owned Marks

A Member must not use the name of a country with the Visa Brand Name or any other Visa-Owned Mark in its corporate name or other business name, unless Visa has granted exclusive jurisdiction to the Member under the *Visa International Certificate of Incorporation and By-Laws* and has granted express permission.



A country name may be used in a Member's corporate name in which the country name is an integral part.

ID# 0007643

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.6 Use of "Visa" in Group Member Corporate Identity

In a country with a single Group Member, the Group Member may use "Visa" as a part of its corporate legal name and identity, as permitted in the Visa Rules.

In a country with multiple Group Members, a Group Member must not use "Visa" (including the Visa-owned Marks) as part of its corporate legal name or identity. When multiple Group Members exist in the same country, 12 months after the formation of a new Group Member, an existing Group Member must not use the name "Visa" in its corporate name and identity.

ID# 0006274

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.7 National Organization Use of Visa Name

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a National Organization established in compliance with Article XVI of the *Visa International Certificate of Incorporation and By-Laws* may use "Visa" as part of its corporate legal name and identity, as provided in the Visa Rules.

In the Europe Region, a National Organization established in compliance with the *Visa Europe Membership Regulations* must not use "Visa" or any of the Visa-Owned Marks as part of its corporate legal name and identity, unless Visa had granted consent to do so before 1 October 2007.

ID# 0006276

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.8 "Visa" as Part of Corporate Identity

A Member must obtain written approval from Visa to use the name "Visa" or any other Visa-Owned Mark as part of its corporate name or identity. If permission is granted, the name or Mark must be used:

- In the Member's corporate name, with the country identifier. The name "Visa" must not be used without the country identifier.
- In all media (for example, business cards, letterhead, press releases, websites), with a clear indication of actual corporate identity, including full legal name

- In a contract or legal instrument with third parties. The Member must clearly state that it does not have the authority to act (and is not acting) as an agent of, or represent, Visa or any affiliate of Visa.
- Solely for the promotion of Visa products and services

ID# 0007277

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.9 Ownership of Visa-Owned Marks

A Member must not state or imply that it is the exclusive owner or provider of any Visa-Owned Mark, Visa Card Product, or Visa Program, except as otherwise permitted in the Visa Rules.

ID# 0006503

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.10 Visa Endorsement of Goods/Services

A Member must not use any of the Visa-Owned Marks to indicate that Visa endorses, is identified with, or sponsors goods or services other than those of Visa.

ID# 0006555

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.2.12 Use of Visa-Owned Marks in Marketing Materials

In marketing collateral, a Member must not use:

- A Visa-Owned Mark in such a way that it could be mistaken for an actual Card and used in a Transaction
- The Visa Brand Name in any classified advertising section, except to indicate the availability of Visa Program services and other Card services.
- The Visa Brand Name on a check

ID# 0008273

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.2.13 Card Reproduction Prohibition

A Member must not distribute or display a reproduction of a Card as an indication of acceptance of Visa products at the Point-of-Transaction.

Only the Visa Brand Mark may be used to denote acceptance at the point of sale.

ID# 0006329

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.2.14 Obscured/Defaced Visa-Owned Marks

No portion of a Visa-Owned Mark may be obscured, distorted, or defaced.

A Visa-Owned Mark that is a graphic design must not be used separately.

ID# 0003578

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.3 Protecting the Visa Brand

##### 1.3.3.1 Protecting the Visa Brand Reputation

No activities or materials may infringe, dilute, denigrate, or impair the goodwill and/or reputation of the Visa brand or Visa-Owned Marks.

ID# 0007762

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.3.3.2 Prohibition of Marks Infringement and Brand Denigration

A Member's Visa Card Program, Visa Electron Program, Verified by Visa, or Visa TravelMoney Program materials, including Global Co-branded Card and Affinity/Co-Branded Card materials or other Member materials using any Mark(s) of the Visa Card Program, must not contain any matter that would tend to infringe, dilute, degrade, or denigrate any of the Visa-Owned Marks, Visa products, Visa services, or any Member or Merchant or impair the reputation or goodwill of Visa or the goodwill associated with the Marks.

An Issuer that engages in Dual Payment Card Marketing must ensure that all communications and marketing material relating to Marks, products, or services of a non-Visa general purpose payment card network, as designated by Visa, are not positioned in conjunction with Visa-Owned Marks, products, or services in a manner that dilutes or denigrates the Visa brand.

ID# 0025557

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.3.3.3 Marks Use and Marketing Restrictions

A Member must not adopt any Mark, or market, either directly or indirectly, any Visa product or service to consumers, Merchants, or other Members in a manner that has the likely effect of confusing, misleading, defrauding, or deceiving such consumers, Merchants, or Members, either as to the program, product, or service or the source, affiliation, sponsorship, or association of such program, product, or service. Such prohibited acts include, without limitation, making direct or indirect, false, confusing, or misleading statements or failing to disclose a material fact about the programs, products, or services, or any aspect thereof, of a Member, Visa, another Member, a Merchant, or a competitor.

ID# 0025558

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.3.4 Brand Protection and Use of the Visa-Owned Marks

A Member must not use the Visa-Owned Marks:

- In any manner that may bring the Visa-Owned Marks or Visa Inc. or its affiliates into disrepute
- In relation to, or for the purchase or trade of, photographs, video imagery, computer-generated images, cartoons, simulation, or any other media or activities including, but not limited to, any of the following:
  - Child pornography
  - Bestiality
  - Rape (or any other non-consensual sexual behavior)
  - Non-consensual mutilation of a person or body part

A Member that does not comply with these requirements will be subject to non-compliance assessments prescribed under the Global Brand Protection Program.

ID# 0007283

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.4 Marketing, Promotion, and Advertising Materials

##### 1.3.4.1 Visa Review of Brand, Sponsorship, and Marketing Materials

A Member must obtain prior written approval from Visa for all of the following:

- Proposed designs for all form factors intended for use in Visa payments in a physical or digital form.<sup>1,2</sup> These must be submitted to Visa before production and each time the design is changed.
- Use of any Visa-Owned Mark in the Member's sponsorship of any events, including a specific sporting, musical, artistic, or other event.<sup>3</sup> The Member must provide all advertising, promotions, and public relations material for each country in which the sponsorship activity will occur.<sup>4</sup> If a Member plans sponsorship activities in an additional country at a later date, it must submit a new request.
- Dual Payment Card Marketing<sup>5</sup> (including all offers, solicitations, promotions, and communications that include any Visa-Owned Marks or Visa-branded products), before production and distribution
- In the US Region, use of Limited Acceptance signage for any purpose other than those permitted in the Visa Rules

- In the US Region, all marketing materials or other customer communications pertaining to any of the core and optional services, as specified in the implementation materials available from Visa, before production and distribution

A Member must submit brand or marketing-related materials containing a Visa-Owned Mark for review if requested by Visa.

A Member must use each Visa-Owned Mark within the scope of the written approval from Visa. After Notification from Visa, a Member must correct any improper use of any of any Visa-Owned Mark.

Visa review or approval of a Card design or brand or marketing-related materials does not:

- Replace the need for a Member to consult with its own legal counsel regarding the use of a Card design or brand or marketing-related materials
- Offer legal protection from possible infringement or other types of actions
- Relieve the Member of its responsibility for accurate disclosure and compliance with legal and regulatory requirements

In the US Region, a Member must not use the Visa-Owned Marks in connection with a Member's promotion, offer, or solicitation of a Visa Card not defined as a US Covered Visa Debit Card, or the maintenance of a US Cardholder relationship for a Visa Card not defined as a US Covered Visa Debit Card, together with Marks that are associated with payment card products issued by the American Express Company, Discover Financial Services, and their subsidiaries or affiliates (including, by way of example and not limitation, "American Express," "Optima," "Discover," "Bravo," "Novus," and "Membership Rewards") or together with Marks associated with any other payment card company deemed competitive by the Board of Directors, if such Marks are owned or controlled by such competitors.

In the US Region or a US Territory, a Member may use the Marks of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or the subsidiaries or affiliates of these entities or other entities deemed competitive by Visa in connection with a Member's promotion, offer, or solicitation of a US Covered Visa Debit Card, or the maintenance of a Cardholder relationship for a US Covered Visa Debit Card.

<sup>1</sup> Visa will retain digital design art and may use it in Visa-sponsored or Visa-owned services in which an Issuer participates. Visa may provide digital design art to a payment Token requestor to display enrolled Cards in a wallet application.

<sup>2</sup> In the Europe Region, an Issuer must submit a completed *Card Design Member Self-Certification Form* for the appropriate product.

<sup>3</sup> Not applicable to the purchase of advertising not specifically tied to the sponsorship of these events.

<sup>4</sup> In the Europe Region, 2 months before the anticipated release date of the materials.

<sup>5</sup> In the AP Region, Dual Payment Card Marketing is not allowed for Visa Infinite Business Cards and Visa Ultra High Net Worth Cards.

ID# 0027788

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.4.2 Member Identification

A Member must identify itself by city<sup>1</sup> and principal name, and may substitute a local Branch name and city, if desired, on all supplies, materials (including broadcast), and oral or written solicitations sent to current or prospective Cardholders or Merchants. A Member must not state or imply in these materials that any other Member's Cards or Merchant materials are being replaced, are invalid, or should be destroyed. A Member must not state or imply that Visa provided or endorsed the materials unless Visa designed them for Member use.

<sup>1</sup> This does not apply to a Europe Member.

ID# 0006311

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.4.3 Merchant Use of the Visa-Owned Marks in Promotions and Advertising

A Member must not allow a Merchant or other entity to use a Visa-Owned Mark for promotional or advertising purposes in any media, unless:

- The Visa Rules permit its use
- The Member distributes the material containing the Visa-Owned Mark
- In the US Region, the Member's name and city appear on the material containing the Visa-Owned Mark, as applicable

ID# 0008277

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.4.4 Use of Competitive Marks with the Visa-Owned Marks

A Member may use certain Visa Program Marks on items other than Cards or for sponsorship activities with the Marks of the following or its subsidiaries or affiliates:

- American Express Company
- Discover Financial Services
- MasterCard Worldwide
- Any other entity Visa deems competitive

The overall appearance of this use must unmistakably convey the idea that the Visa-Owned Mark, when used on items other than Cards or for sponsorship activities, clearly identifies a product or service that is separate and distinct from any product or service of the entities listed above.

In the Europe Region, an Issuer that issues Cards within the European Economic Area may, with the agreement of Visa, use non-Visa-Owned Marks on a Card, including competitive Marks, alongside a Visa-Owned Mark.

In the US Region, a Member must not use the Marks of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or the subsidiaries or affiliates of these entities on Visa Cards not defined as US Covered Visa Debit Cards, except that:

- A wordmark may be used to denote ATM sharing only if it appears on the back of a Visa Card, as specified in *Section 3.2.3.3, Use of Other Marks – US Region and US Territories*.
- The PULSE Mark may appear on the back of a Visa Check Card or a Visa Debit Card if the Issuer processes Non-Visa Debit Transactions.

In the US Region, a Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than Visa Cards provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or their subsidiaries or affiliates.

In the US Region or a US Territory, a Member may use the Marks of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or the subsidiaries or affiliates of these entities, or other entities deemed competitive by Visa, on US Covered Visa Debit Cards, as specified in the *Visa Product Brand Standards*, provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or their subsidiaries or affiliates.

ID# 0006327

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.3.4.5 Visa Brand Mark on Cards

All Visa Cards and Visa Electron Cards must bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier on the front of the Card.

ID# 0003607

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.3.4.6 Restricted Use of Other Marks

A Member must not use a Mark other than the Visa Brand Mark or Visa Brand Mark with the Electron Identifier on a Card to indicate Card acceptance at a Merchant Outlet outside the country of Card issuance.<sup>1</sup>

A Mark owned by an individual Merchant or a group of Merchants that operate under a common trade name may appear on a Card as part of an Affinity/Co-Brand Program approved by Visa. If this Mark is different than the one used as an identifier of payment services at other Merchant Outlets the Mark is not considered to indicate payment acceptance.

A Member may use non-Visa-owned brand Marks to indicate acceptance at Merchant Outlets solely within the country of Card issuance only if these non-Visa-owned brand Marks are clearly less prominent than the Visa Brand Mark or Visa Brand Mark with the Electron Identifier.<sup>2</sup>

Except for the Account Number, a Visa Card must not bear any number or device, whether embossed, printed, etched, encoded, or otherwise affixed, that is used for international payment purposes. This does not apply to a Card issued inside the European Economic Area (EEA) that bears another number, payment application, payment device, or payment scheme to initiate a transaction at a Merchant Outlet inside the EEA. In the Europe Region, an Issuer must notify Visa of its intention to issue such a Card.

A Member must not use the Marks of a non-Visa general purpose payment card network on a Visa Card without prior written consent from Visa.<sup>3</sup>

A Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than Visa Cards provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of any non-Visa general purpose payment card network.

<sup>1</sup> In the Europe Region, this does not apply to a Member located in the European Economic Area (EEA), which may use a non-Visa-owned Mark that is as prominent as the Visa Brand Mark to indicate acceptance within the EEA.

<sup>2</sup> This does not apply in the Canada Region to Cards bearing the Mark of the Interac Association.

<sup>3</sup> This does not apply in the US Region and US Territories to US Covered Visa Debit Cards.

#### 1.3.4.7 Prohibited Use of Competitive Trade Name or Mark

The following must not appear on any part of a Visa Card:

- Any Trade Name or Mark that identifies or is associated with any entity, or its subsidiaries or affiliates, deemed competitive by Visa,<sup>1,2</sup> including:
  - American Express Company
  - Discover Financial Services<sup>3</sup>
  - MasterCard Worldwide (including Maestro)<sup>4</sup>
- Any Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark



# Visa Core Rules

## 1 Visa Core Rules

### Visa Core Rules and Visa Product and Service Rules

- <sup>1</sup> This does not apply in the US Region and US Territories for US Covered Visa Debit Cards.
- <sup>2</sup> This does not apply in the Europe Region to Cards issued within the European Economic Area.
- <sup>3</sup> This does not apply in the US Region for Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.
- <sup>4</sup> This does not apply in the LAC Region and US Region to certain Visa Cards bearing the Cirrus Wordmark.

ID# 0008458

Edition: Apr 2018 | Last Updated: Oct 2016

## 1.4 Issuance

### 1.4.1 Issuance Conditions

#### 1.4.1.1 Offer/Issuance Conditions

A Member must not condition the offer or issuance of any payment card product bearing the Visa Program Marks or the maintenance of a Visa Cardholder relationship upon the possession or acceptance of a product bearing the Marks of the American Express Company, MasterCard Worldwide, Discover Financial Services, Diner's Club, JCB, or any other non-Visa general purpose payment card network, as designated by Visa, without the prior written consent of Visa.

In the US Region or in a US Territory, a Member may condition the offer or issuance of a US Covered Visa Debit Card, or the maintenance of a Cardholder relationship for a US Covered Visa Debit Card, upon the possession or acceptance of a product bearing the Marks of the American Express Company, MasterCard Worldwide, Discover Financial Services, Diner's Club, JCB, or any other non-Visa general purpose payment card network, as specified in the *Visa Product Brand Standards*.

ID# 0025568

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.4.1.2 General Member Card Program Requirements – Canada Region

A Visa Canada General Member must:

- Operate its own Card program
- Issue Cards in its own legal name or in a Trade Name or Mark owned by the Member and approved by Visa, bearing the Visa-Owned Marks, to eligible Cardholders

ID# 0004091

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.4.2 Account Numbers

##### 1.4.2.1 BIN and Account Numbers

BIN and Account Number structures embossed, encoded, or printed on a Visa Card and Visa Electron Card

ID# 0003196

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.4.3 Notification and Disclosure

##### 1.4.3.1 Notification of Card Use Restrictions

An Issuer must include language in its Cardholder agreement that a Card must not be used for any unlawful purpose, including the purchase of goods or services prohibited by applicable laws or regulations.

ID# 0000386

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.4.3.2 International Transaction or Currency Conversion Fee Disclosure

An Issuer must provide a complete written disclosure of any fees that may be charged to a Cardholder for an International Transaction or when Currency Conversion occurs and must include the exchange rate between the Transaction Currency and the Billing Currency as either of the following:

- A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa receives
- The rate mandated by a government or governing body in effect for the applicable Processing Date<sup>1</sup>

When Currency Conversion occurs, the Visa rate may be adjusted by the application of an Optional Issuer Fee as determined by the Issuer or via any Issuer self-determined markup outside of VisaNet.

An Issuer may choose the method by which it notifies the Cardholder. This may include one or more of the following, which may include electronic forms of communication:

- Original Cardholder application agreement
- Terms and conditions
- Billing statement
- Any other agreement between the Cardholder and the Issuer

<sup>1</sup> This does not apply in the Canada Region, where Issuers must disclose the fact that the Currency Conversion rate is provided by Visa, and then marked up accordingly by the Issuer if it chooses to add such a markup.

ID# 0000387

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.4.3.3 Required Data on Cardholder Billing Statement

An Issuer must include on the Cardholder billing statement all of the following:

- The data transmitted in the Clearing Record that both:
  - Identifies one of the following, as applicable:
    - The Merchant
    - The Sponsored Merchant and its Payment Facilitator
    - The Staged Digital Wallet Operator and retailer
  - Enables the Cardholder to contact the Merchant<sup>1</sup>
- The Issuer name, in a prominent position
- In the Europe Region (United Kingdom), the Airline Ticket Identifier, where it has been provided in the Merchant name field of the Clearing Record

<sup>1</sup> In the Europe Region, the Clearing Record for an Intraregional Recurring Transaction must contain either an Electronic Commerce Merchant's website address in the Merchant name field or, for all other Merchants, an internationally accessible telephone number in the Merchant city field.

ID# 0004080

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.4.3.4 Cardholder Signature on Card

When an Issuer issues or reissues a Card, the Issuer must:

- Advise the Cardholder to immediately sign the signature panel on the Card
- Indicate that the Card must be signed in order to be valid

ID# 0025977

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.4.3.5 Disclosure of Visa Transaction Information – US Region

In the US Region, an Issuer may only disclose Visa Transaction Information to third parties approved by Visa and for the sole purpose of:

- Supporting a loyalty program
- Providing fraud control services

This does not apply to a Visa Commercial Card Issuer.

ID# 0003555

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.4.4 Issuer Operational Standards

##### 1.4.4.1 PIN Issuance

An Issuer must make a PIN available to each Cardholder for use with a Card, except as approved otherwise for either a:

- Non-Reloadable Card
- Visa Prepaid Card where cash access is restricted

ID# 0004019

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.4.4.2 PIN Issuance Requirements

An Issuer must:

- Notify its Cardholders of PIN availability. In the Europe Region, an Issuer will be subject to a non-compliance assessment if it does not issue PINs to at least 75% of its Cardholders, or, if it did not issue a PIN, notify those Cardholders that they may select their own PINs or request that a PIN be issued.
- Successfully complete certification testing to demonstrate its capability to perform PIN Verification, or designate Visa to perform this function
- Ensure the security of the PIN
- Select Stand-In Processing Issuer options pertaining to a Transaction for which a PIN is used. In the Europe Region, an Issuer must communicate these options to Visa.
- In the US Region, notify its Cardholders of the availability of the Visa ATM Network. An Issuer must provide the notification annually to all active Cardholders of all of the following:
  - Visa Check Card
  - Visa Signature
  - Visa Signature Preferred

ID# 0004571

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.4.4.3 Issuer Responsibility for Stand-In Processing Authorizations

An Issuer is responsible for a Transaction authorized by Stand-In Processing.

ID# 0004386

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.4.4.4 Issuer Credit Transaction Posting

An Issuer must post a Credit Transaction Receipt to a Cardholder's account:

- Within 5 calendar days from the Settlement date
- In the US Region:
  - For Visa Credit Cards, within 3 business days from the Settlement date
  - For Visa Check Cards, within 1 business day of Settlement, unless circumstances or account history warrant a delay
  - For Visa Prepaid Cards, within 1 business day of Settlement, unless circumstances or account history warrant a delay

ID# 0025743

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.4.4.5 VisaNet Issuer Billing Currency Selection Requirements

An Issuer must ensure that the Billing Currency designated in VisaNet is the same currency in which the Cardholder is debited<sup>1</sup> for Transactions, or in which the Issuer bills and receives payment for Cardholder Transactions.

If an Issuer offers multiple currencies for billing and/or payment, the default Billing Currency must be the national currency.<sup>2</sup>

<sup>1</sup> The Billing Currency designated in VisaNet must match the currency of the underlying account or source of funds.

<sup>2</sup> This does not apply to Visa prepaid TravelMoney cards or Centralized Card Issuance, as specified in [Section 4.12.1, Commercial Card Issuance Requirements](#).

ID# 0029503

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.4.4.6 Cardholder Account Currency

Any non-fiat currency funds must be converted to a fiat currency before deposit into a Cardholder account linked to a Visa Prepaid Card or Visa Debit Card.<sup>1</sup> Conversion of non-fiat currency funds must be carried out in accordance with applicable laws in the country of issuance.

The Issuer must receive Visa approval before implementing a Visa Program linked to a Cardholder account that accepts deposited funds that were previously converted from a non-fiat currency.

An Issuer must not claim that a Visa product is directly linked to or funded by an account containing a non-fiat currency.

<sup>1</sup> An account linked to a Visa Credit Card must not be funded via such a conversion or by a non-fiat currency.

ID# 0030097

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.4.6 Zero Liability

### 1.4.6.1 Zero Liability

An Issuer must limit a Cardholder's liability to zero upon notification from the Cardholder of an unauthorized Visa Transaction.

The limitation of liability does not apply to the following:

- Visa Corporate Card Transactions
- Visa Purchasing Card Transactions
- Anonymous Visa Prepaid Card Transactions

The Issuer may increase the amount of the Cardholder's liability for unauthorized Visa Transactions if the Issuer reasonably determines, based on substantial evidence, that the Cardholder was fraudulent or negligent in the handling of the account or the Card.

The Issuer must communicate any restrictions to its Cardholders.

In the Europe Region, an Issuer must limit a Cardholder's liability to zero upon notification from that Cardholder of an unauthorized Transaction.

The limitation of liability does not apply to the following:

- Visa Corporate Card Transactions
- Visa Purchasing Card Transactions
- Anonymous Visa Prepaid Card Transactions

The Issuer may increase the amount of the Cardholder's liability for unauthorized Visa Transactions if the Issuer reasonably determines, based on substantial evidence, that either or both:

- The Cardholder has acted fraudulently or negligently in the handling of the account or the Card.
- The Cardholder is proven to have participated in the Transaction.

The Issuer must communicate any restrictions to its Cardholders.

## 1.5 Acceptance

### 1.5.1 General Acquirer Requirements

#### 1.5.1.1 Acquirer Jurisdiction and Restriction of Cross-Border Acquiring

An Acquirer must accept and submit Transactions into Interchange only from Merchants, Marketplaces, Payment Facilitators, Sponsored Merchants, and Staged Digital Wallet Operators within that Acquirer's jurisdiction.

An Acquirer must accept Transactions only from a Merchant Outlet within the Acquirer's Country of Domicile (and that country's territories and possessions) unless any of the following:

- The Acquirer is licensed by Visa to accept Transactions from a Merchant Outlet in another country. In the Europe Region, a Transaction must be deposited in the Transaction Country.
- The Merchant is an Airline<sup>1</sup> or an on-board service provider contracted by the Airline<sup>2</sup> and the Acquirer maintains the relationship in accordance with the provisions of the International Airline Program.<sup>3</sup>
- The Merchant Outlet is, or is located in or on the premises of, a military base, embassy, or consulate or international governmental organization (for example: the United Nations) on foreign territory.<sup>2</sup>
- Visa has provided written permission for the Acquirer to participate in the Multinational Merchant Acceptance Program in the Merchant Outlet country.
- In the Europe Region, an Acquirer has passported its license in line with EU passporting regulations.

A Payment Facilitator must not contract with a Sponsored Merchant that is outside the country in which the Payment Facilitator and its Acquirer are located. In the Europe Region, a Payment Facilitator located in a Europe Region country may contract with a Sponsored Merchant located in another Europe Region country only if both the Payment Facilitator and its Acquirer have appropriate business licenses for that country.

In the Canada Region and US Region, an Acquirer may cross-border acquire Electronic Commerce Transactions and Mail/Phone Order Transactions only as follows:

**Table 1-7: Permitted Cross-Border Acquiring**

Acquirer Region	Merchant Region	Cardholder Region	Currency Used in Advertising and Transaction Processing
Canada	US	Canada	CAD
US	Canada	US	USD

Visa may determine the country of a Merchant Outlet and an Acquirer's ability to contract with it based on an evaluation of the Merchant's business structure and any other information. A decision by Visa is final.

- <sup>1</sup> For the purchase of travel or lodging at a travel agency, the Transaction Country is the country in which the travel agency is located.
- <sup>2</sup> Such a Merchant may contract with an Acquirer that is licensed in the Merchant's home country, the Merchant Outlet Country, or both.
- <sup>3</sup> The Acquirer must pay the domestic Interchange Reimbursement Fee when entering a domestic Airline Transaction Receipt into international Settlement.

ID# 0008552

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.1.2 Assignment of Merchant Outlet Location

An Acquirer must assign the correct location of its Merchant's Merchant Outlet. An Acquirer must not misrepresent or alter, or allow its Merchant or agent to misrepresent or alter, a Merchant Outlet location.

For a Card-Present Environment Transaction, the Acquirer must assign the following as the Merchant Outlet location:

**Table 1-8: Allowed Merchant Outlet Locations for Card-Present Transactions**

Transaction	Merchant Outlet location for that Transaction must be:
Transaction at a Merchant Outlet in a fixed location	Location at which the Transaction is completed
In-Transit Transaction	One of the following: <ul style="list-style-type: none"> <li>The location where the journey originated</li> <li>An interim or the final destination</li> </ul>



**Table 1-8: Allowed Merchant Outlet Locations for Card-Present Transactions (continued)**

Transaction	Merchant Outlet location for that Transaction must be:
	<ul style="list-style-type: none"> <li>The location of the Merchant's Principal Place of Business</li> </ul>
Transaction at a Merchant Outlet not in a fixed location <sup>1</sup>	Either: <ul style="list-style-type: none"> <li>The location at which the Transaction is completed</li> <li>The location of the Merchant's Principal Place of Business</li> </ul>

For a Card-Absent Environment Transaction, the Acquirer must assign the country of the Merchant's Principal Place of Business<sup>2</sup> as the Merchant Outlet location. The Acquirer may assign additional Merchant Outlet locations if the Transaction is one of the following:

**Table 1-9: Allowed Additional Merchant Outlet Locations for Card-Absent Transactions**

Transaction	Additional Merchant Outlet location may be:
Transaction at an Airline, <sup>2</sup> passenger railway Merchant, <sup>2</sup> Cruise Line, <sup>2</sup> or other travel Merchant <sup>2</sup>	The country from which the first leg of the purchased travel originates
Transaction at a Lodging Merchant <sup>2</sup>	The country in which the Cardholder's stay occurs
Transaction at a Vehicle Rental Merchant, <sup>2</sup> taxi Merchant, or ride service Merchant	The country in which the Cardholder rents the car or the journey originates
Transaction at any other Merchant	The country in which all of the following occur, <sup>3</sup> as specified in the <i>Visa Merchant Data Standards Manual</i> . <sup>4</sup> <ul style="list-style-type: none"> <li>The Merchant has a permanent location at which the Merchant's employees or agents conduct the business activity directly related to the provision to the Cardholder of the goods or services purchased in the specific Transaction.</li> <li>The Merchant assesses sales taxes on the Transaction activity.</li> </ul>

**Table 1-9: Allowed Additional Merchant Outlet Locations for Card-Absent Transactions (continued)**

Transaction	Additional Merchant Outlet location may be:
	<ul style="list-style-type: none"> <li>The location is the legal jurisdiction, for the Transaction, that governs the contractual relationship between the Merchant and the Cardholder as the purchaser of the goods or services.</li> </ul>

If Visa disputes a Merchant Outlet location assigned by an Acquirer, the correct location of the Merchant Outlet may be determined by Visa in its sole discretion.

- <sup>1</sup> A location (or locations) at which a Merchant completes Transactions and is not the fixed or permanent premises of the Merchant. This does not apply to a mobile Acceptance Device within a fixed Merchant Outlet.
- <sup>2</sup> For the purchase of travel or lodging at a travel agency, the Merchant Outlet location must be the country in which the travel agency is located.
- <sup>3</sup> In the Europe Region, an exception applies to Merchant Outlet locations within the European Economic Area.
- <sup>4</sup> If a Card-Absent Merchant (except a travel/lodging Merchant) qualifies for one or more additional Merchant Outlet locations, the Acquirer may assign the location for a Transaction only as the location where the underlying business activity occurs for the specific Transaction (either the Principal Place of Business or a qualifying additional Merchant Outlet location).

ID# 0029455

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.5.1.3 Merchant Qualification Standards

Before entering into a Merchant Agreement, an Acquirer or a Payment Facilitator must ensure that the prospective Merchant is all of the following:

- Financially responsible
- Not engaged in any activity that could cause harm to the Visa system or the Visa brand
- Operating within an allowed jurisdiction
- Not misrepresenting its Merchant Outlet location or locations

The Acquirer or Payment Facilitator must also determine that there is no significant derogatory background information about any of the Merchant's principals.

ID# 0008478

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.5.1.4 Submission of Illegal Transactions

An Acquirer must not knowingly accept from a Merchant for submission into the Visa payment system any Transaction that is illegal or that the Acquirer or Merchant should have known was

illegal.

ID# 0028040

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.1.5 Acquirer Use of Digital Certificates

An Acquirer that issues Digital Certificates to its Merchants or Payment Facilitators to enable them to access Visa-owned system components must use only Digital Certificates associated with Visa.

ID# 0004617

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.1.6 Security of Account Numbers and Payment Account References

An Acquirer must ensure all of the following:

- That the Account Number associated with a payment Token in a Transaction is not disclosed to the Merchant
- That a Payment Account Reference (PAR) is not stored with its associated full Account Number(s) or payment Token(s)
- That a Transaction is not initiated with a PAR
- That a PAR is used only for the following:
  - Providing or managing customer service
  - Performing fraud and risk control activities
  - Supporting value-added services in which the Cardholder has opted to participate
  - Aiding compliance with applicable laws or regulations

ID# 0029276

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.1.7 Authorization Rejection Based on Internal Tables

##### Effective through 13 April 2018

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an Acquirer must not selectively reject or decline Authorization Requests based on an internally developed table of BINs or Account Numbers. This prohibition includes tables developed using the electronic or online version of the Client Directory.

In the Europe Region, an Acquirer must not develop tables of BINs or Account Numbers using the electronic or online version of the Client Directory.

In the US Region, this prohibition does not include Authorization Requests originating from a Limited Acceptance Merchant for Account Numbers that contain a BIN not accepted by the Merchant.

#### Effective 14 April 2018

An Acquirer must not selectively reject or decline Authorization Requests based on an internally developed table of BINs or Account Numbers.

This prohibition both:

- Includes tables developed using the Client Directory
- Does not include Authorization Requests originating from a Limited Acceptance Merchant for Account Numbers that contain a BIN not accepted by the Merchant

ID# 0008817

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.1.8 Acquirer Rights to Provide Merchant Information

An Acquirer, a Marketplace, a Payment Facilitator, or a Digital Wallet Operator must ensure that it has all necessary and appropriate rights under applicable laws or regulations, privacy policies, or agreements to provide Merchant or retailer information to Visa.

ID# 0026459

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.1.9 Termination of Merchant Agreement

After verifying that Visa has prohibited a Merchant, Sponsored Merchant, or Payment Facilitator from participating in the Visa or Visa Electron Program, an Acquirer must terminate the Merchant Agreement or Payment Facilitator Agreement no later than the date specified by Visa.

If the Acquirer does not terminate the Merchant Agreement or Payment Facilitator Agreement by the specified date, Visa may assess the Acquirer a non-compliance assessment.

An Acquirer or Payment Facilitator that enters into a Merchant Agreement with a Merchant, Sponsored Merchant, or known principals of a Merchant or Sponsored Merchant that Visa has prohibited from participating in the Visa Program or Visa Electron Program may be assessed a non-compliance assessment.

ID# 0008241

Edition: Apr 2018 | Last Updated: Oct 2015

## 1.5.2 Merchant Agreements

### 1.5.2.1 Merchant Agreement Requirements

An Acquirer must have a Merchant Agreement with each of its Merchants to accept Visa Cards and, if applicable, Visa Electron Cards. A Payment Facilitator must have a Merchant Agreement with each of its Sponsored Merchants.

The Merchant Agreement must include language that requires the Merchant to do all of the following:

- Perform its obligations under the Merchant Agreement in compliance with applicable laws or regulations
- Comply with the Visa Rules regarding use of the Visa-Owned Marks, Visa acceptance, risk management, Transaction processing, and any Visa products, programs, or services in which the Merchant is required to, or chooses to, participate
- Not knowingly submit any Transaction that is illegal or that the Merchant should have known was illegal
- Include the right of Visa to limit or terminate the Acquirer's agreement with the Merchant or the Payment Facilitator's agreement with the Sponsored Merchant

An Acquirer and a Payment Facilitator may accept Transactions only from an entity with which it has a valid Merchant Agreement.

ID# 0003356

Edition: Apr 2018 | Last Updated: Oct 2015

## 1.5.3 Marks Display

### 1.5.3.1 Display of Card Acceptance Marks

A Member or Merchant must display the appropriate Visa-Owned Marks to indicate which Cards it accepts for payment.

#### Effective through 13 April 2018

A Member or Merchant is not required to display the Visa-Owned Marks if that Member or Merchant either:

- Does not deal with the general public (for example: a private club)
- Is prohibited by trade association rules

An Acquirer must ensure that each of its Limited Acceptance Merchants displays the appropriate Visa-Owned Marks to indicate only the Cards that it accepts for payment in accordance with its

Merchant Agreement. A Limited Acceptance Merchant must not display any Visa graphic that indicates acceptance of all Visa Cards.

ID# 0008496

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.5.4 Card Acceptance

### 1.5.4.1 Accepting Visa Products for Payment

Visa Merchants displaying Visa acceptance Marks at payment locations agree to accept corresponding Visa-branded products for payment. If the customer indicates that he or she wants to pay with a Visa product, a Merchant must complete and process the Visa Transaction as defined in the Visa Rules.

ID# 0007777

Edition: Apr 2018 | Last Updated: Apr 2018

### 1.5.4.2 Honor All Cards

A Merchant must accept all Cards properly presented for payment.

This does not apply to the following, where limited acceptance is permitted:

- Merchant Outlets that deploy Contactless-only Acceptance Devices, as specified in *Section 5.7.2.2, Deployment of Contactless-Only Acceptance Devices*
- In the AP Region (Australia), Canada Region, and US Region, certain categories of Visa products for domestically issued Cards
- In the Europe Region, a Merchant in the European Economic Area (EEA), for certain Product Categories, as specified in *Section 1.5.4.6, Limited Acceptance Merchant Requirements – Europe and US Regions*
- **Effective through 13 April 2018**  
Merchant that does not deal with the public (for example: a private club) and that accepts Cards from its members as set out in its membership agreement

A Merchant may not refuse to accept a Visa product that is properly presented for payment (for example: a Card that is foreign-issued<sup>1,2</sup> or co-branded with the Merchant's competitor's Mark).

A Merchant may attempt to steer customers who initially present a Visa Card to an alternative method of payment, but may not do so in a manner that denies consumer choice.

A Merchant may also consider whether present circumstances create undue risk (for example: if the sale involves high-value electronics but the Card signature panel is not signed, and the Cardholder does not have any other identification).

<sup>1</sup> In the AP Region (Australia), Canada Region, and US Region, a Merchant may decline to accept certain categories of Visa products for domestically issued Cards.

<sup>2</sup> In the Europe Region, a Merchant in the European Economic Area (EEA) may decline to accept certain Product Categories.

ID# 0008591

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.4.3 Honor All Cards – Canada Region

In the Canada Region, unless a Merchant has elected to not be a Visa Debit Acceptor, a Merchant that accepts Visa Cards must accept any valid Visa Card that a Cardholder properly presents for payment. This means that the Merchant must permit the Cardholder to choose whether to pay for a transaction with that Visa Card or with some other means of payment accepted by the Merchant.

Merchants that have elected to be a Visa Debit Acceptor may choose whether or not to accept domestic Visa Credit Cards. Similarly, Merchants that have elected to be a Visa Credit Acceptor may choose whether or not to accept Visa Debit Category Cards issued by Canada Issuers.

If a Cardholder presents a Visa Card that bears a Mark representing another payment service, the Merchant may not intentionally mislead the Cardholder concerning what payment service or system will be used. If the Merchant provides any information regarding the customer's rights related to various transaction choices, that information must be accurate.

ID# 0008392

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.4.4 Honor All Cards – US Region

In the US Region, a Merchant that wishes to accept Visa Cards must accept any valid Visa Card in its category of acceptance that a Cardholder properly presents for payment. This means that the Merchant must permit the Cardholder to choose whether to pay for a transaction with that Visa Card or with some other means of payment accepted by the Merchant. The Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card.

ID# 0002867

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.4.5 Selection of Payment System – Europe and US Regions

In the Europe Region, at a Merchant in the European Economic Area (EEA), if a Cardholder presents a Card that is issued in the EEA and that is co-badged with another payment scheme accepted by the Merchant, the Merchant must both:

- Honor the Cardholder's choice of payment scheme
- Process the transaction according to the Cardholder's choice of payment scheme

In the US Region, if a Cardholder presents a Visa Card<sup>1</sup> that is in the Merchant's category of acceptance and that bears a Mark representing another payment service:

- The Merchant must honor the Cardholder's request if the Cardholder indicates that the transaction is to be processed as a Visa Transaction.
- The Merchant may process the transaction as something other than a Visa Transaction despite an initial indication by the Cardholder that the transaction is to be processed as a Visa Transaction, but only if the Cardholder agrees that the transaction may be processed as something other than a Visa Transaction. The Merchant may not mislead the Cardholder concerning what payment service or system will be used. If the Merchant provides any information regarding the customer's rights related to various transaction choices, that information must be accurate.

<sup>1</sup> This does not apply in the US Region or a US Territory to a US Covered Visa Debit Card.

ID# 0002868

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.5.4.6 Limited Acceptance Merchant Requirements – Europe and US Regions

In the Europe Region and US Region, a Merchant that accepts Visa Cards may choose Limited Acceptance.

In the Europe Region, a Limited Acceptance Merchant in the European Economic Area (EEA) must both:

- Accept all Cards that carry the Product Categories accepted by the Merchant
- Accept any valid Visa Card issued by an Issuer outside the EEA

In the US Region, a Merchant that accepts all Visa Cards or a Limited Acceptance category of Visa Cards must accept any valid Visa Card issued by a non-US Issuer, as specified in the Visa Rules.

ID# 0008680

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.4.7 Limited Acceptance Notification Requirements – Europe and US Regions

In the Europe Region, an Acquirer must register with Visa each of its Limited Acceptance Merchants.

In the US Region, an Acquirer must register with Visa and provide reporting on any Merchant that elects to be a Limited Acceptance Merchant.

ID# 0005609

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.4.8 Chip Card Acceptance Requirements

The Card and Cardholder must be present for all Chip-initiated Transactions.



If a Chip-initiated Transaction is declined by the Issuer, the Transaction must not be processed by any other means.

ID# 0004845

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.4.9 Visa Mini Card Merchant Acceptance Requirements

A Merchant that accepts Visa Cards must both:

- Attempt to accept a Visa Mini Card
- Request a corresponding standard-sized Card, if available, if either the:
  - Acceptance Device is unable to read the Magnetic Stripe on the Visa Mini Card
  - Full Account Number is not placed on the Visa Mini Card

ID# 0027521

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.4.10 Uniform Services – Acquirer Requirements

An Acquirer must both:

- Accept all Cards properly presented for payment
- Offer and render services uniformly to all Cardholders<sup>1</sup>

This does not apply to Contactless-only Acceptance Devices, as specified in *Section 5.7.2.2, Deployment of Contactless-Only Acceptance Devices*.

<sup>1</sup> This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

ID# 0005302

Edition: Apr 2018 | Last Updated: Apr 2016

#### 1.5.4.11 Uniform Services – Merchant Requirement

A Merchant must process Transactions with its Acquirer's Cardholders and other Members' Cardholders in exactly the same manner.

This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant to a subset of Visa Cards.

ID# 0003018

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.5.4.12 Discount Offer – US Region and US Territories

In the US Region and a US Territory, a Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type (e.g., Visa Classic Card, Visa Traditional Rewards Card, Visa Signature Card) than the Visa Card the consumer initially presents. Except where prohibited by applicable laws or regulations, the Merchant may do so by methods that include, but are not limited to:

- Offering the consumer an immediate discount from the Merchant's list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer uses a particular general purpose payment card with an acceptance brand other than a Visa Card or other particular means of payment
- Offering the consumer an immediate discount from the Merchant's list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer, who initially presents a Visa Card, uses instead another general purpose payment card or another means of payment
- Expressing a preference for the use of a particular general purpose payment card or means of payment
- Promoting the use of a particular general purpose payment card with an acceptance brand other than Visa or means of payment through posted information, through the size, prominence, or sequencing of payment choices, or through other communications to consumers
- Communicating to consumers the reasonably estimated or actual costs incurred by the Merchant when a consumer uses a particular general purpose payment card or means of payment or the relative costs of using different general purpose payment cards or means of payment

ID# 0008590

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.4.13 Acquirer Requirements – Discount at the Point of Sale – US Region and US Territories

In the US Region or a US Territory, an Acquirer must not adopt, maintain or enforce any rule (including any bylaw, policy, standard, guideline, or practice), or enter into or enforce any agreement that directly or indirectly prohibits, prevents, or restrains its Merchants from requesting or encouraging a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type (e.g., Visa Classic Card, Visa Traditional Rewards Card, Visa Signature Card) than the Visa Card the consumer initially presents. The methods by which a Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type include but are not limited to the methods specified in *Section 1.5.4.12, Discount Offer – US Region and US Territories*.

In the US Region or a US Territory, an Acquirer may enforce agreements or enter into agreements with its Merchants where the Merchant selects Visa Cards as the only general purpose payment cards the Merchant will accept.

ID# 0026490

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.4.14 Incentive to Use Other Payment Method – US Region

In the US Region, a Merchant may offer a non-monetary benefit to a Cardholder as an inducement for the Cardholder to use a means of payment other than a Visa Card.

A Merchant may offer a monetary benefit in the form of a discount, as specified in *Section 1.5.4.12, Discount Offer – US Region and US Territories*, as an inducement for the Cardholder to use a means of payment other than a Visa Card.

ID# 0002870

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.4.15 Credit Refund Requirements

##### Effective through 12 April 2019

A Merchant must provide a credit refund in connection with a Transaction by a Credit Transaction Receipt, not by cash or check.

This does not apply to a Straight Through Processing Transaction.

A Merchant must not:

- Accept payment from a Cardholder for the purpose of depositing funds to the Cardholder's account
- Process a Credit Transaction Receipt without having completed a previous retail Transaction with the same Cardholder

These restrictions do not apply to:

- The loading of value to a Visa Prepaid Card that participates in the Visa Prepaid Load Service
- In the US Region, the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account that participates in Visa ReadyLink

In the US Region or in a US Territory, the Merchant must refund any US Credit Card Surcharge assessed on the Credit Transaction amount. For partial refunds, the US Credit Card Surcharge amount must be pro-rated.

In Australia, the Merchant must refund any Surcharge assessed on the Transaction amount. For partial refunds, the Surcharge amount must be pro-rated.

#### Effective 13 April 2019

A Merchant may establish its own credit refund policy, but must disclose it as specified in *Section 5.4.2.4, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*.

A Merchant must not:

- Accept payment from a Cardholder for the purpose of depositing funds to the Cardholder's account
- Process a Credit Transaction Receipt without having completed a previous retail Transaction with the same Cardholder

These restrictions do not apply to:

- The loading of value to a Visa Prepaid Card that participates in the Visa Prepaid Load Service
- In the US Region, the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account that participates in Visa ReadyLink

If a Merchant provides a refund to a Cardholder for a previous purchase, the following conditions apply:

- To the extent possible, the Merchant must process a Credit Transaction<sup>1</sup> to the same Visa Account Number as used in the original Transaction.
- If unable to process the Credit Transaction to the same Account Number, the Merchant may either:
  - Process the Credit Transaction to a secondary Visa Account Number, if available, and if a Transaction Receipt or other proof of purchase exists, and either:
    - The original Account Number is unavailable (account is closed, transferred, reported lost/stolen).
    - An Authorization Request for the Credit Transaction<sup>1</sup> to the original Account Number receives a Decline Response.
  - Refund the Transaction amount through alternate means (cash, check, in-store credit, or prepaid card), if any of the following conditions apply:
    - The Cardholder does not have a Transaction Receipt or other proof of purchase.
    - The customer is not the original Cardholder and is returning a gift.
    - The Cardholder claims that the Visa Prepaid Card used for the original purchase has been discarded.
    - The Authorization Request for a Credit Transaction to the original or secondary Visa Account Number receives a Decline Response.

In the AP Region (Australia, New Zealand), Europe Region, and US Region or a US Territory, the Merchant must refund any surcharge<sup>2</sup> assessed on the Transaction amount. For partial refunds, the surcharge<sup>2</sup> amount must be pro-rated.

<sup>1</sup> This does not apply to a Straight Through Processing Transaction.

<sup>2</sup> In the AP Region (Australia), a Surcharge. In the US Region and US Territories, a US Credit Card Surcharge.

ID# 0003076

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.5.5 Card Acceptance Prohibitions

### 1.5.5.1 Prohibition of Minimum or Maximum Transaction Amount

A Merchant must not establish a minimum or maximum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card.

This does not apply to a Transaction initiated with a Visa Credit Card issued in the US Region or a US Territory used at a Merchant Outlet in the US Region or a US Territory, as specified in *Section 5.4.2, Conditions of Card Acceptance and Cardholder Rights*.

ID# 0026405

Edition: Apr 2018 | Last Updated: Oct 2015

### 1.5.5.2 Surcharges

A Merchant must not add any amount over the advertised or normal price to a Transaction, unless applicable laws or regulations expressly require that a Merchant be permitted to impose a surcharge. Any surcharge amount, if allowed, must be included in the Transaction amount and not collected separately.

This does not apply in the AP Region (New Zealand) under certain terms and conditions, as communicated to Members. Further information is available from Visa.

This does not apply in the US Region and US Territories to Visa Credit Card Transactions, as specified in *Section 5.6.1.3, US Credit Card Surcharge Requirements – US Region and US Territories*.

In the Europe Region, the Merchant must clearly communicate any surcharge amount to the Cardholder, and the Cardholder must agree to the surcharge amount, before the Merchant initiates the Transaction.

ID# 0006948

Edition: Apr 2018 | Last Updated: Oct 2016

### 1.5.5.3 Cardholder Identification

**Effective through 13 April 2018**

A Merchant may request Cardholder identification in a Face-to-Face Environment. If the name on the identification does not match the name on the Card, the Merchant may decide whether to accept the Card. If the Cardholder does not have or is unwilling to present Cardholder identification, the Merchant must honor the Card.<sup>1</sup>

#### Effective 14 April 2018

Unless specified in the Visa Rules, a Merchant must not request Cardholder identification as a condition of purchase.

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Merchant that suspects fraud in a Face-to-Face Environment may request Cardholder identification. If the identification is expired or does not match the name on the Card, or if the Cardholder does not provide identification, the Merchant may decide whether to accept the Card.

<sup>1</sup> This does not apply in the Europe Region.

ID# 0027481

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.5.4 Payment of Existing Debt

##### Effective through 13 April 2018

A Merchant must not accept a Card<sup>1</sup> to collect or refinance an existing debt unless either:

- The Transaction results from conversion of a Merchant's existing card program to the Visa Program or Visa Electron Program.
- The Merchant is a government agency and the Transaction represents a loan payment. In this case, the Transaction amount must not equal the loan balance unless it is the final payment.

A Merchant must not accept a Visa Card or Visa Electron Card as payment for a debt that is considered uncollectible (for example: payments to a collection agency).

A Merchant must not:

- Accept Cardholder payments for previous Card charges
- Complete a Transaction that represents the collection of a dishonored check

These requirements do not apply to a Merchant in the AP Region (Australia, New Zealand), Canada Region, or US Region.

<sup>1</sup> This does not apply in the Europe Region to a Domestic Transaction using a Direct (Immediate) Debit Card.

ID# 0006945

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.5.5 Scrip Prohibition

An Acquirer or Merchant must not accept a Visa Card for the purchase of Scrip, except in Sub-Saharan Africa.<sup>1</sup>

<sup>1</sup> Angola, Botswana, Comoros, Eritrea, Ethiopia, Gambia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, Sierra Leone, Somalia, Seychelles, Sudan, Swaziland, Tanzania, Uganda, Zambia, Zimbabwe. Includes: Mascarene Is., Rodrigues Is.

ID# 0008708

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.5.6 Merchant Cash Disbursement Prohibition

A Merchant must not provide cash to a Visa Cardholder unless the Merchant provides Cash-Back or sells foreign currency.

This does not apply in the CEMEA Region (South Africa).

ID# 0006952

Edition: Apr 2018 | Last Updated: Apr 2016

#### 1.5.5.7 Visa Prepaid Card Cash Redemption

A Visa Prepaid Card must not be redeemed for cash by a Merchant that accepts the Visa Prepaid Card.

ID# 0025713

Edition: Apr 2018 | Last Updated: Oct 2014

### 1.5.6 Card and Cardholder Verification Requirements

#### 1.5.6.1 Authorized Card User

An Acquirer or a Merchant must validate that the presenter of a Card is authorized to use the Card, as specified in *Section 5.5.1.1, Card and Cardholder Validation in a Face-to-Face Environment*.

ID# 0028041

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.5.6.2 Electronic Commerce Data Protection

An Acquirer must ensure that its Electronic Commerce Merchant offers Cardholders a Visa-approved method for protecting personal Cardholder data.

ID# 0008632

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.5.7 Transaction Receipts

##### 1.5.7.1 Cardholder Verification without Final Transaction Amount

A Merchant must not require a Cardholder to sign a Transaction Receipt that does not include the final Transaction amount.

Only the following may perform Cardholder Verification before the final Transaction amount is entered on the Transaction Receipt or displayed to the Cardholder:

- A Merchant specified in *Section 5.8.3.1, Authorization Amount Requirements*. This in itself does not constitute Cardholder acceptance of the final Transaction amount.
- A Merchant that uses a Visa-approved “quick Chip” processing solution, where available, only if all of the following conditions are met:
  - The Merchant’s POS system automatically calculates the final amount
  - The final amount is displayed and confirmed by the Cardholder before the Merchant submits an Authorization Request<sup>1</sup>
  - A fully itemized Transaction Receipt is offered to the Cardholder

<sup>1</sup> Except at a Merchant Outlet that receives or accepts tips.

ID# 0003120

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.5.8 Merchant Deposits

##### 1.5.8.1 Transactions Resulting from Other Entities

A Merchant, or Staged Digital Wallet Operator, must deposit only Transactions that it has completed.

A Marketplace must deposit only Transactions between a Cardholder and a retailer that sells goods or services through the Marketplace.

A Payment Facilitator may deposit a Transaction between a Cardholder and a Sponsored Merchant of the Payment Facilitator, but must not deposit a Transaction on behalf of another Payment Facilitator, Digital Wallet Operator, or Marketplace.

This does not apply in the:

- AP Region (Australia) for government payments
- Canada Region for Transactions that include a Service Fee



- CEMEA Region for Domestic Transactions at Unattended Cardholder-Activated Terminals and Government Payments in Russia
- LAC Region (Brazil) for domestic Bill Payment Transactions at ATMs
- US Region for the Government and Education Payment Program

ID# 0002981

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.8.2 Payments to Merchants, Sponsored Merchants, Payment Facilitators, and Marketplaces

An Acquirer must pay or credit its Merchant's, Marketplace's, Sponsored Merchant's, Payment Facilitator's, or Staged Digital Wallet Operator's account promptly after Transaction Receipt Deposit. These payments must be the same as the Transaction totals, less any Credit Transaction Receipts or applicable discounts or, outside the Europe Region, any Disputes or other agreed fees.

An Acquirer may directly pay or credit only:

- A Merchant
- A Payment Facilitator, on behalf of a Merchant or Sponsored Merchant
- A Sponsored Merchant for its portion of the Deposit, if the Acquirer also contracts with the Payment Facilitator
- A Staged Digital Wallet Operator

If a Payment Facilitator receives payment from an Acquirer, it must pay or credit its Sponsored Merchant's account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any applicable deductions or Credit Transaction Receipt totals.

A Marketplace must pay or credit its retailer's account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any applicable deductions or Credit Transaction Receipt totals.

In the LAC Region (Brazil), an Acquirer or a Payment Facilitator must pay or credit its Merchant's or Sponsored Merchant's account, as follows:

- For domestic Credit Transactions, no later than 32 days after the Processing Date
- For all other Transactions, no later than 5 days after the Processing Date

ID# 0008850

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.8.3 Merchant, Payment Facilitator, or Marketplace Transaction Deposit Conditions

A Merchant, Payment Facilitator, or Marketplace must not deposit a Transaction until one of the following occurs:

- The Transaction is completed.
- The merchandise or services are shipped or provided. This does not apply if the Cardholder has paid a partial or full prepayment.
- The Merchant or Payment Facilitator has fulfilled the conditions of its agreement with the Cardholder for an Installment Transaction, a Recurring Transaction, or an Unscheduled Credential-on-File Transaction.

ID# 0027797

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.5.9 Travelers Cheques

##### 1.5.9.1 Travelers Cheque Acceptance Requirements

A Member must accept and encash all Cheques denominated in currencies usually exchanged in the local market.

A Member's encashment policy must be as favorable for Cheques as for other cheque brands.

ID# 0002657

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.5.9.2 Travelers Cheque Acceptance Procedures

When encashing a Cheque, a Member must:

- Witness the customer countersigning the Cheque in the lower left signature area
- Compare the countersignature with the signature appearing in the upper right signature area. If the signatures appear similar, the Member may accept the Cheque.

If the Member is uncertain about the similarity of the signatures, it may request that the customer sign the Cheque on the back and provide identification. If the Member is satisfied with the identification comparison, it may accept the Cheque.

If a Cheque has already been countersigned, or if the presenter is not the original purchaser of the Cheque, the Member must only accept the Cheque if the presenter is a known customer and full recourse is available.

If the Cheque issuer does not honor a validly- issued Cheque as a result of the issuer's financial condition or circumstances beyond the issuer's control, Visa guarantees reimbursement for the Cheque amount if the Member complies with the above encashment procedures.

ID# 0008947

Edition: Apr 2018 | Last Updated: Oct 2015

## 1.6 ATM

### 1.6.1 ATM Requirements

#### 1.6.1.1 Compliance with Visa Product and Service Rules: ATM

ATM rules are contained in *Visa Product and Service Rules: ATM*.

ID# 0028042

Edition: Apr 2018 | Last Updated: Oct 2014

## 1.7 Transaction Processing

### 1.7.1 General Processing

#### 1.7.1.1 Authorization, Clearing, and Settlement of International Transactions through VisaNet

A Visa participant must authorize, clear, and settle messages for international Visa Transactions through VisaNet, including those resulting from the use of restricted cards outside the country of issuance, and report to Visa all domestic Visa Transactions processed outside of VisaNet.

In some jurisdictions, except for those with processing exceptions approved by Visa, a participant must authorize, clear, and settle all Visa Transactions through VisaNet, which enhances Visa's ability to manage risks, meet consumer expectations, and provide leading fraud-protection solutions.

In the Canada Region, a Visa Debit Acquirer must process all Visa Debit Transactions through VisaNet.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0007788

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.7.1.2 BIN Processing Capability

A Member and VisaNet Processor must be capable of accepting and processing a BIN for any Visa-defined purpose.

ID# 0008895

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.7.2 Data Requirements

##### 1.7.2.1 Complete and Valid Transaction Data

An Acquirer must ensure that all Authorization Requests and Clearing Records contain complete, accurate, and valid data.

If an Authorization is obtained, any data in the subsequent Clearing Record must be the same as, or consistent with, comparable data in the Authorization Request and Authorization Response.

Merchant Outlet country data must be the same throughout the Transaction life cycle (including, but not limited to, an Authorization Request, the Clearing Record, and any subsequent Adjustment, Dispute, Credit Transaction, or Reversal).

ID# 0008752

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.7.3 Acquirer Authorization Requests

##### 1.7.3.1 Required Authorization Processing through VisaNet

An Acquirer must process an Authorization for an International Transaction<sup>1</sup> through VisaNet, as specified in *Section 1.7.1.1, Authorization, Clearing, and Settlement of International Transactions through VisaNet*.

<sup>1</sup> For the Europe Region, an Interregional Transaction

ID# 0003369

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.7.3.2 Authorization Currency and Conversion

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an Authorization Request must be expressed only in USD, the Transaction Currency, or the local fiat currency.

If the Transaction Currency is not USD, an Acquirer may convert the Authorization amount into USD before sending the Authorization Request to Visa. If the Acquirer converts the Authorization amount, it must use a generally accepted wholesale currency market rate.

An Acquirer must submit an Authorization Request for an ATM Cash Disbursement and a Manual Cash Disbursement in the Transaction Currency.

In the Europe Region, an Authorization Request must be expressed in the Transaction Currency.

ID# 0008803

Edition: Apr 2018 | Last Updated: Oct 2017

## 1.7.4 Issuer Authorization Processing

### 1.7.4.1 Issuer Requirement to Evaluate Each Transaction

An Issuer must evaluate each Transaction that has been properly accepted, processed, and submitted in order to make an Authorization, a payment Token provisioning,<sup>1</sup> or other decision, and must not block, refuse, or decline Authorization Requests, payment Token provisioning requests,<sup>1</sup> or Transactions in a systematic or wholesale manner,<sup>2</sup> unless there is an immediate fraud threat or an exception is otherwise specified by applicable laws or regulations or in the Visa Rules.<sup>3</sup>

In the LAC Region, this does not apply to a Card-Absent Environment Transaction conducted with a Visa Electron Card or an unembossed Visa debit Card issued in Argentina, Brazil, Chile, Colombia, Mexico, or Trinidad.

<sup>1</sup> Applies only to Visa Token Service participants and only to Stored Credential or Electronic Commerce enabler payment Tokens

<sup>2</sup> Including, but not limited to: by BIN, by geography, by payment channel, by payment device, by Transaction type

<sup>3</sup> An Issuer must send a Decline Response to an Authorization Request or a payment Token provisioning request if it has determined that the Transaction is illegal.

ID# 0029326

Edition: Apr 2018 | Last Updated: Apr 2018

### 1.7.4.2 Referral Responses – Prohibited Transaction Types

An Issuer must not send a referral response to an Authorization Request. In the event that an Issuer sends a referral response to such an Authorization Request, VisaNet will process the Authorization Request according to the Issuer's Stand-In Processing parameters.

ID# 0008832

Edition: Apr 2018 | Last Updated: Oct 2016

### 1.7.4.3 Reversal of Duplicate or Erroneous Authorizations

An Issuer must reverse a duplicate or erroneous Authorization Transaction from its Cardholder's account upon receipt of a Reversal.

ID# 0004383

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.7.4.4 Issuer Authorization of Chip Fallback Transactions – Canada Region

**Effective 14 April 2018**

A Canada Issuer or the Issuer's agent must send a Decline Response to all Authorization Requests for domestic Chip Fallback Transactions.

ID# 0029999

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.7.5 Clearing

##### 1.7.5.1 Transaction Currency for Original Presentments

An Acquirer must enter all original Presentments into Interchange in the exact amount of Transaction Currency authorized by the Cardholder.

ID# 0008358

Edition: Apr 2018 | Last Updated: Oct 2014

##### 1.7.5.2 Transaction Receiving Decline Response

An Acquirer must not enter a Transaction into Interchange that has received a Decline Response unless the Transaction either:

- Received a subsequent Approval Response to a new Authorization Request, with the exception of the following:
  - A Transaction that receives an Authorization Pickup Response of 04, 07, 41, or 43
  - An Authorization Request that is submitted more than 12 hours after the submission of the first Authorization Request
- Originated from a Mass Transit Merchant, as specified in *Section 7.3.6.3, Resubmission following a Decline Response to a Transit Transaction*

ID# 0005701

Edition: Apr 2018 | Last Updated: Apr 2018

##### 1.7.5.3 Transaction Receipts with Illegible or Invalid Account Numbers

If an Acquirer that receives a Transaction Receipt with an illegible or invalid Account Number contacts the Issuer for assistance in obtaining the Account Number, the Issuer:

- Must assist the Acquirer
- May require that all requests be in writing

If the Acquirer is not able to identify the Issuer, the Acquirer that first received the Transaction Receipt is liable, unless the Acquirer can identify the Issuer within 12 months of the Transaction Date and clear the Transaction Receipt directly with the Issuer.

#### Effective for Chargebacks processed through 13 April 2018

A Transaction processed under these procedures is not subject to Chargeback reason code 74 (Late Presentment).<sup>1</sup>

#### Effective for Disputes processed through 14 April 2018

A Transaction processed under these procedures is not subject to Dispute Condition 12.1 (Late Presentment).

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, Dispute condition 12.1: Late Presentment

ID# 0029041

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.7.6 Settlement

### 1.7.6.11 Reimbursement for Valid Transactions

An Issuer must pay the Acquirer the amount due for a Transaction occurring with the use of a valid Card. This includes Transactions resulting from geographically restricted Card use outside the country of issuance.

ID# 0006558

Edition: Apr 2018 | Last Updated: Oct 2014

## 1.7.7 Reversals and Adjustments

### 1.7.7.1 Online Financial Transaction Reversal Requirements

An Acquirer must process a Reversal for an Online Financial Transaction if either the:

- Acquirer, Merchant, or Acceptance Device did not receive an Authorization Response
- Transaction is subsequently voided or cancelled

ID# 0005477

Edition: Apr 2018 | Last Updated: Oct 2014

### 1.7.7.2 Transaction Processing Subsequent to an Authorization Reversal

A Merchant must not deposit, and an Acquirer must not process, a Transaction that either:

- Was subsequently reversed for the full amount
- Represents the amount of the partial Authorization Reversal

ID# 0025598

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.7.7.3 Transaction Reversal or Adjustment

A Merchant must process a Reversal or an Adjustment within 30 calendar days<sup>1</sup> if it processed a Transaction in error.

<sup>1</sup> In the US Region, 45 calendar days for PIN-Authenticated Visa Debit Transactions

ID# 0008614

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.7.7.4 Member Reversal of Duplicate or Erroneous Data

A Member that detects duplicate or erroneous data or is notified by Visa that it has processed such data must reverse the data and do all of the following:

- Identify the Processing Date of the Transaction that it is reversing
- Maintain all data from the duplicated or erroneous Transaction, except for the appropriate Reversal codes
- Send the Reversals to Visa (or, in the case of a Domestic Transaction under a Private Agreement, to the Receiving Member) within one business day of detection or notification of the duplicate or erroneous data

ID# 0008878

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.7.7.5 Issuer Reversal of a Duplicate or Erroneous Transaction

An Issuer must reverse any duplicate or erroneous Transaction from its Cardholder's account upon receipt of Reversal information. Visa reverses the duplicate or erroneous Transaction using the Currency Conversion Rate effective on the Processing Date of the duplicate or erroneous data.

Visa assesses the responsible Members any foreign exchange loss due to currency fluctuation between the Processing Date of the duplicate or erroneous data and the Reversal date using the VisaNet fee collection process.

ID# 0008879

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.7.7.6 Credit Reversals and Debit Adjustments

An Acquirer may initiate a credit Reversal only to correct inadvertent processing errors.



The Acquirer must process a credit Reversal or a debit Adjustment within 30<sup>1</sup> calendar days of the Processing Date of the initial Credit Transaction.

<sup>1</sup> In the US Region, 45 calendar days for PIN-Authenticated Visa Debit Transactions

ID# 0008880

Edition: Apr 2018 | Last Updated: Oct 2015

## 1.8 Processing Products

### 1.8.1 Original Credits

#### 1.8.1.1 Original Credit Acceptance

A Member must accept an incoming Original Credit Transaction<sup>1</sup> unless prohibited by applicable laws or regulations.

If prohibited by applicable laws or regulations, the Member must submit a written request to Visa to block incoming Original Credit Transactions.

<sup>1</sup> Excluding all Non-Reloadable Prepaid Cards and Reloadable Prepaid Cards where Cardholder data is not on file or where the source of loads may be restricted (for example: government, healthcare, or insurance programs).

ID# 0004062

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.9 Interchange

### 1.9.1 Interchange Reimbursement Fee (IRF) Determination and Payment

#### 1.9.1.2 What is Interchange? – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, Interchange Reimbursement Fees help to make electronic payments possible by enabling Visa to expand Card holding and use, increasing the places consumers can use their Cards, and providing a financial incentive for all parties to pursue system-wide improvements, such as rewards, innovation, and security. An Interchange Reimbursement Fee is a default transfer price between Acquirers and Issuers within the Visa system. Merchants pay what is known as a merchant discount fee or merchant service fee negotiated with their Acquirer, which may take into account the interchange fee, processing costs, fees for terminal rental, customer services, and other financial services. The merchant discount fee or merchant service fee is negotiated individually with the Merchant's Acquirer; each Acquirer sets its fees independently, in competition with other Acquirers, competing payment systems, and other forms of payment.

Interchange is consistently monitored and adjusted – sometimes increased and sometimes decreased – in order to ensure that the economics present a competitive value proposition for all parties. Interchange Reimbursement Fees must encourage Card holding and use, as well as expansion in the number and types of businesses that accept Cards. If rates are too high, retailers won't accept Cards; if rates are too low, Issuers won't issue Cards. Visa may establish different Interchange Reimbursement Fees in order to promote a variety of system objectives, such as enhancing the value proposition for Visa products, providing incentives to grow merchant acceptance and usage, and reinforcing strong system security and Transaction authorization practices.

ID# 0024115

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.9.1.3 Interchange Reimbursement Fee (IRF) Requirements

A Transaction must meet the qualifications defined in the Visa Rules and in the applicable Interchange Reimbursement Fee rate qualification guide to qualify for a particular Interchange Reimbursement Fee.

An Acquirer must also request the correct Interchange Reimbursement Fee, as applicable, when submitting a Transaction into Interchange.

ID# 0006611

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.9.2 Interchange Reimbursement Fee (IRF) Adjustments and Compliance

##### 1.9.2.1 Interchange Reimbursement Fee (IRF) Adjustments

If Interchange Reimbursement Fees are inappropriately received or paid by an Issuer or Acquirer, Visa reserves the right to rectify the improper allocations.

Interchange Reimbursement Fee adjustments may be made only as follows:

- Adjustments are limited to Transactions occurring within 90 calendar days of the Processing Date of the oldest Transaction submitted by the Member or identified by Visa.
- Transactions beyond 90 calendar days (not to exceed 2 years from the date submitted by the Member or identified by Visa) may be considered for adjustment if Visa determines that extenuating circumstances prevented the Member from discovering the violation sooner.
- When an Issuer or Acquirer is at fault, the impacted Issuer(s) or Acquirer(s) is required to use the Interchange Reimbursement Fee Compliance process.
- Adjustments will only be made when the total Interchange Reimbursement Fee amount to be corrected is greater than USD 2,500.

- Individual correcting Transactions will only be made if the amount of the correcting transaction is greater than USD 50.

Interchange Reimbursement Fee adjustments will be processed as follows:

- Visa will notify the Members that will receive a correcting Transaction.
- Visa will initiate a correcting Fee Collection Transaction (Transaction code 10) and Funds Disbursement Transaction (Transaction code 20) through VisaNet.
- All Visa decisions are final.
- A Member may appeal a decision only if the Member can provide new evidence not previously available and the amount in dispute is greater than USD 5,000.

Visa may, at its sole discretion, offer to use this adjustment process regardless of the adjustment amount.

#### **Effective through 12 October 2018**

This does not apply in the Europe Region.

ID# 0007972

Edition: Apr 2018 | Last Updated: Apr 2018

### **1.9.2.3 Interchange Reimbursement Fee (IRF) Compliance Filing Requirements**

A Member must not file for Interchange Reimbursement Fee (IRF) Compliance unless all of the following:

- A violation of the Visa Rules or any applicable regional or domestic Interchange Reimbursement Fee (IRF) guide occurred.
- The Member received or paid incorrect IRF as a direct result of the violation by another Member.
- The Member's financial loss is a direct result of an incorrectly applied IRF rate.
- The Member would not have incurred a financial loss if the violation had not occurred.
- In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, the violating Transactions were processed through VisaNet.
- **Effective through 12 October 2018**  
The violating Transactions do not involve a Europe Member.<sup>1</sup>
- The IRF rate paid or received is not governed by any bilateral or private agreements, either domestic, intraregional, or interregional.
- Visa has granted permission for the Member to file.

A Member may aggregate up to 1,000,000 Transactions into a single IRF Compliance case if the Transactions involved the same opposing Member and violated the same operating regulation or the same requirement in an applicable IRF guide. The value of the aggregated Transactions must not be less than the sum of the IRF screening fee and the IRF filing fee specified in the applicable regional fee guide.

Visa may refuse to allow a filing Member to participate in IRF Compliance. The decision by Visa to refuse participation is final and not subject to any challenge.

A Member must comply with the *Interchange Reimbursement Fee Compliance Process Guide*.

#### Effective through 12 October 2018

This does not apply in the Europe Region.

#### <sup>1</sup> Effective through 12 October 2018

For a violation involving a Europe Member, a Member must obtain permission from Visa to initiate the Intercompany Interchange Reimbursement Fee Compliance Process.

ID# 0001501

Edition: Apr 2018 | Last Updated: Oct 2017

## 1.10 Risk

### 1.10.1 Corporate Risk Reduction

#### 1.10.1.2 Member Risk Reduction Requirements

Visa may impose conditions on a Member if it reasonably believes the Member's Visa Program is not being operated in a sound and safe manner or exposes Visa or its Members to financial loss.

Upon receipt of instructions imposing conditions, a Member or its agent must implement risk reduction measures that may include, but are not limited to, the following:

- Prohibiting or limiting any of the following actions:
  - Issuing new or reissued Cards
  - Signing or re-signing Merchants
  - Using an agent
- Blocking the Authorization of Transactions or prohibiting Acquirers from obtaining Authorization for Transactions on behalf of certain Merchants

- Terminating some or all Merchants that:
  - Conduct Transactions where the Cardholder is not present or where goods or services are to be delivered after the Transaction Date
  - Receive a volume of Disputes that substantially exceeds the system average
- Pledging collateral to secure one or more of the following:
  - A Member's or agent's obligations to Visa and reimbursement to Visa for any expenses incurred to ensure compliance
  - The liquidity impact to Visa of Settlement or other payments due to Visa from a Member, its affiliates, or its Clearing Processor as approved by Visa
  - Reimbursement to Visa for any expenses incurred to ensure compliance
- Consolidating into a single Funds Transfer Settlement Reporting Entity all or some of the Settlement payments in a Settlement Currency of a Member and its affiliates or of a Clearing Processor as approved by Visa for one or more Members arising from one or more Settlement systems operated by Visa or its subsidiaries or affiliates, operated privately, or by a third party, in order to reduce the liquidity impact of such Settlement payments on Visa (Settlement Payment Consolidation) or risk of Settlement Loss (as defined in Section 9.01 of the *Visa International Certificate of Incorporation and By-Laws* and the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*).
- Redirecting Settlement funds to avoid potential losses, as specified in *Section 9.01*, including, but not limited to, the following:
  - Rerouting Settlement funds around the financial institution that normally holds the Member's or agent's funds
  - Holding funds to ensure the correct application of Cardholder funds
  - Holding funds for the payment of Merchants
  - Holding funds for the future payment of Disputes
  - Withholding funds for the purpose of obtaining collateral or meeting other Member obligations
  - Prohibiting or limiting a Member's right to sponsor Participant Members
- Requiring a Member to change one or more of its designated agents

Visa is not obligated to take these actions to protect any Member, Merchant, Sponsored Merchant, or Cardholder from financial injury.

#### 1.10.1.3 Visa Right to Terminate Merchants, Payment Facilitators, Marketplaces, Sponsored Merchants, or Digital Wallet Operators

Visa may permanently prohibit a Merchant, Marketplace, Payment Facilitator, Sponsored Merchant, Digital Wallet Operator, or any other entity, or one or more of its principals, from participating in the Visa Program or Visa Electron Program for any reasons it deems appropriate, such as:

- Fraudulent activity
- Presenting Transaction Receipts that do not result from an act between a Cardholder and a Merchant or Sponsored Merchant (laundering)
- Entering into a Merchant Agreement or Payment Facilitator Agreement under a new name with the intent to circumvent the Visa Rules
- Activity that causes the Acquirer to repeatedly violate the Visa Rules
- Activity that has resulted in Visa prohibiting the Merchant, Sponsored Merchant, or Payment Facilitator from participating in the Visa Program or Visa Electron Program
- Exceeding the Visa Chargeback Monitoring Program thresholds
- Entering illegal or brand-damaging Transaction activity into the Visa payment system
- Any other activity that may result in undue economic hardship or damage to the goodwill of the Visa system

Visa may contact a Merchant, a Marketplace and its retailers, a Sponsored Merchant, or a Payment Facilitator directly, if warranted.

In the Europe Region, an Acquirer may appeal to Visa with proof that the prohibition or any other conditions are impractical or unwarranted.

ID# 0007120

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.10.1.4 Acquirer Responsibility for Costs Due to Failure to Terminate a Merchant

An Acquirer is responsible for all costs incurred by Visa due to the Acquirer's failure to terminate a Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, or Staged Digital Wallet Operator. This includes attorney's fees and costs of any legal action undertaken by Visa to protect the goodwill of the Visa system or to prevent further harm to Members and Cardholders.

ID# 0007117

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.10.1.5 Visa Anti-Bribery Program

Visa maintains an anti-bribery compliance program designed to comply with the requirements and restrictions of the *United States Foreign Corrupt Practices Act* and other anti-bribery laws. A Member must cooperate with Visa in the administration of the Visa anti-bribery program, including, but not limited to, the following:

- Complete, upon request, the *Anti-Money Laundering/Anti-Terrorist Financing (AML/ATF), Sanctions and Anti-Bribery Compliance Program Questionnaire* disclosing the level of ownership, control, and influence of any non-US government, agency, or instrumentality thereof in the Member
- Notify Visa when a non-US government acquires (either as one agency or collectively through different agencies or instrumentalities) an equity interest of 30% or more in the Member

This does not apply in the US Region.

ID# 0008836

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.10.1.6 Anti-Money Laundering Program Requirement

A Member must implement and maintain an anti-money laundering program that is reasonably designed to prevent the use of the Visa system to facilitate money laundering or the financing of terrorist activities.

ID# 0000652

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.1.7 Visa Anti-Money Laundering Program – Member Requirements

A Member must cooperate with Visa in the administration of the Visa anti-money laundering program, including, but not limited to, the following:

- Completing the *Anti-Money Laundering/Anti-Terrorist Financing (AML/ATF), Sanctions and Anti-Bribery Compliance Program Questionnaire* when requested by Visa and returning the form within the time limit specified by Visa
- Assisting Visa in guarding against Card issuance and Merchant acquiring in circumstances that could facilitate money laundering or the financing of terrorist activities
- Identifying circumstances of heightened risk and instituting policies, procedures, controls, or other actions specified by Visa to address the heightened risk
- Providing a copy of the Member's anti-money laundering plan if requested by Visa
- Ensuring the adequacy of the applicable controls implemented by designated agents of the Member

ID# 0000653

Edition: Apr 2018 | Last Updated: Oct 2017

#### 1.10.1.8 Anti-Money Laundering Program Compliance

If Visa determines that a Member or the Member's designated agent has failed to comply with *Section 1.10.1.6, Anti-Money Laundering Program Requirement* and *Section 1.10.1.7, Visa Anti-Money Laundering Program – Member Requirements*, Visa may impose conditions on or require additional actions of the Member or the Member's designated agent to prevent possible money laundering or financing of terrorist activities. These actions may include, but are not limited to, the following:

- Implementation of additional policies, procedures, or controls
- Termination of a Merchant Agreement
- Termination of a Cardholder agreement
- Termination of an agent agreement
- Termination of Visa membership
- Non-compliance assessments
- Other action that Visa in its sole discretion determines to take with respect to the Member or the Member's designated agent

ID# 0000654

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.2 Brand Protection

##### 1.10.2.1 Acquirer Brand Protection Requirements

An Acquirer must ensure that a Merchant, Marketplace, Payment Facilitator, Sponsored Merchant, or Staged Digital Wallet Operator does not accept Visa Cards for, or display a Visa-Owned Mark on a website and/or application that is used in relation to, the purchase or trade of photographs, video imagery, computer-generated images, cartoons, simulation, products that claim or imply a similar efficacy as prescription drugs, controlled substances, or recreational/street drugs, irrespective of claims of legality or any other media or activities including, but not limited to, activities listed in *Section 1.10.2.1*.

ID# 0026376

Edition: Apr 2018 | Last Updated: Apr 2018

##### 1.10.2.2 Global Brand Protection Program – Requests for Information

An Acquirer must provide information relating to any request for information presented by Visa, its designees, or any regulatory agency, as required under the Global Brand Protection Program.



The Acquirer must provide the required information in writing as soon as possible, but no later than 7 business days following receipt of the request for information.

ID# 0026384

Edition: Apr 2018 | Last Updated: Oct 2014

## 1.10.3 Investigations

### 1.10.3.1 Investigation Assistance to Other Members

A Member must assist other Members in an investigation of fraudulent activity with a Visa Card or Visa Electron Card by performing tasks including, but not limited to, the following:

- Interviewing Merchants, Sponsored Merchants, Cardholders, suspects, witnesses, and law enforcement personnel
- Obtaining handwriting samples, photographs, fingerprints, and any other similar physical evidence
- Recovering lost, stolen, or Counterfeit Cards
- Providing information to proper authorities for the possible arrest of suspects, at the Issuer's request
- Performing any other reasonable investigative assistance
- Inspecting the facilities of credit card manufacturers, embossers, encoders, mailers, and chip embedders

ID# 0007122

Edition: Apr 2018 | Last Updated: Oct 2014

### 1.10.3.2 Investigation Assistance Standards – CEMEA and Europe Regions

In the CEMEA Region and Europe Region, a Member must respond to a request from another Member, Visa, or a law enforcement agency

ID# 0002249

Edition: Apr 2018 | Last Updated: Apr 2017

## 1.10.4 Information Security

### 1.10.4.1 Account and Transaction Information Security Requirements

A Member must:

- Maintain all materials or records in any form that contains account or Transaction Information in a safe and secure manner with access limited to authorized personnel, as specified in the *Payment Card Industry Data Security Standard (PCI DSS)*.
- Ensure that agreements and contracts with agents and Merchants clearly establish their responsibilities to meet Visa standards, the liabilities for failure to meet the standards, and the requirement to allow for inspections by the Member or Visa
- Ensure that all agents and Merchants with access to account or Transaction Information comply with the *Payment Card Industry Data Security Standard (PCI DSS)*.
- Ensure that all agents and Merchants do not store any of the following subsequent to Authorization:
  - Full contents of any data taken from the Magnetic Stripe (on a Card, in a Chip, or elsewhere)
  - Card Verification Value 2
  - PIN or the encrypted PIN block
  - Verified by Visa Cardholder Authentication Verification Value
- Comply with, and ensure that all agents and Merchants use Payment Applications that comply with, the *Payment Application Data Security Standard (PA-DSS)*.
- Upon request, certify to Visa that agents and Merchants are in compliance with the *Payment Card Industry Data Security Standard (PCI DSS)*.
- Comply with, and ensure that its Merchants, agents, and other third parties with access to account or Transaction Information comply with, the requirements of the Account Information Security Program. The Member must also ensure that its Merchants both:
  - Implement and maintain all Account Information Security Program requirements
  - If using a Third Party Agent, ensure that the Third Party Agent implements and maintains all of the security requirements specified in the Account Information Security Program

ID# 0002228

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.10.4.2 Cardholder and Transaction Information Disclosure Limitations

An Acquirer must obtain the prior written consent of the Issuer and Visa before disclosing a Cardholder's Account Number, personal information, or other Transaction Information to a third party that is not the Agent of the Acquirer for the sole purpose of completing a Transaction. The Acquirer must ensure that its Agents and the Agents' employees both:

- Make no further disclosure of the information
- Treat the information as confidential

An Acquirer or Merchant may disclose Transaction Information to third parties without the prior consent of the Issuer and Visa only for the following:

- Supporting a loyalty program
- Providing fraud control services
- Assisting the Merchant in completing the initial Merchant Transaction

An Agent must not disclose an Account Number, Cardholder personal information, or other Transaction Information to third parties, other than for the sole purpose of completing the initial Merchant Transaction or with the permission of the Issuer, Acquirer, or Visa. Any such disclosure must be subject to strict, written, confidentiality obligations.

ID# 0026337

Edition: Apr 2018 | Last Updated: Apr 2016

#### 1.10.4.3 Issuer Fraud Activity Reporting

A Member must immediately report all fraudulent activity or other criminal risk activity to Visa.

An Issuer must report<sup>1</sup> Fraud Activity through VisaNet, as specified in the *Fraud Reporting System (FRS) User's Guide*, when either a:

- Fraudulent user has obtained a Card or Account Number
- Card was obtained through misrepresentation of identification or financial status

The Issuer must report the Fraud Activity upon detection, but no later than:

- 90 calendar days from the Transaction Date
- 30 calendar days following the receipt of the Cardholder's dispute notification, if the notification is not received within the 90-calendar day period

At least 90% of rejected Fraud Activity must be resubmitted and accepted into the Fraud Reporting System.

In addition, for Intraregional Transactions in the Europe Region, an Issuer must report Fraud Activity through its Visa Scheme Processor, as follows:

- Upon detection, ensuring that 80% of fraud related to lost Cards, stolen Cards, Counterfeit Cards, and Cards not received is reported within 60 days of the Transaction Date, and the remaining 20% within 90 days
- Upon detection, ensuring that 65% of fraud related to fraudulent use of Account Numbers is reported within 60 days of the Transaction Date and the remaining 35% within 90 days
- Immediately upon confirmation, but no later than 60 days after the Transaction Date

If an Issuer does not comply with these fraud reporting requirements, the Issuer is subject to non-compliance assessments.

<sup>1</sup> In the Europe Region, from the date an Account Number is reported to Visa, the Account Number is outside of the scope of the requirements of the Payment Card Industry Data Security Standard (PCI DSS) and Account Information Security Program.

ID# 0002389

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.10.4.4 Counterfeit Activity Reporting

An Acquirer must report both:

- Counterfeit activity through VisaNet (or, in the Europe Region, through its Visa Scheme Processor), using the appropriate fraud advice transaction code in the same manner as specified for Issuers in *Section 1.10.4.3, Issuer Fraud Activity Reporting*.
- A counterfeit Transaction within 60 calendar days of a Dispute, when no pre-Arbitration or Arbitration right is available

ID# 0002395

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.10.5 High-Brand Risk Merchants

##### 1.10.5.1 High-Brand Risk Acquirer Requirements

An Acquirer of High-Brand Risk Merchants, High-Risk Internet Payment Facilitators, or High-Brand Risk Sponsored Merchants must do all of the following:

- Participate in the Visa Merchant Trace System (VMTS), where available and permitted under applicable laws or regulations, and both:
  - Query VMTS before entering into an agreement with a prospective Electronic Commerce Merchant or Mail/Phone Order Merchant or Sponsored Merchant
  - List any Electronic Commerce Merchant or Mail/Phone Order Merchant or Sponsored Merchant that has been terminated for just cause on VMTS
- Provide Visa with a suspect violation report if a Merchant or Agent is identified by the Member as processing illegal or prohibited Transactions<sup>1</sup>

<sup>1</sup> Visa may waive or suspend non-compliance assessments to accommodate unique or extenuating circumstances or if violations of the Visa Rules are identified and rectified before receipt of formal Notification from Visa that a violation has occurred.

ID# 0026382

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.5.2 High-Brand Risk Acquirer Capital Requirements

An Acquirer that has not previously acquired Transactions from Electronic Commerce Merchants, Mail/Phone Order Merchants, or Sponsored Merchants classified as high-brand risk, as specified in *Section 10.4.6.1, High-Brand Risk MCCs*, must both:

- Be financially sound (as determined by Visa)
- Be rated above-standard (a Visa Member risk rating of "A" or "B") and meet a minimum equity requirement of USD 100 million<sup>1,2</sup>

<sup>1</sup> Visa may waive these requirements in exchange for assurance and evidence of the imposition of risk controls satisfactory to Visa. This may include, but is not limited to, the pledging of additional collateral.

<sup>2</sup> This does not apply in the Europe Region.

ID# 0026383

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.10.6 Recovered Cards

##### 1.10.6.1 Recovered Card Return Requirement

An Acquirer must notify the Issuer, through Visa Resolve Online or an Electronic Documentation Transfer Method, that its Visa Card or Visa Electron Card has been recovered, as specified in *Section 10.7.2.1, Recovered Card Handling and Notification Requirements*.

ID# 0001782

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.10.7 Counterfeit Losses

##### 1.10.7.1 Assignment of Liability for Counterfeit Transactions

Visa assigns liability to the Issuer or Acquirer for counterfeit Transactions, based on the following priorities in the order shown:

- The Acquirer, if the Merchant identified on a Visa Fraud Monitoring Program report in the enforcement period contributed to the origination of the Transaction Receipt<sup>1</sup> for a counterfeit Transaction
- The Acquirer first receiving the Transaction Receipt, if the BIN is not assigned to a Member
- The Acquirer that submitted the Transaction into Interchange, if an Authorization was required and not obtained or the Account Number encoded on the Magnetic Stripe of a Visa Card was authorized but was different than the embossed or printed Account Number submitted into Interchange<sup>1</sup>

- The Issuer identified by the manufacturer product information printed on the reverse side of the Visa Card, if the counterfeit Visa Card was recovered and resulted from either the loss or theft of an unembossed and unencoded Visa Card<sup>1</sup>
- The Issuer, if its BIN appears on the Transaction Receipt or Clearing Record for the counterfeit Transaction<sup>1</sup>

For a Transaction Receipt with an illegible or invalid Account Number, an Acquirer must comply with the applicable rules for counterfeit losses if it appears that a Transaction Receipt resulted from the use of either a:

- Counterfeit Card
- Misembossed or misencoded Visa Card

In the Europe Region, there is no time limit on a Member's right to reassign liability to the Issuer for a Transaction in which a Counterfeit Card or a misencoded Card is used.

<sup>1</sup> For qualifying Transactions, the EMV liability shift, as specified in *Section 1.11.1.3, EMV Liability Shift Participation* takes precedence over this section to assess liability in the event of a conflict.

## 1.10.8 Agents

### 1.10.8.1 VisaNet Processor and Visa Scheme Processor Registration

A Member that uses a VisaNet Processor, whether or not the VisaNet Processor is itself a Member, must submit to Visa a *VisaNet Processor and Third Party Registration and Designation (Exhibit 5E)* before using the VisaNet Processor.

A Member that uses a non-Member as a VisaNet Processor must ensure that the non-Member submits to Visa a *VisaNet Letter of Agreement (Exhibit 5A)* before using the non-Member as a VisaNet Processor.

In addition, in the Europe Region, a Member must do all of the following for a Processor or Visa Scheme Processor:

- Notify Visa of any change to the identity of the Processor or Visa Scheme Processor, or any change to the scope of the activities of the Processor or Visa Scheme Processor, within 5 business days of such change
- Only contract processing services to a Processor or Visa Scheme Processor that is compliant with the Payment Card Industry Data Security Standard (PCI DSS)
- Ensure that the Processor or Visa Scheme Processor (or third party) operates a separate funds transfer settlement reporting entity (FTSRE) for the transfer of the Settlement Amount

ID# 0025870

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.10.8.2 Losses Resulting from Unauthorized Use

For losses resulting from Unauthorized Use, Visa may collect funds from one of the following, in the order listed:

- Member that caused the loss or Members using the Third Party Agent that caused the loss
- VisaNet Processor that processed the Transaction, if either:
  - No Member is directly responsible for the Unauthorized Use
  - The responsible Member does not meet its financial obligations
- Members using the VisaNet Processor, if the VisaNet Processor does not meet its financial obligations

ID# 0025888

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.10.8.3 VisaNet Processor Contingency Plans

A Member must have in place contingency plans for its VisaNet Processors in the event of failure, including bankruptcy, insolvency, or other suspension of business operations. The contingency plans must be provided to Visa upon request.

ID# 0025877

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.8.4 VisaNet Processor or Visa Scheme Processor Disclosure of Account or Visa Transaction Information

A Member, in the event of the failure, including bankruptcy, insolvency, or other suspension of business operations of one of its VisaNet Processors or Visa Scheme Processors, must ensure that the VisaNet Processor or Visa Scheme Processor does not sell, transfer, or disclose any materials that contain Cardholder Account Numbers, personal information, or other Visa Transaction Information to any other entity. The Member must ensure that its VisaNet Processor or Visa Scheme Processor either:

- Returns this information to the Member
- Provides acceptable proof of secure destruction of this information to the Member

ID# 0025875

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.10.8.5 Third Party Agent Contract

A Third Party Agent must have a direct written contract with a Member to perform services on behalf of the Member.

ID# 0025892

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.8.6 Third Party Agent Registration Requirements

A Member must register a Third Party Agent with Visa. The Member must both:

- Use the Program Request Management application
- Complete the appropriate regional forms

Registration must be completed before the performance of any contracted services or Transaction activity.

Visa may deny or reject a Third Party Agent's registration at any time with or without cause.

A Third Party Agent is exempt from the registration requirements and the associated fees if it only provides services on behalf of its affiliates (including parents and subsidiaries) that are Members that own and control at least 25% of the Third Party Agent.

ID# 0025893

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.10.8.7 Merchant Third Party Agent Registration Requirements

A Member must register with Visa a Third Party Agent that has been engaged by any of its Merchants before the performance of any contracted services by the Third Party Agent on behalf of the Merchant.

Registration of a Third Party Agent is specific to each Member, and requires a separate registration by each Member for any Third Party Agent that either:

- Uses its BIN. In the LAC Region, the registration is per Member, per country, and per agent.
- Provides contracted services on behalf of the Member or its Merchants

ID# 0025894

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.8.8 Assignment of Liability for Third Party Agents

If a Member fails to meet its responsibilities regarding Third Party Agents, Visa assigns liability in the following order of precedence:



- The Member from whose performance or nonperformance (including by its Third Party Agents) the loss arose
- The Member, if any, that sponsored the above Member, with limitations specified in the *Visa International Certificate of Incorporation and By-Laws*, Section 2.11
- BIN Licensees of BINs used in Transactions, with limitations specified in *Section 2.11*
- Other BIN users, in an order determined by Visa

ID# 0025904

Edition: Apr 2018 | Last Updated: Oct 2016

## 1.10.9 Card Manufacturing and Distribution

### 1.10.9.1 Card Security Staff Requirements

An Issuer must have a qualified fraud control and Card security officer and staff that are primarily responsible for all areas of security for Visa Cards and Visa Electron Cards. The security staff must do all of the following:

- Investigate all fraudulent use of the Issuer's Visa Cards or Visa Electron Cards
- Plan and supervise the manufacturing, embossing, encoding, printing, and mailing of the Issuer's Visa Cards or Visa Electron Cards
- Plan and supervise the physical protection of the Issuer's Center and building
- Participate in Center employee background investigations

ID# 0002394

Edition: Apr 2018 | Last Updated: Oct 2014

### 1.10.9.3 Visa Product Personalization

An Issuer that personalizes Visa Products on its own behalf must create and maintain a secure environment.

An Issuer that personalizes Visa Products on behalf of other Issuers must comply with all of the following:

- *Payment Card Industry (PCI) Card Production and Provisioning – Physical Security Requirements*
- *Payment Card Industry (PCI) Card Production and Provisioning – Logical Security Requirements*
- Applicable regional Issuer personalization policy

For each Third Party Agent performing Instant Card Personalization Issuance, the Issuer must validate the Third Party Agent's compliance with the *Visa Global Instant Card Personalization*

*Issuance Security Standards*, and complete an annual self-audit against the *Visa Global Instant Card Personalization Issuance Security Standards*, for each location.

ID# 0025518

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.10.9.4 Use of Approved Manufacturers, Approved Personalizers, and Approved Fulfillment Vendors

An Issuer that does not perform its own manufacturing, personalization, or fulfillment must do all of the following:

- Use a Visa-approved manufacturer to manufacture or print Visa Products<sup>1</sup>
- Ensure that the Visa-approved manufacturer is posted on the *Visa Global Registry of Service Providers*<sup>2</sup> and complies with the *Payment Card Industry (PCI) Card Production and Provisioning – Physical Security Requirements*
- Use a Visa-approved Card personalizer or Visa (if applicable) to personalize Visa Products, unless using an Instant Card Personalization Issuance Agent or another Issuer
- Ensure that the Visa-approved personalizer is posted on the *Visa Global Registry of Service Providers*<sup>2</sup>
- Use a Visa-approved fulfillment vendor to package, store, or ship Visa Products unless using a Distribution Channel Vendor for pre-manufactured, commercially ready Visa Products
- Ensure that the Visa-approved fulfillment vendor is posted on the *Visa Global Registry of Service Providers*<sup>2</sup>
- Immediately<sup>3</sup> notify Visa if the Visa-approved manufacturer, personalizer, and/or fulfillment vendor is unable to complete its responsibilities
- Contract through another Issuer, Visa (if applicable), or Visa-approved manufacturer, personalizer, or fulfillment vendor for the production, personalization, or fulfillment of Visa Products
- Review completed Card products for accuracy, including embossing, printing, and encoding

<sup>1</sup> In the Europe Region, an Issuer must ensure that its Cards (except Reference Cards) are produced by a Visa-approved manufacturer.

<sup>2</sup> In the Europe Region, an equivalent Visa list of approved service providers

<sup>3</sup> In the Europe Region, within 5 days

ID# 0025517

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.10.9.6 Use of Distribution Channel Vendors

An Issuer that uses a Distribution Channel Vendor must validate annually the Distribution Channel Vendor's compliance with the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

ID# 0025520

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.10.9.9 Mailing of Individual Personalized Visa Products

An Issuer must do all of the following:

- Proof and prepare Visa Products for mailing under dual control in a high-security area separate from other operations
- Prevent unauthorized entry into the area
- Ensure that Cardholder addresses, including postal codes, are complete and correct
- Maintain stuffed, sealed, and stamped envelopes in a vault under dual control until mailing
- Record the exact date, time, and place of mailing for each Visa Product
- Report any Visa Products lost in the mail to Visa, the postal authorities, and the appropriate carrier

ID# 0025519

Edition: Apr 2018 | Last Updated: Oct 2014

## 1.11 Dispute Resolution

### 1.11.1 Disputes

#### 1.11.1.1 Chargeback and Representment Process

##### Effective for Chargebacks processed through 13 April 2018

After receiving a Presentment, an Issuer may charge back a Transaction to the Acquirer under the conditions specified in *Visa Product and Service Rules: Dispute Resolution*. Similarly, the Acquirer may represent the Transaction to the Issuer.

The Issuer must not charge back the Transaction a second time, with the exception of reason code 93 (Visa Fraud Monitoring Program), and the Acquirer must not represent the Transaction a second time.

If requested by the Acquirer, and permitted under applicable law, the Issuer should provide the Cardholder's address.

An Acquirer must not reprocess a Transaction as a first Presentment if the Transaction has been previously charged back.

A Member may have the right to file for Arbitration after completing the Chargeback/Representment cycle. In some instances, Compliance may be available.

ID# 0003277

Edition: Apr 2018 | Last Updated: Apr 2018

#### 1.11.1.2 Attempt to Settle

##### Effective for Chargebacks processed through 13 April 2018

Before initiating a Chargeback, the Issuer must attempt to honor the Transaction.

If the attempt fails and the Issuer has already billed the Transaction to the Cardholder, the Issuer must credit the Cardholder for the Chargeback amount.

An Issuer must credit its Cardholder's account for the amount in dispute, whether or not a Chargeback was initiated, if the dispute involves an Electronic Commerce Transaction that meets the conditions of any of the following Chargeback reason codes:

- 30 (Services not Provided or Merchandise Not Received)
- 41 (Cancelled Recurring Transaction)
- 53 (Not as Described)
- 83 (Fraud – Card-Absent Environment)
- 85 (Credit Not Processed)

The Issuer must not be reimbursed twice for the same Transaction.

A Cardholder must not be credited twice as a result of both a:

- Chargeback
- Credit processed by a Merchant

##### Effective for Disputes processed on or after 14 April 2018

Before initiating a Dispute, the Issuer must attempt to honor the Transaction.

If the attempt fails and the Issuer has already billed the Transaction to the Cardholder, the Issuer must credit the Cardholder for the disputed amount.

The Issuer must not be reimbursed twice for the same Transaction.

A Cardholder must not be credited twice as a result of both a Dispute and a Credit processed by a Merchant.

#### 1.11.1.3 EMV Liability Shift Participation

The EMV liability shift applies to qualifying Transactions, as follows:

Table 1-10: EMV Liability Shift Participation

Region	Transactions in EMV Liability Shift effective before 1 October 2017	Transactions in EMV Liability Shift effective 1 October 2017
AP Region	<p>All domestic,<sup>1</sup> intraregional, and interregional<sup>2</sup> counterfeit POS Transactions, except Domestic Transactions in China</p> <p>All domestic, intraregional, and interregional<sup>2</sup> counterfeit ATM Transactions, except China, India, Indonesia, Japan, Nepal and Thailand</p>	<p>All domestic,<sup>1</sup> intraregional, and interregional<sup>2</sup> counterfeit POS Transactions, except Domestic Transactions in China</p> <p>All domestic,<sup>1</sup> intraregional, and interregional<sup>2</sup> counterfeit ATM Transactions, except India,<sup>3</sup> Indonesia,<sup>4</sup> and Domestic Transactions in China</p>
Canada Region, <sup>5</sup> CEMEA Region, <sup>5</sup> Europe Region, <sup>5</sup> LAC Region <sup>5</sup>	All domestic, intraregional, and interregional <sup>2</sup> POS and ATM Transactions <sup>6</sup>	
US Region	All domestic and interregional <sup>2</sup> counterfeit POS Transactions, except Transactions at Automated Fuel Dispensers	<p><b>Effective through 30 September 2020</b></p> <p>All domestic and interregional counterfeit POS and ATM Transactions, except Domestic Transactions at Automated Fuel Dispensers</p> <p><b>Effective 1 October 2020</b></p> <p>All domestic and interregional counterfeit POS and ATM Transactions</p>
<p><sup>1</sup> In Malaysia, also includes fraudulent qualifying domestic non-counterfeit Transactions completed with a lost or stolen Card or "not received item" (NRI) except qualifying Visa Easy Payment Service Transactions.</p> <p><sup>2</sup> Among Visa Regions and individual countries participating in the EMV liability shift</p> <p><sup>3</sup> <b>Effective through 31 December 2018</b></p> <p><sup>4</sup> <b>Effective through 31 December 2021</b></p> <p><sup>5</sup> Except for fraudulent qualifying Visa Easy Payment Service Transactions completed with a lost or stolen Card or "not received item" (NRI)</p>		

Table 1-10: EMV Liability Shift Participation (continued)

Region	Transactions in EMV Liability Shift effective before 1 October 2017	Transactions in EMV Liability Shift effective 1 October 2017
<sup>6</sup> Counterfeit, lost, stolen, and "not received item" (NRI) fraud only		

ID# 0008190

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.11.2 Arbitration and Compliance

### 1.11.2.1 Invalid Arbitration or Compliance Case Rejection

If Visa determines that an Arbitration or Compliance request is invalid, it may reject the case and retain the filing fee.

ID# 0001449

Edition: Apr 2018 | Last Updated: Apr 2018

### 1.11.2.2 Arbitration and Compliance Decision

#### Effective for Chargebacks processed through 13 April 2018

The Arbitration and Compliance Committee bases its Arbitration or Compliance decision on all information available to it at the time of reaching the decision, including, but not limited to, the provisions of the Visa Rules effective on the Transaction Date and may, at its sole discretion, consider other factors, such as the objective of ensuring fairness. The decision is delivered to both Members in writing and is final and not subject to any challenge, except for any right of appeal permitted in the *Visa Product and Service Rules: Dispute Resolution*.

#### Effective for Disputes processed on or after 14 April 2018

Visa bases its Arbitration or Compliance decision on all information available to it at the time of reaching the decision, including, but not limited to, the provisions of the Visa Rules effective on the Transaction Date and may, at its sole discretion, consider other factors, such as the objective of ensuring fairness. The decision is delivered to both Members in writing and is final and not subject to any challenge, except for any right of appeal permitted in the Visa Rules.

ID# 0027133

Edition: Apr 2018 | Last Updated: Apr 2018

### 1.11.2.3 Arbitration or Compliance Financial Liability

#### Effective for Chargebacks processed through 13 April 2018

An Arbitration or Compliance decision may result in either:

- One Member assigned full liability
- Members sharing financial liability

The responsible Member is financially liable for all of the following:

- Transaction amount
  - If the opposing Member is responsible, the requesting Member may collect this amount from the opposing Member.
  - For US Domestic Transactions, Visa will debit or credit through Visa Resolve Online the Members involved as appropriate.
- Review fee
- Filing fee

The filing Member is financially liable for any difference due to currency fluctuation between the amount originally presented and the Chargeback or Representment amount.

When the case is adjudicated, Visa will collect the filing and review fees through the Global Member Billing Solution from the responsible Member.

Either Member in an Arbitration or Compliance dispute may also be liable for a non-compliance assessment for each technical violation of the applicable Visa Rules. Technical non-compliance assessments do not apply in the Europe Region.

#### **Effective for Disputes processed on or after 14 April 2018**

An Arbitration or Compliance decision may result in either:

- One Member assigned full liability
- Members sharing financial liability

The responsible Member is financially liable for all of the following:

- Transaction amount. Visa will debit or credit the Members involved through Visa Resolve Online (VROL), as appropriate.
- Review fee

When the case is adjudicated, Visa will collect the review fees through the Global Member Billing Solution from the responsible Member.

Either Member in an Arbitration or a Compliance dispute may also be liable for a non-compliance assessment for each technical violation of the applicable Visa Rules. Technical non-compliance assessments do not apply to Europe Members.

#### 1.11.2.4 Arbitration or Compliance Appeal

The decision on any permitted appeal of an Arbitration or Compliance ruling is final and not subject to any challenge.

ID# 0001440

Edition: Apr 2018 | Last Updated: Apr 2018

## 1.12 Fees and Non-Compliance Assessments

### 1.12.1 Fee Assessment by Visa

#### 1.12.1.2 Card Service Fee Collection

Visa assesses and collects Card service fees through the Global Member Billing Solution or other designated method.

ID# 0007886

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.12.1.4 Fee Adjustments

If Visa confirms that a Member has either underpaid or overpaid its fees, Visa may process a fee adjustment. The fee adjustment time period is limited to the 2 years before the date that either of the following occurred:

- The overpayment or underpayment was reported to Visa by the Member.
- Visa discovered that an adjustment was due to the Member.

Visa reserves the right to collect an underpayment from a Member beyond the 2-year period.

In the AP Region, Card service fees paid will be refunded for the most recent quarter. The Member must submit its refund request within 60 days from the close of the quarter in question. For all other fees, the provisions specified above apply.

Any collection or refund does not include interest.

ID# 0026403

Edition: Apr 2018 | Last Updated: Oct 2014



## 1.12.3 Non-Compliance Assessments

### 1.12.3.1 Visa Right to Impose Non-Compliance Assessments

The Visa Rules contain enforcement mechanisms that Visa may use for violations of the Visa Charter Documents or Visa Rules. The Visa Rules specify the procedure for the allegation and investigation of violations and the rules and schedules for non-compliance assessments.

A Member that does not comply with the Visa Charter Documents or Visa Rules will be subject to non-compliance assessments.

These procedures and non-compliance assessments are in addition to enforcement rights available to Visa under other provisions of the Visa Rules, or through other legal or administrative procedures.

Visa may assess, suspend, or waive non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances.

ID# 0007280

Edition: Apr 2018 | Last Updated: Oct 2015

### 1.12.3.2 General Non-Compliance Assessment Schedule

The non-compliance assessments specified in *Table 1-11, General Schedule of Non-Compliance Assessments*, may be assessed for a violation of the Visa Rules and are in addition to any other non-compliance assessments specified in the Visa Rules.

In the Europe Region, if a specific non-compliance assessment has been prescribed for the first violation only, the subsequent non-compliance assessments specified in *Table 1-11, General Schedule of Non-Compliance Assessments*, will apply for each repeated violation.

**Table 1-11: General Schedule of Non-Compliance Assessments**

Violation	Non-Compliance Assessment
First violation of rule	Warning letter with specific date for correction and USD 1,000 (in the Europe Region, USD 500)
Second violation of same rule in a 12-month period after Notification of first violation	USD 5,000
Third violation of same rule in a 12-month period after Notification of first violation	USD 10,000
Fourth violation of same rule in a 12-month period after Notification of first violation	USD 25,000

**Table 1-11: General Schedule of Non-Compliance Assessments (continued)**

Violation	Non-Compliance Assessment
5 or more violations of same rule in a 12-month period after Notification of first violation	Visa discretion
If the 12-month period is not violation-free and the non-compliance assessments total USD 25,000 or more	Additional non-compliance assessment equal to all non-compliance assessments levied during that 12-month period

ID# 0000482

Edition: Apr 2018 | Last Updated: Apr 2017

#### 1.12.3.3 Determination of Violation of the Visa Rules

Determination of a violation of the Visa Charter Documents or Visa Rules may be made based on either:

- The response from a Member to a Notification of investigation and other available information. Visa will determine whether a violation of the Visa Charter Documents or Visa Rules has occurred.
- The Member's failure to respond to a Notification of investigation and to provide all information requested

ID# 0001052

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.12.3.4 Notification of Determination of Violation

Visa will notify a Member if it determines that a violation of the Visa Charter Documents or Visa Rules has occurred, or if it determines that a violation is continuing to occur, and will specify a date by which the Member must correct the violation. The Notification will advise the Member of all of the following:

- Reasons for such determination
- Non-compliance assessment amount
- Right to appeal the determination and/or the non-compliance assessments for the violation

Visa may require a Member to submit a compliance plan to resolve the violation.

ID# 0001053

Edition: Apr 2018 | Last Updated: Oct 2015

#### 1.12.3.5 Non-Compliance Assessment Member Responsibility

A non-compliance assessment is imposed by Visa on a Member. A Member is responsible for paying all non-compliance assessments, regardless of whether it absorbs them, passes them on, or increases them in billing its customer (for example: Cardholder or Merchant). A Member must not represent to its customer that Visa imposes any non-compliance assessment on its customer.

ID# 0001054

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.12.3.7 Repeated Non-Compliance

Repetitive violations of the Visa Rules incur heavier non-compliance assessments or other actions. A violation of any rule qualifies as a repetitive violation only if the violating Member does not correct it by the date specified in the Notification.

ID# 0003645

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.12.3.8 Non-Compliance Assessments for Repetitive Violations

Non-compliance assessments increase for repetitive violations of the Visa Rules within any 12-month period. The 12-month period begins on the date of the most recent Notification of the violation and ends following a 12-month period free of violations of that rule.

ID# 0000478

Edition: Apr 2018 | Last Updated: Oct 2014

#### 1.12.3.10 Willful Violations of the Visa Rules

In addition to the non-compliance assessments specified in the Visa Rules, a Member found to have willfully violated the Visa Rules, adversely affecting the goodwill associated with the Visa system, brand, products and services, operation of the Visa Systems, or operations of other Members will be subject to a further non-compliance assessment. A violation is considered "willful" if the Member knew, or should have known, or its knowledge can be fairly implied, that its conduct constituted a violation of the Visa Rules.

When determining the amount of a non-compliance assessment,<sup>1</sup> in addition to the criteria above, all of the following will be considered:

- Type of violation
- Nature of the damage, including the amount incurred by Visa and its Members
- Repetitive nature of the violation
- Member history or prior conduct

- Effect of the assessment upon the safety and soundness of the Visa system and the Member, including the Member committing the violation
- Any other criteria Visa deems appropriate

<sup>1</sup> In the Europe Region, the non-compliance assessments specified in *Section 12.9.1.1, Willful Violation Non-Compliance Assessments – Europe Region* will apply.

ID# 0007288

Edition: Apr 2018 | Last Updated: Oct 2016

#### 1.12.3.11 Enforcement Appeals

A Member may appeal a determination of a violation or non-compliance assessment to Visa, as follows:

- The Member's appeal letter must be received by Visa within 30 days of the Member's receipt of the Notification of the violation or non-compliance assessment.
- The appealing Member must submit with the appeal any new or additional information necessary to substantiate its request for an appeal.
- A fee of USD 5,000 will be assessed to the Member upon receipt of the appeal. This fee is refundable if the appeal is upheld.

A Member may submit arguments supporting its position. All decisions are final and not subject to challenge.

ID# 0025975

Edition: Apr 2018 | Last Updated: Oct 2014



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## Part 2: Visa Product and Service Rules

## 2 Licensing and Numerics Management

### 2.1 Membership

#### 2.1.1 Member Acquisitions and Mergers

##### 2.1.1.1 Member Acquisition upon Regulatory Closure – US Region

In the US Region, in the event of a regulatory closure, the assuming organization must comply with the requirements specified in *Table 2-1, Regulatory Closure – Assuming Member Requirements*

**Table 2-1: Regulatory Closure – Assuming Member Requirements**

Condition	Required Action
Assuming organization is not a Member at the time of its assumption of Visa programs and is eligible for membership	<ul style="list-style-type: none"> <li>Submit to Visa a <i>Client Licensing Application</i> agreement within 10 calendar days after the assuming organization's assumption of the Visa programs</li> <li>Submit the appropriate membership materials within the time specified by Visa</li> <li>Meet any conditions of membership within 30 calendar days of the assuming organization's assumption of the Visa programs</li> </ul>
Assuming organization is not a Member at the time of its assumption of Visa programs and does not submit the required <i>Client Licensing Application</i> agreement within the specified time	<ul style="list-style-type: none"> <li>Cease all operations of the Visa programs and use of the Visa-Owned Marks</li> <li>Be liable for Liabilities asserted against or incurred by Visa and its Members resulting from unauthorized operations</li> </ul>
Assuming organization is not a Member of Visa at the time of its assumption of Visa programs and is not eligible for the appropriate membership or if Visa declines its application	<p>Immediately cease both:</p> <ul style="list-style-type: none"> <li>All use of the Visa-Owned Marks and all other activities reserved for Members</li> <li>Exercising the rights and privileges reserved for Members</li> </ul>
Assuming Member is not authorized to engage in one or more of the assumed Visa programs	<ul style="list-style-type: none"> <li>Submit the appropriate membership materials within the time frame specified by</li> </ul>

## Visa Product and Service Rules

### 2 Licensing and Numerics Management

#### Visa Core Rules and Visa Product and Service Rules

Table 2-1: Regulatory Closure – Assuming Member Requirements (continued)

Condition	Required Action
	Visa <ul style="list-style-type: none"><li>Meet any conditions of membership within 30 calendar days of the Assuming Member's assumption of the Visa programs</li></ul>

A Member that assumes the Visa programs of a failed Member immediately assumes full liability for those Visa programs.

Upon verification from the applicable regulatory agency that a Member has assumed the Visa programs of a failed Member, Visa will provide Notification listing the Visa programs for which Visa understands the Assuming Member is liable.

The Assuming Member must submit to Visa, within the time specified in the Notification, written confirmation of the Visa programs assumed.

ID# 0025752

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.1.1.5 Termination of Membership – LAC Region (Brazil)

In the LAC Region (Brazil), a membership status may be terminated either:

- As a result of the client's substantial non-compliance with the business plan or description presented to, or agreed with Visa do Brasil as a condition for its participation in the Visa payment system
- If the client has no reported sales volume for a minimum of one year

ID# 0029264

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.1.1.8 Membership Rights for BIN Licensing – BIN Release or Transfer

A Participant-Type Member is not eligible to license a BIN.

A Principal-Type Member or an Associate-Type Member that is reclassified to a Participant-Type Member must either:

- Return its licensed BINs to Visa by submitting a *BIN Release Request* before the Principal-Type Member license or Associate-Type Member license is terminated
- Transfer its licensed BINs to another Principal-Type Member or Associate-Type Member by submitting a *BIN Licensee Transfer Request*<sup>1</sup>

<sup>1</sup> In the Europe Region, Visa must provide written consent to the transfer before the transfer may occur.

ID# 0001241

Edition: Apr 2018 | Last Updated: Oct 2016

#### 2.1.1.9 Portfolio Sale or Transfer Requirements – Europe Region

In the Europe Region, when the sale or transfer of any of the following occurs, a Member must provide Visa with a completed *Member Portfolio Sale Notification (Exhibit 4D)* within 10 calendar days:

- All or part of an Issuer's portfolio of Visa Cards or Visa Electron Cards
- All or part of a Member's Travelers Cheque portfolio
- All or part of an Acquirer's portfolio of Merchants
- Controlling interest in the Member

A Member is financially liable to Visa for all activities related to any portfolio that it is transferring, including all payment of applicable service fees, until Visa acknowledges receipt of all required documentation related to the sale or transfer of the portfolio.

ID# 0029564

Edition: Apr 2018 | Last Updated: Oct 2017

#### 2.1.2 Acquirer Licensing

##### 2.1.2.1 Acquirer Licensing Requirements – LAC Region (Brazil)

In the LAC Region (Brazil), a Member must obtain a Merchant acquiring license before performing any acquiring activities within its jurisdiction, even if the Member already holds a Principal-type or an Associate-type license.

ID# 0027804

Edition: Apr 2018 | Last Updated: Oct 2014



## 2.3 BIN License and Administration

### 2.3.1 BIN Use and License

#### 2.3.1.1 BIN Use and Jurisdiction

A BIN Licensee or a BIN Licensee's Sponsored Member must use a BIN only:

- As specified in the *BIN License Agreement*
- In a country in which the BIN Licensee is licensed

A BIN is licensed for use in a single country, except as specified for the following:

- Visa Multinational Program
- Visa Prepaid program
- International Airline Program
- Multinational Merchant Acceptance Program
- In the Europe Region, a Member that has passported its license to a Host Country in line with EU passporting legislation

Visa will recover a BIN that remains uninstalled in Visa systems for 12 months after its assignment.

ID# 0001250

Edition: Apr 2018 | Last Updated: Apr 2017

#### 2.3.1.2 BIN Sponsor and Licensee Responsibilities

A Principal-Type Member must license and use only its assigned BIN.

An Associate-Type Member must license its own BIN or use a BIN licensed to its sponsoring Principal-Type Member.

A BIN licensed to an Associate-Type Member on or after 22 July 2017 must only have one Sponsor.

A Participant-Type Member does not have the right to license a BIN, and must use only a BIN designated to it by its sponsoring Principal-Type Member in accordance with the applicable Visa Charter Documents.

A BIN may have only one BIN Licensee. The BIN Licensee is responsible<sup>1</sup> for all activities associated with any BIN that it licenses.

A Sponsor's responsibility is limited to the BINs associated with the sponsoring relationship between the Principal-Type Member and Associate-Type Member or the Principal-Type Member and Participant-Type Member.

If a BIN User is no longer authorized by the BIN Licensee to use its BIN, the BIN User must discontinue use of the BIN.

A BIN Licensee or its designated Sponsored Member must not use a BIN for a purpose other than that specified on the *BIN License Agreement*, or Visa may block and remove the BIN from VisaNet.

A BIN Licensee must:

- Maintain the accuracy of the information relative to the BIN
- Notify Visa of any inaccuracies on BIN licensing reports
- Submit the appropriate form to notify Visa of or request changes, including any of the following:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service or product
  - Release of BIN
  - In the Europe Region, reversal of BIN release

Responsibility for activities associated with a payment Token is assigned to the BIN Licensee for the Account Number represented by the payment Token.

<sup>1</sup> This does not apply to a BIN licensed to Visa for the provision of payment Tokens to Issuers.

#### 2.3.1.3 VisaNet Processor BIN Usage

A Member that designates a VisaNet Processor to act on its behalf must ensure that the VisaNet Processor only:

- Processes transactions on the Member's BIN(s) for activities for which the BIN is licensed
- Processes transactions on the Member's BIN(s) that are originated by the BIN Licensee or the BIN Licensee's Sponsored Members approved to share the BIN
- Clears or settles transactions on the Member's BIN(s) that are originated by the BIN Licensee or the BIN Licensee's Sponsored Members approved to share the BIN

A VisaNet Processor that is not also a Member must both:

- Use its licensed BINs exclusively for processing activities
- Not use the BINs for issuing or acquiring purposes

ID# 0001227

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.1.4 BIN Conversion to Newly Designated VisaNet Processor

If a Member converts a BIN to a newly designated VisaNet Processor or Visa Scheme Processor, the Member must require the new VisaNet Processor or Visa Scheme Processor to complete any activity associated with the converted BIN.

This does not apply if the former VisaNet Processor or Visa Scheme Processor agrees to complete the activity associated with the converted BIN.

ID# 0001269

Edition: Apr 2018 | Last Updated: Oct 2016

#### 2.3.1.5 Sponsor Liability – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, or LAC Region, a Principal-Type Member is responsible and liable for all activities, including accuracy of information provided to or received from Visa, for BINs licensed directly to an Associate-Type Member that it sponsors. The Sponsor's liability is limited to the BINs associated with the sponsorship relationship between the Principal-Type Member and Associate-Type Member.

ID# 0026466

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.1.6 BIN Currency – Europe Region

In the Europe Region, an Issuer must ensure that the denominated currency of the BIN on which a Card is issued is the same as the Billing Currency.

ID# 0029568

Edition: Apr 2018 | Last Updated: Oct 2016

### 2.3.2 Administration of BINs and Numerics

#### 2.3.2.1 BIN Release

A BIN Licensee that no longer uses a BIN must release it to Visa by submitting a *BIN Release Request*.

When a BIN Licensee releases a BIN to Visa, all of the following apply:

- The BIN must be inactive for at least 120 days from the later of:
  - The last date that Authorizations were approved
  - The date that acquiring activities ceased
- Visa will block Authorizations and confirm that activity on the BIN has ceased.
- After the BIN Licensee has met all outstanding obligations to Cardholder and/or Merchants on the BIN, the BIN will be released from the BIN Licensee assignment, and the BIN Licensee will no longer be authorized to use the BIN.
- The BIN Licensee remains liable for any exception activity and fees related to the BIN that were incurred prior to its release.
- Voluntary termination of membership will not be effective until all BINs and other Numeric IDs assigned to the Member are released from the Member's assignment.
- Visa will determine the eligible date of the BIN release from its current assignment based on the last date of approving authorizations or the last date of acquiring. In the Europe Region, Visa may consider other evidence to indicate that all Cards issued on the BIN have been withdrawn.

#### Effective through 13 October 2017

In the Europe Region, if a BIN is recalled, a BIN Licensee that no longer uses a BIN must continue to meet its obligations under its BIN License Agreement until 6 calendar months after one or more of the following:

- The expiration date of the last Card issued on the BIN
- The last date that all processing activity ceased
- The last date that all acquiring activity ceased

ID# 0001272

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.3.2.2 Private Label BIN Use

If a BIN Licensee or its designated Sponsored Member uses a Visa BIN for a Private Label Card program, the Issuer or its Sponsored Member must have a written acceptance agreement directly with each Merchant that accepts its Private Label Cards.

ID# 0001253

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.2.3 Use of BINs for Non-Visa Purposes

If a Member wants to use a Visa BIN for a program not associated with the Visa-Owned Marks, including, but not limited to, Private Label Card programs, it must both:

- Submit to Visa a *BIN License Agreement*
- Use the BIN dedicated for non-Visa purposes

A Member must use a BIN dedicated for non-Visa purposes for programs not associated with the Visa-Owned Marks, including but not limited to, Private Label Card programs.

ID# 0001228

Edition: Apr 2018 | Last Updated: Apr 2017

#### 2.3.2.4 Use of Numeric ID

##### Effective through 19 January 2018

A Member, VisaNet Processor, Visa Scheme Processor, or Third Party Agent that requests a Numeric ID to support the implementation and tracking of products and services must submit the appropriate Routing ID Request or PCR/Station Request.

A Member must ensure that its VisaNet Processor or Visa Scheme Processor and Third Party Agent uses the Numeric ID only for the activity approved by Visa.

##### Effective 20 January 2018

A Member, VisaNet Processor, or Visa Scheme Processor that requests a Numeric ID to support the implementation and tracking of products and services must submit the appropriate request form to Visa.

A Member must ensure that its VisaNet Processor, Visa Scheme Processor, or any other entity that uses the Numeric ID, such as a Third Party Agent, uses the Numeric ID only for the activity approved by Visa.

A licensee of a Numeric ID is responsible for all of the following:

- Notifying Visa of any changes to the Numeric ID, including:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service
  - Change in user
- All fees for the assignment and administration of the Numeric ID
- Compliance with Section 2.3.2.1, *BIN Release*, for routing IDs, as applicable
- All activity occurring on the Numeric ID until it is fully deleted from VisaNet

If a Numeric ID is used for a purpose other than that approved by Visa, Visa may block and remove the Numeric ID from VisaNet.

ID# 0026469

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.3.2.5 Client Directory Data Submission

A Member or VisaNet Processor assigned a BIN must submit online to Visa any new or revised Visa Client Directory data, as follows:

- All directory data, within 10 business days of BIN implementation
- All directory updates, at least 10 business days before the effective date of the change

ID# 0007725

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.3.3 Account Range and BIN Use

##### 2.3.3.1 Multiple Members on the Same BIN

A BIN Licensee may license and share a BIN with Members it sponsors. The BIN Licensee must both:

- Submit a BIN License Agreement for each Sponsored Member
- For issuance purposes, uniquely identify each Issuer within the first 9 digits of the BIN/account range

A Principal-Type Member must use a unique BIN for each Issuer it sponsors on or after 22 July 2017.

ID# 0027808

Edition: Apr 2018 | Last Updated: Apr 2018

##### 2.3.3.2 BIN Assignment for New Visa Card Programs

For a new Visa Card program or Virtual Account program, an Issuer must submit a *BIN License Agreement* to request one of the following:

- Designated BIN account range for the new program within the first 9 digits of a previously assigned BIN
- Modification of product assignment for an existing BIN
- New BIN
- Account Level Processing, where available

ID# 0003143

Edition: Apr 2018 | Last Updated: Apr 2017

#### 2.3.3.3 Combining Card Programs on a Single BIN

An Issuer must not combine the following Visa Card programs on a single BIN:<sup>1</sup>

- Credit, debit, and prepaid
- Consumer and commercial

Issuing and acquiring activity may occur on the same BIN.

In the Europe Region, Visa may require an Issuer to provide a business plan if the Issuer requests the assignment of designated account ranges to multiple Visa Card products on a single BIN.

<sup>1</sup> This does not apply to Members in Brazil for Visa Agro Cards.

ID# 0003144

Edition: Apr 2018 | Last Updated: Oct 2016

#### 2.3.3.5 BIN Assignment for Existing Visa Card Programs – Europe Region

In the Europe Region, for an existing Visa Card program and Visa Card products, an Issuer must not request a new account range within an active BIN.

ID# 0029612

Edition: Apr 2018 | Last Updated: Oct 2016

### 2.3.4 Use and Disclosure of BIN Information

#### 2.3.4.1 Disclosure of BIN or Other Product Data Information to Merchants

BIN information is proprietary and must not be disclosed by an Acquirer to its Merchant or Agent.

ID# 0028285

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.4.2 Disclosure of BIN or Other Product Data Information to Merchants – US Region and US Territories

In the US Region or a US Territory, an Acquirer may provide BIN information or other product-identifying data to its Merchant or Agent solely for purposes of identifying Visa Card product types at the point of sale. An Acquirer must provide BIN information to any Merchant requesting it for the permitted purpose.

ID# 0000506

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.4.3 Merchants Receiving BIN or Other Product Data Information – US Region and US Territories

In the US Region or a US Territory, an Acquirer that provides BIN information or other product-identifying data, as specified in *Section 2.3.4.1, Disclosure of BIN or Other Product Data Information to Merchants* to its Merchant or Agent must ensure that both:

- The Merchant or Agent complies with the substance of *Section 2.3.4, Use and Disclosure of BIN Information*
- These requirements are included in its Merchant Agreement or Agent contract as a separate addendum

ID# 0003346

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.4.4 Non-Disclosure of BIN Information – US Region and US Territories

In the US Region or a US Territory, a Merchant or its Agent that receives BIN information or other product-identifying data must not disclose such information to any third party.

The Merchant or an Agent must treat BIN information provided by an Acquirer as proprietary and confidential information belonging to Visa and with the same degree of care as information labeled "Visa Confidential."

ID# 0002315

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.3.4.5 Use of BIN or Other Product Data Information – US Region or US Territories

In the US Region or a US Territory, a Merchant or Agent that receives BIN information or other product-identifying data from its Acquirer must not use such information for any reason other than to identify Visa Card product types at the point of sale and for purposes of implementing acceptance practices permitted by the Visa Rules.

ID# 0002311

Edition: Apr 2018 | Last Updated: Oct 2014

## 2.4 Marks License

### 2.4.1 Marks License Grant

#### 2.4.1.1 License Grant for Visa-Owned Marks

**Effective through 30 June 2018**



## Visa Product and Service Rules

### 2 Licensing and Numerics Management

#### Visa Core Rules and Visa Product and Service Rules

Visa grants to each Member, excluding one that is solely a Plus Program Participant, a non-exclusive, non-transferable license<sup>1</sup> to use each of the Visa-Owned Marks only in conjunction with the applicable Visa Programs that are licensed to the Member.

##### Effective 1 July 2018

Visa grants to each Member a non-exclusive, non-transferable license<sup>1</sup> to use each of the Visa-Owned Marks, including Interlink and Plus, only in conjunction with the applicable Visa Programs that are licensed to the Member.

<sup>1</sup> And, in the Europe Region, royalty-free

ID# 0008906

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.4.1.2 License Grant for Plus Program Marks

##### Effective through 30 June 2018

Visa may grant to a Member not otherwise licensed a non-exclusive, non-transferable license to use each of the Plus Program Marks with the Plus Program.

ID# 0001122

Edition: Apr 2018 | Last Updated: Apr 2018

#### 2.4.1.3 License for Plus Card Acceptance – US Region

In the US Region, Visa grants a Member that is required to display the Plus Symbol on its ATM a license to use each of the Plus Program Marks for the purpose of accepting Plus Cards at ATMs, subject to the *Plus System, Inc. Bylaws and Operating Regulations*. A Member granted such a license acknowledges that Visa owns the Plus Program Marks.

ID# 0007436

Edition: Apr 2018 | Last Updated: Oct 2014

## 2.5 Visa US Regulation II Certification Program

### 2.5.1 Visa US Regulation II Certification Program – US Region and US Territories

#### 2.5.1.1 Visa US Regulation II Certification Program Requirements – US Region and US Territories

In the US Region or a US Territory, a BIN Licensee that is subject to US Federal Reserve Board Regulation II must comply with the Visa US Regulation II Certification Program requirements.

The BIN Licensee is solely responsible for ensuring that all consumer debit, commercial debit, and prepaid programs conducted under its BINs comply with applicable laws or regulations, including US Federal Reserve Board Regulation II.

The BIN Licensee or proposed BIN Licensee must submit a *Dodd-Frank Act Certification Addendum* and *Fraud Prevention Adjustment Addendum*, as applicable, when requesting, modifying, or transferring a consumer debit, commercial debit, or prepaid BIN.

An Issuer that is subject to US Federal Reserve Board Regulation II and that receives certification materials from Visa is required to respond within the published timeframes.

Any Issuer of consumer debit, commercial debit, or prepaid programs that is subject to the US Federal Reserve Board Regulation II and that receives fraud-prevention standards notification materials from Visa is required to respond within the published timeframes.

An Issuer subject to US Federal Reserve Board Regulation II must submit the notification materials, as applicable, if the Issuer's compliance with the fraud prevention standards has changed.

ID# 0027000

Edition: Apr 2018 | Last Updated: Oct 2014

## 2.6 Product-Specific BIN Requirements

### 2.6.1 Visa Consumer Products

#### 2.6.1.1 Visa Debit BIN Requirements – Canada Region

In the Canada Region, an Issuer of a Visa Debit Category Card must use a unique BIN for its Visa Debit Category Card Account Numbers and must not share a BIN range.

An Issuer must not reclassify a BIN to represent a product other than Visa Debit Category Card without prior permission from Visa.

ID# 0025967

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.1.4 Visa Signature Preferred Card Account Number/BIN Requirements – US Region

In the US Region, a Visa Signature Preferred Issuer that supports:

- Account level processing may designate an individual BIN/account range for its Visa Signature Preferred Cards

- Account range processing may designate a BIN/account range within a credit BIN for its Visa Signature Preferred Cards
- BIN-level processing must use a unique BIN for its Visa Signature Preferred BIN/account range and either of the following:
  - Choose a BIN from a previously assigned BIN/account range. If using a previously assigned BIN, the Issuer must notify Visa of the selected BIN before issuing any Visa Signature Preferred Cards.
  - Request a new BIN assignment

ID# 0003910

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.1.5 Visa Prepaid Card BIN Requirements – US Region

In the US Region, an Issuer must use a unique consumer BIN for the Visa Health Savings Account (HSA) Visa Prepaid Card Program type.

Visa HSA Card Issuers may issue Cards in a specified BIN/account range of an existing Visa Check Card BIN if the program complies with all of the following:

- Does not use Third Party Agents
- Has no restrictions on MCC or ATM access
- Will have less than 10,000 accounts issued

ID# 0025544

Edition: Apr 2018 | Last Updated: Apr 2015

#### 2.6.1.6 Visa Check Card Requirements – US Region

In the US Region, an Issuer must use a unique check card BIN assigned to it by Visa for its Visa Check Card program.

ID# 0029316

Edition: Apr 2018 | Last Updated: Apr 2016

### 2.6.2 Visa Commercial Products

#### 2.6.2.1 BIN Requirements for Visa Program Conversion to Visa Business Card, Visa Corporate Card, or Visa Purchasing Card Programs

If an Issuer is converting an existing Visa Program to a Visa Business Card, Visa Corporate Card, or Visa Purchasing Card program, the Issuer may retain its existing BIN/account range only if it is used exclusively for Visa Business Cards, Visa Corporate Cards, or Visa Purchasing Cards.

ID# 0003177

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.2 Visa Commercial Products BIN Requirements

An Issuer must not use previously licensed and unused BINs assigned for any not already approved commercial product type without submitting a *BIN License Agreement*.

ID# 0003178

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.3 Visa Meetings Card BIN Requirements

A Visa Meetings Card Issuer must assign either:

- A unique BIN designated for a Visa Corporate Card or Visa Purchasing Card BIN
- A BIN/account range within the first 9 digits of a BIN assigned to an existing Visa Corporate Card or Visa Purchasing Card program

ID# 0004233

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.4 Visa Business Debit Card BIN Requirements – Canada Region

In the Canada Region, a Visa Business Debit Card Issuer must use a unique BIN for its Visa Business Debit Card Account Numbers and must not share a BIN/account range.

An Issuer must not reclassify a BIN to represent a product other than Visa Business Debit Card without prior permission from Visa.

ID# 0027278

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.5 Enhanced Data BIN Requirements – Europe Region

In the Europe Region, a Visa Purchasing Card Issuer must both:

- Receive level II and level III Enhanced Data from Merchants
- Either:
  - Use an enhanced data BIN from a specified Visa Purchasing Card BIN range
  - Designate an account range of an existing Visa Purchasing Card BIN

ID# 0029630

Edition: Apr 2018 | Last Updated: Oct 2016

##### 2.6.2.6 Visa Business Card and Visa Corporate Enhanced Data Processing – Europe Region

In the Europe Region, a Visa Business Card Issuer and Visa Corporate Card Issuer may configure BINs or account ranges within those BINs to receive and process Enhanced Data for management information purposes.

ID# 0029631

Edition: Apr 2018 | Last Updated: Oct 2016

##### 2.6.2.7 Visa Corporate Debit Card BIN Requirements – LAC Region

In the LAC Region, a Visa Corporate debit Card Issuer must assign either:

- A specific Visa Corporate debit Card BIN
- A BIN/account range within an existing Visa Commercial debit Card BIN

ID# 0027283

Edition: Apr 2018 | Last Updated: Oct 2015

##### 2.6.2.8 Visa Cargo Card BIN Requirements – LAC Region

In the LAC Region, an Issuer must use a specific BIN or a separate and unique BIN/account range for its Visa Cargo Card.

ID# 0025634

Edition: Apr 2018 | Last Updated: Oct 2014

##### 2.6.2.9 Visa Agro BIN Requirements – LAC Region

In the LAC Region, a Visa Agro Card Issuer (except in Brazil) must assign either:

- A unique BIN designated for a Visa Purchasing Card or Visa Commercial Prepaid Product BIN
- A BIN/account range within the first 9 digits of a BIN assigned to an existing Visa Purchasing Card or Visa Commercial Prepaid Product program

In the LAC Region (Brazil), a Visa Agro Card Issuer must use a specific BIN or a separate and unique BIN/account range within the first 9 digits for its Visa Agro Card.

ID# 0026521

Edition: Apr 2018 | Last Updated: Oct 2015

##### 2.6.2.11 Visa Meetings Card BIN Requirements – US Region

In the US Region, a Visa Meetings Card Issuer must use either:

- A unique BIN reserved for Visa Purchasing Cards
- A BIN/account range within the first 9 digits of an existing Visa Purchasing Card program

ID# 0004334

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.12 Visa Purchasing Card BIN/Account Range Requirements – US Region

In the US Region, a Visa Purchasing Card Issuer must use a BIN from the BIN/account range designated for Visa Purchasing Cards.

ID# 0004216

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.13 Enhanced Data BIN Requirements – US Region

In the US Region, a Visa Purchasing Card Issuer that chooses to receive Level II Enhanced Data and Level III Enhanced Data from a Merchant must either:

- Designate a BIN/account range within the first 9 digits of an enhanced data Visa Purchasing Card BIN
- Use an enhanced data BIN from a specified Visa Purchasing Card BIN range

ID# 0004156

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.6.2.14 Visa Fleet Card BIN Requirements – Canada and US Regions

In the Canada Region and US Region, an Issuer must request a new account range assignment for its Visa Fleet Card program from the account range reserved for a Visa Fleet Card.

ID# 0004217

Edition: Apr 2018 | Last Updated: Oct 2015

#### 2.6.2.15 Visa Large Purchase Advantage BIN Requirements – US Region

In the US Region, a Visa Large Purchase Advantage Issuer must designate either:

- A unique BIN for Visa Large Purchase Advantage
- A BIN/account range within an existing Visa Purchasing Card BIN designated for Visa Large Purchase Advantage

ID# 0026967

Edition: Apr 2018 | Last Updated: Oct 2014

## 2.6.3 Visa Prepaid Cards

### 2.6.3.1 Visa Prepaid Card BIN Requirements – Europe Region

In the Europe Region, to ensure compliance with anti-money laundering legislation, an Issuer, must notify Visa of BIN ranges used for new or existing anonymous Visa Prepaid Card programs.

ID# 0029613

Edition: Apr 2018 | Last Updated: Oct 2016

## 2.7 Client Portfolio Management Self-Service Tools

### 2.7.1 Client Portfolio Management Self-Service Tools Requirements

#### 2.7.1.1 Client Portfolio Management Self-Service Tools Information

A Member, VisaNet Processor, or designated Agent must not disclose any information from the Client Portfolio Management Self-Service Tools, or any other information associated with the tools, to any other parties unless it is permitted in the Visa Rules or otherwise authorized in writing by Visa. Information from and associated with the Client Portfolio Management Self-Service Tools is the property of Visa and is for the sole use of Visa Members and their registered third-party service providers in support of the Members' Visa programs.

ID# 0026518

Edition: Apr 2018 | Last Updated: Oct 2014

#### 2.7.1.2 Use of Client Portfolio Management Self-Service Tools

A Member is responsible for all of the following for a Member, VisaNet Processor, or designated Agent that has been granted permission to access the Client Portfolio Management Self-Service Tools on the Member's behalf:

- The Member's use and its VisaNet Processor's or designated Agent's use in accordance with the Visa Rules
- Monitoring its users' access to ensure that only authorized users are granted access to the service
- Ensuring that only authorized officers of the institution approve membership requests
- The accuracy of all information and any changes made to the information by the Member and its authorized users
- Ensuring that changes to the Member's information are accompanied by an Electronic Signature

ID# 0026519

Edition: Apr 2018 | Last Updated: Oct 2014

## 2.8 Non-Visa BINs

### 2.8.1 Non-Visa-Assigned BINs

#### 2.8.1.1 Non-Visa-Assigned BIN Management

To use a non-Visa-assigned BIN in connection with a Visa service, a Member must submit to Visa a *Non-Visa-Assigned BIN Notification Form*.

A BIN Licensee of a non-Visa-assigned BIN that is used for a Visa service must:

- Maintain the accuracy of the information relative to the BIN
- Submit the appropriate form to notify Visa of changes, including all of the following:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service
  - Release of BIN

A BIN Licensee of a non-Visa-assigned BIN must comply with *Section 2.3, BIN License and Administration*

ID# 0026514

Edition: Apr 2018 | Last Updated: Oct 2014

## 2.10 EU Passporting

### 2.10.1 EU Passporting – Europe Region

#### 2.10.1.1 EU Passporting – Member Requirements – Europe Region

In line with EU passporting regulation(s), a Member is eligible to passport its license to operate in a Home Country to one or more Host Countries. A Member that chooses to passport its license may act as an Issuer and/or Acquirer across the European Economic Area (EEA).

*Requirements inside the EEA*

A Member must inform Visa of both:

- Its intention to passport its license into a Host Country
- Its intention to passport that license into any subsequent Host Country



A Member that is located within the EEA and chooses to provide payment services in a Host Country that is located within the EEA must both:

- Provide any of the following as evidence of an application to provide payment services in a Host Country:
  - A copy of the "outward notification" from the competent domestic authority of the Home Country to the competent domestic authority of the Host Country
  - A copy of the acknowledgement from the Host Country's competent domestic authority, recognizing and approving the "outward notification" to provide payment services in that Host Country
  - Other evidence from the Home Country's or Host Country's competent domestic authority recognizing that the Member has applied to provide payment services in that Host Country
- Satisfy financial and operational risk criteria established by Visa

#### *Requirements outside the EEA*

A Member that is located within the EEA and chooses to operate in a Host Country that is located outside the EEA, or a Member that is located outside the EEA and chooses to operate in a Host Country that is located within the EEA or outside the EEA, must both:

- Provide Visa with a copy of the confirmation, received by that Member from the competent domestic authority within that Host Country, approving that Member's request to offer payment services within that Host Country
- Satisfy financial and operational risk criteria established by Visa

A Member must notify Visa as soon as possible, within 3 business days, if it is no longer allowed to provide payments services in any given Host Country.

#### *BIN Requirements*

In line with Product Category requirements, an Issuer that has passported its license into one or more Host Countries must both:

- Allocate and use a unique BIN for all Cards issued in Host Countries to cover all passporting activity
- Allocate and use a unique account range within that BIN for each respective Host Country

#### *Processing Requirements – Issuer*

An Issuer that has passported its license into more than one Host Country must be capable of account range-level processing.

#### *Cardholder Support*

An Issuer that has passported its license into one or more Host Countries must provide Cardholder support and contact details in the local language of that Host Country.

#### *BIN Assignment*

An Acquirer that has passported its license into one or more Host Countries both:

- May allocate the same BIN for acquiring activity in Host Countries into which it has passported its license as it uses for acquiring activity within its Home Country
- Is not required to allocate a unique BIN for acquiring activity in each respective Host Country into which it passports its license

#### *Processing Requirements – Acquirer*

An Acquirer that has passported its license into one or more Host Countries must both:

- Ensure that all Transaction records include the correct Merchant city and country code
- Be capable of processing in the currency of the Host Country

#### *Settlement Obligation*

An Acquirer that has passported its license into one or more Host Countries must ensure that it settles in one of the Settlement Currencies approved by Visa.

#### *National Net Settlement Service*

An Acquirer that has passported its license into one or more Host Countries must participate in the respective National Net Settlement service (NNSS), where applicable.

#### *Merchant Support*

An Acquirer that has passported its license into one or more Host Countries must provide Merchant support and training in Card acceptance in the local language of that Host Country.

#### *Domestic Regulation*

Where a Member offers Visa products and services within a Host Country, that Member must comply with all applicable domestic regulations.

#### *Quarterly Operating Certificates*

Members participating in passporting activity must ensure that all required information is reported, for Cards issued and Transactions acquired, on the Quarterly Operating Certificate.

## 3 Use of Marks

### 3.1 Marks License

#### 3.1.1 Affinity/Co-Branded Card Programs

##### 3.1.1.1 Affinity/Co-Branded Card Marks Prohibitions

An Affinity/Co-Branded Card must not bear:

- A Mark or name similar to an existing Visa program or service
- A Mark or image that is political, provocative, or socially offensive, as determined by Visa, that would result in non-acceptance of the Card or other issues at the Point-of-Transaction
- A Functional Type or Mark that facilitates payment for goods or services

ID# 0027368

Edition: Apr 2018 | Last Updated: Apr 2017

##### 3.1.1.2 Affinity/Co-Brand Program Positioning and Advertising

An Affinity/Co-Brand Card Issuer must comply with all of the following:

- Position the Card as a Visa Card<sup>1</sup>
- Refer to the Affinity/Co-Brand Card as a "Visa Card" in all Collateral Material
- Ensure that all Collateral Material and Cards clearly state that the Member is the Issuer of the Card
- Ensure that the Visa Brand Name or Visa Brand Mark is prominently featured, or is at least the same size as, Marks owned by the Issuer and the Affinity/Co-Brand partner on all Collateral Material
- Not position the Card as adding superior acceptability at the Point-of-Transaction<sup>2</sup>
- Not state or imply that the Affinity/Co-Brand Card is accepted only by a particular Merchant or class of Merchants
- Portray itself as the owner of the Affinity/Co-Brand program
- Ensure that the Affinity/Co-Brand partner does not state or imply that the Affinity/Co-Branded Card is owned or issued by the Affinity/Co-Brand partner

Visa may prohibit the use of any materials that denigrate the Visa brand.

<sup>1</sup> A limited exception is allowed in the US Region for Campus Cards to facilitate closed-loop proprietary college or

university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with the additional functionality noted here.

<sup>2</sup> This requirement does not apply to discounts, offers, or in-kind incentives offered by the Merchant.

ID# 0027369

Edition: Apr 2018 | Last Updated: Oct 2015

### 3.1.2 Marks License Grant

#### 3.1.2.1 Registration/Ownership Denotation

A Member desiring to use a denotation or legend of registration or ownership with any proprietary Mark or Trade Name used in association with, or on the same piece as, any Visa-Owned Mark may do so only if proper trademark attribution is given to the Visa-Owned Mark as follows:

[Visa-Owned Mark] is a trademark owned by Visa International Service Association and used under license.

ID# 0007431

Edition: Apr 2018 | Last Updated: Oct 2014

### 3.1.3 Sponsorships and Partnerships, Including the Olympics

#### 3.1.3.1 Marketing Partnership/Sponsorship Agreement

A partnership or sponsorship agreement governs in the case of ambiguity, conflict, or inconsistency between that agreement and the Visa Rules or any contract, sublicense, agreement, or other arrangements between Visa and a Member, a Merchant, or an affiliate.

ID# 0001128

Edition: Apr 2018 | Last Updated: Oct 2014

#### 3.1.3.2 Sponsorship/Member Use of Marks

A Member's enjoyment of pass-through rights to use the Marks and promotional materials of any organization with which Visa has signed a global sponsorship agreement is always subject to the prior written approval of Visa and the partner or sponsor organization.

A Member must not use the Visa-Owned Marks with the Marks of any of the following, or of its subsidiaries or affiliates, in any sponsorship activity:

- American Express Company
- Discover Financial Services

- MasterCard Worldwide (including Maestro)
- Any other entity that Visa deems competitive

Upon Notification from Visa, a Member must correct any improper use of the partnership or Sponsorship Marks.

ID# 0007450

Edition: Apr 2018 | Last Updated: Oct 2014

#### 3.1.3.3 Member as Sponsor

A Member that participates in any sponsorship activity of which Visa is the sponsor must clearly convey in all of its communications and displays that only Visa, not the Member, is the sponsor.

A Member that participates in any sponsorship activity of which the Member is granted sponsorship rights by Visa must clearly convey in all of its communications and displays that only the Member, not Visa, is the sponsor. The Member must not state or imply that it owns any of the Visa-Owned Marks.

ID# 0007405

Edition: Apr 2018 | Last Updated: Oct 2014

## 3.2 Use of Marks

### 3.2.1 Use of Marks by Members and Merchants

#### 3.2.1.1 Use of Visa-Owned Marks

A Member or Merchant that uses a Visa-Owned Mark must comply with all of the following:

- Not use the Visa-Owned Mark in a way that implies endorsement of any other product or service
- Not use, adopt, register, or attempt to register a company name, product name, or Mark that is confusingly similar to any Visa product or service name or any Visa-Owned Mark
- Ensure that any material on which the Visa-Owned Mark appears does not infringe, dilute, or denigrate any of the Visa-Owned Marks or Visa products or services or impair the reputation or goodwill of Visa or the goodwill associated with the Marks
- Not refer to Visa in stating eligibility for its products, services, or membership

In addition, a Member or Visa Checkout Merchant that uses the Visa Checkout Mark must not use it as a substitute for the Visa-Owned Mark to indicate payment acceptance.

An Acquirer must ensure that a Merchant using any Visa-Owned Mark complies with the *Visa Product Brand Standards*.

ID# 0026991

Edition: Apr 2018 | Last Updated: Oct 2016

#### 3.2.1.2 Use of the Visa Brand Name and the Visa Brand Mark on Merchant Websites and Applications

A Merchant website and/or application must display the Visa Brand Mark in full color, as specified in the *Visa Product Brand Standards*.

The Visa Brand Name must be used to indicate acceptance only when a visual representation of the Visa Brand Mark is not possible on the website or application.

A Merchant that displays the Verified by Visa Mark on its website or application must comply with the *Visa Product Brand Standards*.

#### Effective 14 April 2018

A Merchant that retains Stored Credentials must display on the payment screen and all screens that show Account information both:

- The last 4 digits of the Account Number or Token
- The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option

ID# 0008671

Edition: Apr 2018 | Last Updated: Apr 2017

#### 3.2.2 Use of Marks in Promotions, Advertisements, and Solicitations

##### 3.2.2.1 Card and Product Positioning

An Issuer must refer to its Visa Card as a "Visa Card" in all communications regarding its program, including solicitations, advertising, promotions, and other Collateral Material.

ID# 0003211

Edition: Apr 2018 | Last Updated: Oct 2014

##### 3.2.2.2 Limited Acceptance Merchant Signage

A Limited Acceptance Merchant may use the signage associated with the Limited Acceptance category it has selected, on promotional, printed, or broadcast materials only to indicate the types of Cards it accepts for payment.

ID# 0030376

Edition: Apr 2018 | Last Updated: New

##### 3.2.2.3 Non-Member Marks on Collateral Material – Canada Region

In the Canada Region, except as permitted by Visa, a name, Trade Name, or Mark of a non-Member must not be used on Collateral Material bearing the Visa Program Marks that is used for soliciting applications or communicating with Cardholders.

This does not apply to the Marks of the Interac Association.

ID# 0006236

Edition: Apr 2018 | Last Updated: Oct 2014

##### 3.2.2.4 Advertising Materials – Canada Region

In the Canada Region, Point-of-Transaction advertising and promotional materials (except credit card application forms) must not indicate that the Merchant has been signed by, or represents the interests of, a particular Member.

ID# 0006233

Edition: Apr 2018 | Last Updated: Oct 2014

#### 3.2.3 Use of Marks on Cards

##### 3.2.3.1 Hierarchy of Visa-Owned Marks on Cards

If more than one Visa-Owned Mark is present on a Card, an Issuer must designate a Primary Mark, complying with the following hierarchy of Marks:

- Visa Brand Mark
- Visa Brand Mark with the Electron Identifier
- Plus Symbol

All other Visa-Owned Marks must both:

- Appear together
- Not be separated by any non-Visa-Owned Marks

ID# 0008218

Edition: Apr 2018 | Last Updated: Oct 2016

##### 3.2.3.2 Prohibition of Non-Visa Payment Functionality on Visa Cards

A Member must not use a Functional Type or any other Mark on a Visa Card to facilitate payment for goods or services. This includes any mixture of alphanumeric characters that denotes participation in a program or benefit (for example: a loyalty or rewards program, a membership identification number).

In the Europe Region, a Member must provide Visa with details of the exact functionality of the Functional Type or Functional Graphic.

ID# 0029511

Edition: Apr 2018 | Last Updated: Apr 2017

#### 3.2.3.3 Use of Other Marks – US Region and US Territories

In the US Region or a US Territory, a Member must comply with the *Visa Product Brand Standards* and *Table 3-1, Specific Marks Requirements – US Region and US Territories*.

**Table 3-1: Specific Marks Requirements – US Region and US Territories**

Card Type	Marks	Allowed?
Visa Card that primarily accesses a line of credit	Interlink Program Marks	No
US Covered Visa Debit Card	Marks of a non-Visa general purpose payment card network	Yes
US Covered Visa Debit Card	Non-Visa-owned brand Marks	Yes, to indicate acceptance at Merchant Outlets solely within the country of Card issuance. The Marks must be equally prominent with or less prominent than the Visa Brand Mark.
US Covered Visa Debit Card	Marks that are specifically related to bank card programs and/or services related to those programs	Yes
US Covered Visa Debit Card	Marks of the American Express Company, Discover Financial Services, MasterCard Worldwide (including Maestro) or the subsidiaries or affiliates of these entities deemed competitive by Visa	Yes
US Covered Visa Debit Card bearing the Plus Symbol	Marks of entities deemed competitive by Visa	Yes
Card not defined as US Covered Visa Debit Card	Marks that are specifically related to bank card programs and/or	No



Table 3-1: Specific Marks Requirements – US Region and US Territories (continued)

Card Type	Marks	Allowed?
	services related to those programs, unless the Visa Rules expressly allow them	

ID# 0026531

Edition: Apr 2018 | Last Updated: Oct 2016

## 3.3 Other Card Requirements

### 3.3.1 Magnetic-Stripe Encoding

#### 3.3.1.1 Magnetic-Stripe Encoding Requirements

The Magnetic Stripe on a Visa Card or Visa Electron Card must be encoded on both track 1 and 2.

This does not apply:

- In the LAC Region for Magnetic-Stripe personalization of embossed instant-issue Visa Cards
- In the US Region for the Magnetic Stripe used to facilitate closed-loop campus applications on dual Magnetic-Stripe Campus Cards.

ID# 0003602

Edition: Apr 2018 | Last Updated: Oct 2015

#### 3.3.1.3 Magnetic-Stripe Encoding – Europe Region (Germany)

In the Europe Region (Germany), an Issuer must encode the Magnetic-Stripe on all Cards using 2750 oersted high coercivity encoding technology, as specified in the industry standards adopted by Visa-approved manufacturers and Magnetic-Stripe encoding equipment providers.

ID# 0030043

Edition: Apr 2018 | Last Updated: Oct 2017

## 3.4 Point-of-Transaction Display of Marks

### 3.4.1 Display of Marks at the Point of Sale

#### 3.4.1.1 Improper Display of Affinity/Co-Brand Partner Trade Name or Mark

Upon Notification from Visa, a Merchant must correct any display of an Affinity/Co-Brand partner's Trade Name or Mark at a Merchant Outlet if the display adversely affects the Visa brand.

ID# 0027375

Edition: Apr 2018 | Last Updated: Oct 2015

#### 3.4.1.2 Display of Marks at Point of Payment Choice for Electronic Commerce and Payment Applications

A Merchant website and/or application must display at the point of payment choice the Visa POS graphic in full color, as specified in the *Visa Product Brand Standards*.

ID# 0002337

Edition: Apr 2018 | Last Updated: Apr 2017

#### 3.4.1.3 Display of Marks at Point-of-Sale

The Visa-Owned Marks must not appear less prominently than any other payment Marks.<sup>1</sup>

A Merchant must display the Visa POS graphic prominently, as follows:

- At the Merchant entrance or storefront
- On the payment Acceptance Device, as specified in the *Visa Product Brand Standards*

<sup>1</sup> This does not apply in the US Region or a US Territory.

ID# 0030002

Edition: Apr 2018 | Last Updated: Oct 2017

## 4 Issuance

### 4.1 General Issuance

#### 4.1.1 General Issuer Requirements

##### 4.1.1.1 Visa Card Product and Token Positioning

A Member must not:

- Position any Visa Card as something other than a Visa Card. A Visa Card that facilitates additional functionality or provides access to applications or services must still be positioned as a Visa Card<sup>1</sup>
- Position a Visa Business, Visa Corporate, or Visa Purchasing Card as something other than a Visa Card for the payment of business expenditures
- Position its Trade Name or Mark as adding superior acceptance of the Card at the Point-of-Transaction<sup>2</sup>

An Issuer must ensure that a payment Token both:

- Maintains the same product characteristics of the Card represented by that payment Token
- Is presented to the Cardholder as a Visa Product or Service

#### Effective 25 January 2018

If an Issuer provisions a non-Visa payment credential<sup>3</sup> for a co-resident network on a Visa Card, it must also both:

- Provision a Visa payment Token before or at the same time as the non-Visa payment credential<sup>3</sup>
- Ensure that the applicable Token Requestor has received Visa Token Service approval of its digital wallet or other payment solution

<sup>1</sup> For example, a Visa Card with added functionality such as Cardholder identification, participation in a loyalty program, or membership in an organization or, in the US Region, a Campus Card that facilitates closed-loop proprietary college or university transactions must still be positioned as a Visa Card.

<sup>2</sup> This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

<sup>3</sup> A payment token or other payment credential generated for a non-Visa general purpose payment card network that is co-resident on a Visa Card and uses a Visa BIN to identify the payment card within that co-resident payment card network.

#### 4.1.1.2 Delivery of Visa Premium Product Value to Cardholders

An Issuer must structure its Visa premium products to deliver product value based on features, performance standards, and spending limits, such that:

- A Visa Infinite Card and a Visa Signature Card delivers higher value than a Visa Platinum Card.
- A Visa Platinum Card delivers equal or higher value than a Visa Gold/Premier Card.
- A Visa Gold/Premier Card delivers higher value than a Visa Classic Card.
- A Visa Business Gold Card delivers higher value than a Visa Business Card.
- In the Canada Region, a Visa Platinum Prepaid Card delivers higher value than a Visa Prepaid Card

This requirement does not apply in the US Region.

ID# 0008225

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.1.3 Non-Standard Card Prohibitions

An Issuer of a non-standard Card must not:

- Permit exclusive or preferential acceptance by a Merchant<sup>1</sup>
- Link the non-standard Card to a Virtual Account

In the Europe Region, a non-standard Card issued within the European Economic Area (EEA) must identify the correct Product Category on the Chip.

<sup>1</sup> This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

ID# 0003242

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.1.4 Issuer Requirements for a Credit Authorization on Returned Purchases

An Issuer must comply with the following Credit Authorization Requirements on returned purchases:<sup>1</sup>

**Table 4-1: Credit Authorization Requirements**

Region	Requirements
<b>Effective 14 April 2018 through 17 April 2020</b> AP, Canada, CEMEA, LAC, US  <b>Effective 18 April 2020</b> All Regions	Be prepared to receive and respond to an Authorization Request for a Credit Transaction

**Table 4-1: Credit Authorization Requirements (continued)**

Region	Requirements
<b>Effective 13 October 2018 through 17 April 2020</b> Canada, US  <b>Effective 12 April 2019 through 17 April 2020</b> LAC  <b>Effective 19 October 2019 through 17 April 2020</b> AP, CEMEA  <b>Effective 18 April 2020</b> All Regions	Process the Credit Transaction so that Cardholder-facing applications are updated with the pending credit information in the same time frame as a purchase Transaction

<sup>1</sup> This is optional for Non-Reloadable Visa Prepaid Cards.

ID# 0029557

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.1.5 Issuance of Domestic Use-Only Visa Cards

In the LAC Region, an Issuer must not issue a Visa Card that is restricted to use only in the country of issuance, as follows:

- In Brazil, a Visa Consumer Card, Visa Commercial Card, or Visa Electron Card
- In Mexico, a Visa consumer credit Card, Visa consumer debit Card, or Visa Electron Card

An Issuer must not issue a Visa consumer credit Card or a Visa consumer debit Card that is restricted to use only in the country of issuance.

This does not apply in the:

- Europe Region
- LAC Region, as follows:
  - A Card issued under a Visa Program in existence before 13 October 2017 by an Issuer in the Dominican Republic, Haiti, Paraguay, Uruguay
  - A Card issued in Argentina, Barbados, Chile, Colombia, Jamaica, Trinidad

With prior Visa approval, an Issuer may issue a Visa Prepaid Card that is restricted to use only in the country of issuance.

ID# 0029327

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.1.6 Issuer Minimum Manual Cash Disbursement Amount

An Issuer must not establish a minimum Manual Cash Disbursement amount.

ID# 0006858

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.1.1.7 General Member Card Plan – Canada Region

In the Canada Region, each Visa Canada General Member must operate its own Card plan that conforms to all of the following minimum standards:

- Each Member must issue Cards in its own name and own the receivables arising from the use of such Cards. Securitization does not impact ownership for the purpose of the Visa Rules.
- Cards issued by each Member will entitle Cardholders to make purchases of goods and services and to obtain Cash Disbursements.
- Subject to appropriate Authorization, each Member will honor Cards issued by other Members for Cash Disbursements.
- Subject to appropriate Authorization, each General Member will cause its Merchants to honor Cards issued by other such Members for the purchase of goods and services.

ID# 0004092

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.1.8 Product Category Identification Requirements – Europe Region

In the Europe Region, an Issuer must identify a newly issued or reissued Card that is issued within the European Economic Area (EEA) by the correct Product Category, as specified in the *Visa Product Brand Standards* and *Table 4-2, Product Category Identification – Europe Region*.

An Issuer may identify a Card issued outside the EEA by the correct Product Category, as specified in the *Visa Product Brand Standards* and *Table 4-2, Product Category Identification – Europe Region*.

**Table 4-2: Product Category Identification – Europe Region**

Product Category	Debit	Credit (including Deferred Debit)	Commercial	Prepaid
Interchange Fee Category	Consumer Immediate Debit	Consumer Credit	Commercial	Consumer Immediate Debit or Commercial
BIN Category	Debit	Credit or Deferred Debit	Commercial	Prepaid

In France, Visa Affaires Cards that use the “EN” corporate product sub-type must be identified with:

- The credit Product Category
- The EMVCo-allocated "Application Product Identifier" tag value that identifies the product as credit

ID# 0029610

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.1.9 BIN Requirements for Cards Requiring Online Authorization – Europe Region

In the Europe Region, if a Card is issued with a Service Code that requires Online Authorization (X2X), the Issuer must use either:

- A separate BIN
- A designated account range

ID# 0029611

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.1.10 Issuer Requirements for Gambling Transactions in Norway – Europe Region

In the Europe Region, a Norway Issuer must ensure that Cards issued in Norway are not used for gambling Transactions outside of Norway.

ID# 0030011

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.1.1.11 Card Accessing Cardholder Funds on Deposit – US Region

In the US Region, an Issuer must not issue or reissue a Visa Card that accesses Cardholder funds on deposit at an organization other than the Issuer's, unless it both:

- Receives prior written consent from the organization where the funds are deposited
- Completes automated clearing house notification requirements

This prohibition does not apply to monthly periodic payments by the Cardholder to the Issuer.

ID# 0004573

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.1.12 Card Verification Value 2 (CVV2) Issuer Requirements – US Region

In the US Region, an Issuer must provide Visa with valid CVV2 encryption keys and test Account Numbers with CVV2 values and expiration dates.

ID# 0000672

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.1.13 Positioning, Acceptance, and Accounts – US Region

In the US Region, an Issuer must not:

- Designate or design any of its Visa Cards, whether through the use of a Trade Name, Mark, numbering scheme, code on the Magnetic Stripe or Chip, QR code, or any other device or means, in order to either:
  - Permit exclusive or preferential acceptance of any of its Visa Cards by any Merchant. This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.
  - Allow any Transaction involving use of these Cards to be treated as anything other than a Visa Transaction, except as specified in *Section 7.1.1.4, Non-Visa Debit Transaction Disclosure Requirements – US Region*<sup>1</sup>
- Allow a Visa Card that is used primarily to access a line of credit to participate in any PIN-based debit program, unless the participation is for ATM access only

<sup>1</sup> This does not apply to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with additional functionality.

ID# 0003210

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.1.14 Marketing Materials for Visa Products

An Issuer must receive written approval from Visa before distribution of marketing materials, as follows:

Table 4-3: Marketing Materials Approvals for Visa Products

Applicable Products	Issuer Region	Requirements
Visa Signature	AP Region, CEMEA Region, US Region	<ul style="list-style-type: none"> <li>• In the AP Region, includes all Cardholder communication materials</li> <li>• In the CEMEA Region, includes all marketing materials</li> <li>• In the US Region, includes Visa Signature marketing materials, customer communications, terms and conditions, and/or disclosures</li> </ul>
Visa Signature Preferred	US Region	Includes Visa Signature Preferred marketing materials, customer communications, terms and conditions, and/or disclosures



**Table 4-3: Marketing Materials Approvals for Visa Products (continued)**

Applicable Products	Issuer Region	Requirements
Visa Infinite	All Regions	<ul style="list-style-type: none"> <li>Includes Merchant partnership and emergency services material</li> <li>Additionally in the AP Region and Canada Region, includes all Cardholder communication materials</li> </ul>
Visa Infinite Privilege	Canada Region	Includes marketing materials for its Cardholders with terms and conditions and/or disclosures
Visa Platinum Business	CEMEA Region	All Cardholder communication material
Visa Signature Business	AP Region and CEMEA Region	<ul style="list-style-type: none"> <li>In the AP Region, includes Cardholder communication material relating to Merchant partnership or emergency services</li> <li>In the CEMEA Region, includes all marketing materials</li> </ul>
Visa Infinite Business	AP Region and Canada Region	<ul style="list-style-type: none"> <li>In the AP Region, includes all Cardholder communication materials</li> <li>In the Canada Region, includes Cardholder communication material relating to Merchant partnership or emergency services</li> </ul>
Visa Infinite Corporate	LAC Region	Includes Merchant partnership and emergency services material for the Cardholders

ID# 0029988

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.1.15 Visa Card Customer Service Requirements

A Visa Card Issuer must provide to its Visa Cardholders customer service that is available 24 hours a day, 7 days a week to obtain emergency and account-related information services.<sup>1</sup>

<sup>1</sup> Optional for Visa Electron, Visa Classic, and Non-Reloadable Cards

ID# 0029989

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.1.1.16 Presence of Payment Account Reference – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Visa payment account must have an associated Payment Account Reference.

ID# 0030037

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.1.17 Card Personalization – Europe Region (Germany)

In the Europe Region (Germany), an Issuer must ensure that all Cards are personalized to support Cash-Back.

ID# 0030121

Edition: Apr 2018 | Last Updated: New

### 4.1.2 Visa Credit Card Issuance

#### 4.1.2.1 Second Line of Credit for On-Us Transactions – LAC Region

An LAC Issuer's offer of a second line of credit must comply with all of the following:

- Be offered only in association with an Affinity/Co-Brand partner
- Be restricted to purchase Transactions completed as Visa Transactions at the Affinity/Co-Brand partner's Merchant Outlet
- Be restricted to On-Us Transactions
- Not exceed the amount of primary line of credit

ID# 0007302

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.2.2 Visa Consumer Product Core Card Benefits – LAC Region

In the LAC Region, a Visa Consumer Card Issuer must, at a minimum, provide its Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

Table 4-4: Visa Consumer Product Core Card Benefits – LAC Region

Core Benefit	Visa Classic <sup>1,2</sup>	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
Travel Information Services	Worldwide	Worldwide	Worldwide	Worldwide	Worldwide

## Visa Product and Service Rules

4 Issuance

### Visa Core Rules and Visa Product and Service Rules

**Table 4-4: Visa Consumer Product Core Card Benefits – LAC Region (continued)**

Core Benefit	Visa Classic <sup>1,2</sup>	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
Price Protection	Up to USD 200 per account, per year	Up to USD 400 per account, per year	USD 500 per item up to USD 2,000 per account, per year	USD 500 per item up to USD 2,000 per account, per year	Up to USD 4,000 per account, per year
Purchase Protection	N/A	Up to USD 1,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year	USD 10,000 per item up to USD 20,000 per account, per year
Extended Warranty	N/A	Up to USD 5,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year	USD 5,000 per item up to USD 25,000 per account, per year
Auto Rental Insurance	N/A	Worldwide, including country of residence <sup>3</sup>	Worldwide, including country of residence	Worldwide, including country of residence	Worldwide, including country of residence
Travel Accident Insurance	N/A	N/A	Up to USD 500,000	Up to USD 1,000,000	Up to USD 1,500,000
International Emergency Medical Services	N/A	N/A	Up to USD 150,000	Up to USD 200,000	Up to USD 200,000
Baggage Delay	N/A	N/A	N/A	Up to USD 100 per hour of delay, up to USD 500 per beneficiary, per event, after 4 hours of delay	Up to USD 100 per hour of delay, up to USD 600 per beneficiary, per event, after 4 hours of delay

## Visa Product and Service Rules

### 4 Issuance

#### Visa Core Rules and Visa Product and Service Rules

**Table 4-4: Visa Consumer Product Core Card Benefits – LAC Region (continued)**

Core Benefit	Visa Classic <sup>1,2</sup>	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
Baggage Loss	N/A	N/A	N/A	Up to USD 1,000 per beneficiary, per event	Up to USD 3,000 per beneficiary, per event
Missed Connection	N/A	N/A	N/A	N/A	Up to USD 300
Trip Delay	N/A	N/A	N/A	N/A	Up to USD 300 more than 4 hours of delay
Trip Cancellation	N/A	N/A	N/A	N/A	Up to USD 3,000
Insured Journey	N/A	N/A	N/A	N/A	Up to 50,000
Personal Concierge Service	N/A	N/A	Provided through Visa	Provided through Visa	Provided through Visa
Priority Pass Membership	N/A	N/A	N/A	N/A	Complementary membership for Core Priority Pass programs
<sup>1</sup> This does not apply to Visa Classic debit Cards in Mexico. <sup>2</sup> This does not apply to Visa Classic Cards issued in Brazil. <sup>3</sup> This does not apply to Visa Gold debit Cards issued in the LAC Region.					

ID# 0029542

Edition: Apr 2018 | Last Updated: Apr 2017

### 4.1.3 Visa Charge Card Issuance

#### 4.1.3.1 Visa Charge Card Classification – AP and US Regions

In the US Region, an Issuer must identify a Visa Charge Card and distinguish it from a Visa Consumer Credit Card by using one of the following classification levels:

- BIN
- Account Range Definition (ARDEF)
- Registered Program Identification Number (RPIN)
- Account level processing

In the AP Region (Malaysia), an Issuer must identify a Visa Charge Card and distinguish it from a Visa Credit Card by using a separate BIN.

ID# 0026357

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.3.2 Visa Charge Card Authorization Requirements – US Region

In the US Region, a Visa Charge Card issued as a Visa Signature Card or Visa Signature Preferred Card must be issued with no pre-set spending limit.

ID# 0026981

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.3.3 Visa Charge Card Issuer Registration – AP and US Regions

In the AP Region and US Region, a Visa Charge Card Issuer must register its Visa Charge Card program and obtain prior approval from Visa.

ID# 0026356

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.4 Visa Debit Card Issuance

##### 4.1.4.1 Visa Debit Card Issuer Cash-Back Requirements – US Region

In the US Region, a Visa Debit Card Issuer and Visa Business Check Card Issuer must support the Visa Cash-Back Service.

This requirement does not apply to certain Visa Prepaid Cards, as specified in *Section 1.4.4.1, PIN Issuance*.

ID# 0026502

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.1.4.2 Visa Debit Card Partial Preauthorization – US Region

In the US Region, a Visa Debit Card Issuer or Visa Business Check Card Issuer and its VisaNet Processor must support partial preauthorization Responses for PIN-Authenticated Visa Debit Transactions.

ID# 0026503

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.4.3 Consumer Visa Deferred Debit Card Equivalent – US Region

In the US Region, an Issuer must position a Consumer Visa Deferred Debit Card only as a Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account, where the amount of any individual Transaction is not accessed, held, debited, or settled from the consumer asset account sooner than 14 days from the date of the Transaction.

A Consumer Visa Deferred Debit Card is treated as a Visa credit Card only for Limited Acceptance purposes.

ID# 0004153

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.4.4 Visa Debit Category Transaction Identification – Canada Region

In the Canada Region, a Visa Debit Category Card Issuer must both:

- Identify all Visa Debit Category Transactions as Visa Transactions in all communications displaying Transaction information, including account activity statements
- Clearly disclose to the Cardholder any distinction between a Visa Debit Category Transaction and other payment services

ID# 0008073

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.4.5 Visa Debit Category Issuer Chip Requirements – Canada Region

In the Canada Region, a Visa Debit Category Issuer must ensure that the Visa Application Identifier (AID) is present on the Card and the Application Selection Flag (ASF) settings comply with the *Visa Canada Debit Card – Technical Specifications*.

ID# 0008072

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.4.7 Visa Debit Card BIN Requirements – Europe Region (United Kingdom)

In the Europe Region (United Kingdom), an Issuer must use a unique BIN for its Visa Debit Card program. It must notify Visa if it uses a previously assigned BIN or BIN range.

ID# 0030057

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.6 Affinity/Co-Brand and Global Co-Brand Issuance

##### 4.1.6.1 Co-Branding Partnership Approval Documentation Requirements

A Global Co-Branding Partner and Issuer must provide a dossier of proprietary and public information for approval to Visa, including both:

- *Co-Branding Partnership Regional Approval Form* for each proposed interregional and intraregional co-branding program
- Global Co-Branding Partners' Marks and design guidelines (including color proofs) or evidence that a trademark search has been conducted

ID# 0004052

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.6.2 Global Co-Branding Partner Eligibility

A Global Co-Branding Partner must comply with all of the following:

- Be sponsored by an Issuer
- Not be eligible for Visa membership
- Not be an entity deemed to be a competitor of Visa

ID# 0004053

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.6.3 Global Co-Branding Issuer Qualification and Notification

An Issuer that partners with a Global Co-Brand Partner must both:

- Be a qualified Issuer in countries where Global Co-Brand Cards will be issued
- Notify Visa of its plans to expand interregional and intraregional Global Co-Brand Partners

ID# 0004055

Edition: Apr 2018 | Last Updated: Oct 2015

##### 4.1.6.4 Affinity/Co-Branded Card Program Requirements

An Affinity/Co-Brand Card Issuer must do all of the following:

- Submit a completed Affinity/Co-Brand Application and obtain written approval from Visa for each Affinity/Co-Brand program before issuing Affinity/Co-Brand Cards
- Only issue Affinity/Co-Brand Cards to residents of the Visa Region in which the Issuer is located

- In the Europe Region, all of the following:
  - Identify an Affinity/Co-Brand program using an eligible account range within a BIN
  - Notify Visa in the Affinity/Co-Brand Application which account range corresponds to which Affinity/Co-Brand program
  - Require the Affinity/Co-Brand partner to submit written agreement to the Issuer acknowledging the rights of Visa to the Visa-Owned Marks

If requested by Visa, the Issuer must provide additional documentation, including all of the following:

- The agreement between the Issuer and the Affinity/Co-Brand partner
- Collateral Material
- Information regarding the reputation and financial standing of the Affinity/Co-Brand partner
- Other documentation

In the Canada Region, a General Member and Affinity/Co-Brand partner must complete all required documentation and agreements required by the applicable Mark owners.

ID# 0027363

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.6.5 Visa Requests for Affinity/Co-Brand Program Information

A Member must submit both of the following to Visa upon request to determine compliance with Affinity/Co-Brand program requirements:

- Any and all contracts with the Affinity/Co-Brand partner
- Any other documentation relative to the Affinity/Co-Brand program

ID# 0027373

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.6.6 Affinity/Co-Brand Partner Eligibility Requirements

An Affinity/Co-Brand partner must not be an organization that is either:

- Eligible for Visa membership<sup>1,2</sup>
- Deemed to be a competitor of Visa

In the Europe Region, if an Affinity/Co-Brand partner is a retailer, its Merchant Outlets must accept Visa Cards.



In the US Region, with prior approval from Visa, an Affinity/Co-Brand partner may be a non-Member entity that is engaged in banking activities and eligible for Visa membership if all of the following apply:

- The non-Member's Mark appears only on a Visa Credit Card.
- The Issuer clearly identifies itself as the Issuer on the Card and program materials.
- The Issuer owns, underwrites, and exercises complete control over the account and receivables associated with it.
- The Issuer maintains responsibility for all customer service functions for the Card.

<sup>1</sup> This does not apply to a non-Member that is eligible for Visa membership, as specified in *Section 4.11.3.3, Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception*.

<sup>2</sup> This does not apply in the AP Region (Japan), to Cards issued with multiple Magnetic Stripes.

ID# 0027364

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.6.7 Affinity/Co-Brand Program Ownership and Control

An Issuer that partners in offering an Affinity/Co-Brand program must comply with all of the following:<sup>1</sup>

- Underwrite, issue, and maintain the account associated with an Affinity/Co-Brand Card
- Always be portrayed as the owner of the Affinity/Co-Brand program
- Own and control an Affinity/Co-Brand program as defined by Visa on the basis of the Issuer's entire relationship with the Affinity/Co-Brand partner, including all of the following:
  - Whether the Issuer controls, or exercises controlling influence over, the management policies with respect to the Affinity/Co-Brand program
  - The extent to which the Issuer conducts credit evaluations, participates in Cardholder billing, or provides customer services in connection with the Affinity/Co-Brand program
  - Whether all or part of the receivables are financed by the Affinity/Co-Brand partner

<sup>1</sup> In the AP Region, this does not apply to mortgage originator programs, pastoral companies, and superannuation funds in Australia.

ID# 0027365

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.6.8 Affinity/Co-Branded Card Transaction Processing

A Transaction completed with an Affinity/Co-Branded Card (including an On-Us Transaction) must be processed and treated as a Visa Transaction.

This does not apply in the US Region, as specified in *Section 7.1.1.4, Non-Visa Debit Transaction Disclosure Requirements – US Region*.

This does not apply in the US Region to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card.

This does not apply in the:

- AP Region (Japan), to Cards issued with multiple Magnetic Stripes
- Europe Region, to Cards issued with 2 or more payment scheme brands

ID# 0027370

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.6.9 Affinity/Co-Branded Card Account Access

An Affinity/Co-Branded Card must not be used to debit any credit, charge, payment, or deposit account other than the account maintained by the Issuer in connection with that Affinity/Co-Branded Card.

This does not apply in the AP Region (Japan), to Cards issued with multiple Magnetic Stripes.

This does not apply in the LAC Region, as specified in *Section 4.1.2.1, Second Line of Credit for On-Us Transactions – LAC Region*.

ID# 0027371

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.6.10 Affinity/Co-Branded Card Rules for Proprietary Cards Bearing the Plus Symbol

Affinity/Co-Branded Card rules do not apply to Proprietary Cards that display non-Member identification and bear the Plus Symbol, but no other Visa Mark.

ID# 0027372

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.6.11 Determination of Affinity/Co-Brand Program Violations

If Visa determines that any provisions of the Affinity/Co-Brand program requirements have been violated, Visa reserves the right to both:

- Require modification of the program, including both:
  - Assignment of the program to a third party
  - Suspension of the program
- Impose non-compliance assessments or terminate the program with 90 calendar days' written notice

ID# 0027374

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.6.12 BIN Requirements for Airline Co-Brand Programs – CEMEA Region

In the CEMEA Region, an Issuer of Visa Gold Airline Affinity/Co-Branded Cards or Visa Platinum Airline Affinity/Co-Branded Cards must use a separate designated unique BIN account range at the 9-digit level for each program within a Visa Platinum BIN.

For an Affinity/Co-Branded Card issued on a Visa Platinum BIN, both of the following apply:

- The Issuer must provide the same core services as required for all Visa Platinum Cards.
- Mandatory minimum spending limits do not apply.

ID# 0009017

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.1.6.13 Co-Brand Partner Contract Requirements – Europe Region

In the Europe Region, a Member must include a provision in its contracts with a Co-Brand Partner that specifies that the Co-Brand Partner must not misrepresent itself as being a Member.

ID# 0029801

Edition: Apr 2018 | Last Updated: Oct 2016

### 4.1.7 Card Production Standards

#### 4.1.7.2 Emergency Card Replacement Expiration Date – CEMEA Region

In the CEMEA Region, for an Emergency Card Replacement, the expiration date must be either:

- The last day of the month following the month of issuance
- A date assigned by the Issuer of no later than one year from the issuance date

ID# 0007234

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.7.3 Cardholder Name on Chip and Magnetic Stripe – Europe Region

In the Europe Region, if the Cardholder name is encoded on the Chip and on the Magnetic Stripe on a Card, the names encoded must be the same as the name displayed on the Card as far as is allowed by the character sets supported by the Chip and the Magnetic Stripe.

ID# 0029641

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.7.5 Card Activation Stickers

##### Effective through 13 April 2018

In the US Region, with the exception of a Card activation sticker, an Issuer must not affix any adhesive material to the front or back of a Card unless it is integral to the manufacturing of the Card.

The Issuer must ensure that a Card activation sticker affixed to the front or back of its Card does not interfere with any security features of the Card.

The Card activation sticker or other material enclosed with the Card mailer must either:

- Provide a telephone number for the Cardholder to call to activate the Card, and instruct the Cardholder to both:
  - Contact the Issuer upon receipt of the Card for activation
  - Remove the sticker from the Card once activation has occurred
- For a Visa Check Card that is activated by the Cardholder at a terminal requiring a PIN, instruct the Cardholder to remove the sticker from the Card before activation

##### Effective 14 April 2018

With the exception of a Card activation sticker, an Issuer must not affix any adhesive material to the front or back of a Card unless it is integral to the manufacturing of the Card.

The Issuer must ensure that a Card activation sticker affixed to the front or back of its Card does not interfere with any security features of the Card.

The Card activation sticker or other material enclosed with the Card mailer must provide a method for the Cardholder to activate the Card upon receipt.

ID# 0008695

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.7.6 Visa Mini Card Issuer Requirements

A Visa Mini Card Issuer must comply with all of the following:

- Issue the Visa Mini Card with the same expiration date as the standard-sized companion Card
- Issue the Visa Mini Card as the same Visa product type and with the same benefits as the standard-sized companion Card
- At the time of issuance, inform the Cardholder of potential usage restrictions
- In the US Region, issue the Visa Mini Card in conjunction with a corresponding standard-sized Visa Card
- In the US Region, not establish a daily Transaction amount limit for Visa Contactless Mini Card use

ID# 0027520

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.8 Virtual Accounts

##### 4.1.8.1 Virtual Account Requirements

An Issuer that offers a Visa Virtual Account must comply with the electronic payment authentication requirements established by Visa.

ID# 0001643

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.8.2 Virtual Accounts – Commercial BIN Requirements

An Issuer that offers Virtual Account for a Visa Commercial Card must use the BIN designated for the specific Visa Commercial Card product.

ID# 0001635

Edition: Apr 2018 | Last Updated: Oct 2015

##### 4.1.8.3 Virtual Account Issuer Requirements

A Virtual Account Issuer must comply with all of the following:

- Obtain prior approval from Visa
- Verify Account Information, including name of the Virtual Account owner, Account Number, account expiration date, and Card Verification Value 2 (CVV2) and communicate it securely to the Virtual Account owner
- If a Reference Card is provided, comply with Reference Card design requirements
- In the Europe Region, report Virtual Account products on the Quarterly Operating Certificate

ID# 0001645

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.9 Issuer Disclosures

##### 4.1.9.1 Issuer Disclosure of Authorization Request Amounts

If an Issuer includes information from an Authorization Request in an online Cardholder statement, Cardholder alert, or other communication to the Cardholder, it must both:

- Notify its Cardholder that an Estimated Authorization Request, Initial Authorization Request, or Incremental Authorization Request amount may differ from the final Transaction amount
- For an Automated Fuel Dispenser Transaction, not notify its Cardholder of the amount of the Authorization Request in the online Cardholder statement, Cardholder alert, or other communication. It may notify the Cardholder of the final Transaction amount from the Acquirer Confirmation Advice or the Completion Message.

ID# 0029466

Edition: Apr 2018 | Last Updated: Oct 2017

##### 4.1.9.2 Emergency Services Telephone Numbers

An Issuer must notify its Cardholders at least once each year of the availability of emergency services and provide a toll-free telephone number through which Eligible Cardholders may obtain these services.

ID# 0025791

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.9.3 Disclosure of Responsibility for Charges – AP Region

In the AP Region, a Member must not represent to its Cardholder or its Merchant that Visa imposes any charge on the Cardholder or the Merchant. A Member is responsible for making whatever disclosures applicable laws or regulations require with respect to its charges to its Cardholders or its Merchants.

ID# 0004089

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.9.4 Issuer Contact Disclosure – Canada Region

In the Canada Region, an Issuer must disclose in its consumer Cardholder agreements that a Cardholder may contact the Issuer to discuss disputes the Cardholder may have with respect to a Transaction on their statement.

ID# 0004106

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.9.5 Issuer Disclosure of Fees and Charges – CEMEA Region

In the CEMEA Region, an Issuer of Visa Cards, Proprietary Cards bearing the Plus Symbol, and Cards bearing the Visa Brand Mark with the Electron Identifier must notify its Cardholder in writing of the following:

- That the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:
  - A wholesale market rate
  - The rate mandated by a government or governing body
- Additional fees and charges (if any) assessed by the Issuer through the application of an Optional Issuer Fee to the Currency Conversion Rate or any other fees for currency conversion
- Specific fees and charges to be assessed to the Cardholder, where appropriate, including:
  - Annual fee
  - Interest rate(s), if applicable
  - ATM Cash Disbursement fee
  - Manual Cash Disbursement fee
  - PIN replacement charge
  - Fee for additional statement copies
  - Late payment fee
- Date on which the Cardholder will incur a late payment fee if the Issuer does not receive payment for outstanding Transaction amounts appearing on the Cardholder billing statement

An Issuer may choose the method by which it notifies the Cardholder in writing. This may include one or more of the following:

- Cardholder agreement
- Cardholder terms and conditions
- Any other agreement between the Cardholder and Issuer
- Monthly billing statement

#### 4.1.9.6 Cardholder Agreement Requirements – Europe Region

In the Europe Region, taking into account all the products and services provided by Visa, all information required under applicable data protection legislation must be provided in the

Cardholder Agreement including, but not limited to, the following:

- The identity of the Issuer
- The purposes for which the processing of any Personal Data is intended, including building a profile of the Cardholder's interests
- The recipients of the Personal Data, such as:
  - The Member's subsidiaries and/or group of companies, agents, and employees
  - Visa, its employees, and its third party subcontractors and their employees
  - Third parties with whom the Cardholder transacts and has agreed to share Personal Data
  - Third parties in an approved partnership with Visa, only where such data is presented in either an anonymized, pseudonymized, or aggregated form and will never be able to be used by those third parties to identify a particular Cardholder
  - Such other entities to which it may be reasonably necessary to disclose and transfer Personal Data (for example: credit reference agencies, law enforcement agencies, anti-terrorism or organized crime agencies, fraud monitoring agencies, central banks)
  - Any other entities, to be clearly specified as otherwise required or permitted by applicable laws or regulations
- That the transfer and disclosure of personal data may take place worldwide and that the transfer of Personal Data outside the European Economic Area (EEA) is on the basis of either:
  - Appropriate or suitable safeguards as required by applicable laws or regulations
  - An adequacy decision by the European Commission

Where the basis of the transfer is for appropriate or suitable safeguards, the Member is responsible for ensuring that Cardholders can have access to such appropriate or suitable safeguards.

- Any other information necessary to guarantee fair and transparent processing of Personal Data under applicable laws or regulations, including without limitation:
  - That aggregated, anonymized data may be created based on Personal Data
  - That data may be used and/or shared where deemed applicable with third parties for:
    - Billing purposes
    - Product enablement and build
    - Testing or product improvement purposes
    - To reply to requests from public authorities
  - That Cardholders are not identifiable from this data



- That data may be analyzed by Visa and its partners for offers or promotional activities that Cardholders have entered or agreed to be a part of
- The categories of Personal Data processed, whenever considered necessary for the legitimate interest pursued by the Member
- A contact point for data protection-related enquiries and/or subject access requests

#### Effective 25 May 2018

In addition, where a Member is located and/or issues a Card to a Cardholder located within the EEA, the Cardholder Agreement must include all of the following:

- The identity of the Issuer as data controller and corresponding contact details (including a representative in the EEA, where the data controller is based outside the EEA)
- The identity of any additional data controller and corresponding contact details
- The identity and contact details for the appropriate data protection officer
- The legitimate interest of the data controller where any processing is based on such interest
- The data storage period or, where not specific, the criteria used to determine that period
- All data rights available to the Cardholder, taking into account the relevant Visa services, including the right to lodge a complaint with an authority and, where applicable, the right to erasure and/or correction of Personal Data and data portability

ID# 0029614

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.9.7 Cardholder Choice of Payment Scheme – Europe Region

In the Europe Region, for a Card issued inside the European Economic Area, an Issuer must include a provision in its Cardholder agreement to explain that when a Card supports more than one payment scheme and is used at a Merchant Outlet that accepts those payment schemes, the Cardholder retains, at the Point-of-Transaction, complete discretion over the payment scheme that is used to initiate a Transaction.

This requirement does not apply to Transactions at an Unattended Cardholder-Activated Terminal with no Cardholder input interface.

ID# 0029615

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.9.8 Communication of Change of Card Details – Europe Region

In the Europe Region, an Issuer must communicate to its Cardholder in writing any change in the Cardholder's Card details. This communication must both:

- Advise the Cardholder of the impact of changing Card details and any need for action
- Prompt the Cardholder to contact any Merchants with which it has either:
  - A Recurring Transaction agreement
  - An agreement to store the Cardholder's Stored Credential

ID# 0029814

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.9.9 Issuer Disclosure Requirements – Europe Region

In the Europe Region, an Issuer must notify its Cardholders in writing of the following:

- Specific fees and charges to be assessed to the Cardholder, including, but not limited to:
  - Annual fee
  - Interest rate(s), if applicable
  - ATM Cash Disbursement fee
  - Manual Cash Disbursement fee
  - PIN replacement charge
  - Fee for additional billing statement copies
- Date on which Transactions will be debited from the Cardholder's account

ID# 0029815

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.1.9.10 Card Application Processing Fee – US Region

In the US Region, an Issuer or Agent that charges a fee to a Cardholder for processing a Visa Card application must comply with all of the following:

- Disclose the application processing fee as being separate from any other fees associated with use of the Visa Card
- Provide the disclosure in a way that allows the Cardholder to avoid the fee if they do not want to pursue the application

The Issuer or its Agent must not:

- Charge a fee for providing an application to a prospective Cardholder
- Use a "900" area code, "976" telephone exchange, or any similar telephone number to indirectly charge a fee for inquiries about obtaining a Card

ID# 0000412

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.9.11 Disclosure of Provision of Cardholder Data – US Region

In the US Region, an Issuer must require its Cardholders to consent to the release of personal data to Visa, Members, or their designated agents for the purpose of providing Emergency Cash Disbursement and Emergency Card Replacement services.

ID# 0003870

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.9.12 Disclosure of Card Features and Services – US Region

In the US Region, an Issuer must disclose to its Cardholders, in a timely manner, upgraded features and services when a Cardholder converts from one Card program to another (for example: Visa Traditional to Visa Signature). The Issuer is responsible for any liability that arises from the timing of the disclosure.

ID# 0000425

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.9.13 Communication of Cardholder Assistance Telephone Number – US Region

In the US Region, an Issuer must communicate one of the following toll-free telephone numbers to each Cardholder at least once a year:

- Visa Customer Care Services telephone or fax number
- Issuer's or its agent's assistance center telephone or fax number

The toll-free telephone number must be printed on the back of the Card, or on other material furnished to the Cardholder.

ID# 0008723

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.1.10 Confidentiality of Cardholder Information

#### 4.1.10.1 Cardholder Information Privacy Requirements – Canada Region

In the Canada Region, an Issuer must certify to Visa that it has met the applicable requirements of privacy legislation for the collection, use, and disclosure of personal Cardholder information among Visa and its employees and agents, for the purpose of processing, authorizing, and authenticating a Cardholder's Transactions and providing customer assistance services to a Cardholder.

ID# 0001986

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.10.2 Contest and Promotion Privacy Requirements – Canada Region

In the Canada Region, an Issuer will have met the applicable requirements of privacy legislation where the Issuer's Cardholders participate in contests and promotions administered by Visa on behalf of the Issuer.

ID# 0001987

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.11.1 PIN as Cardholder Verification Method – Issuer Requirements – AP Region (India)

In the AP Region (India), an Issuer must have PIN as the preferred Cardholder Verification Method (CVM) for all newly issued or re-issued Visa debit Cards and Reloadable Cards.

An Issuer must respond with a Decline Response when an Authorization Request for a Domestic Transaction conducted in a Card-Present Environment on a Visa debit Card or Reloadable Card does not include a PIN or the confirmation that PIN was correctly entered.

ID# 0027954

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.11.2 PIN for Emergency Card Replacement – CEMEA and Europe Regions

In the CEMEA Region and Europe Region, an Issuer that issues an Emergency Card Replacement is not required to issue a PIN.

ID# 0007232

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.11.3 PIN Verification Service Request – Europe Region

In the Europe Region, an Issuer must submit a written request to Visa at least 90 calendar days before implementing the PIN Verification Service.

ID# 0029592

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.11.4 PIN Verification Service – Issuer Requirements – US Region

In the US Region, if an Issuer uses the PIN Verification Service, the Issuer must either:

- Encode the PIN Verification Value on the Magnetic Stripe, and for Cards containing a Chip, both the Magnetic Stripe and Chip
- Ensure that the PIN Verification Value resides on the PIN Verification Value file maintained by Visa

If the Issuer does not require Stand-In Processing to verify PINs, the Issuer is not required to encode PIN Verification data on the Magnetic Stripe or Chip.

ID# 0007045

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.11.6 PIN Issuance for Visa Signature and Visa Signature Preferred Cards – US Region

In the US Region, an Issuer must comply with *Section 1.4.4.2, PIN Issuance Requirements*, within one year of issuing either of the following Card products to a new Cardholder:

- Visa Signature
- Visa Signature Preferred

An Issuer whose internal systems support customer PIN selection must offer the availability of PINs to all of its Cardholders.

An Issuer whose internal systems do not support customer PIN selection must issue PINs to all of its Cardholders and not simply notify its Cardholders that PIN is available upon request.

ID# 0008126

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.11.7 PIN as Cardholder Verification Method – Europe Region (Slovakia)

In the Europe Region (Slovakia), for a Visa Electron Transaction in a Card-Present Environment, the primary Cardholder Verification Method must be PIN.

ID# 0030059

Edition: Apr 2018 | Last Updated: Oct 2017

### 4.1.12 Data Retention and Transmission

#### 4.1.12.1 Cardholder Data Provision for Prize Awards – US Region

In the US Region, an Issuer must provide Cardholder data to Visa for the purposes of awarding prizes in conjunction with promotional activities conducted by Visa.

If prohibited by applicable laws or regulations from disclosing Cardholder data, the Issuer must both:

- Notify the Cardholder of the awarded prize and obtain necessary documentation
- Ensure that the prize is awarded directly to the Cardholder

ID# 0008704

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.12.2 Enriched Transaction Data – US Region

In the US Region, an Issuer that receives enriched data with any of the following Transactions must either print the data on the Cardholder statement or retain the data for a minimum of 200 calendar days from the Transaction Date:

- CPS/Hotel and Car Rental Card Present
- CPS/Hotel and Car Rental Card Not Present
- CPS/e-Commerce Preferred Hotel and Car Rental
- A Transaction that includes Airline itinerary data or ancillary data

ID# 0003554

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.12.3 Issuer Requirements for Reporting Linked Consumer Credit Accounts – US Region

In the US Region, an Issuer with more than USD 1 billion in annual Visa Consumer Credit Card Transaction volume must link its Visa Consumer Credit Cards if the Account Numbers are different, as follows:

- A secondary Card(s) to its primary Card through the Cardholder Maintenance File (CMF)
- A virtual Card(s) to its primary or secondary physical Card(s) through the CMF

ID# 0029502

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.1.13 Provisional Credit/Zero Liability

##### 4.1.13.1 Provisional Credit

An Issuer must provide provisional credit for the amount of a dispute or an unauthorized Transaction (as applicable) to a Cardholder's account, as follows:

**Table 4-5: Provision of Provisional Credit**

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements / Allowances
AP	Visa Infinite Visa Infinite Business	Within 24 hours of notification of a Cardholder dispute	The Issuer must do all of the following: <ul style="list-style-type: none"> <li>Place the disputed Transaction amount in a suspense account until the dispute is resolved</li> <li>If the Merchant refutes the Dispute, inform the Cardholder and attempt to resolve the dispute</li> <li>Send letter of explanation to the Cardholder when the dispute is resolved</li> </ul>
	Visa Signature	Within 24 hours of notification of a Cardholder dispute	The Issuer must place the disputed Transaction amount in a suspense account until the dispute is resolved.
	Visa Ultra High Net Worth	Within 24 hours of notification of a Cardholder dispute	The Issuer must not assess finance charges on the disputed amount.
	All other Cards	Within 5 business days of notification, unless the Issuer determines that additional investigation is warranted	N/A
Canada	Visa Debit Category	Within 2 business days of notification of a dispute or unauthorized Transaction, unless any of the following apply: <ul style="list-style-type: none"> <li>The Issuer determines the need for special investigation</li> <li>Transaction type or prior account history warrants a delay</li> </ul>	The Issuer must dispute the Transaction amount if any of the following conditions apply: <ul style="list-style-type: none"> <li>The dispute relates to an Electronic Commerce or Mail/Phone Order Transaction.</li> <li>The Merchant has not refunded the Cardholder within 30 days of the Cardholder's attempt to resolve the dispute.</li> <li>The Cardholder is not expected to receive a refund from any other entity, fund, or source for the disputed Transaction.</li> </ul>

**Table 4-5: Provision of Provisional Credit (continued)**

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements / Allowances
		<ul style="list-style-type: none"> <li>The nature of the Transaction justifies a delay in crediting the Cardholder's account</li> </ul>	
	All other Cards	<p>When both of the following are confirmed:</p> <ul style="list-style-type: none"> <li>The dispute meets the Dispute criteria</li> <li>The dispute is determined to be legitimate</li> </ul>	<p>If the Issuer does not dispute the Transaction amount as required, the credit to the Cardholder's account must be final.</p> <p>The Issuer may reverse a provisional credit only if it properly initiated a Dispute that is determined by Visa to be invalid, except where the Dispute is determined by Visa to be valid on its merits and properly documented, but declined by reason of the Issuer's failure to meet a Visa requirement.</p>
<b>CEMEA</b>	Visa Ultra High Net Worth	Within 24 hours of notification of a Cardholder dispute	The Issuer must not assess finance charges on the disputed amount.
<b>LAC</b>	Visa Infinite Visa Infinite Business Visa Platinum Visa Platinum Business Visa Premium Corporate Visa Signature Visa Signature Business	Within 24 hours of notification of a Cardholder dispute	The Issuer must place the disputed Transaction amount in a suspense account until the dispute is resolved.
<b>US</b>	Visa Business Check Visa Debit, except for ATM	Within 5 business days of notification of an unauthorized Transaction, unless the Issuer determines	N/A



**Table 4-5: Provision of Provisional Credit (continued)**

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements / Allowances
	Cash Disbursements	that additional investigation is warranted and allowed by applicable laws or regulations	
	Visa Infinite	Immediately	<p>The Issuer must do all of the following:</p> <ul style="list-style-type: none"> <li>• Ensure that the disputed amount is not calculated as part of the total balance or displayed on Cardholder statements or account summaries</li> <li>• If the Merchant refutes the Dispute, inform the Cardholder and attempt to resolve dispute</li> <li>• Send letter of explanation to the Cardholder when the dispute is resolved</li> <li>• Notify the Cardholder before the Transaction is reposted to the account if the Dispute is reversed<sup>1</sup></li> <li>• Not assess any finance charges on the disputed amount for the period of the dispute</li> </ul>
<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, applies if the Issuer is responsible for the Dispute amount			

ID# 0029461

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.13.2 Advertising for the Zero Liability Program – Canada Region

In the Canada Region, any promotional, advertising, or marketing language used for the Zero Liability Program must contain messaging, in the body of the promotional, advertising, or marketing language and not as a footnoted disclaimer, to the effect that Cardholders are responsible for ensuring that they protect their PIN.

ID# 0000397

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.14 Emergency Cash Disbursement, Emergency Card Replacement, Global Customer Assistance Services (GCAS)

##### 4.1.14.1 Issuer Requirements for Using the Visa Global Customer Assistance Services Program for Emergency Cash Disbursement and Emergency Card Replacement

An Issuer that participates in the Visa Global Customer Assistance Services program for Emergency Cash Disbursements or Emergency Card Replacements must comply with all of the following:

- At least 30 calendar days before participation, submit to Visa the Visa Global Customer Assistance Services Program enrollment forms
- Advise its Eligible Cardholders of the availability of an Emergency Cash Disbursement or Emergency Card Replacement, as applicable
- Provide Eligible Cardholders with a telephone number that is available worldwide 24 hours a day, 7 days a week for Emergency Cash Disbursements and Emergency Card Replacements.<sup>1</sup> The telephone number may be either the:
  - Visa Global Customer Care Services (GCCS) telephone numbers
  - Issuer's own worldwide emergency services telephone number
- Designate one or more Emergency Service Locations
- Notify Visa GCCS within 30 calendar days of any changes to an Emergency Service Location
- Notify Visa GCCS at least 2 weeks before any change in its Emergency Cash Disbursement or Emergency Card Replacement contact
- Respond to a Status Check Authorization used to validate the correct encoding of the Emergency Replacement Card which must be approved unless there is an issue with the validation of the track 1 or track 2 data on the Magnetic Stripe, or the Full-Chip Data

<sup>1</sup> In the Europe Region (France), the contact number must appear on the back of the Card. For Visa Platinum Cards, this service must be available between 9:00am and 9:00pm, Monday to Saturday (except bank holidays). No additional fees or limitations may be applied. The Taxi and Never Lost services must be available 24 hours a day and 7 days a week.

##### 4.1.14.2 Lost or Stolen Card Report Requirements for an Emergency Cash Disbursement or Emergency Card Replacement

An Issuer must ensure that a lost or stolen Card report filed by a Cardholder requesting an Emergency Cash Disbursement or Emergency Card Replacement lists both:

- Address and telephone number where the Issuer may contact the Cardholder
- Emergency Cash Disbursement amount requested, if applicable

ID# 0002184

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.1.14.3 Emergency Cash Disbursement Limit Guide

A Member requesting an Emergency Cash Disbursement on behalf of a Cardholder must both:

- Obtain Authorization from the Issuer
- Comply with the Emergency Cash Disbursement limits specified in the *Visa Core Rules and Visa Product and Service Rules*

ID# 0025793

Edition: Apr 2018 | Last Updated: Oct 2017

### 4.1.14.4 Emergency Cash Disbursement and Emergency Card Replacement Provision Requirements

An Issuer or its agent must provide an Emergency Cash Disbursement and Emergency Card Replacement as specified in *Table 4-6, Provision of Emergency Cash Disbursements to Eligible Cardholders* and *Table 4-7, Provision of Emergency Card Replacements to Eligible Cardholders* except under the following circumstances:

- Delivery to the requested country is prohibited by applicable laws or regulations (for example: the country is embargoed).
- The Cardholder failed to provide accurate delivery information.
- Clearance through the country's international customs office is delayed.
- The destination is remote and not easily reachable.
- The Issuer or its agent and the Cardholder have agreed to a specific delivery timeframe.

The Issuer or its agent must not assess additional charges to the Cardholder if a service or timeframe is required for the Card type.

**Table 4-6: Provision of Emergency Cash Disbursements to Eligible Cardholders**

Card Type	If Cardholder location is within the Canada Region or US Region	If Cardholder location is outside the Canada Region or US Region
Visa Classic, Visa Electron, Visa Debit, Visa Prepaid	Within 1 business day from the time that the	Within 1 business day from the time that the

**Table 4-6: Provision of Emergency Cash Disbursements to Eligible Cardholders (continued)**

Card Type	If Cardholder location is within the Canada Region or US Region	If Cardholder location is outside the Canada Region or US Region
	Issuer approves the request	Issuer approves the request
Visa Traditional, Visa Traditional Rewards	Issuer-determined	Issuer-determined
Visa Gold/Premier, Visa Rewards, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	Within 24 hours from the time that the Issuer approves the request	Within 1 business day from the time that the Issuer approves the request
Visa Infinite (including Visa Infinite Business), <sup>1,2</sup> Visa Signature (including Visa Signature Business), Visa Infinite Privilege, Visa Ultra High Net Worth	Within 24 hours from the time that the Issuer approves the request	Within 24 hours from the time that the Issuer approves the request
<sup>1</sup> In the Canada Region, a Visa Infinite Privilege Issuer must both: <ul style="list-style-type: none"> <li>- Respond to a Cardholder's request within 2 hours of notification</li> <li>- Offer an Emergency Cash Disbursement for a lost, stolen, or damaged Card reported by the Cardholder</li> </ul> <sup>2</sup> In the US Region, a Visa Infinite Card Issuer must offer an Emergency Cash Disbursement for a lost, stolen, or damaged Card reported by the Cardholder.		

**Table 4-7: Provision of Emergency Card Replacements to Eligible Cardholders**

Card Type	If Cardholder location is within the Canada Region or US Region	If Cardholder location is outside the Canada Region or US Region
Visa Classic, Visa Electron, Visa Debit, Visa Prepaid	Within 1 business day from the time that the Issuer approves the request	Within 3 business days from the time that the Issuer approves the request
Visa Traditional, Visa Traditional Rewards	Issuer-determined	Issuer-determined
Visa Gold/Premier, Visa Rewards, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	Within 24 hours from the time that the Issuer approves the request	Within 1 business day from the time that the Issuer approves the request
Visa Infinite (including Visa Infinite Business), <sup>1</sup> Visa	Within 24 hours from the	Within 24 hours from the

**Table 4-7: Provision of Emergency Card Replacements to Eligible Cardholders (continued)**

Card Type	If Cardholder location is within the Canada Region or US Region	If Cardholder location is outside the Canada Region or US Region
Signature (including Visa Signature Business), Visa Infinite Privilege, <sup>2</sup> Visa Ultra High Net Worth	time that the Issuer approves the request	time that the Issuer approves the request
<p><sup>1</sup> In the US Region, for a Visa Infinite Card, the Issuer must issue a Chip-enabled Emergency Card Replacement if the Issuer or its agent supports Chip technology.</p> <p><sup>2</sup> In the Canada Region, a Visa Infinite Privilege Issuer must do all of the following:</p> <ul style="list-style-type: none"> <li>- Respond to a Cardholder's request within 2 hours of notification</li> <li>- Issue a Chip-enabled Emergency Card Replacement if the Issuer or Issuer processor is enabled for Chip issuance</li> <li>- Support a minimum spending limit of CAD 10,000 (or local currency equivalent) for Stand-In Processing Transactions</li> </ul>		

ID# 0002626

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.14.5 Emergency Cash Disbursement or Emergency Card Replacement Customer Service Availability

An Issuer must ensure that a customer service agent is available 24 hours a day, 7 days a week to do all of the following:

- Respond to a request for an Emergency Cash Disbursement or an Emergency Card Replacement
- Approve or deny a request from Visa Global Customer Care Services (GCCS) or an Eligible Cardholder within 2 hours of notification<sup>1</sup>
- Provide Visa GCCS with the following information:
  - For an Emergency Cash Disbursement, a unique Issuer Authorization Code, an Account Number, an expiration date that is at least 30 days after the issuance date, and the amount to be disbursed
  - For an Emergency Card Replacement, the Cardholder name to emboss on the Card, an expiration date that is at least 30 days after the issuance date,<sup>2</sup> and a new Account Number that has been activated in the Issuer's Authorization system. In addition, in the Europe Region, a Stand-In Processing Account
  - Any updates or Cardholder verification data necessary for the issuance of an Emergency Card Replacement
  - In addition, in the Europe Region, Cardholder verification data (for example: mother's maiden name, previous address)

<sup>1</sup> In the US Region, for a Visa Infinite Card, 30 minutes

<sup>2</sup> In the Europe Region, either the last day of the month following the month of issuance or a date no later than one year from the issuance date

ID# 0002629

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.14.7 Issuer Requirements for Emergency Card Replacement

An Issuer that provides Emergency Card Replacement must do all of the following:

- Meet all Card security standards
- Within one business day of being notified by Visa Global Customer Care Services (GCCS), replace a Stand-In Processing Account that has been used for an Emergency Card Replacement
- Maintain its Emergency Card Replacements in a secure manner
- Immediately notify Visa GCCS if it discovers that a Card is missing
- Enforce the spending limits on Stand-In Processing Accounts, as follows:

Table 4-8: Spending Limits on Stand-In Processing Accounts

Product	Spending Limit (USD [or Local Currency Equivalent])
Visa Gold/Premier	USD 500 <sup>1</sup>
Visa Platinum (issued in the Europe Region)	USD 5,000
Visa Signature	USD 10,000 <sup>1</sup>
Visa Infinite (issued in the AP Region, Canada Region, CEMEA Region, LAC Region, US Region)	USD 10,000
Visa Infinite (issued in the Europe Region)	EUR 10,845
Visa Commercial	USD 2,500
Visa Classic	USD 500
<sup>1</sup> This does not apply in the US Region.	

ID# 0008545

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.14.8 Requirements for Emergency Service Locations

An Issuer must ensure that its Emergency Service Location both:

- Is available during normal business hours to respond to a request for an Emergency Cash Disbursement or Emergency Card Replacement
- Notifies Visa Global Customer Care Services (within 3 calendar days) that the Cardholder has picked up the Emergency Cash Disbursement or Emergency Card Replacement

ID# 0002631

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.14.9 Visa Global Customer Assistance Services Program Requirements

An Issuer must provide the required Global Customer Assistance Services by product, as follows:

**Table 4-9: Visa Global Customer Assistance Services Program Eligibility Requirements by Product**

Product	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Visa Classic	Required	Optional	Optional	Required	Required <sup>1</sup>
Visa Gold/Premier	Required	Required <sup>2</sup>	Required	Required	Required <sup>1</sup>
Visa Platinum <sup>3</sup>	Required	Required	Required	Required	Required <sup>1</sup>
Visa Rewards	Required	Required	Required	Required	Required
Visa Signature	Required	Required	Required	Required	Required
Visa Infinite	Required	Required	Required	Required	Required
Visa Corporate	Required	Required	Required	Required	Required <sup>1</sup>
Visa Business <sup>8</sup>	Required	Required	Required	Required	Required <sup>1</sup>
Visa Purchasing	Required	Optional	Required	Required	Required <sup>1</sup>
Visa Electron	Required	Optional	Optional	Required	Required
Visa Business Electron	Required	Optional <sup>4</sup>	Optional	Required	Required <sup>1</sup>
Virtual Account	Required <sup>7</sup>	Prohibited <sup>5</sup>	Prohibited <sup>5</sup>	Required	Required <sup>1</sup>
Visa Prepaid Card	Required	Optional <sup>6</sup>	Optional <sup>6</sup>	Required	N/A
Visa TravelMoney/Visa	Required	Optional <sup>9</sup>	Required	Required	Required

**Table 4-9: Visa Global Customer Assistance Services Program Eligibility Requirements by Product (continued)**

Product	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Prepaid travel					
<p><sup>1</sup> In the CEMEA Region, an Issuer may provide this service at its discretion.</p> <p><sup>2</sup> In the Europe Region, this does not include Visa Gold Cards issued to Visa Prepaid accounts where full Cardholder due diligence, such as KYC, has not been completed to the Issuer's satisfaction.</p> <p><sup>3</sup> This does not apply to Visa Platinum Prepaid Cards.</p> <p><sup>4</sup> In the CEMEA Region, an Issuer must provide Emergency Cash Disbursement service to its Visa Business Electron Cardholders.</p> <p><sup>5</sup> In the CEMEA Region, an Issuer may provide this service for its Virtual Account Cardholders.</p> <p><sup>6</sup> A Visa Corporate Prepaid Card Issuer must have the ability to offer these services if requested.</p> <p><sup>7</sup> This does not apply in the Europe Region.</p> <p><sup>8</sup> This applies to Visa Platinum Business, Visa Signature Business, and Visa Infinite Business Cards issued in the LAC Region.</p> <p><sup>9</sup> In the LAC Region, an Issuer must provide Emergency Cash Disbursement service to its Visa TravelMoney Student Cardholders.</p>					

ID# 0004081

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.14.10 Visa Global Customer Assistance Services and Core Benefit Services – AP Region

##### Effective through 19 January 2018

In the AP Region, in addition to *Section 4.1.14.9, Visa Global Customer Assistance Services Program Requirements*, an Issuer or its designated provider must provide all of the following core benefit services to its Visa Gold, Visa Business, and Visa Corporate Cardholders:

- Emergency medical/legal assistance
- Emergency ticket replacement
- Travel assistance
- Lost luggage assistance
- Prescription assistance and valuable document delivery
- Emergency message service



ID# 0004603

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.14.13 Cardholder Payments – Canada Region

In the Canada Region, subject to Cardholder consent to any charge imposed by a Member, a Member must accept from the Cardholder a payment in CAD for another Canada Member's CAD-denominated Visa billing and promptly remit the payment to the billing Member.

ID# 0007459

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.14.14 Visa Global Customer Assistance Services Program – Canada Region

In the Canada Region, an Issuer must do all of the following:

- Advise its Eligible Cardholders of the availability of the applicable Visa Global Customer Assistance Services
- Provide its Eligible Cardholders with a telephone number that is available 24 hours a day, 7 days a week, for the applicable Visa Global Customer Assistance Services
- Provide all of the following Global Customer Assistance Services for its Visa Card products:
  - Emergency Card Replacement
  - Emergency Cash Disbursement<sup>1</sup>
  - Lost/Stolen Card Reporting
  - Cardholder Inquiry Service
  - Exception File Updates

<sup>1</sup> This does not apply to Visa Classic and Visa Purchasing Cards.

ID# 0004645

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.1.14.15 Visa Cardholder Benefit Requirements by Product – Canada Region

In the Canada Region, an Issuer must, at minimum, provide the following product-specific Cardholder benefits:

**Table 4-10: Cardholder Benefits by Product Type – Canada Region**

Product	Auto Rental Collision/Damage Waiver	Legal Referral Assistance and Cash Disbursement	Medical Referral Assistance and Cash Disbursement
Visa	Optional	Optional	Optional
Visa Gold	Optional	Optional	Optional
Visa Platinum	Optional	Optional	Optional
Visa Infinite	Required	Required	Required
Visa Infinite Privilege	Required	Required	Required
Visa Business	Optional	Optional	Optional
Visa Infinite Business	Required	Required	Required
Visa Corporate	Optional	Required	Required
Visa Purchasing	Optional	Not applicable	Not applicable

ID# 0028064

Edition: Apr 2018 | Last Updated: Apr 2017

### 4.1.14.16 Visa Global Customer Assistance Services Program Contacts – Canada Region

In the Canada Region, an Issuer must not designate to Visa Global Customer Care Services more than 4 contacts per Visa Global Customer Assistance Services Program request.

ID# 0004646

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.14.17 Cardholder Charges for Visa Global Customer Assistance Services – Canada Region

In the Canada Region, an Issuer must not assess supplemental charges to an Eligible Cardholder for the required Visa Global Customer Assistance Services.

ID# 0004647

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.14.18 Visa Global Customer Assistance Program – Issuer Participation – CEMEA and Europe Regions

In the CEMEA Region and Europe Region, to participate in the Visa Global Customer Assistance Services Program, an Issuer must complete a *GCCS Commitment Form* for each BIN. The Issuer must do all of the following:

- Advise its Eligible Cardholders of the availability of the Visa Global Customer Assistance Services Program
- Provide the telephone number of Visa Global Customer Care Services (GCCS) for the Cardholder to report a lost or stolen Card or request emergency assistance
- Provide the following information to Visa GCCS:
  - 5 valid Account Numbers that have been established in the Issuer's Authorization system for each participating Card product to be used for Emergency Card Replacements
  - 5 Cash Disbursement Authorization Codes for each participating Card product to be used for Emergency Cash Disbursements

The Issuer must provide additional Account Numbers and Cash Disbursement Authorization Codes to replace those used so that Visa Global Customer Care Services always has 5 of each in stock.

ID# 0004663

Edition: Apr 2018 | Last Updated: Oct 2016

### 4.1.15 Insurance/Benefits

#### 4.1.15.2 Insurance Program Issuer Requirements – US Region

An Issuer that offers Visa-funded insurance Card benefits must comply with the following requirements:

- Meet all Cardholder notification requirements prescribed by insurance regulators and available at [visacardbenefits@cbsiservices.com](mailto:visacardbenefits@cbsiservices.com)

- Defend and pay a Cardholder for any insurance claim if the Cardholder files a claim based on an insurance certificate or other disclosure of terms, conditions, and exclusions and either of the following:
  - The Issuer failed to send, or cannot provide evidence of having sent, information advising the Cardholder that such coverage was no longer available.
  - The Issuer misrepresented the actual terms of the coverage underwritten, misstated the type or scope of coverage offered by the Issuer, or altered the insurance coverage description without written approval provided by the insurance provider or its appointed designee, and such misrepresentation, misstatement, or alteration results in an obligation or claim to pay a claim that was not otherwise covered.
- If choosing to meet the required minimum benefits for a given product platform via an alternate insurance provider, assume all related expense, operational support, and notification requirements, including the necessary quality assurance and program liability. The Issuer must also notify Visa and provide details as requested by Visa and/or insurance agency to ensure that the minimum requirements are met.
- Pay for an otherwise valid insurance claim if either of the following:
  - The Issuer did not maintain coverage.
  - The insurance carrier would have been responsible but failed to pay a valid claim due to insolvency, bankruptcy, or other financial inability to meet its policy obligations.
- Inform Cardholders that in order to receive benefits their beneficiaries must prove that the Cardholder purchased the product or service with a Visa Card

ID# 0000420

Edition: Apr 2018 | Last Updated: Oct 2015

### 4.1.16 Preauthorized Payment Cancellation Service

#### 4.1.16.1 Preauthorized Payment Cancellation Service Issuer Participation

An Issuer that participates in the Preauthorized Payment Cancellation Service must do all of the following:

- Correctly specify the type of stop payment order
- Provide complete and accurate information pertaining to the stop payment order
- Keep stop payment order information current in the Cardholder database

ID# 0026228

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.16.2 Preauthorized Payment Cancellation Service Limitations

A Member must not disclose information associated with the Preauthorized Payment Cancellation Service other than data relating to the Member's own Cardholder and/or Merchant to any other party unless otherwise authorized by Visa.

ID# 0026229

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.17 Visa Payment Controls

##### 4.1.17.1 Visa Payment Controls – Issuer Participation Requirements

An Issuer that participates in Visa Payment Controls must do all of the following:

- Submit to Visa a completed *Visa Payment Controls Client Information Questionnaire* before offering the service
- Offer the service for the following products:
  - Visa Consumer Card, Visa Commercial Card, or Visa Prepaid Card
  - In the US Region, a Visa Consumer credit Card or Visa Commercial credit Card
- Provide Visa with Account Numbers that are enrolled in the service
- **Effective through 19 January 2018**  
Clearly communicate to the Cardholder both:
  - The conditions that might prevent the application of the Cardholder's requested controls (for example: when a Transaction is not authorized in some countries due to Floor Limits)
  - The time required to apply or modify the requested control

##### **Effective through 19 January 2018**

An Issuer that participates in Consumer Transaction Controls must clearly communicate to the Cardholder both:

- The conditions that might prevent the application of the Cardholder's requested controls (for example: when a Transaction is not authorized in some countries due to Floor Limits)
- The time required to apply or modify the requested controls

ID# 0027238

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.18 Verified by Visa

##### 4.1.18.1 Issuer Use of Verified by Visa – Europe Region

In the Europe Region, an Issuer that submits Secure Electronic Commerce Transactions must use Verified by Visa.

ID# 0029696

Edition: Apr 2018 | Last Updated: Oct 2017

##### 4.1.18.2 Visa-Recognized Payment Authentication Method – Issuer Requirements – Europe Region

In the Europe Region, an Issuer must do all of the following:

- Support a Visa-recognized payment Authentication Method
- Notify its Cardholders of the availability of Visa-recognized payment Authentication Methods
- Provide a Visa-recognized payment Authentication Method to a Cardholder upon Cardholder request
- Monitor Electronic Commerce Transactions

This requirement does not apply to Visa Commercial Cards and Cards bearing the Plus Symbol.

ID# 0029798

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.19 Visa Checkout

##### 4.1.19.1 Visa Checkout – Card Enrollment

An Issuer must not restrict a Visa Checkout Account Holder from enrolling the Issuer's Card in one or more Visa Checkout accounts.

ID# 0026989

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.19.2 Visa Checkout – Transaction Requirements

If a Transaction is conducted through Visa Checkout with a Visa-branded product, it is subject to the same requirements as any other Visa Transaction.

ID# 0026988

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.20 Visa Token Service

##### 4.1.20.1 Visa Token Service Issuer Participation Requirements

An Issuer that uses the Visa Token Service may participate in one or more Token Requestor solutions available through the applicable enrollment process.

The Issuer assumes full responsibility for all of the following:

- Validating Cardholder identity
- Provisioning and maintenance decisions for payment Tokens
- Compliance with terms and conditions
- Performing life cycle management associated with payment Tokens and their underlying PANs

ID# 0029515

Edition: Apr 2018 | Last Updated: Apr 2018

##### 4.1.20.2 Visa Token Service – Visa Use of Participating Issuer Data

###### Effective through 13 April 2018

In the Europe Region, a Member that uses the Visa Token Service agrees and acknowledges that Visa may access, use, store, update, or disclose<sup>1</sup> the Member's data in compliance with applicable laws or regulations to do any of the following in connection with a Member's use of payment Tokens:

- Generate, store, modify, monitor, or provision payment Tokens and Payment Account References
- Process, support, and resolve customer inquiries or disputes
- Prevent or reduce actual or potential fraud, unauthorized Transactions, claims, or liability
- Manage risk and compliance obligations
- Create and distribute aggregated statistics and reports that do not reveal personally identifiable information
- Comply as needed with any judicial process or government agency having or claiming jurisdiction over Visa
- Provide information to a registered Token Requestor to enable the Token Requestor to do any of the following:
  - Obtain a payment Token for use in connection with the Token Requestor's payment solution

- Provide Transaction alerts to the Cardholder
- Provide Transaction history to the Cardholder
- Deliver reporting to a Token Requestor

**Effective 14 October 2017 in the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region**

**Effective 14 April 2018 in the Europe Region**

A Member that uses the Visa Token Service agrees and acknowledges that Visa may access, use, store, update, or disclose<sup>1</sup> the Member's data, including Member data associated with the Member's participation in other Visa products, programs, or services, in compliance with applicable laws or regulations to do any of the following in connection with a Member's use of payment Tokens:

- Generate, store, modify, monitor, or provision payment Tokens and Payment Account References
- Process, support, and resolve customer inquiries or disputes
- Prevent or reduce actual or potential fraud, unauthorized Transactions, claims, or liability
- Manage risk and compliance obligations
- Create and distribute aggregated statistics and reports that do not reveal personally identifiable information
- Comply with any judicial process or government agency having or claiming jurisdiction over Visa
- Provide information to a Token Requestor to enable the Token Requestor to do any of the following:
  - Obtain a payment Token for use in connection with the Token Requestor's payment solution
  - Provide Transaction alerts to the Cardholder
  - Provide Transaction history to the Cardholder
  - Deliver reporting to a Token Requestor

<sup>1</sup> Includes disclosure to Visa employees, subsidiaries, affiliates, counsel, and agents as necessary



#### 4.1.20.3 Visa Token Service – Issuer Use of Token Requestor Data

Unless bilateral agreements are in place between a Token Requestor and an Issuer, an Issuer that participates in the Visa Token Service and receives Token Requestor data in connection with the Visa Token Service may use such data to perform the following activities:

- Provide customer service support and manage or resolve disputes
- Support operational functions including accounting, billing, auditing, and collection
- Create, use, or distribute aggregated statistics and reports that do not reveal personally identifiable Cardholder information
- Develop, manage, and enhance fraud prevention and risk mitigation strategies for payment Token provisioning
- Comply with any judicial or government-mandated processes
- Protect or exercise any legal rights afforded by law

The Issuer must not:

- Sell or resell the Token Requestor data
- Isolate raw Token Requestor data for any purpose
- Reformulate aggregated data to establish any identifiable association between the data and Visa Token Service participants

ID# 0029517

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.20.4 Payment Token Transaction Processing Requirements – Europe Region

In the Europe Region, if a Transaction is initiated with a payment Token, the Transaction must be submitted for Online Authorization.

Visa reserves the right to decline, on an Issuer's behalf, a Transaction initiated with a payment Token if the payment Token does not comply with domain control requirements specified in the *EMV Payment Tokenization Specification*.

ID# 0029817

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.20.5 Visa Payment Token Service Issuer Requirements – Europe Region

In the Europe Region, to participate in the Visa Payment Token Service, an Issuer must register with Visa and ensure that no third-party Token Service Provider associates a payment Token with an Account Number in an account range assigned to the Visa Payment Token Service.

If an Issuer chooses to act as a Token Requestor for Cards it has not issued, the Issuer must engage with Visa as a third-party Token Requestor.

ID# 0029868

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.20.6 Host Card Emulation and Secure Element Third-Party Wallet Token Requirements – Europe Region

In the Europe Region, an Issuer that engages with a third-party wallet Token Requestor for a host card emulation (HCE) or secure element Token service must do all of the following:

- Notify Visa of the Visa-approved third-party Token Requestor with which the Issuer intends to engage
- Implement an engagement and testing period, the duration of which will be agreed on a case-by-case basis by the Issuer, third-party Token Requestor, and Visa
- Provide call center and customer service support
- Comply with provisioning requirements, as specified in *Section 4.1.20.5, Visa Payment Token Service Issuer Requirements – Europe Region*

ID# 0030556

Edition: Apr 2018 | Last Updated: New

#### 4.1.20.7 Issuer Mobile Application Token Requirements – Europe Region

In the Europe Region, an Issuer that acts as a Token Requestor through a mobile payment application deployed by the Issuer must submit the proposed application to Visa for approval.

Visa reserves the right to withdraw approval of a mobile payment application at any time if Visa determines that the application does not comply with Visa requirements and payment industry standards.

ID# 0030557

Edition: Apr 2018 | Last Updated: New

#### 4.1.20.8 Use of Issuer Card Artwork in Tokenization Services – Europe Region

In the Europe Region, an Issuer must provide Visa with its Card artwork and consent to Visa sharing the Card artwork with all of the following:

- A third-party Token Requestor for use in that Token Requestor's mobile application
- A Stored Credential Token Requestor for use on its payment screen and all screens that show account information
- A Merchant, where Visa provides that Merchant with a payment Token

Where an Issuer does not supply its Card artwork, Visa will provide default Card artwork to all of the above entities.

ID# 0030558

Edition: Apr 2018 | Last Updated: New

#### 4.1.21 Visa FeatureSelect

##### 4.1.21.1 Visa FeatureSelect Issuer Participation

An Issuer that participates in Visa FeatureSelect must do all of the following:

- Complete a participation agreement with Visa
- Ensure that the benefits offered to Visa Cardholders comply with the Visa Card product features and requirements
- For non-Visa cards, ensure compliance with the applicable rules of the payment brand with respect to Card features and benefits, cardholder disclosure, and fulfillment requirements
- For Card benefit features not sponsored by Visa, comply with the disclosure and fulfillment requirements specified by the vendors or other payment brand
- Provide Visa with approved disclosure materials/copy in a Visa FeatureSelect-compatible format

ID# 0025585

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.22 Chip Issuance Requirements

##### 4.1.22.2 Contact Chip and Contactless Issuer Requirement for Cryptogram Version Number

**Effective 17 October 2020<sup>1</sup>**

An Issuer must ensure that a contact Chip or Contactless Card issued or reissued on or after 17 October 2020 is not personalized to support Cryptogram version number (CVN) 10 or 17, or proprietary CVNs that use a static key in the calculation.

<sup>1</sup> **Effective 17 August 2021** for the AP Region (Japan)

ID# 0030131

Edition: Apr 2018 | Last Updated: New

##### 4.1.22.3 Chip Card Issuing Requirements in Australia and New Zealand – AP Region

In the AP Region, all of the following must be EMV-Compliant and VIS-Compliant:

- In Australia and New Zealand, all Reloadable Cards (except Visa TravelMoney Cards)
- In New Zealand, all Visa debit Cards

ID# 0026145

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.22.4 Cash-Back Services on Visa Debit Chip Cards – AP Region (Australia)

In the AP Region (Australia), an Issuer must offer Cash-Back services on its Visa debit Chip Cards.

ID# 0026153

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.5 Chip Card Issuing Requirement – AP Region (India)

In the AP Region (India), an Issuer must be capable of issuing EMV-compliant Cards.

All Magnetic-Stripe Visa debit Cards and Visa Credit Cards that have been used internationally must be reissued as EMV Chip Cards with PIN as the preferred Cardholder Verification Method (CVM).

ID# 0027955

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.6 Chip Card Account Requirements

An Issuer of a Chip Card must do all of the following:

- Not use a Visa Smart Payment Application to directly credit or debit any account other than an account that is maintained by that Issuer or another Member under contract with the Issuer
- Allow a Cardholder to select the service and account to be used for a Transaction, as permitted by applicable laws or regulations
- Designate an Account Number for each account accessed by a Visa Smart Payment Application
- Specify an alphanumeric name for each funding account facilitated by the Visa Smart Payment Application when the Chip provides access to more than one account
- In addition, in the Europe Region, notify Visa of all Payment Applications contained in the Chip. Visa reserves the right to review and approve or prohibit the use of Payment Applications on Visa Cards or for Visa services.

ID# 0004031

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.1.22.7 Visa Chip Card Payment Application

A Chip Card bearing a Visa-Owned Mark must be capable of facilitating the Payment Application associated with that Mark.

The Payment Application on all Visa or Visa Electron contact Chip Cards must be VIS-Compliant.

ID# 0003613

Edition: Apr 2018 | Last Updated: Apr 2016

##### 4.1.22.8 Appropriate Marks on Chip Cards

A Card containing a Chip must bear the appropriate Mark for the Visa or Visa Electron Payment Application facilitated by the Chip.

ID# 0003612

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.1.22.9 Non-Visa Services Facilitated by Chip Cards

A Chip Card may facilitate access to non-Visa services only if all of the following requirements are met:

- Services do not compromise the security or functional integrity of the Visa Smart Payment Applications.
- Additions of these services are managed and controlled by the Issuer or its Sponsored Member.
- The Issuer Indemnifies Visa for and against Claims and Liabilities arising out of or in connection with non-Visa services facilitated by the Chip Card.

Visa may review and approve all applications contained in a Chip used to facilitate a Visa payment.

ID# 0003598

Edition: Apr 2018 | Last Updated: Apr 2018

##### 4.1.22.10 Contactless Issuer Requirements

A Contactless Payment Device Issuer must comply with the following:

**Table 4-11: Contactless Payment Device Issuer Requirements**

Applies to Contactless Payment Devices issued or replaced on or after:	Region/Country	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
1 January 2012	All, excluding US	2.0 or later	Required	Optional	Not applicable
1 January 2012	US	Any	Optional	Required	Not applicable
1 April 2015	AP, excluding Japan CEMEA, excluding: Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 April 2015	Japan	2.1 or later	Required	Not permitted, except: <ul style="list-style-type: none"> <li>Optional for Mobile Payment Devices</li> <li>Optional for Issuers that issued a Contactless Payment Device before 1 April 2015</li> </ul>	Required
1 July 2015	All other CEMEA countries	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required

**Table 4-11: Contactless Payment Device Issuer Requirements (continued)**

Applies to Contactless Payment Devices issued or replaced on or after:	Region/Country	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
1 October 2015	All, excluding Canada and US	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 October 2015	Canada US	2.1 or later	Required	Optional	Required
31 December 2015	Canada	2.1 or later	Required	Not permitted for any device personalized with a Token	Required

In the Europe Region, a Contactless Payment Device Issuer must be certified by Visa for the Authorization, Clearing, and Settlement of Contactless payments and must comply with the following:

**Table 4-12: Contactless Payment Device Issuer Requirements – Europe Region**

Applies to:	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
All Contactless Payment Devices (except Mobile Payment Devices)	2.1	Required	Not permitted <sup>1</sup>	Required
All Contactless Payment Devices (except Mobile Payment Devices) that are Visa Prepaid Cards	2.1.1	Required	Not permitted <sup>1</sup>	Required
All Contactless Payment Devices with an X2X Service Code	2.1.1 or later	Required	Not permitted <sup>1</sup>	Required
<sup>1</sup> <b>Effective 12 October 2018</b>				

**Table 4-12: Contactless Payment Device Issuer Requirements – Europe Region (continued)**

Applies to:	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
In the Europe Region, an Issuer must decline any Authorization Request using the Contactless MSD transaction path				

ID# 0002051

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.22.11 Visa Contactless Authentication Issuer Requirement

##### Effective through 12 April 2019

All contactless Chip Cards issued on or after 1 October 2015 must support offline data authentication with Online Authorization using either fast Dynamic Data Authentication or transit-only static data authentication<sup>1</sup>, as specified in *Visa Contactless Payment Specification* version 2.1 and later.

This does not apply to either:

- In the Europe Region, a payment solution that uses a cloud-based payments Mobile Application, unless it is to be used for a Mass Transit Transaction
- In the US Region, a Contactless Chip Card

##### Effective 13 April 2019

A Contactless Chip Card issued on or after 13 April 2019 must support offline data authentication with Online Authorization using fast Dynamic Data Authentication, as specified in *Visa Contactless Payment Specification* version 2.1 and later.

This does not apply to either:

- In the Europe Region, a payment solution that uses a cloud-based payments Mobile Application, unless it is to be used for a Mass Transit Transaction
- In the US Region, a Contactless Chip Card

<sup>1</sup> In the CEMEA Region and Europe Region, this does not apply.

ID# 0029157

Edition: Apr 2018 | Last Updated: Apr 2018



#### 4.1.22.12 Notification of Contactless Payment Device Risks and Restrictions

An Issuer that provides a Contactless Payment Device to a Cardholder must provide, before or at the time of issuance, written notification that informs the Cardholder of potential risks and restrictions associated with the Contactless Payment Device, including, but not limited to, the following:

- The inability to use the Contactless Payment Device at an Acceptance Device where Card insertion is required
- Any daily Transaction amount limit implemented by the Issuer in connection with the Contactless Payment Device, if applicable
- For a Contactless Payment Device in the form of an adhesive Visa Micro Tag, the risk of impairing the functionality of a mobile phone or other device to which a Contactless Payment Device is attached
- For a Contactless Payment Device in the form of an adhesive Visa Micro Tag, the risk of invalidating the manufacturer's warranty, if applicable, for a mobile phone or other device to which Contactless Payment capability is attached

ID# 0026159

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.22.13 Contactless Payment Device Requirements

An Issuer that issues a Contactless Payment Device must ensure that the Contactless Payment Device complies with all of the following:

- Is linked to a valid, unexpired Visa Card account,<sup>1</sup> excluding Visa Prepaid devices (a Contactless Payment Device may be assigned a different Account Number)<sup>2</sup>
- Is issued with a PIN for use at ATMs, if the Issuer supports Visa Contactless ATM Transactions
- In the AP Region and CEMEA Region, if issued on or after 1 April 2015,<sup>3</sup> both:
  - Is personalized with the application program ID
  - Supports offline data authentication for Online Authorization

<sup>1</sup> If the Contactless Payment Device is not a physical Card, the linked account must also have a standard Card issued to it (except if the Contactless Payment Device is a Visa Prepaid Card).

<sup>2</sup> This does not apply to Issuers in South Korea.

<sup>3</sup> For Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and United Arab Emirates, 1 July 2015

ID# 0002052

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.22.16 Cardholder Verification Method Preferences

A Chip Card Issuer must ensure that the Cardholder Verification Method (CVM) preferences are communicated by the Chip Cardholder Verification Method list to the Chip-Reading Device at the Point-of-Transaction.

In the AP Region and CEMEA Region, a Contactless Payment Device must include a Cardholder Verification Method to facilitate Contactless Payment Transactions, as follows:

**Table 4-13: CVM Requirements for Contactless Payment Devices – AP Region and CEMEA Region**

Region/Country	Applies to Contactless Payment Devices issued on or after:
AP	1 April 2015
Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates	1 July 2015
Other CEMEA countries	1 April 2015

ID# 0008186

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.22.17 Cardholder Verification Method List – Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that all of the following requirements are met:

- The compliant Chip Card contains a Cardholder Verification Method (CVM) list, with at minimum, the following methods of Cardholder verification:
  - "Offline PIN at POS"
  - "Online PIN at ATM"
  - "Signature"
  - "No CVM required"
- Use of CVM condition codes relating to cash or Cash-Back do not prevent the completion of Manual Cash Disbursements.
- The CVM "Offline PIN at POS" is activated and is the preferred CVM unless either the:
  - Compliant Chip Card was issued no more than 6 months before the date of the Compliant Chip Card Transaction in question
  - Cardholder is subject to a disability or impairment that would prevent PIN use

ID# 0008187

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.1.22.19 Additional Cardholder Authentication for Token Issuance – Canada Region

In the Canada Region, when an Issuer requires additional Cardholder authentication before provisioning a payment Token to a third-party wallet, the Issuer must implement at least 2 additional Cardholder authentication methods.

ID# 0029456

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.21 Card Verification Value Requirements

An Issuer must be capable of receiving the POS Entry Mode code and, for Magnetic-Stripe Transactions, processing the Card Verification Value.<sup>1</sup>

All EMV Chip Cards issued on or after 1 January 2009 must use Chip Card Verification Value-iCVV as part of the Magnetic-Stripe Image.

<sup>1</sup> An Issuer may verify the CVV itself, or may use VisaNet or its processor.

ID# 0008133

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.22.22 Chip Card Authentication

All Chip Card Issuers must perform, and be capable of acting on the results of, validation of EMV Online Card Authentication Cryptograms for all Chip-initiated Authorization messages processed through VisaNet. Online Card Authentication support may be provided by the Issuer directly, or through either:

- VisaNet
- Third party/VisaNet Processor or Visa Scheme Processor

ID# 0007163

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.23 Parameters to Enable Offline Chip Authorization

An Issuer of the following Chip Cards must define parameters to enable Offline Chip Authorization:

- In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Chip Card containing a Visa Smart Payment Application with Offline Authorization controls
- In the Europe Region, a Visa or Visa Electron Chip Card

An Issuer may exempt a Visa Card encoded with X Service Code from this requirement. In addition, in the Europe Region, an Issuer may exempt Visa Purchasing Cards from this requirement.

ID# 0004392

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.24 Consecutive Offline Chip Authorization Counters

When Offline Authorization controls are defined in a Chip and the upper limit for consecutive offline counters is specified, all Chip-initiated Transactions must go Online if the upper limit for the total number or value of consecutive offline Transactions is exceeded. If the terminal is unable to go Online, the Transaction must be declined.

ID# 0004393

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.25 Consecutive Offline Chip Authorization Counters Requirement – AP Region

In the AP Region, an Issuer must ensure a domestic Contactless Transaction is authorized online if the cumulative value of consecutive domestic Contactless Transactions authorized offline exceeds the following limits:

**Table 4-14: Domestic Contactless Transaction Offline Authorization Limits – AP Region**

Country	Cumulative Offline Limits
Hong Kong	HKD 1,000
Indonesia	IDR 500,000
Japan	JPY 50,000
Malaysia	MYR 400
Philippines	PHP 5,000
Singapore	SGD 200
Taiwan	NTD 10,000
Thailand	THB 4,500

ID# 0029282

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.1.22.26 Cardholder Name on Chip

For all Contactless Payment Devices issued on after 1 October 2015,<sup>1,2</sup> an Issuer must ensure that the Cardholder name is either:

- Not personalized to be accessible via the contactless interface in the Chip
- Encoded with a generic identifier so that the actual Cardholder name is not transmitted through a Contactless Transaction

<sup>1</sup> In the AP Region and CEMEA Region, 1 April 2015

<sup>2</sup> In the CEMEA Region, for Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, and United Arab Emirates, 1 July 2015

ID# 0003595

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.1.22.27 Service Codes on Chip Cards

An Issuer must use a Service Code X on all EMV-Compliant and VIS-Compliant Chip Cards bearing the Visa Brand Mark, Visa Brand Mark with the Electron Identifier, or Plus Symbol.

ID# 0003593

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.28 Effective Date and Expiration Date Consistency

The expiration date contained in the Chip must be the same as the expiration date encoded on the Magnetic Stripe and displayed on the Card. If applicable, the expiration date of proprietary services on the Card must not exceed the Visa or Visa Electron Payment Application expiration date.

The expiration date on a Visa Card, Visa Electron Card, or Card bearing the Plus Symbol must not be later than the expiration date of the Issuer's Public Key, or any security feature containing an expiration date in a Chip, if one is present on the Card.

If an application effective date on a Chip Card is provided within the Chip, it must reflect the same month as the "VALID FROM" date displayed on the Card, if such a date appears on the Card.

For Chip Card products approved by Visa on or after 1 January 2016, an Issuer must ensure that the expiration date contained in the Chip, encoded on the Magnetic Stripe and, if applicable, printed on the Card does not extend beyond the date the product is scheduled to be removed from the list of Visa-approved Chip products.

Visa reserves the right to remove a Chip product from the list earlier than the scheduled date if it discovers a significant security flaw with the associated Chip.

ID# 0003209

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.29 Integrated Circuit Card Verification Value (iCVV) Requirements – AP Region

In the AP Region, a Chip Card Issuer must certify support for the Integrated Circuit Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

The Card Verification Value (CVV) encoded on other (non-Magnetic Stripe) technologies must differ from the CVV encoded on the physical Magnetic Stripe.

ID# 0004087

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.30 Issuer Requirements for Post-Issuance Updates

Post-Issuance Updates, or new application loading to a Chip containing a Visa or Visa Electron Payment Application must not adversely impact the Transaction completion time at an Acceptance Device or an ATM.

Post-Issuance Updates to add an application or a service to a Visa or Visa Electron Payment Application is not permitted unless the Card bears the appropriate Visa Brand Mark or Visa Brand Mark with the Electron Identifier.

Post-Issuance Updates to load an application or a service to a proprietary ATM application that supports Plus requires the addition of the Plus Symbol at the time of Card reissuance. Card reissuance must occur within 5 years of loading the application or service.

ID# 0004035

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.31 Issuer Control of Post-Issuance Updates

Post-Issuance Updates to a Chip Card containing a Visa or Visa Electron Payment Application must be controlled exclusively by the Issuer.

ID# 0004034

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.32 Mobile Gateways – Issuer Requirements

An Issuer that uses a mobile gateway for its Mobile Payment Devices must ensure that the mobile gateway is approved by Visa.

ID# 0026796

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.33 Mobile Payment Devices – Cardholder Verification Method Requirements

An Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device<sup>1</sup> supports a Consumer Device Cardholder Verification Method (CDCVM).

In the AP Region, CEMEA Region, and US Region, an Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device supports signature as a Cardholder Verification Method.

<sup>1</sup> Except a Visa Micro Tag

ID# 0026784

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.34 Mobile Payment Devices – Issuer Requirements

An Issuer of a Mobile Payment Device must both:

- Register with Visa
- Ensure that the Mobile Payment Device is approved by Visa

An Issuer may use either:

- A Visa-approved secure element and a Visa-approved Visa Mobile Payment Application
- A Visa-approved cloud-based payments Visa Mobile Payment Application. In the US Region, an Issuer may use a QR code.

If an Issuer pre-sets a Consumer Device Cardholder Verification Method (CDCVM) on the Mobile Payment Device, it must not use a CDCVM that is the same as, or otherwise represents, the PIN on the account if the PIN may also be used with the corresponding standard Card.

An Issuer must not systematically synchronize the Online PIN and the CDCVM on a Mobile Payment Device if the Online PIN is also linked to the corresponding standard Card.

If an Issuer uses a secure element and a Visa Mobile Payment Application deployed on or after 1 June 2015, the expiration date of the mobile payment account must not exceed 10 years<sup>1</sup> from the EMVCo Integrated Circuit Certificate Number (ICCN) approval date, if known.

If the ICCN approval date is not known, the expiration date of the mobile payment account must not exceed 3 years from the date of provisioning of the account.

<sup>1</sup> In the AP Region (Japan), the expiration date of the account must not exceed 5 years.

ID# 0026783

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.1.22.35 Smart Payment Application Options

An Issuer must define the Payment Application options for its Visa Smart Payment program.

ID# 0004024

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.36 Issuer Use of Visa Public Keys

An Issuer must ensure that the Visa Public Keys used for a Visa or Visa Electron Payment Application are used solely for that purpose.

ID# 0004025

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.37 Chip Card Issuer Terminal Risk Management

A Chip Card Issuer must not inhibit Terminal Risk Management (for example: by programming the Chip to bypass Terminal Risk Management).

ID# 0004026

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.38 Dynamic Data Authentication (DDA) Issuer Requirement

##### Effective through 30 September 2018

All Chip Cards issued on or after 1 October 2015<sup>1,2</sup> that do not have contactless functionality and that support offline Authorization must both:

- Support Dynamic Data Authentication (DDA)<sup>3</sup> (support for combined DDA/application cryptogram generation is optional)
- Not support static data authentication<sup>4</sup>

##### Effective 1 October 2018

All Chip Cards that do not have contactless functionality and that support offline Authorization must both:

- Support DDA<sup>3</sup> (support for combined DDA/application cryptogram generation remains optional)
- Not support static data authentication<sup>5,6</sup>

<sup>1</sup> In the AP Region (Australia, New Zealand), 1 January 2012.

<sup>2</sup> In the AP Region (Japan), 1 October 2018

<sup>3</sup> Online-only Chip Cards that do not have contactless functionality or any type of offline data authentication are still permitted.

<sup>4</sup> In the LAC Region (Brazil), 1 October 2016

<sup>5</sup> In the AP Region (Australia, New Zealand), 1 January 2016.



<sup>6</sup> In the AP Region (Japan), 1 October 2023

ID# 0029158

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.1.22.39 Visa Contactless Application Requirement – AP Region (Australia, Malaysia) and US Regions

In the AP Region (Australia<sup>1</sup>, Malaysia<sup>2</sup>) and US Region, an Issuer that issues a Visa Card with contactless payment capability must enable the Visa Contactless Application on the Card.

In the AP Region (Australia), an Issuer must also do both of the following for a Visa Card with multiple contactless payment applications:

- Designate and retain the Visa Contactless Application as the highest priority application
- Not modify the priority of the Visa Contactless Application after issuance

<sup>1</sup> Effective for Cards issued on or after 23 April 2013

<sup>2</sup> Effective for Cards issued on or after 15 April 2016

ID# 0027793

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.22.40 PIN as Cardholder Verification Method – Issuer Requirements – AP Region (Australia, New Zealand)

In the AP Region (Australia, New Zealand), all newly issued or reissued Visa Cards must be issued with a PIN as the preferred Cardholder Verification Method (CVM).<sup>1</sup>

In the AP Region (Australia), when PIN bypass is performed for a domestic Chip-initiated Transaction that requires a PIN, the Authorization Request must be declined. This does not apply to an Unattended Transaction.

In the AP Region (New Zealand), when PIN bypass is performed for a domestic Chip-initiated Transaction, the Authorization Request must be declined. This requirement does not apply to an Unattended Transaction.

<sup>1</sup> This does not apply to non-PIN-preferring Cards issued to accommodate specific individual Cardholder needs, as required by applicable laws or regulations.

ID# 0026146

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.1.22.41 Chip Card Application Selection Flag – Canada Region

In the Canada Region, an Issuer may only program an Application Selection Flag (ASF) as follows:

- Where a Compliant Chip Card displays any Visa Brand Name and a competitor brand, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic ATMs.
- Where a Compliant Chip Card displays any Plus Program Mark, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic POS and ATM locations.

ID# 0008733

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.42 Chip Card Online/Offline Data Authentication – Canada and Europe Regions

The following must instruct the terminal to go Online if offline data authentication fails:

- In the Canada Region, a Compliant Chip Card
- In the Europe Region, the Payment Application

If the terminal is unable to go Online, the Transaction must be declined.

ID# 0004626

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.43 Chip Card Script Message Length – Canada Region

In the Canada Region, an Issuer of a Compliant Chip Card must ensure that the length of any script message sent to any of its Compliant Chip Cards does not exceed 128 bytes per Transaction.

ID# 0004631

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.45 Chip Card Issuing Requirements – Europe Region (Liechtenstein, Switzerland)

In the Europe Region (Liechtenstein, Switzerland), an Issuer may issue Cards using card applications that comply with at a minimum the EMV'16 specifications only if the Issuer satisfies the Visa approval requirements for the use of the EMV'16 specifications.

ID# 0030008

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.22.46 Chip Card Issuing Requirements – Europe Region (Germany, Luxembourg)

In the Europe Region (Germany, Luxembourg), an Issuer may issue Cards using card applications that comply with the SECCOS specifications only if the Issuer satisfies the Visa approval requirements for the use of the SECCOS specifications.

ID# 0030010

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.22.47 Identification of a Chip Card – Europe Region

In the Europe Region, a Chip Card Issuer must ensure that the Issuer is designated and identified to a Cardholder as the Issuer of that Cardholder's Chip Card. Only one Issuer may be identified to the Cardholder in relation to each Chip Card.

ID# 0029619

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.48 Visa Smart Debit/Credit Personalization Assistant – Europe Region

In the Europe Region, for a new and/or modified Chip Card program, an Issuer must submit to Visa both:

- A Card profile for validation using the Visa Smart Debit/Credit Personalization Assistant Tool
- A personalized Card showing that the production Card matches the Visa Smart Debit/Credit Personalization Assistant Profile submitted to, and approved by, Visa. The personalized Card may contain either test keys or production keys and may be used for Issuer host certification.

ID# 0029620

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.49 Contactless Payment Device Issuance Requirements – AP, Europe, and LAC Regions

In the AP Region, Europe Region, and LAC Region, an Issuer must comply with all of the following:

**Table 4-15: Contactless Payment Device Issuance Requirements – AP Region, Europe Region, and LAC Region**

Issuer Region/Country	Requirements
<b>Effective 13 October 2018</b> AP	A Chip Card issued on or after 13 October 2018 must have Contactless capability. This does not apply to a non-Reloadable Visa Prepaid Card.
<b>Effective through 13 April 2018</b> Europe (Cyprus, Czech Republic, Hungary, Poland, Slovakia, Spain, Switzerland, and the United Kingdom)  <b>Effective 14 April 2018</b>	A Visa Card issued on or after 14 April 2018 must have Contactless capability or be issued in conjunction with a Visa Micro Tag or a Mobile Payment Device. This does not apply to: <ul style="list-style-type: none"> <li>• A Visa Prepaid Card</li> <li>• <b>Effective through 25 January 2019</b> A Visa Commercial Card</li> </ul>

**Table 4-15: Contactless Payment Device Issuance Requirements – AP Region, Europe Region, and LAC Region (continued)**

Issuer Region/Country	Requirements
Europe (except Bear Island, Belgium, Estonia, Faroe Island, Isle of Man, Israel, Italy, Latvia, Lithuania, Malta, Monaco, Norway, Portugal, San Marino, Sweden, and Turkey)	<ul style="list-style-type: none"> <li><b>Effective 26 January 2019</b> A Visa Purchasing Card</li> <li>A card that requests Online Authorization for every Transaction</li> <li>An ATM access-only Card that is not used at a Point-of-Transaction Acceptance Device</li> <li>A Card issued to a Cardholder that chooses to opt out of being issued a Contactless Payment Device</li> </ul>
<b>Effective 14 April 2018</b> Italy	<ul style="list-style-type: none"> <li>A Visa Card issued on or after 14 April 2018 must have Contactless capability. This does not apply to: <ul style="list-style-type: none"> <li>An ATM access-only Card that is not used at a Point-of-Transaction Acceptance Device</li> <li>A Card issued to a Cardholder that chooses to opt out of being issued a Contactless Payment Device</li> </ul> </li> <li><b>Effective 15 April 2023</b> All Visa Cards must have Contactless capability.</li> </ul>
<b>Effective 13 October 2018</b> LAC	A Chip Card issued on or after 13 October 2018 must have Contactless capability. This does not apply to a non-Reloadable Visa Prepaid Card

ID# 0029813

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.22.50 Issuer Liability for Visa Smart Payment – Europe Region

In the Europe Region, an Issuer is responsible for setting the parameter values and processing options contained in a Visa Smart Payment application, and any loss resulting from such parameter values and processing options will be borne by the Issuer.

ID# 0029594

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.52 Integrated Circuit Card Verification Value (iCVV) Requirements – Europe Region

In the Europe Region, all EMV-Compliant Chip Cards must use the Integrated Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

ID# 0029797

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.53 Chip Authorization Requirements – Europe Region

In the Europe Region, for an Authorization of a Chip Transaction that is below the Floor Limit, an Issuer must ensure that the controls contained in each Chip are capable of both:

- Instructing the Acceptance Device to go Online
- Approving the Chip Transaction offline

ID# 0029832

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.54 Application Identifier Priority – US Region

In the US Region, a Visa-owned Application Identifier must always be the highest priority Application Identifier personalized on a VSDC Applet,<sup>1</sup> including in situations where the Visa Rules permit the personalization of non-Visa Application Identifiers on a VSDC applet.

When both the Visa Application Identifier and the Visa US Common Debit Application Identifier are personalized on a VSDC applet, the Visa Application Identifier must be the highest priority Application Identifier.

<sup>1</sup> This does not apply to the Visa US Common Debit Application Identifier when personalized on a non-Visa Card.

ID# 0027578

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.55 Contact and Contactless Chip Application Transaction Counter

##### Effective through 12 October 2018

In the US Region, an Issuer must validate the Application Transaction Counter on each of its Cards with contactless payment capability during the Authorization process for a Contactless Payment Transaction.

##### Effective 13 October 2018

An Issuer must be capable of both:

- Tracking the Application Transaction Counter (ATC)<sup>1</sup>
- Using the information during the Authorization decision process

An Issuer must not decline a Transaction solely on the basis that the ATC is out-of-sequence.

<sup>1</sup> Excluding non-financial Transactions such as Account Verification and refunds

ID# 0002064

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.1.22.56 Visa-Owned Chip Technology Use

Visa-owned Chip technology must be used solely for the purpose of facilitating a Visa Transaction, Interlink transaction, Visa Electron Transaction, or Plus Transaction.<sup>1</sup> Any other use requires the prior written permission of Visa.

Visa-owned Chip technology includes, but is not limited to, all of the following:

- Visa Integrated Circuit Card Specification
- Visa Smart Debit/Credit (VSDC) applet
- Visa Contactless Payment Specification
- Visa Mobile Contactless Payment Specification
- Visa Cloud-Based Payments Contactless Specification
- Visa Mobile Payment Application
- Visa, Interlink, Visa Electron, and Plus Payment Application Identifiers

<sup>1</sup> In the US Region or a US Territory, this does not apply to a transaction initiated using the Visa US Common Debit Application Identifier from a US Covered Visa Debit Card personalized in accordance with the US common debit personalization requirements or a transaction initiated as specified in the *Plus System, Inc. Operating Regulations* or *Interlink Network, Inc. Operating Regulations*

ID# 0027577

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.1.22.57 Visa Micro Tag Issuance Requirements

An Issuer may issue a Visa Micro Tag only if a Cardholder either:

- Already possesses a corresponding full-size Card<sup>1</sup>
- Is issued a corresponding full-size Card at the same time as the Visa Micro Tag

The Visa Micro Tag and the corresponding full-size Card must be the same Visa product type and offer the same benefits.

This does not apply to Visa Prepaid Cards that are Contactless Payment Devices.

<sup>1</sup> This does not apply in the Europe Region.

ID# 0027966

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.58 Chip Interoperability Compliance Program

Visa requires the implementation of the Chip Interoperability Compliance Program when Visa determines that progress toward an agreed resolution is no longer acceptable.

ID# 0001291

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.59 EMV Liability Shift – Issuer Liability for Card-Present Counterfeit Chip Card Transactions

A Counterfeit Card Transaction completed in a Card-Present Environment is the liability of the Issuer if all of the following apply:

- The Transaction takes place at an EMV-Compliant Chip-Reading Device.
- If the Transaction is Chip-initiated, it is correctly processed, and, if authorized Online, the Authorization Request includes Full-Chip Data.

In addition, in the Europe Region, a Counterfeit Card Transaction completed in a Card-Present Environment is the liability of the Issuer if all of the following apply:

- The Transaction does not take place at a Chip-Reading Device that complies with the *Transaction Acceptance Device Requirements*, and is not a Fallback Transaction completed following correct acceptance procedures.
- The Card is a Chip Card containing a Visa Smart Payment.
- If Online Authorization was obtained, the Authorization record indicates that either CVV verification was not performed or that the CVV failed verification.

ID# 0001820

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.1.22.60 EMV Liability Shift – Issuer Liability for Non-Counterfeit Card-Present Fraudulent Transactions

A non-Counterfeit Card fraudulent Transaction completed in a Card-Present Environment is the liability of the Issuer if all of the following occur:

- The Transaction takes place at an EMV PIN-Compliant Device.
- Correct acceptance procedures have been followed (including obtaining Online approval for Transaction amounts over the applicable maximum authorized Floor Limit).
- The Transaction is Chip-initiated and correctly processed to completion and, if authorized Online, the Authorization Request includes Full-Chip Data.

ID# 0001834

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.1.22.61 Liability for Chip Fallback Transactions

A Transaction accepted as a Fallback Transaction is the liability of the Issuer if all of the following apply:

- The Transaction is authorized by the Issuer or the Issuer's agent.
- Appropriate values identifying the Transaction as a Fallback Transaction are included within the related Authorization Message.
- Correct acceptance procedures are followed.

ID# 0001835

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.1.22.62 Liability for Chip-Initiated Offline-Authorized Transactions

The Issuer is liable for a Chip-initiated, offline-authorized Transaction if all of the following apply:

- Terminal Risk Management is performed.
- Merchant's Floor Limit is not exceeded.

ID# 0004039

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.1.22.63 Liability in Card-Present Environment – Canada Region

In the Canada Region, an Issuer is liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when both the:

- Transaction takes place at a Compliant Chip Card Reading Device with a Compliant PIN entry device within Canada
- The Acquirer has complied with all Card acceptance requirements

ID# 0004962

Edition: Apr 2018 | Last Updated: Oct 2014



#### 4.1.23 Pass-Through Digital Wallet Requirements

##### 4.1.23.1 Pass-Through Digital Wallet Requirements

For a Pass-Through Digital Wallet, a Digital Wallet Operator (DWO) must:

- At the time of loading the Cardholder information in the Pass-Through Digital Wallet, obtain written Cardholder consent to all of the following:
  - Use of the stored account information to initiate Transactions
  - The purpose for which the Cardholder's information will be used
  - The expiration date of the agreement, if applicable
- Not contract with another DWO to provide payment services
- **Effective 14 April 2018**  
Display on the payment screen and all screens that show Account information both:
  - The last 4 digits of the Account Number or Token
  - The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option

ID# 0029534

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.1.24 Card Personalization – Europe Region

##### 4.1.24.1 Card Personalization Requirements – Europe Region (Italy)

In the Europe Region (Italy), an Issuer must ensure that all Cards are personalized to support Cash-Back.

ID# 0030093

Edition: Apr 2018 | Last Updated: Oct 2017

## 4.2 Visa Electron

#### 4.2.1 Visa Electron Issuer Requirements

##### 4.2.1.1 Visa Electron Program Features

An Issuer must ensure that its Visa Electron Program offers all of the following:

- Use for International Transactions<sup>1</sup> and Domestic Transactions
- Use for Electronic Commerce Transactions and other Card-Absent Environment Transactions<sup>2</sup>

- For Card-Present Environment Transactions (including ATM and Manual Cash Disbursements), both:
  - Signature or PIN verification
  - 100% Online Authorization

<sup>1</sup> Except as specified in *Section 4.1.1.5, Issuance of Domestic Use-Only Visa Cards*

<sup>2</sup> This does not apply in the Europe Region or in the LAC Region (Argentina, Brazil, Chile, Colombia, Mexico, Trinidad).

ID# 0004530

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.2.1.2 Cardholder Instructions for Visa Electron Card Use

A Visa Electron Issuer must inform its Cardholders that a Visa Electron Card may be used:

- At a Merchant Outlet displaying the Visa Brand Mark with the Electron Identifier
- At an ATM displaying the Visa Brand Mark or Visa Brand Mark with the Electron Identifier

ID# 0004531

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.2.1.3 Key-Entered Visa Electron Electronic Commerce Transactions

If an Issuer approves a key-entered Visa Electron Electronic Commerce Transaction, the Issuer must comply with the liability and Dispute requirements that apply for a Visa Transaction.

ID# 0004529

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.2.1.5 Visa Electron Card Product Requirements – Europe Region

In the Europe Region, a Visa Electron Card Issuer must:

- Use a dedicated BIN for its Visa Electron Cards
- Not reclassify an existing Visa Electron Card BIN to represent a Visa Card product other than a Visa Electron Card without prior Visa permission
- **Effective through 13 April 2018**  
In the United Kingdom, issue Visa Electron Cards only as debit Cards
- **Effective 14 April 2018**  
In the Republic of Ireland and United Kingdom, not issue new Visa Electron Cards
- **Effective 17 April 2021**  
In the Republic of Ireland and United Kingdom, ensure that all Visa Electron Card portfolios have been migrated to another Visa Card portfolio

ID# 0029627

Edition: Apr 2018 | Last Updated: Apr 2018

## 4.3 Visa Check Card

### 4.3.1 Visa Business – Issuer Requirements

#### 4.3.1.1 Visa Check Card Account Restrictions – US Region

In the US Region, a Visa Check Card may be used to access a deposit, investment, or other consumer asset account, including a fiduciary account.

A Visa Check Card must not be used to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer, either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

Visa reserves the right to determine the application of the definition of the Visa Check Card.

ID# 0008332

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.3.1.2 Visa Check Card Activation – US Region

In the US Region, an Issuer must both:

- Require activation of all Visa Check Cards initially issued to Cardholders who did not expressly request or apply for the Visa Check Card
- As part of the activation process, require Cardholders to validate their identity by reasonable means before being able to use the Card

ID# 0004158

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.3.1.3 Visa Check Card Point-of-Sale Balance Inquiry – US Region

In the US Region, a Visa Check Card Issuer must not provide account balance information in response to a Point-of Sale Balance Inquiry on any of its Visa Check Card products.

ID# 0004161

Edition: Apr 2018 | Last Updated: Oct 2015

### 4.3.2 Secured Card – Issuer Requirements

#### 4.3.2.1 Secured Card Security Deposit Requirement – US Region

In the US Region, an Issuer must hold any cash security deposit for issuance of a Visa Card in a federally insured account in the name of the Cardholder.

The Issuer must not assign an interest in a security deposit to any third party.

ID# 0008334

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.3.2.2 Secured Visa Card Solicitations – US Region

In the US Region, a Member or its Agent that solicits a secured Visa Card account must do all of the following:

- Specify in its solicitation material that to obtain the Visa Card, the potential Cardholder must open a deposit account that will serve as collateral for the Visa Card account
- Indicate the portion of the deposit that will be allocated as the line of credit accessed by the Visa Card
- Ensure that any secured Visa Card application processing fees accepted from the Cardholder are made payable to the Issuer, not the Agent

ID# 0001217

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.4 Visa Gold

### 4.4.2 Visa Gold – Issuer Requirements

#### 4.4.2.1 Visa Gold/Premier Card Issuance

A Visa Gold Card or Visa Premier Card Issuer:

- Must comply with the global support services requirements, either independently or through Visa
- May offer its Visa Gold Cards or Visa Premier Cards as any type of payment device with an option to access any of the following:
  - Line of credit
  - Depository account

- Other Cardholder assets available through the Issuer
- In the Europe Region (France), a Visa Premier Card Issuer must:
  - Provide a welcome pack, approved by Visa, for newly subscribed Cardholders, including the services associated and, at least twice a year, information on Merchant offers
  - Provide travel insurance and medical assistance for all trips, in accordance with the corresponding notice information

ID# 0004220

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.4.2.2 Visa Gold and Platinum Cards Issued on a Visa Platinum BIN – CEMEA Region

In the CEMEA Region, a Visa Gold Card issued on a Visa Platinum BIN must comply with the Visa Gold Card design requirements.

ID# 0008339

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.4.2.3 Visa Gold/Premier Issuer Certification – Europe Region

In the Europe Region, a Visa Gold/Premier Issuer must provide to Visa, at least 30 calendar days before issuance, an application for written certification from Visa certifying that its programs, systems, procedures, and services comply with the Visa Rules.

ID# 0029621

Edition: Apr 2018 | Last Updated: Oct 2016

### 4.4.3 Visa Gold – Features and Benefits

#### 4.4.3.1 Visa Gold Card Product Requirements – AP Region (Japan)

In the AP Region (Japan), a Visa Gold Card Issuer must do all of the following:

- Provide a Minimum Spending Limit of JPY 500,000 to its Visa Gold Cardholders
- Provide travel accident insurance coverage and/or Cardholder rewards and benefits as specified in *Table 4-16, Visa Gold Product Minimum Level of Cardholder Rewards and Benefits – AP Region (Japan)*.
- Submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and any proposed new features at least 30 calendar days before its implementation
- Certify its compliance with all of the Visa Gold product requirements 90 calendar days before program launch

**Table 4-16: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits – AP Region (Japan)**

	Travel accident insurance	Total benefit value from the four categories of insurance, retail, travel, and lifestyle, per year	Rewards
Credit	USD 500,000	USD 70	50 basis points
	N/A	USD 150	50 basis points
	USD 500,000	N/A	100 basis points
	N/A	USD 50	100 basis points
Debit	USD 500,000	N/A	50 basis points
	N/A	USD 20	50 basis points

ID# 0029987

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.4.3.2 Visa Gold Card Auto Rental Collision Damage Waiver – Canada Region

In the Canada Region, a consumer Visa Gold Card Issuer may offer collision/loss damage insurance either:

- Through the Visa Auto Rental Collision Damage Waiver program
- Independently

If the Issuer offers the Visa Auto Rental Collision Damage Waiver program, the Cardholder may obtain information about the program through Visa Global Customer Care Services, unless Visa has approved alternate arrangements.

ID# 0008236

Edition: Apr 2018 | Last Updated: Apr 2016

## 4.5 Visa Platinum

### 4.5.1 Visa Platinum – Card Requirements

#### 4.5.1.2 Visa Platinum Debit Product Name Requirements – AP Region (Australia)

In the AP Region (Australia), a Visa Platinum debit Card Issuer must use either the product name “Platinum” or an alternative name that complies with all of the following:

- Reflects the status of a premium debit product
- Is a unique name to identify the product type
- Is easily recognizable by a Merchant
- Is clearly displayed on the front of the Card
- Is not used for any other Visa product type
- Is only shared with other payment network-branded products that target an equivalent customer segment

ID# 0029222

Edition: Apr 2018 | Last Updated: Oct 2015

### 4.5.2 Visa Platinum Business – Customer Service Requirements

#### 4.5.2.1 Visa Platinum Card Customer Service Telephone Number – Europe Region

In the Europe Region, a Visa Platinum Card Issuer must provide to its Visa Platinum Cardholders a customer service telephone number available 24 hours a day, 7 days a week.

ID# 0029622

Edition: Apr 2018 | Last Updated: Oct 2016

### 4.5.3 Visa Platinum Prepaid– Issuer Requirements

#### 4.5.3.3 Visa Platinum Card Issuance Requirements – Canada Region

In the Canada Region, a Visa Platinum Card Issuer must comply with all requirements related to Visa Gold Cards.

ID# 0004413

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.5.3.5 Visa Platinum Card Issuance Requirements – Europe Region (France)

In the Europe Region (France), a Visa Platinum Card Issuer must:

- Display the Visa Platinum URL (*visaplatinum.fr*) in all communications to Cardholders
- Implement a website enabling Cardholders to access all documents relating to Visa Platinum

ID# 0030078

Edition: Apr 2018 | Last Updated: Oct 2017

### 4.5.4 Visa Platinum – Features and Benefits

#### 4.5.4.4 Visa Platinum Card Core Services – Europe Region

In the Europe Region, a Visa Platinum Card Issuer must do all of the following:

- Provide both of the following services, through contract with a service provider, to its Cardholders travelling outside the country of Card issuance:
  - Medical referral service. The service provider must do all of the following:
    - Supply the Cardholder with details of the nearest hospital or doctor
    - Appoint a qualified medical practitioner to establish the condition of the Cardholder during treatment and relay that information to the Cardholder and the Cardholder's family members
    - Offer telephone translation services between the Cardholder and the medical attendant
    - Offer to assist in arranging payment of emergency medical bills. The Cardholder is fully liable for payment of emergency medical bills.
  - Legal referral service. The service provider must do all of the following:
    - Supply the Cardholder with details of local attorneys, embassies, or consulates
    - Offer to communicate details throughout the emergency to the Cardholder's family or associates
    - Offer to assist in arranging payment of bail or emergency legal fees. The Cardholder is fully liable for payment of bail or emergency legal fees.
- Ensure that the services are available 24 hours a day, 7 days a week
- Notify its Cardholders of the availability of the emergency travel assistance services and provide them with the telephone number through which they may obtain these services.

ID# 0029616

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.5.4.6 Visa Platinum Card Travel Rewards Program – LAC Region

In the LAC Region, a Visa Platinum credit Card Issuer must provide a rewards program that offers Cardholders, through purchases with Visa Platinum Cards, the ability to accumulate points that can be redeemed for, at a minimum, airline travel.

The rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or through an Airline Affinity/Co-Brand program.

Cardholders must not be assessed an additional fee for membership in the rewards program.

Visa Platinum debit Cards are exempt from any obligation to offer any rewards programs.



ID# 0008813

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.5.5 Visa Platinum Prepaid– Issuer Requirements

##### 4.5.5.3 Visa Platinum Prepaid Card Program Issuance Requirements – Canada Region

In the Canada Region, a Visa Platinum Prepaid Card Issuer must do all of the following:

- Comply with the requirements for Visa Prepaid Cards and *Section 4.11.1.1, Visa Prepaid Card Program Issuance Requirements*
- Ensure all Visa Platinum Prepaid Cards are:
  - Issued as EMV Chip Cards with the Visa Contactless Application
  - Issued for domestic and international use
  - Issued as Reloadable Cards and allow a minimum cumulative load of CAD 2,000
- Enable the Cardholder to do all of the following:
  - Have access to online account management (account balance, Transaction history)
  - Offer a mobile application that at a minimum allows the Cardholder to check balances and transaction history
  - Establish alerts via email, text message, or mobile application
- Provide an ongoing and relevant benefits or a rewards program

ID# 0029277

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.6 Visa Rewards

##### 4.6.3 Visa Rewards – Features and Benefits

##### 4.6.3.2 Visa Rewards Product Benefits Requirements – AP Region (Australia)

In the AP Region (Australia), a Visa Rewards Product Issuer must provide its Visa Rewards Cardholders all of the following benefits:

**Table 4-17: Visa Rewards Product Benefits – AP Region (Australia)**

Benefit	Description
Cardholder Insurance <sup>1</sup>	Provide one or more insurance options to Visa Rewards Product Cardholders. The total unit cost per premium must match or exceed the current unit of cost providing USD 500,000 (or local currency equivalent) of travel accident insurance except where prohibited by applicable laws or regulations. The Issuer must submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and the proposed new features at least 30 calendar days before its implementation.
Concierge Services <sup>1</sup>	Offer concierge services and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week
Minimum Spending Limit	Offer a Minimum Spending Limit of X
Rewards Program	Provide a rewards program for its Visa Rewards Product Cardholders and provide a minimum rewards currency of 55 basis points for its Visa Rewards Product credit Cards
	<p>If it sets a cap on spend that earns rewards currency, not set such spend cap at less than X per month or X per year.</p> <p>Communicate both of the following to its Visa Rewards Cardholders:</p> <ul style="list-style-type: none"> <li>• Visa benefits of the Visa Rewards Card at least twice per year</li> <li>• New benefits or changes to existing benefits at least 2 months before the effective date</li> </ul>
<sup>1</sup> An Issuer may instead offer an alternative Cardholder benefit, as specified in <i>Section 4.6.4.1</i> .	

ID# 0029304

Edition: Apr 2018 | Last Updated: Apr 2018

## 4.6.4 Visa Traditional Rewards – Issuer Requirements

### 4.6.4.1 Visa Traditional Rewards Product Requirements – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must comply with Visa Traditional product requirements, including, but not limited to, core service requirements.

ID# 0003883

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.6.4.3 Issuer Rewards Program Registration – US Region

In the US Region, an Issuer must both:

- Register its Visa Traditional Rewards program with Visa

ID# 0008806

Edition: Apr 2018 | Last Updated: Apr 2015

##### 4.6.4.5 Visa Traditional Rewards Program Penalties for Non-Compliance – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must meet the Visa Traditional Rewards Card product requirements to qualify for and receive the Visa Traditional Rewards Interchange Reimbursement Fee, or it may be subject to non-compliance assessments.

ID# 0003899

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.6.5 Visa Traditional Rewards – Features and Benefits

##### 4.6.5.1 Visa Traditional Rewards Program Participation – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must do all of the following:

- Offer a rewards program to its Visa Traditional Cardholders
- Notify Cardholders, at least quarterly, of their Rewards Currency via a stand-alone communication piece

ID# 0026236

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.6.5.2 Visa Traditional Rewards Terms and Conditions – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must comply with all of the following:

- Provide complete and accurate disclosure of all Visa Traditional Rewards Card terms and conditions, including, but not limited to, Rewards Currency, Rewards Currency accrual, expiration and maximum cap, point redemption, costs, fees (if any), an explanation of Qualifying Purchases, and all other material terms and conditions upon Cardholder enrollment in the program, and as required by applicable laws and regulations
- Communicate in writing the value of the Rewards Currency to its Cardholders, annually or as required by applicable laws or regulations, including, at minimum, all of the following information:

- Amount earned
- Amount redeemed
- Balance remaining
- Notify the Cardholder of any material changes to the program terms and conditions before the revision effective date
- Ensure the accuracy of any information that it or its Agent provides to its Cardholders

ID# 0003897

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.7 Visa Signature

### 4.7.1 Visa Signature and Visa Signature Preferred – Card Requirements

#### 4.7.1.1 Visa Signature Card Requirements

A Visa Signature Card Issuer must include features and services equivalent to the Visa Infinite Card and all of the following:

- No pre-set spending limit<sup>1</sup>
- Access to web services specific to Visa Signature Cardholders
- A Card design specific to a Visa Signature Card

<sup>1</sup> This does not apply in the US Region for Visa Signature Cards not issued as Visa Charge Cards.

ID# 0008228

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.7.1.4 Visa Signature Card Point-of-Sale Spend Requirement – AP and CEMEA Regions

In the AP Region and CEMEA Region, a Visa Signature Card must meet the country-specific spend threshold established by Visa, failing which Visa may automatically modify the Interchange Reimbursement Fee designation for the Card account using the spend qualification assessment. The IRF designation will be determined based on whether the Card account meets or does not meet the Visa Signature Card spend threshold, as specified in either, as applicable:

- Section .
- Section .

Spend qualification assessment methodology may be defined by Visa within the specific country.

ID# 0027304

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.7.2 Visa Signature and Visa Signature Preferred – Customer Service Requirements

##### 4.7.2.1 Visa Signature and Visa Signature Preferred Card Customer Service Requirements – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must do all of the following:

- Provide to its Cardholders a customer service toll-free telephone number available 24 hours a day, 7 days a week
- Ensure that the number is:
  - Serviced either by a customer service agent or a voice response unit

Issuers must also ensure access to account information 24 hours a day, 7 days a week through any or all of the following:

- Customer service agent
- A voice response unit
- Online access

ID# 0003906

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.7.2.2 Visa Signature and Visa Signature Preferred Card Website – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must provide its Cardholders access to a website that offers special information and services specific to its Visa Signature and Visa Signature Preferred Cardholders.

ID# 0003923

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.7.3 Visa Signature and Visa Signature Preferred – Issuer Requirements

##### 4.7.3.11 Visa Signature and Visa Signature Preferred Cardholder Notification – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must provide notification to the Cardholder both:

- Before ongoing Transactions can be declined
- When an account needs to be suspended or closed for any reason

ID# 0003218

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.7.3.12 Visa Signature Card Enhanced Billing Support – US Region

In the US Region, a Visa Signature Issuer must provide enhanced billing support resolution services to X

ID# 0003907

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.7.4 Visa Signature and Visa Signature Preferred – Features and Benefits

##### 4.7.4.6 Visa Signature Card Travel Rewards Program – LAC Region

In the LAC Region, a Visa Signature Card Issuer must provide a rewards program that offers Cardholders, through purchases with Visa Signature, the ability to accumulate points that can be redeemed for Airline travel. The rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or an Airline Affinity/Co-Brand program. Cardholders must not be assessed an additional fee for membership in the rewards program.

ID# 0004500

Edition: Apr 2018 | Last Updated: Oct 2015

##### 4.7.4.7 Visa Signature and Visa Signature Preferred Spending Limits and Payment Options – US Region

In the US Region, a Visa Signature Issuer may allow a Visa Signature Cardholder the option to either:

- Pay in full each statement cycle. The Minimum Spending Limit for a Visa Signature Card issued as a Visa Charge Card must not be less than USD 2,000 per month.
- Revolve. This option does not apply to Visa Charge Cards.
  - For Visa Signature Cards, if positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least USD 5,000 during each statement cycle.
  - For Visa Signature Preferred Cards, if the Visa Signature Preferred Cardholder is allowed the option to revolve, the Issuer must permit a minimum revolving balance of at least USD 5,000 during each statement cycle.

ID# 0008237

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.7.4.8 Visa Signature and Visa Signature Preferred Rewards Program Participation – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must both:

- Offer a rewards program to its Visa Signature or Visa Signature Preferred Cardholders
- Notify Cardholders, at least quarterly, via billing statement or stand-alone statement, of reward points earned during the relevant period

ID# 0003915

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.8 Visa Infinite

### 4.8.1 Visa Infinite/Visa Infinite Privilege – Card Requirements

#### 4.8.1.1 Visa Infinite Card BIN Designation – US Region

In the US Region, a Visa Infinite Issuer must use Account Level Processing to support BIN designation for its Visa Infinite portfolio.

ID# 0029201

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.8.1.2 Visa Infinite Card Spending Limits

An Issuer<sup>1,2</sup> must offer its Visa Infinite Cardholders either:

- A no pre-set limit, excluding Emergency Card Replacements
- A Minimum Spending Limit of X during each statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

This requirement does not apply in the Canada Region

In the US Region, a Visa Infinite Issuer must support both of the following minimum credit limits:

- For Visa Consumer Credit Cards, excluding Visa Charge Cards, either:
  - X for accounts with no pre-set spending limit
  - X for accounts with a pre-set spending limit
- For Visa Charge Cards, X

<sup>1</sup> This requirement does not apply to Visa Infinite debit Card Issuers in China.

<sup>2</sup> This requirement does not apply to Visa Infinite debit Card Issuers in Singapore.

ID# 0004539

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.8.1.3 Visa Infinite Card Features and Branding Requirements

A Visa Infinite Card Issuer must do all of the following:

- Offer features that differentiate the Visa Infinite Card from any other Visa Card product it issues
- Offer highest purchasing power available within the applicable Visa Region and the Issuer's Visa Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Visa Card product name
  - Does not use the Sample Card Design or reserved color of a Visa Card product
- In the US Region, use the product name "Visa Infinite" on all Visa Infinite Cards and include it in all solicitations, advertising, promotions, and all its Cardholder communications

ID# 0004532

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.8.1.5 Visa Infinite Debit Card Issuance Requirements – AP Region (China, Singapore)

In the AP Region (China), an Issuer may provide a Visa Infinite debit Card only to a Cardholder who has a minimum assets under management of X (or foreign currency equivalent) with the Issuer.

In the AP Region (Singapore), an Issuer may provide a Visa Infinite debit Card only to a Cardholder who has a minimum assets under management of SGD 500,000 with the Issuer.

ID# 0029457

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.8.2 Visa Infinite/Visa Infinite Privilege – Customer Service Requirements

##### 4.8.2.2 Visa Infinite Card Emergency Services

If a Visa Infinite Issuer offers Visa emergency services, it must both:

- Provide a toll-free telephone number 24 hours a day, 7 days a week
- Communicate the telephone number to the Cardholder annually
- In the US Region:
  - Activate and publish the domestic toll-free and international collect-call telephone number for emergency support



- Ensure that its toll-free and collect-call telephone numbers are printed on the back of the Visa Infinite Card. The domestic toll-free number must also appear on the monthly billing statement.

ID# 0004544

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.8.2.3 Visa Infinite Cardholder Notification and Complaints

A Visa Infinite Card Issuer must both:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Transaction Authorizations

These requirements do not apply to Visa Infinite Issuers in the LAC Region.

ID# 0004543

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.8.3 Visa Infinite/Visa Infinite Privilege – Issuer Requirements

##### 4.8.3.1 Visa Infinite/Visa Infinite Privilege Card Permitted Account Types

At the option of Visa, a Visa Infinite Issuer may support the following account types:

In the AP Region, CEMEA Region, and Europe Region, a credit, charge, or debit account

- In the Canada Region:
  - For Visa Infinite, a credit, charge, or debit account
  - For Visa Infinite Privilege, a credit or charge account
- In the LAC Region, credit, charge, debit, or Prepaid Account
- In the US Region, a credit or charge account

ID# 0004537

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.8.3.7 Visa Infinite Privilege Program Compliance with Visa Infinite Rules – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must comply with all requirements related to the Visa Infinite Card program.

ID# 0027692

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.8.3.9 Declined Visa Infinite Privilege Card Transactions – Canada Region

In the Canada Region, for Visa Infinite Privilege Cards issued with a no pre-set spending limit, an Issuer must provide notification to the Cardholder before ongoing Transactions may be declined.

ID# 0027701

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.8.3.10 Visa Infinite Privilege Card Marketing – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must promote the Visa Infinite Privilege features, benefits, and services to Cardholders

ID# 0027702

Edition: Apr 2018 | Last Updated: Apr 2017

##### 4.8.3.14 Visa Infinite Card Issuance Requirements – Europe Region

In the Europe Region, if a Visa Infinite Card Issuer does not issue a minimum of 500 Visa Infinite Cards within 12 months of issuing its first Visa Infinite Card, Visa will invoice the Issuer for the equivalent of 500 Visa Infinite Cards.

ID# 0029623

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.8.3.15 Visa Infinite Card BIN Requirements – Europe Region

In the Europe Region, a Visa Infinite Issuer must both:

- Use a dedicated BIN for its Visa Infinite Cards
- Not reclassify an existing Visa Infinite Card BIN to represent a Visa Card product other than a Visa Infinite Card without prior Visa permission

ID# 0029625

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.8.3.16 Visa Infinite Card Delinquent Account Notification – Europe Region

In the Europe Region, for Visa Infinite Cards with no pre-set spending limit, an Issuer must provide notification to the Cardholder before declining any Transactions.

ID# 0029626

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.8.3.19 Visa Infinite Requirement to Provide Cardholder Disclosure – US Region

In the US Region, a Visa Infinite Issuer must disclose all of the following to its Cardholders:

- Information related to Card benefits arranged by the Issuer with third parties
- That it may provide personal Cardholder data to Visa, its contractors, or to Third-Party Agents for the purpose of providing Emergency Card Replacement, Emergency Cash Disbursement, or other Card-related benefits and services
- That to the extent personal Cardholder data is provided or disclosed to obtain travel and lifestyle or insurance benefits, the benefit providers will handle such information in accordance with their privacy policies

The Issuer must obtain Cardholder consent to the release of this information as a condition of obtaining a Visa Infinite Card.

ID# 0029251

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.8.3.20 Visa Infinite Issuance Requirements – Europe Region (France)

In the Europe Region (France), a Visa Infinite Card Issuer must:

- Display the Visa Infinite URL (*visainfinite.fr*) in all communications to Cardholders
- Implement a website enabling Cardholders to access all documents relating to Visa Infinite

ID# 0030079

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.8.4 Visa Infinite/Visa Infinite Privilege – Features and Benefits

##### 4.8.4.1 Visa Infinite Card Minimum Benefits

An Issuer must provide enhanced benefits to its Visa Infinite Cardholders for all the following benefit categories:

- Priority assistance and convenience
- Exclusive privileges and rewards
- Safety and security

These requirements do not apply to Visa Infinite Cards issued in the LAC Region.

In the AP Region (Singapore), an Issuer must ensure that the rewards currency enables Cardholders to redeem an equivalent to 150 basis points per dollar for International Transactions, 100 basis points per dollar for Domestic Transactions for credit cards, and 70 basis points per dollar for Domestic Transactions for debit cards.

ID# 0008311

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.8.4.2 Visa Infinite Card Web Services

An Issuer must, either independently or through Visa, offer its Visa Infinite Cardholders access to a website that offers special information and services to high-end consumers.

The Visa Infinite website must comply with all of the following:

- Be limited to Visa Infinite Cardholders only
- Provide a description of Visa Infinite Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Exclusive Privileges Merchant partner offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel-related content not readily available from other sources
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
  - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback
- In the US Region:
  - Enable Cardholder access to the Visa Infinite benefits portal hosted by Visa on behalf of the Issuer
  - Comply with the Visa content guidelines and approval requirements for any offers or content provided by or on behalf of the Issuer for use in connection with the Visa Infinite benefits portal

These requirements do not apply to Visa Infinite Cards issued in the LAC Region.

ID# 0008415

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.8.4.13 Visa Infinite Privilege Card Website – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must provide its Cardholders exclusive access to the Visa Infinite Privilege website that:

- Details information about Visa Infinite Privilege Card features, services, and benefits
- Enables Cardholders to link from the Issuer website to the Visa Infinite Privilege dedicated website

ID# 0027703

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.8.4.15 Visa Infinite Card Core Features – Europe Region

In the Europe Region, a Visa Infinite Card Issuer must provide all of the following core services to its Cardholders:

- Both of the following safety and security features:
  - Medical referral, assistance, and emergency services
  - Legal referral, assistance, and Cash Disbursement services
- Both of the following priority assistance and convenience features:
  - Customer service representatives available 24 hours a day, 7 days a week
  - Concierge service
- Merchant partner program

ID# 0029624

Edition: Apr 2018 | Last Updated: Oct 2016

## 4.10 Campus Card

### 4.10.1 Campus Card – Issuer Requirements

#### 4.10.1.1 Visa Campus Card Issuance – US Region

In the US Region, participation in Visa Campus Card program is limited to principal Issuers and Sponsored Members.

A Campus Card Issuer must do all of the following:

- Limit issuance of a Visa Campus Card to:
  - A Visa Debit Campus Card or a Visa Prepaid Card
  - “Active” student, staff, or faculty members at colleges and universities as defined by the Issuer in association with each school. “Active” status must be associated with the Cardholder’s academic or employment status with the school.
- Ensure that any student identification number printed on the Campus Card does not contain any portion of the student’s Social Security Number, the Account Number or any other number that may present a privacy or security risk
- Limit issuance of a Visa Campus Card to:
  - Identification
  - Building access

- Library access
- Other Visa-approved proprietary closed-loop applications
- Enable alternative network routing as required to comply with Regulation II

ID# 0027551

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.10.1.2 Campus Card Extraneous Numbers or Devices – US Region

In the US Region, any extraneous number or device embossed, printed, etched, encoded, or otherwise affixed to a Campus Card must not be used to facilitate any financial transactions, other than closed-loop proprietary college or university system transactions.

ID# 0027553

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.11 Prepaid

### 4.11.1 Prepaid – Issuer Requirements

#### 4.11.1.1 Visa Prepaid Card Program Issuance Requirements

A Visa Prepaid Card Issuer must:

- Obtain Visa approval prior to implementing a Visa Prepaid Card program
- Adhere to anti-money laundering and anti-terrorist financing requirements
- Prohibit unauthorized reselling of its Visa Prepaid Cards or accounts
- Not issue Visa Prepaid Cards as any type of consumer credit program that extends a line of credit
- Ensure that the expiration date embossed on the Card and encoded on the Magnetic Stripe and Chip (when used) does not exceed 5 years from the date of issuance
- For Visa Gift Cards issued in the US Region, the Issuer must ensure the expiration date encoded on the Magnetic Stripe or Chip (when used) and embossed or printed on a Visa Gift Card does not exceed 9 years from the date of issuance
- Print a customer service telephone number<sup>1</sup> on the back of a Visa Prepaid Card
- Support Authorization Reversals
- In addition, in the Europe Region, certify that a non-Member that distributes Visa Prepaid Cards on its behalf complies with the *Visa Europe Prepaid Cards Retail Channel Guidelines*

<sup>1</sup> In the US Region, the number must be a toll-free telephone number.

ID# 0003633

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.11.1.2 Visa Prepaid Card BIN

A Visa Prepaid Issuer must use a separate BIN for consumer and commercial Visa Prepaid Card programs.<sup>1</sup>

A Visa Prepaid Card program type must be issued in a separate BIN or 9-digit account range within a BIN.

<sup>1</sup> This requirement does not apply in the LAC Region.

ID# 0008352

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.11.1.4 Visa Prepaid Card Funds and Reserves Requirements

A Visa Prepaid Card Issuer must establish fund reserves to cover Visa Prepaid Card Transactions and Settlement obligations. The Issuer must do all of the following:

- Ensure that prepaid funds are used only for valid Presentments
- Ensure that reserves are used only to cover direct program losses
- Monitor Agent reserves and account funding, including that of Mobile Network Operators (MNOs), and have access to Agent and MNO systems
- Periodically review and monitor Cardholder funds, including exception reporting
- In instances where the settlement or movement of funds between Visa Prepaid Card Issuers and their Agents is delayed, remit the funds as expeditiously as possible

A Visa Prepaid Card Issuer must hold and control all Visa Prepaid Card funds and Agent reserves in an account controlled by the Issuer. This requirement does not apply to:

- Members in countries where applicable laws or regulations require funds to be held in approved trust accounts
- In the US Region, Issuers of Visa Health Savings Account (HSA) programs, where funds must be held in an IRS-approved trust account
- Issuers of Visa Mobile Prepaid (VMP) where funds are held with an Issuer-approved Mobile Network Operator's (MNO) financial institution partner

- **Effective 14 October 2017**

In the US Region, funds on deposit at an organization other than the Issuer's, as specified in *Section 4.1.1.11, Card Accessing Cardholder Funds on Deposit – US Region*

A Visa Mobile Prepaid (VMP) Issuer must:

- Establish and hold reserves from the MNO to cover Card Transactions and Visa Settlement obligations
- Perform annual due diligence on the MNO's financial institution partner

ID# 0027830

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.11.1.6 Visa Prepaid Account Balances

An Issuer must disclose its obligation for Card balances to its Visa Prepaid Cardholder. The disclosure must comply with all of the following:

- Be either in writing or other appropriate means as approved by Visa
- Identify the Issuer responsible for Prepaid Account balances either on the front or back of the Card
- Not imply that Visa is liable for outstanding balances

ID# 0008353

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.1.10 Point-of-Sale Balance Inquiry and Point-of-Sale Balance Return Service – Issuer Participation Conditions

An Issuer that participates in the Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return Service must complete systems testing with Visa.

In the US Region, a Visa Prepaid Issuer of Visa Gift Cards, Visa Incentive Cards, or other Non-Reloadable Visa Prepaid Cards must participate in the Point-of-Sale Balance Inquiry and/or Point-of-Sale Balance Return Service.

ID# 0025545

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.11.1.13 Visa Prepaid Card Transaction Data Requirements – LAC Region (Brazil)

In the LAC Region (Brazil), an Issuer of a Visa Prepaid Card must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for a Transaction completed with a Visa Prepaid Card of government programs.

ID# 0029035

Edition: Apr 2018 | Last Updated: Apr 2015



#### 4.11.1.16 Visa Consumer and Government Disbursement Reloadable Cards – Issuer Requirements – Canada Region

In the Canada Region, an Issuer of a Visa Consumer Card or government disbursement Reloadable Card<sup>1</sup> must do all of the following:

- Not charge the Cardholder a fee for domestic point-of-sale and domestic Card-Absent Environment Transactions
- Offer free access to financial education and tools to the Cardholder and clearly communicate available financial education and tools in Cardholder communications and where the Reloadable Card is being promoted<sup>2</sup>
- Enable the Cardholder to:
  - Reload funds on the Card through one free method, including, but not limited to, bill payment, bank transfers, retail load hubs, direct deposit, credit or debit Card, cash, person-to-person funds transfer, mobile remote check deposit, or point-of-sale reload network
  - Check available balance through one free method, including, but not limited to internet, integrated voice response (IVR), or ATM

<sup>1</sup> This does not apply to travel Visa Prepaid Cards issued in foreign currency and Visa Commercial Card Issuers.

<sup>2</sup> Financial education tools may be Issuer-proprietary (Issuer-branded, -owned, and -developed) or developed by third parties, as long as the Issuer provides the links to those resources.

#### 4.11.2 Prepaid – Agent Use/Risk Controls

##### 4.11.2.1 Visa Prepaid Card – Use of Agents – US Region

In the US Region, a Visa Prepaid Card Issuer that uses Agents for its Visa Prepaid Card program must do all of the following:

- Establish underwriting, monitoring, and control policies for its Agents
- Establish policies and procedures for reviewing solicitation materials used by its Agents
- Ensure that the policies are approved by its board of directors unless Visa specifically waives this requirement
- Provide the policies to Visa upon request
- Monitor its Agents and ensure it has access rights to all of its Agents' systems and reports
- Submit a report on all Agent relationships to Visa on a quarterly basis

ID# 0008356

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.2.2 Visa Prepaid Issuer Risk Program Requirements

A Visa Prepaid Card Issuer must comply with, and ensure that its applicable Agent complies with, the *Visa Prepaid Issuer Risk Program Standards Guide*<sup>1</sup> and cooperate with Visa, or an entity approved by Visa, for the completion of a periodic review of the Issuer's or its Agent's operations at any time. The Issuer is responsible for the cost of the periodic review.

The Issuer must both:

- Complete the *Prepaid Issuer Self-Assessment Questionnaire* upon entry into the Visa prepaid program and, at minimum, on an annual basis
- Provide to Visa upon request:
  - A copy of the completed *Prepaid Issuer Self-Assessment Questionnaire*
  - A copy of the review report

<sup>1</sup> This does not apply in the Europe Region.

ID# 0008359

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.11.3 Prepaid – Affinity/Co-Branding

##### 4.11.3.1 Additional Permitted Member Identification for Prepaid Cards

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, to display the Marks of another Visa Member on its Visa Prepaid Cards, an Issuer must do all of the following:

- Obtain prior approval from Visa
- Clearly identify itself as the Issuer on the Card and program materials
- Own, underwrite, and exercise complete control over the Prepaid Card Account and the receivables associated with it. The non-issuing Member must act only as the distributor/reseller.
- Maintain responsibility for all customer service functions for the Prepaid Card
- Ensure that any Functional Type or Mark does not facilitate payment for goods or services

In the Europe Region, an Issuer must not display the Marks of another Visa Member on its Visa Prepaid Cards.

ID# 0027675

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.11.3.3 Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception

For Visa Prepaid Cards, an Issuer that displays the Marks of a non-Member entity that is engaged in banking activities and eligible for Visa membership must comply with all of the following:

- Obtain prior written consent from Visa
- Ensure that the Affinity/Co-Brand program is established solely for the purpose of providing the distribution or sale of certain Visa Prepaid Cards
- Maintain complete control over the Affinity/Co-Brand Visa Prepaid Cards including responsibility for customer service and assumption of financial liability. The Affinity/Co-Brand partner must not be engaged in an ongoing contractual relationship with the Cardholder in connection with the Issuer's Visa Prepaid Card.
- Assume complete responsibility for oversight and control of their Affinity/Co-Brand partner in accordance with the reseller requirements specified in *Section 4.11.4.4*.

ID# 0027677

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.11.4 Prepaid – Distribution of Cards Outside the Country of Issuance

##### 4.11.4.4 Limitation on Distribution of Visa Prepaid Cards Outside the Country of Issuance

An Issuer authorized to distribute Visa Prepaid Cards outside its country of Issuance must limit such distribution to Prepaid products that are funded solely by a multinational corporation or a government entity.

For Visa Prepaid Cards distributed outside the country of issuance and funded by a multinational corporation, the Issuer must do all of the following:

- Be licensed to issue Visa Cards in the country in which the multinational corporation is headquartered<sup>1</sup>
- Obtain prior written approval from Visa for each Visa Prepaid Card program enabled for distribution in a different country
- Not engage in any activity that amounts to active solicitation and issuance outside the countries in which it holds a Visa license
- Ensure compliance with local laws and regulations in each country of distribution
- **Effective through 19 January 2018**  
Ensure that no more than 25% of the multinational corporation's revenue is derived from activities outside the country in which the participating Issuer is located

- **Effective through 19 January 2018**

Ensure that the number of the multinational corporation's employees resident outside the country in which the participating Issuer is located does not exceed 25% of the multinational corporation's overall employee count<sup>1</sup>

- **Effective 20 January 2018**

Ensure that at least 50% of the Visa Prepaid Cards issued to the multinational corporation are distributed in countries in which the Issuer holds a Visa license

- For a Visa Prepaid Card funded for the purpose of insurance-to-consumer programs, ensure that the insurance company is located within the country of the Issuer and Cards are provided only to policy holders who are living abroad. Centralized global Card distribution for global or multinational insurance companies is prohibited.

For Visa Prepaid Cards distributed outside the country of issuance and funded by a government entity, the Issuer must ensure that both:

- No more than 25% of the total beneficiaries of the government disbursements under the specified government program reside outside the country of the Issuer
- The government entity is located within the same country as the Issuer

<sup>1</sup> This restriction does not apply to Airlines, Cruise Lines, and sea-based shipping companies.

ID# 0026802

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.11.5 Prepaid – Authorization Services/Funds Access

##### 4.11.5.1 Visa Prepaid Card Selective Authorization

A Visa Prepaid Card Issuer's systematic decline responses to Authorization Requests for specific Prepaid Cards must be based only on the following criteria:

- MCC
- Merchant name or terminal identification
- Location or Merchant Outlet

A Prepaid Card Issuer must obtain approval from Visa before implementing Selective Authorization programs or limiting acceptance, except when the Issuer suspects fraudulent or unusual activity.

ID# 0025537

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.5.2 Partial Authorization Service for Visa Debit and Visa Prepaid Card Issuers

A Visa Prepaid Card Issuer and its VisaNet Processor that offers Partial Authorization must support Partial Authorization Transactions and Authorization Reversals.

In the Canada Region and US Region, a Visa Prepaid Card Issuer and its VisaNet Processor must support Partial Authorization Transactions.

#### Effective 13 April 2019

In the CEMEA Region (Kenya), a Visa Debit or a Visa Prepaid Card Issuer and its VisaNet Processor must support Partial Authorization Transactions

ID# 0002494

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.11.6 Prepaid – Partners

##### 4.11.6.2 Prepaid Partner – Load Partner Requirements

In addition to the requirements specified in *Section 4.11.6.1*, a Prepaid Partner that provides Load Transaction services must do all of the following:

A Prepaid Partner that participates in Load and Activation services must obtain Issuer approval of an activation and load Authorization Request for Card activation for both Reloadable Cards and Non-Reloadable Cards.

ID# 0028182

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.11.9 Prepaid – Visa TravelMoney

##### 4.11.9.1 Visa TravelMoney Participation

A Prepaid Card Issuer that participates in the Visa TravelMoney program must comply with all of the following:

- Participate in the Card Verification Service
- Issue pre-assigned or customer-selected PINs to all Visa TravelMoney Cards
- Accept PIN for Cardholder verification at an ATM
- Support ATM Cash Disbursements at both Visa/Plus ATM and Manual Cash Disbursements at Visa Member offices
- Not position Visa TravelMoney Cards as equivalent to Traveler's Cheques

ID# 0002503

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.9.2 Visa TravelMoney Student Card Issuer Requirements – LAC Region

In the LAC Region, a Visa TravelMoney Student Card Issuer must:

- Issue Cards as a Chip-enabled Prepaid Card
- Enable both Point-of-Transactions and ATM functionality on its Visa TravelMoney Student Cards
- Issue Cards using either account ranges only within existing Visa TravelMoney BINs or a unique Visa TravelMoney BIN

ID# 0029272

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.11.9.3 Visa TravelMoney Student Card Core Benefits – LAC Region

A Visa TravelMoney Student Card Issuer must, at a minimum, provide to its Cardholders all of the following core product benefits, unless prohibited by applicable laws or regulations:

- Rental car insurance, including country of residence
- Travel and Emergency Assistance Services
- Visa Purchase Protection
- Visa Price Protection
- Visa Extended Warranty
- Visa Trip Delay
- Visa Luggage Delay

ID# 0029271

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.11.9.4 Visa TravelMoney – Access to Funds – US Region

In the US Region, if an Issuer offers multiple Visa TravelMoney Cards to a Cardholder, the Issuer must both:

- Ensure full access to Visa TravelMoney funds for each Visa TravelMoney Card held by the Cardholder. If one or more Visa TravelMoney Cards are lost, the remaining Cards must still have access to funds.
- Replace one or more Cards up to the total number of Visa TravelMoney Cards originally purchased if one or more are lost, stolen, or damaged.

ID# 0008403

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.11.9.5 Visa TravelMoney – ATM and POS Functionality

An Issuer that is licensed only for the issuance of Visa TravelMoney Cards must restrict the functionality on the Card to ATM use only.<sup>1</sup>

<sup>1</sup> This does not apply to Visa TravelMoney Student Cards.

ID# 0025548

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.11.9.6 Visa TravelMoney Cardholder Notification

An Issuer of Visa TravelMoney Cards must inform its Cardholders that a Visa TravelMoney Card may be used at a Visa/Plus ATM location.

ID# 0002511

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.10 Prepaid – Visa Buxx

##### 4.11.10.1 Visa Buxx Card Issuer Implementation Requirements – US Region

In the US Region, at least 30 days before issuing Cards, a Visa Buxx Issuer must submit to Visa written certification that its programs, systems, procedures, and services can support Visa Buxx Card requirements.

ID# 0004361

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.11.10.2 Visa Buxx Card Issuer Requirements – US Region

In the US Region, a Visa Buxx Issuer must designate a parent or an adult sponsor as the account owner of the Card with the option for the minor/underage person to be an authorized user:

A Visa Buxx Issuer must comply with all of the following:

- Not market a Visa Buxx Card to an underage person and decline the application if the intended authorized user is under the age of 13
- Offer the account owner the option to:
  - Establish defined spending and cash access limits by Transaction amount, type, and/or frequency
  - Receive text message, email or mobile application notifications when the limits are exceeded

- Support on-demand, scheduled, or recurring minimum balance reloads in at least 3 ways, one of which must make funds available to the Cardholder within one hour of initiating the load
- Either itself, through Visa, or a third-party provider, offer:
  - Parental notification of payment activity and current balance information
  - The option to receive paper and/or electronic delivery of periodic Card statements
  - The ability to manage the account online
  - The ability to check available balance via internet, interactive voice response (IVR), or ATM

ID# 0008378

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.12 Prepaid – Employee Benefits/Healthcare

##### 4.11.12.1 Visa Employee Benefit Card Issuer Requirements – US Region

In the US Region, a Visa Prepaid Card Issuer must comply with both of the following:

- Not permit cash access for its Employee Benefits Cards
- Support Retrieval Request reason code 27 (Healthcare Auto-Sub Data Retrieval Request), for the purpose of obtaining detailed Transaction Receipt data from Acquirers, via fax, for Visa Flexible Spending Accounts (FSA) or Visa Health Reimbursement Arrangement (HRA)

ID# 0008386

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13 Prepaid – Visa Mobile

##### 4.11.13.1 Visa Mobile Prepaid General Requirements – AP Region, CEMEA Region, and LAC Region

A Member participating in Visa Mobile Prepaid must do all of the following:

- Receive Original Credit Transactions, where available
- Ensure that all Visa Mobile Prepaid accounts are linked to a valid mobile telephone number
- Provide Visa with mobile phone number (Mobile Subscriber Integrated Services Digital Network-Number – MSISDN) to primary Account Number (PAN) mapping data for each active Visa Mobile Prepaid account

ID# 0027159

Edition: Apr 2018 | Last Updated: Oct 2016



#### 4.11.13.2 Visa Mobile Prepaid Issuer Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, a Visa Mobile Prepaid Issuer must do all of the following:

- Use a unique Visa Mobile Prepaid product sub-type and a prepaid BIN assigned to a Visa consumer, business, or commercial product
- Ensure that a physical companion Card issued for a virtual Visa Mobile Prepaid account complies with the same branding requirements as any other Visa Card
- Inform the Visa Mobile Prepaid user of any fees that may be charged
- Comply with the routing directory requirements
- Issue commercial Visa Mobile Prepaid Accounts to its Mobile Money Agents if participating in interoperable Mobile Money Agent services
- Support authentication for all Visa Mobile Prepaid Transactions

ID# 0027160

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13.3 Visa Mobile Prepaid Quarterly Reporting – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, a Member participating in the Visa Mobile Prepaid Program must report its Visa Transactions in its Operating Certificate.

ID# 0027161

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13.4 Visa Mobile Prepaid Companion Card Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, a Visa Mobile Prepaid Issuer that makes a companion Card available to a Visa Mobile Prepaid account holder must both:

- Ensure that the Card does not have an expiration date of more than 5 years from the date of issuance
- Encode the Magnetic Stripe with an "X2X" Service Code

ID# 0027162

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13.5 Visa Mobile Money Operator Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must do all of the following:

- Register as a Third Party Agent if it is not the licensed Issuer of Visa Mobile Prepaid
- Monitor its Mobile Money Agents for signs of fraud or other illegal activity
- Maintain an accurate list of its Mobile Money Agents, which must be provided to Visa upon request
- Ensure that its Mobile Money Agents do not add fees to what is already charged by the Mobile Money Operator for services provided to Visa Mobile Prepaid account holders at the Mobile Money Agent location

ID# 0027163

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13.6 Visa Mobile Prepaid Processing Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, all Visa Mobile Prepaid Transactions completed on a Visa BIN must be processed through VisaNet.

ID# 0027684

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13.7 Visa Mobile Money Operator Authentication Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must do all of the following:

- Complete a Mobile Money Consumer Authentication, before sending an Authorization Request
- Complete a Mobile Money Agent Authentication, before completing a Transaction or sending an Authorization Request. Only a Mobile Money Operator may complete the Mobile Money Agent Authentication.
- Require the Visa Mobile Prepaid account holder to complete Mobile Money Consumer Authentication for a Transaction only from the mobile telephone registered to the account holder
- Protect the Visa Mobile Prepaid account holder's account passcode in the same way that a PIN is protected during a Transaction

ID# 0027680

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.13.8 Mobile Money Agent Authentication – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must both:

- Ensure that a Mobile Money Agent completes a Mobile Money Consumer Authentication for a Transaction only from the mobile telephone registered to the account holder's Visa Mobile Prepaid account
- Protect the Mobile Money Agent's account passcode in the same way a PIN is protected during a Transaction

ID# 0027681

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.14 Prepaid – Payroll/Salary

##### 4.11.14.1 Visa Payroll Card – Cardholder Identification

A Visa Payroll Card Issuer must implement Card activation procedures that require Cardholders to validate their identity by some reasonable means before being able to use the Card.

ID# 0025571

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.11.14.2 Visa Payroll Card – Access to Wages – US Region

In the US Region, a Visa Payroll Card Issuer must both:

- Support Cardholder access to funds through both:
  - Visa ATM Network with a PIN
  - Manual Cash Disbursements at a Branch
- Enable Visa Payroll Cardholders to withdraw the full balance in the Account, without cost, as follows:
  - At least once per month
  - If wages are paid more frequently than weekly, at least once per week

ID# 0027972

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.11.14.3 Visa Payroll Card – Federally Insured Cardholder Funds – US Region

In the US Region, Visa Payroll Card funds must be federally insured for the benefit of Visa Payroll Cardholders.

ID# 0027973

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.11.15 Prepaid – Visa Vale

##### 4.11.15.1 Visa Vale Issuer Participation – LAC Region (Argentina, Brazil)

In the LAC Region (Argentina, Brazil), an Issuer that participates in the Visa Vale program must authorize and settle Visa Vale Transactions.

ID# 0027355

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.11.17 Travelers Cheque Issuer Requirements

##### 4.11.17.1 Travelers Cheque Global Refund Service – Europe Region

The Global Refund Service will contact the Issuer to arrange for the Emergency Cheque Refund and will provide the Emergency Refund Location with all of the following information in relation to the lost or stolen Cheque, as applicable:

- Account Number
- Name of purchaser of the Cheque
- Refund Claim Number
- Where an Emergency Cash Disbursement is provided, the amount of that Emergency Cash Disbursement in local currency
- Authorization Code

When conducting an Emergency Cash Disbursement, the Emergency Refund Location must verify the identity of the purchaser of the Cheques by comparing the Refund Claim Number provided by the Global Refund Service to that provided by the purchaser of the Cheques.

If the Refund Claim Numbers match, the Emergency Refund Location must both:

- Complete a Transaction Receipt with the following, as applicable:
  - Account Number relating to the lost or stolen Cheques
  - Name of purchaser of the Cheques
  - Words "Emergency TC Refund" in the space designated for the Cardholder's street address
  - Refund Claim Number in the space designated for the Cardholder's identification
  - Amount of the Emergency Cash Disbursement, plus USD 25 (or local currency equivalent) for the refund handling fee
  - Date of the Emergency Cash Disbursement

- Authorization Code provided by the Global Refund Service
- Details of the Member's identification
- Signature of the purchaser of the Cheques
- Process the Emergency Cash Disbursement in the same manner as a Manual Cash Disbursement, both:
  - At face value
  - With no fees or charges to the purchaser of the Cheques

If the Refund Claim Numbers do not match, the Emergency Refund Location must contact the Global Refund Service for instructions prior to issuing the Emergency Cash Disbursement.

ID# 0029617

Edition: Apr 2018 | Last Updated: Oct 2016

## 4.12 Visa Commercial Products

### 4.12.1 Commercial Card Issuance Requirements

#### 4.12.1.1 Commercial Card Issuance

An Issuer may only issue Visa Commercial Cards to provide a means of payment for business-related goods and services<sup>1,2</sup> and must not issue a Visa Commercial Card to an individual, except as follows:

- Employees of public- or private-sector organizations, including sole proprietors and self-employed individuals
- Employees or contractors of an organization as part of an employer-sponsored program
- At the discretion of Visa, members of an affinity group or association that requires a means to pay for business-related goods and services and is represented by a public- or private-sector company

<sup>1</sup> This requirement does not apply in the US Region to Visa Business Check Cards used to pay debt.

<sup>2</sup> In the Europe Region, an Issuer must ensure that the terms and conditions provided to a Visa Commercial Cardholder explicitly state that the Visa Commercial Card must be used only as a means of payment for business expenditures.

ID# 0003173

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.1.2 Commercial Products Core Feature Requirements

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Visa Commercial Card Issuer must provide the core features specified as follows. A description of each core feature is provided below the table.

In the Europe Region, a Visa Commercial Card Issuer must comply with the *Visa Europe Commercial Program Guide*.

**Table 4-18: Visa Commercial Card Core Feature Requirements – AP Region, Canada Region, CEMEA Region, LAC Region, and US Region**

Core Feature	Visa Business Card and Visa Business Electron Card <sup>1</sup>	Visa Corporate Card <sup>1</sup>	Visa Purchasing Card <sup>1</sup>	Visa Platinum Business Card and Visa Signature Business Card <sup>2,3</sup>
ATM Access	X	X <sup>4</sup>	X	X
Central or Individual Billing		X	X <sup>5</sup>	
Centralized Billing <sup>6</sup>		X	X	
Local Currency Billing <sup>6,7</sup>	X	X	X	X
Service Level Standards <sup>6,7</sup>	X	X <sup>4</sup>	X	X
Charge Card <sup>8</sup>		X <sup>5</sup>	X <sup>5</sup>	
Limited Corporate Liability <sup>8</sup>		X	X	
Management Information Reporting <sup>6,9</sup>		X <sup>4</sup>	X	
Flexible Transaction Authorization <sup>6,7,8</sup>			X	
Individual Memo Statements <sup>10</sup>		X	X <sup>5</sup>	
<sup>1</sup> In the LAC Region, does not apply to Visa Business Electron Cards, Visa Corporate Electron Cards, and Visa Purchasing Electron Cards <sup>2</sup> In the CEMEA Region, applies to Visa Platinum Business Cards and Visa Signature Business Cards <sup>3</sup> In the LAC Region, applies to Visa Signature Business Cards and Visa Infinite Business Cards				

**Table 4-18: Visa Commercial Card Core Feature Requirements – AP Region, Canada Region, CEMEA Region, LAC Region, and US Region (continued)**

Core Feature	Visa Business Card and Visa Business Electron Card <sup>1</sup>	Visa Corporate Card <sup>1</sup>	Visa Purchasing Card <sup>1</sup>	Visa Platinum Business Card and Visa Signature Business Card <sup>2,3</sup>
<sup>4</sup> In the LAC Region, applies to Visa Corporate debit Cards <sup>5</sup> In the US Region, core features required for Visa Purchasing Cards <sup>6</sup> In the LAC Region, also applies to Visa Agro Cards <sup>7</sup> In the US Region, does not apply to Visa Commercial Cards <sup>8</sup> Does not apply to Visa Corporate Prepaid Cards <sup>9</sup> In the AP Region (Malaysia), also applies to Visa Signature Business Charge Cards and Visa Infinite Business Charge Cards <sup>10</sup> Applies to Visa Corporate Prepaid Cards				

- **ATM access:** An Issuer must have the ability to offer a PIN to allow ATM Cash Disbursements, if requested. This ability is not required for Visa Purchasing Cards, unless requested by the customer. ATM access is not permitted for Vehicle-Specific Fleet Cards.
- **Central or individual billing:** An Issuer must offer the following billing options:
  - Individual Cardholder billing with individual payment
  - Individual Cardholder billing with centralized company payment
  - Centralized company billing and payment
- **Local currency billing:** An Issuer must have the ability to bill the subscribing company's Cardholders in the local currency of the country where the company and Cardholder physically reside
- **Charge Card:** An Issuer must have the ability to offer a non-revolving, pay-in-full option
- **Limited corporate liability:** An Issuer must be capable of providing insurance coverage to the subscribing company (where available) in the event of Visa Corporate or Visa Purchasing Card misuse by employees.
- **In the Canada Region,** an Issuer must provide insurance to protect businesses against unauthorized charges from misuse by employees with a minimum reimbursement of CAD 100,000 per Cardholder. Additional detailed information regarding insurance availability, options, and features is available from Visa upon request.

- Management information reporting: An Issuer must provide management information reports on Card usage to the subscribing company including:
  - Detailed Visa Corporate Card spending by vendor, employee, and company organization units
  - Detailed Visa Purchasing Card spending activity necessary to administer a Visa Purchasing Card program. Spending activity processing requirements may be defined by Visa
  - In the CEMEA Region, a detailed Visa Platinum Business Debit Card and Visa Signature Business Debit Card spending by employee
- Flexible Transaction Authorization: An Issuer must have the ability to restrict a purchase based upon a Transaction amount or Merchant Category Code specified by a client.
- Individual memo statements: An Issuer must have the ability to send a Transaction verification statement to each Cardholder.

ID# 0009018

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.12.1.3 Commercial Products Mandatory Core Services

A Visa Commercial Card Issuer must provide to its Cardholders all of the core services specified as follows:

**Table 4-19: Visa Commercial Card Mandatory Core Services**

Mandatory Core Services	Visa Business Card <sup>1</sup>	Visa Corporate Card	Visa Purchasing Card
Customer support services, as specified in <i>Section 4.1.14.9, Visa Global Customer Assistance Services Program Requirements</i>	X	X <sup>4</sup>	X
Medical referral, medical assistance, and emergency services <sup>2,3,6</sup>	X <sup>5</sup>	X	Not applicable
Legal referral, legal assistance, and cash disbursement services <sup>2,3,6</sup>	X <sup>5</sup>	X	Not applicable
Free 24-hour telephone number to obtain emergency services (Issuer must communicate the telephone number to the Cardholder at least once each year) <sup>6</sup>	X	X <sup>4</sup>	X
<sup>1</sup> Visa Business Electron Cards must comply with the Visa Global Customer Assistance Services Program requirements for Visa Electron Cards specified in <i>Section 4.1.14.9, Visa Global Customer Assistance Services Program Requirements</i> .			



**Table 4-19: Visa Commercial Card Mandatory Core Services (continued)**

Mandatory Core Services	Visa Business Card <sup>1</sup>	Visa Corporate Card	Visa Purchasing Card
<sup>2</sup> An exception to this requirement applies to Cards issued in the Europe Region. <sup>3</sup> This is an optional service for Visa Corporate Prepaid Cards. <sup>4</sup> Also applies to Visa Corporate Prepaid Cards <sup>5</sup> In the Canada Region, medical referral, medical assistance, legal referral, and legal assistance are optional services for Visa Business Cards. <sup>6</sup> <b>Effective 20 January 2018</b> In the AP Region, this requirement does not apply for Visa Business Cards, Visa Corporate Prepaid Cards, or Visa Purchasing Cards.			

ID# 0003185

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.12.1.4 Visa Commercial Card Issuer Certification – Europe Region

In the Europe Region, a Visa Commercial Card Issuer must provide to Visa, at least 30 calendar days before issuance, an application for written certification from Visa certifying that its programs, systems, procedures, and services comply with the Visa Rules.

ID# 0029628

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.1.5 Visa Platinum Commercial Card Issuance – Europe Region

In the Europe Region, an Issuer may issue a Visa Platinum Commercial Card within an existing Visa Business Card or Visa Corporate Card program.

ID# 0029635

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.1.6 Requirements for Visa Commercial Cards that are Direct (Immediate) Debit Cards – Europe Region

In the Europe Region, an Issuer may issue a Visa Commercial Card that is a Direct (Immediate) Debit Card as either a Visa Business Card or Visa Business Electron Card.<sup>1</sup> The Card must be used to access a business current account or deposit/savings account, where purchases and Cash Disbursements arising from the use of that Card are posted to the account within the normal time for check clearing.

A Visa Commercial Card that is a Direct (Immediate) Debit Card must use a unique BIN.

<sup>1</sup> **Effective 14 April 2018**

In the Republic of Ireland and the United Kingdom, an Issuer must not issue a Visa Business Electron Card.

ID# 0029636

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.12.1.7 Visa Commercial Card Transaction Data Requirements – LAC Region (Brazil)

In the LAC Region (Brazil), an Issuer of Visa Commercial Cards must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for Transactions completed with Visa Commercial Cards of government programs.

ID# 0027383

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.12.1.8 Visa Commercial Customer Service Telephone Number – US Region

In the US Region, an Issuer must provide customer assistance 24 hours a day, 7 days a week via a toll-free telephone number where its Visa Commercial Product Cardholders may obtain assistance while traveling.

ID# 0000417

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.12.1.11 Visa Central Travel Account – Core Feature Requirements

All Visa Central Travel Account Issuers must do all of the following:

- Comply with the core feature requirements for the applicable product
- Provide travel accident insurance coverage when travel-related tickets are purchased using the Visa Central Travel Account. If standard policies do not include Visa Central Travel Accounts, Members must purchase coverage through Visa or another provider.<sup>1</sup>
- Offer electronic management information reports<sup>2</sup> at a company level detailing all spend relating to the company account on at least a monthly basis. The management information reports must include at a minimum all of the following:
  - Ticket number
  - Passenger name
  - Date of travel

<sup>1</sup> This does not apply in the Europe Region.

<sup>2</sup> In the Europe Region, if an Issuer uses Visa's service for the Visa Central Travel Account, it must comply with the terms of service and set up data feeds to Visa using the latest version of the Visa Commercial Format (or a format agreed by Visa).

ID# 0026398

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.12.1.12 Visa Central Travel Account – Issuance Requirements

All Visa Central Travel Accounts must comply with all of the following:

- Issued using a Visa Corporate Card BIN or a Visa Purchasing Card BIN
- Issued to a Client Organization or a designated unit of the entity
- In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, linked to a Virtual Account (when available) or to a physical Visa Card Account Number
- In the Europe Region, both:
  - Issued as a Virtual Account
  - Distinguished from other Visa Commercial Cards issued on the same BIN

ID# 0026396

Edition: Apr 2018 | Last Updated: Oct 2016

##### 4.12.1.13 Visa Central Travel Account – Issuer Liability

An Issuer assumes full liability for any misuse on physical Cards issued on a Visa Central Travel Account.

ID# 0026397

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.12.1.16 Centralized Card Issuance – Dual-Issuer Branded Visa Commercial Card Requirements

Only an Issuer that is a registered Visa Multinational Program participant may issue Dual-Issuer Branded Visa Commercial Cards.

The Lead Bank and the Partner Bank must be registered Visa Multinational Program participants and have contractual agreements with each other that clearly define the Dual-Issuer Branded Visa Commercial Card program.

The Issuer of a Dual-Issuer Branded Visa Commercial Card must be clearly identified on the back of the Card and in all Cardholder agreements.

A Dual-Issuer Branded Visa Commercial Card must be issued using a BIN that is licensed to the Partner Bank.

Before issuing Dual-Issuer Branded Visa Commercial Cards, the Lead Bank and the Partner Bank must provide contractual evidence of the partnership agreement to Visa for review and approval.

The Lead Bank must ensure that the Dual-Issuer Branded Visa Commercial Card program complies with all applicable laws or regulations in the country in which the Cards are issued and the country in which the Lead Bank is domiciled.

ID# 0026023

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.12.1.17 Visa Commercial Card Product Types – US Region

In the US Region, an Issuer must refer to the Visa Commercial Card products as one of the following types of Cards for business expense use:

- Visa Business Card
- Visa Corporate Card or Visa Travel Card<sup>1</sup>
- GSA Visa Corporate Card
- Visa Purchasing Card

<sup>1</sup> Visa Travel Card is for use by public sector or non-profit entities that are not corporations.

ID# 0004214

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.12.2 Commercial Data Management and Reporting

##### 4.12.2.1 Visa Commercial Solutions Data and Reporting Tools Participation and Indemnification

Where available, an Issuer is authorized to grant Visa Commercial Solutions Data and Reporting Tools access and use to a Client Organization.

An Issuer participating in any Visa Commercial Solutions Data and Reporting Tools must do all of the following:

- Sign a participation agreement, where applicable, and comply with and ensure that their Client Organizations comply with applicable terms and documentation
- Ensure an agreement is in place with the Client Organization governing that entity's use of such Visa Commercial Solutions Data and Reporting Tools prior to granting a Client Organization access to and use of any tools
- Notify, or ensure that the Issuer's Client Organization notifies, individual Commercial Cardholders and obtain any required consents, in accordance with applicable laws or regulations, that certain data concerning those Cardholders, including Enhanced Data, will be provided to the Issuer and the Issuer's Client Organization

- Comply, and ensure that its Client Organization complies, with any other applicable legal requirements that must be met to allow the provision of the Enhanced Data to the Issuer and the Issuer's Client Organization

The participating Issuer may not use any Enhanced Data for any marketing purposes.

An Issuer that is authorized to participate in Visa Commercial Solutions Data and Reporting Tools, and grants access and use to a Client Organization, Indemnifies Visa for and against Claims and Liabilities arising out of or in connection with a Client Organization's use of such tools and services.

This does not apply in the Europe Region.

ID# 0004236

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.12.2.2 Visa Commercial Reporting and Data Services Limitations – US Region

In the US Region, all of the Commercial reporting and data services provided by Visa are the property of Visa and are for the use of the Issuer and its Client Organization solely in support of its Visa Commercial Card Products.

ID# 0001397

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.12.2.3 Disclosure of Enhanced Data to Third Parties – US Region

In the US Region, Enhanced Transaction-Level Data and Confidential Enhanced Merchant-Level Data may be disclosed to third parties only either:

- In connection with the management and administration of Visa Commercial Card programs for the Client Organization, and necessary supporting functions, which may include, but are not limited to, accounting, tax management, policy compliance, and other business management functions, such as account setup and management reporting
- In aggregate, in such a way that Card-specific Enhanced Data cannot be related to a specific Merchant or Cardholder

Third party means only persons, real or corporate, other than the Issuer, Client Organization, or Cardholder, providing services that directly support an Issuer's Visa Commercial Card program.

These restrictions do not apply to Non-Confidential Enhanced Merchant-Level Data.

ID# 0004243

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.12.2.4 Use and Disclosure of Card-Specific Enhanced Data – US Region

In the US Region, a Visa Commercial Card Issuer may use or disclose Card-specific Enhanced Data only in connection with the management and administration of a Visa Commercial Card program for the Client Organization, and necessary supporting functions.

ID# 0004242

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.12.2.5 Third Party Agreement for Enhanced Data Usage – US Region

In the US Region, if an Issuer discloses Card-specific Enhanced Transaction-Level Data or Confidential Enhanced Merchant-Level Data to a third party, it must have a written agreement with the third party that requires the third party to do all of the following:

- Treat the information as confidential
- Make no further disclosure of the information without permission
- Limit the third party's use of the data to uses permitted by the Issuer

Permission granted for further disclosure by a third party must impose the same restrictions on use and disclosure that apply to the Issuer's disclosure.

Each Issuer bears the sole responsibility for compliance with all applicable laws and regulations.

ID# 0004244

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.12.2.6 Visa Payables Automation

An Issuer participating in the Visa Payables Automation service must ensure that it, and its participating clients or Client Organizations, comply with all of the following:

- Implement appropriate security and anti-fraud measures to ensure that all of the following:
  - The account numbers are protected from misuse.
  - The payment instructions submitted to Visa are accurate.
  - Employees with administrative and user access rights adhere to security policies.
- Maintain administrative and user accounts and remove access rights for terminated employees immediately.
- Provide payables instructions to Visa that do not violate any existing supplier agreements.

ID# 0026534

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.12.2.10 Visa Purchasing Card Enhanced Data Requirements – Europe Region

In the Europe Region, in a country where Visa has obtained VAT accreditation agreements, a Visa Purchasing Card must be issued as an Enhanced Data product with VAT accreditation.<sup>1</sup>

An Issuer in these countries must both:

- Be able to receive and process the following data types:
  - Basic Transaction data
  - Enhanced Data for management information purposes that does not comply with VAT accreditation requirements
  - Enhanced Data that complies with VAT accreditation requirements
- Provide its clients with VAT evidence reporting

In a country where Visa has not obtained VAT accreditation agreements, an Issuer must configure its BINs and account ranges to receive and process Enhanced Data for management information purposes.

<sup>1</sup> This does not apply to Visa Drive Cards that are "extra" Cards, which must not be issued as Enhanced Data products with VAT accreditation.

ID# 0029629

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.2.11 Visa IntelliLink Spend Management Participation – Europe Region

In the Europe Region, to participate in Visa IntelliLink Spend Management, an Issuer must do all of the following:

- Comply with the *Europe Region IntelliLink Spend Management Terms of Use*
- Comply with the *Europe Region IntelliLink Spend Management Services Participation Agreement*
- Set up data feeds to Visa IntelliLink Spend Management using the current version of the Visa Commercial Format or format as agreed to by Visa

ID# 0029632

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.2.12 Visa Commercial Card Enhanced Data Fee – Europe Region

In the Europe Region, a Visa Commercial Card Issuer that has configured its BIN or associated account ranges to receive Enhanced Data must pay a fee to an Acquirer in the Europe Region for providing Enhanced Data for each Visa Commercial Card Transaction.

ID# 0029633

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.2.13 Data Field Processing Requirement – Europe Region

In the Europe Region, an Issuer must be able to process the additional data fields transmitted by an Acquirer in any processing records in accordance with the level of data capability of the BIN as specified by the Issuer.

ID# 0029634

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.12.3 V Distribution Program

##### 4.12.3.1 V Distribution Requirements

An Issuer participating in the V Distribution Program must comply with all of the following:

- Provide payment services to a V Distribution Program Cardholder purchasing goods and services from a V Distribution Program participating Merchant.
- Be certified to issue either:
  - Visa Purchasing Cards
  - Visa Business Cards
- Be registered with Visa
- Be capable of processing Authorization Requests, billing, and reporting

ID# 0003163

Edition: Apr 2018 | Last Updated: Oct 2015

##### 4.12.3.2 V Distribution Program BIN

An Issuer participating in the V Distribution Program must do one of the following:

- Designate a separate BIN
- Use an existing BIN within a Visa Business Card or Visa Purchasing Card BIN range
- Use an account range within an existing Visa Business Card or Visa Purchasing Card BIN
- For Visa Agro Cards, use a designated Visa Purchasing Card BIN or account range

ID# 0003165

Edition: Apr 2018 | Last Updated: Oct 2014



## 4.12.4 Visa B2B Virtual Payments Program

### 4.12.4.1 Visa B2B Virtual Payments Product – Issuance Requirements

An Issuer participating in the Visa B2B Virtual Payments Program<sup>1</sup> must comply with all of the following:

- Obtain Visa approval prior to participating in the program
- Submit a *BIN License Agreement* to Visa to register the product
- Use the account only as a credit Card account within the commercial product type or, in addition, in the Europe Region, as a credit Card account or Deferred Debit Card<sup>2</sup> account within the commercial product type
- Complete a separate Credit Card or Deferred Debit Card Schedule of the regional Operating Certificate to report product activity
- Offer the product as a Virtual Account and support the generation of a dynamic, virtual Account Number for Visa B2B Virtual Payments Program Transactions
- Offer the product to eligible business entities only for business-to-business payment for goods or services invoiced by a qualifying Merchant
- Ensure the Transaction is both:
  - For an amount below USD 750,000
  - Key-entered in a Card-Absent Environment
- If enrolled in the Authorization and Settlement Match Service, comply with the requirements specified by the service

<sup>1</sup> In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, not available in countries where Visa does not process Domestic Transactions or does not set the Interchange Reimbursement Fee. In the Europe Region, not available in countries where Visa does not set the Interchange Reimbursement Fee.

<sup>2</sup> [Effective 20 January 2018](#)

### 4.12.4.2 Visa B2B Virtual Payments Program BIN

An Issuer participating in the Visa B2B Virtual Payments Program must designate a Visa Corporate Card or Visa Purchasing Card credit BIN or, in the Europe Region, a Visa Corporate Card or Visa Purchasing Card credit or deferred debit<sup>1</sup> BIN, for the program, and either:

- Use an account range within the first 9 digits assigned to an existing Visa Corporate Card or Visa Purchasing Card program
- Request a new BIN if a Visa Corporate Card or Visa Purchasing Card BIN range is not available

<sup>1</sup> Effective 20 January 2018.

ID# 0029995

Edition: Apr 2018 | Last Updated: Apr 2018

## 4.13 Visa Small Business Product-Specific Issuance

### 4.13.1 Visa Business – Card Requirements

#### 4.13.1.1 Visa Business Card ATM Access Requirements – US Region

In the US Region, a Visa Business Card Issuer must provide ATM access.

ID# 0004247

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.13.1.2 Visa Business Card Account Billing Options – US Region

In the US Region, an Issuer may offer its Visa Business Card Cardholders any of the following account billing options:

- Line of credit
- Depository account
- Other company assets available through the Issuer
- Charge Card (non-revolving, pay-in-full)

ID# 0004293

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.13.1.3 Visa Business Check Card Account Limitations – US Region

In the US Region, an Issuer must not use a Visa Business Check Card to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

For Interchange category purposes, a Visa Business Check Card used to obtain credit is not considered a Visa Business Check Card if both:

- Actual debiting of funds from the business asset account occurs periodically rather than daily
- These periods are at least X days apart

ID# 0008304

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.13.1.4 Visa Business Check Card Account Access – US Region

In the US Region, a Visa Business Check Card may be used to access a deposit, investment, or other business asset account, including a fiduciary account.

ID# 0004252

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.13.1.6 Unauthorized Visa Business Card Transaction Exclusions – US Region

In the US Region, an Issuer of Visa Business Cards may define an unauthorized Visa Transaction to exclude any Transaction allegedly conducted by:

- A business co-owner
- The Cardholder or person authorized by the Cardholder
- Any other person with an interest in or authority to transact business on the account

ID# 0000406

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.13.3 Visa Business – Issuer Requirements

##### 4.13.3.6 Visa Business Insurance Requirements – Europe Region (France)

In the Europe Region (France), a Visa Business Card Issuer must provide to Cardholders a welcome pack, approved by Visa, including the services associated and, at least once a year, information on Merchant offers.

ID# 0030080

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.13.4 Visa Business – Features and Benefits

##### 4.13.4.3 Visa Business Card Core Benefits – LAC Region

In the LAC Region, a Visa Platinum Business, Visa Signature Business, and Visa Infinite Business Card Issuer must, at a minimum, provide its Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

## Visa Product and Service Rules

4 Issuance

### Visa Core Rules and Visa Product and Service Rules

**Table 4-20: Visa Business Card Core Benefits – LAC Region**

Core Benefit	Visa Platinum Business	Visa Signature Business	Visa Infinite Business
Travel Assistance Services	Worldwide	Worldwide	Worldwide
Price Protection	Up to USD 2,000 per year	Up to USD 2,000 per year	Up to USD 4,000 per year
Purchase Protection	Up to USD 25,000 per year	Up to USD 25,000 per year	Up to USD 25,000 per year
Extended Warranty	Up to USD 10,000 per year	Up to USD 10,000 per year	Up to USD 25,000 per year
Auto Rental Collision Damage Waiver	Worldwide	Worldwide	Worldwide
Travel Accident Insurance with accidental death benefit	Up to USD 500,000	Up to USD 1,000,000	Up to USD 1,500,000
International Emergency Medical Services	Up to USD 150,000	Up to USD 200,000	Up to USD 200,000
Baggage Delay	N/A	Up to USD 500	Up to USD 600
Baggage Loss	N/A	Up to USD 1,000	Up to USD 3,000
Missed Connection	N/A	N/A	Up to USD 300
Trip Delay	N/A	N/A	Up to USD 300
Trip Cancellation	N/A	N/A	Up to USD 3,000
Insured Journey	N/A	Up to USD 50,000	Up to USD 100,000
Personal Concierge Service	Provided through Visa	Provided through Visa	Provided through Visa
Visa Luxury Hotel Collection	Provided through Visa	Provided through Visa	Provided through Visa
Priority Pass Membership	N/A	N/A	Complimentary membership for Core Priority Pass programs

ID# 0029971

Edition: Apr 2018 | Last Updated: Apr 2017

## 4.15 Visa Platinum Business

### 4.15.1 Visa Platinum Business – Card Requirements

#### 4.15.1.3 Visa Platinum Business Card BIN Requirements – CEMEA Region

In the CEMEA Region, a Visa Platinum Business Card Issuer must designate either:

- A unique BIN for each of its Visa Platinum Business Card programs
- A unique account range within a single BIN. If a unique account range is used for Visa Platinum Business Cards, other account ranges designated within the same BIN must be limited to Visa Commercial products.

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Platinum Business Card program
- Designated for a Visa Platinum Business Card program to another Visa Card product

Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Platinum Business or a Visa Signature Business Card program, the Issuer must confirm that all existing Cardholders meet the qualification criteria for the applicable product.

ID# 0029161

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.15.1.4 Visa Platinum Business Cardholder Spending Limit – CEMEA Region

In the CEMEA Region, an Issuer that participates in Visa Platinum Business Card issuance must offer one of the following spending limit options to its Visa Platinum Business Cardholders:

- No pre-set spending limit except as permitted for:
  - Cash Disbursement Transaction
  - Transactions resulting from an Emergency Card Replacement
- A Minimum Spending Limit of USD 5,000 (or local currency equivalent), for Transactions during each statement cycle

The Issuer must allow a Visa Platinum Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

ID# 0029162

Edition: Apr 2018 | Last Updated: Apr 2018

##### 4.15.1.5 Visa Platinum Business Card – Card Design Requirements – CEMEA Region

In the CEMEA Region, the product name “Visa Platinum Business” must appear on the front of the Card.

A Visa Platinum Business Card Issuer must use the product name “Visa Platinum Business” in all solicitations, advertising, and promotions, Card account statements and other communications regarding Visa Platinum Business Cards.

ID# 0029163

Edition: Apr 2018 | Last Updated: Apr 2017

##### 4.15.1.6 Visa Platinum Business Card Rewards Program – LAC Region

In the LAC Region, an Issuer must provide a rewards program that offers Cardholders the ability to accumulate points for purchases made with a Visa Platinum Business Card.

Any travel rewards program offered to the Cardholder must be sponsored by Visa (Visa rewards), the Issuer, or an Airline Affinity/Co-Brand program. The Issuer must not assess any additional fees to the Cardholder for membership in the travel rewards program.

A Visa Platinum Business debit Card Issuer is not required to offer any travel rewards programs.

ID# 0027672

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.15.2 Visa Platinum Business – Customer Service Requirements

##### 4.15.2.1 Visa Platinum Business Card – Customer Service Requirements – CEMEA Region

In the CEMEA Region, a Visa Platinum Business Card Issuer must:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations and make this information available to Visa
- Identify action plans to improve customer service

ID# 0029164

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.15.2.2 Visa Platinum Business Card Global Customer Assistance Services – CEMEA Region

In the CEMEA Region, a Visa Platinum Business Card Issuer must participate in all of the following Visa Global Customer Assistance Services:

- Lost/Stolen Card Reporting
- Cardholder Inquiry Service
- Emergency Cash Disbursement
- Emergency Card Replacement

ID# 0029165

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.15.2.3 Visa Platinum Business Card Customer Service Requirements – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must provide both:

- Dedicated customer service 24 hours a day, 7 days a week through Visa Global Customer Care Services
- Cardholder emergency services for Visa Platinum

ID# 0027666

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.15.3 Visa Platinum Business – Issuer Requirements

#### 4.15.3.1 Visa Platinum Business Certification – LAC Region

In the LAC Region, prior to issuing Visa Platinum Business Cards, an Issuer must receive written certification from Visa that it complies with all product requirements and standards.

ID# 0027663

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.15.3.2 Visa Platinum Business Card BIN Requirements – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must both:

- Use a unique BIN for its Cards
- Report its Visa Platinum Business activity separately through the Operating Certificate

ID# 0027662

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.15.3.3 Visa Platinum Business Card Credit Limit – LAC Region

In the LAC Region, a Visa Platinum Business Credit Card Issuer must both:

- Preserve the premium status of the Visa Platinum Business Card by providing a higher credit limit for its Visa Platinum Business program than the average credit limit for its Visa Platinum and Visa Business programs
- Allow each Visa Platinum Business Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

ID# 0027671

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.15.3.5 Visa Platinum Business Card Payment Options – LAC Region

In the LAC Region, an Issuer must position its Visa Platinum Business Card only as a payment device that can access one of the following funding sources:

- A line of credit
- A depository account
- Other Cardholder assets available through the Issuer

ID# 0027664

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.15.3.6 Visa Platinum Business Card Fraud Management – LAC Region

**Effective through 20 July 2018**

In the LAC Region, a Visa Platinum Business Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

ID# 0027670

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.15.3.7 Visa Platinum Business Card Issuance Requirements – Europe Region (France)

In the Europe Region (France), a Visa Platinum Business Card Issuer must:

- Display the Visa Platinum Business URL (*visaplatinumbusiness.fr*) in all communications to Cardholders
- Implement a website enabling Cardholders to access all documents relating to Visa Platinum Business



ID# 0030082

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.15.4 Visa Platinum Business – Features and Benefits

##### 4.15.4.2 Visa Platinum Business Cardholder Spend Reporting – CEMEA Region

In the CEMEA Region, a Visa Platinum Business Card Issuer must, either itself or through Visa Business Reporting, provide its Visa Platinum Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

ID# 0029171

Edition: Apr 2018 | Last Updated: Apr 2017

##### 4.15.4.3 Visa Platinum Business Card Additional Core Services – CEMEA Region

In the CEMEA Region, a Visa Platinum Business Card Issuer, at its discretion, may provide:

- One or more travel accident insurance coverage options with a unit cost per premium that matches or exceeds the current unit cost of providing up to USD 500,000, (or local currency equivalent) of travel accident insurance. The Issuer must submit to Visa in writing, an official quote from an insurance company, for both the travel accident insurance and the proposed new features, at least 30 calendar days prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to USD 50,000, or local currency equivalent

The Issuer must communicate all of the following Visa Platinum Business Card Privileges Program information to Cardholders:

- Visa Platinum Business Card Privileges Program benefits at least once a year
- New benefits or changes to existing benefits, or exclusive quarterly Merchant offers at least 2 months prior to the effective date of Visa Platinum Business Card Merchant Privileges

ID# 0029172

Edition: Apr 2018 | Last Updated: Apr 2017

## 4.16 Visa Signature Business

### 4.16.1 Visa Signature Business – Card Requirements

#### 4.16.1.3 Visa Signature Business Card BIN Requirements – CEMEA Region

In the CEMEA Region, a Visa Signature Business Card Issuer must designate either:

- A unique BIN for each of its Visa Signature Business Card programs
- A unique account range within a single BIN. If a unique account range is used for Visa Signature Business Cards, other account ranges designated within the same BIN must be limited to Visa Commercial products.

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Signature Business Card program
- Designated for a Visa Signature Business Card program to another Visa Card product

Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Platinum Business or a Visa Signature Business Card program, the Issuer must confirm that all existing Cardholders meet the qualification criteria for the applicable product.

ID# 0029174

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.16.1.4 Visa Signature Business Cardholder Spending Limit – CEMEA Region

In the CEMEA Region, an Issuer that participates in Visa Signature Business Card issuance must offer one of the following spending limit options to its Visa Signature Business Cardholders:

- No pre-set spending limit except as permitted for:
  - Cash Disbursement Transaction
  - Transactions resulting from Emergency Card Replacement
- A Minimum Spending Limit of USD 10,000 (or local currency equivalent), for Transactions during each statement cycle

For Cards with no pre-set spending limit, a CEMEA Visa Signature Business Card Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

The Issuer must allow a Visa Signature Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

ID# 0029175

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.16.1.5 Visa Signature Business Card – Card Design Requirements – CEMEA Region

The product name “Visa Signature Business” must appear on the front of the Card.

In the CEMEA Region, a Visa Signature Business Card Issuer must use the product name “Visa Signature Business” in all solicitations, advertising, and promotions, Card account statements and other communications regarding Visa Signature Business Cards.

ID# 0029176

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.16.1.6 Visa Signature Business Card Rewards Program – LAC Region

In the LAC Region, a Visa Signature Business Issuer must provide a rewards program that both:

- Offers Cardholders the ability to accumulate points for purchases made with a Visa Signature Business Card
- Is comparable to any existing Issuer’s Visa Signature or Visa Infinite rewards program

Any travel rewards program offered to the Cardholder must be sponsored by Visa (Visa rewards), the Issuer, or an Airline Affinity/Co-Brand program. The Issuer must not assess any additional fees to the Cardholder for membership in the travel rewards program.

A Visa Signature Business debit Card Issuer is not required to offer any travel rewards programs.

ID# 0029972

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.16.1.7 Visa Signature Business Card Account Types and Credit Limit – LAC Region

In the LAC Region, with prior approval from Visa, a Visa Signature Business Issuer must offer the Card with credit or debit functionality.

A Visa Signature Business credit Card Issuer must both:

- Preserve the premium status of the Visa Signature Business Card by providing a higher credit limit for its Visa Signature Business program than the average credit limit for its Visa Platinum, Visa Signature, and Visa Infinite consumer Cards and Visa Business programs
- Allow each Visa Signature Business Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

ID# 0029973

Edition: Apr 2018 | Last Updated: Apr 2017

##### 4.16.1.8 Visa Signature Business Card Credit Limit Non-Compliance Assessment – LAC Region

In the LAC Region, a Visa Signature Business Card Issuer that fails to meet the specified credit limit criteria is subject to a non-compliance assessment per Visa Signature Business Card in the Issuer's portfolio.

ID# 0029974

Edition: Apr 2018 | Last Updated: Apr 2017

##### 4.16.1.9 Visa Signature Business Card Customer Service Requirements – LAC Region

In the LAC Region, a Visa Signature Business Issuer must provide both:

- Dedicated customer service 24 hours a day, 7 days a week through Visa Global Customer Care Services
- Cardholder emergency services for Visa Signature Business

ID# 0029975

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.16.2 Visa Signature Business – Customer Service Requirements

##### 4.16.2.2 Visa Signature Business Card – Customer Service Requirements – CEMEA Region

In the CEMEA Region, a Visa Signature Business Card Issuer must:

- Provide access to a customer service and emergency telephone number 24 hours a day, 7 days a week and communicate the telephone number to the Cardholder annually
- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations and make customer complaint information available to Visa
- Identify action plans to improve customer service

ID# 0029177

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.16.2.3 Visa Signature Business Card Global Customer Assistance Services – CEMEA Region

In the CEMEA Region, a Visa Signature Business Card Issuer must participate in all of the following Visa Global Customer Assistance Services:

- Lost/Stolen Card Reporting
- Cardholder Inquiry Service
- Emergency Cash Disbursement
- Emergency Card Replacement

ID# 0029178

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.16.3 Visa Signature Business – Issuer Requirements

##### 4.16.3.6 Visa Signature Business Card Issuer Requirements – US Region

In the US Region, a Visa Signature Business Card Issuer must comply with all of the following:

- Complete the certification form
- Support account-level processing
- Participate in Visa SavingsEdge

ID# 0026352

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.16.3.7 Visa Signature Business Card Payment Options – US Region

In the US Region, a Visa Signature Business Issuer must allow a Visa Signature Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

ID# 0008276

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.16.3.8 Visa Signature Business Cardholder Notification – US Region

In the US Region, a Visa Signature Business Issuer must provide notification to the Cardholder either:

- Before ongoing Transactions may be declined
- When an account needs to be suspended or closed for any reason

ID# 0004278

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.16.4 Visa Signature Business – Features and Benefits

##### 4.16.4.3 Visa Signature Business Cardholder Spend Reporting – CEMEA Region

In the CEMEA Region, a Visa Signature Business Card Issuer must either itself or through Visa Business Reporting, provide its Visa Signature Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

ID# 0029185

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17 Visa Infinite Business, Visa Infinite Privilege Business

##### 4.17.1 Visa Infinite Business, Visa Infinite Privilege Business – Card Requirements

###### 4.17.1.1 Visa Infinite Business Minimum Spending Limit – AP Region

In the AP Region, a Visa Infinite Business Card Issuer must offer one of the following spending limit options:

- No pre-set spending limit. The Issuer may establish a pre-set spending limit if the Transaction either:
  - Is a Cash Disbursement
  - Results from the use of an Emergency Card Replacement
- A Minimum Spending Limit of X (or local currency equivalent) for Transactions during each statement cycle

#### Effective through 19 January 2018

The Issuer must allow a Visa Infinite Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve. If positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least USD 10,000 (or local currency equivalent) during each statement cycle.

ID# 0029238

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.17.1.3 Visa Infinite Business Card Point-of Sale Spend Qualification Threshold – AP Region (Australia)

In the AP Region (Australia), a Visa Infinite Business Product program must meet the average minimum annual spend requirement of AUD 200,000 at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

ID# 0029237

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.17.1.4 Visa Infinite Business Card Account Types and Credit Limit – LAC Region

In the LAC Region, with prior approval from Visa, a Visa Infinite Business Issuer must offer the Card with credit or debit functionality.

A Visa Infinite Business Credit Card Issuer must do all of the following:

- Preserve the premium status of the Visa Infinite Business Card by providing a higher credit limit for its Visa Infinite Business program than the average credit limit for its Visa Platinum, Visa Signature, and Visa Infinite consumer cards and Visa Business programs
- Set a minimum credit limit of USD 20,000 (or local currency equivalent) or higher
- Allow each Visa Infinite Business Card account to accumulate charges of at least 20% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

ID# 0029976

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.1.5 Visa Infinite Business Card Rewards Program – LAC Region

In the LAC Region, a Visa Infinite Business Issuer must provide a rewards program that:

- Offers Cardholders the ability to accumulate points for purchases made with a Visa Infinite Business Card
- Is comparable to any existing Issuer's Visa Infinite or Visa Signature rewards program

Any travel rewards program offered to the Cardholder must be sponsored by Visa (Visa rewards), the Issuer, or an Airline Affinity/Co-Brand program. The Issuer must not assess any additional fees to the Cardholder for membership in the travel rewards program.

A Visa Infinite Business debit Card Issuer is not required to offer any travel rewards programs.

ID# 0029977

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.2 Visa Infinite Business, Visa Infinite Privilege Business – Customer Service Requirements

##### 4.17.2.1 Visa Infinite Business Card Global Customer Assistance Services – AP Region

In the AP Region, in addition to the requirements specified in *Section 4.1.14.3, Emergency Cash Disbursement Limit Guide*, a Visa Infinite Business Card Issuer must offer all of the following through Visa Global Customer Care Services and the Issuer's customer service center:

- Cardholder Inquiry Service
- Emergency Card Replacement, including both:
  - Card Verification Value (CVV) encoding
  - Minimum Spending Limit of USD 10,000 (or local currency equivalent)
- Emergency Cash Disbursement, with a minimum stand-in Emergency Cash Disbursement of USD 5,000 (or local currency equivalent)
- Lost/Stolen Card Reporting

An Emergency Card Replacement or Emergency Cash Disbursement must be delivered to the Cardholder within 24 hours.

ID# 0029242

Edition: Apr 2018 | Last Updated: Apr 2018

##### 4.17.2.2 Visa Infinite Business Card Customer Service Requirements – LAC Region

In the LAC Region, a Visa Infinite Business Issuer must provide all of the following:

- Dedicated customer service 24 hours a day, 7 days a week through Visa Global Customer Care Services
- Cardholder emergency services for Visa Infinite Business
- An exclusive telephone line to its Visa Infinite Cardholders

ID# 0029978

Edition: Apr 2018 | Last Updated: Apr 2017



#### 4.17.2.3 Visa Infinite Business Core Services and Benefits – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer its Cardholders all of the benefits specified in *Section 4.1.14.15, Visa Cardholder Benefit Requirements by Product – Canada Region*, and all of the core services specified in *Section 4.12.1.3, Commercial Products Mandatory Core Services*.

ID# 0025624

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.3 Visa Infinite Business, Visa Infinite Privilege Business – Issuer Requirements

##### 4.17.3.1 Use of Visa Infinite Business Product Identifier – AP Region

In the AP Region, a Visa Infinite Business Card Issuer must use the product identifier “Visa Infinite Business” on both:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Infinite Business Card, except in circumstances where this poses a security risk

ID# 0029241

Edition: Apr 2018 | Last Updated: Apr 2018

##### 4.17.3.2 Visa Infinite Business Card Web Services – AP Region

In the AP Region, a Visa Infinite Business Card Issuer must, either independently or through Visa, offer its Visa Infinite Business Cardholders access to a website that offers special information and services to high-end consumers.

The Visa Infinite Business website must do all of the following:

- Limit access to Visa Infinite Business Cardholders only
- Provide a description of Visa Infinite Business Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Business Exclusive Privileges<sup>1</sup> offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel-related content not readily available from other sources
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite Business product
  - Contact information for Cardholders to inquire about Visa Infinite Business services and to provide feedback

<sup>1</sup> A Merchant-partner program with exclusive offers for Visa Infinite Business Cardholders

ID# 0029244

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.17.3.3 Visa Infinite Business Cardholder Notification and Complaints – AP and Canada Regions

In the AP Region and Canada Region, a Visa Infinite Business Card Issuer must do all of the following:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations
- Identify action plans to improve customer service<sup>1</sup>
- Make customer complaint information available to Visa<sup>1</sup>

<sup>1</sup> This does not apply in the AP Region

ID# 0029245

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.3.4 Visa Infinite Business Card Credit Limit Non-Compliance Assessment – LAC Region

In the LAC Region, a Visa Infinite Business Card Issuer that fails to meet the specified credit limit criteria is subject to a non-compliance assessment per Visa Infinite Business Card in the Issuer's portfolio.

ID# 0029979

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.3.5 Visa Infinite Business Card Payment Options – Canada Region

At the option of Visa, a Canada Issuer may provide a Visa Infinite Business Card with charge and/or credit capability.

ID# 0029545

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.3.6 Visa Infinite Business Card Operating Certificate Requirements – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must complete a separate Credit Card Schedule of the Operating Certificate for reporting Visa Infinite Business Card statistics.

ID# 0029546

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.3.7 Visa Infinite Business Card Issuer Rewards Program Requirements – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must provide a rewards program to its Visa Infinite Business Cardholders with the following reward value:

- Rewards currency that enables each Cardholder to redeem a minimum value equivalent to 150 basis points per dollar of qualifying spend
- Best reward value in Issuer's Visa Business Card portfolio
- Minimum earn rate equal to or better than the rate offered by the same Issuer for a consumer Visa Infinite Card program

ID# 0029544

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.3.8 Visa Infinite Business Account Level Processing – AP Region (Australia)

In the AP Region (Australia), an Issuer must not use Account Level Processing to upgrade its existing Visa Cardholders to the Visa Infinite Business product.

ID# 0029247

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.17.4 Visa Infinite Business, Visa Infinite Privilege Business – Features and Benefits

##### 4.17.4.1 Visa Infinite Business Card Features and Branding Requirements – AP and Canada Regions

In the AP Region and Canada Region, a Visa Infinite Business Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Business Card from any other Visa Card it issues
- The highest purchasing power available within the Issuer's Visa Business Card suite of products

ID# 0029240

Edition: Apr 2018 | Last Updated: Apr 2017

##### 4.17.4.3 Visa Infinite Business Card Core Features, Benefits and Services – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer all of the following core features, benefits, and services:

- ATM access
- Local currency billing
- Service level standards
- Management information reporting
- POS Transaction Controls
- Limited corporate liability insurance
- Access to:
  - Visa Infinite Business concierge
  - Visa Infinite Business events and offers
  - Visa Infinite Business website

ID# 0025623

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.17.4.4 Visa Infinite Business Web Services – Canada Region

In the Canada Region, a Visa Infinite Issuer, either itself or through other agents, must provide its Visa Infinite Cardholders website access that offers special information and services.

The Visa Infinite website service must comply with all of the following:

- Limit access only to Visa Infinite Cardholders
- Provide a description of Visa Infinite Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Exclusive Privileges Merchant partner offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel content that supports the Visa Infinite product positioning that is not readily available from other sources (for example, special travel articles, expert recommendations on shows in major cities)
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
  - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback on the product or website

ID# 0025622

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.17.4.5 Visa Infinite Business Issuer Rewards Program – AP Region (Australia)

In the AP Region (Australia), a Visa Infinite Business Card Issuer must provide a rewards program for its Visa Infinite Business Cardholders and must do all of the following:

- Define the rewards currency that it intends to offer
- Accrue the rewards currency to the benefit of its Cardholders for every qualifying purchase Transaction
- Ensure that the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required redemption value
- Ensure that the rewards currency enables Cardholders to redeem an equivalent to 100 basis points
- Ensure that the rewards currency is accumulated for every qualifying dollar spent on the Card
- Include each purchase Transaction completed with a Visa Infinite Business Card as a qualifying purchase. The Issuer may exclude the following Transactions from qualifying for rewards currency:
  - Balance transfers
  - Convenience checks
  - Finance charges
  - Cash Disbursements
  - Quasi-Cash Transactions
  - Fees paid to the Issuer by the Cardholder (if any)
  - Any Transaction not authorized by the Cardholder
- Ensure that any cap on spend that earns rewards currency is not less than USD 5,000 per month or USD 60,000 per year (or local currency equivalent)
- Notify Cardholders at least quarterly of their rewards currency, including all of the following:
  - Rewards currency earned
  - Rewards currency redeemed
  - Rewards currency balance remaining
  - Upcoming rewards currency expiration, if any

If the account is no longer in good standing, the Issuer may elect to withhold rewards currency accumulation and redemption or take away currency previously accumulated.

## 4.18 Visa SavingsEdge

### 4.18.1 Visa SavingsEdge Requirements

#### 4.18.1.1 Visa SavingsEdge Participation Requirements – US Region

In the US Region, an Issuer must offer Visa SavingsEdge to Cardholders of the following Visa products:

- Visa Business credit Card
- Visa Business Check Card
- Visa Signature Business Credit<sup>1</sup>

Visa Business Cardholders of Issuers who do not opt out will be automatically eligible to enroll in Visa SavingsEdge in accordance with, and subject to, the program terms and conditions as revised by Visa from time to time and posted on the program Cardholder registration website.

<sup>1</sup> An Issuer of Visa Signature Business Credit Cards must not opt out of Visa SavingsEdge participation.

ID# 0026267

Edition: Apr 2018 | Last Updated: Apr 2016

#### 4.18.1.2 Visa SavingsEdge Participating Issuer Obligations – US Region

In the US Region, an Issuer participating in the SavingsEdge program must comply with all of the following:

- Use the program name only in connection with the SavingsEdge program

ID# 0028252

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.18.1.3 Visa SavingsEdge Discount Posting Requirements – US Region

In the US Region, for qualifying purchases made with a Visa SavingsEdge-enrolled Visa Business Card, a US Issuer must both:

- Credit the participating Cardholder's account within 10 calendar days of receiving the Funds Disbursement from Visa
- Not alter the original Merchant name and city information posted to the Cardholder statement

ID# 0026269

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.19 Visa Purchasing

### 4.19.1 Visa Purchasing – Issuer Requirements

#### 4.19.1.1 Visa Purchasing Card Transaction Data Reporting – US Region

In the US Region, a Visa Purchasing Card Issuer must accumulate and report Transaction data and at a minimum must both:

- Match Transaction data to Merchant profiles
- Report to the Client Organization all Transactions and all Merchant profile information, both matched and unmatched

ID# 0004309

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.19.1.2 Authorization and Settlement Match Participation Requirements

A Visa Purchasing Card Issuer choosing to participate in the Authorization and Settlement Match service must both:

- Obtain prior approval from Visa
- Enroll its Visa Purchasing Card BIN (including Visa Fleet Card BIN) or account range for the Authorization and Settlement Match service

ID# 0026826

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.19.1.3 Visa Purchasing Card Selective Authorization – US Region

In the US Region, a Visa Purchasing Card Issuer may decline an Authorization Request based on the following factors if the entity to which the Card has been issued has specified these or other factors:

- MCC
- Transaction size
- Location of Merchant Outlet

ID# 0004314

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.20 Visa Fleet

#### 4.20.1 Visa Fleet Card – Issuer Requirements

##### 4.20.1.1 Visa Fleet Card Issuance and Usage

A Vehicle-Specific Fleet Card must be both:

- Limited to purchases of fuel and vehicle maintenance
- Assigned to a vehicle rather than an individual

A Visa Fleet Card Issuer must use a unique account range within a Commercial Card BIN<sup>1</sup> for its Visa Fleet Card program.

<sup>1</sup> In the LAC Region, a Visa Purchasing Card Issuer may issue Visa Fleet Cards as either Visa or Visa Electron Cards.

ID# 0004163

Edition: Apr 2018 | Last Updated: Oct 2015

##### 4.20.1.2 Visa Fleet Card Requirements

A Visa Fleet Card Issuer must ensure that all of the following requirements are met:

- Visa Fleet Card is personalized with a Visa Fleet Card Application Identifier (AID) and a payment application that prompts for personalized data at the time of transaction<sup>1</sup>
- Magnetic Stripe is encoded with Visa Fleet specific data that will cause a fleet-enabled terminal to prompt for personalized data at the time of Transaction<sup>2</sup>
- Visa Fleet Card is issued only as either:
  - A driver-assigned Visa Fleet Card
  - A Vehicle-Specific Fleet Card

In the Canada Region and CEMEA Region, a Visa Fleet Card Issuer must require the capture and/or validation of Enhanced Data by the terminal.

In the Canada Region, a Visa Fleet Card Issuer must ensure that the Chip on the Visa Fleet Card is encoded with Visa Fleet-specific data that will cause a fleet-enabled terminal to prompt for personalized data at the time of the Transaction.

In the CEMEA Region, a Visa Fleet Card Issuer must ensure that the Visa Fleet Card Chip data elements include at least both:

- Details about permitted products
- Information about the vehicle and the driver



<sup>1</sup> This does not apply in the AP Region, LAC Region, and US Region.

<sup>2</sup> This does not apply in the AP Region, CEMEA Region, and LAC Region.

ID# 0004168

Edition: Apr 2018 | Last Updated: Apr 2017

#### 4.20.1.3 Visa Fleet Card Enhanced Data Requirements

A Visa Fleet Card Issuer must be capable of generating reports containing Enhanced Data when provided by the Acquirer.

ID# 0004164

Edition: Apr 2018 | Last Updated: Oct 2015

### 4.21 Visa Large Purchase Advantage

#### 4.21.1 Visa Large Purchase Advantage Requirements

##### 4.21.1.1 Visa Large Purchase Advantage Issuer Requirements – US Region

In the US Region, a Visa Large Purchase Advantage Card must comply with all of the following:

- Be issued as a Virtual Account product
- Be issued on a credit account
- Be limited to Transactions in the Commercial Payables environment that qualify as one of the following:
  - Electronic Commerce Transaction, including a Straight Through Processing Transaction
  - Mail/Phone Order Transaction
  - Recurring Transaction
  - Installment Transaction
- Not offer Cash Disbursement
- Not provide ATM access
- Unless specified otherwise, comply with the requirements applicable to Visa Purchasing Cards.

ID# 0026968

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.21.1.2 Visa Large Purchase Advantage Transaction Limitations – US Region

In the US Region, a Visa Large Purchase Advantage Transaction must comply with all of the following:

- Be processed in a Card-Absent Environment
- Not offer Cash Disbursement
- Not provide ATM access

ID# 0026969

Edition: Apr 2018 | Last Updated: Oct 2017

## 4.22 Visa Meetings Card

### 4.22.1 Visa Meetings Card – Issuer Requirements

#### 4.22.1.2 Visa Meetings Card Core Features – US Region

In the US Region, a Visa Meetings Card Issuer must provide all of the core features specified in *Section 4.12.1.2, Commercial Products Core Feature Requirements*, except for billing, where centralized company billing and payment are required.

ID# 0004335

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.22.1.3 Visa Meetings Card Authorization Processing – US Region

In the US Region, a Visa Meetings Card Issuer must have the ability to decline an Authorization Request based on the following factors, if the Client Organization has specified these or other factors:

- MCC
- Transaction amount
- Location of Merchant Outlet

ID# 0029137

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.23 Visa Infinite Corporate

#### 4.23.1 Visa Infinite Corporate – Card Requirements

##### 4.23.1.1 Visa Infinite Corporate Card Credit Limit – LAC Region

In the LAC Region, for Visa Infinite Corporate Cards with a line of credit only, an Issuer must ensure that both:

- The minimum credit limit allowed is USD 20,000 (or local currency equivalent)
- Each Visa Infinite Corporate Card account may accumulate charges of at least 20% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

A Visa Infinite Corporate Card Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment of USD 5 per Visa Infinite Corporate Card in the Issuer's portfolio.

ID# 0027741

Edition: Apr 2018 | Last Updated: Apr 2015

##### 4.23.1.2 Visa Infinite Corporate Card Spending Limits – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must offer either of the following spending limit options:

- No pre-set limit, excluding Emergency Card Replacements that have temporary pre-set limits
- Minimum limit allowing each Visa Infinite Corporate Card account to accumulate charges of at least USD 20,000 (or local currency equivalent) during each or any statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

Visa may impose additional restrictions to these options.

ID# 0027742

Edition: Apr 2018 | Last Updated: Apr 2015

#### 4.23.2 Visa Infinite Corporate – Issuer Requirements

##### 4.23.2.1 Visa Infinite Corporate Card Benefit Notification – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer in the LAC Region offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers on a quarterly basis.

ID# 0027747

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.23.2.2 Visa Infinite Corporate Card Declined Authorizations – LAC Region

In the LAC Region, an Authorization Response Code 05 (Authorization Declined) may be generated for a Visa Infinite Corporate Card Authorization Request only if both the:

- Account is delinquent, for at least a second time
- Transaction is an ATM Cash Disbursement that both:
  - Exceeds Issuer activity parameters
  - Received a response by Stand-In Processing through an Issuer's Positive Authorization Capacity Management Service

ID# 0027749

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.23.2.3 Visa Infinite Corporate Card Declined Transactions – LAC Region

In the LAC Region, for Visa Infinite Corporate Cards issued with a no preset limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

Visa Infinite Corporate Card Authorization Requests must only be declined with Response Code 51 (Not Sufficient Funds) if either:

- The Transaction places the account balance more than 20% above the approved line of credit
- The Transaction is for an ATM Cash Disbursement that exceeds activity parameters and is responded to by the Issuer

ID# 0027743

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.23.2.4 Visa Infinite Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Infinite Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Infinite Corporate product requirements and standards.

ID# 0027739

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.23.2.5 Visa Infinite Corporate Card Issuer Processing System Requirement – LAC Region

An LAC Visa Infinite Corporate Card Issuer or its agent must demonstrate that its processing system has the minimum capacities to meet the standards for processing Authorizations regarding Visa Infinite and Visa Corporate Cards.

ID# 0027746

Edition: Apr 2018 | Last Updated: Oct 2016

### 4.23.3 Visa Infinite Corporate – Features and Benefits

#### 4.23.3.1 Visa Infinite Corporate Card Features and Branding Requirements – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Corporate Card from any other Visa Card product it issues
- The highest purchasing power available within the LAC Region and an Issuer's Visa Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Visa Card product name
  - Does not use the Sample Card Design or reserved color of a Visa Card product

ID# 0027740

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.24 Visa Platinum Corporate

#### 4.24.1 Visa Platinum Corporate – Card Requirements

##### 4.24.1.1 Visa Platinum Corporate Card Credit Limit – LAC Region

In the LAC Region, for Visa Platinum Corporate Cards with a line of credit only, a Visa Platinum Corporate Issuer must both:

- Ensure that the average credit limit for its Visa Platinum Corporate program must be higher than the average credit limit for its Visa Platinum and Visa Corporate programs
- Allow each Visa Platinum Corporate Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

A Visa Platinum Corporate Card Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Platinum Corporate Card in the Issuer's portfolio.

ID# 0027738

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.24.2 Visa Platinum Corporate – Issuer Requirements

##### 4.24.2.1 Visa Platinum Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Platinum Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Platinum Corporate product requirements and standards.

ID# 0027736

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.24.3 Visa Platinum Corporate – Features and Benefits

##### 4.24.3.1 Visa Platinum Corporate Card Benefits – LAC Region

In the LAC Region, a Visa Platinum Corporate Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers.

ID# 0027737

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.25 Visa Premium Corporate

#### 4.25.1 Visa Premium Corporate – Issuer Requirements

##### 4.25.1.1 Visa Premium Corporate Cards BIN Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must use either a new Account Number range or a unique BIN for the issuance of its Visa Premium Corporate Cards.

The Issuer must not reclassify a BIN to represent a product other than the Visa Premium Corporate Card without prior permission from Visa.

ID# 0027725

Edition: Apr 2018 | Last Updated: Oct 2014

##### 4.25.1.2 Visa Premium Corporate Cards Core Product Benefits – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must provide its Visa Premium Corporate Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

## Visa Product and Service Rules

4 Issuance

### Visa Core Rules and Visa Product and Service Rules

**Table 4-21: Visa Premium Corporate Card Core Product Benefits – LAC Region**

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Visa Global Customer Assistance Services	Global	Global	Global
Travel Accident Insurance	USD 500,000	USD 1,000,000	USD 1,500,000
Auto Rental Insurance	Global	Global	Global
Visa International Emergency Medical Services	Plan Platinum up to USD 150,000	Plan Infinite up to USD 200,000	Plan Infinite up to USD 200,000
Insured Journey/24 Hour AD&D	USD 25,000	USD 50,000	USD 100,000
Visa Concierge	Global	Global	Global
Baggage Delay	USD 0	USD 500	USD 600
Baggage Loss	USD 750	USD 1,000	USD 3,000
Trip Delay	USD 0	USD 0	USD 300
Trip Cancellation	USD 0	USD 0	USD 3,000
Missed Connection	USD 0	USD 0	USD 2,000
Hotel Burglary \$1000	USD 0	USD 500	USD 1,000
Priority Pass	Optional	Optional	Yes
Corporate Liability Waiver Insurance (CLW)	USD 15,000	USD 15,000	USD 15,000
ATM Assault—Coverage in case of Death	USD 0	USD 0	USD 10,000
ATM Assault—Cash Stolen	USD 0	USD 0	Up to USD 3,000
Program Membership Rewards	Optional	Optional	Optional
Visa Luxury Hotel Collection	Global	Global	Global

ID# 0027727

Edition: Apr 2018 | Last Updated: Oct 2016

#### 4.25.1.3 Visa Premium Corporate Cards Customer Service Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must do all of the following:

- Provide Customer service 24 hours a day, 7 days a week
- Provide Cardholder emergency services for Visa Platinum, Visa Infinite, or Visa Signature
- Respond to a Visa Premium Corporate Cardholder with a live operator
- Provide an exclusive telephone line to its Visa Premium Corporate Cardholders

Assistance must be provided in English, Portuguese, and Spanish through Visa Global Customer Care Services.

ID# 0027726

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.25.1.4 Visa Premium Corporate Cards Emergency Services – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards.

ID# 0027730

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.25.1.5 Visa Premium Corporate Cards Fraud Management – LAC Region

**Effective through 20 July 2018**

In the LAC Region, a Visa Premium Corporate Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

ID# 0027733

Edition: Apr 2018 | Last Updated: Oct 2017

#### 4.25.1.6 Visa Premium Corporate Cards Issuance Requirements – LAC Region

In the LAC Region, an Issuer of Visa Premium Corporate Cards must do all of the following:

- Comply with the requirements for Visa Corporate Cards and *Section 4.25.1, Visa Premium Corporate – Issuer Requirements*
- Issue Visa Premium Corporate Cards as any of the following:
  - Visa Platinum Corporate
  - Visa Infinite Corporate



- Visa Signature Corporate
- Issue Visa Premium Corporate Cards with credit, debit, or charge capability

ID# 0027724

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.25.1.7 Visa Premium Corporate Cards Mandatory Core Features – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must provide the core features required for Visa Corporate Cards.

ID# 0027729

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.25.1.8 Visa Premium Corporate Cards Mandatory Core Services – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards.

ID# 0027728

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.25.1.9 Visa Premium Corporate Cards Performance Standards – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer that exceeds the Negative Authorization Response standard of 2% as a percentage of its total Authorization Responses in a calendar month is subject to a non-compliance assessment for each Negative Authorization Response exceeding the standard. A Negative Authorization Response is any Authorization that is not an Approval Response.

A Visa Premium Corporate Card Issuer that fails to meet the performance standard specified in this section is subject to corrective action. Fees double each calendar month of the de-certification period, as follows:

**Table 4-22: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region**

Stage	Action/Response
<b>Grace Period</b> – One calendar month (begins the calendar month following the first violation for under-performance)	Written notification of under-performance and recommended corrective actions
<b>Observation Period</b> – Two calendar months (begins at completion of Grace Period)	<ul style="list-style-type: none"> <li>• Fees imposed as specified above</li> <li>• Member has 2 calendar months to apply</li> </ul>

**Table 4-22: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region (continued)**

Stage	Action/Response
	corrective actions
<b>Probation Period</b> – Three calendar months (begins at completion of Observation Period)	<ul style="list-style-type: none"> <li>Fees imposed as specified above</li> <li>Visa may audit Member at Member's expense</li> </ul>
<b>De-certification Period</b> - Begins at completion of Probation Period	<ul style="list-style-type: none"> <li>Member prohibited from issuing or reissuing Visa Premium Corporate Cards</li> <li>Fees imposed and doubled for each calendar month as specified above</li> <li>Visa reserves its right to resolve Authorization Requests via the PCAS-Full Service system</li> </ul>

ID# 0027734

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.25.1.10 Visa Premium Corporate Cards Reporting Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must report its Visa Premium Corporate Card activity separately through the Operating Certificate.

ID# 0027731

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.26 Visa Signature Corporate

### 4.26.1 Visa Signature Corporate – Issuer Requirements

#### 4.26.1.1 Visa Signature Corporate Card Benefit Notification – LAC Region

In the LAC Region, a Visa Signature Corporate Card Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers on a quarterly basis.

ID# 0027753

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.26.1.2 Visa Signature Corporate Card Credit Limit and Spending Limits – LAC Region

In the LAC Region, an Issuer of Visa Signature Corporate Card must issue Visa Signature Corporate cards without a pre-set spending limit

The Visa Signature Corporate Card Issuer must ensure that the average credit limit for its Visa Signature Corporate Card program is higher than the average credit limit for its Visa Signature and Visa Corporate programs.

A Visa Signature Corporate Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Signature Corporate Card in the Issuer's portfolio.

ID# 0027752

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.26.1.3 Visa Signature Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Signature Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Signature Corporate product requirements and standards.

ID# 0027751

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.27 Prepaid Commercial Corporate

#### 4.27.1 Commercial Prepaid – Card Requirements

##### 4.27.1.1 Visa Commercial Prepaid Product Requirements

A Visa Commercial Prepaid Product Issuer must comply with the Visa Prepaid Card requirements and general Visa Commercial Card requirements.

ID# 0025575

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.27.2 Corporate Prepaid – Features and Benefits

##### 4.27.2.1 Visa Corporate Prepaid Card – Commercial Products Core Feature Requirements

In addition to the Visa Commercial Card core features specified in *Section 4.12.1.2, Commercial Products Core Feature Requirements*, for Visa Corporate Cards, a Visa Corporate Prepaid Card Issuer

must support all of the following:

- Individual memo statements
- Personalized and non-personalized Cards
- Domestic use only Transaction Authorization
- Load and Transaction limits
- Instant Card issuance
- Multiple currencies
- Online Cardholder statements
- Program administration services

ID# 0026738

Edition: Apr 2018 | Last Updated: Oct 2014

## 4.28 Visa Agro

### 4.28.1 Visa Agro – Card Requirements

#### 4.28.1.1 Visa Agro Issuer Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards may issue a Visa Agro Card as any of the following:

- Credit
- Debit
- Prepaid commercial, excluding Cards issued in Brazil
- Visa Electron

The Issuer may combine Visa Agro Cards with the commercial applications or commercial products described above.

Visa Agro Card Issuers must comply with the regulations of each product and application associated with the Visa Agro Card.

ID# 0026520

Edition: Apr 2018 | Last Updated: Oct 2014

#### 4.28.2 Visa Agro – Customer Service Requirements

##### 4.28.2.1 Visa Agro Card Core Services – LAC Region

In the LAC Region, a Visa Agro Card Issuer must offer all of the following core services:

- Cardholder Inquiry Service
- Emergency Card Replacement
- Lost/Stolen Card Reporting
- Exception File updates
- Free 24-hour telephone number to obtain emergency services

For Visa Agro Prepaid commercial Cards, Issuers must offer the customer support services for Visa Prepaid Cards, as specified in *Section 4.1.14.9, Visa Global Customer Assistance Services Program Requirements*.

ID# 0026523

Edition: Apr 2018 | Last Updated: Apr 2018

#### 4.28.3 Visa Agro – Issuer Requirements

##### 4.28.3.1 Visa Agro Card Selective Authorization – LAC Region

In the LAC Region, a Visa Agro Card Issuer may decline an Authorization Request based on any of the following factors, if the Client Organization has specified these or other factors:

- Merchant Category Code
- Transaction amount
- Location of Merchant Outlet

ID# 0026524

Edition: Apr 2018 | Last Updated: Oct 2014

### 4.29 Visa Cargo

#### 4.29.1 Visa Cargo – Card Requirements

##### 4.29.1.1 Visa Cargo Issuer Requirements – LAC Region

In the LAC Region, an Issuer may issue a Visa Cargo Card as either:

- Visa Commercial Prepaid Product
- Visa Business Electron Card

Visa Cargo Card Issuers must comply with the regulations of each product and application associated with the Visa Cargo Card.

ID# 0025631

Edition: Apr 2018 | Last Updated: Oct 2015

#### 4.29.1.2 Visa Cargo Core Benefits – LAC Region

In the LAC Region, a Visa Cargo Card Issuer must provide its Visa Cargo Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

- Emergency services through Visa Cards Benefit Services (VCBS) center
  - Emergency Card Replacement/Emergency Cash Disbursement
  - Lost/Stolen Card Reporting
- 24 Hours Accident Protection with a coverage amount of USD 1,000 (or local currency equivalent)
- ATM Assault (Cash Stolen) with a coverage amount of USD 100 (or local currency equivalent)

ID# 0029273

Edition: Apr 2018 | Last Updated: Apr 2016

## 4.30 Visa Drive Card

### 4.30.1 Visa Drive Card – Europe Region

#### 4.30.1.1 Visa Drive Card Issuer Requirements – Europe Region

In the Europe Region, a Visa Drive Card Issuer must comply with all of the following

Table 4-23: Visa Drive Card Requirements – Europe Region

Element	Requirement
Payment Device	May be any of the following: <ul style="list-style-type: none"> <li>• A physical Card</li> <li>• A Contactless Chip Card</li> <li>• A Contactless Payment Device</li> <li>• A Virtual Account</li> </ul>

**Table 4-23: Visa Drive Card Requirements – Europe Region (continued)**

Element	Requirement
Types	<p>May be one or more of the following:</p> <ul style="list-style-type: none"> <li>• "Standard" Card</li> <li>• "Extra" Card</li> <li>• "Open" Card</li> </ul>
Issuance	<p>May be issued to either:</p> <ul style="list-style-type: none"> <li>• One Cardholder</li> <li>• A specific vehicle, which may have multiple individuals associated with it</li> </ul>
BINs	<ul style="list-style-type: none"> <li>• An "open" Card must be issued on a dedicated BIN.</li> <li>• A "standard" Card and an "extra" Card may be issued on the same BIN, but each Card must have a dedicated account range.</li> <li>• Cards that are issued to a Cardholder and Cards that are issued to a specific vehicle must be issued on separate account ranges within the same BIN.</li> </ul>
Data	<p>Must provide Visa with Visa-specified data for Visa Drive Card Transactions upon Visa request</p>
PIN Changes	<p>Must provide the capability for a Cardholder or an authorized individual to change a PIN at an ATM.</p>
"Standard" Card Requirements	<ul style="list-style-type: none"> <li>• Must ensure that the Card is configured to be used only in a Closed Loop</li> <li>• Must provide the Cardholder with terms and conditions including, but not limited to: <ul style="list-style-type: none"> <li>– Using the Card at a Point-of-Transaction Acceptance Device inside the Closed Loop for that Issuer</li> <li>– PIN management</li> </ul> </li> </ul>
"Extra" Card Requirements	<ul style="list-style-type: none"> <li>• Must comply with general requirements for Visa Commercial Cards</li> <li>• Must ensure that the Card is configured to be used only at Point-of-Transaction Acceptance Devices: <ul style="list-style-type: none"> <li>– Within a Closed Loop</li> <li>– With a Merchant with which the Issuer has a Privately Contracted Agreement</li> </ul> </li> <li>• For a Transaction at a Merchant with whom the Issuer has a Privately Contracted</li> </ul>

**Table 4-23: Visa Drive Card Requirements – Europe Region (continued)**

Element	Requirement
	<p>Agreement, must request Online Authorization, except for the following MCCs:</p> <ul style="list-style-type: none"> <li>– 4784 (Tolls and Bridge Fees)</li> <li>– 7523 (Parking Lots, Parking Meters and Garages)</li> <li>• Must provide evidence of Privately Contracted Agreements upon Visa request</li> <li>• Is solely responsible for the management of a Privately Contracted Agreement</li> <li>• Must provide the Cardholder with terms and conditions including, but not limited to: <ul style="list-style-type: none"> <li>– Prohibition of the use of the Card at any Point-of-Transaction Acceptance Device outside the Closed Loop if the Issuer does not have a Privately Contracted Agreement with the Merchant</li> <li>– PIN management</li> </ul> </li> </ul>
"Open" Card Requirements	<ul style="list-style-type: none"> <li>• Must comply with general requirements for Visa Commercial Cards</li> <li>• Must comply with the core feature requirements for the Card it is licensed to issue</li> <li>• Must provide the Cardholder with terms and conditions including, but not limited to: <ul style="list-style-type: none"> <li>– The Cardholder Verification Method (CVM) allowed for a Card issued for a specific vehicle</li> <li>– PIN management</li> </ul> </li> </ul>

ID# 0029637

Edition: Apr 2018 | Last Updated: Oct 2016

## 4.31 Visa SimplyOne

### 4.31.1 Visa SimplyOne Card

#### 4.31.1.1 Visa SimplyOne Card Issuer Requirements – Europe Region

In the Europe Region , a Visa SimplyOne Card Issuer must comply with all of the following:



- Issue the Card as a Visa Card or Visa Electron Card<sup>1</sup>
- Issue the Card with 2 Account Numbers, which must both:
  - Be issued by the same Issuer
  - Be associated with the Payment Application(s) encoded on the Chip and the Magnetic Stripe. One Payment Application must be the Visa Higher Priority Payment Application. Any other Payment Application will be classified as a Visa Lower Priority Payment Application.
- If issued as a Contactless Chip Card, have the Contactless payment associated to the Visa Higher Priority Payment Application<sup>2</sup>
- Issue the Payment Application on a designated BIN, as follows:
  - The debit application on a debit BIN
  - The credit application on a credit BIN
  - The consumer application on a consumer BIN
  - The commercial application on a commercial BIN
- Comply with debit rules when the Card is used as a debit card and credit rules when the Card is used as a Credit Card
- Not issue a Non-Reloadable Card when the Card is used as a Visa Prepaid Card
- Stop or close both accounts in order to stop or close the Card

<sup>1</sup> **Effective 14 April 2018**

In the Europe Region (Republic of Ireland, United Kingdom), an Issuer must not issue a Visa Electron Card.

<sup>2</sup> This does not apply in the Europe Region (Finland), where the Issuer may associate the Contactless payment to the Visa Lower Priority Payment Application only if it clearly communicates to its Cardholders that the Visa Lower Priority Payment Application must be selected after the maximum number of cumulative offline Transactions has been reached.

## 4.32 Visa Multichoice

### 4.32.1 Visa Multichoice Card

#### 4.32.1.1 Visa Multichoice Card Issuer Requirements – Europe Region

In the Europe Region, an Issuer of a Visa Multichoice Card must ensure all of the following:

- The Card supports 2 or more Payment Applications on the same account
- All the Payment Applications on the Card are issued by the same Issuer using the same Account Number
- One of the Payment Applications is encoded as the Visa Higher Priority Payment Application on the Chip and Magnetic Stripe
- The Payment Applications must be either Consumer Credit or Business Credit Payment Applications
- A Contactless Transaction must be associated with the Visa Higher Priority Payment Application
- The Card is issued on a credit BIN
- The "Issuer Discretionary Data" field in the Chip is used to distinguish between the Payment Applications
- Consumer Credit and Business Credit Payment Applications are not combined on a Card

ID# 0029640

Edition: Apr 2018 | Last Updated: Oct 2016

## 4.33 Carte Bleue Nationale Cards – Europe Region

### 4.33.1 Carte Bleue Nationale Cards Issuer Requirements

#### 4.33.1.1 Carte Bleue Nationale Cards Issuer Requirements – Europe Region (France)

In the Europe Region (France), a Carte Bleue Nationale Card Issuer (including Cards with systematic authorization) must comply with *Table 4-24, Service Requirements for France Domestic Transactions using Carte Bleue Nationale Cards*.

**Table 4-24: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Cards**

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance <sup>2</sup>	Medical Insurance <sup>2</sup>	Welcome Pack <sup>3</sup>	Concierge Services
Carte Bleue Nationale	X	X	X				
Carte Bleue Nationale	X	X					

**Table 4-24: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Cards (continued)**

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance <sup>2</sup>	Medical Insurance <sup>2</sup>	Welcome Pack <sup>3</sup>	Concierge Services
(with systematic authorization)							
Visa Electron	X	X					
Visa Classic	X	X	X	X <sup>1</sup>	X <sup>1</sup>		
Visa Premier	X	X	X	X	X		
Visa Platinum	X	X	X	X	X	X	X
Visa Infinite	X	X	X	X	X	X	X
<sup>1</sup> For personal trips only; for medical insurance, only international trips <sup>2</sup> As specified in the corresponding terms and conditions <sup>3</sup> Must include the contract and the associated services							

ID# 0030094

Edition: Apr 2018 | Last Updated: Oct 2017

## 4.34 Carte Bleue Nationale Affaires Cards – Europe Region

### 4.34.1 Carte Bleue Nationale Affaires Cards Issuer Requirements

#### 4.34.1.1 Carte Bleue Nationale Affaires Cards Issuer Requirements – Europe Region (France)

In the Europe Region (France), an Issuer must comply with all of the following:

- A Visa Affaires Card Issuer must use a Visa Corporate Card BIN
- A Plus Card Issuer must issue this as a debit Card

## Visa Product and Service Rules

### 4 Issuance

#### Visa Core Rules and Visa Product and Service Rules

- A Carte Bleue Nationale Affaires Card Issuer must comply with *Table 4-25, Service Requirements for France Domestic Transactions using Carte Bleue Nationale Affaires Cards*.

**Table 4-25: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Affaires Cards**

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance <sup>2</sup>	Medical Insurance <sup>2</sup>	Welcome Pack <sup>3</sup>	Concierge Services
Visa Affaires	X	X	X	X <sup>1</sup>	X <sup>4</sup>		
Visa Gold Affairs	X	X	X	X <sup>5</sup>	X <sup>5</sup>		
Visa Business Electron	X	X		X <sup>6</sup>	X <sup>4</sup>		
Carte Plus	X						
Carte Bleue Nationale Business	X	X	X	X <sup>6</sup>			
Visa Business	X	X	X	X <sup>6</sup>	X <sup>4</sup>	X	
Visa Gold Business	X	X	X	X <sup>7</sup>	X <sup>7</sup>	X	
Visa Platinum Business	X	X	X	X <sup>7</sup>	X <sup>7</sup>	X	X
<sup>1</sup> For professional trips only (EUR 100,000 allowance) <sup>2</sup> Must be in accordance with the corresponding terms and conditions <sup>3</sup> Must include the contract and the associated services <sup>4</sup> Overseas travel only (EUR 11,000 allowance) <sup>5</sup> For professional trips only <sup>6</sup> EUR 46,000 allowance for personal trips, EUR 100,000 allowance for professional trips							

## Visa Product and Service Rules

4 Issuance

### Visa Core Rules and Visa Product and Service Rules

Table 4-25: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Affaires Cards (continued)

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance <sup>2</sup>	Medical Insurance <sup>2</sup>	Welcome Pack <sup>3</sup>	Concierge Services
<sup>7</sup> All types of trips (one staff member)							

ID# 0030095

Edition: Apr 2018 | Last Updated: Oct 2017

## 5 Acceptance

### 5.1 Responsibilities Related to Information and Notification

#### 5.1.1 Provision of Information, Registration, and Reporting

##### 5.1.1.1 Provision of Required Merchant Information

In a Visa Region where the collection of Merchant data is required, an Acquirer or its Agent must provide to Visa the following information for each Merchant, Marketplace, Sponsored Merchant, or retailer signed by a Staged Digital Wallet Operator, or retailer signed by a Marketplace. The information must be accurate, updated whenever the information changes, and in the format specified by Visa.

- T/A (trading as) or DBA (doing business as) name
- Full legal name (if different from DBA name). For a sole proprietor, the information must include the sole proprietor's full first and last name, including the middle initial.
- Merchant Outlet address (including street address, city, state/province and postal code)<sup>1</sup>
- Telephone number (not required for Sponsored Merchants)<sup>2</sup>
- Acquirer-assigned Merchant ID
- Card acceptor identification<sup>3</sup>
- Merchant business registration number or tax identification number<sup>4</sup>
- Payment Facilitator name (for Sponsored Merchants only)
- **Effective 13 April 2019**  
Payment Facilitator identifier assigned by Visa and Sponsored Merchant identifier assigned by the Payment Facilitator, as applicable
- In addition, in the Canada Region:
  - The Acquirer must submit monthly, the Merchant data using the acquirer merchant master file format
  - The Merchant name, Card acceptor identification, and terminal identification for each Acceptance Device at the Merchant Outlet, as they appear in the Clearing Record
  - The unique identifier for each acceptor device sharing one terminal identification
  - The Merchant's chain identification and Merchant identification, if different from the Merchant's Card acceptor identification (optional as appropriate)

- Seasonality indicator (if applicable)
- An indication of whether the Merchant:
  - Sells online or via mail order/telephone order
  - Is a Visa Debit Acceptor
  - Accepts Visa Contactless payments
- An indication of the terminal (if available):
  - Contactless version
  - Whether it is a mobile POS (mPOS)
  - Capabilities: magnetic stripe, Chip, and/or Visa Contactless
- The Merchant's primary and any secondary MCCs
- If the Acquirer/Merchant relationship has been terminated, the termination date and reason for termination
- In addition, in the US Region:
  - Merchant's incorporation status (for example: corporation, partnership, sole proprietor, non-profit)
  - Merchant's primary and any secondary MCCs
  - If the Acquirer/Merchant relationship has been terminated, the termination date and reason for termination

In the US Region, an Acquirer must provide to Visa monthly notification of all new Contactless Acceptance Device deployments.

<sup>1</sup> In the US Region, the 9-digit zip code

<sup>2</sup> This does not apply in the Canada Region.

<sup>3</sup> For Sponsored Merchants, the Payment Facilitator's Card acceptor identification is acceptable.

<sup>4</sup> In the US Region, the US Federal Taxpayer Identification Number, and identification of the number as either a US Federal Employer Identification Number (FEIN) or Social Security Number (SSN)

#### 5.1.1.3 Acquirer Compliance with Privacy Legislation – Canada Region

In the Canada Region, an Acquirer must meet all applicable requirements of privacy legislation for the collection, use, and disclosure of personal information among Visa and its employees and agents, for the purpose of a Merchant's participation in the Visa Program.

ID# 0005395

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.1.1.4 T&E Transaction Reporting – Europe Region

**Effective through 13 April 2018**

In the Europe Region, an Acquirer must provide to Visa, upon request, a quarterly summary of all T&E Transactions with the following information:

- The Number of Retrieval Requests
- The Merchant sales volume (in USD)
- The number of T&E Transactions that originate from each of its T&E Merchants.

ID# 0029655

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.1.1.5 Visa Drive Card – Merchant Requirement for "Extra" Cards – Europe Region

In the Europe Region, if a Merchant establishes a Privately Contracted Agreement with an Issuer, the Merchant must notify its Acquirer.

ID# 0029638

Edition: Apr 2018 | Last Updated: Oct 2016

## 5.2 Acquirer Responsibilities Related to Merchants

### 5.2.1 Merchant Agreements, Merchant Onboarding, and Merchant Relationships

#### 5.2.1.1 Requirements for Acquirers Soliciting Electronic Commerce Merchant Applications

An Acquirer soliciting Merchant applications must list Merchant Outlet location requirements on its website and/or application.

ID# 0004630

Edition: Apr 2018 | Last Updated: Apr 2017

#### 5.2.1.2 Due Diligence Review of Prospective Merchant or Sponsored Merchant

**Effective through 13 April 2018**

Before contracting with a prospective Merchant or Sponsored Merchant, an Acquirer or a Payment Facilitator must conduct an adequate due diligence review to ensure compliance with the Acquirer's obligation to submit only legal Transactions into VisaNet.



In the Europe Region, an Acquirer must conduct a physical inspection of the business premises of the prospective Merchant to ensure that the prospective Merchant conducts the business that it has stated to the Acquirer. The Acquirer must also obtain a detailed business description from a prospective Mail/Phone Merchant and Electronic Commerce Merchant.

#### Effective 14 April 2018

Before contracting with a prospective Merchant or Sponsored Merchant, an Acquirer or a Payment Facilitator must conduct an adequate due diligence review, including a site visit to the business premises (if applicable) or suitable alternative, to ensure compliance with the Acquirer's obligation to submit only legal Transactions to VisaNet.

ID# 0005251

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.2.1.3 Acquirer Monitoring of Merchant Bankruptcy or Regulatory Proceedings – US Region

In the US Region, an Acquirer that becomes aware of the potential or actual bankruptcy of, or any regulatory proceedings involving, its Merchants must both:

- Notify Visa no later than close of business on the next business day following such discovery
- Oppose to the best of its ability any request for legal relief that would interfere with the Dispute process

ID# 0029138

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.2.1.5 Terminated Merchant File Query – US Region

In the US Region, an Acquirer must query the Terminated Merchant File before entering into a Merchant Agreement with a prospective Merchant.

If the Acquirer receives a response indicating a possible match to a Merchant listed on the Terminated Merchant File, the Acquirer must both:

- Verify that the Merchant identified in the response is the same Merchant for which the inquiry was generated
- Contact the listing Member directly to determine why the Merchant was added to the file

The Acquirer must use Terminated Merchant File data only as an informational tool in the decision-making process.

ID# 0008577

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.2.1.6 Acquirer Allowance of Terminal Processing by Competitors – US Region

In the US Region, an Acquirer must not prohibit a Merchant from using terminal processing services offered by competitors for the direct delivery of Visa Transactions captured at the Point-of-Transaction to VisaNet for Clearing and Settlement.

ID# 0003362

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.2.1.7 Multinational Merchant Acceptance Program (MMAP) Requirements

To apply for participation in the Multinational Merchant Acceptance Program (MMAP), an Acquirer must be a Principal-Type Member in the AP Region, Canada Region, CEMEA Region, Europe Region,<sup>1</sup> LAC Region, or US Region and must demonstrate compliance with the Visa Charter Documents.

Before beginning acquiring activity under MMAP in a country, an Acquirer must both:

- Register its participating Merchants with Visa, certifying and demonstrating that each Merchant is both:
  - Compliant with the MMAP qualification criteria detailed in the *MMAP Merchant Registration Form*
  - Permitted, as specified in the Visa Rules, to locate a Merchant Outlet in those registered countries
- Obtain Visa approval (in writing) for activity in that country

To process an MMAP Transaction, an Acquirer must do all of the following:

- Use a unique BIN for MMAP Transactions
- In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, process all International Transactions and Domestic Transactions through VisaNet
- In the Europe Region, process all Interregional Transactions through VisaNet
- Ensure that at least 90% of its monthly MMAP Transaction volume in each country takes place in a Card-Absent Environment
- Settle all qualifying Transactions through the National Net Settlement Service, except if the currency of the Merchant Outlet country is a Settlement Currency
- For an Acquirer in the Europe Region, only process Transactions from a Merchant located outside the European Economic Area (EEA)

<sup>1</sup> Effective 13 October 2018

ID# 0029458

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.2.1.8 Additional Merchant Agreement Requirements

In addition to the requirements in *Section 1.5.2.1, Merchant Agreement Requirements*, a Merchant Agreement must comply with all of the following:

- For International Airline Program participants and Multinational Merchant Acceptance Program participants, both:
  - List the countries from which the Acquirer will accept Transactions
  - Require the Merchant to comply with all laws and regulations, and Visa Rules, applicable to each Merchant Outlet and Merchant country
- In the Canada Region, for a Merchant that has elected to be a Visa Debit Acceptor, both:
  - Identify Card acceptance-related fees associated with Visa Debit Category Acceptance
  - For an existing Merchant Agreement that is renewed, or if the Merchant indicates to its Acquirer that it wants to accept Visa Debit Category Cards, be revised to include the Merchant's option to be a Visa Debit Acceptor and identify all Card acceptance-related fees
- In the Europe Region, all of the following:
  - Specify that the Merchant must not misrepresent itself as being a Member
  - Include all information required under applicable data protection legislation, including, but not limited to, the following:
    - The identity of the Acquirer
    - The purposes of the processing for which any Personal Data is intended
    - The recipients of the Personal Data, such as:
      - Member's subsidiaries and/or group of companies, agents, and employees
      - Visa, its employees, and its third-party subcontractors and their employees
      - Such other entities to which it may be reasonably necessary to disclose and transfer Personal Data (for example: credit reference agencies, law enforcement agencies, anti-terrorism or organized crime agencies, fraud monitoring agencies, central banks)
      - Any other entities, to be clearly specified, as otherwise required or permitted by applicable laws or regulations
    - That the transfer and disclosure of Personal Data may take place worldwide and that the transfer of Personal Data outside the EEA is on the basis of either:
      - An adequacy decision by the European Commission
      - Appropriate or suitable safeguards as required by applicable laws or regulations

Where the basis of a transfer is for appropriate or suitable safeguards, the Member is responsible for ensuring that Cardholders can have access to such appropriate or suitable safeguards.

- Any other information necessary to guarantee fair processing of Personal Data under applicable laws or regulations, including without limitation:
  - That aggregated, anonymized data may be created based on Personal Data
  - That data may be used and/or shared where deemed applicable with third parties for:
    - Billing purposes
    - Product enablement and build
    - Testing or product improvement purposes
    - To reply to requests from public authorities
  - That data subjects are not identifiable from this data
  - The categories of Personal Data processed, whenever considered necessary for the legitimate interests pursued by the Member
- A contact point for data protection enquiries and/or subject access requests
- Notify the Merchant that Merchant Service Charge (MSC) pricing on a MIF Plus Plus basis is available for Transactions completed with a consumer credit Card or consumer debit Card and specify the amount of any administrative fee charged by the Acquirer for this service
- Specify the amount of the MSC, Interchange Reimbursement Fees, and scheme fees applicable for each Visa Product Category, unless the Merchant requests in writing that the pricing information be provided in a different format
- Not blend MSCs between Visa Transactions and the transactions of other payment schemes, unless specifically requested to do so by the Merchant
- For an Electronic Commerce Transaction processed using Verified by Visa, include the Issuer or Visa-provided Cardholder Authentication Verification Value in an Authorization Request
- Specify that the Merchant must undertake PIN Entry Device asset management on a regular basis, including all of the following:
  - Recording all stock and serial numbers of each PIN Entry Device
  - Recording the location of each PIN Entry Device
  - Undertaking basic electronic and physical identification, and authentication of each PIN Entry Device

- That both the Acquirer and Merchant shall ensure that all staff are appropriately trained in line with their responsibilities under applicable data protection law.
- **Effective 25 May 2018**  
In addition, where the Member is located in the EEA and the Merchant, also located in the EEA, is a sole trader, all of the following:
  - The identity of the Acquirer as data controller and corresponding contact details
  - The identity of any additional data controller and corresponding contact details
  - Identity and contact details for the appropriate data protection officer
  - The legitimate interest of the data controller where any processing is based on such interest
  - The data storage period or, where not specific, the criteria used to determine that period
  - All data rights available to the Merchant, taking into account the relevant Visa services, including the right to lodge a complaint with an authority and, where applicable, the right to erasure and/or correction of Personal Data and data portability
- In the US Region, all of the following:
  - Clearly distinguish fees associated with Transactions from fees associated with non-Visa transactions
  - Clearly and obviously specify all of the following:
    - The Acquirer's name and location
    - The terms of payment to the Merchant
    - The Acquirer's responsibilities, if an Agent is a party to the Merchant Agreement
  - For new or renewed Merchant Agreements, both:
    - Specify the Limited Acceptance options and the Merchant's election, if any, of one of those options
    - Distinguish all Card acceptance-related fees, such as discount rates or other pricing methodology, associated with each Limited Acceptance category
  - Provide for the immediate termination of a Merchant for any significant circumstances that create harm or loss of goodwill to the Visa system
  - Include all of the following:
    - Prohibition against the Merchant depositing a Transaction that it knows or should have known to be either fraudulent or not authorized by the Cardholder
    - Statement that the Merchant is responsible for its employees' actions
    - Transaction Deposit restrictions

- Transaction processing prohibitions
- Prohibition against a Merchant depositing a Transaction that does not result from an act between the Cardholder and the Merchant or the Cardholder and a Sponsored Merchant (laundering)
- Disclosure of account or Visa Transaction Information prohibitions
- A requirement that the Merchant and its Agents comply with the provisions of the Account Information Security Program
- Merchant responsibility for demonstrating compliance by its Agents with the requirements of the Account Information Security Program
- A requirement that the Merchant, if undergoing a forensic investigation at the time the Merchant Agreement is signed, fully cooperate with the investigation until completed
- Remain on file at the Acquirer's place of business
- Not be assigned or transferred to another Member without the agreement of the Acquirer
- If used by an Agent, be reviewed by the Acquirer

ID# 0028044

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.2.1.9 Merchant Agreement Disclosure Requirements and Cancellation Rights – Canada Region

In the Canada Region, where an Acquirer uses one or more service providers and where a Merchant is required to enter into more than one agreement with the Acquirer and such service provider(s) in connection with its payment acceptance services:

- The Acquirer must provide written disclosure of the following information in a consolidated fashion, before entering into a Merchant Agreement:
  - The name, coordinates, and contact information of each service provider and the nature of the services being provided by each
  - The effective date of each agreement
  - Information on the expiration and renewal for each agreement
  - Detailed information on any applicable fees and rates for each service provider
  - Information on how statements will be provided to Merchants
  - The cancellation terms of each service provider's agreement, including specific information on any cancellation fees that could apply

- If point-of-sale services are offered to a Merchant, general information on buying, leasing, or renting options of point-of-sale hardware
- The complaint-handling process for each service provider, including how a Merchant can contact the complaints department of each
- The Acquirer must ensure that the Merchant is provided with a copy of the agreed-upon terms for each agreement.
- Except where a Merchant, on its own initiative, enters into separate agreements with unrelated service provider or service providers which are unrelated to the Acquirer, a Merchant must be permitted to cancel all related agreements without penalty, following notification of any new or increased fees by the Acquirer and/or service provider, in accordance with the *Code of Conduct for the Credit and Debit Industry*.

ID# 0027722

Edition: Apr 2018 | Last Updated: Oct 2015

#### 5.2.1.10 Provision of Merchant Invoices – Europe Region

In the Europe Region, an Acquirer must provide an invoice to its Merchant for MIFs showing all of the following for the invoice period:

- The total number of Transactions processed by the Merchant
- The total value of Transactions processed by the Merchant
- The MIFs assessed to the Merchant which, unless the Merchant has chosen blended pricing, must be broken down by the following Card types:
  - Credit Card and Deferred Debit Card
  - Direct (Immediate) Debit Card
  - Visa Electron Card
  - Visa Commercial Card

ID# 0029650

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.2.1.11 Communication of Interchange Reimbursement Fee (IRF) Rates – Europe Region

In the Europe Region, an Acquirer must inform its Merchant of the availability of Interchange Reimbursement Fee rates, including for intra-European Economic Area (EEA) Transactions and Domestic Transactions within the EEA.

ID# 0029651

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.2.1.12 Merchant Use of a Third-Party Processor – US Region

In the US Region, a Merchant Agreement must permit a Merchant to designate a third-party processor that does not have a direct agreement with the Merchant's Acquirer as its agent for the direct delivery of Transactions to VisaNet for Clearing and Settlement. The Merchant must:

- Advise the Acquirer that it will use a third-party processor
- Agree that the Acquirer must reimburse the Merchant only for the Visa Transactions delivered by that third-party processor to VisaNet
- Assume responsibility for any failure by its third-party processor to comply with the Visa Rules

ID# 0003367

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.2.1.13 Merchant Category Code Assignment

An Acquirer must assign to a Merchant Outlet the MCC that most accurately describes its business.

An Acquirer must assign 2 or more MCCs to a Merchant Outlet if either:

- The Merchant Outlet has deployed an Automated Fuel Dispenser and sells fuel or other goods or services in a Face-to-Face Environment.
- Separate lines of business are located at the same Merchant Outlet and one or more of the following applies:
  - A separate Merchant Agreement exists for each line of business.
  - Multiple Merchant Outlets on the same premises display different Merchant names.
  - One of the lines of business is designated by Visa to be a High-Brand Risk Merchant.
  - An Electronic Commerce Merchant Outlet contains a link to a separate electronic commerce website, and each website qualifies for a different MCC.

ID# 0003133

Edition: Apr 2018 | Last Updated: Oct 2015

#### 5.2.1.14 Merchant Name Assignment

The name used to identify a Merchant must be all of the following:

- The name it primarily uses to identify itself to its customers
- Displayed at each Merchant Outlet or on an Electronic Commerce Merchant's website<sup>1</sup> and/or application
- Used consistently, including spelling, in every place that it is used, including, but not limited to, the:



- Transaction Receipt provided to the Cardholder
- Authorization Request
- Clearing Record<sup>2</sup>
- Dispute, Dispute Response, and Acquirer-initiated pre-Arbitration records

The Acquirer must correct non-compliant Merchant names or those causing Cardholder confusion.

<sup>1</sup> For Electronic Commerce Transactions, the website address may be used, unless the website address is not directly related to the Merchant name.

<sup>2</sup> The Merchant name in the Clearing Record may differ from the Merchant name on the Transaction Receipt if abbreviations are required or supplementary data is used.

ID# 0027816

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.2.1.15 Acquirer Processing of Visa Debit Category Transactions – Canada Region

In the Canada Region, an Acquirer must be able to process Visa Debit Category Transactions from any Merchant with which the Acquirer has a Merchant Agreement.

ID# 0008078

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.2.2 Acquirer and Payment Facilitator Responsibilities Related to Deposit Accounts

##### 5.2.2.1 Domiciled Institutions Requirements in Brazil – LAC Region

In the LAC Region, a Brazil Acquirer and a Brazil Payment Facilitator must both:

- Allow the Merchant and the Sponsored Merchant to choose their Domiciled Institution
- Ensure that the Domiciled Institution chosen by the Merchant and the Sponsored Merchant has a direct contract with Visa

ID# 0029507

Edition: Apr 2018 | Last Updated: Apr 2017

## 5.3 Payment Facilitator, Staged Digital Wallet Operator, and Marketplace Responsibilities and Requirements

### 5.3.1 Acquirer Responsibilities and Liabilities in Payment Facilitator and Staged Digital Wallet Operator Agreements

#### 5.3.1.1 Required Content of Payment Facilitator Agreement or Staged Digital Wallet Agreement

The Acquirer must include all of the following in a Payment Facilitator Agreement or a Staged Digital Wallet Operator (SDWO) agreement:

- A requirement that the Payment Facilitator and its Sponsored Merchants, or the SDWO comply with the Visa Rules
- A requirement that the Payment Facilitator enter into a contract with each Sponsored Merchant
- The Acquirer's right to immediately terminate a Sponsored Merchant the Payment Facilitator, an SDWO, or a retailer signed by an SDWO for good cause or fraudulent or other activity or upon Visa request
- Statements specifying that the Payment Facilitator or the SDWO:
  - Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Payment Facilitator's Sponsored Merchants, or the retailer signed by an SDWO
  - Is responsible and financially liable for each Transaction processed on behalf of the Sponsored Merchant, or for any disputed Transaction or credit
  - Must not transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
  - Must not permit a Sponsored Merchant to transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
  - Must not deposit Transactions on behalf of another Payment Facilitator
  - Must not contract with a Sponsored Merchant, or a retailer in the case of an SDWO, whose contract to accept Transactions was terminated at the direction of Visa or a government agency
  - Must not deposit Transactions from Sponsored Merchants, or retailers signed by an SDWO outside the Acquirer's jurisdiction

- Must provide the names of principals and their country of domicile for each of its Sponsored Merchants, or retailers signed by an SDWO, and Transaction reports to its Acquirer and to Visa upon request
- Must ensure that its Sponsored Merchants comply with the *Payment Card Industry Data Security Standard (PCI DSS)* and the *Payment Application Data Security Standard (PA-DSS)*

ID# 0026431

Edition: Apr 2018 | Last Updated: Oct 2017

#### 5.3.1.2 Acquirer Liability for Payment Facilitators and Sponsored Merchants

A Sponsored Merchant will be treated as a Merchant of its Payment Facilitator's Acquirer.

An Acquirer that contracts with a Payment Facilitator is liable for all acts, omissions, and other adverse conditions caused by the Payment Facilitator and its Sponsored Merchants, including, but not limited to:

- Related legal costs
- Settlement to the Payment Facilitator or Sponsored Merchant

The acts and omissions caused by a Sponsored Merchant will be treated as those of the Payment Facilitator and those caused by a Payment Facilitator or a Sponsored Merchant as those of the Acquirer.

ID# 0006574

Edition: Apr 2018 | Last Updated: Oct 2017

#### 5.3.1.3 Acquirer Requirements for Contracting with Payment Facilitators

If an Acquirer contracts with a Payment Facilitator, it must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Be financially sound (as determined by Visa)
- Meet a minimum equity requirement
- **Effective through 12 April 2019**  
Ensure that its registration of its Payment Facilitator, including the name the Payment Facilitator uses to identify itself in the Merchant name field and the attestation of due diligence review, is confirmed by Visa before submitting Transactions on behalf of the Payment Facilitator or its Sponsored Merchant. If the Payment Facilitator is considered to be high-brand risk, it must be registered as a High-Risk Internet Payment Facilitator even if that Payment Facilitator has previously been registered with Visa.<sup>1</sup>
- **Effective 13 April 2019**  
Ensure that its registration of its Payment Facilitator, including the attestation of due diligence

review, is confirmed by Visa before submitting Transactions on behalf of the Payment Facilitator or its Sponsored Merchant. If the Payment Facilitator is considered to be high-brand risk, it must be registered as a High-Risk Internet Payment Facilitator even if that Payment Facilitator has previously been registered with Visa.<sup>1</sup>

- Effective 13 April 2019**

All of the following:

- Obtain from Visa a unique Payment Facilitator identifier<sup>3</sup> that must be assigned by the Acquirer to each Payment Facilitator to use in Transaction processing
  - Ensure the Payment Facilitator determines and assigns a unique identifier<sup>3</sup> to each Sponsored Merchant
  - Ensure that every Transaction contains the Payment Facilitator identifier<sup>3</sup> and the Sponsored Merchant identifier
- If the Payment Facilitator's annual Visa volume in the Acquirer's jurisdiction exceeds USD 50 million, either:
  - Meet a minimum equity requirement
  - Enter into a direct Merchant Agreement with, and fund, each of the Payment Facilitator's Sponsored Merchants<sup>1,4</sup>
- Enter into a direct Merchant Agreement with a Sponsored Merchant that exceeds USD 100,000<sup>5</sup> in annual Transaction volume, as follows:<sup>1,4</sup>
  - For Sponsored Merchants new to the Payment Facilitator, before processing any Transactions
  - For Sponsored Merchants with existing contracts with the Payment Facilitator, the earlier of either:
    - The renewal of the Sponsored Merchant agreement with the Payment Facilitator
    - 2 years after annual Visa volume exceeds USD 100,000<sup>5</sup>

The Payment Facilitator may continue to provide payment services (including settlement) to the Merchant.

- Not allow its Payment Facilitator to provide payment services to the following merchant types:<sup>1,4,6</sup>
  - Internet pharmacies
  - Internet pharmacy referral sites
  - Outbound telemarketers
- Upon Visa request, submit to Visa activity reporting on its Payment Facilitator's Sponsored Merchants that includes all of the following for each Sponsored Merchant:

- Sponsored Merchant name as it appears in the Merchant name field
- Sponsored Merchant DBA name
- Payment Facilitator name
- Monthly Transaction count and amount
- Monthly Dispute count and amount
- Ensure that its Sponsored Merchants and the Sponsored Merchants of its Payment Facilitators follow all Merchant-related rules
- Ensure that its Payment Facilitators provide customer service directly or through its Sponsored Merchants
- **Effective through 12 October 2018**  
In addition, in the Europe Region, all of the following:
  - Include in its contract with the Payment Facilitator a clear statement of both the jurisdiction within which the Payment Facilitator may contract with Sponsored Merchants and the category (or categories) of Sponsored Merchants with which it may contract
  - Ensure that its Payment Facilitators have access to the results of any positive matches on the Visa Merchant Alert Service
  - When a Cardholder can access a Payment Facilitator's website and/or application directly, ensure that its Payment Facilitator both:
    - Provides customer service and after-sales support, either directly or via its Sponsored Merchants, in all languages in which services are offered
    - Clearly display customer service contact information or trading office contact information on its website and/or application
- **Effective 13 October 2018**  
In addition, all of the following:
  - Include in its contract with the Payment Facilitator a clear statement of both the jurisdiction within which the Payment Facilitator may contract with Sponsored Merchants and the category (or categories) of Sponsored Merchants with which it may contract
  - Ensure that its Payment Facilitators have access to the results of any positive matches on the Visa Merchant Alert Service
  - When a Cardholder can access a Payment Facilitator's website and/or application directly, ensure that its Payment Facilitator both:
    - Provides customer service and after-sales support, either directly or via its Sponsored Merchants, in all languages in which services are offered

- Clearly display customer service contact information or trading office contact information on its website and/or application
- Ensure that its Payment Facilitator reports Sponsored Merchant and Transaction Information to the Acquirer and, upon request, to Visa
- Ensure that its Payment Facilitator uses the appropriate MCC or other required indicators to identify Merchant or Transaction type

<sup>1</sup> **Effective through 12 October 2018**

This does not apply to Acquirers in the Europe Region.

<sup>2</sup> Visa may waive this requirement in exchange for assurance and evidence of the imposition of risk controls and requirements satisfactory to Visa. Such controls and requirements may include, but are not limited to, the pledging of additional collateral.

<sup>3</sup> An Acquirer in Brazil must send the tax identification and Merchant legal name if it has obtained the Payment Facilitator's consent to do so. If not, the Acquirer must send the Payment Facilitator identifier and the Sponsored Merchant identifier.

<sup>4</sup> This does not apply to Acquirers in Brazil.

<sup>5</sup> **Effective through 12 October 2018**

In the Canada Region and US Region, USD 1 million

**Effective 13 October 2018**

In the Canada Region, Europe Region, and US Region, USD 1 million

<sup>6</sup> This does not apply to Acquirers in the Europe Region.

ID# 0026435

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.3.1.4 Acquirer Liability for Merchant Deposits – Canada Region

In the Canada Region, an Acquirer that accepts a Deposit from a Merchant with which it does not have a signed Merchant Agreement is liable for the Deposit as if it had a valid Merchant Agreement with the Merchant.

ID# 0005349

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.3.2 Payment Facilitator, Staged Digital Wallet Operator, and Marketplace Responsibilities and Requirements

##### 5.3.2.1 Assignment of Payment Facilitator, Staged Digital Wallet Operator, or Marketplace Location

An Acquirer must assign the correct location of its Payment Facilitator as the country of the Payment Facilitator's Principal Place of Business.

An Acquirer may assign an additional Payment Facilitator location if all of the following occur in each country:<sup>1,2</sup>

- Cardholder correspondence and judicial process are sent by/delivered to the Payment Facilitator.
- The Payment Facilitator assesses taxes on its provision of Card acceptance services to Sponsored Merchants.
- The Payment Facilitator maintains a bank account into which proceeds from the provision of the Payment Facilitator's services to Sponsored Merchants are paid.
- The Payment Facilitator is subject to local laws and regulations.
- In addition, in the Europe Region, the Payment Facilitator has a business license to operate in the country.

An Acquirer must assign the correct location of a Staged Digital Wallet Operator (SDWO) as the country of the SDWO's Principal Place of Business.

An Acquirer may assign an additional SDWO location<sup>1,2</sup> if all of the following occur in each country:

- The SDWO has a permanent location at which it manages the activities associated with the Staged Digital Wallet.
- The SDWO pays taxes related to revenue earned from the provision of the wallet services to Cardholders and acceptance services to retailers signed by the SDWO, if the country levies such taxes.
- The SDWO maintains a bank account into which is paid revenue earned from the provision of the SDWO's services to Cardholders and retailers.
- The SDWO is subject to local laws and regulations.
- In the Europe Region, the SDWO has appropriate approvals in place to do business in the country where its retailers receive payments from the SDWO, as required by applicable laws or regulations.

An Acquirer must assign the correct location of its Marketplace as the country of the Marketplace's Principal Place of Business.

An Acquirer may assign additional Marketplace locations if the Transaction is one of the following:

**Table 5-1: Allowed Additional Marketplace Locations**

Transaction	Additional Marketplace location may be:
Airline, Cruise Line, passenger railway, or other travel	The country from which the first leg of the purchased travel originates

**Table 5-1: Allowed Additional Marketplace Locations (continued)**

Transaction	Additional Marketplace location may be:
Lodging	The country in which the Cardholder's stay occurs
Car rental, taxi, or ride service	The country in which the Cardholder rents the car or the journey originates
All other	<p>The country where all of the following occur:<sup>2</sup></p> <ul style="list-style-type: none"> <li>• The Marketplace has a permanent location at which its employees or agents conduct the business activity and operations directly related to providing Marketplace services to retailers and Cardholders.</li> <li>• The Marketplace pays applicable taxes.</li> <li>• The address for correspondence and judicial process is in that country.</li> <li>• The Marketplace pays applicable taxes.</li> </ul>

Visa reserves the right to determine the location of a Marketplace.

<sup>1</sup> The Payment Facilitator or SDWO must contract with an Acquirer in each country and sign applicable Merchant Agreements with Sponsored Merchants or retailers, as applicable.

<sup>2</sup> An exception applies to Payment Facilitator and SDWO locations within the Europe Region, and to Marketplace locations within the European Economic Area, as specified in the *Visa Merchant Data Standards Manual*.

#### 5.3.2.2 Payment Facilitator Requirements – Europe Region

##### Effective through 12 October 2018

In the Europe Region, a Payment Facilitator must:

- Not contract with another Payment Facilitator to provide or receive online payment services
- Display the appropriate Visa Marks to indicate which Cards are accepted for payment on its Sponsored Merchants' websites
- Report Sponsored Merchant and Transaction Information to its Acquirer and, upon request, to Visa
- Use the appropriate Merchant Category Code or other required indicators to identify Merchant or Transaction type



- Immediately terminate its agreement with a Sponsored Merchant if required by its Acquirer or by Visa
- Not permit a Merchant to act as a Sponsored Merchant, where that Merchant's Merchant Agreement has been terminated by an Acquirer or Visa

ID# 0029652

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.3.2.3 Qualification as a Merchant or a Payment Facilitator

An entity that deposits a Transaction, receives settlement from, or contracts with an Acquirer on behalf of a Merchant is classified as a Merchant if all of the following apply:

- The entity represents itself as selling the goods or services to the Cardholder.
- The entity uses its name primarily to identify its Merchant Outlet to the Cardholder.
- The entity provides recourse to the Cardholder in the event of a dispute.

Otherwise, the entity is classified as a Payment Facilitator, or, upon written approval from Visa, a Marketplace.

Visa reserves the right to determine whether an entity is a Payment Facilitator, a Marketplace, or a Merchant and may use additional criteria including, but not limited to, the entity's name that appears on the Transaction Receipt and the entity that:

- Owns or takes possession of the goods or services
- Books the sale as revenue
- Provides customer service and handles returns

ID# 0030076

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.3.3 Acquirer Responsibilities and Liabilities in Payment Facilitator and Staged Digital Wallet Operator Agreements

##### 5.3.3.1 Staged Digital Wallet Operator Requirements

An Acquirer that contracts with a Staged Digital Wallet Operator (SDWO) must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Meet a minimum equity requirement of USD 100 million (USD 500 million if the SDWO's annual Transaction volume exceeds USD 50 million)<sup>1</sup>

- Register the SDWO as a Third Party Agent with Visa
- If the wallet can be used at a High-Brand Risk Merchant, register the SDWO with Visa as a High-Brand Risk Merchant with the appropriate MCC
- Obtain a Merchant Verification Value (MVV) for each SDWO
- Process the Transaction as a Card-Absent Environment Transaction
- Use the appropriate business application identifier in all Transaction messages
- Ensure that the SDWO complies with all of the following:
  - At the time of loading the Cardholder information in the Staged Digital Wallet, obtains either written or electronic Cardholder consent to all of the following:
    - Use of the stored account information to initiate Transactions
    - The purpose for which the Cardholder's information will be used
    - The expiration date of the agreement, if applicable
  - Does not assign to a Cardholder an Account Number or an account number of a non-Visa general-purpose payment network
  - Is located in the same country as the retailer that receives payment from the SDWO. This does not apply in the Europe Region, where the SDWO and the retailer that receives payment from the SDWO may be located in the Europe Region, if the SDWO and the retailer have the necessary approvals to do business in the country where the retailer is located.
  - Has an acceptance contract with the retailer and conducts appropriate due diligence
  - Does not contract with a Payment Facilitator or another SDWO to process Transactions
  - **Effective 14 April 2018**  
Displays on the payment screen and all screens that show Account information both:
    - The last 4 digits of the Account Number or Token
    - The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option
- Ensure that all Transactions using a Staged Digital Wallet comply with *Table 5-2, Staged Digital Wallet Transaction Processing Requirements*.

**Table 5-2: Staged Digital Wallet Transaction Processing Requirements**

Use <sup>3</sup>	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
Funding the wallet before the Cardholder makes the	Any of the following:	<ul style="list-style-type: none"> <li>• MVV</li> <li>• Business</li> </ul>	The country	Name of DWO

**Table 5-2: Staged Digital Wallet Transaction Processing Requirements (continued)**

Use <sup>3</sup>	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
purchase <sup>4</sup>	<ul style="list-style-type: none"> <li>For account funding, MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)</li> <li>If the funds will be used for a High-Brand Risk Transaction, the applicable High-Brand Risk MCC</li> <li>If the funds are used for a gambling Transaction, the applicable gambling MCC</li> </ul>	application indicator of WT <sup>2</sup> <ul style="list-style-type: none"> <li>AFT Indicator</li> <li>Appropriate Card-Absent Environment indicator or Electronic Commerce Indicator</li> </ul>	where the SDWO is located	
Purchase with back-to-back funding, where the funding Transaction is initiated by the SDWO and corresponds to, or is otherwise directly connected to, a specific purchase. An Acquirer must comply with these processing requirements whether the Transaction represents the whole or only a part of the Transaction. <sup>4</sup>	MCC that describes the primary business of the retailer	<ul style="list-style-type: none"> <li>MVV</li> <li>Business application indicator of WT<sup>2</sup></li> <li>Appropriate Card-Absent Environment indicator or Electronic Commerce Indicator</li> </ul>	The country where the retailer is located	Name of DWO *name of retailer

<sup>1</sup> Visa may waive this requirement in exchange for assurance and evidence of the imposition of risk controls and requirements satisfactory to Visa. Such controls and requirements may include, but are not limited to, the pledging of additional collateral.

<sup>2</sup> **Effective 14 April 2018**  
For the Europe Region

<sup>3</sup> Visa retains the right to determine permitted Transaction types.

<sup>4</sup> If there is a mixed source of funding, for example: when a Cardholder uses a wallet that is partially funded before the Cardholder makes the purchase and partially funded as a back-to-back purchase, each portion must adhere to the rules for the respective Transaction type.

ID# 0029535

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.3.4 Acquirer Responsibility for Marketplaces

### 5.3.4.1 Marketplace Qualification Requirements

To qualify as a Marketplace, an entity must comply with all of the following:

- Bring together Cardholders and retailers on an electronic commerce website or mobile application
- Ensure that its name or brand is:
  - Displayed prominently on the website or mobile application
  - Displayed more prominently than the name and brands of retailers using the Marketplace
  - Part of the mobile application name or URL
- Handle payments for sales and refunds on behalf of the retailers that sell goods and services through the Marketplace, and receive settlement for Transactions on their behalf
- Be financially liable for Disputes and resolve disputes between Cardholders and retailers by providing either:
  - A decision that binds both Cardholder and retailer
  - A money-back guarantee funded by the Marketplace
- Ensure that no retailer exceeds both:
  - USD 10 million in annual Visa volume through the Marketplace
  - 10% of the Marketplace's annual Visa volume

The following Merchant types are not eligible to be Marketplaces or retailers using a Marketplace:

- Franchises
- Travel agents
- High-Brand Risk Merchants

ID# 0030069

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.3.4.2 Required Additional Content of Marketplace Agreement

In addition to the required content of a Merchant Agreement, an Acquirer must include all of the following in a Marketplace agreement:

- A requirement that the Marketplace and its retailers comply with the Visa Rules
- A requirement that the Marketplace enter into a contract with each retailer before it deposits Transactions on the retailer's behalf
- The Acquirer's right to prohibit individual retailers from participating in the Visa system and to immediately stop depositing Transactions for any individual retailer for good cause or upon Visa request
- Statements specifying that the Marketplace:
  - Is permitted to process Transactions for retailers located in a different country to the Marketplace, and must ensure that Transactions are legal in the country of the Marketplace and of the retailer
  - Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Marketplace's retailers
  - Is responsible and financially liable for each Transaction processed on behalf of a retailer
  - Must not transfer or attempt to transfer, or permit the retailer to transfer or attempt to transfer, its financial liability by asking or requiring Cardholders to waive their dispute rights
  - Must deposit Transactions only on behalf of retailers of goods and services that use the Marketplace's website or application
  - Must not knowingly contract with a retailer whose contract to accept Transactions was terminated at the direction of Visa or a government agency

ID# 0030070

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.3.4.3 Acquirer Liability for Marketplaces

An Acquirer that contracts with a Marketplace is liable for all acts, omissions, and other adverse conditions caused by the Marketplace and its retailers, including, but not limited to:

- Related legal costs
- Settlement to the Marketplace or retailer

The acts and omissions of a retailer will be treated as those of the Marketplace, and the Acquirer is fully liable for any losses to Visa, its Members, or other stakeholders caused by a Marketplace or its retailers.

#### 5.3.4.4 Marketplace Acquirer Requirements

An Acquirer that contracts with a Marketplace must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Meet a minimum equity requirement of USD 100 million (USD 500 million if the Marketplace's annual Visa volume exceeds USD 50 million)<sup>1</sup>
- Register the Marketplace as a Third Party Agent with Visa
- Obtain written confirmation from Visa that the entity qualifies as a Marketplace
- Ensure that adequate due diligence is applied to retailers using a Marketplace and that risk management controls are in place to do all of the following:
  - Prevent Transactions that are illegal in the location of the Marketplace, the location of its retailers, or the location of the Cardholder
  - Prevent the sale of counterfeit products or goods that infringe intellectual property
  - Provide a process to investigate and remediate rights-holder complaints
  - Ensure that the Marketplace and its retailers are not engaged in any activity that could cause harm to the Visa brand
  - Ensure compliance with all laws, regulations, requirements, and Visa Rules relating to anti-money laundering and anti-terrorist funding
- Ensure that the Marketplace complies with all Visa Rules relating to Merchants unless otherwise stated or unless the rule is inconsistent with a rule specific to Marketplaces
- **Effective 13 April 2019**  
For Marketplaces with annual Visa volume of USD 5 million or more, or at the direction of Visa, both:
  - Obtain from Visa a unique Marketplace identifier<sup>2</sup>
  - Include the Marketplace identifier in all Transaction messages<sup>2</sup>

<sup>1</sup> Visa may waive this requirement in exchange for assurance and evidence of the imposition of risk controls and requirements satisfactory to Visa. Such controls and requirements may include, but are not limited to, the pledging of additional collateral.

<sup>2</sup> An Acquirer in Brazil must send the tax identification and Merchant legal name if it has obtained the Marketplace's consent to do so. If not, the Acquirer must send the Marketplace identifier and the retailer identifier.

##### 5.3.4.5 Reporting Requirements for Acquirers of Marketplaces

An Acquirer that contracts with a Marketplace must recertify annually that information provided to obtain written approval from Visa remains materially unchanged, and inform Visa immediately if there is a material change in the information provided to obtain approval from Visa to treat the entity as a Marketplace. Visa approval is withdrawn if the Acquirer fails to comply with this requirement.

If 10% or more of a Marketplace's total Transaction volume is initiated by retailers in a different country to the Marketplace, or upon Visa request, the Acquirer must report quarterly to Visa both:

- Total Marketplace Transaction value
- Total Marketplace Transaction value generated by retailers in a different country to the Marketplace

ID# 0030073

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.4 Merchant and Cardholder Interaction

### 5.4.1 Honoring Cards

#### 5.4.1.1 Acceptance of Visa Cards Issued by Non-Canada Issuers – Canada Region

In the Canada Region, a Merchant that accepts Visa Cards must accept any valid Visa Card issued by a non-Canada Issuer, as specified in the Visa Rules.

ID# 0008384

Edition: Apr 2018 | Last Updated: Oct 2014

### 5.4.2 Conditions of Card Acceptance and Cardholder Rights

#### 5.4.2.1 Visa Contactless Transaction Requirement in Australia – AP Region

A Merchant or an Acquirer must not override a Cardholder's choice to access the credit account on a Visa credit Card with multiple contactless Payment Applications used at a Contactless Acceptance Device.

ID# 0028916

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.4.2.2 Maximum Transaction Amount – US Region and US Territories

In the US Region or a US Territory, a Merchant must not establish a maximum Transaction amount as a condition for honoring a Visa Card, except for a Transaction conducted with a Visa credit Card issued in the US Region or a US Territory.

Only the following Merchants may establish a maximum Transaction amount for the Card type specified above:

- An agency of the US federal government
- A Merchant assigned one of the following MCCs:
  - 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
  - 8244 (Business and Secretarial Schools)
  - 8249 (Trade and Vocational Schools)

Any maximum Transaction amount imposed must not be discriminatory between Issuers or between Visa and another payment network.

ID# 0026411

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.4.2.3 Minimum Transaction Amount – US Region and US Territories

In the US Region or a US Territory, a Merchant must not establish a minimum Transaction amount as a condition for honoring a Visa Card, except for a Transaction conducted with a Visa credit Card issued in the US Region or a US Territory.

The minimum Transaction amount must not be greater than USD 10 and must not be discriminatory between Issuers or between Visa and another payment network.

ID# 0026410

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.4.2.4 Disclosure to Cardholders of Return, Refund, and Cancellation Policies

##### Effective through 13 April 2018

A Merchant must disclose to a Cardholder its return, refund, and cancellation policies, as follows:

**Table 5-3: Proper Disclosure of Return, Refund, and Cancellation Policies**

Policy	Required Disclosure	Location of Disclosure
Merchant does not:	"No Refund"	Transaction Receipt (all copies, near the



**Table 5-3: Proper Disclosure of Return, Refund, and Cancellation Policies (continued)**

Policy	Required Disclosure	Location of Disclosure
<ul style="list-style-type: none"> <li>Accept merchandise as a return or exchange</li> <li>Issue a refund to a Cardholder</li> </ul>	<p>"No Exchanges"</p> <p>"All Sales Final"</p>	<p>Cardholder signature area or in an area easily seen by the Cardholder)</p> <p>If the disclosure is on the back of a Transaction Receipt or in a separate contract, it must be accompanied by a space for the Cardholder's signature or initials.</p> <p>In the Europe Region, on the screen of a UCAT used to conduct gambling Transactions</p>
<p>Merchant accepts merchandise in exchange for merchandise of equal value to the original Transaction amount</p>	<p>"Exchange Only"</p>	
<p>Merchant accepts merchandise in exchange for an in-store credit document that both:</p> <ul style="list-style-type: none"> <li>Equals the value of the returned merchandise</li> <li>Must be used at the Merchant location</li> </ul>	<p>"In-Store Credit Only"</p>	
<p>All return/refund policies and other purchase terms and conditions of an Electronic Commerce Merchant</p>	<p>Full return and refund policies</p>	<p>Merchant website or application, both:</p> <ul style="list-style-type: none"> <li>Either of the following: <ul style="list-style-type: none"> <li>In the sequence of pages before final checkout, a "click to accept" or other acknowledgement button, checkbox, or location for an Electronic Signature</li> <li>On the checkout screen near the "submit" button</li> </ul> </li> <li>Not solely a link to a separate page<sup>1</sup></li> </ul>

**Table 5-3: Proper Disclosure of Return, Refund, and Cancellation Policies (continued)**

Policy	Required Disclosure	Location of Disclosure
Cancellation policy and other terms and conditions for Guaranteed Reservations	<p>All of the following:</p> <ul style="list-style-type: none"> <li>That the Merchant agrees to hold the reservation unless it is cancelled according to the agreed cancellation policy</li> <li>The date and time the stay or rental will begin</li> <li>The Merchant location where the accommodations, merchandise, or services will be provided</li> <li>Cancellation policy, including, but not limited to, the following: <ul style="list-style-type: none"> <li>Date and time by which the Cardholder must cancel the reservation to avoid a penalty</li> <li>Amount the Cardholder must pay if the reservation is not properly cancelled by the deadline and the Cardholder does not claim the accommodations, merchandise, or services within 24 hours of the agreed time</li> </ul> </li> <li>That, if the Merchant cannot honor the reservation, the Merchant will provide the agreed</li> </ul>	<p>Either or both:</p> <ul style="list-style-type: none"> <li>Merchant website or application, both: <ul style="list-style-type: none"> <li>One or more of the following: <ul style="list-style-type: none"> <li>In the sequence of pages before final checkout, a "click to accept" or other acknowledgement button, checkbox, or location for an Electronic Signature</li> <li>On the checkout screen near the "submit" button</li> <li>A "click to book" or other similar confirmation button</li> </ul> </li> <li>Not solely a link to a separate page<sup>1</sup></li> </ul> </li> <li>Written notice provided through mail, email, or text message</li> </ul>

**Table 5-3: Proper Disclosure of Return, Refund, and Cancellation Policies (continued)**

Policy	Required Disclosure	Location of Disclosure
	accommodations, merchandise, or services, or comparable accommodations, merchandise, or services at no additional cost to the Cardholder or as agreed by the Cardholder	
Cancellation policy and other terms and conditions for all other Transactions	Full cancellation policy	<p>One or more of the following:</p> <ul style="list-style-type: none"> <li>• Merchant website or application, both: <ul style="list-style-type: none"> <li>– One or more of the following: <ul style="list-style-type: none"> <li>▪ In the sequence of pages before final checkout, a "click to accept" or other acknowledgement button, checkbox, or location for an Electronic Signature</li> <li>▪ On the checkout screen near the "submit" button</li> <li>▪ A "click to book" or other similar confirmation button</li> </ul> </li> <li>– Not solely a link to a separate page<sup>1</sup></li> </ul> </li> <li>• Written notice provided through mail, email, or text message</li> <li>• Transaction Receipt (all copies, near the Cardholder signature area or in an area easily seen by the Cardholder). If the disclosure is on the back of the Transaction Receipt or in a separate contract, it must be accompanied by a space for the Cardholder's signature or initials.</li> <li>• In the Europe Region, on the screen of a UCAT used to conduct gambling Transactions</li> </ul>

**Table 5-3: Proper Disclosure of Return, Refund, and Cancellation Policies (continued)**

Policy	Required Disclosure	Location of Disclosure
<sup>1</sup> In the Europe Region, this may be a link to another website only if the link forms part of the "click to accept" acknowledgement and refers to the cancellation policy.		

The Merchant must not require a Cardholder to waive the right to dispute the Transaction with the Issuer.

#### Effective 14 April 2018

If a Merchant restricts the return of goods or cancellation of services, it must clearly disclose to a Cardholder its return, refund, and cancellation policies, as follows:

- For Card-Present Environment Transactions, at the Point-of-Transaction before the Cardholder completes the Transaction. If the disclosure is on the back of the Transaction Receipt or in a separate contract, it must be accompanied by a space for the Cardholder's signature or initials, which must be completed by the Cardholder as acceptance of the Merchant's policy.
- For Transactions at an Electronic Commerce Merchant, during the sequence of pages before final checkout, and include a "click to accept" button, checkbox, or other acknowledgement. The disclosure may be a link to a separate page if that link forms part of the "click to accept" acknowledgement and refers to the return, refund, or cancellation policy.
- For Card-Absent Environment Transactions that are not Electronic Commerce Transactions, through mail, email, or text message
- In addition, for a Guaranteed Reservation, the Merchant must:
  - Disclose the date and time the stay or rental will begin and the location where the accommodation, merchandise, or services will be provided
  - Agree to hold the reservation unless it is cancelled according to the agreed policy. That policy must include, but is not limited to the following:
    - Date and time by which the Cardholder must cancel the reservation to avoid a penalty
    - Amount the Cardholder must pay if the reservation is not properly cancelled by the deadline and the Cardholder does not claim the accommodations, merchandise, or services within 24 hours of the agreed time
  - If unable to honor the reservation, provide the agreed accommodations, merchandise, or services, or comparable accommodations, merchandise, or services, at no additional cost to the Cardholder or as agreed by the Cardholder

A Merchant must not require a Cardholder to waive the right to dispute a Transaction with the Issuer.

#### 5.4.3 Merchant Use of Cardholder Account Information

##### 5.4.3.1 Merchant Use of Account Number, Cardholder Signature, Card Verification Value 2 (CVV2), or Stored Credential

A Merchant must comply with all of the following:

- Not request or use an Account Number for any purpose that is not related to payment for goods and services, except as specified in *Section 5.4.3.2, Use of Visa Account Information for Service Access*.
- Store and reproduce the signature only for the Transaction for which the signature was obtained
- Reproduce the signature only upon specific written request from the Acquirer or in response to a Retrieval Request
- Use a Stored Credential only as agreed with the Cardholder
- **Effective 14 April 2018**  
Not require a Cardholder to complete a postcard, or similar device, that will cause the Card account data or the Cardholder's signature to be in plain view when mailed
- **Effective through 13 April 2018**  
In the Europe Region, not request a Card Verification Value 2 (CVV2) from the Cardholder on a paper order form or any other written form
- **Effective 14 April 2018**  
Not request a Card Verification Value 2 (CVV2) from the Cardholder on any written form
- **Effective through 13 April 2018**  
In the AP Region, Canada Region, CEMEA Region, Europe Region, and LAC Region, not request a Card Verification Value 2 (CVV2) from the Cardholder for a Card-Present Environment Transaction
- **Effective 14 April 2018**  
Not request a Card Verification Value 2 (CVV2) from the Cardholder for a Card-Present Environment Transaction<sup>1</sup>
- **Effective 14 April 2018**  
Display on the payment screen and all screens that show Account information both:
  - The last 4 digits of the Account Number or Token
  - The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option

<sup>1</sup> In the US Region, does not apply to a Magnetic Stripe-read Fallback Transaction if an agreement is in place between the

Acquirer and the Issuer.

ID# 0008585

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.4.3.2 Use of Visa Account Information for Service Access

A Merchant may use an Account Number for the purpose of providing access to a service only if either:

- The service was purchased using that Account Number.
- The Card is a Visa Prepaid Card and the service was purchased with cash at a Merchant assigned one of the following MCCs:<sup>1</sup>
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)

A Merchant's use of Visa account information to provide access to a service must be limited to the generation of a secure, irreversible, and unique access token both:

- At the time the service is purchased
- At the point of access to verify the access token

At the time of purchase, the Merchant must disclose to the Cardholder any restrictions, additional conditions, or customer service policies that may be relevant to the Cardholder's ability to access the service purchased.

<sup>1</sup> This does not apply in the Europe Region.

ID# 0027232

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.4.3.3 Access Token Restrictions

A Merchant that uses Visa account information to generate an access token must not:

- Require a Cardholder to perform any Cardholder Verification or present identification in order to accept the Visa account information as a means to access the service
- Use the Visa account information, instead of an access token, to verify eligibility at the point of access
- Transmit Visa account information except as required for processing an associated Visa Transaction
- Store the Visa account information at the point of access

- Use Visa-Owned Marks at the point of access, unless the point of access is also a Point-of-Transaction
- Use or store Visa account information for any purpose other than to generate an Access Token

ID# 0027233

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.4.3.4 Reusing Redemption Credentials – Europe Region

In the Europe Region, if an Account Number is used to access previously purchased goods and/or services more than once using the same redemption credentials each time, the Merchant must:

- Permit the transfer of a Card's purchase record to another Card for a legitimate reason (for example: the Card was lost or stolen)
- Submit an Account Verification of the Card to which the purchase record is being transferred, whenever a Card's purchase record is transferred to another Card

ID# 0029682

Edition: Apr 2018 | Last Updated: Oct 2016

### 5.5 Merchant Verification of Card and Cardholder

#### 5.5.1 Card and Cardholder Validation

##### 5.5.1.1 Card and Cardholder Validation in a Face-to-Face Environment

An Acquirer or a Merchant must validate a Card and Cardholder in a Face-to-Face Environment, as follows:

Table 5-4: Card and Cardholder Validation in a Face-to-Face Environment

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
Check one or more Card security features (for example: hologram)	X	X
If the Card bears a photograph intended for identification: <ul style="list-style-type: none"> <li>• Verify that the Cardholder resembles the person depicted in the photograph</li> <li>• Note on the Transaction Receipt that the Cardholder's identity was verified by the photograph on the Card (for example: "photo card"</li> </ul>	X <sup>3</sup>	

**Table 5-4: Card and Cardholder Validation in a Face-to-Face Environment (continued)**

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
<p>presented")</p> <p>If the Card does not bear a photograph intended for identification:</p> <ul style="list-style-type: none"> <li>Review the Cardholder's identification (for example: valid passport, valid driver's license with photo, or other government-issued identification document)</li> <li>Describe the positive identification on the Transaction Receipt</li> <li>In the US Region, if the Cardholder name is different than the embossed or printed name, record the Cardholder name and address</li> </ul> <p>In the AP Region (Australia), if the Cardholder is unable to provide primary identification, the Acquirer may request any 2 of the following forms of secondary identification:</p> <ul style="list-style-type: none"> <li>Any other identity card bearing the Cardholder's photograph</li> <li>Another signed debit or credit card</li> <li>Another signed document (for example: employee identity card, union card, student card)</li> <li>A pensioner card</li> </ul> <p>In the Europe Region (United Kingdom), record the details of the identification document, type of document, serial number, and expiration date on the Transaction Receipt of the Cash Disbursement</p> <p>Except where ID is required by local law or regulation, these requirements do not apply to PIN- or Consumer Device Cardholder Verification Method (CDCVM)-authenticated Manual Cash Disbursements if the Transaction amount is either of the following:</p> <ul style="list-style-type: none"> <li>For a Chip Transaction, USD 500 or less (or local currency equivalent)</li> <li>For a US Domestic Transaction, any amount</li> </ul>		
<p>In the Europe Region (Sweden), for a Domestic Transaction of SEK 200 or more that is not verified by PIN, record the Cardholder's identification number on the Transaction Receipt or any other written documentation</p>	X	X



**Table 5-4: Card and Cardholder Validation in a Face-to-Face Environment (continued)**

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
directly related to the Transaction.		
In the Europe Region (Sweden), for a Domestic Transaction of SEK 200 or less, an Acquirer must remove a Merchant's option to support "No CVM Required" if Visa determines that the levels of fraud/Disputes are too high.		X
In the Europe Region (Estonia) and the US Region, verify the last 4 digits of the Card with an Account-Number-Verifying Terminal	X (US)	X (Estonia)
<p>Verify the Cardholder using one of the following:</p> <ul style="list-style-type: none"> <li>Signature<sup>4</sup></li> <li>PIN, if applicable or unless otherwise specified</li> <li>Consumer Device Cardholder Verification Method (CDCVM), if applicable</li> </ul> <p>This requirement does not apply to:</p> <ul style="list-style-type: none"> <li>Visa Easy Payment Service (VEPS) Transactions</li> <li><b>Effective through 13 April 2018</b> In the Europe Region, Small Ticket Transactions</li> </ul> <p>For Transactions verified by a signature, verify that the signature on the Card matches the signature on the Transaction Receipt and on any identification required and presented<sup>5</sup></p> <p>This requirement does not apply to:</p> <ul style="list-style-type: none"> <li>Transactions in which the Card or payment device does not have a signature panel</li> <li>Anonymous Visa Prepaid Card Transactions</li> <li>Visa Commercial Card Transactions</li> <li>Vehicle-Specific Fleet Card Transactions</li> </ul>	X	X
<sup>1</sup> This does not apply to Visa Mobile Prepaid Transactions.		

**Table 5-4: Card and Cardholder Validation in a Face-to-Face Environment (continued)**

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
<p><sup>2</sup> This does not apply to PIN-Authenticated Visa Debit Transactions in the US Region.</p> <p><sup>3</sup> In the Europe Region (United Kingdom), the validation of a Cardholder's identity using secondary identification is not required for the purchase of gaming chips in casinos.</p> <p><sup>4</sup> <b>Effective 14 April 2018 through 12 October 2018</b> In the Canada Region, US Region, and US Territories, this does not apply to a Transaction that takes place at a Compliant Chip Card Reading Device.</p> <p><b>Effective 13 October 2018</b> In the Canada Region, LAC Region, US Region, and US Territories, this does not apply to a Transaction that takes place at a Compliant Chip Card Reading Device.</p> <p><sup>5</sup> This signature may be different from the name embossed or printed on the Card.</p>		

ID# 0008769

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.5.2 Cardholder Validation with PIN

### 5.5.2.1 PIN Acceptance and Processing

A Merchant that uses an Acceptance Device with Electronic Capability may accept a Cardholder's PIN rather than a signature for a Transaction that requires a Cardholder Verification Method. The Merchant must not ask the Cardholder to reveal the PIN.

ID# 0008977

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.6 Surcharges, Convenience Fees, and Service Fees

### 5.6.1 Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures

#### 5.6.1.1 Notification of Intent to Assess Surcharges – US Region and US Territories

In the US Region or a US Territory, an Acquirer must ensure that its Merchant notifies Visa and its Acquirer in writing at least 30 calendar days before assessing a US Credit Card Surcharge. Notice to Visa can be provided as specified on the "Merchant Surcharge Notification" link at [www.visa.com](http://www.visa.com). In

the US Region or a US Territory, an Acquirer must inform Visa upon request of all notifications of intent to surcharge received from its Merchants.

ID# 0027544

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.6.1.2 Similar Treatment of Visa Transactions – US Region and US Territories

A Merchant must not assess a US Credit Card Surcharge on Visa Credit Card Transactions in a specific payment channel if either:

- The Merchant is prohibited or effectively prohibited by a Competitive Credit Card Brand from assessing surcharges on the Competitive Credit Card Brand's products in that payment channel.
- The Merchant's ability to surcharge a Competitive Credit Card Brand in that payment channel is limited by that Competitive Credit Card Brand in any manner<sup>1</sup> and the Merchant assesses a US Credit Card Surcharge on conditions that are not the same as the conditions on which the Merchant would be allowed to surcharge transactions of the Competitive Credit Card Brand in that payment channel, or on which the Merchant actually surcharges transactions of the Competitive Credit Card Brand in that payment channel, after accounting for any discounts or rebates offered at the Point-of-Transaction.

This prohibition does not apply and a Merchant may assess a US Credit Card Surcharge on Visa Credit Card Transactions if one of the following:

- The Competitive Credit Card Cost of Acceptance or the Competitive Credit Card Product Cost of Acceptance to the Merchant is less than the Visa Credit Card Cost of Acceptance or Visa Credit Card Product Cost of Acceptance to the Merchant and the Competitive Credit Card Brand does not prohibit or effectively prohibit surcharging credit card transactions.
- The Competitive Credit Card Brand prohibits or effectively prohibits surcharging on credit cards and the Merchant actually surcharges the Competitive Credit Card Brand's transactions in an amount at least equal to the lesser of either:
  - The Competitive Credit Card Cost of Acceptance
  - The amount of the US Credit Card Surcharge imposed on a Visa Credit Card
- There is an agreement between the Merchant and the Competitive Credit Card Brand in which the Merchant waives or in any other way restrains or limits its ability to surcharge transactions on that Competitive Credit Card Brand, provided that:
  - The agreement is for a fixed duration, is not subject to an "evergreen clause" (i.e., automatically renewed unless terminated by the parties to the agreement) and is not a standard agreement generally offered by the Competitive Credit Card Brand to multiple merchants.
  - The Merchant's acceptance of the Competitive Credit Card Brand as payment for goods or services is unrelated to and not conditional upon the Merchant's entry into such agreement.

- The agreement is supported by the exchange of material value.
- The agreement expressly specifies a price under which the Merchant may accept the Competitive Credit Card Brand's products and surcharge those transactions up to the Merchant's Merchant Discount Rate for the Competitive Credit Card Brand, after accounting for any discounts or rebates offered by the Merchant at the Point-of-Transaction.

<sup>1</sup> This provision does not apply if the Competitive Credit Card Brand prohibits only surcharging for an amount greater than the Competitive Credit Card Cost of Acceptance.

ID# 0027541

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.6.1.3 US Credit Card Surcharge Requirements – US Region and US Territories

In the US Region or a US Territory, a Merchant may assess a fixed or variable US Credit Card Surcharge on a Visa Credit Card Transaction, subject to applicable laws or regulations.

The Merchant may assess a US Credit Card Surcharge by either:

- Applying the same fixed or variable US Credit Card Surcharge to all Visa Credit Card Transactions (brand level)
- Applying the same fixed or variable US Credit Card Surcharge to all Visa Transactions of the same credit product type (product level)

The US Credit Card Surcharge at the brand level must be the same for all Visa Credit Card Transactions, regardless of the Card's Issuer or the product type, and after accounting for any discounts or rebates offered by the Merchant on Visa Credit Card Transactions at the Point-of-Transaction.

The US Credit Card Surcharge at the product level must be the same for Transactions on a particular Visa Credit Card product type, regardless of the Card's Issuer, and after accounting for any discounts or rebates offered by the Merchant on Visa Credit Card Transactions on the product type at the Point-of-Transaction.

A Merchant must not assess a US Credit Card Surcharge on Visa Credit Card Transactions at both the brand and product level.

The US Credit Card Surcharge must be included in the Transaction amount.

ID# 0027539

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.6.1.4 US Credit Card Surcharge Maximum Amount – US Region and US Territories

In the US Region or a US Territory, a US Credit Card Surcharge assessed at the brand level, as specified in *Section 5.6.1.3, US Credit Card Surcharge Requirements – US Region and US*.

*Territories*, must not exceed the Merchant's Visa Surcharge Cap.

In the US Region or a US Territory, a US Credit Card Surcharge assessed at the product level, as specified in *Section 5.6.1.3, US Credit Card Surcharge Requirements – US Region and US Territories*, must not exceed the Merchant's Visa Credit Card Surcharge Cap less the Debit Card Cost of Acceptance.

In no case may the US Credit Card Surcharge amount exceed the Maximum Surcharge Cap.

ID# 0027540

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.6.1.5 US Credit Card Surcharge Disclosure Requirements – US Region and US Territories

A Merchant in the US Region or a US Territory must, at both the point of entry into the Merchant Outlet and the Point-of-Transaction, clearly and prominently disclose any US Credit Card Surcharge that will be assessed.

The disclosure at the Point-of-Transaction must include all of the following:

- The exact amount or percentage of the US Credit Card Surcharge
- A statement that the US Credit Card Surcharge is being assessed by the Merchant and is only applicable to credit Transactions
- A statement that the US Credit Card Surcharge amount is not greater than the applicable Merchant Discount Rate for Visa Credit Card Transactions at the Merchant

Merchants with Acceptance Devices that offer Cardholder choice for debit Transactions in the form of "credit" and "debit" buttons must ensure that:

- Visa debit Card Transactions are not assessed a US Credit Card Surcharge
- It is made clear to the Cardholder that surcharges are not permitted on debit Transactions regardless whether a Cardholder selects the "credit" or "debit" button

For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, and an Unattended Transaction, the Cardholder must be provided the opportunity to cancel the Transaction subsequent to the US Credit Card Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with *Table 5-5, Surcharge Disclosure – US Region and US Territories*:

**Table 5-5: Surcharge Disclosure – US Region and US Territories**

Transaction Type	Point-of-Entry	Point-of-Transaction
Face-to-Face Transaction	Main entrance(s) of the Merchant Outlet, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	Every customer checkout or payment location, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text	Checkout page, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Mail order form, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Verbal notice from the telephone order clerk, including US Credit Card Surcharge amount
Unattended Cardholder-Activated Terminal	Main entrance(s) of the Merchant Outlet (if applicable), e.g. gas (petrol) station store, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text

ID# 0027545

Edition: Apr 2018 | Last Updated: Apr 2016

#### 5.6.1.6 Surcharges – AP Region (Australia)

In the AP Region (Australia), if a Merchant adds a Surcharge to a Transaction, the Surcharge amount must comply with all of the following:

- Be limited to the "reasonable costs of acceptance" of a Visa Card (or Visa Cards) as that concept is defined by the Reserve Bank of Australia and by applicable laws or regulations
- Not include the cost of accepting any non-Visa payment card

- Be clearly disclosed to the Cardholder before the completion of the Transaction. The Cardholder must be given the opportunity to cancel without penalty after the Surcharge is disclosed.
- Be charged only by the Merchant that provides the goods or services to the Cardholder. The Merchant must not permit a third party to charge a Cardholder a separate or additional amount in respect of the cost of acceptance of the Visa Card, but the Merchant may include third-party costs relevant to accepting a Visa Card as part of its Surcharge.
- Not differ according to Issuer
- Be different for Visa credit Card Transactions and Visa debit Card Transactions if the "reasonable cost of acceptance" varies between the 2 Transactions
- Be assessed only on the final total amount charged for the goods or services, after any discount or rebate from the Merchant has been applied
- Be added to the Transaction amount and not collected separately<sup>1</sup>

<sup>1</sup> A government Merchant may collect the Surcharge amount separately and may use a third party to deposit Transactions if it is assigned one of the following MCCs:

- 9211 (Court Costs, Including Alimony and Child Support)
- 9222 (Fines)
- 9223 (Bail and Bond Payments)
- 9311 (Tax Payments)
- 9399 (Government Services [Not Elsewhere Classified])
- 9405 (Intra-Government Purchases)

ID# 0027589

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.6.1.7 Surcharge Disclosure Requirements – AP Region (Australia)

In the AP Region (Australia), a Merchant that assesses a Surcharge must do all of the following:

- Inform the Cardholder that a Surcharge is assessed
- Inform the Cardholder of the Surcharge amount or rate
- Not describe the Surcharge as, or inform the Cardholder that the Surcharge is, assessed by Visa or a financial institution
- Include notices, signs, or decals disclosing that the Merchant assesses a Surcharge. Such notices, signs, or decals must be in a conspicuous location or locations at the Merchant's physical point of sale, or, in the absence of a physical point of sale, prominently during an Electronic Commerce

Transaction or communicated clearly in a telephone order so as it can be reasonably assured that all Cardholders presenting a Visa Card will be aware of the Surcharge.

- Clearly display or communicate the Surcharge disclosure in the Transaction environment or process, including (if there is a physical point of sale) at the terminal/cashier's desk. The disclosure must be of as high a contrast as any other signs or decals displayed.

A Merchant must clearly and prominently disclose any Surcharge that will be assessed.

The disclosure at the point of sale must include both:

- The exact amount or percentage of the Surcharge
- A statement that the Surcharge is being assessed by the Merchant

For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, and an Unattended Transaction, the Cardholder must be provided the opportunity to cancel the Transaction subsequent to the Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with Table 5-6, "Surcharge Disclosure – AP Region (Australia)."

**Table 5-6: Surcharge Disclosure – AP Region (Australia)**

Transaction Type	Point-of-Entry	Point-of-Sale
Face-to-Face Transaction	Not applicable	Every Customer check-out or payment location, in a minimum 16-point Arial font
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font	Checkout page, in a minimum 10-point Arial font
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Mail order form, in a minimum 8-point Arial font
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the	Verbal notice from the telephone order clerk, including Surcharge amount



**Table 5-6: Surcharge Disclosure – AP Region (Australia) (continued)**

Transaction Type	Point-of-Entry	Point-of-Sale
	Surcharge to be applied and added to the total Transaction amount.	
Unattended Transaction	Not applicable	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font

ID# 0027590

Edition: Apr 2018 | Last Updated: Apr 2017

## 5.6.2 Convenience Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

### 5.6.2.1 Convenience Fees – AP, CEMEA, and US Regions

In the AP Region, CEMEA Region (Russia), and US Region, a Merchant that charges a Convenience Fee must ensure that the fee is assessed as follows:

**Table 5-7: Convenience Fee Requirements**

Convenience Fee Requirement	AP Region	CEMEA Region (Russia)	US Region
Charged for a bona fide convenience in the form of an alternative payment channel outside the Merchant's customary payment channels and not charged solely for the acceptance of a Card	X	X	X
Added only to a Transaction completed in a Card-Absent Environment	X		X
Not charged if the Merchant operates exclusively in a Card-Absent Environment	X		X
Added only to a domestic Unattended Transaction, excluding Transactions at Automated Fuel Dispensers, Telephone Service Transactions, or ATM Cash Disbursements		X	
Charged only by the Merchant that provides goods or services to the Cardholder	X		X

**Table 5-7: Convenience Fee Requirements (continued)**

Convenience Fee Requirement	AP Region	CEMEA Region (Russia)	US Region
Applicable to all forms of payment accepted in the payment channel	X	X	X
Disclosed clearly to the Cardholder: <ul style="list-style-type: none"> <li>As a charge for the alternative payment channel convenience</li> <li>Before the completion of the Transaction. The Cardholder must be given the opportunity to cancel.</li> </ul>	X	X	X
A flat or fixed amount, regardless of the value of the payment due In the AP Region, an ad valorem amount is allowed as required by applicable laws or regulations. In the CEMEA Region (Russia), the amount must not exceed: <ul style="list-style-type: none"> <li>RUB 35 for Transactions processed with MCC 4814</li> <li>RUB 60 for Transactions processed with MCC 4900</li> <li>RUB 48 for all other Transactions</li> </ul>	X	X	X
Included as part of the total amount of the Transaction and not collected separately	X	X	X
Not charged in addition to a surcharge	X	N/A <sup>1</sup>	X
Not charged on a Recurring Transaction or an Installment Transaction	X	X	X
<sup>1</sup> Surcharging is not allowed.			

ID# 0027492

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.6.2.2 Acceptance Device Disclosure Requirements for Convenience Fees – CEMEA Region (Russia)

In the CEMEA Region (Russia), if a Merchant or third party charges a Convenience Fee, the Acceptance Device must do all of the following:

- Inform the Cardholder that a Convenience Fee will be charged for the alternative payment channel convenience, in addition to other Issuer charges. The disclosure must both:

- Be as high a contrast or resolution as any other graphics on the Acceptance Device
- Contain the notice:  
Fee Notice: "(Name) will assess a fee to cardholders for transactions at this terminal. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."
- Disclose to the Cardholder the amount of the Convenience Fee
- Identify the recipient of the Convenience Fee
- Request Cardholder approval of the Convenience Fee
- Provide the ability for the Cardholder to cancel the Transaction without incurring a fee or penalty

ID# 0025573

Edition: Apr 2018 | Last Updated: Oct 2014

### 5.6.3 Service Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

#### 5.6.3.1 Service Fee Assessment Requirements – Canada, CEMEA (Egypt, Russia), and US Regions

**Effective through 13 October 2017**

In the Canada Region, CEMEA Region (Egypt, Russia), and US Region, a Merchant, Acquirer, or third party that charges a Service Fee must assess the fee as follows:

**Table 5-8: Service Fee Assessment Requirements**

	Canada Region	CEMEA Region (Egypt, Russia)	US Region
These entities may assess Service Fees:	A Merchant in a permitted category, or its third party, that accepts Visa in all Card-Absent Environments where payments are accepted	A government Merchant, and, in the CEMEA Region (Egypt), a fuel Merchant, its Acquirer, or its third party that complies with the following, as applicable: <ul style="list-style-type: none"> <li>• Is registered with Visa to assess a Service Fee</li> <li>• In the CEMEA Region (Russia), also includes its assigned Merchant</li> </ul>	A government agency or education Merchant, or its third party, that complies with all of the following: <ul style="list-style-type: none"> <li>• Accepts Visa in all channels where payments are accepted</li> <li>• Is registered with Visa</li> <li>• Is assigned a unique Merchant Verification Value</li> </ul>

**Table 5-8: Service Fee Assessment Requirements (continued)**

	Canada Region	CEMEA Region (Egypt, Russia)	US Region
		Verification Value in the Authorization Request and Clearing Record	<ul style="list-style-type: none"> <li>If a government taxing authority or its third party, is authorized to process tax payment Transactions</li> </ul>
Allowed MCCs are:	<ul style="list-style-type: none"> <li>4900 (Utilities – Electric, Gas, Water, Sanitary)</li> <li>6513 (Real Estate Agents and Managers – Rentals)</li> <li>9222 (Fines)</li> <li>9311 (Tax Payments)</li> <li>8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>8211 (Elementary and Secondary Schools)</li> <li>8351 (Child Care Services)</li> </ul>	<p>In the CEMEA Region (Egypt):</p> <ul style="list-style-type: none"> <li>4900 (Utilities – Electric, Gas, Water, Sanitary)</li> <li>5541 (Service Stations)</li> <li>5542 (Automated Fuel Dispensers)</li> <li>8211 (Elementary and Secondary Schools)</li> <li>8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>8241 (Correspondence Schools)</li> <li>8244 (Business and Secretarial Schools)</li> <li>8249 (Vocational and Trade Schools)</li> <li>8299 (Schools and Educational Services [Not Elsewhere Classified])</li> <li>9211 (Court Costs, Including Alimony and Child Support)</li> <li>9222 (Fines)</li> <li>9223 (Bail and Bond Payments)</li> </ul>	<ul style="list-style-type: none"> <li>9211 (Court Costs)</li> <li>9222 (Fines)</li> <li>9311 (Tax Payments)</li> <li>9399 (Government Services [Not Elsewhere Classified])</li> <li>8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>8211 (Elementary and Secondary Schools)</li> <li>8244 (Business and Secretarial Schools)</li> <li>8249 (Vocational and Trade Schools)</li> </ul>

**Table 5-8: Service Fee Assessment Requirements (continued)**

	Canada Region	CEMEA Region (Egypt, Russia)	US Region
		<ul style="list-style-type: none"> <li>9311 (Tax Payments)</li> <li>9399 (Government Services [Not Elsewhere Classified])</li> <li>9402 (Postal Services – Government Only)</li> </ul> <p>In the CEMEA Region (Russia):</p> <ul style="list-style-type: none"> <li>9211 (Court Costs, Including Alimony and Child Support)</li> <li>9222 (Fines)</li> <li>9223 (Bail and Bond Payments)</li> <li>9311 (Tax Payments)</li> <li>9399 (Government Services [Not Elsewhere Classified])</li> </ul>	
A Service Fee may be assessed on only:	Applicable goods or services purchased in a Card-Absent Environment	<ul style="list-style-type: none"> <li>Qualifying government-related charges, where applicable laws and regulations explicitly state that payment must be received in full and without deductions</li> <li>In the CEMEA Region (Egypt), fuel charges, except for a Transaction using a Card issued in the Europe Region</li> </ul>	<ul style="list-style-type: none"> <li>Applicable goods or services</li> <li>For tax payments, either or both: <ul style="list-style-type: none"> <li>Federal and state personal and small business income taxes</li> <li>Real estate/ property taxes</li> </ul> </li> </ul>
The Transaction	Visa Card	<p>Either:</p> <ul style="list-style-type: none"> <li>Visa Card</li> </ul>	<p>Either:</p> <ul style="list-style-type: none"> <li>Visa Consumer Card</li> </ul>

**Table 5-8: Service Fee Assessment Requirements (continued)**

	Canada Region	CEMEA Region (Egypt, Russia)	US Region
must be completed with only the following:		<ul style="list-style-type: none"> <li>• Visa Electron Card</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial Visa Product</li> </ul>
The Service Fee must be disclosed:	<ul style="list-style-type: none"> <li>• As a fee assessed by the Merchant or third party, with the assessor of the Service Fee disclosed to the Cardholder</li> <li>• Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty.</li> </ul>	<ul style="list-style-type: none"> <li>• Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty.</li> </ul>	<ul style="list-style-type: none"> <li>• As a fee assessed by the Merchant or third party</li> <li>• Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty.</li> </ul>
The Service Fee amount:	<ul style="list-style-type: none"> <li>• Must be assessed only on the final Transaction amount, after all discounts and rebates have been applied during the Transaction</li> <li>• Must not be greater than the Service Fee charged on a similar Transaction completed with a similar form of payment</li> <li>• Must be the same as any Service Fee charged to any other Issuer's similar card products</li> <li>• Must be limited to 0.75% of the final Transaction amount for debit and</li> </ul>	<ul style="list-style-type: none"> <li>• Must be flat or variable</li> <li>• Must be a reasonable reflection of the costs associated with completing the Transaction</li> <li>• Must not be greater than any of the following: <ul style="list-style-type: none"> <li>– The value of the payment</li> <li>– Any fixed or variable fee charged for a government payment completed with any other payment card or device</li> <li>– In the CEMEA Region</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Must be processed as a separate Transaction</li> <li>• Must be the only additional fee assessed on the Transaction. The Merchant or third party must not charge a Convenience Fee or surcharge in addition to the Service Fee.</li> </ul>

**Table 5-8: Service Fee Assessment Requirements (continued)**

	Canada Region	CEMEA Region (Egypt, Russia)	US Region
	1.75% of the final Transaction amount for credit and prepaid <ul style="list-style-type: none"> <li>If assessed by a third party, may be processed as a separate Transaction</li> </ul>	(Egypt), EGP 40	

#### Effective 14 October 2017

A Service Fee may only be charged by a Merchant, Acquirer, or third party in countries specified in *Table 5-9, Service Fee Assessment Permitted MCCs*.

**Table 5-9: Service Fee Assessment Permitted MCCs**

Allowed MCCs are:	Canada	Egypt	Russia	US
4900 (Utilities – Electric, Gas, Water, Sanitary)	X	X		
6513 (Real Estate Agents and Managers – Rentals)	X			
9311 (Tax Payments)	X	X	X	X
9399 (Government Services [Not Elsewhere Classified])		X	X	X
9222 (Fines)	X	X	X	X
9211 (Court Costs, Including Alimony and Child Support)		X	X	X
8220 (Colleges, Universities, Professional Schools, and Junior Colleges)	X	X		X
8299 (Schools and Educational Services [Not Elsewhere Classified])		X		
8211 (Elementary and Secondary Schools)	X	X		X
8244 (Business and Secretarial Schools)		X		X

**Table 5-9: Service Fee Assessment Permitted MCCs (continued)**

Allowed MCCs are:	Canada	Egypt	Russia	US
8249 (Vocational and Trade Schools)		X		X
8241 (Correspondence Schools)		X		
8351 (Child Care Services)	X			
5541 (Service Stations)		X		
5542 (Automated Fuel Dispensers)		X		
9223 (Bail and Bond Payments)		X	X	
9402 (Postal Services – Government Only)		X		

A Merchant, third party, or Acquirer that charges a Service Fee must comply with the following requirements, unless otherwise specified in *Table 5-10, Service Fee Assessment Exceptions*.

- Accept Visa as a means of payment in all channels where payments are accepted (for example, in a Face-to-Face Environment and a Card-Absent Environment, as applicable)
- Be authorized to process tax payment Transactions if the Service Fee is charged by a government taxing authority or its third party
- Disclose the fee clearly to the Cardholder as a Service Fee, or local language equivalent, before the Transaction is completed and provide the ability for the Cardholder to cancel the Transaction without incurring a fee or penalty
- Not represent the Service Fee as a fee charged by Visa
- Ensure that the Service Fee amount is:
  - A reasonable reflection of the costs associated with completing the Transaction (such as the Merchant Discount Rate, Merchant service fee, or any other costs paid to third parties for services directly related to accepting a Card) and, where possible, capped
  - A flat, fixed, banded, or ad valorem amount, regardless of the value of the payment due, as required by applicable laws or regulations
  - Assessed only on the final Transaction amount, after all discounts and rebates have been applied during the Transaction
  - Not charged in addition to a surcharge or Convenience Fee



**Table 5-10: Service Fee Assessment Exceptions**

	Canada Region	CEMEA Region (Egypt and Russia only)	US Region
These entities may assess Service Fees:	A Merchant in a permitted category, or its third party, that accepts Visa in all Card-Absent Environments where payments are accepted	A government Merchant, and, in Egypt, a fuel Merchant, its Acquirer, or its third party, that complies with the following, as applicable: <ul style="list-style-type: none"> <li>Is registered with Visa</li> <li>In Russia, also includes its assigned Merchant Verification Value in the Authorization Request and Clearing Record</li> </ul>	A government agency or education Merchant, or its third party, that complies with all of the following: <ul style="list-style-type: none"> <li>Is registered with Visa</li> <li>Is assigned a unique Merchant Verification Value</li> </ul>
The Service Fee amount:	<ul style="list-style-type: none"> <li><b>Effective through 14 February 2018</b> Must be limited to 0.75% of the final Transaction amount for debit and 1.75% of the final Transaction amount for credit and prepaid</li> <li><b>Effective 15 February 2018</b> Must be limited to 1.5% of the final Transaction amount for debit and 2.5% of the final Transaction amount for credit and prepaid</li> <li>If assessed by a third party, may be processed as a separate Transaction</li> <li>Must not be greater than the Service Fee charged on a similar Transaction completed with a similar</li> </ul>	<ul style="list-style-type: none"> <li>Must be flat or variable</li> </ul>	<ul style="list-style-type: none"> <li>Must be processed as a separate Transaction</li> </ul>

Table 5-10: Service Fee Assessment Exceptions (continued)

	Canada Region	CEMEA Region (Egypt and Russia only)	US Region
	<p>form of payment</p> <ul style="list-style-type: none"> <li>Must be the same as any Service Fee charged to any other Issuer's similar card products</li> </ul>		

ID# 0029275

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.7 Acceptance Devices

### 5.7.1 Acceptance Device Requirements – All Devices

#### 5.7.1.1 Acceptance Device Requirements

An Acceptance Device must comply with the *Transaction Acceptance Device Requirements* and all of the following requirements applicable to the device:

Table 5-11: Acceptance Device Requirements

Acceptance Device Type	Requirements
All	<ul style="list-style-type: none"> <li>Act upon Service Codes or request Online Authorization</li> <li>Accept all 16-digit Account Numbers</li> <li>Display the appropriate acceptance Mark</li> <li>Use the proper POS Entry Mode code</li> <li>If not Chip-enabled, be able to process a key-entered Transaction<sup>1</sup></li> <li> <b>Effective 14 October 2017</b>  <b>Effective 13 October 2018 in the LAC Region</b>  For an Acceptance Device installed or upgraded on or after 14 October 2017, make available to the Cardholder all Transaction interfaces supported by the Merchant.<sup>2</sup> A Merchant with an Acceptance Device deployed as of 14 October 2017 that does not make all interfaces available may continue to deploy such an Acceptance Device if ADVT and, if applicable, CDET testing (or, in the Europe Region, Visa payWave Test </li> </ul>

Table 5-11: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements
	<p>Tool [VpTT]) was successfully completed on the hardware and software combination before 14 October 2017.</p> <ul style="list-style-type: none"> <li>In the AP Region, all of the following: <ul style="list-style-type: none"> <li>Support contact Chip-initiated Transactions (excluding ATMs)</li> <li><b>Effective 13 October 2018 through 31 March 2023</b> Accept Contactless Transactions, if deployed at a new Merchant or as an upgrade for an existing Merchant<sup>3</sup></li> <li><b>Effective 1 April 2023</b> Accept Contactless Transactions<sup>3</sup></li> <li>In Australia and New Zealand, for devices in a Face-to-Face Environment, activate the PIN pad to enable PIN Transactions</li> </ul> </li> <li>In the CEMEA Region, support contact Chip-initiated Transactions</li> <li><b>Effective 17 October 2020</b> In the Canada Region, be a Chip-Reading Device, excluding Unattended Cardholder-Activated Terminals</li> <li>In the Europe Region, all of the following: <ul style="list-style-type: none"> <li>For devices with a PIN Entry Device, all of the following: <ul style="list-style-type: none"> <li>If deployed after 30 April 2014 in a Face-to-Face Environment, comply with the <i>Payment Card Industry (PCI) POS PIN Entry Device Security Requirements</i> Version 2.0 or later<sup>4</sup></li> <li><b>Effective 1 January 2021</b> For devices not in a Face-to-Face Environment, comply with the <i>Payment Card Industry (PCI): POS PIN Entry Device Security Requirements</i> Version 2.0 or later</li> </ul> </li> <li>Be a Chip-Reading Device</li> <li><b>Effective through 30 December 2019</b> Accept Contactless Transactions, if deployed at a new Merchant or as an upgrade for an existing Merchant<sup>5</sup></li> <li><b>Effective 1 January 2018 in the Europe Region (Czech Republic, Hungary, Poland, Slovakia)</b> <b>Effective 31 December 2019 for all other Europe Region countries</b> Accept Contactless Transactions<sup>5</sup></li> </ul> </li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>– Accept all 11-19 digit Account Numbers that contain a valid BIN</li> <li>• <b>Effective 13 October 2018</b> In the LAC Region, all of the following: <ul style="list-style-type: none"> <li>– <b>Effective 13 October 2018 through 31 March 2023</b> Accept Contactless Transactions, if deployed at a new Merchant or as an upgrade for an existing Merchant<sup>6</sup></li> <li>– <b>Effective 1 April 2023</b> Accept Contactless Transactions<sup>7</sup></li> </ul> </li> </ul>
ATM	Comply with all requirements specified in the Visa Product and Service Rules: ATM
Contact Chip	<ul style="list-style-type: none"> <li>• Be EMV-Compliant and approved by EMVCo</li> <li>• Accept and process VIS and Common Core Definition Chip Cards</li> <li>• Be able to read a Magnetic Stripe and complete a Magnetic Stripe-read Transaction</li> <li>• Support Fallback Transactions<sup>8</sup></li> <li>• Process the Transaction using data read from the Chip on a Chip Card unless any of the following apply, in which case the Transaction must be completed using data read from the Magnetic Stripe of a Chip Card:<sup>8</sup> <ul style="list-style-type: none"> <li>– The Chip is not EMV-Compliant.</li> <li>– The Chip reader is inoperable.</li> <li>– The Chip malfunctions during the Transaction or cannot be read. (In the Europe Region, the Chip-Reading Device must be capable of requiring an Online Authorization.)</li> <li>– The Chip Transaction cannot be completed due to the absence of a mutually supported Application Identifier (AID).</li> </ul> <p>If neither the Chip nor Magnetic Stripe of a Chip Card can be read and the Transaction is accepted using a paper voucher or key entry, the device must follow correct Fallback and acceptance procedures.<sup>1</sup></p> </li> <li>• Include an EMV Online Card Authentication Cryptogram and all data elements used to create it in all Online Authorization Requests for a Chip Transaction transmitted to VisaNet</li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>• Read an EMV-Compliant and VIS-Compliant Chip and not allow override of Chip Authorization controls by prompting for a Magnetic Stripe read<sup>9</sup></li> <li>• Support terminal action codes</li> <li>• Include all mutually supported Payment Applications between the Chip and the device in the application selection process, and not discriminate between Payment Applications unless stipulated by Chip parameters or a Visa-approved application selection process</li> <li>• Act on the Cardholder Verification Method list,<sup>10</sup> unless otherwise specified</li> <li>• If using an active PIN pad, both: <ul style="list-style-type: none"> <li>– Comply with Visa encryption standards</li> <li>– Be active for Visa Chip-initiated Transactions if it is active for other Chip-enabled payments</li> </ul> </li> <li>• Have a PIN pad or a port capable of supporting a PIN pad and, if using an active PIN pad, comply with Visa encryption standards</li> <li>• If the device is equipped with only a PIN pad port or PIN pad is inactive for Chip-initiated Transactions, support software to ensure compliance with Visa encryption standards</li> <li>• Have the capability to have its Visa Public Keys replaced in an acceptable method by any Visa-specified date</li> <li>• <b>Effective through 13 April 2018</b> Perform Terminal Risk Management if the device is either: <ul style="list-style-type: none"> <li>– In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, Online-capable and offline-capable</li> <li>– In the Europe Region, Online-capable</li> </ul> </li> <li>• <b>Effective 14 April 2018</b> Perform Terminal Risk Management</li> <li>• Support Post-Issuance Application commands</li> <li>• If a PIN-only Chip-Reading Device, not display the Visa Brand Mark (excluding ATMs and Unattended Cardholder-Activated Terminals [UCATs] that accept only PINs for Cardholder Verification)</li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>• Prompt a Cardholder for a PIN only if required by the Chip, except for ATMs and offline-only UCATs, and devices deployed in the Europe Region that are always required to prompt for a PIN</li> <li>• Support "Plaintext Offline PIN" if it supports "Enciphered Offline PIN"</li> <li>• In the AP Region (Australia), all of the following: <ul style="list-style-type: none"> <li>– Accept both Online and Offline PIN</li> <li>– For international Transactions support PIN bypass</li> <li>– Ensure that a Domestic Transaction uses a PIN, except for: <ul style="list-style-type: none"> <li>▪ A Transaction initiated with a Card that is not a PIN-Preferring Chip Card</li> <li>▪ An Unattended Transaction, including an Unattended Transaction that does not qualify as a Visa Easy Payment Service (VEPS) Transaction</li> <li>▪ A VEPS Transaction</li> </ul> </li> </ul> </li> <li>• In the LAC Region (Brazil), if deployed after 18 November 2013, support Offline PIN Verification (except UCATs in parking lots/garages and vending machines)</li> <li>• In the Canada Region, support both: <ul style="list-style-type: none"> <li>– "Plaintext Offline PIN"</li> <li>– "Enciphered Offline PIN"</li> </ul> </li> <li>• In the CEMEA Region: <ul style="list-style-type: none"> <li>– Support both: <ul style="list-style-type: none"> <li>▪ For an Offline-Capable Chip-Reading Device, support both "Plaintext Offline PIN" and "Enciphered Offline PIN"</li> <li>▪ For an Online-only Chip-Reading Device, support either <ul style="list-style-type: none"> <li>▪ "Enciphered Online PIN"</li> <li>▪ Both "Plaintext Offline PIN" and "Enciphered Offline PIN"</li> </ul> </li> </ul> </li> <li>– Chip-Reading Devices may suppress their PIN capability for VEPS Transactions</li> </ul> </li> <li>• <b>Effective 1 January 2018 for all Acceptance Devices in the AP Region (Australia, Malaysia)</b> <ul style="list-style-type: none"> <li>– If the device supports Cardholder application selection, do all of the following:</li> </ul> </li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>▪ Display to the Cardholder all mutually supported application names (application label or application preferred name) on the Card</li> <li>▪ Display the application names in the order of the application priority set on the Card and use them to select the corresponding Payment Application</li> <li>▪ If unable to display the application names in full, display at least the first 4 positions of the application names</li> <li>– If the device does not support Cardholder application selection, the Merchant must inform the Cardholder of the selected application before completing the Transaction</li> <li>• In the Europe Region, all of the following: <ul style="list-style-type: none"> <li>– Present options for mutually supported Payment Applications contained in the Chip to the Cardholder, if the Cardholder has the ability to select the Payment Application</li> <li>– Support the terminal action codes and facilitates access to multiple accounts on a Chip Card</li> <li>– Support Static Data Authentication and Dynamic Data Authentication (optional for Online-only devices)</li> <li>– Either: <ul style="list-style-type: none"> <li>▪ For an Online-only device that does not support both "Plaintext Offline PIN" and "Enciphered Offline PIN," support "Enciphered PIN Verified Online"</li> <li>▪ For an Online-capable device, support "Plaintext PIN Verified Offline" and "Enciphered PIN Verified Offline"</li> </ul> </li> <li>– If deployed after 1 July 2008, accept PINs. This does not apply to the following: <ul style="list-style-type: none"> <li>▪ A Merchant assigned MCC 4784 (Tolls and Bridge Fees)</li> <li>▪ A UCAT installed at a vehicle entrance gate at a ferry Merchant provided that the UCAT always requests Online Authorization and that PIN verification of Chip-initiated Transactions may be performed at attended gates at the same Merchant Outlet</li> <li>▪ A UCAT that accepts only Contactless Payment Devices</li> <li>▪ <b>Effective through 13 April 2018</b></li> </ul> </li> </ul> </li> </ul>

Table 5-11: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements
	<p>An Unattended Transaction that does not use MCC 4829, 6011, 6012, 6051, or 7995 and is below the maximum applicable Small Ticket Transaction amount or, for MCC 4111, 4112, 4131, 4784, or 7523, EUR 100</p> <ul style="list-style-type: none"> <li>▪ <b>Effective 14 April 2018</b> An Unattended Transaction that does not use MCC 4829, 6011, 6012, 6051, or 7995 and is below the maximum applicable Visa Easy Payment Service (VEPS) Transaction amount or, for MCC 4111, 4112, 4131, 4784, or 7523, EUR 100</li> </ul>
Contactless Chip	<ul style="list-style-type: none"> <li>• Be approved by EMVCo or Visa</li> <li>• If deployed after 1 May 2013, not limit the Transaction amount of a Contactless Transaction in a Face-to-Face Environment</li> <li>• If deployed on or after 16 October 2015,<sup>11</sup> forward to Visa the form factor indicator field, when provided by a Contactless Payment Device</li> <li>• In the AP Region (Australia), for International Transactions support PIN bypass</li> <li>• In the AP Region, Canada Region, CEMEA Region, and LAC Region, if deployed on or before 1 January 2012, comply with the <i>Visa Contactless Payment Specification 2.0</i> or later<sup>8</sup> and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>• <b>Effective 1 January 2018 for all Contactless Acceptance Devices in the AP Region and CEMEA Region</b> All of the following: <ul style="list-style-type: none"> <li>– Comply with the <i>Visa Contactless Payment Specification 2.1.3</i> or later<sup>12</sup> or the equivalent EMV contactless kernel 3</li> <li>– Be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>– Disable the device's Contactless Transaction limit</li> <li>– Enable the device's applicable Cardholder Verification Method (CVM) Transaction limit</li> <li>– Enable the device's applicable Contactless Chip Floor Limit</li> <li>– Support the application program ID (APID)</li> <li>– Include the form factor indicator in the Authorization Request and Clearing Record when provided by the Contactless Payment Device<sup>11</sup></li> </ul> </li> </ul>



Table 5-11: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>– Not support the MSD transaction path</li> <li>• In the Canada Region and LAC Region, if deployed after 1 April 2014, comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later, or the equivalent EMV contactless kernel 3, and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>• <b>Effective 19 October 2019 for all Contactless Acceptance Devices in the Canada Region</b> Not support the MSD transaction path</li> <li>• In the Europe Region, all of the following: <ul style="list-style-type: none"> <li>– Comply with the <i>Visa Europe Contactless Terminal Requirements and Implementation Guide Version 1.3</i></li> <li>– If not Contactless-only, be able to process other Chip-initiated Transactions</li> <li>– If not Contactless-only, support Online Authorization</li> <li>– Process a Transaction using the qVSDC path</li> <li>– Allow the Acquirer to update the following data fields: <ul style="list-style-type: none"> <li>▪ “Reader Contactless Floor Limit”</li> <li>▪ “Reader CVM Required Limit”</li> </ul> </li> <li>– Comply with either: <ul style="list-style-type: none"> <li>▪ The <i>Visa Contactless Payment Specification Version 2.1.1</i> or later</li> <li>▪ The <i>EMV Contactless Specification for Payment Systems Book C-3</i></li> </ul> </li> <li>– If compliant with the <i>Visa Contactless Payment Specification Version 2.1</i> or later or the <i>EMV Contactless Specification for Payment Systems Book C-3</i>, do all of the following: <ul style="list-style-type: none"> <li>▪ Set the “Reader CVM Required Limit” to the applicable Cardholder Verification Limit</li> <li>▪ Set the “Reader Contactless Floor Limit” to the applicable Proximity Payment Floor Limit</li> <li>▪ Not configure the “Reader Contactless Transaction Limit”</li> </ul> </li> <li>– Include the form factor indicator in the Authorization Request and Clearing Record when provided by the Contactless Payment Device</li> </ul> </li> </ul>

Table 5-11: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>– If an ATM, support only Online Authorization</li> <li>– Be approved by Visa to process Contactless Transactions</li> <li>– Comply with the <i>Visa Europe Contactless Terminal Requirements and Implementation Guide Version 1.3</i></li> <li>– <b>Effective through 11 October 2018</b> Not process a Transaction using the MSD transaction path</li> <li>– <b>Effective 12 October 2018</b> Not accept a Transaction using the MSD transaction path</li> <li>• <b>Effective 13 October 2018 for all Contactless Acceptance Devices in the LAC Region</b> Comply with the Visa Contactless Payment Specification 2.1.3 or later, or the equivalent EMV contactless kernel 3, and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>• For all Contactless Acceptance Devices in the US Region, both: <ul style="list-style-type: none"> <li>– Comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later</li> <li>– <b>Effective through 12 April 2019</b> Actively enable the qVSDC transaction path, if the Merchant Outlet has enabled the processing of EMV-Compliant contact Chip Transactions</li> <li>– <b>Effective 13 April 2019</b> Actively enable the qVSDC transaction path</li> </ul> </li> </ul>
Contactless-Only	Comply with <u>Section 5.7.2.2, Deployment of Contactless-Only Acceptance Devices</u>
Magnetic Stripe	<ul style="list-style-type: none"> <li>• Transmit the entire unaltered contents of all data encoded on track 1 or track 2 of the Magnetic Stripe</li> <li>• Not erase or alter any Magnetic-Stripe encoding on a Card</li> <li>• For devices that can accept Cards with more than one Magnetic Stripe, be capable of processing and transmitting the payment data from the Visa Magnetic Stripe</li> <li>• In the AP Region (Australia, New Zealand), allow PIN bypass for Domestic Transactions</li> <li>• In the Europe Region (United Kingdom), retain the Card on receipt of a Pickup Response for a Magnetic Stripe-only Acceptance Device</li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
Mobile Payment Acceptance Solution	<p>In the Europe Region, all of the following:</p> <ul style="list-style-type: none"> <li>• Include a hardware accessory that must comply with all of the following: <ul style="list-style-type: none"> <li>– Be able to capture Cardholder and Card data</li> <li>– Have an integrated Chip reader that is EMV-Compliant</li> <li>– Have an integrated Magnetic Stripe-reader</li> <li>– Support secure PIN entry</li> <li>– Include "signature" in the Cardholder Verification Method</li> <li>– Comply with the <i>Payment Card Industry (PCI) POS PIN Entry Device Security Requirements</i> Version 2.0 or later, including the additional Secure Read and Exchange of Data (SRED) module requirements</li> <li>– Ensure the SRED module is enabled for point-to-point Cardholder data encryption</li> </ul> </li> <li>• Not read or capture account data except via the hardware accessory</li> <li>• Identify the Transaction in the Authorization Request and Clearing Record</li> </ul>
QR Code	<ul style="list-style-type: none"> <li>• Be deployed only in the US Region</li> <li>• Comply with the <i>Visa QR Code Payment Specification (VQRPS)</i></li> <li>• Use POS Entry Mode code 03</li> <li>• Transmit Full-Chip Data to VisaNet</li> </ul>
Unattended Cardholder-Activated Terminal (UCAT)	<ul style="list-style-type: none"> <li>• Identify each Transaction as initiated by a UCAT</li> <li>• Display the Merchant name and customer service telephone number</li> <li>• If PIN-accepting, be capable of conveying an "invalid PIN – re-enter" message to the Cardholder</li> <li>• <b>Effective 15 October 2022</b> In the Canada Region, all of the following: <ul style="list-style-type: none"> <li>– If capable of accepting PINs, both: <ul style="list-style-type: none"> <li>▪ Accept PINs</li> <li>▪ Be capable of conveying all of the following messages to the Cardholder:</li> </ul> </li> </ul> </li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>▪ Card invalid for this service</li> <li>▪ Service unavailable now</li> <li>▪ Invalid PIN – re-enter</li> <li>– If the UCAT does not accept PINs, support "No CVM (Cardholder Verification Method) required"</li> <li>– For a Chip-reading-only UCAT, all of the following: <ul style="list-style-type: none"> <li>▪ Be EMV-Compliant</li> <li>▪ Ensure that Magnetic Stripe-only Cardholders are able to conduct Transactions at the same location</li> <li>▪ If a Card cannot be read and the UCAT is Offline-only, must not complete the Transaction using the Magnetic Stripe Data. If the UCAT is Online-only, may be capable of completing the Transaction using the Magnetic Stripe Data</li> </ul> </li> <li>• In the Europe Region, all of the following: <ul style="list-style-type: none"> <li>– Support Fallback Transactions only if the UCAT has an integrated Chip and Magnetic Stripe-reader and Card capture capability, except in the United Kingdom where Fallback Transactions must not be processed</li> <li>– If capable of accepting PINs, both: <ul style="list-style-type: none"> <li>▪ Accept PINs</li> <li>▪ Be capable of conveying all of the following messages to the Cardholder: <ul style="list-style-type: none"> <li>▪ Card invalid for this service</li> <li>▪ Service unavailable now</li> <li>▪ Invalid PIN – re-enter</li> </ul> </li> </ul> </li> <li>– If the UCAT does not accept PINs, support "No CVM (Cardholder Verification Method) required"</li> <li>– For a Chip-reading-only UCAT, all of the following: <ul style="list-style-type: none"> <li>▪ Be EMV-Compliant</li> <li>▪ Ensure that Magnetic Stripe-only Cardholders are able to conduct Transactions at the same location</li> <li>▪ If a Card cannot be read and the UCAT is Offline-only, must not complete the</li> </ul> </li> </ul> </li> </ul>

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<p>Transaction using the Magnetic Stripe data (if the UCAT is Online-only, may be capable of completing the Transaction using the Magnetic Stripe data)</p> <ul style="list-style-type: none"> <li>– In the Europe Region (United Kingdom), all of the following: <ul style="list-style-type: none"> <li>▪ For an Automated Fuel Dispenser (AFD), not accept Visa Electron Cards</li> <li>▪ <b>Effective through 13 April 2018</b> If deployed without a PIN pad, not allow a Transaction amount above the country-level limit, as specified in <i>Section 1.0</i>.</li> <li>▪ For a Magnetic Stripe-read Transaction, not support online PIN Verification</li> </ul> </li> <li>• If Online-capable, for Chip-initiated and Contactless Transactions, support "No CVM required"</li> <li>• Require PIN or Consumer Device Cardholder Verification Method for Quasi-Cash Transactions</li> <li>• If used for the purchase of gambling services, all of the following: <ul style="list-style-type: none"> <li>– Display the Merchant location</li> <li>– Display the terms and conditions (including rules of play, odds of winning, and pay-out ratios)</li> <li>– Before initiating the Transaction, allow the Cardholder to cancel the Transaction</li> </ul> </li> <li>• Follow all applicable Point-of-Transaction Card acceptance requirements when accepting payment for goods or services, and follow ATM requirements when dispensing cash</li> </ul>
<p><sup>1</sup> If neither the Chip nor Magnetic Stripe of a Card can be read by a Chip-enabled device, a Merchant is not required to key enter a Transaction.</p> <p><sup>2</sup> This does not apply to Merchants in the LAC Region (Brazil).</p> <p><sup>3</sup> In the AP Region, this does not apply to a Point-of-Transaction Terminal installed at a Branch or an ATM.</p> <p><sup>4</sup> <b>Effective through 31 December 2017</b> This does not apply in the Europe Region to the incidental like-for-like replacement of devices compliant with <i>Payment Card Industry (PCI) POS PIN Entry Device Security Requirements 1.0</i>.</p> <p><sup>5</sup> This does not apply in the Europe Region to Mobile Acceptance Terminals used by a Merchant that does not trade in a fixed location, Point-of-Transaction Terminals installed at a Branch, Automated Fuel Dispensers, or ATMs.</p> <p><sup>6</sup> <b>Effective 13 October 2018 through 12 October 2021</b> This does not apply in the LAC Region to new Mobile Acceptance Terminals, integrated fuel dispensers, electronic</p>	

**Table 5-11: Acceptance Device Requirements (continued)**

Acceptance Device Type	Requirements
	<p>cash registers, or ATMs.</p> <p><sup>7</sup> <b>Effective 1 April 2023 through 31 March 2025</b> This does not apply in the LAC Region to Mobile Acceptance Terminals, integrated fuel dispensers, electronic cash registers, or ATMs.</p> <p><sup>8</sup> This does not apply to ATMs in the AP Region (Japan).</p> <p><sup>9</sup> This does not apply to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in the AP Region (Japan).</p> <p><sup>10</sup> <b>Effective 14 April 2018 through 12 October 2018</b> In the Canada Region, US Region or US Territories, this does not apply for a Transaction that takes place at a Compliant Chip Card Reading Device where the Merchant may process a Transaction without a Cardholder signature.</p> <p><b>Effective 13 October 2018</b> In the Canada Region, LAC Region, US Region, and US Territories, this does not apply for a Transaction that takes place at a Compliant Chip Card Reading Device where the Merchant may process a Transaction without a Cardholder signature.</p> <p><sup>11</sup> In the AP Region (Japan), 1 October 2018</p> <p><sup>12</sup> This requirement does not apply to Visa Touch readers deployed in the AP Region (Japan).</p>

ID# 0028045

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.7.1.2 Visa Electron Card Acceptance Requirements

A Visa Electron Merchant must process Transactions using:

- An Acceptance Device with Electronic Capability
- In South Africa, a PIN-enabled Acceptance Device

ID# 0003658

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.7.2 Chip Acceptance Device Requirements

##### 5.7.2.1 Chip Acceptance Device Testing Requirements

An Acquirer must successfully complete testing of a Chip Acceptance Device, as follows:

**Table 5-12: Chip Acceptance Device Testing Requirements**

Acceptance Device Type	Testing Tool	When Required	Submission Requirements
Chip-Reading Device	Acquirer Device Validation Toolkit (ADVT)	<ul style="list-style-type: none"> <li>Before deploying or upgrading a Chip-Reading Device</li> </ul>	<ul style="list-style-type: none"> <li>Submit test results using the Chip Compliance Reporting Tool (CCRT)<sup>1</sup></li> <li>Not submit ADVT test results for a device containing a kernel or interface module (IFM) that has expired</li> </ul>
Contactless Chip-Reading Device	Either: <ul style="list-style-type: none"> <li>Contactless Device Evaluation Toolkit (CDET)</li> <li>In the Europe Region, Visa payWave Test Tool (VpTT)</li> </ul>	Before deploying either a: <ul style="list-style-type: none"> <li>New Contactless Chip-Reading Device</li> <li>Existing Contactless Chip-Reading Device that has undergone a significant hardware or software upgrade</li> </ul>	Submit test results using either: <ul style="list-style-type: none"> <li>CCRT<sup>1</sup></li> <li>In the Europe Region, VpTT</li> </ul>
Mobile Payment Acceptance Solution in the Europe Region	<ul style="list-style-type: none"> <li>Acquirer Device Validation Toolkit (ADVT)</li> <li>Visa payWave Test Tool (VpTT)</li> </ul>	Before deploying a new Mobile Payment Acceptance Solution that has not previously been validated by Visa and tested for the same implementation by a different Acquirer	<ul style="list-style-type: none"> <li>Submit test results with the word "Mobile" in the test result description</li> <li>Submit PCI Secure Read and Exchange of Data (SRED) certification details</li> <li>For devices with a Contactless reader, submit the VpTT results</li> <li><b>Effective through 1 December 2017</b> Provide device to Visa for testing</li> </ul>
<sup>1</sup> A centralized, server-based, online solution for the systematic reporting of ADVT and CDET test results. Not required in the US Region for Acquirers participating in the Chip Acquirer Self Accreditation program.			

#### 5.7.2.2 Deployment of Contactless-Only Acceptance Devices

A Merchant that deploys a Contactless-only Acceptance Device must comply with all of the following, as applicable:

**Table 5-13: Requirements for Deployment of Contactless-Only Acceptance Devices**

Region/ Country	Use	General Requirements	MCC Requirements
Global	General	<ul style="list-style-type: none"> <li>Ensure that the Acceptance Device has only a Contactless Chip reader. A Contactless-only Acceptance Device must not have: <ul style="list-style-type: none"> <li>A disabled contact Chip reader or Magnetic Stripe reader</li> <li>An empty slot for a contact Chip reader or Magnetic Stripe reader</li> </ul> </li> <li>Ensure that all Cards are accepted at the Merchant Outlet. This requirement does not apply to: <ul style="list-style-type: none"> <li>Merchant Outlets that are transit passenger vehicles (for example: buses, ferries, trains).</li> <li>In the AP Region (Japan) and in the Europe Region, Unattended Cardholder-Activated Terminals (UCAT) used for vending services</li> <li>In the AP Region (Japan), MCC 4784, 7523 (for Parking Meters only), 7542, and 7841.</li> </ul> </li> </ul>	N/A



**Table 5-13: Requirements for Deployment of Contactless-Only Acceptance Devices (continued)**

Region/ Country	Use	General Requirements	MCC Requirements
		<ul style="list-style-type: none"> <li>Obtain Authorization for the full Transaction amount before Clearing for a Transaction at the device<sup>1</sup></li> <li>Include the following values in the Authorization Request and Clearing Record: <ul style="list-style-type: none"> <li>POS Entry Mode code 07</li> <li>Terminal type 3/UCAT indicator 1 or 3</li> <li>POS terminal entry capability 8</li> </ul> </li> </ul>	
Global	Transit (deployed only at a turnstile, fare gate, or point of boarding)	<p>If configured to always perform offline data authentication before allowing a Cardholder to access the transit services, do all of the following:</p> <ul style="list-style-type: none"> <li>Configure the devices in the same transit mode or network to perform offline data authentication</li> <li>Support either real-time or deferred Online Authorization at all turnstiles, fare gates, or points of boarding</li> <li><b>Effective through 14 April 2023</b> Support Visa contactless static data authentication and Dynamic Data Authentication</li> <li><b>Effective 15 April 2023</b> Not support Visa contactless static data authentication</li> </ul>	<p>Be assigned one of the following:</p> <ul style="list-style-type: none"> <li>4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)</li> <li>4112 (Passenger Railways)</li> <li>4131 (Bus Lines)</li> </ul>

**Table 5-13: Requirements for Deployment of Contactless-Only Acceptance Devices (continued)**

Region/ Country	Use	General Requirements	MCC Requirements
		<ul style="list-style-type: none"> <li><b>Effective 15 April 2023</b> Support Visa contactless Dynamic Data Authentication</li> </ul>	
Europe	UCAT used for vending services	Ensure the Transaction amount is no more than EUR 20 (or local currency equivalent)	Not be assigned any of the following: <ul style="list-style-type: none"> <li>4784 (Toll Bridges and Fees)</li> <li>5542 (Automated Fuel Dispensers)</li> <li>4829 (Wire Transfer – Money Orders)</li> <li>6011 (Financial Institutions – Automated Cash Disbursements)</li> <li>6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)</li> <li>6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> <li>7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> </ul>
Japan	General (except UCAT used for vending)	Register and receive approval from Visa prior to launch	Be assigned one of the following: <ul style="list-style-type: none"> <li>4784 (Tolls and Bridge Fees)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> <li>7542 (Car Washes)</li> <li>7841 (DVD/Video Tape Rental Stores)</li> </ul>
	UCAT used for vending	Register and receive approval from Visa prior to launch	Not be assigned any of the following: <ul style="list-style-type: none"> <li>4829 (Wire Transfer – Money Orders)</li> </ul>

**Table 5-13: Requirements for Deployment of Contactless-Only Acceptance Devices (continued)**

Region/ Country	Use	General Requirements	MCC Requirements
	services		<ul style="list-style-type: none"> <li>• 6011 (Financial Institutions – Automated Cash Disbursements)</li> <li>• 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)</li> <li>• 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Travelers Cheques, and Debt Repayment)</li> <li>• 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> </ul>
<sup>1</sup> This does not apply in the Europe Region			

ID# 0026670

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.7.2.3 PIN-Entry Bypass Prohibition – Canada Region

In the Canada Region, an Acquirer must ensure that PIN entry on a Compliant Chip-Reading Device with a PIN Entry Device cannot be bypassed by the Acquirer, the Merchant, or an agent of the Acquirer or Merchant.

ID# 0004863

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.7.3 Unattended Cardholder-Activated Terminals – Transaction Cancellation

##### 5.7.3.1 Acquirer Cancellation of Transactions at Unattended Cardholder-Activated Terminals

If an Unattended Cardholder-Activated Terminal allows an Acquirer to cancel a Transaction, the Acquirer may use this function without Issuer permission only after one of the following:

ID# 0025727

Edition: Apr 2018 | Last Updated: Oct 2014

## 5.8 Merchant Authorization Requirements

### 5.8.1 Transactions Requiring Authorization

#### 5.8.1.1 Requirement to Authorize Transactions

A Merchant or an Acquirer must request Authorization regardless of the Transaction amount if any of the following:

- The Cardholder presents an Expired Card.
- The Card signature panel is blank.
- The Merchant is suspicious of a proposed Transaction.
- The Card is unembossed and an Electronic Imprint is not obtained.
- The Transaction occurs at a Contactless-only Acceptance Device, as specified in *Section 5.7.2.2, Deployment of Contactless-Only Acceptance Devices*.
- The Transaction is any of the following:
  - A Cash-Back Transaction
  - **Effective 14 April 2018**  
A debt repayment Transaction<sup>4</sup>
  - A Fallback Transaction<sup>4</sup>
  - An In-Transit Transaction
  - A Mail/Phone Order Transaction
  - A No-Show Transaction
  - A Transaction that uses a Stored Credential and that is initiated by the Merchant
  - A Visa Electron Card Transaction<sup>4</sup>
  - An Aggregated Transaction
  - An Automated Fuel Dispenser Transaction<sup>4</sup>
  - An Electronic Commerce Transaction<sup>4</sup>
  - Initiated using a Mobile Payment Acceptance Solution<sup>4</sup>
  - Initiated using a cloud-based payments Visa Mobile Payment Application<sup>4</sup>
  - The purchase of a Visa Prepaid Card at an Unattended Cardholder-Activated Terminal
  - In Australia and New Zealand, a domestic PIN-bypass Magnetic-Stripe Transaction<sup>4</sup>

- In the Europe Region, an Unattended Transaction, except:
  - A Contactless Transaction of EUR 20 or less (or local currency equivalent), unless a Zero Floor Limit applies as specified in *Section 5.11.1.1*.
  - A Chip-initiated Transaction of EUR 20 or less (or local currency equivalent)<sup>6</sup> assigned one of the following MCCs:
    - MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
    - MCC 4112 (Passenger Railways)
    - MCC 4131 (Bus Lines)
    - MCC 4784 (Tolls and Bridge Fees)
    - MCC 7523 (Parking Lots, Parking Meters and Garages)
    - MCC 8398 (Charitable and Social Service Organizations)
  - A Contactless Transaction at a Merchant assigned one of the following MCCs:
    - MCC 5451 (Dairy Products Stores)
    - MCC 5921 (Package Stores – Beer, Wine, and Liquor)
    - MCC 5994 (News Dealers and Newsstands)
    - MCC 7297 (Massage Parlours)
    - MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- A Credit Transaction, as specified in *Section 5.11.1.1, Merchant Processing of Credits to Cardholders*.

<sup>1</sup> Offline Authorization is allowed for Chip-initiated Transactions only if the Transaction amount does not exceed the Merchant's Floor Limit.

<sup>2</sup> This does not apply to a domestic Contactless Transaction in the AP Region (except Japan) if the Transaction amount is less than or equal to the domestic Contactless Transaction limit.

<sup>3</sup> For a domestic Contactless Transaction in Japan, for amounts above the domestic Floor Limit, Authorization must be Online.

<sup>4</sup> Authorization must be Online.

<sup>5</sup> In the Europe Region, Authorization must be Online.

<sup>6</sup> Except in the Netherlands and Spain, where a Zero Floor Limit applies for all MCCs.

## 5.8.2 Transaction Amount-Related Authorization Requirements

### 5.8.2.2 Merchant Requirement to Check the Card Recovery Bulletin (CRB)

A Merchant must check the appropriate Card Recovery Bulletin (CRB) if the Transaction amount is below the Floor Limit.

The Merchant is not required to check the CRB if the Transaction occurs at a Chip-Reading Device.

#### Effective through 13 April 2018

In the Europe Region (Sweden), a Member must use the Card Recovery Bulletin for Sweden and update the Card Recovery Bulletin.

ID# 0003010

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.8.3 Non-Standard Authorizations

### 5.8.3.1 Authorization Amount Requirements

A Merchant must submit an Authorization Request for either:

- The final Transaction amount
- A different amount or amounts if the final Transaction amount is not known, and the Merchant or Transaction type is included in and complies with *Table 5-14, Special Authorization Request Allowances and Requirements*<sup>1</sup>

Table 5-14: Special Authorization Request Allowances and Requirements

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
Card-Absent Environment Aggregated Transactions	An amount up to and including USD 15 (or local currency equivalent)	No	The total amount of the Initial Authorization Request must not exceed USD 15 (or local currency equivalent).
Any of the following Merchants: <ul style="list-style-type: none"> <li>• Aircraft rental</li> <li>• Bicycle rental</li> </ul>	Estimated Authorization Request <sup>2</sup>	Yes <sup>3</sup>	The Merchant must not include an amount to cover potential damage or an insurance deductible. When

**Table 5-14: Special Authorization Request Allowances and Requirements (continued)**

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
<ul style="list-style-type: none"> <li>Boat rental</li> <li>Equipment rental</li> <li>Motor home rental</li> <li>Motorcycle rental</li> <li>Trailer park or campground</li> </ul>			<p>submitting the first Estimated Authorization Request, the Merchant must inform the Cardholder both:</p> <ul style="list-style-type: none"> <li>That the Authorization Request is not final and that there may be subsequent Authorization Requests</li> <li>Of the amount of the Estimated Authorization Request</li> </ul>
Automated Fuel Dispenser (AFD) Transactions (MCC 5542)	<p>One of the following:</p> <ul style="list-style-type: none"> <li>Status Check Authorization<sup>4</sup></li> <li>Real-Time Clearing preauthorization request, not exceeding USD 500 (or local currency equivalent), and the actual Transaction amount (Completion Message) within 2 hours of the preauthorization request</li> <li>An amount not exceeding USD 150 (or local currency equivalent)<sup>5</sup></li> </ul> <p>In the Europe Region, an amount based on the Merchant's maximum dispensable fuel amount, not exceeding EUR 150 (or local</p>	No	<p>A Status Check Authorization is equivalent to an Approval Response for an amount up to and including:<sup>6</sup></p> <ul style="list-style-type: none"> <li>For a Transaction in the AP Region (Japan), JPY 15,000</li> <li>For a Transaction in the US Region, either: <ul style="list-style-type: none"> <li>For a Visa Fleet Card Transaction, USD 150</li> <li>For all other Transactions, USD 100</li> </ul> </li> <li>For other Transactions, either: <ul style="list-style-type: none"> <li>For a Chip-initiated Transaction with a PIN, USD 100 (or local currency equivalent)</li> </ul> </li> </ul>

**Table 5-14: Special Authorization Request Allowances and Requirements (continued)**

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
	currency equivalent). When the final amount is known, the Acquirer must send an Acquirer Confirmation Advice equal to the amount transmitted in the Clearing Record.		<ul style="list-style-type: none"> <li>For all other Transactions, USD 75 (or local currency equivalent)</li> </ul>
Card-Absent Environment Transactions (except Installment Transactions, prepayments, Recurring Transactions, and Transactions classified with MCC 4121)	Price of merchandise or services, including shipping costs and applicable taxes	No	An additional Authorization is not required if the Transaction amount is within 15% of the authorized amount. <sup>6,7</sup>
Cruise Lines Lodging Merchants	Estimated Authorization Request <sup>8</sup>	Yes <sup>9</sup>	<p>The Merchant must not include an amount to cover potential damage or an insurance deductible. When submitting the first Estimated Authorization Request, the Merchant must inform the Cardholder both:</p> <ul style="list-style-type: none"> <li>That the Authorization Request is not final and that there may be subsequent Authorization Requests</li> <li>Of the amount of the Estimated Authorization Request</li> </ul> <p>The Merchant is not required</p>



**Table 5-14: Special Authorization Request Allowances and Requirements (continued)**

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
			to submit a final Incremental Authorization Request if the final Transaction amount is no more than 15% higher than the sum of the authorized amounts. <sup>6</sup>
Merchants classified with MCC: <ul style="list-style-type: none"> <li>• 4121 (Taxicabs and Limousines)</li> <li>• 5814 (Fast Food Restaurants)</li> <li>• 7230 (Beauty and Barber Shops)</li> <li>• 7298 (Health and Beauty Spas)</li> </ul>	An amount equal to the final Transaction amount (excluding an expected tip or service amount)	No	An additional Authorization is not required if the final Transaction amount (including tip or service amount) is within 20% <sup>7</sup> of the authorized amount.
Card-Absent Environment Transactions classified with MCC 4121 (Taxicabs and Limousines)	Estimated Authorization Request <sup>2</sup>	Yes <sup>3</sup>	The Merchant must not include an amount to cover a tip if the Cardholder has not determined the amount of the tip. An additional Authorization is not required if the final Transaction amount (including tip or service amount) is within 20% <sup>7</sup> of the authorized amount.
Merchants classified with MCC: <ul style="list-style-type: none"> <li>• 5812 (Eating Places)</li> </ul>	Either: <ul style="list-style-type: none"> <li>• An amount equal to the final Transaction amount</li> </ul>	Yes, only for additional goods or	An Incremental Authorization Request or additional Authorization Request is not

Table 5-14: Special Authorization Request Allowances and Requirements (continued)

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
<p>and Restaurants)</p> <ul style="list-style-type: none"> <li>5813 (Drinking Places [Alcoholic Beverages – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques])</li> </ul>	<p>(excluding an expected tip or service amount)</p> <ul style="list-style-type: none"> <li>Initial Authorization Request<sup>2</sup> for an amount equal to what the Cardholder has ordered (excluding expected tip or service amount)</li> </ul>	<p>services ordered<sup>3</sup></p>	<p>required if the final Transaction amount (including tip or service amount) is within 20%<sup>6</sup> of the authorized amount. If the Merchant submits a final Authorization Request for the final Transaction amount before a tip or service amount is added, an additional Authorization Request is not required if the final Transaction amount (including tip or service amount) is within 20% of the authorized amount.</p>
<p>Merchants classified with MCC 7996 (Amusement Parks, Circuses, Carnivals, and Fortune Tellers)</p>	<p>Estimated Authorization Request<sup>2</sup></p>	<p>Yes<sup>3</sup></p>	<p>When submitting the first Estimated Authorization Request, the Merchant must inform the Cardholder both:</p> <ul style="list-style-type: none"> <li>That the Authorization Request is not final and that there may be subsequent Authorization Requests</li> <li>Of the amount of the Estimated Authorization Request</li> </ul>
<ul style="list-style-type: none"> <li>A Transaction or an Aggregated Transaction at a turnstile, fare gate, or</li> </ul>	<p>Initial Authorization Request<sup>8</sup> equal to the price of the cheapest journey a Cardholder can take</p>	<p>Yes<sup>9</sup></p>	<p>The total amount of the Initial Authorization Request and any Incremental Authorization Requests must</p>

**Table 5-14: Special Authorization Request Allowances and Requirements (continued)**

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
<p>point of boarding at Merchants classified with MCC:</p> <ul style="list-style-type: none"> <li>– 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)</li> <li>– 4112 (Passenger Railways)</li> <li>– 4131 (Bus Lines)</li> </ul>			not exceed USD 25 (or local currency equivalent) (in the US Region, USD 15).
Unattended Transactions at Merchants classified with MCC 7211 (Laundries – Family and Commercial)	An amount not exceeding USD 10 (or local currency equivalent)	No	The Merchant must notify the Cardholder of the Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.
<p>Unattended Transactions at Merchants classified with MCC:</p> <ul style="list-style-type: none"> <li>• 7338 (Quick Copy, Reproduction, and Blueprinting Services)</li> <li>• 7542 (Car Washes)</li> <li>• 7841 (DVD/Video Tape Rental Stores)</li> </ul>	An amount not exceeding USD 15 (or local currency equivalent)	No	The Merchant must notify the Cardholder of the Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.
Unattended Transactions for the sale	An amount not exceeding USD 5 (or local currency	No	The Merchant must notify the Cardholder of the

**Table 5-14: Special Authorization Request Allowances and Requirements (continued)**

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
of food or beverages	equivalent)		Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.
Vehicle Rental Merchants	Estimated Authorization Request <sup>8</sup>	Yes <sup>9</sup>	<p>The Merchant must not include an amount to cover potential damage or an insurance deductible.</p> <p>When submitting the first Estimated Authorization Request, the Merchant must inform the Cardholder both:</p> <ul style="list-style-type: none"> <li>• That the Authorization Request is not final and that there may be subsequent Authorization Requests</li> <li>• Of the amount of the Estimated Authorization Request</li> </ul> <p>The Merchant is not required to submit a final Incremental Authorization Request if the final Transaction amount is no more than the greater of either:</p> <ul style="list-style-type: none"> <li>• The sum of the authorized amounts plus 15%<sup>6</sup></li> <li>• The sum of the authorized amounts plus USD 75 (or local currency equivalent)<sup>4,6</sup></li> </ul>

**Table 5-14: Special Authorization Request Allowances and Requirements (continued)**

Merchant / Transaction Type	Allowed Type and Amount of First or Only Authorization Request	Incremental Authorization Request(s) Allowed?	Other Requirements and Restrictions
<sup>1</sup> This does not apply to a Visa Purchasing Card enrolled in Authorization and Settlement Match. <sup>2</sup> The Merchant must use the Estimated/Initial Authorization Request indicator. <sup>3</sup> The Merchant must use the Incremental Authorization Request indicator and the same Transaction Identifier for all Authorization Requests. <sup>4</sup> This does not apply to a Transaction involving a Merchant in the Europe Region. <sup>5</sup> This does not apply to a Transaction involving a Merchant in the US Region. <sup>6</sup> This does not apply if the last Authorization obtained was a Partial Authorization. <sup>7</sup> This does not apply if the Transaction is a Commercial Payables Transaction completed with a Visa Purchasing Card. <sup>8</sup> The Merchant must use the Estimated/Initial Authorization Request indicator. <sup>9</sup> The Merchant must use the Incremental Authorization Request indicator and the same Transaction Identifier for all Authorization Requests.			

ID# 0025596

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.8.4 Merchant Authorization Processing

### 5.8.4.1 Mail/Phone Order and Electronic Commerce Expiration Date in Authorization

A Mail/Phone Order Merchant and an Electronic Commerce Merchant (for a Non-Secure Transaction and Non-Authenticated Security Transaction) must attempt to obtain a Visa Card expiration date and submit it as part of the Authorization Request.

ID# 0003129

Edition: Apr 2018 | Last Updated: Oct 2014

### 5.8.4.2 Prohibition against Split Transaction

A Merchant must not split a transaction by using 2 or more Transaction Receipts, except for the following:

- Prepayment
- Individual Airline ticket

- Ancillary Purchase Transaction
- Individual Cruise Line ticket
- Installment Transaction
- A transaction in which part of the amount is paid with a Visa Card and the other part paid with another Visa Card or other form of payment
- In the Canada Region and US Region, Transaction that includes a Service Fee
- In the US Region, individual passenger railway ticket

ID# 0008603

Edition: Apr 2018 | Last Updated: Apr 2016

#### 5.8.4.3 Single Authorization Request for Multiple Clearing Transactions

A Merchant may obtain a single Authorization and submit multiple Clearing Records only if either:

- The Merchant is an Airline, a Cruise Line, or a US railway Merchant.
- The Merchant is a Card-Absent Environment Merchant that ships goods, and all of the following:
  - The purpose is to support a split shipment of goods.
  - The Transaction Receipts associated with each shipment contain:
    - The same Account Number and expiration date
    - The same Merchant Outlet name
  - The Merchant discloses to the Cardholder the possibility of multiple shipments on its website and/or application or in writing.
  - With each shipment, the Merchant notifies the Cardholder of the Transaction amount of the shipment.
  - The Transaction is not completed with a Visa Commercial Card enrolled in Authorization and Settlement Match.

The Acquirer must use a Multiple Clearing Sequence Number.

ID# 0027756

Edition: Apr 2018 | Last Updated: Apr 2017

#### 5.8.4.4 Deferred Authorization Merchant Requirements

**Effective 13 April 2019**

An Acquirer or Merchant that sends an Authorization Request for a Card-Present Environment Transaction that cannot be submitted at the time of the Transaction due to a connectivity or system issue must both:

- Include a deferred Authorization indicator in the Authorization Request
- Obtain an Authorization as follows:
  - For MCC 4111, MCC 4112 or MCC 4131, within 4 days of the Transaction Date
  - For all other MCCs, within 24 hours of the Transaction Date

ID# 0030061

Edition: Apr 2018 | Last Updated: New

#### 5.8.4.5 Approval Response Validity Timeframes

An Approval Response is valid for a Transaction completed as follows:

**Table 5-15: Approval Response Validity Periods**

Transaction Type	Approval Response is valid for a Transaction Date: <sup>1</sup>
Aggregated Transaction in a Card-Absent Environment	No later than 7 calendar days from the date on which the first Authorization Request received an Approval Response
In-Transit Transaction	<p>Within 24 hours of the Approval Response (Authorization may occur after the Transaction is completed)</p> <p>An Authorization Request for an In-Transit Transaction may occur while in transit or at the final destination. The Merchant must obtain Authorization within 24 hours of the passenger vehicle reaching its final destination.</p>
<ul style="list-style-type: none"> <li>• Installment Transaction</li> <li>• Prepayment</li> <li>• Recurring Transaction</li> <li>• Unscheduled Credential-on-File Transaction</li> <li>• Card-Absent Environment Transactions classified with MCC 4121 (Taxicabs and Limousines) initiated with an Estimated Authorization Request</li> </ul>	That is the day of the Approval Response

**Table 5-15: Approval Response Validity Periods (continued)**

Transaction Type	Approval Response is valid for a Transaction Date: <sup>1</sup>
Transaction initiated with an Initial Authorization Request at a turnstile, fare gate, or point of boarding at a transit Merchant classified with MCC 4111, 4112, or 4131	No later than 7 calendar days (in the US Region, 3 calendar days) from the date of the Approval Response to the Initial Authorization Request. Any Incremental Authorization Requests do not extend this timeframe.
Transaction initiated with an Estimated Authorization Request at any of the following Merchants: <ul style="list-style-type: none"> <li>• Aircraft rental</li> <li>• Bicycle rental</li> <li>• Boat rental</li> <li>• Equipment rental</li> <li>• Motor home rental</li> <li>• Motorcycle rental</li> <li>• Trailer parks and campgrounds</li> </ul>	No later than 7 calendar days from the date of the Approval Response to the Estimated Authorization Request. Any Incremental Authorization Requests do not extend this timeframe.
Transaction initiated with an Estimated Authorization Request at any of the following Merchants: <ul style="list-style-type: none"> <li>• Cruise Line</li> <li>• Lodging Merchant</li> <li>• Vehicle Rental Merchant</li> </ul>	No later than 31 calendar days from the date of the Approval Response to the Estimated Authorization Request. Any Incremental Authorization Requests do not extend this timeframe.
Mass Transit Transaction	No later than 3 calendar days from the date of the Approval Response
Other Card-Absent Environment Transactions	No later than 7 calendar days from the date of the Approval Response
Other Card-Present Environment Transactions	That is the day of the Approval Response
<sup>1</sup> As specified in <i>Section 7.7.1.2, Transaction Date Limits</i>	

The Authorization date and the Transaction Date are each counted as one day.



#### 5.8.4.6 Merchant Submission of Authorization Reversals

A Merchant must submit an Authorization Reversal, as follows:<sup>1</sup>

**Table 5-16: Authorization Reversal Requirement**

Transaction	Reversal Amount	Reversal Timeframe
For a completed Transaction initiated with an Estimated Authorization Request at a Cruise Line, Lodging Merchant, or Vehicle Rental Merchant, and the final Transaction amount is more than 15% below the sum of the authorized amounts	Difference between the final Transaction amount and sum of the authorized amounts	Within 24 hours of Transaction completion
For all other completed Transactions, if the final Transaction amount is less than the sum of the authorized amounts	Difference between the final Transaction amount and sum of the authorized amounts	Within 24 hours of Transaction completion
For all other Approval Responses, if a Transaction is not completed	Authorized amount or amounts	Within 24 hours of the earlier of either: <ul style="list-style-type: none"> <li>When the Transaction was cancelled or the Cardholder decided to pay by other means</li> <li>The end of the Approval Response validity period, as specified in <a href="#">Section 5.8.4.5, Approval Response Validity Timeframes</a></li> </ul>

When a Merchant submits an Incremental Authorization Request, the Merchant may reverse multiple authorized amounts with a single Authorization Reversal only if it uses the same Transaction Identifier for all Authorization Requests and the Authorization Reversal.

<sup>1</sup> These requirements do not apply to Automated Fuel Dispenser Transactions in the US Region or in the Europe Region.

#### 5.8.4.7 Prohibition of Magnetic Stripe-Read Visa Debit Authorization Requests – Canada Region

In the Canada Region, a Visa Debit Acquirer must not process a Magnetic Stripe-read Authorization Request from a domestic Visa Debit Category Card.

ID# 0025968

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.8.4.8 Card Verification Value 2 (CVV2) as an Imprint – US Region

##### Effective through 14 April 2018

In the US Region, for the Card Verification Value 2 (CVV2) to be an Imprint, a Transaction must meet all of the following conditions:

- The Transaction complies with all of the following:
  - Occurs in a Face-to-Face Environment
  - Is key-entered
  - Is not a Quasi-Cash Transaction, Cash-Back Transaction, or Manual Cash Disbursement
- The Merchant is neither:
  - Assigned MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
  - Able to read the Magnetic Stripe
- CVV2 is included in the Authorization Request
- Authorization was obtained

ID# 0026370

Edition: Apr 2018 | Last Updated: Apr 2017

## 5.9 Specific Acceptance Environments and Procedures

### 5.9.1 Cash, Cash Equivalents, and Prepaid

#### 5.9.1.1 Manual Cash Disbursement Requirements

If a Member makes Manual Cash Disbursements to other Issuers' Cardholders, it must do so in a uniform manner for all Visa products properly presented.

In the Canada Region and US Region, a Member authorized to make Cash Disbursements must make Manual Cash Disbursements to other Issuers' Visa Prepaid Cardholders at all of its Branches.

A Member may make Manual Cash Disbursements through the offices of its related companies only if all of the following:

- The companies are primarily engaged in providing financial services to the public.
- The Member or the Member's holding company wholly owns the company.
- Visa has given the Member prior approval.

ID# 0006851

Edition: Apr 2018 | Last Updated: Apr 2015

#### 5.9.1.3 Manual Cash Disbursement – Acquirer Access Fee

An Acquirer must not impose an Access Fee on a domestic Manual Cash Disbursement unless applicable laws or regulations expressly require that the Acquirer be permitted to assess an Access Fee.

This does not apply in the:

- AP Region (Australia, Thailand)
- Canada Region
- LAC Region (Puerto Rico)
- US Region

If an Acquirer assesses an Access Fee on a Manual Cash Disbursement, it must do all of the following:

- Disclose to the Cardholder the Access Fee before it is assessed and provide the Cardholder the opportunity to cancel the Manual Cash Disbursement
- Assess the Access Fee as a fixed and flat fee
- Assess the same Access Fee on all Visa products, regardless of Issuer
- Not assess an Access Fee on a Manual Cash Disbursement conducted with a Card issued in the Europe Region (unless applicable laws and regulations expressly require that the Acquirer be permitted to assess an Access Fee)
- In the Canada Region and US Region, not assess an Access Fee on a Manual Cash Disbursement conducted with a domestic Visa Prepaid Card
- Include the Cash Disbursement and Access Fee amounts in the same Clearing Record and identify the Access Fee separately

ID# 0028922

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.9.1.4 Cash-Back Requirements

In addition to requirements for each country/Region in *Table 5-17, Cash-Back Requirements*, a Cash-Back Transaction must comply with all of the following:

- Be authorized Online and completed as a domestic purchase Transaction in a Face-to-Face Environment
- Uniquely identify the Cash-Back portion of the Transaction amount
- Be processed in the Merchant's local currency
- Be conducted using the Cardholder signature, PIN, or Consumer Device Cardholder Verification Method

In the Canada Region, all Acquirers and their processors must support Cash-Back at the Point of Sale (POS).

A Member must not process a credit refund or Credit Transaction Receipt for the Cash-Back component of a Transaction.

**Table 5-17: Cash-Back Requirements**

Region/Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
<b>AP Region</b>					
Australia	Must be available	USD 998 (or local currency equivalent)	Only debit Chip Cards	<ul style="list-style-type: none"> <li>• Must contain a PIN<sup>1</sup></li> <li>• Must not be a Fallback Transaction</li> </ul>	N/A
India	Must be available	Cash-Back disbursements must not exceed the daily Cash-Back limit per Card specified by the Reserve Bank of India	Only products permitted by the Reserve Bank of India	N/A	N/A

## Visa Product and Service Rules

### 5 Acceptance

#### Visa Core Rules and Visa Product and Service Rules

Table 5-17: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
<b>Canada Region</b>					
Canada	Not allowed	USD 200 (or local currency equivalent)	<ul style="list-style-type: none"> <li>• Reloadable Prepaid Chip and PIN-enabled Card</li> <li>• Visa Debit Card</li> </ul>	Must contain a PIN	Must participate in Partial Authorization
<b>CEMEA Region</b>					
<b>Effective 13 April 2019</b> Kenya	Not allowed	USD 200	<ul style="list-style-type: none"> <li>• Debit Card</li> <li>• Visa Prepaid Card</li> </ul>	N/A	Partial Authorization is not allowed
South Africa	Allowed	Cash-Back Transaction amount must not exceed ZAR 1,500	<ul style="list-style-type: none"> <li>• Debit Card</li> <li>• Visa Prepaid Card</li> <li>• Credit Card</li> </ul>	Must contain a PIN	N/A
<b>Europe Region</b>					
All other countries where Cash-Back is allowed (unless listed below)	Not allowed	Country-specific	<ul style="list-style-type: none"> <li>• Debit Card</li> <li>• Credit Card</li> </ul>	Must contain a PIN	N/A
Bulgaria	Not allowed	BGN 50	All Cards	Must contain a PIN	N/A
Czech Republic	<b>Effective through 13 April 2018</b> Not allowed	<b>Effective through 13 April 2018</b> CZK 1,500	<ul style="list-style-type: none"> <li>• Debit Card</li> <li>• Credit Card</li> </ul>	Must contain a PIN	The Issuer must pay the Acquirer CZK 2.50 per

**Table 5-17: Cash-Back Requirements (continued)**

Region/Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
	(must be in conjunction with a purchase of at least CZK 300)  <b>Effective 14 April 2018</b> Not allowed	<b>Effective 14 April 2018</b> CZK 3,000			Transaction
Finland	Not allowed	EUR 400	All Cards	Must contain a PIN	N/A
Germany	Not allowed	<b>Effective through 31 July 2018</b> EUR 100  <b>Effective 1 August 2018</b> EUR 200	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Credit Card</li> </ul>	Must contain a PIN	N/A
Greece	Not allowed (must be in conjunction with a purchase of at least EUR 10)	EUR 50 (per day)	All Cards	<ul style="list-style-type: none"> <li>Must contain a PIN</li> <li>Merchant Outlet must be classified with MCC 5311 or 5411</li> </ul>	N/A
Italy	Not allowed	EUR 100; Cash-Back Transaction amount must not exceed purchase amount	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Credit Card</li> </ul>	Must contain a PIN	N/A

**Table 5-17: Cash-Back Requirements (continued)**

Region/Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
Poland	Not allowed	PLN 300	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Credit Card</li> </ul>	Must contain a PIN	N/A
Republic of Ireland	Not allowed	EUR 100	Debit Card	Must contain a PIN	N/A
Romania	Not allowed	RON 200	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Credit Card</li> </ul>	Must contain a PIN	N/A
Slovakia	Not allowed (must be in conjunction with a purchase of at least EUR 5)	EUR 50	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Credit Card</li> </ul>	Must contain a PIN	N/A
Sweden	Not allowed	SEK 2,000	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Credit Card</li> </ul>	N/A	N/A
Switzerland	Not allowed	Cash-Back Transaction amount must be between CHF 10 and CHF 200	All Cards	Must contain a PIN or other secure payment method (for example: fingerprint)	N/A
Turkey	Allowed	Cash-Back Transaction amount must be between TL 10 and TL 100	<ul style="list-style-type: none"> <li>Visa Electron Card</li> <li>Direct (Immediate) Debit Card</li> </ul>	Must contain a PIN	N/A
United Kingdom	Not allowed	GBP 100	<ul style="list-style-type: none"> <li>Debit Card</li> <li>Visa Electron Card</li> </ul>	Must contain a PIN	N/A

Table 5-17: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
<b>US Region</b>					
US Region	Must be available <sup>2</sup>	USD 200	<ul style="list-style-type: none"> <li>• Visa debit product</li> <li>• Visa Prepaid Card</li> </ul>	Must contain a PIN	Must participate in Partial Authorization
<b>Other countries (only with Visa permission)</b>					
Other	Not allowed	USD 200 (or local currency equivalent)	As agreed with Visa	N/A	N/A
<sup>1</sup> <b>Effective through 30 April 2019</b> Except Transactions authorized through Stand-In Processing <sup>2</sup> Except as specified in <a href="#">Section 5.9.1.5</a>					

ID# 0002971

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.1.5 Processing of Quasi-Cash Transactions

For a Quasi-Cash Transaction, a Merchant must comply with all of the following:

- Not accept a Mobile Payment Device or a Visa Micro Tag for a Quasi-Cash Transaction
- Process a Quasi-Cash Transaction as a purchase and not as a Cash Disbursement<sup>1</sup>
- In the US Region or a US Territory, not add a service fee or commission to the Transaction if the Merchant assesses a US Credit Card Surcharge or Service Fee on the Transaction

<sup>1</sup> Except in South Africa

ID# 0002885

Edition: Apr 2018 | Last Updated: Apr 2015

#### 5.9.1.6 Processing of the Sale of Travelers Cheques and Foreign Currency

A financial institution with authority to make Cash Disbursements that sells or disburses travelers cheques or foreign currency may process the Transaction as either a:



- Quasi-Cash Transaction
- Cash Disbursement

In the US Region, an Acquirer must not add to the Transaction amount any surcharge, commission, or fee.

ID# 0008694

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.9.1.8 Wire Transfer Money Order Merchant Disclosures

A Wire Transfer Money Order Merchant that disburses checks or money orders must both:

- Advise the Cardholder that the Merchant accepting the Card is the wire transfer company, not the payee. The check or money order must be payable to the party cashing the check or money order.
- Disclose any fee to the Cardholder and include it on the Transaction Receipt

ID# 0002887

Edition: Apr 2018 | Last Updated: Oct 2015

#### 5.9.1.9 Wire Transfer Money Order Requirements and Restrictions – US Region

In the US Region, unless a Cardholder authorizes a Wire Transfer Money Order Merchant to process a Wire Transfer Money Order electronically, a Wire Transfer Money Order must be a written negotiable instrument that complies with all of the following:

- Is signed by the maker or drawer
- Is payable on demand
- Is payable to order or to bearer
- Unless otherwise specified, contains all of the following:
  - Federal Reserve routing symbol
  - Suffix of the institutional identifier of the paying bank or nonbank payor
  - Name, city, and state of the paying bank associated with the routing number

The Wire Transfer Money Order Merchant must comply with all of the following:

- In advertising and marketing materials associated with a money order purchase, both:
  - Specify that the Transaction involves the purchase of a money order
  - Clearly identify the Wire Transfer Money Order Merchant as the Merchant completing the Transaction
- Not use the Visa-Owned Marks to imply that a Cardholder may use a Card to either:
  - Pay for goods or services at the Merchant Outlet
  - Satisfy an outstanding debt to the Merchant
- Disclose both of the following to the Cardholder in writing (or, for a telephone order, verbally):
  - The name of the Wire Transfer Money Order Merchant accepting the Card
  - That the Transaction is the purchase of a check or money order and that any subsequent Transaction with the third-party merchant is the same as a transaction made with cash
- Not include more than one Wire Transfer Money Order Transaction on a single check or money order
- Not complete a Wire Transfer Money Order Transaction if the funds are obtained to purchase goods or services at a third-party merchant outlet under the terms of the agreement between the Wire Transfer Money Order Merchant and third-party merchant. This does not apply to agreements involving any of the following:
  - Casino or other gambling establishment
  - Check-cashing outlet
  - Truck stop offering cash access services

ID# 0008440

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.1.10 Point-of-Sale Balance Inquiry and Point-of-Sale Balance Return Service – Acquirer Participation Requirements

An Acquirer that participates in the Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return Service must complete systems testing with Visa.

In the US Region, an Acquirer must participate in the Point-of-Sale Balance Inquiry and/or Point-of-Sale Balance Return Service.

ID# 0025546

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.1.14 Visa Prepaid Card Compromise

A Merchant that sells Visa Prepaid Cards must not sell a Visa Prepaid Card if there is evidence of potential Card compromise, such as tampered packaging. The Merchant must retain the Card and follow recovered Card requirements.

ID# 0025787

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.2 Chip

##### 5.9.2.1 Chip Transaction Acquirer Data Requirements

An Acquirer that processes a Chip-initiated Transaction must support Full-Chip Data processing via its host system and process VIS and Common Core Definitions Chip Cards.

ID# 0004842

Edition: Apr 2018 | Last Updated: Apr 2018

##### 5.9.2.2 Acquirer Liability for Fallback Transactions

Transactions accepted as Fallback Transactions are the liability of the Acquirer if both:

- The Card is a Chip Card containing a Visa and Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application.
- One of the following:
  - Transaction is not authorized by the Issuer or the Issuer's agent
  - Transaction is authorized by the Issuer or the Issuer's agent, and the appropriate values identifying the Transaction as a Fallback Transaction are not included within the related Authorization Message
  - **Effective through 13 April 2018**

In the Europe Region, Account Number was resident on an Exception File with a Decline Response on the Processing Date of the Dispute, and was on an Exception File for a total period of at least 60 calendar days from the date of listing

ID# 0001839

Edition: Apr 2018 | Last Updated: Apr 2018

##### 5.9.2.3 Global Chip Fallback Monitoring Program Criteria

An Acquirer that meets or exceeds all of the monthly performance activity levels for international<sup>1</sup> Chip-initiated Transactions will be placed in the Global Chip Fallback Monitoring Program.

Visa may both:

- Modify or create new monthly performance levels
- Apply the program to Domestic Transactions

<sup>1</sup> In the Europe Region, all Transactions that are Fallback Transactions are monitored as specified in *Section 1.11.1.3*.

ID# 0008404

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.2.4 EMV Liability Shift – Acquirer Liability for Account Generated Counterfeit Fraud

An Acquirer is liable for counterfeit Transactions completed in a Card-Present Environment if all of the following:

- The Transaction did not take place at a Chip-Reading Device.
- The Account Number was not resident on the Issuer's Master File on the Transaction Date.
- All valid Cards bearing Account Numbers within the same account range as the Counterfeit Card are Chip Cards containing a Visa or Visa Electron Smart Payment Application.
- The Transaction was below Merchant's Floor Limit and did not receive Authorization.
- The Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Compliance filing and was on the Exception File for a total period of at least 30 calendar days from the date of listing.

ID# 0001819

Edition: Apr 2018 | Last Updated: Oct 2015

#### 5.9.2.5 EMV Liability Shift – Acquirer Liability for Card-Present Counterfeit Chip Card Transactions

Counterfeit Card Transactions completed in a Card-Present Environment are the liability of the Acquirer if both:

- The Card is a Chip Card containing a Visa or Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application.
- Either:
  - The Transaction does not take place at a Chip-Reading Device and is not a Fallback Transaction completed following correct acceptance procedures.
  - The Transaction is Chip-initiated and the Acquirer does not transmit the Full-Chip Data to Visa.

The requirements in this section apply to qualifying Transactions, as specified in *Section 1.11.1.3*, *EMV Liability Shift Participation*.

This section does not apply if the Authorization record indicates that CVV verification was not performed or that the CVV failed verification.

For a Transaction not involving a Europe Member, this section does not apply if the Transaction contained a payment Token.

ID# 0001837

Edition: Apr 2018 | Last Updated: Apr 2017

#### 5.9.2.6 EMV Liability Shift – Acquirer Liability for Non-Counterfeit Card-Present Fraudulent Transactions

Non-Counterfeit Card fraudulent Transactions completed in a Card-Present Environment are the liability of the Acquirer if either:

- For a Chip-initiated Transaction without Online PIN, the Acquirer does not transmit the Full-Chip Data to Visa.
- All of the following:
  - The Transaction takes place at an Acceptance Device that is not EMV PIN-Compliant.
  - The Card is a PIN-Preferring Chip Card.
  - PIN Verification was not performed.

This section applies to qualifying Transactions, as specified in *Section 1.11.1.3, EMV Liability Shift Participation*.

ID# 0001838

Edition: Apr 2018 | Last Updated: Apr 2016

#### 5.9.2.7 Acquirer Requirements for PIN Acceptance and Processing – AP Region (India)

In the AP Region (India), an Acquirer must comply with all of the following:

- Certify with Visa that its host system supports Chip data and the acceptance of EMV Chip Cards
- Only use or support an EMV-Compliant Acceptance Device with the chip functionality activated
- Deploy and activate PIN pads

ID# 0027956

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.2.8 Acquirer Liability for Chip Transactions in Card-Present Environment – Canada Region

In the Canada Region, an Acquirer will be liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when all of the following are true:

- Transaction does not take place at a Compliant Chip Card Reading Device with a PIN-entry device that supports plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs
- Card is a Compliant Chip Card
- Transaction is reported as a fraudulent Transaction using one of the following fraud type codes:
  - 0 (lost)
  - 1 (stolen)
  - 2 (Card not received as issued [NRI])
  - 4 (Issuer-reported counterfeit)
- Account Number is listed on the Card Recovery Bulletin with an Exception File Pick-up of 04, 07, 41, or 43 on the Processing Date of the Dispute, and is on the Exception File for a total period of at least 60 calendar days from the date of listing

ID# 0004884

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.2.10 Chip Transaction Processing Requirements – US Region

In the US Region, a transaction initiated with a Visa-owned Application Identifier must be processed as a Visa Transaction, a Visa Electron Transaction, an Interlink transaction, or a Plus transaction, as applicable.

This does not apply to transactions from US Covered Visa Debit Cards initiated with the Visa US Common Debit Application Identifier, a Plus-enabled ATM-only Proprietary Card, or an Interlink-enabled Proprietary Card.

ID# 0027580

Edition: Apr 2018 | Last Updated: Oct 2015

### 5.9.3 QR Code

#### 5.9.3.1 QR Code Acquirer Data Requirements – US Region

In the US Region, an Acquirer that processes a QR code Transaction must support Full-Chip Data processing via its host system.

## 5.9.4 Electronic Commerce

### 5.9.4.1 Merchant Website Requirements

An Electronic Commerce Merchant website and/or application must contain all of the following:

- Customer service contact, including email address or telephone number (in the Europe Region, if the Merchant delivers goods or services outside of the Merchant Outlet country, both a local and an internationally accessible telephone number)
- Clearly and prominently display the country of the Merchant Outlet, assigned as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*<sup>1,2</sup> or of the Marketplace, assigned as specified in *Section 5.3.2.1, Assignment of Payment Facilitator, Staged Digital Wallet Operator, or Marketplace Location*, either:
  - On the same screen view as the checkout screen used to present the final Transaction amount
  - Within the sequence of web pages that the Cardholder accesses during the checkout process

A link to a separate web page does not meet this requirement.<sup>3</sup>

- The address for Cardholder correspondence
- Policy for delivery of multiple shipments
- In addition, on an Online Gambling Merchant's homepage or payment page, all of the following:
  - The statement "Internet gambling may be illegal in the jurisdiction in which you are located; if so, you are not authorized to use your payment card to complete this transaction."
  - A statement of the Cardholder's responsibility to know the laws concerning online gambling in the Cardholder's country
  - A statement prohibiting the participation of individuals under a lawful age
  - A complete description of the rules of play, cancellation policies, and pay-out policies
  - A statement recommending that the Cardholder retain a copy of Transaction records and Merchant policies and rules
  - An Acquirer numeric identifier<sup>4</sup>
- In addition, in the Europe Region, the Merchant's consumer data privacy policy

In addition, a Marketplace must both:

- Disclose the country of the Marketplace retailer within the sequence of pages that the Cardholder accesses during the purchase process. A link to a separate web page does not meet this requirement.
- Make available to the Cardholder for at least 120 days from the Processing Date both:
  - The name of the retailer, Transaction Date, and Transaction amount
  - If the retailer is responsible for answering questions about the purchase of the goods, an easy means for the Cardholder to contact the retailer

<sup>1</sup> In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Merchant or Sponsored Merchant that primarily operates from a personal residence is not required to provide the residence street address. In the Europe Region, a Merchant or Sponsored Merchant must include the address of the Merchant Outlet.

<sup>2</sup> A travel agency acting on behalf of another Merchant must display the location of the travel agency. If travel or lodging is sold by a travel agency, the Transaction Country is the country in which the travel agency is located.

<sup>3</sup> In the Europe Region, this may be a link to another web page only if the link forms part of the "click to accept" acknowledgement and refers to the cancellation policy.

<sup>4</sup> Except in the Europe Region, specified by Visa.

ID# 0008635

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.4.2 Electronic Commerce Account Number Security

An Electronic Commerce Merchant must not display the full Account Number to the Cardholder online.

ID# 0003627

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.4.3 Acquirer Support of Verified by Visa or Visa Checkout

An Acquirer must do all of the following:

- Notify its Electronic Commerce Merchant of the availability of Verified by Visa
- Provide Verified by Visa to its Electronic Commerce Merchant as requested
- Comply with *Table 5-18, Acquirer Support of Verified by Visa by Region/Country – Requirements*

**Table 5-18: Acquirer Support of Verified by Visa by Region/Country – Requirements**

Region/ Country	Requirement
Australia	<b>Effective through 12 April 2019</b> Ensure that its Electronic Commerce Merchant processes an Electronic Commerce



**Table 5-18: Acquirer Support of Verified by Visa by Region/Country – Requirements (continued)**

Region/ Country	Requirement
	<p>Transaction using Verified by Visa<sup>1</sup> or an equivalent Visa-approved authentication method if the Merchant exceeds one of the following fraud thresholds in any quarter:</p> <ul style="list-style-type: none"> <li>• The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 25,000 and exceeds 0.25% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> <li>• The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 250,000 and exceeds 0.025% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> </ul> <p>If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery.</p> <p><b>Effective 13 April 2019</b></p> <p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa 3D Secure 2.0,<sup>1</sup> if it is assigned any of the following MCCs:</p> <ul style="list-style-type: none"> <li>• MCC 4722 (Travel Agencies and Tour Operators)</li> <li>• MCC 4816 (Computer Network/Information Services)</li> <li>• MCC 4829 (Wire Transfer Money Orders)</li> <li>• MCC 5085 (Industrial Supplies)</li> <li>• MCC 5311 (Department Stores)</li> <li>• MCC 5399 (Miscellaneous General Merchandise)</li> <li>• MCC 5411 (Grocery Stores and Supermarkets)</li> <li>• MCC 5661 (Shoe Stores)</li> <li>• MCC 5691 (Men's and Women's Clothing Stores)</li> <li>• MCC 5699 (Miscellaneous Apparel and Accessory Shops)</li> <li>• MCC 5722 (Household Appliance Stores)</li> <li>• MCC 5732 (Electronics Stores)</li> <li>• MCC 5733 (Music Stores – Musical Instruments, Pianos, and Sheet Music)</li> <li>• MCC 5734 (Computer Software Stores)</li> <li>• MCC 5912 (Drug Stores and Pharmacies)</li> </ul>

**Table 5-18: Acquirer Support of Verified by Visa by Region/Country – Requirements (continued)**

Region/ Country	Requirement
	<ul style="list-style-type: none"> <li>• MCC 5943 (Stationery Stores, Office and School Supply Stores)</li> <li>• MCC 5944 (Jewelry Stores, Watches, Clocks, and Silverware Stores)</li> <li>• MCC 5999 (Miscellaneous and Specialty Retail Stores)</li> <li>• MCC 6211 (Security Brokers/Dealers)</li> <li>• MCC 7011 (Lodging – Hotels, Motels, Resorts, Central Reservation Services)</li> <li>• MCC 7832 (Motion Picture Theaters)</li> <li>• MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> <li>• MCC 8999 (Professional Services)</li> <li>• MCC 9402 (Postal Services – Government Only)</li> </ul> <p>If a Merchant is not enrolled in Verified by Visa 3D Secure 2.0 and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.</p>
India	<ul style="list-style-type: none"> <li>• Ensure that its Electronic Commerce Merchant processes Electronic Commerce Transactions using Verified by Visa or Visa Checkout<sup>2</sup></li> <li>• Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa or Visa Checkout<sup>2</sup></li> </ul>
New Zealand	<p><b>Effective through 12 April 2019</b></p> <p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa<sup>1</sup> or an equivalent Visa-approved authentication method, if either of the following:</p> <ul style="list-style-type: none"> <li>• The Merchant exceeds USD 10,000 in Visa Transaction volume in any quarter and is assigned one of the following MCCs: <ul style="list-style-type: none"> <li>– MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services)</li> <li>– MCC 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)</li> <li>– MCC 5732 (Electronics Stores)</li> <li>– MCC 5734 (Computer Software Stores)</li> </ul> </li> </ul>

**Table 5-18: Acquirer Support of Verified by Visa by Region/Country – Requirements (continued)**

Region/ Country	Requirement
	<ul style="list-style-type: none"> <li>– MCC 5941 (Sporting Goods Stores)</li> <li>– MCC 5944 (Jewelry Stores, Watches, Clocks, and Silverware Stores)</li> <li>– MCC 5947 (Gift, Card, Novelty and Souvenir Shops)</li> <li>– MCC 6300 (Insurance Sales, Underwriting, and Premiums)</li> <li>– MCC 7399 (Business Service [Not Elsewhere Classified])</li> <li>– MCC 9399 (Government Services [Not Elsewhere Classified])</li> <li>• The Merchant exceeds one of the following fraud thresholds in any quarter: <ul style="list-style-type: none"> <li>– The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 25,000 and exceeds 0.25% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> <li>– The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 250,000 and exceeds 0.025% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> </ul> </li> </ul> <p>If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa<sup>1</sup> within 120 days of discovery.</p> <p><b>Effective 13 April 2019</b></p> <p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa 3D Secure 2.0,<sup>1</sup> if it is assigned any of the following MCCs:</p> <ul style="list-style-type: none"> <li>• MCC 4722 (Travel Agencies and Tour Operators)</li> <li>• MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services)</li> <li>• MCC 5045 (Computers and Computer Peripheral Equipment and Software)</li> <li>• MCC 5310 (Discount Stores)</li> <li>• MCC 5722 (Household Appliance Stores)</li> <li>• MCC 5732 (Electronics Stores)</li> <li>• MCC 5734 (Computer Software Stores)</li> <li>• MCC 5941 (Sporting Goods Stores)</li> </ul>

**Table 5-18: Acquirer Support of Verified by Visa by Region/Country – Requirements (continued)**

Region/ Country	Requirement
	<ul style="list-style-type: none"> <li>MCC 9402 (Postal Services – Government Only)</li> </ul> <p>If a Merchant is not enrolled in Verified by Visa 3D Secure 2.0 and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.</p>
CEMEA Region	Process Electronic Commerce Transactions using Verified by Visa
Nigeria	Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa
Europe Region	Process Secure Electronic Commerce Transactions using Verified by Visa
<sup>1</sup> A Merchant must adhere to an Issuer's requested authentication method <sup>2</sup> This applies only to Visa Checkout Transactions less than or equal to INR 2,000.	

ID# 0004619

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.4.4 Online Gambling Merchant and Acquirer Requirements

An Online Gambling Merchant must both:

- Have a valid license or other appropriate authority to operate its website and/or application
- Identify an Online Gambling Transaction with both:
  - MCC 7995 (Betting), even when gambling services are not the Merchant's primary business
  - Either:
    - In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, identify the Transaction with the Quasi-Cash/Online Gambling Transaction indicator
    - In the Europe Region, identify the Transaction as an Online Gambling Transaction in the Authorization Request and Clearing Record

If a Member, Merchant, Payment Facilitator, or Sponsored Merchant is unable to distinguish an Online Gambling Transaction from other Transactions, it must both:

- Identify all Transactions as Online Gambling Transactions
- Inform the Cardholder that Transactions may be identified on the billing statement as gambling Transactions

ID# 0002474

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.4.5 Use of Funds Transfer for Online Gambling

If a funds transfer to an individual is to be used for an Online Gambling Transaction, an Acquirer must identify the funds transfer Transaction as an Online Gambling Transaction.

The Acquirer must have processes to identify and eliminate abuse by an individual, funds transfer Merchant, or Online Gambling Merchant that attempts to circumvent proper Transaction identification.

If Visa determines that an individual is facilitating Online Gambling Transactions through funds transfers, Visa may impose these requirements on the funds transfer Merchant for any future funds transfers to that individual.

ID# 0002955

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.4.6 Disbursement of Gambling Winnings to a Cardholder

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a gambling Merchant must not deposit a Credit Transaction to disburse gambling winnings to a Cardholder except for an Original Credit Transaction.

In the Europe Region, a gambling Merchant must disburse gambling winnings to a Cardholder using an Original Credit Transaction and not in the form of cash, a check, or any other payment method.

If a gambling Merchant uses an Original Credit Transaction to disburse gambling winnings to a Cardholder, it must ensure that both the:

- Original Credit Transaction is processed to the same Account Number that was used to place the winning wager
- Transaction representing the winning wager was lawfully made, properly identified, and processed according to the Visa Rules

In the US Region, gambling winnings disbursed to a Visa Prepaid Card are not required to be issued to the same Account Number that initiated the wager, but must comply with all of the following:

- Be submitted by a gambling Merchant authorized by the Issuer to disburse winnings via a program that has been approved by Visa
- Be transmitted to the Issuer using a funding mechanism approved by Visa
- Represent a Transaction for the winning wager that was lawfully made, properly identified, and processed according to Visa Rules

ID# 0002958

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.4.7 Verified by Visa Dispute Protection Limitations – US Region

##### Effective for Chargebacks processed through 13 April 2018

In the US Region, an Acquirer must notify its Verified by Visa Merchant that its Electronic Commerce Transactions are not eligible for Chargeback protection from Chargeback reason codes 75 (Transaction Not Recognized) and 83 (Fraud-Card-Absent Environment)<sup>1</sup> if either:

- The Merchant is classified with one of the following MCCs:
  - MCC 4829 (Wire Transfer Money Orders)
  - MCC 5967 (Direct Marketing – Inbound Teleservices Merchant)
  - MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
  - MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- The Merchant has been identified in the Visa Chargeback Monitoring Program or the Visa Fraud Monitoring Program. The Acquirer must notify the Merchant that it remains ineligible while it is in either program, and for an additional 4 months after exiting the program. This condition also applies if the Merchant enabled Verified by Visa while identified in either program.

##### Effective for Disputes processed on or after 14 April 2018

In the US Region, an Acquirer must notify its Verified by Visa Merchant that its Electronic Commerce Transactions are not eligible for Dispute protection from Dispute Condition 10.4: Other Fraud – Card-Absent Environment if either:

- The Merchant is classified with one of the following MCCs:
  - MCC 4829 (Wire Transfer Money Orders)
  - MCC 5967 (Direct Marketing – Inbound Teleservices Merchant)

- MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
- MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- **Effective 14 April 2018**  
MCC 6540 (Non-Financial Institutions: Stored Value Card Purchase/Load)
- **Effective 14 April 2018**  
MCC 7801 (Government Licensed On-Line Casinos [On-Line Gambling])
- **Effective 14 April 2018**  
MCC 7802 (Government-Licensed Horse/Dog Racing)
- **Effective through 30 September 2018**  
The Merchant has been identified in the Visa Chargeback Monitoring Program or the Visa Fraud Monitoring Program. The Acquirer must notify the Merchant that it remains ineligible while it is in either program, and for an additional 4 months after exiting the program. This condition also applies if the Merchant enabled Verified by Visa while identified in either program.
- **Effective 1 October 2018**  
The Merchant has been identified in the Visa Fraud Monitoring Program. The Acquirer must notify the Merchant that it remains ineligible while it is in the program. This condition also applies if the Merchant enabled Verified by Visa while identified in the program.

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, Dispute condition 10.4: Other Fraud – Card-Absent Environment

ID# 0004608

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.9.5 Mail/Phone Order Transactions

### 5.9.5.1 Disclosure of Mail/Phone Order Merchant Outlet Country

A Mail/Phone Order Merchant must disclose the Merchant Outlet country when presenting payment options to a Cardholder.

ID# 0002902

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.6 Aggregated Transactions

##### 5.9.6.1 Aggregated Transaction Merchant Requirements

Only the following Merchants may process an Aggregated Transaction:

- Electronic Commerce Merchants
- Merchants assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)

An Aggregated Transaction must comply with all of the following:

- Not include purchases made more than 7 calendar days apart or, in the US Region, more than 3 calendar days apart
- For an Electronic Commerce Transaction, not exceed USD 15 (or local currency equivalent)
- For a Transaction with MCC 4111, 4112, or 4131, not exceed USD 25 (or local currency equivalent) or in the US Region, USD 15

For an Aggregated Transaction, a Merchant must do all of the following:

- At the Point of Transaction, inform the Cardholder of all of the following:
  - That Transaction aggregation will occur
  - The Transaction aggregation terms, including the maximum number of calendar days and Transaction value
  - How to obtain details of the aggregated purchases
- Make individual purchase information and Aggregated Transaction information available to a Cardholder for at least 120 days after the processing date of the Aggregated Transaction
- In the US Region, both:
  - Be able to process a Partial Authorization
  - For an Electronic Commerce Transaction, obtain an Authorization of no more than USD 15 at the start of each aggregation session



#### 5.9.7 T&E and Rental Transactions

##### 5.9.7.1 International Airline Program Participation Requirements

Before entering into a Merchant Agreement with an Airline for participation in the International Airline Program, an Acquirer must do all of the following:

- Meet Visa capitalization and reserve requirements
- Obtain approval of its business plan from Visa
- Ensure that the Airline sells tickets directly in its own name in 2 or more countries, operates scheduled flights between 2 or more countries, or both

An Acquirer must notify Visa if it acquires an Airline Merchant Outlet that is in a country not specified in the business plan.

ID# 0006089

Edition: Apr 2018 | Last Updated: Oct 2017

##### 5.9.7.2 Merchant Requirements for Guaranteed Reservations

If a Merchant accepts a Guaranteed Reservation, the Merchant must do all of the following:

- Be one of the following Merchant types:
  - Lodging Merchant
  - Aircraft rental Merchant
  - Bicycle rental Merchant
  - Boat rental Merchant
  - Equipment rental Merchant
  - Motor home rental Merchant
  - Motorcycle rental Merchant
  - Trailer park or campground
  - Vehicle Rental Merchant
- Provide disclosure of reservation conditions to the Cardholder at the time of the reservation. If the reservation was made by telephone, the Merchant must send to the Cardholder a written reservation confirmation containing all required disclosures within 24 hours of the reservation.
- Provide to the Cardholder a period of at least 24 hours after delivery of the reservation confirmation to cancel the reservation without penalty

- Hold the reservation for at least 24 hours after the agreed start time unless the Cardholder cancels the reservation by the time specified in the Merchant's cancellation policy
- If the Cardholder claims the reservation within 24 hours of the agreed start time, and the Merchant has failed to hold the reservation, provide at no cost to the Cardholder comparable accommodation, merchandise, or services, and pay for associated costs, or as otherwise agreed by the Cardholder, until the reserved accommodation, merchandise, or services become available
- Process a No-Show Transaction only if the Cardholder has not properly canceled the reservation according to the disclosed and agreed cancellation policy and has not claimed the reservation

ID# 0029266

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.7.3 Conditions for Assessing Amended Amounts or Delayed Charges

A Merchant may process a Transaction evidencing an amended amount or delayed charge, only as follows:

**Table 5-19: Conditions for Amended Amounts and Delayed Charges**

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage <sup>1</sup>	All Other Delayed Charges
Eligible Merchant types	<ul style="list-style-type: none"> <li>• Aircraft rental Merchant</li> <li>• Bicycle rental Merchant</li> <li>• Boat rental Merchant</li> <li>• Cruise Line</li> <li>• Equipment rental Merchant</li> <li>• Lodging Merchant</li> <li>• Motor home rental Merchant</li> <li>• Motorcycle rental Merchant</li> <li>• Trailer parks and campgrounds</li> <li>• Vehicle Rental Merchant</li> </ul>		
The charge must:	Be directly related to both: <ul style="list-style-type: none"> <li>• The merchandise or services provided by the Merchant to the</li> </ul>	Comply with all of the following: <ul style="list-style-type: none"> <li>• Be directly related to the merchandise or services provided by the</li> </ul>	Be directly related to both: <ul style="list-style-type: none"> <li>• The merchandise or services provided by the Merchant to the</li> </ul>

**Table 5-19: Conditions for Amended Amounts and Delayed Charges (continued)**

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage <sup>1</sup>	All Other Delayed Charges
	<p>Cardholder (for example: insurance or rental fees)</p> <ul style="list-style-type: none"> <li>A Transaction in which the Cardholder participated</li> </ul>	<p>Merchant to the Cardholder during the rental period</p> <ul style="list-style-type: none"> <li>Be the actual cost for replacement/repair of damage to the Merchant's property or for an insurance deductible, whichever is less</li> <li>If a prepayment, not be used to pay for damage, theft, or loss of use</li> </ul>	<p>Cardholder (for example: tolls or parking tickets)</p> <ul style="list-style-type: none"> <li>A Transaction in which the Cardholder participated</li> </ul>
<p>To support the charge, the Merchant must provide to the Cardholder:</p>	<p>The amended Transaction Receipt</p>	<p>Within 10 business days of the rental return, check-out, or disembarkation date, and before processing any additional Transaction, documentation that does all of the following:</p> <ul style="list-style-type: none"> <li>Explains the charge and connects the charge to the Cardholder's use of the merchandise or services during the rental period</li> <li>Includes<sup>2</sup> any accident, police, or insurance report</li> <li>For damage to a rental vehicle, provides at least 2 quotes from entities that are legally</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>The Transaction Receipt for the delayed charge</li> <li>An explanation of the charge (if for a parking ticket or traffic violation, this must include documentation from the appropriate civil authority with the license number of the rental vehicle, the time and location of the violation, and the amount of the penalty in the currency of the civil authority)</li> </ul>

**Table 5-19: Conditions for Amended Amounts and Delayed Charges (continued)**

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage <sup>1</sup>	All Other Delayed Charges
		<p>permitted to perform repairs</p> <ul style="list-style-type: none"> <li>Specifies the portion of the loss, theft, or damage that will be paid by insurance and the reason that the Cardholder is liable for the amount claimed</li> <li>Informs the Cardholder that payment for loss, theft, or damage with the Cardholder's Visa Card is optional and not a required or default payment option</li> </ul>	
The Cardholder must expressly approve the charge before the Merchant processes the Transaction (except in the Europe Region):	No, unless required by applicable laws or regulations	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, yes. The Cardholder must expressly agree in writing to pay the specific charges after the loss, theft, or damage has occurred and after receiving all required disclosures and amounts from the Merchant.</p> <p>In the Europe Region:</p> <ul style="list-style-type: none"> <li>The Cardholder may, within 10 business days of receiving this confirmation, and at no cost to the Merchant,</li> </ul>	No

**Table 5-19: Conditions for Amended Amounts and Delayed Charges (continued)**

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage <sup>1</sup>	All Other Delayed Charges
		<p>provide an alternative written estimate for the cost of repairing the damage.</p> <ul style="list-style-type: none"> <li>• If agreement is not reached between the Merchant and the Cardholder for the cost of repairing the damage, and if the Merchant processes the delayed charge Transaction, the Cardholder may dispute the Transaction.</li> <li>• The Merchant must wait 20 business days from the date of the confirmation receipt provided to the Cardholder before processing a delayed charge for damages.</li> </ul>	
The Merchant must process the charge within:	24 hours of check-out or rental return	90 calendar days of the rental return, check-out, or disembarkation date	
<p><sup>1</sup> Requirements for rental Merchants in the Europe Region are specified in <i>Section 5.9.7.4, Rental Merchant Charges for Damages – Europe Region</i>.</p> <p><sup>2</sup> Required for Transactions involving car or truck rental. For all other Merchants, as applicable</p>			

ID# 0007398

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.7.4 Rental Merchant Charges for Damages – Europe Region

In the Europe Region, when a rental Merchant carries out a delayed charge Transaction for charges relating to damage to a rental vehicle, the Merchant must provide the Acquirer with all of the

following:

- A copy of the rental agreement
- An estimate of the cost of the damage from an organization that can legally provide repairs
- The relevant civil authority's accident report (if applicable)
- Documentation showing that the Cardholder has given consent that a delayed charge Transaction may be processed using the Cardholder's Card to cover damages to a rental vehicle. This consent must be evidenced by either:
  - The Cardholder's signature on the same page as, and close to, the description of the charges that may be covered by the delayed charge Transaction
  - The Cardholder's signature on the agreement and the Cardholder's initials on each page of the agreement, including on the same page as the description of the charges that may be covered by the delayed charge Transaction
- Any other documentation demonstrating the Cardholder's liability for the damage
- A copy of the insurance policy of the rental Merchant, if the Merchant requires that the Cardholder pay an insurance deductible for damages and a copy of the vehicle rental agreement showing that the Cardholder consents to be responsible for the insurance deductible

ID# 0004141

Edition: Apr 2018 | Last Updated: Apr 2017

## 5.9.8 Dynamic Currency Conversion

### 5.9.8.1 Dynamic Currency Conversion (DCC) – Acquirer Requirements

Before processing a Dynamic Currency Conversion (DCC) Transaction, an Acquirer must both:

- Comply with the DCC registration and certification requirements specified in the *International Transactions Guide*<sup>1</sup>
- Ensure that each Merchant Outlet that conducts DCC complies with the Visa Rules and *International Transactions Guide*<sup>1</sup>

<sup>1</sup> **Effective through 13 October 2017**

In the Europe Region, *DCC Acquirer and Merchant Standards Manual*

ID# 0025740

Edition: Apr 2018 | Last Updated: Apr 2018

### 5.9.8.3 Dynamic Currency Conversion (DCC) – Merchant Requirements

A Merchant that offers Dynamic Currency Conversion (DCC) must comply with all of the following:

- Inform the Cardholder that DCC is optional and not use any language or procedures that may cause the Cardholder to choose DCC by default
- Ensure that the Cardholder is given all the relevant information to allow them to make a clear and transparent decision to expressly agree<sup>1</sup> to a DCC Transaction
- Not misrepresent, either explicitly or implicitly, that its DCC service is a Visa service<sup>2</sup>
- Offer DCC in the Cardholder Billing Currency
- Not impose any additional requirements on the Cardholder to have the Transaction processed in the local currency
- Not convert a Transaction amount in the local currency that has been approved by the Cardholder into an amount in the Cardholder Billing Currency after the Transaction has been completed but not yet entered into Interchange
- In the US Region or a US Territory, include the US Credit Card Surcharge amount, if assessed, in the conversion
- In the AP Region (Australia), include any Surcharge amount, if assessed, in the conversion

If an Electronic Commerce Merchant uses a Cardholder's Account Number to determine eligibility to convert the purchase amount from the Merchant's currency to the Cardholder Billing Currency it must comply with all requirements relating to a DCC Transaction.

<sup>1</sup> A Cardholder must actively make a selection (for example: checking a box or button) and the DCC option must not be pre-selected

<sup>2</sup> In the Europe Region, inform the Cardholder before obtaining Authorization that DCC is a service provided by the Merchant or Acquirer

## 5.9.9 Prepayments, Repeated Payments, and Deferred Payments

### 5.9.9.1 Requirements for Prepayments and Transactions Using Stored Credentials

A Merchant or its agent, a Payment Facilitator, or a Digital Wallet Operator that processes partial and full prepayments and that stores a Stored Credential and/or processes Transactions using a Stored Credential must comply with *Table 5-20, Requirements for Prepayments and Transactions Using Stored Credentials*.

These requirements do not apply to the following when the Merchant or its agent uses the Stored Credential for a single Transaction or a single purchase:

- A No-Show Transaction
- A Transaction involving an amended amount or a delayed charge

- A Transaction involving an Incremental Authorization
- A Transaction where the Merchant is allowed to submit a new Authorization Request for the same Transaction
- A Transaction that received a Decline Response and is resubmitted for Authorization, as specified in *Section 7.3.6.1, Preauthorized Transaction Decline Response*

**Table 5-20: Requirements for Prepayments and Transactions Using Stored Credentials**

Prepayment (Partial)	Prepayment (Full)	Transaction Using a Stored Credential
<b>Eligible Purchases</b>		
Any	Any of the following: <ul style="list-style-type: none"> <li>• T&amp;E</li> <li>• Custom merchandise or services</li> <li>• In a Face-to-Face Environment, where not all items purchased in the Transaction are immediately available but will be shipped or provided at a later date</li> <li>• Recreational services or activities related to tourism and travel</li> </ul>	Any
<b>Disclosure to Cardholder and Cardholder Consent</b>		
<p><b>Effective 14 October 2017 in the Europe Region</b>  <b>Effective 14 April 2018 in the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region</b></p> <p>When entering into a Cardholder agreement, all requirements related to the specific Transaction type listed below must be clearly displayed at the time that the Cardholder gives their consent and must be displayed separately from the general purchase terms and conditions.</p>		
The Merchant must provide, and the Cardholder must consent to, <sup>1</sup> all of the	The Merchant must provide, and the Cardholder must consent to, <sup>1</sup> all of the	When capturing a Stored Credential for the first time, the Merchant or its agent, the Payment Facilitator, or the Staged Digital Wallet Operator must establish an agreement with the Cardholder <sup>1</sup>



**Table 5-20: Requirements for Prepayments and Transactions Using Stored Credentials (continued)**

Prepayment (Partial)	Prepayment (Full)	Transaction Using a Stored Credential
<p>following in writing at the time of the first or only partial prepayment:</p> <ul style="list-style-type: none"> <li>• Description of promised merchandise or services</li> <li>• Terms of service</li> <li>• Timing of delivery to Cardholder</li> <li>• Transaction amount</li> <li>• Total purchase price</li> <li>• Terms of final payment, including the amount and currency</li> <li>• Cancellation and refund policies</li> <li>• Date and time that any cancellation privileges expire without prepayment forfeiture</li> <li>• Any associated charges</li> </ul>	<p>following in writing at the time of the full prepayment:</p> <ul style="list-style-type: none"> <li>• Description of promised merchandise or services</li> <li>• Terms of service</li> <li>• Timing of delivery to Cardholder</li> <li>• Transaction amount</li> <li>• Refund policies</li> <li>• Date and time that any refund privileges expire without prepayment forfeiture</li> <li>• Any associated charges</li> </ul>	<p>that contains all of the following:</p> <ul style="list-style-type: none"> <li>• A truncated version of the Stored Credential (for example: last 4 digits of the Account Number), as it may be updated from time to time</li> <li>• How the Cardholder will be notified of any changes to the agreement</li> <li>• How the Stored Credential will be used</li> <li>• The expiration date of the agreement, if applicable</li> </ul> <p>In addition, before processing an Installment Transaction, Recurring Transaction, or Unscheduled Credential-on-File Transaction, the Merchant or its agent must obtain the Cardholder's express informed consent<sup>1</sup> to an agreement that contains all of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction amount (including all associated taxes and charges) or a description of how the Transaction amount will be determined</li> <li>• The Transaction currency</li> <li>• Where surcharging is permitted, acknowledgement of any surcharge assessed and the associated disclosures</li> <li>• Cancellation and refund policies</li> <li>• The location of the Merchant Outlet</li> <li>• In addition, for Installment Transactions, both: <ul style="list-style-type: none"> <li>– Total purchase price</li> <li>– Terms of future payments, including the dates, amounts, and currency</li> </ul> </li> <li>• In addition, for Recurring Transactions, the fixed dates or intervals on which the Transactions will be processed</li> <li>• In addition, for Unscheduled Credential-on-File</li> </ul>

**Table 5-20: Requirements for Prepayments and Transactions Using Stored Credentials (continued)**

Prepayment (Partial)	Prepayment (Full)	Transaction Using a Stored Credential
		<p>Transactions, the event that will prompt the Transaction (for example: if the Cardholder's balance falls below a certain amount)</p> <p>The Merchant or its agent, the Payment Facilitator, or the Staged Digital Wallet Operator must retain the Cardholder's agreement for the duration of the agreement and provide it to the Issuer upon request. The Merchant or its agent, the Payment Facilitator, or the Staged Digital Wallet Operator must retain the Cardholder's agreement for the duration of the agreement and provide it to the Issuer upon request.</p>
<b>Amount</b>		
A prepayment amount must be less than the cost of the merchandise or services purchased and must be applied to the total obligation.	The prepayment amount must be equal to the cost of the merchandise or services purchased.	<p>The amount:</p> <ul style="list-style-type: none"> <li>For an Installment Transaction, may include interest charges, except in the US Region</li> <li>For a Recurring Transaction or an Unscheduled Credential-on-File Transaction, must not include finance charges</li> </ul>
<b>Transaction Processing Requirements</b>		
Zero Floor Limit for each Transaction. The amount authorized must be no more than the amount of the individual Transaction. If an Authorization Request for a subsequent payment is declined, the Merchant must notify the Cardholder in writing and allow the Cardholder at least 7 days to pay by	The Merchant must comply with all requirements applicable to the Transaction type.	<p>Zero Floor Limit (Authorization required) for the initial and subsequent Transactions. The amount authorized must be no more than the amount of the individual Transaction.</p> <p>When capturing a Stored Credential for the first time, the Merchant or its agent, the Payment Facilitator, or the Staged Digital Wallet Operator must do all of the following:</p> <ul style="list-style-type: none"> <li>Either: <ul style="list-style-type: none"> <li>Submit an Authorization Request for the amount due</li> <li>If payment is not required, submit an Account</li> </ul> </li> </ul>

**Table 5-20: Requirements for Prepayments and Transactions Using Stored Credentials (continued)**

Prepayment (Partial)	Prepayment (Full)	Transaction Using a Stored Credential
other means.		<p>Verification</p> <ul style="list-style-type: none"> <li>• Use the appropriate indicator in the POS environment field</li> <li>• If the initial Authorization Request or Account Verification is not approved, not store the credential</li> </ul> <p>For a Transaction using a Stored Credential, the Merchant or its agent, the Payment Facilitator, or the Staged Digital Wallet Operator must use POS Entry Mode code 10.</p> <p>In addition, for a subsequent Recurring Transaction, Installment Transaction, or Unscheduled Credential on File Transaction, the Merchant or its agent, the Payment Facilitator, or the Staged Digital Wallet Operator must use the appropriate indicator in the POS environment field.</p> <p>For a Transaction using a Stored Credential initiated by the Cardholder, the Merchant or its agent must also validate the Cardholder's identity (for example: with a login ID and password) before processing each Transaction.</p> <p>For an Installment Transaction, all of the following:</p> <ul style="list-style-type: none"> <li>• If an Authorization Request for a subsequent payment is declined, the Merchant or its agent must notify the Cardholder in writing and allow the Cardholder at least 7 days to pay by other means.</li> <li>• A Merchant or its agent must not process an initial Installment Transaction until the merchandise or services have been provided to the Cardholder and must not process individual Installment Transactions at intervals less than either: <ul style="list-style-type: none"> <li>– 7 calendar days</li> </ul> </li> </ul>

**Table 5-20: Requirements for Prepayments and Transactions Using Stored Credentials (continued)**

Prepayment (Partial)	Prepayment (Full)	Transaction Using a Stored Credential
		<ul style="list-style-type: none"> <li>– In the US Region, the monthly anniversary of the shipment date</li> <li>• Except as specified in the <i>Visa International Certificate of Incorporation and By-Laws</i>, Visa assumes no liability for an Installment Transaction processed more than 30 calendar days from the Authorization date.</li> </ul>
Cancellation Procedure		
<p>If the Cardholder cancels within the terms of the cancellation policy, the Merchant must provide to the Cardholder both of the following within 3 business days:</p> <ul style="list-style-type: none"> <li>• Cancellation or refund confirmation in writing</li> <li>• Credit Transaction Receipt for the amount specified in the cancellation policy</li> </ul>	<p>If the Cardholder cancels within the terms of the cancellation policy, the Merchant must provide to the Cardholder both of the following within 3 business days:</p> <ul style="list-style-type: none"> <li>• Cancellation or refund confirmation in writing</li> <li>• Credit Transaction Receipt for the amount specified in the cancellation policy</li> </ul>	<p>The Merchant or its agent must both:</p> <ul style="list-style-type: none"> <li>• Provide a simple cancellation procedure, and, if the Cardholder's order was initially accepted online, at least an online cancellation procedure</li> <li>• Not complete a Transaction: <ul style="list-style-type: none"> <li>– Beyond the duration expressly agreed by the Cardholder</li> <li>– If the Cardholder requests that the Merchant or its agent change the payment method</li> <li>– If the Cardholder cancels according to the agreed cancellation policy</li> <li>– If it receives a Decline Response</li> </ul> </li> </ul> <p>For an Installment Transaction, if the Cardholder cancels within the terms of the cancellation policy, the Merchant or its agent must provide to the Cardholder both of the following within 3 business days:</p> <ul style="list-style-type: none"> <li>• Cancellation or refund confirmation in writing</li> <li>• Credit Transaction Receipt for the amount specified in the cancellation policy</li> </ul>
Retention of Payment		
If the Cardholder does not pay the balance and	If the Cardholder does not cancel within the	None

**Table 5-20: Requirements for Prepayments and Transactions Using Stored Credentials (continued)**

Prepayment (Partial)	Prepayment (Full)	Transaction Using a Stored Credential
does not cancel within the terms of the cancellation policy, the Merchant may retain a partial prepayment only if the Merchant has disclosed on the Transaction Receipt that the prepayment is nonrefundable.	terms of the cancellation policy, the Merchant may retain a full prepayment only if the Merchant has disclosed on the Transaction Receipt that the prepayment is nonrefundable.	
<b>Merchant Responsibility to Refund an Amount and Provide a Comparable Substitute</b>		
<p>The Merchant must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service.</p> <p>If the Cardholder claims a reservation, and the Merchant has not held the reservation, the Merchant must provide at no additional cost to the Cardholder comparable merchandise or services and pay any associated costs for the remainder of the reserved time period, or as agreed between the Merchant and the Cardholder.</p>		<p>The Merchant or its agent must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service.</p>
<p><sup>1</sup> Where required by applicable laws or regulations, the Merchant or its agent must also provide to the Cardholder a record of the Cardholder's consent.</p>		

ID# 0029267

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.9.2 Merchant Communication Requirements for Recurring and Unscheduled Credential-on-File Transactions – Europe Region

In the Europe Region, a Merchant must use the method of communication agreed with the Cardholder to do the following:

- For a Recurring Transaction, both:
  - Provide the Cardholder with confirmation that a Recurring Transaction agreement has been established within 2 business days
  - Provide notification to the Cardholder at least 7 working days before a Recurring Transaction if any of the following is true:
    - More than 6 months have elapsed since the previous Recurring Transaction.
    - A trial period, introductory offer, or any promotional activity has expired.
    - The Recurring Transaction agreement has been changed, including, but not limited to:
      - Any change to the amount of the Recurring Transaction
      - Any change to the date of the Recurring Transaction
- For an Unscheduled Credential-on-File Transaction, provide notification to the Cardholder of any change in the agreement, including, but not limited to, any change in the amount of the Transaction, at least 2 working days before the change

At the same time as providing this notification, the Merchant must advise the Cardholder how to cancel the agreement with the Merchant.

ID# 0029844

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.9.9.3 Mobile Phone Airtime Prepayment – Europe Region (United Kingdom)

In the Europe Region (United Kingdom), to accept a Transaction for the purchase of prepaid mobile phone airtime in a Card-Absent Environment, a Merchant must do all of the following:

- Register no more than 2 Visa Cards or Visa Electron Cards per mobile phone account, and no more than 2 mobile phone accounts per Visa Card or Visa Electron Card
- Obtain the Cardholder's name and home address
- Check the Card Verification Value 2 (CVV2) and Account Verification Service (AVS) data
- For a Recurring Transaction, all of the following:
  - Establish only one Recurring Transaction agreement per mobile phone account
  - Authenticate the initial Recurring Transaction by either:
    - Verified by Visa (VbV)—Electronic Commerce Indicator 5
    - CVV2/AVS checks
  - Conduct a new CVV2/AVS data check if the Cardholder's Stored Credential changes

CVV2/AVS checks are not required on subsequent Recurring Transactions when all of the following criteria are met:

- The account of the Visa Card or Visa Electron Card is one of the 2 registered to that mobile phone account.
- CVV2/AVS data was submitted as part of a previous Transaction for prepaid mobile phone airtime, made on the same account of the registered Visa Card or Visa Electron Card, and confirmed as matched by the Issuer at least 3 months before setting up the Recurring Transaction.
- The maximum amount of GBP 30 per calendar month is not exceeded.

If an Issuer charges back a Transaction, the Acquirer must inform the Merchant, and the Merchant must:

- Block the mobile phone account(s) for which the fraudulent prepayment was made
- Cancel the Visa Card or Visa Electron Card registration
- Not reregister a Visa Card or Visa Electron Card with the same Account Number

ID# 0030056

Edition: Apr 2018 | Last Updated: Oct 2017

## 5.9.10 Visa Easy Payment Service (VEPS) and Small Ticket Transactions

### 5.9.10.1 Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria

A Visa Easy Payment Service (VEPS) Transaction must meet all of the following requirements:

Table 5-21: VEPS Qualifying Criteria

Transaction Element	Qualifying Criteria
Transaction Types	<p>The Transaction must be conducted in a Card-Present Environment. The Transaction must not be any of the following:</p> <ul style="list-style-type: none"> <li>• A Fallback Transaction</li> <li>• An Account Funding Transaction</li> <li>• An ATM Cash Disbursement Transaction</li> <li>• A Cash-Back Transaction</li> <li>• A Manual Cash Disbursement</li> <li>• A Quasi-Cash Transaction</li> <li>• A Prepaid Load Transaction</li> </ul>

**Table 5-21: VEPS Qualifying Criteria (continued)**

Transaction Element	Qualifying Criteria
	<ul style="list-style-type: none"> <li>A Transaction where Dynamic Currency Conversion is performed</li> </ul>
Cardholder Verification Method	Not required
Transaction Amount	The Transaction amount (including taxes, if applicable, and surcharge, if permitted) must not exceed the limit specified in <a href="#">Section 5.1.1</a> .
Eligible MCCs	<p>All MCCs are eligible, unless an exception is listed below or the MCC is prohibited.</p> <p><b>Effective 14 April 2018</b></p> <p>In the Europe Region, a Transaction that is not a Contactless Transaction and that does not take place at an Unattended Cardholder-Activated Terminal is eligible only with one of the following MCCs:</p> <ul style="list-style-type: none"> <li>4111 (Local and Suburban Commuter Passenger Transportation, including Ferries)</li> <li>4121 (Taxicabs and Limousines)</li> <li>4131 (Bus Lines)</li> <li>4784 (Tolls and Bridge Fees)</li> <li>5311 (Department Stores)</li> <li>5499 (Miscellaneous Food Store – Convenience Stores and Specialty Markets)</li> <li>5812 (Eating Places and Restaurants)</li> <li>5814 (Fast Food Restaurants)</li> <li>5912 (Drug Stores and Pharmacies)</li> <li>5993 (Cigar Stores and Stands)</li> <li>5994 (News Dealers and Newsstands)</li> <li>7211 (Laundries – Family and Commercial)</li> <li>7216 (Dry Cleaners)</li> <li>7338 (Quick Copy, Reproduction, and Blueprinting Services)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> <li>7542 (Car Washes)</li> <li>7832 (Motion Picture Theaters)</li> </ul>



**Table 5-21: VEPS Qualifying Criteria (continued)**

Transaction Element	Qualifying Criteria
	<ul style="list-style-type: none"> <li>7841 (DVD/Video Tape Rental Stores)</li> </ul>
Prohibited MCCs	<p>The Transaction must not contain any of the following MCCs:</p> <ul style="list-style-type: none"> <li>5542 (Automated Fuel Dispensers)</li> <li>5965 (Direct Marketing – Combination Catalog and Retail Merchants)</li> <li>5969 (Direct Marketing/Direct Marketers [Not Elsewhere Classified])</li> <li>6011 (Automated Cash Disbursements)</li> <li>6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)</li> <li>7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> <li>9405 (Intra-Government Purchases)</li> </ul>
Transaction Processing Requirements	<p>The Transaction must both:</p> <ul style="list-style-type: none"> <li>Be authorized</li> <li>Contain POS Entry mode of 05, 07, 90, or 91</li> </ul>

ID# 0025692

Edition: Apr 2018 | Last Updated: Oct 2017

### 5.9.10.3 Small Ticket Transactions – Europe Region

#### Effective through 13 April 2018

In the Europe Region, a Small Ticket Transaction must comply with all of the following requirements:

**Table 5-22: Small Ticket Transaction Requirements – Europe Region**

Transaction Element	Requirement
Allowed MCCs	<ul style="list-style-type: none"> <li>For Contactless Transactions, any</li> <li>For Unattended Transactions, any</li> <li>For Face-to-Face or semi-attended Transactions, any of the following: <ul style="list-style-type: none"> <li>4111 (Local and Suburban Commuter Passenger Transportation, including Ferries)</li> <li>4121 (Taxicabs and Limousines)</li> </ul> </li> </ul>

**Table 5-22: Small Ticket Transaction Requirements – Europe Region (continued)**

Transaction Element	Requirement
	<ul style="list-style-type: none"> <li>– 4131 (Bus Lines)</li> <li>– 4784 (Tolls and Bridge Fees)</li> <li>– 5311 (Department Stores)</li> <li>– 5499 (Miscellaneous Food Store – Convenience Stores and Specialty Markets)</li> <li>– 5812 (Eating Places and Restaurants)</li> <li>– 5814 (Fast Food Restaurants)</li> <li>– 5912 (Drug Stores and Pharmacies)</li> <li>– 5993 (Cigar Stores and Stands)</li> <li>– 5994 (News Dealers and Newsstands)</li> <li>– 7211 (Laundries – Family and Commercial)</li> <li>– 7216 (Dry Cleaners)</li> <li>– 7338 (Quick Copy, Reproduction, and Blueprinting Services)</li> <li>– 7523 (Parking Lots, Parking Meters and Garages)</li> <li>– 7542 (Car Washes)</li> <li>– 7832 (Motion Picture Theaters)</li> <li>– 7841 (DVD/Video Tape Rental Stores)</li> </ul>
Prohibited Transactions	<p>The Transaction must not be any of the following:</p> <ul style="list-style-type: none"> <li>• Account Funding Transactions</li> <li>• ATM Transactions</li> <li>• Fallback Transactions</li> <li>• Manual Cash Disbursements</li> <li>• Prepaid Load Transactions</li> <li>• Quasi-Cash Transactions</li> <li>• Transactions where Dynamic Currency Conversion (DCC) is performed</li> <li>• Transactions that include Cash-Back</li> </ul>
Transaction Processing	<p>The Transaction must comply with all of the following:</p>

Table 5-22: Small Ticket Transaction Requirements – Europe Region (continued)

Transaction Element	Requirement
Requirements	<ul style="list-style-type: none"> <li>• Be authorized</li> <li>• Contain POS Entry mode of 05, 07, 90, or 91</li> <li>• Must not be processed if a PIN-Preferring Chip Card is used in a Face-to-Face Environment at an Acceptance Device with a PIN pad</li> <li>• Must not exceed applicable Transaction limits</li> </ul>

ID# 0029836

Edition: Apr 2018 | Last Updated: Oct 2017

## 5.9.11 Debt Repayment

### 5.9.11.1 Repayment of Existing Debt – Europe Region

#### Effective through 12 October 2018

In the Europe Region, in addition to the requirements in *Section 1.5.5.4, Payment of Existing Debt*, a Merchant or Acquirer may accept a Direct (Immediate) Debit Card or a Visa Electron Card for the repayment of debt only if all of the following:

- The Transaction is a Domestic Transaction.
- The debt is not considered uncollectible (for example: payments to a collection agency or in an attempt to recover funds for a dishonored check).
- The Merchant complies with all of the following:
  - Uses MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)
  - Is a member of its recognized professional body or association
  - Obtains Online Authorization
  - Identifies the Transaction using a debt repayment indicator<sup>1</sup>
  - Completes the Transaction as a purchase
  - Includes on the Transaction Receipt the type of repayment made (for example: "loan," "mortgage," "credit card," "goods," or "services")
  - Includes all of the following data elements in the Authorization Request:
    - Date of birth of recipient account holder
    - Recipient account number (either partially masked or up to 10 characters)

- Partial postcode of recipient account holder
- Last name of recipient account holder
- In the United Kingdom, a Merchant or Acquirer may accept a Visa Card, including a Visa Credit Card, for the repayment of debt that is considered uncollectible only if it complies with all of the following:
  - Has as its principal business the collection of overdue debts
  - Uses MCC 7299 (Miscellaneous Personal Services)
  - Uses Verified by Visa if it accepts Visa Debit Cards for the payment of Visa Credit Card bills

<sup>1</sup> In the United Kingdom, a Merchant is not required to flag the Transaction with a debt repayment indicator.

ID# 0029830

Edition: Apr 2018 | Last Updated: Oct 2017

#### 5.9.11.2 Repayment of Debt

**Effective through 13 April 2018 in the AP Region (Australia, New Zealand), Canada Region, and US Region**

A Merchant may accept a Visa Card to repay a debt<sup>1</sup> only if the Merchant:

- Is assigned to MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) or MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
- Accepts only consumer Visa debit Cards, Visa Business debit cards, and Visa Prepaid Cards for debt repayment. The acceptance of Visa Credit Cards for the repayment of debt is prohibited.
- Includes the debt repayment indicator in the Authorization Request and Clearing Record of all debt repayment transactions<sup>5.9.11.2</sup>
- Does not accept payments for debt in any of the following categories:
  - Debt representing payday lending
  - Charged-off debt held by a non-financial institution or debt that has been sold to a non-financial institution<sup>2</sup>
  - Time-barred debt<sup>3</sup>
- In the US Region, is registered as a Limited Acceptance Merchant of eligible Visa Debit Category Cards (including Visa Prepaid Cards) in all channels where payments for the repayment of debt are accepted. However, the Merchant may accept all Visa Cards for any of its other lines of business that do not collect payments on debt.

**Effective 14 April 2018 in the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region**

**Effective 13 October 2018 in the Europe Region**

An Acquirer must ensure that a debt<sup>1</sup> repayment Transaction complies with all of the following:

**Table 5-23: Debt Repayment Transaction Requirements**

Requirement	Description
Prohibitions	<ul style="list-style-type: none"> <li>• Use of a credit Card or charge Card</li> <li>• Debt that exceeds the statute of limitations and is no longer collectible in a lawsuit, unless the Merchant obtains written Cardholder agreement to the charge and the amount</li> </ul>
Restrictions	<ul style="list-style-type: none"> <li>• For debt that has been charged-off and transferred from the original owner to a third party, the Merchant must be either: <ul style="list-style-type: none"> <li>– A regulated financial institution</li> <li>– Located in the Europe Region and a member of a professional body that creates industry standards</li> </ul> </li> <li>• For payday lending,<sup>4</sup> the Merchant must be both: <ul style="list-style-type: none"> <li>– Located in the Europe Region</li> <li>– A member of a recognized professional body or association</li> </ul> </li> </ul>
Signage	Merchants must display signage to reflect the type of Cards they accept <sup>5</sup>
Processing Requirements	<ul style="list-style-type: none"> <li>• Include the debt repayment indicator in the Authorization Request and Clearing Record</li> <li>• Assign MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) or MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)</li> <li>• Complete the Transaction as a purchase</li> <li>• In the Europe Region: <ul style="list-style-type: none"> <li>– In the United Kingdom, for the collection of overdue debt, include all of the following data in the Authorization Request: <ul style="list-style-type: none"> <li>▪ Date of birth of recipient account holder</li> <li>▪ Recipient account number (either partially masked or up to 10 characters)</li> <li>▪ Partial postcode of recipient account holder</li> </ul> </li> </ul> </li> </ul>

**Table 5-23: Debt Repayment Transaction Requirements (continued)**

Requirement	Description
	<ul style="list-style-type: none"> <li>▪ Last name of recipient account holder</li> <li>– In other countries, either of the following:                             <ul style="list-style-type: none"> <li>▪ Authenticate the Cardholder using 3-D Secure</li> <li>▪ Include all of the following data in the Authorization Request:                                     <ul style="list-style-type: none"> <li>▪ Date of birth of recipient account holder</li> <li>▪ Recipient account number (either partially masked or up to 10 characters)</li> <li>▪ Partial postcode of recipient account holder</li> <li>▪ Last name of recipient account holder</li> </ul> </li> </ul> </li> </ul>
Resubmissions	<p>A debt repayment Transaction that receives a Decline Response may not be resubmitted for Authorization if any of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction has already been submitted 3 times with each retry resulting in a Decline Response</li> <li>• After more than 14 calendar days from the date of the original Decline Response</li> <li>• If the Decline Response code is one of the following:                             <ul style="list-style-type: none"> <li>– 04 (Pickup card)</li> <li>– 14 (Invalid account number (no such number))</li> <li>– 41 (Pickup card (lost card))</li> <li>– 43 (Pickup card (stolen card))</li> <li>– 52 (No checking account)</li> <li>– 57 (Transaction not permitted to cardholder)</li> <li>– 75 (Allowable number of PIN-entry tries exceeded)</li> <li>– 78 (Blocked, first used)</li> <li>– 82 (Negative Online CAM, dCVV, iCVV, or CVV results)</li> </ul> </li> </ul> <p>The Merchant must not deposit the Transaction if an Approval Response is received after a Decline Response that meets one of these conditions.</p>

In the Europe Region (United Kingdom), a Merchant or Acquirer may accept a Visa Card, including a Visa Credit Card, for the repayment of debt that is considered uncollectible only if it complies with all of the following:

- Has as its principal business the collection of overdue debts
- Uses MCC 7299 (Miscellaneous Personal Services)
- Uses Verified by Visa if it accepts Visa debit Cards for the payment of Visa Credit Card bills

<sup>1</sup> Money owed by one party (debtor) to another party (creditor). Debt includes the obligation to repay money in connection with: loans, credit card balances, or the funding of the purchase of goods or services by an entity that is not the seller of the goods or services. Lease payments, where ownership of the goods does not automatically pass to the lessee at the end of the lease, or installment or delayed payment for the purchase of goods or services under terms provided to the Cardholder by the seller of the goods or services are not treated as debt for the purpose of the Visa Rules.

<sup>2</sup> **Effective through 13 April 2018**

Charged-off debt may be paid using a Visa debit Card, provided that the financial institution still holds the debt and is the Merchant of record (MCC 6012 [Financial Institutions – Merchandise, Services, and Debt Repayment]).

<sup>3</sup> **Effective through 13 April 2018**

Debt that exceeds the statute of limitations and is no longer collectible in a lawsuit.

<sup>4</sup> A loan or advance either as defined by local law or where the consumer is required to repay the loan or advance within 60 days, either as a single repayment or as a repayment in a fixed amount and the total amount paid by the consumer to extinguish the debt or obligation substantially exceeds the original amount borrowed or advanced

<sup>5</sup> The Merchant must accept all Visa Cards for its other lines of business that do not collect payments on debt.

ID# 0003026

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.9.12 Health Care

### 5.9.12.1 Preauthorized Health Care Transactions – US Region

For a Preauthorized Health Care Transaction in the US Region, a Health Care Merchant must obtain from the Cardholder an Order Form that contains all of the following:

- A description of the requested services
- Permission for the Health Care Merchant to charge the Cardholder's account for the balance due following the Merchant's receipt of any applicable insurance payment
- Time period (not to exceed one year) for which permission is granted

A Health Care Merchant must not request Authorization for the amount due until it has received notification of adjudication from the Cardholder's insurance company.

ID# 0008706

Edition: Apr 2018 | Last Updated: Oct 2014

##### 5.9.12.2 Acquirer Participation in Healthcare Auto-Substantiation – US Region

In the US Region, to process a Healthcare Auto-Substantiation Transaction, an Acquirer or its agent must comply with all of the following:

- Be licensed and certified by SIGIS
- Provide the Visa Flexible Spending Account (FSA) or Visa Health Reimbursement Arrangement (HRA) BIN list only to eligible Merchants
- Ensure that HRA and FSA Auto-Substantiation Transactions originate only from a SIGIS-certified Merchant
- Provide an IIAS Merchant Verification Value to the Merchant and include it in the Authorization Request
- Comply with all SIGIS requirements, including storage and fulfillment of Transaction Receipt data
- Fulfill Retrieval Requests for Transaction Receipt data associated with Visa Healthcare Auto-Substantiation Transactions. The Fulfillment must not be processed using Visa Resolve Online.

ID# 0003106

Edition: Apr 2018 | Last Updated: Oct 2016

##### 5.9.12.3 Merchant Participation in Healthcare Auto-Substantiation – US Region

In the US Region, a Merchant that participates in Healthcare Auto-Substantiation must comply with all of the following:

- Be licensed and certified by SIGIS

ID# 0025549

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.9.13 Visa Fleet Card

##### 5.9.13.1 Visa Fleet Card Acquirer and Merchant Requirements – Canada and CEMEA Regions

In the Canada Region and CEMEA Region, an Acquirer that agrees to support the Visa Fleet Card Product must ensure the Visa Fleet Card Application Identifier (AID), and the appropriate terminal application is implemented in the terminal of its Merchant that wants to support Visa Fleet Card Transactions.

A Visa Fleet Card Acquirer must ensure that its Merchant that agrees to support Visa Fleet Card Transactions both:



- Modify POS Systems to support the Visa Fleet Card Application Identifier (AID)
- Modify POS systems to prompt and/or validate the Enhanced Data, and to pass on the Enhanced Data

ID# 0029231

Edition: Apr 2018 | Last Updated: Oct 2015

#### 5.9.13.2 Visa Fleet Card Merchant Requirements – US Region

In the US Region, a Merchant that accepts a Visa Fleet Card must both:

- Prompt the Cardholder to provide the data required by the service prompt indicator
- Pass complete and accurate prompt-input data with the Visa Fleet Card Enhanced Data

ID# 0027525

Edition: Apr 2018 | Last Updated: Oct 2014

#### 5.9.15 Up-Selling and Negative Option Merchants

##### 5.9.15.1 Up-Selling Merchant Requirements

An up-selling Merchant<sup>1</sup> must comply with all of the following:

- Clearly disclose to the Cardholder all of the following:
  - The name of the up-selling Merchant offering the goods and services in a manner that clearly differentiates the up-selling Merchant from the initial Merchant
  - A description of the goods and services
  - The length of any trial period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
  - The Transaction amount and Transaction Date
  - The cancellation policy
- Obtain the Cardholder's express informed consent for any subsequent Transactions by requiring the Cardholder to do all of the following:
  - Enter the Cardholder's Account Number for the subsequent Transactions
  - Enter the Cardholder's name, address, and contact information
  - Perform an additional confirmatory action to indicate consent to the Transaction (for example: clicking a confirmation button)
- Comply with all other Transaction processing requirements

This does not apply in the Europe Region.

<sup>1</sup> An online seller of goods and services different from, and not affiliated with or subsidiary of, the initial Merchant with whom the Cardholder initiates the Transaction.

ID# 0026364

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.9.15.2 Negative Option Merchant Requirements

A Negative Option Merchant must comply with all of the following:

- Obtain the Cardholder's express informed consent by disclosing all purchase terms and conditions before initiating the initial Transaction, including, but not limited to, the following:
  - The name of the Merchant offering the goods and services
  - A description of the goods and services
  - The Transaction amount and Transaction Date (including for each recurring charge)
  - The length of any trial period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
  - The cancellation policy
- Provide a simple mechanism for the Cardholder to cancel charges
- Comply with all other Transaction requirements

This does not apply in the Europe Region.

ID# 0026365

Edition: Apr 2018 | Last Updated: Oct 2016

#### 5.9.16 Gambling

##### 5.9.16.1 Acquirer Requirements for Gambling Transactions in Norway – Europe Region

In the Europe Region, an Acquirer that acquires gambling Transactions in Norway must ensure that gambling Transactions are conducted only at Merchants licensed by the Norwegian Gaming Authority.

ID# 0030012

Edition: Apr 2018 | Last Updated: Apr 2017

#### 5.9.17 Mass Transit

##### 5.9.17.1 Mass Transit Transaction Authorization Requirements

A Merchant performing a Mass Transit Transaction must submit an Online Authorization Request either:

- At the end of each Travel Period
- In the Europe Region, if any of the following conditions apply:
  - The Card was used for the first time at the Merchant or more than 14 calendar days have elapsed since Online Authorization was last requested for the Account Number by the Merchant.
  - The Chip on the Card requested Online Authorization at any point during the Travel Period.
  - The cumulative value of a Mass Transit Transaction since the last Online Authorization Request by the Merchant for the Account Number is equal to or greater than the Mass Transit Transaction cumulative offline limit.<sup>1</sup>

<sup>1</sup> This limit is set to the same value as the Contactless Floor Limit in that country.

ID# 0030049

Edition: Apr 2018 | Last Updated: Apr 2018

##### 5.9.17.2 Mass Transit Transaction Requirements

An Acquirer must ensure that its Merchants that perform Mass Transit Transactions do all of the following:

- Register with Visa
- Deploy Contactless-only Acceptance Devices
- **Effective 13 October 2018 in the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region**  
Assign a Payment Account Reference (PAR)
- Submit an Account Verification when a Card is first used at the Merchant
- Block a Card from being used for travel within one hour of receiving either:
  - A Decline Response
  - An Issuer response to an Account Verification indicating that the Transaction should not be completed with that Card

- Reset the Mass Transit Transaction parameters held for a Card on the Merchant's host system and/or remove any travel block on the Card only after receiving an Approval Response to an Authorization Request that contained Full-Chip Data
- Upon completion of a Transaction, provide the Cardholder with access to all of the following information for a minimum of 120 days following the Transaction Processing Date:
  - Merchant name
  - Total Transaction amount in the Transaction Currency
  - Details of each individual journey completed during the Travel Period, including the start and end time of each journey
  - Final Transaction Date
  - Any discounts applied

To obtain an Approval Response following a Decline Response, the Merchant must request Online Authorization using either of the following amounts:

- If no fare is outstanding, the Transaction amount that was cleared following the Decline Response. Upon receipt of an Approval Response, the travel block must be removed within one hour and the Authorization Request must be reversed.
- The amount of any outstanding fare. Upon receipt of an Approval Response, the travel block must be removed within one hour.

**Table 5-24: Mass Transit Transaction Processing Requirements**

Merchant Outlet Location	Maximum Transaction Amount that can be Cleared Following the First Decline Response		Authorization Requests in Response to the Initial Decline Response		Travel Period
	Domestic Transactions	Intraregional Transactions	Number Permitted	Timeframe for Resubmissions	
AP Region					
India	INR 100	INR 0	4	14 calendar days	24 hours
Singapore	SGD 15	SGD 0	4	14 calendar days	120 hours
All other countries	0	0	4	14 calendar days	24 hours
Canada Region					
All	0	0	4	14 calendar days	24 hours

## Visa Product and Service Rules

### 5 Acceptance

#### Visa Core Rules and Visa Product and Service Rules

Table 5-24: Mass Transit Transaction Processing Requirements (continued)

Merchant Outlet Location	Maximum Transaction Amount that can be Cleared Following the First Decline Response		Authorization Requests in Response to the Initial Decline Response		Travel Period
	Domestic Transactions	Intraregional Transactions	Number Permitted	Timeframe for Resubmissions	
CEMEA Region					
Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Turkmenistan, Ukraine, Uzbekistan	USD 1	USD 1	4	14 calendar days	24 hours
Albania, Bosnia and Herzegovina, Kosovo, Macedonia, Montenegro, Serbia	USD 2	USD 2	4	14 calendar days	24 hours
All other countries	0	0	4	14 calendar days	24 hours
Europe Region					
Netherlands	EUR 0	EUR 5	6	14 calendar days	24 hours
United Kingdom	GBP 10	GBP 6	6	14 calendar days	24 hours
All other countries	EUR 5	EUR 5	6	14 calendar days	24 hours
LAC Region					
All	USD 5	USD 5	4	14 calendar days	24 hours
US Region					
All	0	0	4	14 calendar days	24 hours

<sup>1</sup> If a Merchant does not perform Offline Data Authentication using fast Dynamic Data Authentication (fDDA), the Acquirer must notify Visa before the Merchant may accept Mass Transit Transactions.

## 5.9.18 Straight Through Processing

### 5.9.18.1 Straight Through Processing – Acquirer Participation Requirements

**Effective 20 January 2018**

To participate in Straight Through Processing an Acquirer must register with Visa and sign a *Straight Through Processing Participation Agreement*.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0030129

Edition: Apr 2018 | Last Updated: New

## 5.10 Transaction Receipt Requirements

### 5.10.1 Transaction Receipt Delivery to Cardholders

#### 5.10.1.1 Transaction Receipt Delivery to Cardholders

A Merchant or Acquirer must provide a completed Transaction Receipt to a Cardholder, as follows:

**Table 5-25: Transaction Receipt Delivery to Cardholders**

Transaction Type	Transaction Receipt Required	When Transaction Receipt Must Be Provided
<p>The Merchant initiates the Transaction, including any of the following:</p> <ul style="list-style-type: none"> <li>Deferred Payment Transactions</li> <li>Recurring Transactions</li> <li>Installment Transactions</li> <li>Unscheduled Credential-on-File Transactions</li> </ul>	Yes	At the time of the Transaction
<p>The Cardholder initiates the Transaction, and any of the following:</p> <ul style="list-style-type: none"> <li>The Transaction Receipt contains a restricted return, refund, or exchange policy</li> </ul>	Yes	At the time of the Transaction

**Table 5-25: Transaction Receipt Delivery to Cardholders (continued)**

Transaction Type	Transaction Receipt Required	When Transaction Receipt Must Be Provided
<ul style="list-style-type: none"> <li>The Merchant requires the Transaction Receipt if the Cardholder returns merchandise</li> <li>The Transaction is a Dynamic Currency Conversion Transaction</li> </ul>		
<p>The Transaction is any of the following:</p> <ul style="list-style-type: none"> <li>Expedited exit Transactions at an amusement park</li> <li>Express-return Transactions at a rental Merchant</li> <li>Priority check-out Transactions at a Cruise Line or Lodging Merchant</li> </ul>	Yes	Within 3 business days of a Cardholder's departure, check-out, disembarkation, or rental return
<ul style="list-style-type: none"> <li>An Automated Fuel Dispenser Transaction</li> <li>A Transaction conducted at a Merchant that uses a Visa-approved "quick Chip" processing solution</li> </ul>	At Cardholder request	At the time of the Transaction
<p>An Unattended Cardholder Activated Terminal Transaction, excluding an Automated Fuel Dispenser Transaction, that is either:</p> <ul style="list-style-type: none"> <li>For an amount less than or equal to one of the following: <ul style="list-style-type: none"> <li>In the AP Region, in Australia, AUD 25</li> <li>In the AP Region, in New Zealand, NZD 25</li> <li>USD 15</li> </ul> </li> <li>In the Europe Region, a Telephone Service Transaction with MCC 4814 (Telecommunication Service)</li> </ul>	No	N/A
For all other Transactions	At Cardholder Request	At the time of the Transaction

If required to provide a Transaction Receipt to the Cardholder, the Merchant must provide either a paper Transaction Receipt or an electronic Transaction Receipt. A Merchant may provide an electronic Transaction Receipt only if any of the following:

- The Transaction is an Electronic Commerce Transaction
- The Transaction occurs at a Contactless-only Acceptance Device
- The Cardholder agrees to an electronic Transaction Receipt

ID# 0027835

Edition: Apr 2018 | Last Updated: Oct 2017

#### 5.10.1.2 Electronic Format Cardholder Receipt Delivery Requirements

If a Merchant provides an electronic Transaction Receipt to a Cardholder, the Merchant must do all of the following:

- If a link to a website and/or application is provided, all of the following:
  - Provide clear instructions to the Cardholder for accessing the Transaction Receipt
  - Ensure that the link is a direct link to the Transaction Receipt
  - Make the receipt available to the Cardholder for at least 120 calendar days after the Processing Date
- Provide instructions to enable the Cardholder to obtain the receipt if the Cardholder does not receive it
- Not store or use personal information provided by the Cardholder to enable the Merchant to provide the receipt for any other purpose without the express consent of the Cardholder
- Include both of the following in the title of the email or the title or first line of the wirelessly delivered message:
  - The Merchant name as it will appear in the Clearing Record and on the Cardholder billing statement
  - Language indicating that the email or wirelessly-delivered message contains the Cardholder's copy of a Transaction Receipt or a link to the Cardholder's copy of a Transaction Receipt
- Provide the receipt in a static format that cannot be easily manipulated after it has been created

ID# 0027837

Edition: Apr 2018 | Last Updated: Apr 2018



#### 5.10.2 Transaction Receipt Retention Period

##### 5.10.2.1 Transaction Receipt Retention Period

A Merchant must retain a Transaction Receipt for a minimum of 120 calendar days after the Processing Date. This requirement applies to Transactions for which a Merchant or Acquirer must obtain Cardholder signature.

ID# 0028051

Edition: Apr 2018 | Last Updated: Oct 2017

#### 5.10.3 Transaction Receipt Data and Format Requirements

##### 5.10.3.1 Prohibited Transaction Receipt Content for All Transactions

A Transaction Receipt must not contain:

- If the Transaction Receipt bears the Visa Program Marks, promotional, advertising, or similar language that conveys preference of a non-Visa payment card
- More information than is embossed or printed on the Card. This does not apply to either:
  - A payment Token
  - A Card on which only a partial Account Number is printed

ID# 0026206

Edition: Apr 2018 | Last Updated: Oct 2016

##### 5.10.3.2 Required Transaction Receipt Content for All Transactions

A Transaction Receipt must include all of the following elements:

**Table 5-26: Required Transaction Receipt Content for All Transactions**

Required Element	Additional Requirements
Account Number or payment Token <sup>1</sup>	The Account Number or payment Token, except for the final 4 digits, must be disguised or suppressed on the Cardholder's copy of a Transaction Receipt.
Authorization Code	Applies only to Transactions that were authorized by the Issuer <sup>1</sup>
Card network name	Must contain "Visa" <sup>2</sup>
Cardholder signature on Merchant/Acquirer	This applies only to a Transaction that requires a signature.

**Table 5-26: Required Transaction Receipt Content for All Transactions (continued)**

Required Element	Additional Requirements
Copy	
Description of goods or services <sup>1</sup>	Description of the purchase
Merchant, Marketplace, or Digital Wallet Operator (DWO) location <sup>1</sup>	<ul style="list-style-type: none"> <li>For a Transaction involving a Merchant Outlet or Marketplace, the city and state/province of the Merchant Outlet or Marketplace</li> <li>For an ATM Transaction, the location or street address of the ATM</li> </ul>
Merchant, Acquirer, Marketplace, or DWO name	<ul style="list-style-type: none"> <li>For an ATM Transaction, the name of the ATM Acquirer</li> <li>For a Transaction involving a Payment Facilitator or High-Risk Internet Payment Facilitator, the Payment Facilitator and Sponsored Merchant name (or an abbreviation)</li> <li>For a back-to-back Transaction involving a retailer signed by a Staged Digital Wallet Operator (SDWO), the name of the SDWO and the name of the retailer</li> <li>For a Transaction involving a Marketplace, the name of the Marketplace and the name of the retailer</li> <li>For all other Transactions, the name the Merchant uses to identify itself to its customers</li> </ul>
Return and refund policies	As specified in <i>Section 5.4.2.4, Disclosure to Cardholders of Return, Refund, and Cancellation Policies</i>
Transaction amount and Transaction currency symbol <sup>3</sup>	Total currency amount of all goods and services sold to the Cardholder at the same time, including applicable taxes and fees and any adjustments or credits. The currency symbol denoting the Transaction Currency must be included.
Transaction Date	In the US Region, for a Visa Fleet Card, including the time of the Transaction
Transaction type <sup>1</sup>	One of the following: <ul style="list-style-type: none"> <li>ATM Cash Disbursement</li> <li>Cash-Back with no purchase</li> <li>Credit</li> <li>Manual Cash Disbursement</li> </ul>

**Table 5-26: Required Transaction Receipt Content for All Transactions (continued)**

Required Element	Additional Requirements
	<ul style="list-style-type: none"> <li>Prepaid Load</li> <li>Purchase</li> </ul>
Other details embossed on Card <sup>1</sup>	Applies only to the Merchant copy of a manually imprinted Transaction Receipt
<p><sup>1</sup> <b>Effective through 13 April 2018</b> This does not apply to a Visa Easy Payment Service Transaction (VEPS) or a Small Ticket Transaction. <b>Effective 14 April 2018</b> This does not apply to a Visa Easy Payment Service (VEPS) Transaction.</p> <p><sup>2</sup> <b>Effective 14 October 2017 for Acceptance Devices deployed on or after 14 October 2017</b> <b>Effective 13 October 2018 for all Acceptance Devices</b> In the US Region or US Territory, this does not apply to a Transaction initiated using the Visa US Common Debit Application Identifier of a US Covered Visa Debit Card, when the processing network is not known at the time that the Transaction Receipt is generated. The Transaction Receipt must contain the application label selected (either "Visa Debit" or "US Debit," as applicable) or another enhanced descriptor.</p> <p><sup>3</sup> If the currency symbol or identification is not on the Transaction Receipt, the Transaction Currency is the local currency of the Transaction Country.</p>	

ID# 0027843

Edition: Apr 2018 | Last Updated: Apr 2018

### 5.10.3.3 Required Transaction Receipt Content for Specific Transaction Types

In addition to the requirements in *Section 5.10.3.2, Required Transaction Receipt Content for All Transactions* and *Section 5.4.2.4, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*, a Transaction Receipt must contain all of the following, as applicable:

**Table 5-27: Required Transaction Receipt Content for Specific Transactions**

Transaction Type	Required Content
Aggregated Transaction	<ul style="list-style-type: none"> <li>Amount of each individual purchase</li> <li>Date of each individual purchase</li> <li>Description of each individual purchase</li> </ul>
Airline Transaction	For ticket purchases, itinerary data
ATM Cash Disbursement	<ul style="list-style-type: none"> <li>Balance<sup>1</sup></li> <li>Type of account accessed</li> </ul>

**Table 5-27: Required Transaction Receipt Content for Specific Transactions (continued)**

Transaction Type	Required Content
	<ul style="list-style-type: none"> <li>If an Access Fee is charged: <ul style="list-style-type: none"> <li>The words "ATM Fee," "Terminal Fee," or "Access Fee"<sup>2</sup></li> <li>In the US Region and Canada Region, identification of the Acquirer as the recipient of the fee</li> </ul> </li> <li>In addition, in the Europe Region, all of the following: <ul style="list-style-type: none"> <li>ATM or Load Device Acquirer name and/or name of affiliated domestic or regional network</li> <li>ATM or Load Device street location or location code</li> <li>ATM or Load Device city</li> </ul> </li> </ul>
Transaction at a rental Merchant	<ul style="list-style-type: none"> <li>Daily rental rate</li> <li>Any applicable taxes</li> <li>Dates of pick-up and return</li> <li>Description of additional costs</li> </ul>
Cash-Back Transaction	Cash-back amount shown separately to purchase amount
Chip Transaction (Europe Region)	<ul style="list-style-type: none"> <li>Dedicated File Name (for a Chip-initiated Transaction or a Contactless Transaction)<sup>1</sup></li> <li>Application Preferred Name<sup>3</sup> or Application Label<sup>3</sup> (if present on the Card)</li> <li>Indication of a Contactless Transaction (either "Visa Contactless" or an image to indicate a Contactless Transaction)</li> <li>For a Visa Prepaid Card Transaction, available balance</li> </ul>
Cruise Line Transaction <sup>4</sup>	<ul style="list-style-type: none"> <li>Cabin rate</li> <li>Dates of embarkation and disembarkation</li> </ul>
<b>Effective through 13 April 2018</b> Debt Repayment Transaction (Europe Region) <b>Effective 14 April</b>	Type of repayment (for example: "loan," "mortgage," "credit card," "goods," "services")

**Table 5-27: Required Transaction Receipt Content for Specific Transactions (continued)**

Transaction Type	Required Content
<b>2018</b> Debt Repayment Transaction	
Dynamic Currency Conversion Transaction	<ul style="list-style-type: none"> <li>Transaction amount, with currency symbols, in: <ul style="list-style-type: none"> <li>Merchant's local Currency</li> <li>Transaction Currency</li> </ul> </li> <li>Words "Transaction Currency" or "Transaction Amount" next to the Transaction amount</li> <li>Currency Conversion Rate</li> <li>Currency conversion commission, fees, or markup on the exchange rate over a wholesale rate or government-mandated rate</li> <li>Statement, easily visible to the Cardholder, that the Cardholder has been offered a choice of currencies for payment (including the local currency of the Merchant Outlet) and expressly agrees to the Transaction</li> <li>Statement that Dynamic Currency Conversion is conducted by the Merchant</li> </ul>
Electronic Commerce Transaction	<ul style="list-style-type: none"> <li>Customer service contact</li> <li>Merchant country</li> <li>Merchant online address</li> <li>Conditions of sale, including return and cancellation policy</li> </ul>
Visa Fleet Card Transaction	<ul style="list-style-type: none"> <li>In the US Region: <ul style="list-style-type: none"> <li>Fuel product code</li> <li>Fuel quantity</li> <li>Fuel type</li> <li>Fuel unit price</li> <li>Odometer reading</li> </ul> </li> <li>In the Canada Region and CEMEA Region, for a Merchant that supports a Visa Fleet Transaction through the Visa Fleet Card Application Identifier: <ul style="list-style-type: none"> <li>Fuel product code</li> <li>Fuel quantity</li> </ul> </li> </ul>

**Table 5-27: Required Transaction Receipt Content for Specific Transactions (continued)**

Transaction Type	Required Content
	<ul style="list-style-type: none"> <li>– Fuel type</li> <li>– Fuel unit price</li> <li>– Odometer reading</li> </ul>
Load Transaction	<ul style="list-style-type: none"> <li>• Prepaid Partner name</li> <li>• Prepaid Partner location address and identification code</li> <li>• For a Load Transaction at an ATM (except in the Europe Region), all of the following: <ul style="list-style-type: none"> <li>– The Load Transaction Amount</li> <li>– An ATM Access Fee, if one is assessed</li> <li>– The account balance, if provided by the Issuer</li> </ul> </li> <li>• In the Europe Region, all of the following: <ul style="list-style-type: none"> <li>– The amount added to the Card</li> <li>– Load Device Acquirer name and/or name of affiliated domestic or regional network</li> <li>– Load Device street location or location code</li> <li>– Load Device city</li> <li>– Type of account accessed</li> </ul> </li> </ul>
Lodging Merchant <sup>4</sup> Transaction	<ul style="list-style-type: none"> <li>• Dates of check-in and check-out</li> <li>• Daily room charge</li> <li>• Any applicable taxes</li> <li>• Description and dates of individual purchases</li> </ul>
Manual Cash Disbursement	<ul style="list-style-type: none"> <li>• <b>Effective through 16 October 2021</b> 4 digits printed below the Card number (if present)</li> <li>• Type of secondary identification (for example: passport, driver's license) without including the number or any other identifying information</li> <li>• Clerk's signature</li> <li>• The words "Cash Disbursement"</li> </ul>

**Table 5-27: Required Transaction Receipt Content for Specific Transactions (continued)**

Transaction Type	Required Content
No-Show Transaction	<ul style="list-style-type: none"> <li>• Daily room charge or rental rate</li> <li>• Taxes</li> <li>• Agreed start date of the accommodation or rental</li> <li>• The words "No Show"</li> </ul>
Preauthorized Healthcare Transaction	For a Healthcare Auto-Substantiation Transaction in the US Region, the words "Preauthorized Healthcare"
Prepayment Transaction	<p>For a full prepayment:</p> <ul style="list-style-type: none"> <li>• Full cancellation and refund policy, including the date and time that any refund privileges expire without prepayment forfeiture</li> <li>• Prepayment amount</li> <li>• Scheduled start date or delivery date of the merchandise or services</li> <li>• The word "Prepayment"</li> </ul> <p>For a partial prepayment:</p> <ul style="list-style-type: none"> <li>• Full cancellation and refund policy, including the date and time that any refund privileges expire without prepayment forfeiture</li> <li>• Prepayment amount</li> <li>• The word(s) "Deposit" or "Partial Payment" if there is a balance outstanding</li> <li>• For balance payments, the word "Balance" if the full remaining cost of the goods or services has been paid</li> <li>• For cancellations, cancellation confirmation</li> </ul>
Quasi-Cash Transaction	<ul style="list-style-type: none"> <li>• <b>Effective through 16 October 2021</b> 4 digits printed below the Card number (if present)</li> <li>• Type of secondary identification (for example: passport, driver's license) without including the number or any other identifying information</li> </ul>
Transaction on which a fee is assessed	<p>Shown separately and clearly:</p> <ul style="list-style-type: none"> <li>• Convenience Fee</li> <li>• Service Fee</li> <li>• Surcharge. This must not be identified as a Visa-imposed charge. The amount</li> </ul>

**Table 5-27: Required Transaction Receipt Content for Specific Transactions (continued)**

Transaction Type	Required Content
	<p>must be shown separately on the front of the receipt in the same type and size of font as other wording on the Transaction Receipt.</p> <ul style="list-style-type: none"> <li>Any other fees (for example: Access Fees)</li> </ul>
Visa Integrated Redemption  Transaction (US Region)	<ul style="list-style-type: none"> <li>Discounted Transaction amount</li> <li>Offer Amount</li> <li>Offer Code</li> <li>Offer Description</li> <li>Offer Receipt Text</li> </ul>
Visa Mobile Prepaid Transaction (confirmation message)	Available balance in the Visa Mobile Prepaid account
Visa Prepaid Card Transaction	In the Europe Region, for a Merchant that can receive a Point-of-Sale Balance Return, available balance
Wire Transfer Money Order Transaction	Wire Transfer Money Order Fee, if assessed
<p><sup>1</sup> In the Europe Region, required only for a Visa Prepaid Card Transaction.</p> <p><sup>2</sup> Except in the Europe Region.</p> <p><sup>3</sup> <b>Effective through 13 April 2018</b>            Not required for a Small Ticket Transaction.  <b>Effective 14 April 2018</b>            Not required for a Visa Easy Payment Service Transaction.</p> <p><sup>4</sup> Only for Transactions in which the actual lodging is a component.</p>	



## 5.11 Returns, Credits, and Refunds

### 5.11.1 Merchant Processing

#### 5.11.1.1 Merchant Processing of Credits to Cardholders

A Merchant that processes a credit to a Cardholder for a valid Transaction that was previously processed, must do all of the following:

- Send an Authorization Request<sup>1</sup> for the amount of the Credit Transaction, as specified in *Table 5-28, Thresholds for Merchant Credit Transaction Authorization Requests*.
- **Effective through 12 April 2019**  
Identify the original Transaction on the Transaction Receipt
- Deliver a completed Credit Transaction Receipt to the Cardholder
- **Effective through 12 April 2019**  
In the Europe Region, deposit the Credit Transaction Receipt within 5 calendar days from the date the credit was issued
- **Effective through 12 April 2019**  
In the US Region, deposit the Credit Transaction with the Acquirer that processed the original Transaction within 5 calendar days from the date that the credit was issued

Table 5-28: Thresholds for Merchant Credit Transaction Authorization Requests

Region	Merchants with Estimated Annualized Visa Purchase Return Sales Volume Equal to or Greater than:	All Merchants <sup>2</sup>
AP	Effective 19 October 2019 through 17 April 2020 USD 1 million	Effective 18 April 2020
Canada	Effective 13 October 2018 through 12 April 2019 USD 5 million	Effective 13 April 2019
CEMEA	Effective 19 October 2019 through 17 April 2020 USD 1 million	Effective 18 April 2020

Table 5-28: Thresholds for Merchant Credit Transaction Authorization Requests (continued)

Region	Merchants with Estimated Annualized Visa Purchase Return Sales Volume Equal to or Greater than:	All Merchants <sup>2</sup>
Europe	N/A	Effective 18 April 2020
LAC	Effective 13 April 2019 through 18 October 2019 USD 1 million	Effective 19 October 2019
US	Effective 13 October 2018 through 12 April 2019 USD 10 million	Effective 13 April 2019

<sup>1</sup> Optional for Airlines

<sup>2</sup> Dispute Condition 11.3: No Authorization also becomes effective for each region as of these dates

ID# 0008605

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.11.1.2 Credit Refunds for Timeshares

A timeshare Merchant must provide a full credit refund when the Cardholder cancelled the Transaction within 14 calendar days of the contract date or the date the contract or related documents were received.

ID# 0003082

Edition: Apr 2018 | Last Updated: Oct 2015

#### 5.11.1.3 Prohibition of Resubmission of Returned Transaction

##### Effective through 13 April 2018

In the US Region, a Merchant must not submit any Transaction that was previously charged back to the Acquirer and subsequently returned to the Merchant. However, the Merchant may pursue payment from the customer outside the Visa system.

##### Effective 14 April 2018

A Merchant must not submit a Transaction to the Acquirer that was previously disputed and subsequently returned to the Merchant. However, the Merchant may pursue payment from the customer outside the Visa system.

ID# 0003022

Edition: Apr 2018 | Last Updated: Apr 2018

#### 5.11.1.4 Sales Tax Rebates

**Effective 13 April 2019**

A Merchant that provides a sales tax rebate<sup>1</sup> to a Cardholder must process the rebate as an Original Credit Transaction.

A Merchant that offers Dynamic Currency Conversion (DCC) for a sales tax rebate must comply with all DCC requirements.

<sup>1</sup> A rebate of only the tax paid on the purchase, including value-added tax (VAT), goods and services tax (GST), or other general consumption tax that is rebated to the Cardholder.

ID# 0030025

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.12 Acquirer Requirements for Non-Visa General Purpose Payment Network in Brazil – LAC Region

In the LAC Region (Brazil), an Acquirer must not discriminate against any non-Visa general purpose payment network.

An Acquirer that contracts with a non-Visa general purpose payment network must do all of the following:

- Ensure that the non-Visa general purpose payment network complies with all of the following:
  - Is authorized by the Brazil Central Bank
  - Has a contract with Visa
  - Only processes funds transfer transactions
- Assign MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment) to the funds transfer transactions processed by the non-Visa general purpose payment network
- Ensure that the Merchant name field includes the message “transferência” and the name of the non-Visa general purpose payment network (or an abbreviation)

ID# 0029510

Edition: Apr 2018 | Last Updated: Apr 2018

## 5.13 Business Payment Service Providers

### 5.13.1 Acquirer Responsibilities Related to Business Payment Solution Providers

#### 5.13.1.1 Acquirer Requirements for Business Payment Solution Providers

An Acquirer that contracts with a Business Payment Solution Provider (BPSP)<sup>1</sup> must do all of the following:

- Register the BPSP with Visa
- Certify that the BPSP qualifies as a BPSP and complies with the Visa Rules
- Process only Domestic<sup>2</sup> Transactions for the BPSP
- Process BPSP Transactions with MCC 7399 (Business Services [Not Elsewhere Classified])
- Conduct an adequate due diligence review of the BPSP and the non-Visa-accepting suppliers to ensure compliance with the Acquirer's obligation to submit only legal Transactions to VisaNet and to ensure the BPSP engages only in legal transactions with such suppliers.
- Communicate to Visa the Merchant name and the Card acceptor identification assigned to the BPSP, and consistently use them in all Transaction messages
- Upon Visa request, provide to Visa activity reporting on each BPSP and each non-Visa-accepting supplier, including:
  - Supplier name
  - Supplier location
  - BPSP name
  - Monthly Transaction count and amount
  - Any other data requested by Visa
- Ensure that the BPSP:
  - Makes payments only to suppliers<sup>3</sup> that are businesses located in the same country<sup>4</sup> as the BPSP in accordance with the buyer's payment instruction
  - Initiates a Transaction only after the buyer has confirmed that the non-Visa-accepting supplier has shipped goods or delivered services and the buyer has approved the payment
  - Performs customer verification (KYC) and meets all applicable anti-money laundering requirements for all non-Visa-accepting suppliers before initiating Transactions for such suppliers' invoices
  - Uses a secure payment process that ensures funds are paid into individual supplier accounts

- Ensures that each invoice from a non-Visa-accepting supplier to a buyer is processed as a separate Transaction
- Contractually obligates the buyer, by way of written agreement between the buyer and the BPSP, to accept all risks associated with non-performance of the non-Visa-accepting supplier

Visa reserves the right to revoke a BPSP's registration for any reason

<sup>1</sup> An entity that provides a business-to-business payment solution that allows buyers to pay non-Visa accepting suppliers with a Visa Commercial Card

<sup>2</sup> And, in the Europe Region, intra-European Economic Area Transactions

<sup>3</sup> Payments to a supplier that has been a Merchant within the previous 12 months are prohibited.

<sup>4</sup> Or, in the Europe Region, within the European Economic Area (EEA), to suppliers in the EEA

## 6 ATM

### 6.1 Plus Program

#### 6.1.1 Plus Program Issuer Participation Requirements

##### 6.1.1.1 Plus Program Issuer Participation

To issue a Card with Plus functionality, an Issuer must do all of the following:

- Obtain a license to use the Plus Program Marks and comply with rules for using the Plus Symbol
- Provide Authorization service 24 hours a day, 7 days a week

ID# 0004060

Edition: Apr 2018 | Last Updated: Oct 2017

#### 6.1.2 Plus Symbol

##### 6.1.2.1 Plus Program Marks on Cards

A Member must use the Plus Symbol only as a Mark indicating acceptance for ATM services.

The presence of the Plus Symbol is optional on a Visa Card or non-Visa-branded Campus Card if no other ATM acceptance Mark is present on the Card.<sup>1</sup>

An Issuer of a Proprietary Card bearing the Plus Symbol must place the Plus Symbol on all Proprietary Cards within 5 years from the beginning date of participation in the Plus Program.

<sup>1</sup> This does not apply in the Europe Region.

ID# 0003577

Edition: Apr 2018 | Last Updated: Oct 2016

##### 6.1.2.2 Restrictions on the Use of other Marks on Plus Cards

A Card bearing the Plus Symbol must not bear the Marks of any entity ineligible for membership in Visa, or of any of the following entities, or their subsidiaries or affiliates, deemed competitive by Visa:<sup>1</sup>

- American Express Company
- Discover Financial Services<sup>2</sup>

- JCB
- MasterCard Worldwide

A Card bearing the Plus Symbol is exempt from this requirement if it was issued under an agreement executed with Visa or Plus System, Inc. before 1 October 1992.

A Card bearing the Plus Symbol must not bear a Trade Name or Mark confusingly similar to any other Visa-Owned Mark.

This does not apply in the Europe Region.

<sup>1</sup> In the US Region or a US Territory, a US Covered Visa Debit Card bearing the Plus Symbol may bear the Marks of entities deemed competitive by Visa, as specified in the *Visa Product Brand Standards*.

<sup>2</sup> This does not apply in the US Region to Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

ID# 0006159

Edition: Apr 2018 | Last Updated: Oct 2016

#### 6.1.2.3 Plus Symbol Displayed at an ATM

The Plus Symbol must be displayed at an ATM that accepts Plus-enabled Cards for ATM services.

ID# 0003583

Edition: Apr 2018 | Last Updated: Oct 2017

## 6.2 Visa Global ATM Network

### 6.2.1 Visa Global ATM Network Issuer Participation Requirements

#### 6.2.1.1 Visa Global ATM Network Issuer Participation

To participate in the Visa Global ATM Network, an Issuer must successfully complete certification with Visa. Rules regarding Visa Issuer participation in the Visa Global ATM Network apply to all Visa Cards.

In the US Region, a Visa Consumer Card Issuer must participate in the Visa ATM Network.

ID# 0004070

Edition: Apr 2018 | Last Updated: Oct 2017

### 6.2.2 Visa Global ATM Network Issuer General Requirements

#### 6.2.2.2 Custom Payment Services/ATM Program Issuer Participation

An Issuer that participates in the Custom Payment Services/ATM must do all of the following:

- Complete Issuer certification
- Receive and return the ATM Transaction Identifier in each Transaction
- Receive the terminal ID code, ATM owner, and ATM location data in each Transaction record
- Include the ATM Transaction Identifier in all Disputes

ID# 0004078

Edition: Apr 2018 | Last Updated: Apr 2018

## 6.2.3 Visa Global ATM Network Issuer Participation Requirements

### 6.2.3.1 Visa Global ATM Network Acquirer Participation

Any ATM owned, leased, sponsored, or controlled by a Member is eligible for participation in the Visa Global ATM Network.

A Member that sponsors a non-Member agent to deploy or operate an ATM participating in the Visa Global ATM Network must ensure that the non-Member agent complies with *Section 1.10.8.5, Third Party Agent Contract*, and *Section 10.2.1.1, VisaNet Processor Contracts*.

An Acquirer that participates in the Visa ATM Network must also do all of the following:

- Ensure that all of its ATMs that participate in other regional or national ATM networks also participate in the Visa Global ATM Network
- Display Visa ATM and Plus acceptance Marks on all ATMs within 30 days from the date the Acquirer begins accepting Visa Cards and Plus enabled Cards
- In the US Region, accept all Visa Cards for all Transaction functions provided by the Acquirer's participating ATM

ID# 0004783

Edition: Apr 2018 | Last Updated: Apr 2018

### 6.2.3.2 ATM Cash Disbursement and Transaction Currency Requirements

An ATM Cash Disbursement is either:

- A Visa Transaction if it is completed with a Visa Card or a Visa Electron Card
- A Plus Transaction if it is completed with a non-Visa-branded card or a Plus-enabled Proprietary Card, and/or a Card enabled on the Plus network

An ATM must comply with all of the following:



- Disburse cash in the local currency or display the type of currency or travelers cheques dispensed
- Dispense the same currency<sup>1,2</sup> as the Transaction Currency included in the Authorization Request and the Clearing Record
- Support a Cash Disbursement of at least USD 200 (or local currency equivalent) per day, per Account Number, and in a single Transaction upon Cardholder request

<sup>1</sup> This does not apply to ATMs located on US military bases (which may submit the Transaction in USD for Authorization, Clearing, and Settlement regardless of the currency dispensed).

<sup>2</sup> This does not apply to ATMs located in the Europe Region, if the ATM Cash Disbursement is processed using Dynamic Currency Conversion (DCC) and the Card is issued by an Issuer in the Europe Region.

ID# 0029537

Edition: Apr 2018 | Last Updated: Apr 2018

#### 6.2.3.3 ATM Card Acceptance

An ATM must accept all valid Cards.

In the Canada Region, this does not apply to a Member that participated in the Visa Global ATM Network as of 13 June 2013.

In the Canada Region, all ATM Acquirers that began participation in the Visa Global ATM Network after 14 June 2013 must accept all valid Cards.

At the discretion of Visa, an ATM Acquirer that accepts Plus-enabled Cards may selectively deny access to its ATMs.

An ATM Acquirer certified to accept Visa Cards may selectively deny access to its ATMs if the Card presented is both issued to residents of the country where the ATM is located and billed in the local currency.

An ATM with restricted access must display language with the Visa Brand Mark that both identifies the ATM Acquirer and describes Visa Card acceptance or the nature of any restrictions.

ID# 0004785

Edition: Apr 2018 | Last Updated: Oct 2017

#### 6.2.4 ATM Operator and Agent Requirements

##### 6.2.4.1 Display of Member Name on Non-Member ATM – LAC Region

In the LAC Region, an ATM Acquirer must ensure that the name of the Member that operates or sponsors the ATM is prominently displayed on every non-Member ATM.

ID# 0004746

Edition: Apr 2018 | Last Updated: Oct 2014

#### 6.2.4.2 ATM Operator Agreement Requirements

##### Effective through 13 April 2018

In the US Region, an ATM Acquirer must have a written ATM Operator agreement with each of its ATM Operators<sup>1</sup> and must only process Visa ATM Network Transactions from an ATM Operator with which it has a valid agreement.

The form, content, and appearance of an ATM Operator agreement are at the discretion of the ATM Acquirer, except as specified below. An ATM Operator agreement must include both:

- The ATM Acquirer's name, location, and contact information in letters consistent in size with the rest of the ATM Operator agreement, and in a manner that makes the ATM Acquirer's name readily visible to the ATM Operator
- Language stating that the ATM Operator may be terminated for failure to comply with the ATM Operator agreement

ATM Operator agreements must be made available to Visa upon request and must not contain contractual details regarding pricing arrangements.

##### Effective 14 April 2018

An ATM Acquirer must have a written ATM Operator agreement with each of its ATM Operators<sup>1</sup> and must only process Visa ATM Network Transactions from an ATM Operator with which it has a valid agreement. The form, content, and appearance of an ATM Operator agreement are at the discretion of the ATM Acquirer, except as specified below. An ATM Operator agreement must include both:

- The ATM Acquirer's name, location, and contact information in letters consistent in size with the rest of the ATM Operator agreement, and in a manner that makes the ATM Acquirer's name readily visible to the ATM Operator
- Language stating that the ATM Operator may be terminated for failure to comply with the ATM Operator agreement

ATM Operator agreements must be made available to Visa upon request and must not contain contractual details regarding pricing arrangements.

<sup>1</sup> Tri-party agreements (ATM Acquirer, Agent, ATM Operator) are permitted.

#### 6.2.4.3 Acquirer Requirements for ATM Operators

##### Effective through 13 April 2018

In the US Region, before entering into an ATM Operator agreement, an ATM Acquirer must determine that a prospective ATM Operator has no significant derogatory background information about any of its principals. The ATM Acquirer must:<sup>1</sup>

- Maintain documented policies and procedures to manage its Agent programs
- Validate its Agent's compliance with the ATM Acquirer solicitation and qualification standards on a quarterly basis
- Collect all of the following information from its ATM Operators and Agents:
  - "Doing Business As" (DBA) name
  - ATM Operator legal name
  - ATM Operator outlet location, including street address, city, state, and ZIP code
  - Federal Taxpayer Identification Number, Federal Employer Identification Number, or Social Security Number of all principals
  - Full first and last name and middle initial of principals (for example: of corporations, partnerships, sole proprietors)
  - Incorporation status (for example: corporation, partnership, sole proprietor, non-profit)

#### Effective 14 April 2018

Before entering into an ATM Operator agreement, an ATM Acquirer must determine that a prospective ATM Operator has no significant derogatory background information about any of its principals. The ATM Acquirer must:<sup>1</sup>

- Maintain documented policies and procedures to manage its Agent programs
- Validate its Agent's compliance with the ATM Acquirer solicitation and qualification standards on a quarterly basis
- Collect all of the following information from its ATM Operators and Agents:
  - "Doing Business As" (DBA) name
  - ATM Operator legal name
  - ATM Operator outlet location, including street address, city, state, and postal code
  - In the US Region, Federal Taxpayer Identification Number, Federal Employer Identification Number, or Social Security Number of all principals
  - Full first and last name and middle initial of principals (for example: of corporations, partnerships, sole proprietors)
  - Incorporation status (for example: corporation, partnership, sole proprietor, non-profit)

<sup>1</sup> An ATM Acquirer may allow its Agents to execute ATM Operator agreements on its behalf and conduct due diligence

reviews.

ID# 0003510

Edition: Apr 2018 | Last Updated: Apr 2018

## 6.2.6 ATM Processing Requirements

### 6.2.6.1 ATM Acquirer Processing

Before acting as an ATM Acquirer, an Acquirer (including an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must do all of the following:

- Comply with applicable licensing and processing requirements
- Be certified to participate in either the:
  - Single Message System<sup>1</sup>
  - Custom Payment Services/ATM

If the ATM Acquirer does not meet all tier II requirements, Visa may remove the ATM Acquirer from the tier II level.

<sup>1</sup> All ATM Acquirers in the US Region and all new ATM Acquirers (excluding an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must process ATM Transactions using the Single Message System.

ID# 0008597

Edition: Apr 2018 | Last Updated: Oct 2017

### 6.2.6.3 ATM Misdispense

For a misdispense:

- A Custom Payment Services/ATM Acquirer must process an ATM confirmation message for the actual amount dispensed.
- A Single Message System ATM Acquirer must both:
  - Process an Adjustment for the actual amount of the misdispense within 45 calendar days of the Processing Date of the original Transaction
  - For an over-dispense caused by a misloaded terminal, attempt good-faith collection from the Issuer before processing an Adjustment to the Cardholder account

ID# 0002406

Edition: Apr 2018 | Last Updated: Oct 2017

### 6.2.6.4 ATM Transaction Reversal

The Reversal amount must be the original Transaction amount.

ID# 0002404

Edition: Apr 2018 | Last Updated: Oct 2015

#### 6.2.6.5 ATM Account Number Acceptance

An ATM and a Member ATM processing system must accept all valid International Organization for Standardization numbers of 11-19 digits, starting with any digit from 0 through 9.

ID# 0004786

Edition: Apr 2018 | Last Updated: Oct 2014

#### 6.2.6.6 ATM Transaction Processing

An ATM Acquirer must ensure all of the following:

- The entire, unaltered contents of track 2 of the Magnetic Stripe, or the Magnetic-Stripe Image from the Chip on the Card, are read and transmitted.

ID# 0004792

Edition: Apr 2018 | Last Updated: Oct 2017

#### 6.2.6.7 ATM Transaction Authorization and Clearing Requirements

An Acquirer must ensure that both:

- An ATM Transaction cleared through VisaNet was also authorized through VisaNet.
- All of the following information matches in the Authorization and Clearing Record:
  - Account Number
  - Authorization Code
  - Acquirer BIN
  - Transaction amount
  - Account Selection processing code
  - MCC

ID# 0004795

Edition: Apr 2018 | Last Updated: Oct 2016

#### 6.2.6.8 ATM Account Range Table

An ATM Acquirer must do all of the following:

- Use the Visa account range table to determine the routing of an Authorization Request
- Install and use the table within 6 business days of its receipt from Visa

- Not disclose or distribute to any third party the ATM account range table

If an ATM Acquirer does not route all Transactions to Visa for Cards bearing the Plus Symbol, it must both:

- Install and use the Plus account range table within 3 business days of its receipt from Visa
- Use the Plus account range table to determine the routing of an Authorization Request for a Card bearing the Plus Symbol. This does not apply to licensees of the Plus System, Inc.

ID# 0008780

Edition: Apr 2018 | Last Updated: Oct 2016

#### 6.2.6.9 Decline of an ATM Authorization Based on Expiration Date

An ATM Acquirer must not return or decline an ATM Transaction based on the expiration date, and must ensure that an ATM Authorization Request originating from an Expired Card is sent Online to the Issuer for an Authorization Response.

ID# 0006005

Edition: Apr 2018 | Last Updated: Oct 2014

#### 6.2.6.11 ATM Transaction Timeout Time Limit

An ATM and its host system must not timeout a Transaction in less than 45 seconds.

ID# 0002405

Edition: Apr 2018 | Last Updated: Oct 2014

#### 6.2.6.12 Card Retention at an ATM

An ATM is not required to have the ability to retain Cards. If it does have this ability, it may retain a Card only upon the request of the Issuer.

If a Card is retained, an Acquirer must do all of the following:

- Log it under dual custody immediately after removal from the ATM
- Render the Card unusable, following secure Card destruction requirements, as specified in *Section 10.7.2.1, Recovered Card Handling and Notification Requirements*
- Notify the Issuer through Visa Resolve Online that the Card has been recovered, as specified in *Section 10.7.2.1, Recovered Card Handling and Notification Requirements*

ID# 0008063

Edition: Apr 2018 | Last Updated: Apr 2017

#### 6.2.6.13 Accidental Card Retention at an ATM

If a hardware or software failure causes mistaken or accidental Card retention, and to the extent possible, an ATM Acquirer must return the Card to the Cardholder after reviewing positive Cardholder identification and comparing the Cardholder's signature to that on the Card signature panel.

If the Cardholder does not request the return of the Card within 7 days, the ATM Acquirer must follow Card retention rules as specified in *Section 6.2.6.12, Card Retention at an ATM*, and must not submit a Fee Collection Transaction for Recovered Card handling fee/reward (reason code 0150).

ID# 0007014

Edition: Apr 2018 | Last Updated: Oct 2017

#### 6.2.6.16 Visa Mobile Prepaid Acceptance for ATM Transactions

An ATM Acquirer that participates in Visa Mobile Prepaid:

- Must transmit all of the following to complete Transaction when the Card is absent:
  - 16-digit Account Number
  - Expiration date
  - Valid PIN
- May choose to accept cardless Visa Mobile Prepaid ATM Transactions in addition to Transactions where the Card is present
- Is not required to read and transmit the contents of track 2 of the Magnetic Stripe or the Magnetic-Stripe Image from the Chip on the Card if the Transaction is initiated through key-entry by a Visa Mobile Prepaid account holder

ID# 0027683

Edition: Apr 2018 | Last Updated: Oct 2017

### 6.3 ATM Balance Inquiry Service

#### 6.3.1 ATM Balance Inquiry Service Issuer Participation

##### 6.3.1.1 Balance Inquiry Service Issuer Participation

An Issuer must support a Balance Inquiry Service if the Issuer offers Balance Inquiry services through a network other than its proprietary network.

If an Issuer participates in the Visa Balance Inquiry Service, it must do all of the following:

- Obtain certification from Visa
- Support Balance Inquiries as separate, non-financial transactions

ID# 0004074

Edition: Apr 2018 | Last Updated: Oct 2016

### 6.3.2 ATM Balance Inquiry Service Acquirer Participation

#### 6.3.2.1 Balance Inquiry Service Acquirer Participation

An ATM Acquirer must support a Balance Inquiry Service if it supports Balance Inquiry for any network other than its proprietary network.

To participate in the Visa Balance Inquiry Service, an ATM Acquirer must do all of the following:

- Obtain certification from Visa
- Display the balance in the currency of the ATM, either on the screen or on a receipt
- Support Balance Inquiries as separate, non-financial transactions

A participating ATM Acquirer receives a Balance Inquiry fee for each Balance Inquiry.

An ATM Acquirer may supply the Cardholder with any balance information provided by the Issuer as part of an ATM Cash Disbursement.

ID# 0004804

Edition: Apr 2018 | Last Updated: Oct 2016

## 6.4 ATM Fees

### 6.4.1 ATM Access Fees

#### 6.4.1.1 Domestic ATM Cash Disbursement Access Fees

An ATM Acquirer must not impose an Access Fee on a domestic ATM Cash Disbursement unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.<sup>1</sup>

An ATM Acquirer in a country where an Access Fee for domestic ATM Cash Disbursements is permitted by Visa must comply with the requirements specified for International ATM Cash Disbursement Access Fees.

<sup>1</sup> In the AP Region (Australia, Thailand), Canada Region, Europe Region, LAC Region (Panama, Puerto Rico), and US Region, this does not apply.



ID# 0007996

Edition: Apr 2018 | Last Updated: Apr 2018

#### 6.4.1.2 Domestic ATM Access Fee – Canada Region

In the Canada Region, an ATM Acquirer may impose an Access Fee on a domestic ATM Cash Disbursement.

An ATM Acquirer may impose an Access Fee if all of the following:

- It imposes an Access Fee on all other interchange transactions through other shared networks at the same ATM.
- The Access Fee is not greater than the Access Fee amount on all other interchange transactions through other shared networks at the same ATM.
- The Domestic Transaction is initiated by a Card issued by a Member other than the ATM Acquirer.
- The Access Fee is a fixed and flat fee.

ID# 0004715

Edition: Apr 2018 | Last Updated: Oct 2014

#### 6.4.1.4 Domestic ATM Access Fees – CEMEA Region (Russia)

In the CEMEA Region (Russia), an ATM Acquirer may impose an Access Fee on a domestic ATM Cash Disbursement if all of the following requirements are met:

- It imposes an Access Fee on all other domestic ATM Cash Disbursements through any other network at the same ATM.
- The Access Fee is not greater than the Access Fee amount on all other domestic transactions through any other network at the same ATM.
- The Access Fee is a fixed and flat fee.
- It includes the value of the dispensed cash and any Access Fee amount in the Authorization Request and Clearing Record.
- The dispensed cash and Access Fee amount are separately identified.
- It informs the Cardholder of the Access Fee amount and that the Access Fee is assessed in addition to the charges assessed by the Issuer.
- It requests Cardholder approval of the Access Fee and provides the ability to cancel the ATM Transaction.

ID# 0024130

Edition: Apr 2018 | Last Updated: Oct 2017

#### 6.4.1.5 ATM Acquirer Requirements for ATM Access Fees

Visa reserves the right to request any of the following from an ATM Acquirer that imposes an Access Fee on international ATM Cash Disbursements:

- Notice of intent to impose an Access Fee on international ATM Cash Disbursements
- A report with the physical location of each ATM and the total number of ATMs at which an Access Fee is imposed on ATM Cash Disbursements
- Message display and language disclosure related to Access Fees on ATM Cash Disbursements
- Any other information required by applicable laws or regulations

An Acquirer that chooses to impose an ATM Access Fee must comply with all of the following:

**Table 6-1: Acquirer and ATM Requirements for ATM Access Fees**

Requirement Type	Requirements
Access Fees	<ul style="list-style-type: none"> <li>• Impose the Access Fee only on international ATM Cash Disbursements, unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee on Domestic Transactions</li> <li>• Impose the Access Fee on all other international ATM Cash Disbursements processed through any other network at the same ATM</li> <li>• Ensure that the Access Fee is not greater than the Access Fee amount on all other international Transactions through any other network at the same ATM</li> <li>• Ensure that the Access Fee is a fixed and flat fee</li> <li>• Include the value of the dispensed cash and any Access Fee amount in the Authorization Request and Clearing Record</li> <li>• Separately identify the dispensed cash and Access Fee amount</li> <li>• In addition, in the Europe Region, both: <ul style="list-style-type: none"> <li>– If an Access Fee is imposed on an intraregional ATM Cash Disbursement, impose the same Access Fee on a domestic ATM Cash Disbursement</li> <li>– Ensure that the Access Fee is not greater than the Access Fee amount on all other Transactions through any other network at the same ATM</li> </ul> </li> </ul>
Disclosures	<ul style="list-style-type: none"> <li>• Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the Issuer. The disclosure must comply with all of the following: <ul style="list-style-type: none"> <li>– Be in English and the local language equivalent</li> </ul> </li> </ul>

**Table 6-1: Acquirer and ATM Requirements for ATM Access Fees (continued)**

Requirement Type	Requirements
	<ul style="list-style-type: none"> <li>– Be as high a contrast or resolution as any other graphics on the ATM</li> <li>– Use same font size as other headings and text on the terminal, and ensure it is legible</li> <li>– In the AP Region, Canada Region, CEMEA Region, Europe Region, and LAC Region, contain the notice: Fee Notice "(Member Name) will assess a fee to cardholders for international ATM Cash Disbursements. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."</li> <li>– In the US Region, both: <ul style="list-style-type: none"> <li>▪ Contain the notice: Fee Notice "(Acquirer/Member Name) charges a (USD amount) fee to US Cardholders for withdrawing cash. This fee is added to the amount of your withdrawal and is in addition to any fees that may be charged by your financial institution."</li> <li>▪ Be readily visible to the Cardholder in the Cardholder's line of sight</li> </ul> </li> <li>• Identify the ATM Acquirer as the recipient of the Access Fee</li> <li>• Inform the Cardholder of the Access Fee amount before the Transaction takes place</li> <li>• Request Cardholder approval of the Access Fee</li> <li>• Provide the ability for the Cardholder to cancel the ATM Transaction</li> </ul>

ID# 0030077

Edition: Apr 2018 | Last Updated: Apr 2018

## 6.4.2 ATM Travelers Cheque Fee

### 6.4.2.1 ATM Travelers Cheque Fee Disclosure

If an ATM dispenses traveler's cheques and charges a fee, the Member must disclose the fee to the Cardholder.

ID# 0004800

Edition: Apr 2018 | Last Updated: Oct 2014

## 7 Transaction Processing

### 7.1 VisaNet Systems Use

#### 7.1.1 Use of VisaNet

##### 7.1.1.1 Submission of Domestic Transactions to VisaNet

Unless prohibited by applicable laws or regulations, a Member must submit all Domestic Transactions, not otherwise submitted for Clearing or Settlement, to VisaNet as Collection-Only. This includes, but is not limited to, any Transaction that is processed as follows:

- Through one of the following:
  - A VisaNet Processor
  - A non-Visa network
  - A domestic switch or any other form of processor
- Under any domestic Private Agreement or bilateral agreement
- As an On-Us Transaction

The following Transaction types are not required to be submitted to VisaNet.<sup>1</sup> However, a Member may choose to submit:

- Domestic ATM Cash Disbursements
- Domestic Manual Cash Disbursements

This does not apply to the Europe Region.

<sup>1</sup> This does not apply to Domestic Transactions in the Canada Region or CEMEA Region (Nigeria).

##### 7.1.1.3 Required Use of VisaNet for Processing – AP Region

In the AP Region (Australia, Malaysia, Philippines, Singapore, Thailand, Vietnam), a Member must authorize, clear, and settle all Domestic Transactions through VisaNet.

In the AP Region (Australia), this does not apply to:

- On-Us Transactions
- Domestic Transactions in a Face-to-Face Environment, on a co-badged Visa Card, where the domestic debit network associated with the co-badged acceptance mark is selected

In the AP Region (Malaysia, Philippines, Singapore, Thailand, Vietnam), this does not apply to:

- ATM Transactions
- On-Us Manual Cash Disbursements
- Transactions on a co-badged Visa Card processed on the domestic debit network associated with the co-badged acceptance mark

In the AP Region (Malaysia, Philippines, Singapore, Thailand, Vietnam), this includes:

- On-Us Transactions
- Transactions processed through a VisaNet Processor or any other Agent

ID# 0026201

Edition: Apr 2018 | Last Updated: Apr 2015

#### 7.1.1.4 Non-Visa Debit Transaction Disclosure Requirements – US Region

##### Effective through 31 January 2018

In the US Region, an Issuer that enables Non-Visa Debit Transaction processing and that does not require that all such transactions be authenticated by a PIN must do all of the following:

- Clearly communicate to its Cardholders at the time of implementation of such processing or at the time of issuance, and on an annual or more frequent basis thereafter, that it has enabled Non-Visa Debit Transaction processing and that it does not require that all such transactions be authenticated by a PIN
- Clearly communicate to its Cardholders the identity of the debit networks for which such transactions are enabled on the Visa Check Card or Visa Debit Card
- Provide Cardholders with examples of the types of Cardholder actions that may be required to initiate a Visa Transaction on such Cards
- At least 30 calendar days before implementation, notify Visa that it does not require that all Non-Visa Debit Transactions be authenticated by a PIN
- Clearly communicate to its Cardholders at the time of implementation of such processing or at the time of issuance, and on an annual or more frequent basis thereafter, that the provisions of its Cardholder agreement relating only to Visa Transactions are inapplicable to non-Visa transactions

##### Effective 1 February 2018

In the US Region, an Issuer that enables Non-Visa Debit Transactions to be processed without a PIN must clearly communicate to its Cardholders both:

- That it does not require all such transactions to be authenticated by a PIN
- The provisions of its Cardholder agreement relating only to Visa Transactions are not applicable to non-Visa transactions

At the time of issuance or implementation of such processing, this Cardholder communication must be included in the terms and conditions of the deposit and/or debit account.

ID# 0008884

Edition: Apr 2018 | Last Updated: Apr 2018

## 7.2 Access to Visa Systems

### 7.2.1 Visa Extended Access

#### 7.2.1.1 Member Requirements for Visa Extended Access

If a Member has Visa Extended Access, the Member must use it to transmit its Interchange.

A Member must use Visa Extended Access to access VisaNet. A Member must not make or attempt to make any repair, adjustment, alteration, or modification to Visa Extended Access. This does not apply to a Member using Direct Exchange (DEX).

ID# 0008744

Edition: Apr 2018 | Last Updated: Oct 2017

#### 7.2.1.2 Member Support of Visa Extended Access

A Member that participates in Visa Extended Access must provide, at no cost to Visa, reasonable support requested by Visa for installing the V.I.P. System or BASE II, including all of the following:

- Providing a location that meets Visa requirements for installing Visa Extended Access on the Member's premises<sup>1</sup>
- Providing a sufficient number of qualified personnel that the Member will train to meet Visa specifications
- Maintaining V.I.P. System and BASE II records, documents, and logs required by Visa and providing them at Visa request
- Providing access to its premises and cooperating with Visa and its authorized agents in conjunction with the installation, service, repair, or inspection of Visa Extended Access<sup>1</sup>

- Notifying Visa promptly of any failure of Visa Extended Access to operate properly on its premises or the premises of its agent or independent contractor<sup>1</sup>
- Providing computer time and a sufficient number of qualified personnel required to ensure prompt and efficient installation and use of the V.I.P. System or BASE II Edit Package software supplied by Visa

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

A Member must notify Visa of any system changes that will affect the VisaNet system and must provide Visa with a minimum of 45 calendar days' notice of changes required by the Member to services currently provided by Visa to the Member, including, but not limited to:

- New Visa Extended Access software and options
- Changes to V.I.P. and BASE II system tables

In the Canada Region, Visa owns a Visa Extended Access server installed at a Member's location and is responsible for its acquisition, installation, and maintenance. Unless otherwise agreed by Visa, both:

- The Member may use the Visa Extended Access server only for V.I.P. System and BASE II processing.
- Members must not share a Visa Extended Access server.

<sup>1</sup> This does not apply to a Member using Direct Exchange (DEX).

ID# 0003332

Edition: Apr 2018 | Last Updated: Oct 2017

#### 7.2.1.3 Unavailability of Visa Extended Access

If a Member's Visa Extended Access is expected to be unavailable, the Member must either:

- If unavailable for fewer than 5 calendar days, prepare the transmission as usual and send the Interchange to Visa as soon as the VisaNet Access Point becomes available
- If unavailable for 5 or more calendar days, send the Interchange to Visa as soon as possible

This does not apply to a Member using Direct Exchange (DEX).

ID# 0003670

Edition: Apr 2018 | Last Updated: Oct 2017

##### 7.2.1.4 BIN Processing Requirements for Visa Extended Access – Europe Region

A Visa Extended Access server used by a Member and/or its Visa Scheme Processor must be connected to the Visa Europe Authorization Service and the Visa Europe Clearing and Settlement Service for both:

- A new request for a BIN to be licensed for use in the Europe Region
- An existing BIN that is licensed for use in the Europe Region

This does not apply to:

- Transactions acquired under the International Airline Program by Acquirers outside of the Europe Region
- Transactions originating from an Airline or International Airline that is located outside of the Europe Region and that are acquired by an Airline Authorizing Processor

A Member that does not comply with these requirements will be subject to a non-compliance assessment.

ID# 0029595

Edition: Apr 2018 | Last Updated: Oct 2016

##### 7.2.2 Clearing Processors

###### 7.2.2.1 Authorizing or Clearing Processor Termination or Downgrade

If an Authorizing or Clearing Processor terminates receipt or transmission of Interchange or downgrades its VisaNet processing level the Clearing Processor must both:

- Notify Visa in writing at least 3 months before the termination or effective date of the downgrade
- Be responsible for the VisaNet access charges that would have been assessed until the designated termination date, if the Clearing Processor terminates the receipt or transmission of Interchange before the designated termination date

Access and processing levels must have been in effect for at least 12 months on the designated effective date of the downgrade or termination.

ID# 0027078

Edition: Apr 2018 | Last Updated: Oct 2017



## 7.3 Authorization

### 7.3.1 Authorization Routing

#### 7.3.1.1 Account Range Table for Authorization Routing

If an Acquirer chooses to use the account range table provided by Visa to determine the routing of an Authorization Request, it must use the account range table to validate Visa Cards and must install and use the table within 6 business days of receipt.

An Acquirer must not distribute the account range table without the prior written consent of Visa.

ID# 0008754

Edition: Apr 2018 | Last Updated: Oct 2014

#### 7.3.1.2 Chip Transaction Routing Requirement – AP Region (Australia, Malaysia)

In the AP Region (Australia), an Acquirer must route an Authorization Request to VisaNet if a Visa Contactless or VIS-based Payment Application was selected to complete a Transaction.

In the AP Region (Malaysia), an Acquirer must ensure that Merchant choice is respected and accordingly must route an Authorization request to VisaNet if a Visa Contactless or VIS-based Payment Application was selected to complete a Transaction.

ID# 0027964

Edition: Apr 2018 | Last Updated: Apr 2018

### 7.3.2 Authorization Service Participation

#### 7.3.2.1 Stand-In Processing (STIP) Transaction Approval

If Visa approves a Transaction in Stand-In Processing (STIP), both:

- Visa provides the Acquirer with an Authorization Code based on the date, time, and Account Number.
- The Acquirer must provide the Authorization Code to the Merchant.

ID# 0005498

Edition: Apr 2018 | Last Updated: Oct 2014

#### 7.3.3 Member Provision of Authorization Services

##### 7.3.3.1 Authorization Service Requirements

A Member must participate in the Card Verification Service<sup>1</sup> and provide Authorization services for all of its Cardholders, Merchants, or branches, 24 hours a day, 7 days a week, using one of the following methods:

- Directly, as a VisaNet Processor
- Through another VisaNet Processor, including Visa
- In the Europe Region, through a Visa Scheme Processor
- By other means approved by Visa

An Issuer must meet the assured Transaction response standards for its Authorization Responses.

In the US Region, an Issuer or its Authorizing Processor (including Stand-In Processing) must respond to all Authorization Requests in an average time not exceeding 5 seconds during each calendar month.

<sup>1</sup> In the Europe Region, this does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region* it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0004381

Edition: Apr 2018 | Last Updated: Oct 2016

##### 7.3.3.2 Card Verification Value 2 (CVV2) – Acquirer Processing Requirements

**Effective 14 April 2018**

An Acquirer must be able to both:

- Send and receive, and ensure that its Merchant is able to send and receive, responses to all Authorization Requests containing Card Verification Value 2 (CVV2) values<sup>1</sup>
- Correctly process all CVV2 response codes<sup>2</sup> and include them in the Clearing Record

<sup>1</sup> In the US Region, an Acquirer must be certified.

<sup>2</sup> **Effective 13 October 2018**  
For the Canada Region

ID# 0030124

Edition: Apr 2018 | Last Updated: New

#### 7.3.3.3 Use of Emergency Authorization Procedures – Europe Region

An Acquirer must follow the following emergency Authorization procedures if it cannot transmit an Authorization Request due to a communications failure:

- If the Transaction amount is USD 150 or higher, the Acquirer must contact the Issuer by telephone or fax for Authorization.
- If the Transaction Amount is less than USD 150, the Acquirer must both:
  - Review an appropriate Card Recovery Bulletin
  - Either:
    - If the Account Number does not appear on a Card Recovery Bulletin, provide the Merchant with an Authorization Code ending in “x”
    - If the Account Number appears on a Card Recovery Bulletin, send a Decline Response to the Authorization Request

An Acquirer must not use the emergency Authorization procedures either:

- For more than 4 hours
- If any other means of electronic interface with Visa is available

ID# 0029828

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.3.3.4 Acquirer Unavailability Response – Europe Region

In the Europe Region, an Acquirer that is not able to submit an Authorization Request must transmit a “service unavailable now” response to an ATM or Unattended Cardholder Activated Terminal.

ID# 0029829

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.3.3.5 Pickup Response Prohibition for Contactless Transactions – Europe Region

In the Europe Region, an Issuer must send only an Approval Response or a Decline Response to an Authorization Request for a Contactless Transaction.

If an Acquirer receives a Pickup Response, it must process it as a Decline Response.

ID# 0029831

Edition: Apr 2018 | Last Updated: Oct 2017

#### 7.3.3.6 Issuer Processing of Mass Transit Transactions

For a Mass Transit Transaction, an Issuer must both:

- Be able to process an Authorization Request for a Mass Transit Transaction
- Not send a Decline Response based solely on either:
  - The value of the Application Transaction Counter
  - A missing CVV2

ID# 0030051

Edition: Apr 2018 | Last Updated: Apr 2018

### 7.3.4 Authorization Request Time Limits

#### 7.3.4.1 Authorization Requests – Maximum Time Limit for Response

The maximum time limit for an Issuer to respond to an Authorization Request is as follows:

Table 7-1: Maximum Time Limits for Authorization Request Response

Transaction Type	AP Region, Canada Region, CEMEA Region, and LAC Region	Europe Region	US Region
POS (including PIN at POS and Unattended Cardholder-Activated Terminals where PIN is present)	15 seconds	5 seconds	10 seconds
ATM Cash Disbursement (MCC 6011 only)	30 seconds	5 seconds	25 seconds

If Visa (or, in the Europe Region, a Visa Scheme Processor) does not receive an Authorization Response from an Issuer within the specified time limit, Visa (or the Visa Scheme Processor) will respond on behalf of the Issuer, using Stand-In Processing.

ID# 0004385

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.3.5 Use of the Exception File

#### 7.3.5.1 Exception File Updates

An Issuer must add an Account Number to an Exception File if one or more of the following applies:

- A Visa Card or Visa Electron Card was reported lost, stolen, or counterfeit and must be recovered.
- A Deposit-Only Account Number is reported as compromised.
- Authorization must always be denied to the Account Number.
- Authorization must always be granted to the Account Number.
- Issuer-defined Authorization limits apply to the Account Number.
- The Acquirer must contact the Issuer to obtain Authorization for the Account Number.

ID# 0003235

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.3.5.2 Exception File Notification – Europe Region

**Effective through 13 April 2018**

In the Europe Region, a Visa Scheme Processor must notify Visa in writing at least 90 calendar days before the date on which it wishes to start using an Exception File.

ID# 0029591

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.3.6 Declines and Referrals

##### 7.3.6.1 Preauthorized Transaction Decline Response

Unless otherwise specified, a Recurring Transaction, an Installment Transaction, a Preauthorized Healthcare Transaction, or an Unscheduled Credential-on-File Transaction that receives a Decline Response may be resubmitted for Authorization up to 4 times within 16 calendar days from the date of the original Decline Response, in an attempt to receive approval, only if the Decline Response code is one of the following:

- 05 (Authorization declined)
- 51 (Insufficient funds)
- 61 (Exceeds approval amount limit)
- 65 (Exceeds withdrawal frequency limit)

If an Approval Response is not received within this timeframe, the Merchant must not deposit the Transaction.

ID# 0006007

Edition: Apr 2018 | Last Updated: Apr 2018

### 7.3.6.2 Decline Response Prohibition for Missing Card Verification Value 2 (CVV2)

#### Effective 14 April 2018

An Issuer must not send a Decline Response for:

- A payment Token provisioning request<sup>1</sup> based solely on a missing CVV2
- A Transaction initiated with a payment Token based solely on a missing CVV2

#### Effective through 12 October 2018

In the Europe Region, an Issuer must not send a Decline Response based solely on a missing Card Verification Value 2 if the Authorization Request is for a second or subsequent Recurring Transaction, Installment Transaction, Unscheduled Credential-on-File Transaction, or Cardholder-initiated Transaction using a Stored Credential.

#### Effective 13 October 2018

A Europe Issuer must not send a Decline Response based solely on a missing Card Verification Value 2 if the capture of CVV2 is prohibited or not required, as specified in Section 10.12.2.3, Card Verification Value 2 (CVV2) Requirements – Europe Region.

<sup>1</sup> Applies only to Visa Token Service participants and only to Stored Credential or Electronic Commerce enabler payment Tokens

ID# 0029985

Edition: Apr 2018 | Last Updated: Apr 2018

### 7.3.6.3 Resubmission following a Decline Response to a Transit Transaction

An Acquirer that has received a Decline Response to a Transaction that originates from a Mass Transit Merchant may enter that Transaction into Interchange if the following applies:

- The Merchant has received an Approval Response to a subsequent Authorization Request that included the data from the original Transaction
- The Merchant has not submitted either:
  - For a Known Fare Transaction, more than 2 Authorization Requests within 14 calendar days of the initial Decline Response
  - For a Mass Transit Transaction, following the initial Decline Response, more than the number of permitted Authorization Requests within the timeframes specified in Section 5.9.17.2, Mass Transit Transaction Requirements

ID# 0030046

Edition: Apr 2018 | Last Updated: Apr 2018

### 7.3.7 Authorization Reversals and Authorization Holds

#### 7.3.7.1 Acquirer Requirement to Act on Authorization Reversal

An Acquirer that receives an Authorization Reversal from its Merchant must accept the Authorization Reversal and immediately forward it to Visa.

ID# 0005476

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.3.8 Visa Debit with PIN

#### 7.3.8.1 Visa Debit with PIN Transactions – Preauthorization Transactions – US Region

In the US Region, a Merchant that initiates a preauthorization request for a PIN-Authenticated Visa Debit Transaction must send a preauthorization completion message within X of the preauthorization request.

ID# 0026878

Edition: Apr 2018 | Last Updated: Oct 2014

### 7.3.9 Partial Authorization

#### 7.3.9.1 Partial Authorization Service Participation – Acquirer Requirements

To participate in the Partial Authorization service, an Acquirer and its Processor must:

- Support Partial Authorization Transactions and Authorization Reversals
- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization Transactions
- Ensure that its participating Merchants:
  - Include the Partial Authorization indicator in the Authorization Request
  - Submit an Authorization Reversal if the Cardholder elects not to complete the purchase
  - Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response
  - Ensure that its participating Merchants support Partial Authorizations for all Visa Card types.

In the CEMEA Region (Kenya)<sup>1</sup> and US Region, an Acquirer must both:

- Participate in the Partial Authorization service
- Process Partial Authorization messages for all terminals that have been programmed to participate in the Partial Authorization service

<sup>1</sup> Effective 13 April 2019

ID# 0002515

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.3.9.2 Automated Fuel Dispenser Partial Authorization Merchant Requirements

An Automated Fuel Dispenser Merchant that participates in the Partial Authorization service must both:

- Include the Partial Authorization indicator in the Authorization Request or Status Check Authorization (where permitted)
- For a Transaction where the full Transaction amount is included in the Authorization Request, submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

In the Europe Region, an Automated Fuel Dispenser Merchant must participate in the Partial Authorization service.

ID# 0002520

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.3.9.3 Partial Authorization Service Acquirer Participation – Canada Region

In the Canada Region, an Acquirer and its VisaNet Processor must both:

- Receive and transmit Partial Authorization Transactions and Authorization reversals for the following MCCs:
  - 4121 (Taxicabs and Limousines)
  - 4812 (Telecommunication Equipment and Telephone Sales)
  - 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls Through Use of Magnetic Stripe Reading Telephones, and Fax Services)
  - 4816 (Computer Network/Information Services)
  - 5200 (Home Supply Warehouse Stores)
  - 5310 (Discount Stores)
  - 5311 (Department Stores)



- 5331 (Variety Stores)
- 5411 (Grocery Stores and Supermarkets)
- 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)
- 5541 (Service Stations [With or Without Ancillary Services])
- 5542 (Automated Fuel Dispensers)
- 5621 (Women's Ready-To-Wear Stores)
- 5631 (Women's Accessory and Specialty Shops)
- 5641 (Children's and Infants' Wear Stores)
- 5651 (Family Clothing Stores)
- 5661 (Shoe Stores)
- 5691 (Men's and Women's Clothing Stores)
- 5732 (Electronics Stores)
- 5734 (Computer Software Stores)
- 5735 (Record Stores)
- 5812 (Eating Places and Restaurants)
- 5814 (Fast Food Restaurants)
- 5912 (Drug Stores and Pharmacies)
- 5921 (Package Stores – Beer, Wine, and Liquor)
- 5941 (Sporting Goods Stores)
- 5942 (Book Stores)
- 5945 (Hobby, Toy, and Game Shops)
- 5947 (Gift, Card, Novelty and Souvenir Shops)
- 5977 (Cosmetic Stores)
- 5999 (Miscellaneous and Specialty Retail Stores)
- 7230 (Beauty and Barber Shops)
- 7298 (Health and Beauty Spas)
- 7399 (Business Services [Not Elsewhere Classified])
- 8999 (Professional Services [Not Elsewhere Classified])

- 9399 (Government Services [Not Elsewhere Classified])
- Obtain systems certification from Visa for Partial Authorization Transaction processing, as follows:
  - Standalone POS deployed on or after 17 April 2017
  - Integrated POS deployed on or after 16 April 2017
  - **Effective 13 October 2022**  
All standalone POS
  - **Effective 13 October 2022**  
All integrated POS

ID# 0029230

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.3.9.4 Partial Authorization Service – Issuer Requirements

To participate in the Partial Authorization service, an Issuer and its Processor must support Partial Authorizations and Authorization Reversals.

ID# 0029818

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.3.11 Account Verification

#### 7.3.11.1 Account Verification Processing – Europe Region

In the Europe Region, an Issuer must be able to respond to Account Verification requests by sending a response code that indicates either:

- No reason to decline
- Non-approval

An Acquirer must do all of the following:

- Be able to transmit the Account Verification request to the Issuer
- Be able to receive the response from the Issuer for that Account Verification request
- Ensure that its Merchants use Account Verification to validate a Cardholder account. This does not apply to Automated Fuel Dispensers.

ID# 0029668

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.3.12 Member Reporting Requirements

#### 7.3.12.1 Member Reporting Requirements – Europe Region

In the Europe Region, a Member that processes Transactions must submit to Visa a daily transmission file detailing those Transactions including Authorization Responses that are Approval Responses or Decline Responses.

A Member must not report transactions where a Cardholder has chosen to use a payment brand or application that is not part of the Visa Europe Scheme.

An Issuer must report a Dispute within 15 calendar days of the Processing Date of the Dispute.

An Acquirer must report a Dispute Response or pre-Arbitration within 15 calendar days of the Processing Date of the Dispute Response or pre-Arbitration.

ID# 0029678

Edition: Apr 2018 | Last Updated: Apr 2018

## 7.4 Processing of Specific Transaction Types

### 7.4.1 Account Funding Transactions

#### 7.4.1.1 Account Funding Transaction Requirements

An Account Funding Transaction must both:

- Not represent any of the following:
  - Payment for goods or services
  - Funding of a Merchant account
  - Debt repayment
- Be processed with an Account Funding Transaction indicator in the Authorization Request and Clearing Records

ID# 0002890

Edition: Apr 2018 | Last Updated: Oct 2017

### 7.4.2 Manual Cash Disbursements

#### 7.4.2.1 Manual Cash Disbursement Transaction Currency

The Transaction Currency for a Manual Cash Disbursement must be all of the following:

- Currency dispensed
- Currency in the Authorization Request
- Currency presented into Interchange

ID# 0006862

Edition: Apr 2018 | Last Updated: Oct 2017

### 7.4.3 Automated Fuel Dispenser Transactions

#### 7.4.3.1 Automated Fuel Dispenser Real-Time Clearing Transaction Processing

An Automated Fuel Dispenser Merchant that participates in Real-Time Clearing must also participate in Partial Authorization.

A Real-Time Clearing Transaction must identify the preauthorization time limit in field 63.2 of the Authorization message.

The Completion Message must be for an amount equal to or less than the authorized amount, including partial approvals.

ID# 0007391

Edition: Apr 2018 | Last Updated: Oct 2017

#### 7.4.3.2 Automated Fuel Dispenser Transaction Issuer Requirements – Europe Region

In the Europe Region, an Issuer must do all of the following:

- Be able to process Automated Fuel Dispenser (AFD) Transactions with a maximum amount (no more than EUR 150 [or local currency equivalent], unless explicitly preselected by the Cardholder) included in the Authorization Request amount
- Support the receipt of an Acquirer confirmation advice in real time
- Immediately act upon the Acquirer confirmation advice and adjust the Cardholder's available funds
- Support Partial Authorizations

ID# 0029982

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.4.4 Bill Payment Transactions

##### 7.4.4.1 ATM Bill Payments – LAC Region (Brazil)

In the LAC Region (Brazil), an Acquirer must not use Deferred Settlement when processing a domestic Bill Payment Transaction at an ATM.

ID# 0029526

Edition: Apr 2018 | Last Updated: Apr 2017

##### 7.4.4.2 Bill Payment Transaction Data – US Region

In the US Region, an Acquirer must identify a Bill Payment Transaction in the Authorization Request and Clearing Record.

ID# 0008913

Edition: Apr 2018 | Last Updated: Oct 2014

#### 7.4.6 Online Gambling Transactions

##### 7.4.6.1 Quasi-Cash/Online Gambling Transaction Indicator

A Quasi-Cash Transaction must be processed with a Quasi-Cash Transaction indicator in the Authorization Request and Clearing Record.

This does not apply in the CEMEA Region (South Africa).

ID# 0002886

Edition: Apr 2018 | Last Updated: Oct 2017

#### 7.4.7 Commercial Payables Transactions

##### 7.4.7.1 Authorization Request and Settlement Amount Match

Visa will return a Commercial Payables Transaction to the Acquirer for resubmission if the amount in the Clearing Record does not match the amount in the Authorization Request and all of the following conditions apply:

- Card is a Visa Purchasing or Visa Fleet Card
- Issuer has enrolled to participate in the Authorization and Settlement Match service
- The Visa Purchasing Card BIN or account range (including Visa Fleet Card BIN or account range) is enrolled in the Authorization and Settlement Match service
- Transaction occurs in a Card-Absent Environment

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0026827

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.4.8 Card-Absent Environment Transactions

##### 7.4.8.1 Mail/Phone Order Expiration Date in Authorizations – AP Region

In the AP Region, an Authorization Request for a Mail/Phone Order Transaction must include the Card expiration date.

This does not apply to Recurring Transactions, which do not require an expiration date in the Authorization Request.

ID# 0005333

Edition: Apr 2018 | Last Updated: Oct 2014

#### 7.4.9 Recurring Transactions

##### 7.4.9.1 Electronic Commerce Indicator for Recurring Transactions – US Region

In the US Region, if an Order Form for a Recurring Transaction is provided to a Merchant in an electronic format, the initial Transaction must be processed with the appropriate Electronic Commerce Indicator.

Subsequent Recurring Transactions must be processed as Recurring Transactions.

The initial Transaction may be populated with the recurring payment indicator.

ID# 0004638

Edition: Apr 2018 | Last Updated: Oct 2014

#### 7.4.10 Visa Purchasing Card Transactions

##### 7.4.10.1 Visa Purchasing Card Transaction Data

An Acquirer that accepts a Visa Purchasing Card Transaction must provide the Issuer with any Cardholder reference data or other relevant Transaction information supplied by a Merchant.

ID# 0008893

Edition: Apr 2018 | Last Updated: Oct 2014

### 7.4.11 Visa Fleet Card Transactions

#### 7.4.11.1 Visa Fleet Card – Enhanced Data

An Acquirer that contracts with a Merchant to accept a Visa Fleet Card must provide the Issuer or the Issuer's agent with the Enhanced Data if provided by its Merchant in the Authorization and Clearing Record.

ID# 0008894

Edition: Apr 2018 | Last Updated: Oct 2015

#### 7.4.11.2 Visa Fleet Card Enhanced Data Requirements – US Region

In the US Region, a Merchant that accepts a Visa Fleet Card must provide Enhanced Data for Visa Fleet Card Transactions classified with any of the following MCCs:

- 4468 (Marinas, Marine Service, and Supplies)
- 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)
- 5541 (Service Stations)
- 5542 (Automated Fuel Dispensers)
- 5983 (Fuel Dealers – Fuel Oil, Wood Coal, and Liquefied Petroleum)

An Acquirer that processes Visa Fleet Card Transactions must provide both Cardholder-supplied data and supplemental Transaction data for these Transactions.

ID# 0027524

Edition: Apr 2018 | Last Updated: Apr 2015

### 7.4.12 Visa Commercial Card Transactions

#### 7.4.12.1 Visa Commercial Card Data Requirements – Europe Region

In the Europe Region, if a Merchant provides Enhanced Data in the Authorization Request and Clearing Record, its Acquirer must provide the Enhanced Data to the Issuer.

An Acquirer must provide the following data to the Issuer:

- All tax details, as agreed by Visa and the national fiscal authorities
- Unique customer reference data, if supplied by the Client Organization

An Acquirer whose Merchants provide Enhanced Data for Visa Purchasing Card Transactions must provide to Visa contact details for the participating Merchant Outlets every 6 months or as determined by Visa.

ID# 0029673

Edition: Apr 2018 | Last Updated: Oct 2017

### 7.4.13 Visa Drive Card Transactions

#### 7.4.13.1 Cash Disbursements on Visa Drive Cards – Europe Region

In the Europe Region, Cash Disbursements are not permitted on Visa Drive Cards that are “standard” Cards or “extra” Cards.

Cash Disbursements are permitted on Visa Drive Cards that are “open” Cards.

ID# 0029810

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.4.13.2 Quasi-Cash Transactions on Visa Drive Cards – Europe Region

In the Europe Region, Quasi-Cash Transactions are not permitted on Visa Drive Cards that are “standard” Cards or “extra” Cards.

Quasi-Cash Transactions are permitted on Visa Drive Cards that are “open” Cards.

ID# 0029835

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.4.14 In-Transit Transactions

#### 7.4.14.1 In-Transit Gambling Merchant Requirements – Europe Region

In the Europe Region, a Gambling Merchant must ensure that an In-Transit Transaction for the purchase of gambling is processed as a Quasi-Cash Transaction.

ID# 0029834

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.4.15 Authorization Request Content

#### 7.4.15.1 Authorization Request Content for MCC 6012 – Europe Region (United Kingdom)

In the Europe Region (United Kingdom), an Acquirer that processes a Transaction in a Card-Absent Environment using MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) must include in the Authorization Request all of the following data elements for the recipient account holder:



- Date of birth
- Account number (either partially masked or up to 10 characters)
- Partial postcode
- Last name

The Issuer that receives the Authorization Request must check the data elements against its own data about the recipient of the payment.

ID# 0030058

Edition: Apr 2018 | Last Updated: Oct 2017

## 7.5 Clearing

### 7.5.1 File Processing

#### 7.5.1.1 Duplicate Interchange File Requirements

A Member must generate a duplicate Interchange File before transmitting Interchange to Visa and retain this file for 15 calendar days after the Settlement Date.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0003372

Edition: Apr 2018 | Last Updated: Oct 2016

### 7.5.2 Currency Conversion

#### 7.5.2.1 Currency Conversion

Visa converts the Transaction Currency to the Issuer's or Acquirer's Settlement Currency using the Currency Conversion Rate.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0003298

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.5.3 PIN-Authenticated Visa Debit Adjustments

##### 7.5.3.1 PIN-Authenticated Visa Debit Transaction Adjustments – US Region

In the US Region, if an Acquirer processes an Adjustment to a PIN-Authenticated Visa Debit Transaction to correct a Merchant or Acquirer processing error that causes an out-of-balance situation, it must both:

- Process the Adjustment within 45 calendar days of the purchase date of the original Transaction
- Process the Adjustment for the correct Transaction amount

An Acquirer may process a first Presentment as an Original Adjustment when all of the following apply:

- Original Transaction resulted from a PIN-Authenticated Visa Debit Transaction
- Connection between the Merchant and its Authorizing Processor was inoperable
- Merchant completed the Transaction without obtaining an Authorization

An Acquirer must not process an Original Adjustment if the original Transaction received a Decline Response.

The Acquirer must not process an Adjustment subsequent to a Dispute.

ID# 0026510

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.5.4 Reversals

##### 7.5.4.1 Permitted Use of Clearing Reversals – US Region

In the US Region, if a Clearing Processor that cleared Interchange through VisaNet detects duplicate or erroneous data before sending it to Visa, the Clearing Processor must correct the data before transmission.

If incorrect data has already been transmitted, a Clearing Reversal may be initiated by either the Clearing Processor that originated the duplicate or erroneous transmission or by Visa.

The Clearing Processor may use a Clearing Reversal only to correct either:

- Inadvertent processing errors (for example: duplicate processing), as described in *Section 12.5.2.1, Duplicate or Erroneous Data Fee – US Region*
- Individual Transactions that were transmitted twice or contain erroneous data

To reverse a duplicate or erroneous Interchange transmission, the Clearing Processor must do all of the following:

- Immediately notify Visa of any duplicate or erroneous data transmitted, including any of the following:
  - An entire day's Interchange duplication
  - Batches of previously transmitted Interchange
  - Batches captured more than once on the same outgoing Interchange File
- Replace the Transaction codes of the duplicate Transactions with the appropriate Clearing Reversal codes
- Not change any other information in the duplicate Transactions
- Send the corrected file on the next transmission day

ID# 0008882

Edition: Apr 2018 | Last Updated: Oct 2014

### 7.5.5 Data Requirements

#### 7.5.5.1 Interchange Data Element Requirements

An Acquirer that sends Interchange through BASE II must use the data elements listed in the applicable VisaNet documentation.

ID# 0005521

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.5.5.2 Visa Prepaid Card Purchase Transaction Data

A Transaction representing the purchase of a Visa Prepaid Card must be processed as a retail purchase and include a Visa Prepaid Card indicator in the Transaction record.

ID# 0002516

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.5.5.3 Visa Commercial Card and Visa Prepaid Card Data Requirements – LAC Region (Brazil)

In the LAC Region (Brazil), an Acquirer must ensure that the Clearing Record for a Transaction completed with a Visa Commercial Card or a Visa Prepaid Card of a government program includes the Merchant legal name and Merchant tax identification number.

ID# 0027384

Edition: Apr 2018 | Last Updated: Oct 2016

## 7.6 Online Financial and Deferred Clearing

### 7.6.1 Online Financial and Deferred Clearing Requirements

#### 7.6.1.1 Online Financial Transaction Processing Requirements

An Online Financial Transaction Authorization Request for a Visa or Visa Electron Transaction must originate at an ATM or an Acceptance Device and include both the:

- Entire unaltered contents of track 1 or track 2 of the Magnetic Stripe, the Magnetic-Stripe Image on the Chip, or the track 2 equivalent data in a QR code
- Final amount of the Transaction

An Online Financial Transaction that is a purchase Transaction may only be key-entered either:

- In a Card-Absent Environment
- If the Magnetic Stripe cannot be read. This does not apply to a Visa Electron Transaction, which may not be key-entered.

An Acquirer must process a Clearing Reversal for an Online Financial or Deferred Clearing Transaction if either the:

- Acquirer or Merchant sent an Authorization Request and did not receive an Authorization Response
- Transaction is subsequently voided or cancelled

ID# 0008863

Edition: Apr 2018 | Last Updated: Oct 2017

## 7.7 Transaction Processing Time Limits and Dates

### 7.7.1 Processing Time Limits

#### 7.7.1.1 Acquirer Processing Timeframes

An Acquirer must process Transactions within the following timeframes:

Table 7-2: Acquirer Processing Timeframe Requirements

Transaction Type	Maximum Processing Timeframe
Visa Electron and ATM <sup>1</sup>	Within 5 calendar days of the Transaction Date

**Table 7-2: Acquirer Processing Timeframe Requirements (continued)**

Transaction Type	Maximum Processing Timeframe
Visa Prepaid Load Service (in the US Region, Visa ReadyLink)	Within 2 <sup>1</sup> calendar days of the Transaction Date
Merchandise Returns and Credits	<b>Effective 13 April 2019</b> Within 5 <sup>2</sup> calendar days of the Transaction Date
All Other Transactions	<ul style="list-style-type: none"> <li>• Within 8<sup>2</sup> calendar days of the Transaction Date</li> <li>• In Japan, within 30 calendar days of the Transaction Date</li> <li>• In Malaysia, for domestic Automated Fuel Dispenser Transactions, within 2 local business days of the Transaction Date</li> <li>• In the Europe Region, for intraregional Contactless Transactions (except Mass Transit Transactions) within 2 calendar days of the Transaction Date</li> </ul>
<sup>1</sup> In the US Region, ATM Transactions, PIN-authenticated Visa Debit Transactions, and Visa ReadyLink Transactions must be processed through the Single Message System. <sup>2</sup> In the US Region, additional requirements for Transaction processing time limits apply to Custom Payment Service Programs.	

The Processing Date and Transaction Date are each counted as one day.

#### 7.7.1.2 Transaction Date Limits

For a Deferred Payment Transaction, the Transaction Date must be the billing date, which must be no later than 90 calendar days from the initial shipment date.

For a Preauthorized Health Care Transaction, the Transaction Date must be the date on which the Health Care Merchant receives a notice of adjudication from the Cardholder's insurance company.

For a Transaction involving goods that are shipped (except for a prepayment), the Transaction Date must be on or after the date on which the goods are shipped.

For a Mass Transit Transaction, the Transaction Date must be the last day of travel.

## 7.8 Settlement

### 7.8.2 National Net Settlement Service (NNSS) Requirements

#### 7.8.2.1 Use of National Net Settlement Service (NNSS)

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Member must enroll all of its BINs in the National Net Settlement Service (NNSS), if available in its country. This does not apply to:

- A Visa-approved program for which the Settlement Currency or Billing Currency is not the local currency
- In the AP Region (Japan), a Member that is not a Principal-Type Member
- In the Canada Region, a Member that has a Private Agreement for the Settlement of Domestic Transactions

A Member that participates in an NNSS must both:

- Use the NNSS to process and settle all qualifying Domestic Transactions that were processed through VisaNet in local currency
- Comply with the applicable NNSS operating procedures

#### Effective through 19 January 2018

In the LAC Region (Brazil, Venezuela), a Member must process all Domestic Transactions in local currency.

#### Effective 20 January 2018 through 12 October 2018

In the LAC Region (Brazil, Curacao, Sint Maarten, Venezuela), a Member must process all Domestic Transactions from a BIN participating in the NNSS in local currency.

#### Effective 13 October 2018

In the LAC Region (Aruba, Brazil, Curacao, Sint Maarten, Venezuela), a Member must process all Domestic Transactions from a BIN participating in the NNSS in local currency.

Visa may suspend the operation of an NNSS in an emergency. Upon suspension of an NNSS, Visa may redirect Domestic Transactions into the International Settlement Service and collect the full amount owed from a Member's nominated Settlement account or Settlement Bank.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0029856

Edition: Apr 2018 | Last Updated: Oct 2017

### 7.8.3 Settlement Requirements – AP Region

#### 7.8.3.2 Member Responsibility for Settlement Obligations – AP Region

In the AP Region, a Member is responsible for all Settlement obligations owed to Visa by any entity or subsidiary owned or controlled by the Member, even if the entity is legally independent of the Member. Visa may offset any amount owed to Visa by the entity or subsidiary against the Member accounts, Branches, or other owned or controlled entity worldwide.

ID# 0005423

Edition: Apr 2018 | Last Updated: Oct 2014

### 7.8.4 Settlement Requirements – Europe Region

#### 7.8.4.3 Visa Responsibility for Settlement – Europe Region

In the Europe Region, without prejudice to any Issuer's or Acquirer's obligations in *Section 1.1.1.2*, Visa will be responsible on the terms and subject to the conditions of this section to satisfy payment obligations that have arisen in relation to:

- Transactions that are Visa Transactions. For a co-badged Card, where a Cardholder chooses to initiate a transaction through a payment scheme that is not Visa, that transaction is not a Visa Transaction.
- Visa Transactions, where such Visa Transactions were reported to Visa within 24 hours of the Transaction Date
- Visa Transactions, where such Visa Transactions meet Visa data quality standards, in accordance with all applicable technical specifications
- A Visa Scheme Processor, and the Member has satisfied its obligations in relation to that Visa Scheme Processor as specified in the Visa Rules
- A Settlement failure, where such Settlement failure was reported to Visa within 24 hours of the date that any given Member is owed funds
- Visa Transactions that were accepted in accordance with the Rules

In the Europe Region, for the avoidance of doubt, Visa reserves the right to adjust its payment obligation to a Member, where that Member has reported to Visa inconsistent Transaction volumes over the preceding 18 months.

ID# 0029572

Edition: Apr 2018 | Last Updated: Oct 2016

#### 7.8.4.11 Indemnification – Europe Region

In the Europe Region, each Issuer and each Acquirer Indemnifies Visa for and against Claims and Liabilities that may be asserted against or incurred by Visa arising out of or in connection with a failure (or any allegation made in good faith of a failure) by such Issuer or such Acquirer (or any entity acting on its behalf or under its direction or control) to discharge its payment obligations when due and/or to comply with, be bound by and perform all obligations and duties imposed upon it pursuant to the Rules, including without limitation any failure to put Visa in funds for the purposes of Settlement and/or any failure to satisfy any request made pursuant to the Rules. If requested by Visa, the relevant Issuer or Acquirer will provide cash or other collateral acceptable to Visa in such amounts and on such terms as Visa may deem appropriate to cover Visa against Visa's estimate of any future Claims and Liabilities for which such Issuer or Acquirer may be liable, including, without limitation, to fund Visa's relevant legal expenses.

ID# 0029580

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.8.4.12 Member Liability – Europe Region

A Europe Group Member is jointly and severally liable for the obligations of each of its Group Issuers/Acquirers under Section 7.8.4.11, Indemnification – Europe Region.

A Europe Principal Member is jointly and severally liable for the obligations of each of its Sponsored Issuers/Acquirers under Section 7.8.4.11, Indemnification – Europe Region.

In the Europe Region, Visa will seek Indemnification or other recovery for Claims or Liabilities:

- First, from the Issuer or Acquirer that Visa deems liable under Section 7.8.4.11, Indemnification – Europe Region.
- Second, from any Group Member and/or Principal Member that Visa deems liable under this section

Nothing in this section:



- Creates a duty of care from Visa to any entity
- Obliges Visa:
  - To institute proceedings or exhaust its rights to recover Indemnifiable Liabilities from any entity before claiming against another entity in the order of priority
  - To pro-rate or apportion its claims between different entities
- Renders an Issuer's/Acquirer's obligation to pay Visa under this section conditional upon any other entity's payment or agreement to pay

ID# 0029581

Edition: Apr 2018 | Last Updated: Apr 2018

#### 7.8.4.16 Estimating Settlement – Europe Region

In the Europe Region, Visa reserves the right to require that Members settle on estimates provided by Visa if Clearing and Settlement is delayed.

ID# 0030062

Edition: Apr 2018 | Last Updated: Oct 2017

#### 7.8.4.17 Loss Sharing – Europe Region

If Visa incurs a loss following the failure of a Member to satisfy its payment obligations and Visa determines, in its absolute discretion, that the loss will not be recovered in a timely manner, as specified in *Section 7.8.4.12, Member Liability – Europe Region*, Visa may apportion some or all of the loss among Principal Members.

Visa will assess a Member's Loss Share Contribution<sup>1</sup> according to a Loss Share Contribution calculation, available on Visa Online and as amended from time to time. Visa reserves the right to adjust the amount claimed from a Member on such basis that Visa considers equitable in the circumstances.

Visa will collect the required amount, through its settlement systems, within 120 calendar days of the loss, as either:

- A series of installments, with each installment representing no more than 5% of the total amount owed by the Member
- The total amount

If the amount collected by Visa is later determined to be more than the amount required for that Member's share, Visa will return the excess amount to the Member within 120 calendar days of the verification of the excess amount.

<sup>1</sup> A financial contribution paid by a Principal Member to Visa, following the failure of any given Member to satisfy its

payment obligation.

ID# 0030096

Edition: Apr 2018 | Last Updated: Apr 2018

## 7.8.6 Settlement Requirements – US Region

### 7.8.6.4 Member Responsibility for Settlement Financial Obligations – US Region

In the US Region, a Member is responsible for any amount due for all Transaction Receipts bearing its BIN and resulting from a Merchant or another Member honoring a valid, properly presented Card.

ID# 0005710

Edition: Apr 2018 | Last Updated: Oct 2014

### 7.8.6.5 Prohibition against Transferring Obligation to Pay – US Region

In the US Region, an Acquirer must not waive, release, abrogate, or otherwise assign to a non-Member its obligation to guarantee and ensure payment for all Transactions in which its Merchant honored a valid Visa Card properly presented for payment.

ID# 0005146

Edition: Apr 2018 | Last Updated: Oct 2014

### 7.8.6.6 Requirement for Funds Held by Acquirer – US Region

In the US Region, an Acquirer holding funds as security to ensure proper Merchant performance must hold the funds in an account in the Merchant's name.

ID# 0005147

Edition: Apr 2018 | Last Updated: Oct 2014

## 7.8.7 Member Readiness for Settlement

### 7.8.7.1 Member Readiness for Settlement

Upon submission of a Clearing Record to VisaNet, a Member must be ready to settle the Transaction within the timeframe specified by Visa for the applicable settlement service and Settlement Currency.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0029031

Edition: Apr 2018 | Last Updated: Oct 2016

## 7.9 System Use – Europe Region

### 7.9.1 Default Infrastructure

#### 7.9.1.1 Default Infrastructure Nomination – Europe Region

In the Europe Region, Visa reserves the right to nominate a Default Infrastructure, which is the processor of last resort that a Member should use when its processing infrastructure has failed or is otherwise unavailable.

ID# 0029582

Edition: Apr 2018 | Last Updated: Oct 2016

## 7.10 Authorization and Clearing Transaction Content

### 7.10.1 Transaction Message Content

#### 7.10.1.1 Use of Payment Account Reference – AP, Canada, CEMEA, LAC, and US Regions

**Effective 13 October 2018 in the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region**

An Acquirer must be capable of processing a Transaction containing a Payment Account Reference (PAR) and delivering the PAR to a Merchant.

A domestic switch or any other form of processor must be capable of transmitting a PAR when provided by an Issuer, Acquirer, or Token Requestor.

ID# 0030038

Edition: Apr 2018 | Last Updated: Oct 2017

### 7.10.2 Payment Stop Service

#### 7.10.2.1 Use of Payment Stop Instructions – Europe Region

In the Europe Region, an Issuer may place a stop instruction against an Authorization Request or a Clearing Record only if it complies with all of the following:

- Obtains a stop instruction request from the Cardholder
- Ensures that the stop instruction is only placed against a Recurring Transaction, an Installment

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Transaction, or an Unscheduled Credential-on-File Transaction

- Correctly identifies the stop instruction

ID# 0029681

Edition: Apr 2018 | Last Updated: Oct 2017

## 8 Processing Products

### 8.1 Use of Visa Systems

#### 8.1.1 VisaNet Access Points

##### 8.1.1.1 Deployment of Visa Systems at User Sites – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a participating Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant that deploys a Visa system must provide, at no cost to Visa, all of the following:

- A location that meets Visa requirements for installing one or more VisaNet Access Points on the Member's, VisaNet Processor's, or Visa Merchant Direct Exchange Merchant's premises
- A sufficient number of qualified personnel that the Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant has trained to meet Visa specifications
- Upon Visa request, access to the premises of the Member, VisaNet Processor, or Merchant, and cooperation with Visa and its authorized agents or representatives for the installation, service, repair, or inspection of the VisaNet Access Points
- Computer time and a sufficient number of qualified personnel to ensure prompt and efficient installation and use of the VisaNet software supplied by Visa
- Any other support reasonably requested by Visa for the installation of Visa systems

A participating Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant must do all of the following:

- Maintain VisaNet records, documents, and logs and provide them to Visa upon request
- Notify Visa promptly if a VisaNet Access Point for which it is responsible fails to operate properly

ID# 0027076

Edition: Apr 2018 | Last Updated: Oct 2017

##### 8.1.1.2 Prohibition against VisaNet Access Point Modification

No party may make or attempt to make any repair, adjustment, alteration, or modification to a VisaNet Access Point, except as expressly authorized by Visa.

ID# 0027074

Edition: Apr 2018 | Last Updated: Oct 2014

##### 8.1.1.3 VisaNet Access Point Security – Visa Merchant Direct Exchange

A Visa Merchant Direct Exchange Merchant must provide the same level of security for its VisaNet Access Points as it provides for its proprietary systems.

ID# 0027075

Edition: Apr 2018 | Last Updated: Oct 2017

##### 8.1.2 Direct Connection to VisaNet

###### 8.1.2.1 Visa Direct Connect Transaction Delivery

###### Effective through 13 April 2018

An Acquirer of a Visa Merchant Direct Exchange Merchant must both:

- Be capable of receiving VisaNet reports or records as notification that:
  - Clearing and Settlement occurred for Transactions submitted by the Merchant
  - Payment is due to the Merchant
- Accept responsibility for Visa Merchant Direct Exchange Merchant Transactions

###### Effective 14 April 2018

An Acquirer of a Visa Direct Connect Merchant must both:

- Be capable of receiving VisaNet reports or records as notification that both:
  - Clearing and Settlement occurred for Transactions submitted by the Visa Direct Connect Merchant
  - Payment is due to the Visa Direct Connect Merchant
- Accept responsibility for Transactions submitted by the Visa Direct Connect Merchant

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0027077

Edition: Apr 2018 | Last Updated: Apr 2018

##### 8.1.3 System Changes

###### 8.1.3.1 Visa Responsibilities Related to System Changes – Europe Region

In the Europe Region, Visa will provide to Members:

- 6 months' notice of changes that affect the systems and software of Members
- 2 Edit Package updates to be implemented in April and October of each year
- 3 weeks' notice for Visa Extended Access changes that do not affect Members

ID# 0029561

Edition: Apr 2018 | Last Updated: Oct 2016

## 8.2 Cardholder Loyalty Programs

### 8.2.1 Visa Loyalty Platform Services

#### 8.2.1.1 Visa Loyalty Platform Services Issuer Participation Requirements

An Issuer that participates in the Visa Loyalty Platform Services must do all of the following:

- Obtain required consent from Cardholders and Merchants
- Within 10 calendar days of receiving the applicable Funds Disbursement from Visa (if applicable), credit to the participating Cardholder's account the amount of the discount received for qualifying purchases
- Not change the originating Merchant name and city information before posting this information to the Cardholder statement

ID# 0025865

Edition: Apr 2018 | Last Updated: Oct 2017

### 8.2.2 Card Linked Offers – Europe Region

#### 8.2.2.1 Card Linked Offers Registration and Eligibility – Europe Region

In the Europe Region, an Issuer may, at its own option and where the service is available, register with Visa to join the Card Linked Offers Service. An Issuer that joins the Card Linked Offers Service must:

- Determine which of its Cardholders are eligible to join the service. Those Cardholders will register directly with Visa
- Provide Visa with the details of all eligible BINs that Issuer decides to include

An Issuer that participates in the Card Linked Offers Service must pay the associated fees to Visa as specified in the applicable fee schedule.

ID# 0030561

Edition: Apr 2018 | Last Updated: New

##### 8.2.2.2 Card Linked Offers Transaction Processing – Europe Region

In the Europe Region, an Issuer must process all payments associated with the Card Linked Offers Service as Original Credit Transactions to the Account Number of the Cardholder's registered Card.<sup>1</sup>

<sup>1</sup> An Original Credit Transaction associated with the Card Linked Offers Service will not carry an Interchange Reimbursement Fee.

ID# 0030562

Edition: Apr 2018 | Last Updated: New

##### 8.2.2.3 Card Linked Offers Transaction Data – Europe Region

In the Europe Region, an Issuer whose Cardholder has registered with Visa for the Card Linked Offers Service must provide Transaction data to Visa, including:

- All Transaction data linked to that Cardholder's Card for the 18 months before the date of registration
- On a daily basis, all Transaction data linked to that Cardholder's Card after the date of registration

Visa may, at the Issuer's option and on the Issuer's behalf, receive Transaction data from the Issuer's Visa Scheme Processor.

The Transaction data that Visa receives as part of the Card Linked Offers Service will be used in line with Visa's privacy policy, as provided to Cardholders before registering for the Card Linked Offers Service.

ID# 0030563

Edition: Apr 2018 | Last Updated: New

##### 8.2.2.4 Card Linked Offers Marketing – Europe Region

In the Europe Region, an Issuer is responsible for marketing activities and communications associated with the Card Linked Offers Service provided to that Issuer's Cardholders, as specified in the *Visa Product Brand Standards*.

Visa reserves the right to review and amend an Issuer's communications and co-ordinate such communications with Merchants that provide offers, as agreed with the Issuer.

ID# 0030564

Edition: Apr 2018 | Last Updated: New

##### 8.2.2.5 Card Linked Offers Use of Marks – Europe Region

In the Europe Region, to the extent that Visa has permission from a Merchant, Visa will provide a Member with a license to use that Merchant's branding. Such license must only be used:



- In association with the Card Linked Offers Service
- In accordance with that Merchant's brand guidelines, as communicated by Visa
- Subject to Visa's instruction, as determined from time to time

ID# 0030565

Edition: Apr 2018 | Last Updated: New

## 8.3 Visa Information Systems

### 8.3.1 Visa Online

#### 8.3.1.1 Use of Visa Online

A Member, a VisaNet Processor, and any other authorized user that use Visa Online are subject to the Visa Online participation requirements.

A Member is responsible for a designated VisaNet Processor or other authorized user's use of the Visa Online materials, software, and information.

Visa Online and the information obtained through Visa Online are the property of Visa and are for the sole use of Members, VisaNet Processors, and other authorized users in support of Visa programs. A Member, VisaNet Processor or any other authorized user must not disclose any information from Visa Online unless permitted by the Visa Rules or otherwise authorized in writing by Visa.

ID# 0026950

Edition: Apr 2018 | Last Updated: Oct 2017

### 8.3.2 VisaVue Online

#### 8.3.2.1 VisaVue Online Member Participation Requirements

To use VisaVue Online, a Member must sign a *VisaVue Member Participation Agreement*.

ID# 0026471

Edition: Apr 2018 | Last Updated: Oct 2017

## 8.4 Original Credit Transactions

### 8.4.1 Original Credit Transactions – Originating Member Requirements

#### 8.4.1.1 Original Credit Transaction Limitations

An Original Credit Transaction must involve only a single sender and a single recipient.

ID# 0025765

Edition: Apr 2018 | Last Updated: Oct 2016

#### 8.4.1.2 Original Credit Transactions – Originating Member Treatment of Sender Data

An Originating Member must do all of the following:

- Validate sender data and comply with applicable anti-money laundering regulations and anti-terrorist financing standards
- Provide proper disclosure to the sender regarding the collection of sender data
- Notify Visa before starting to process Original Credit Transactions

ID# 0005328

Edition: Apr 2018 | Last Updated: Oct 2017

#### 8.4.1.3 Original Credit Transaction Verification of Posting – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, when requesting confirmation or applicable proof from a Recipient Member that funds have been posted to a recipient Cardholder's Account Number, an Originating Member must submit the request through Visa Resolve Online.

A Recipient Member must respond to the Originating Member's confirmation request through Visa Resolve Online within 5 calendar days from the date of inquiry.

ID# 0027329

Edition: Apr 2018 | Last Updated: Oct 2017

#### 8.4.1.4 Original Credit Transaction Reversals

An Originating Member must not reverse an Original Credit Transaction initiated as an Online Financial Transaction.

A Reversal of an Original Credit Transaction must be processed within one business day of the Processing Date of the Original Credit Transaction and only for the following reasons:

- Incorrect Account Number
- Incorrect Transaction amount
- Duplicate processing
- Incorrect Transaction code

ID# 0026074

Edition: Apr 2018 | Last Updated: Oct 2017

#### 8.4.1.6 Conditions for Submission of an Original Credit Transaction Adjustment

An Originating Member may submit a Transaction Adjustment if the Recipient Member fails to provide confirmation of posting of the Original Credit Transaction within 5 calendar days of the inquiry date.

The Original Credit Transaction Adjustment must be submitted within 30 calendar days of the Processing Date of the initial Original Credit Transaction.

ID# 0027330

Edition: Apr 2018 | Last Updated: Oct 2017

#### 8.4.2 Original Credit Transactions – Recipient Member Requirements

##### 8.4.2.1 Original Credit Transaction (OCT) Recipient Member Requirements

A Recipient Member must do all of the following:

- Post an Original Credit Transaction (OCT) to the Account Number within 2 business days<sup>1</sup> of receipt, or dispute the OCT<sup>2</sup> to the Originating Member
- If participating in Fast Funds, make funds available to the Cardholder within 30 minutes of approving an OCT
- For an OCT sent to a Cardholder's Visa credit Card account, post the funds as a payment
- For a Dispute processed for an OCT, only initiate a Dispute Reversal within one calendar day of the Dispute Processing Date
- **Effective through 13 April 2018**  
In the Europe Region, both:
  - Clearly describe the payment on the Cardholder statement and not label the payment as a refund
  - Not apply additional funds transfer fees for consumer Cards
- **Effective 14 April 2018**  
Clearly describe the payment on the Cardholder statement and not label the payment as a refund
- **Effective 14 April 2018**  
Not apply additional funds transfer fees for consumer Cards

<sup>1</sup> In the Europe Region, for an Intraregional Transaction, on the same business day. The funds must be made available on the same business day.

<sup>2</sup> For a Member that participates in Enhanced Dispute Resolution, initiate a Dispute for the Original Credit

ID# 0004064

Edition: Apr 2018 | Last Updated: Apr 2018

#### 8.4.2.2 Original Credit Transactions – Conditions for Use of a Deposit-Only Account Number

A Recipient Member must:

- Notify Visa that a BIN or account range is designated for Deposit-Only Account Numbers
- Not use a Deposit-Only Account Number for any purpose other than Original Credit Transaction processing
- List a compromised Deposit-Only Account Number on the Exception File

ID# 0006983

Edition: Apr 2018 | Last Updated: Oct 2016

#### 8.4.4 Original Credit Transactions – Fast Funds

##### 8.4.4.1 Original Credit Transactions – Fast Funds Processing

A Recipient Member must process as Fast Funds an incoming Original Credit Transaction, as follows:

**Table 8-1: Fast Funds Processing Requirements**

Region	Recipient Member must process as Fast Funds an incoming Original Credit Transaction if the Recipient Member:
AP	Supports the receipt of Online Financial Transactions or Authorization Requests in the enhanced format
CEMEA	
<b>Effective 13 October 2018</b> Europe	Supports the receipt of Online Financial Transactions or Authorization Requests in the enhanced format for Direct (Immediate) Debit Card and Deferred Debit Cards which have the following on the Card: <ul style="list-style-type: none"> <li>• 16-digit Account Number (PAN)</li> <li>• Card Verification Value 2 (CVV2)</li> </ul>
Canada	<ul style="list-style-type: none"> <li>• <b>Effective through 13 April 2018</b> Is a Visa Reloadable Prepaid Card Issuer or its processor</li> <li>• <b>Effective 14 April 2018</b></li> </ul>

Table 8-1: Fast Funds Processing Requirements (continued)

Region	Recipient Member must process as Fast Funds an incoming Original Credit Transaction if the Recipient Member:
	Is a Visa Debit Card, Visa Reloadable Prepaid Card, or Plus Program Card Issuer or its processor
LAC	<ul style="list-style-type: none"> <li>• <b>Effective through 13 April 2018</b> Is a new Visa Debit Card or Visa Prepaid Card Issuer or its processor</li> <li>• <b>Effective 14 April 2018</b> Is a Visa Debit Card or Visa Prepaid Card Issuer or its processor</li> </ul>
US	Supports the receipt of Online Financial Transactions or Authorization Requests in the enhanced format. This does not apply to an incoming Original Credit Transaction to a Visa credit Card.

#### Effective through 12 October 2018

This does not apply in the Europe Region.

ID# 0027273

Edition: Apr 2018 | Last Updated: Apr 2018

#### 8.4.4.2 Online Original Credit Transaction Origination

An Originating Member must use an enhanced format 0200 message to initiate an online Original Credit Transaction.

ID# 0027274

Edition: Apr 2018 | Last Updated: Apr 2017

## 8.5 Visa Processing Services

### 8.5.1 Visa Account Updater

#### 8.5.1.1 Acquirer Use of Visa Account Updater (VAU) – Europe Region

In the Europe Region, an Acquirer that uses Visa Account Updater (VAU) must:

- Enroll Merchants that process more than 120,000 Recurring Transactions per year on Cards issued in the following countries:
  - **Effective 26 January 2019**  
Finland

- Greece
- Italy
- Republic of Ireland
- **Effective 26 January 2019**  
Sweden
- United Kingdom

ID# 0029657

Edition: Apr 2018 | Last Updated: Apr 2018

#### 8.5.1.2 Issuer Use of Visa Account Updater – Canada, Europe, and US Regions

An Issuer must enroll in Visa Account Updater (VAU) all of its licensed BINs, except as specified in *Table 8-2, VAU Allowed BIN Enrollment Exclusions* for the following:

- Canada Region
- Europe Region (Finland,<sup>1</sup> Greece, Italy, Republic of Ireland, Sweden,<sup>1</sup> United Kingdom):
- US Region

Table 8-2: VAU Allowed BIN Enrollment Exclusions

Region	Country	Permitted BIN Exceptions
Canada	N/A	<ul style="list-style-type: none"> <li>• Visa Commercial Card BINs</li> <li>• Visa Prepaid Card BINs</li> <li>• Licensed BINs for Cards that are ATM only</li> </ul>
Europe	<b>Effective 26 January 2019</b> Finland	Visa Prepaid Card BINs
	Greece	Visa Prepaid Card BINs
	Italy	Visa Prepaid Card BINs
	Republic of Ireland	Visa Prepaid Card BINs
	<b>Effective 26 January 2019</b> Sweden	Visa Prepaid Card BINs
	United Kingdom	Visa Prepaid Card BINs
US	N/A	<ul style="list-style-type: none"> <li>• Visa Commercial Card BINs</li> </ul>

**Table 8-2: VAU Allowed BIN Enrollment Exclusions (continued)**

Region	Country	Permitted BIN Exceptions
		<ul style="list-style-type: none"> <li>• Visa Prepaid Card BINs</li> <li>• BINs licensed for use in US Territories</li> </ul>

An Issuer enrolled in VAU must do all of the following:

- Comply with all data protection requirements
- Agree and acknowledge that Visa may use, store, update, or disclose the Issuer's data, in accordance with applicable laws or regulations, regarding the personal data it or its subcontractors stores and processes on behalf of Members participating in VAU to:
  - Facilitate the use of VAU by an Acquirer or a Merchant
  - Support other Visa services
- Submit updates for Cards under its enrolled BINs as specified in *Table 8-3, VAU Issuer Update Requirements* for the following:
  - Canada Region
  - **Effective 26 January 2019**  
Europe Region (except Issuers in Greece, Italy, the Republic of Ireland, and the United Kingdom)
  - US Region

**Table 8-3: VAU Issuer Update Requirements**

VAU Update Type	Requirements
Account Number and Expiration Date change	<ul style="list-style-type: none"> <li>• Permitted only if both:               <ul style="list-style-type: none"> <li>– The Account Number has been activated</li> <li>– An Authorization Request using the updated data can be approved</li> </ul> </li> <li>• Must be submitted within 2 business days of Account Number activation</li> </ul>
"Closed Account" advice and "Contact Cardholder" advice	Permitted only if any of the following apply: <ul style="list-style-type: none"> <li>• The account is closed, has been reported as lost or stolen, or is not maintained</li> <li>• The Cardholder requests that specific new information not be</li> </ul>

Table 8-3: VAU Issuer Update Requirements (continued)

VAU Update Type	Requirements
	<p>provided</p> <ul style="list-style-type: none"> <li>The Issuer cannot or will not provide specific information</li> </ul>

If inaccurate information is supplied to VAU, the Issuer must:

- Immediately notify Visa of any inaccuracies
- Promptly investigate any claims of inaccuracies
- Remove inaccurate information from VAU within 2 business days of notification and provide corrected information within 5 business days of notification

<sup>1</sup> Effective 26 January 2019

ID# 0029869

Edition: Apr 2018 | Last Updated: Apr 2018

## 8.6 Visa Software

### 8.6.1 Software License

#### 8.6.1.3 Indemnification Related to Licensed Software

A Member agrees to Indemnify Visa for and against Claims or Liabilities arising out of or in connection with a software license, the software, or the use thereof.

ID# 0029984

Edition: Apr 2018 | Last Updated: Apr 2018

#### 8.6.1.7 Prohibition Against Issuer Use of Open Source Software

A Member must not incorporate, link, distribute or use any third party or open source software (including without limitation, any open source license listed on <http://www.opensource.org/licenses/alphabetical>) (each, an "open source license") or code in conjunction with any Visa products, software, services, application programming or other interfaces, or other Visa technologies, in a way that may result in any of the following:

- Create obligations with respect to, or require disclosure of, any Visa technology, including without limitation the distribution or disclosure of any application programming interfaces or source code relating to such interfaces



## Visa Product and Service Rules

8 Processing Products

### Visa Core Rules and Visa Product and Service Rules

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- Grant to any third party any rights to or immunities under any Visa (or any Visa affiliates) intellectual property rights or proprietary rights
- Cause any Visa technology to become subject to the terms of any open source license

ID# 0029518

Edition: Apr 2018 | Last Updated: Apr 2017

## 9 Interchange

The content of Chapter 9 may be found in *Section 1.9, Interchange*, and the applicable Interchange Reimbursement Fee documentation.

ID# 0030089

Edition: Apr 2018 | Last Updated: Oct 2017

## 10 Risk

### 10.1 Corporate Risk Reduction

#### 10.1.1 Acquirer Risk Responsibilities

##### 10.1.1.2 Acquirer Risk Policies – US Region

In the US Region, an Acquirer must implement, and its board of directors must approve, all of the following:

- An underwriting, monitoring, and control policy for all of the following:
  - Its Merchants
  - Its VisaNet Processors
  - Its Third Party Agents
- A policy and procedures for reviewing solicitation materials used by its Agent

The Acquirer must provide policies to Visa upon request.

ID# 0007132

Edition: Apr 2018 | Last Updated: Oct 2014

##### 10.1.1.3 Acquirer Responsibility for Agents and Merchants – US Region

In the US Region, an Acquirer must:

- Provide its Agents with training and education, as specified by Visa, and ensure that Agents are in compliance with the Acquirer's corporate policies
- Hold and control reserves that are accumulated and derived from Merchant settlement funds or used to guarantee a Merchant's payment system obligations to the Member

ID# 0002110

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.1.2 Electronic Commerce Merchant Requirements

##### 10.1.2.1 Electronic Commerce Transaction Type Prohibition

A Merchant, Payment Facilitator, Sponsored Merchant, or entity classified as high-brand risk, as specified in *Section 10.4.6.1, High-Brand Risk MCCs*, that displays a Visa-Owned Mark on its website and/or application must not accept Cards for the purchase or trade of photographs, video imagery,

computer-generated images, cartoons, simulation, products that claim or imply a similar efficacy as prescription drugs, controlled substances, or recreational/street drugs, irrespective of claims of legality or any other media or activities, as specified in *Section 10.5, Brand Protection*.

Violation of this requirement may result in the termination of the Merchant, Payment Facilitator, Sponsored Merchant, High-Brand Risk Merchant, High-Risk Internet Payment Facilitator, or High-Brand Risk Sponsored Merchant.

ID# 0005067

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.1.2.2 High-Risk Merchants Offering Online Storage or File-Sharing Services – Europe Region

In the Europe Region, a Merchant or Sponsored Merchant will be classified as high-risk if any of the following apply:

- Users of the Merchant or Sponsored Merchant's service are rewarded for uploading, downloading, or sharing content
- The Merchant or Sponsored Merchant promotes online content by distributing URL codes or forum codes to individuals or third parties
- There is a link-checker on the Merchant or Sponsored Merchant's website and/or application, allowing individuals to check whether a link has been disabled in order to re-upload content that has previously been removed

Visa reserves the right to determine whether a Merchant or Sponsored Merchant that offers online storage and file sharing services is classified as high-risk.

An Acquirer of a Merchant or Sponsored Merchant that offers online storage and file sharing services and that is classified as high-risk must both:

- Ensure that the Merchant or Sponsored Merchant cancels the contract of individuals that have uploaded illegal content, and ensure that those individuals cannot upload any content in the future
- Ensure that the Merchant or Sponsored Merchant gathers enough information about individuals that use their service to identify them to law enforcement authorities if they upload illegal content

ID# 0029662

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.1.2.3 Online Storage and File-Sharing Merchants – Europe Region

In the Europe Region, an Acquirer of a Merchant or Sponsored Merchant that offers the purchase or use of online storage and file-sharing services must ensure that the Merchant or Sponsored Merchant both:

- Implements a process for reviewing, removing, and reporting illegal or prohibited content and prevents individuals who have uploaded illegal or prohibited content from uploading any content in the future
- Reports all illegal content to the relevant authorities based on the local laws governing the country in which any of the following apply:
  - The Merchant or Sponsored Merchant has its Merchant Outlet.
  - The illegal content is stored.
  - The illegal content is uploaded and/or downloaded.

ID# 0029799

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.1.2.4 Yearly Review of Electronic Commerce Merchant – US Region

In the US Region, at least once each year, an Acquirer must examine its Electronic Commerce Merchant's website and/or application and conduct an enhanced due diligence review, as specified in *Section 1.5.1.3, Merchant Qualification Standards*, if any of the following applies:

- The Electronic Commerce Merchant or Sponsored Merchant is required to be classified with an MCC considered by Visa to be high-brand risk.
- The Merchant is identified by either the Visa Chargeback Monitoring Program or the Visa Fraud Monitoring Program.
- The Acquirer becomes aware the Merchant is selling products or services that were not documented in the Merchant Agreement or disclosed in the Merchant's business description.
- The Acquirer conducts a periodic review of the Merchant as required by its internal procedures.

ID# 0005082

Edition: Apr 2018 | Last Updated: Apr 2017

## 10.1.3 Anti-Money Laundering

### 10.1.3.1 Anti-Money Laundering Program Overview

Visa maintains an anti-money laundering program reasonably designed within the context of laws and regulations applicable to Visa to prevent the Visa system from being used to facilitate money

laundering or the financing of terrorist activities.

ID# 0003969

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.1.3.2 Anti-Money Laundering/Anti-Terrorist-Financing Program – ATM Acquirers

An ATM Acquirer must ensure that it has in place policies, controls, and procedures to minimize the risk of its ATMs being used to facilitate money laundering or terrorist financing, and submit any required currency transaction reports or suspicious activity reports to its regulator.

If the ATM Acquirer uses a Third Party Agent to load funds to its ATMs, the ATM Acquirer must require and compel such Third Party Agent to comply with all applicable laws and regulations, including without limitation, laws regarding anti-money laundering and anti-terrorist financing. The ATM Acquirer must maintain and enforce a program that, at minimum, includes conducting appropriate due diligence on each Third Party Agent, requiring adequate record keeping and validation of source of funds, and conducting regular, ongoing independent audits to confirm the Third Party Agent's compliance. The ATM Acquirer will be responsible to Visa for any acts or omissions of the ATM Acquirer's Third Party Agents.

ID# 0028291

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.1.4 Use of BIN Blocks

#### 10.1.4.1 BIN Blocking by Visa – Europe Region

In the Europe Region, Visa may, as it sees fit at any time and without warning, require a Visa Scheme Processor to block the function of all or any part of its system in relation to any BIN assigned to a Member (a "blocked BIN") so that, during the period of the block, one or more of the following:

- No Authorization may be given using the blocked BIN.
- No Clearing Record may be created in respect of the blocked BIN.
- No Settlement may be effected of amounts owed to the blocked BIN.

(any such outcome being a "BIN block") subject only to such exceptions as Visa may see fit to make from time to time.

Visa will exercise its discretions under this paragraph with a view to all of the following (each being "BIN blocking objective"):

- Ensuring the stability of the Visa system
- Protecting Visa and its Members from incurring Liability (including, without limitation, in respect of Settlement Loss)
- Avoiding or mitigating any act or omission that Visa considers might be illegal, inconsistent with applicable regulatory standards, or materially damaging to the Visa brand

Visa may declare any BIN block to be temporary, indefinite, or permanent. If no such declaration is made, a BIN block will be treated as indefinite. Visa will take such steps as it considers appropriate to terminate the membership of any entity whose assigned BIN is subject to a permanent BIN block. A temporary or indefinite BIN block will end either:

- If Visa both:
  - Determines that continuing the BIN block is of no further help to achieving the BIN blocking objectives
  - Does not intend to terminate the membership of any entity to whom the blocked BIN is assigned
- In the case of a temporary BIN block only, if earlier, at the time and subject to such conditions that Visa may specify

Visa may at any time and without warning cancel a BIN block and/or change the status and scope of application of any BIN block. Visa may at any time and without warning extend or modify the conditions of any temporary BIN block.

Visa's right to effect a BIN block is in addition, and without prejudice, to any other rights or remedies of Visa under the Member Agreements and the Visa Rules.

The exclusions and limitations of Visa's liability specified in the Visa Rules will apply to any Claims or Liabilities arising out of or in connection with a BIN block.

### 10.1.5 Crisis Management and Business Continuity

#### 10.1.5.1 Crisis Management and Business Continuity Requirements – Europe Region

In the Europe Region, a Member must do all of the following:

- Maintain an effective crisis management and business continuity program and ensure that the program includes a plan for ensuring recovery or continuity of the Member's critical business activities, services, and technology solutions

- Ensure that, if any critical activity or service is outsourced to a third party, the third party maintains a similar crisis management and business continuity program
- Upon Visa request, provide evidence of the existence and effectiveness of a Member's or third party's crisis management and business continuity program

ID# 0029562

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.2 Agents and Processors

### 10.2.1 Member Requirements Related to VisaNet Processors and Visa Scheme Processors

#### 10.2.1.1 VisaNet Processor Contracts

A Member must execute a written contract with each VisaNet Processor or Visa Scheme Processor. The contract must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures
  - Service levels
  - Performance standards
- Include language that:
  - Permits Visa to conduct financial and procedural audits and general reviews at any time
  - Requires the VisaNet Processor or Visa Scheme Processor to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
- Require that the VisaNet Processor or Visa Scheme Processor comply with:
  - The Visa Rules
  - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Require the VisaNet Processor or Visa Scheme Processor to comply with the *Payment Card Industry Data Security Standard (PCI DSS)*
- Require that the VisaNet Processor or Visa Scheme Processor be properly registered with Visa



ID# 0025879

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.1.2 VisaNet Processor and Visa Scheme Processor Systems Agreement

Visa may require a Member's VisaNet Processor or Visa Scheme Processor to enter into an agreement directly with Visa before the delivery of any of the following:<sup>1</sup>

- Visa Europe Authorization Service (VEAS) or V.I.P. System software
- Visa Europe Clearing and Settlement Service (VECSS) or BASE II software
- Visa Extended Access server<sup>2</sup>
- Other systems determined by Visa

The agreement may specify terms and conditions for the use of software or equipment that Visa determines necessary to protect its proprietary rights. This provision does not require Visa to agree to this type of arrangement, nor does it give any VisaNet Processor or Visa Scheme Processor the right to use VisaNet.

<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region* it must refer to *Visa Europe Operating Regulations – Processing*.

<sup>2</sup> This does not apply to a Member using Direct Exchange.

ID# 0025882

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.2.1.3 VisaNet Processor, Payment Facilitator, Staged Digital Wallet Operator, and Marketplace Agreement – LAC Region (Brazil)

In the LAC Region (Brazil), a VisaNet Processor, a Marketplace, a Payment Facilitator, and a Staged Digital Wallet Operator must enter into an agreement directly with Visa before the delivery of any services to Visa Members.

This provision does not require Visa to agree to this type of arrangement, nor does it give any VisaNet Processor the right to use VisaNet.

ID# 0029221

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.2.1.4 VisaNet Processor Requirements Related to Third Parties

A contract between a Member and its VisaNet Processor or Visa Scheme Processor must require the VisaNet Processor or Visa Scheme Processor to:

- Ensure that any third party that uses the Member's BIN is properly registered with Visa by that Member
- Notify BIN Licensees in writing and receive written approval before allowing a Third Party Agent to use the Member's BIN or granting access to Cardholder information
- Report at least quarterly to the Member and Visa any third party that uses its BIN

ID# 0025881

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.1.5 General Member Responsibilities for VisaNet Processors and Visa Scheme Processors

A Member that has a contract with a VisaNet Processor or a Visa Scheme Processor must:

- Provide Transaction-related processing instructions directly to its VisaNet Processor or Visa Scheme Processor
- Distribute written policies and procedures to its VisaNet Processors or Visa Scheme Processors<sup>1</sup>
- In the Europe Region, provide relevant rules to its Visa Scheme Processor
- Establish a risk management program to control risks related to the use of VisaNet Processors or Visa Scheme Processors, such as:
  - Loss of operational control
  - Service provider failure
  - Confidentiality and physical and logical security of Cardholder and Visa Transaction Information
- Verify that the principals and senior management of the VisaNet Processor or Visa Scheme Processor have the requisite knowledge and experience to successfully perform the contracted services<sup>2</sup>
- Conduct from time to time an on-site inspection of the business premises<sup>2</sup> to:
  - Verify inventory
  - Inspect operational controls
  - Monitor security standards regarding unauthorized disclosure of or access to Visa data and other payment systems
- Immediately notify Visa of any change in the VisaNet Processor or Visa Scheme Processor relationship, including termination, change of ownership or business function, or processor<sup>3</sup>
- Ensure that any changes to BIN relationships comply with the applicable BIN licensing requirements

- In addition, in the Europe Region, after discontinuing a Visa Scheme Processor relationship, maintain a file on the processor that includes records of all applicable due diligence and retain this file, with the reason for discontinuance, for a minimum of 2 years

In the Europe Region, a Visa Scheme Processor must not imply that its registration with Visa is an endorsement of its services by Visa.

<sup>1</sup> In the Europe Region, Visa may permanently prohibit a Visa Scheme Processor or one of its principals, or any of its agents, from accessing VisaNet for good cause.

<sup>2</sup> Except when a VisaNet Processor or Visa Scheme Processor is a Member or special Licensee

<sup>3</sup> In the Europe Region, within 5 business days

ID# 0025880

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.1.6 Procedures for Use of an Airline Authorizing Processor

Before implementing a direct connection to VisaNet, a Member must ensure that its Airline Authorizing Processor has either:

- Completed and submitted to Visa a *VisaNet Letter of Agreement*
- Signed a separate agreement with Visa

If a Member that acquires Airline Transactions is using an approved Airline Authorizing Processor, the Member is not required to submit a *VisaNet Letter of Agreement* or *VisaNet Processor and Third Party Registration and Designation*.

ID# 0001021

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.1.7 Requirements for VisaNet Processor and Visa Scheme Processor Marketing Materials

A Member must require that its VisaNet Processor or Visa Scheme Processor:

- Uses only marketing materials approved by the Member
- Ensures that all marketing materials displaying the Visa-Owned Marks also include the Member name,<sup>1</sup> which must be more prominent and in a larger font than that of the VisaNet Processor or Visa Scheme Processor
- Is prominently identified on the marketing materials as an agent or representative of the Member, unless the Member has provided its approval to exclude its name from such marketing materials

- For Visa Prepaid Card distribution, ensures that any website and/or application displaying the Visa-Owned Marks or offering Visa Card services clearly and conspicuously includes the Member name, which must be located close to the Visa-Owned Marks

<sup>1</sup> In the Canada Region, with Member approval and provided that the Acquirer Processor has entered into the form of Trademark License Agreement for Acquirer Processors as prescribed by Visa, a Member's Acquirer Processor may display certain Visa-Owned Marks on its marketing materials without the Member's name or logo in accordance with the terms of the Trademark License Agreement for Acquirer Processors.

ID# 0025885

Edition: Apr 2018 | Last Updated: Apr 2017

### 10.2.1.8 Non-Member VisaNet Processor or Clearing Member Reporting

A Member that uses a non-Member VisaNet Processor or Clearing Member to process Transaction-related data must submit, upon request, an annual report to Visa that includes at least all of the following:

- Identification of the services provided by the non-Member VisaNet Processor or Clearing Member
- Products and programs supported
- BINs under which the Member's activity is processed

ID# 0025874

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.1.9 VisaNet Processor Independent Audit

Upon designation of a VisaNet Processor, a sponsoring Member must obtain and review an independent audit of the internal controls that support the VisaNet Processor's VisaNet interface.<sup>1</sup> The audit must be conducted annually and use standard audit practices of the International Audit Standards or other regionally acceptable standards agreed by Visa.

This does not apply in the Europe Region.

<sup>1</sup> This does not apply if the VisaNet Processor is a Member or special Licensee.

ID# 0025878

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.1.10 VisaNet Processor Acting as Clearing Processor

A Member must ensure that its Clearing Processor:

- Provides access to Cardholder, Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, Digital Wallet Operator, and Member data

- Withholds or redirects Settlement funds, as required by Visa

ID# 0025883

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.2.1.11 Visa Collection of Funds from a Member or VisaNet Processor – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, in collecting funds owed by a Member or VisaNet Processor, Visa may take, but is not limited to, the following actions:

- Take and liquidate collateral posted by a Member or VisaNet Processor, as specified in the agreement for the posting
- After providing at least one business day's notice before the collection, either:
  - Debit the Member's or VisaNet Processor's Clearing account through VisaNet
  - Withhold amounts from payments that Visa owes to the VisaNet Processor

In the US Region, a Member or VisaNet Processor must remit the total amount owed, as specified in the *Visa International Certificate of Incorporation and By-Laws*.

In the US Region, if a Member or VisaNet Processor does not remit the amount owed, the Member is responsible for Visa expenses incurred in collecting the funds, including, but not limited to, costs and expenses of legal action.

In the US Region, a Member from which Visa collects amounts due must continue to honor its obligations to Merchants and Sponsored Merchants.

In the US Region, a VisaNet Processor must not charge a Member's Clearing account unless either:

- Visa has directed the VisaNet Processor to do so
- The Member whose account is to be charged has provided written consent for the charge and the consent does not prevent the Member from complying with the Visa Rules

In the US Region, Visa is not required to exhaust its remedies in collecting from one Member or VisaNet Processor before collecting from another Member.

ID# 0025889

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.1.12 Member or VisaNet Processor Dispute of Amount Collected by Visa

If a Member or VisaNet Processor wishes to dispute an amount collected by Visa, it must both:

- Provide written notice to Visa within 60 calendar days of the collection date, if it wishes to dispute its liability for or the amount of the collection
- Not withhold payment because the Member or VisaNet Processor disputes its liability for the payment

Visa is both:

- Liable only for the amount improperly collected plus interest at the prime rate in effect at the Settlement Bank used by Visa
- Not liable for collections made in error, except for intentional misconduct

This does not apply in the Europe Region.

ID# 0025891

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.2.2 Member Requirements Related to Third Party Agents

### 10.2.2.1 Member Risk Management and Approval for Third Party Agents

Before contracting with a Third Party Agent, a senior officer of a Member must review all documentation. The Member must do all of the following:

- Determine that the entity is financially responsible and adheres to sound business practices
- Comply with the Third Party Agent Registration Program
- Conduct a background investigation to verify the responsibility (including, where appropriate, financial responsibility) of the principals and ensure that no significant derogatory information exists. If applicable laws or regulations prohibit checks (including financial reviews) on individuals, the Member must note this when registering the Third Party Agent and note what other due diligence procedures were undertaken to ensure that due diligence was completed.
- Review the Program Request Management application or the appropriate regional form each time it signs a Third Party Agent

Approval of a Third Party Agent must not be based solely on any purported limitation of the Member's financial liability in any agreement with the Third Party Agent.

Registration of a Third Party Agent does not represent confirmation by Visa of the Third Party Agent's compliance with any specific requirement.

ID# 0025906

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.2.2 Third Party Agent Contract Requirements

A Member must execute a written contract with each Third Party Agent that performs Cardholder or Merchant solicitation or stores, processes, or transmits Cardholder or Transaction data on behalf of the Member. The contract, to the extent permitted by applicable laws or regulations, must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures
  - Service levels
  - Performance standards
- Include language that:
  - Permits Visa to conduct financial and procedural audits and general reviews at any time
  - Requires the Third Party Agent to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
  - Permits Visa to determine the necessity of and impose risk conditions on the Third Party Agent
- Require that the Third Party Agent comply with:
  - The Visa Rules
  - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Contain at least the substance of the provisions specified in *Section 10.2.2, Member Requirements Related to Third Party Agents*.
- Require that the Third Party Agent comply with the *Payment Card Industry Data Security Standard (PCI DSS)*.
- Include a provision allowing the Member or its Merchant to terminate the contract if the Third Party Agent participates in any of the activities described in *Section 10.2.2.12, Prohibition of Third Party Agents from Providing Services*, or the Member or its Merchant becomes insolvent

### 10.2.2.3 Third Party Agent On-Site Inspection

Before registering a Third Party Agent, a Member must perform an on-site inspection of the Third Party Agent's business location as part of the due diligence requirement to:

- Verify inventory, if applicable
- Review solicitation or sales materials
- Inspect operational controls
- Monitor security standards regarding unauthorized disclosure of, or access to, Visa Transaction Information and other payment systems' transaction information

Visa may conduct an on-site inspection of any Third Party Agent to validate its compliance with the applicable security requirements.

ID# 0025907

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.2.4 Member and Third Party Agent Compliance with Due Diligence Standards

Before registering a Third Party Agent, a Member must complete and validate compliance with the applicable regional due diligence standards that are through the Program Request Management application or from Visa. Upon Visa request, a Member may be required to provide documentation to confirm compliance with regional due diligence standards.

A Member with a registered Third Party Agent must perform an annual review of the Third Party Agent to confirm ongoing compliance with applicable regional due diligence standards.

ID# 0025895

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.2.5 Third Party Agent Change Notification

A Member must use the Program Request Management application or the appropriate form to notify Visa of any change in a Third Party Agent's principals or business relationship (including change of ownership or termination of contract). The Member must submit the notice to Visa within 5 business days of the change or knowledge of the change.

The Member must forward to Visa requests for correction.

ID# 0025899

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.2.6 Member Requirements for Third Party Agents

A Member that uses a Third Party Agent must do all of the following:



- Identify the Third Party Agent to Visa using the Program Request Management application and designate the activities that it is authorized to perform on the Member's, or the Member's Merchant's, behalf
- Control the approval and review of Merchants, approval of Cardholder applications, and establishment of Merchant fees for Transactions
- Guarantee that it and the Third Party Agent will comply with Third Party Agent requirements and *Section 10.3, Account and Transaction Information Security*.
- Ensure that the Third Party Agent has access to and uses the information contained in the current Visa Client Directory, if the Member uses the Third Party Agent for processing any of the following:
  - Disputes
  - Arbitration cases
  - Compliance cases
  - Authorizations
  - Fraud reporting cases
  - Settlement
- Advise the Third Party Agent that:
  - It must not represent registration in the Third Party Registration Program as Visa endorsement of its services
  - Registration of a Third Party Agent is specific to each Member, and a separate Third Party Agent registration is required for each Member business relationship
- Accept responsibility for any and all losses caused by its Third Party Agent<sup>1</sup>
- After discontinuing a Third Party Agent relationship, maintain a file on the Third Party Agent that includes records of all applicable due diligence and retain this file, with the reason for discontinuance, for a minimum of 2 years
- Upon Visa request submit a detailed quarterly report, signed by an authorized officer, of the activities and services of each Third Party Agent doing business on its behalf. Visa may assess a non-compliance assessment if the Member fails to provide this information within 30 calendar days from the end of each quarter.

<sup>1</sup> In the Europe Region, a Member must include this provision in its agreement with the Third Party Agent.

### 10.2.2.7 High-Risk Agent Registration

An Acquirer that signs an Agent to solicit High-Brand Risk Merchants must register that Agent as high-risk with Visa.

ID# 0026347

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.2.8 Member Responsibilities for Card Activities

A Member is responsible for all Card activities associated with Visa products and services, whether performed directly or indirectly by the Member or a Third Party Agent. The Member must, at a minimum, guarantee that:

- Its Merchants are paid for proper acceptance of a Card
- Payments received from Cardholders are applied for the purpose for which they were remitted

These obligations must not be waived, abrogated, or superseded in any manner.

ID# 0025910

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.2.9 Third Party Agent Responsibility to Provide Cardholder or Merchant Information

If a Member, Visa or its designees, or any regulatory agency requests Cardholder or Merchant information of any type, a Third Party Agent must provide the information in writing no later than 7 business days from receipt of a request. If applicable laws or regulations prohibit the provision of the information, the Third Party Agent must note the exception when the original request is submitted.

ID# 0025912

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.2.10 Requirements for Third Party Agent Solicitation and Marketing Materials

A Member must approve a Third Party Agent's use of any solicitation materials, such as advertisements, stationery, business cards, sales brochures, and website and/or application promotional content.

The Member must ensure all of the following if its Third Party Agent uses solicitation and marketing materials displaying the Visa-Owned Marks:

- The Member's name and headquarters city are prominently identified adjacent to the Visa-Owned Marks.

- Any subsequent Cardholder or Merchant Agreement is between the Member and the individual Cardholder or Merchant.
- On Cardholder solicitation materials, the Member, not the Third Party Agent, is noted as the Issuer of the Card.
- The material does not identify the Third Party Agent, unless the Third Party Agent is prominently identified as a representative of the Member.
- The Third Party Agent presents itself to all current and prospective Cardholders and Merchants under the Trade Name or "doing business as" (DBA) name registered with the Member.
- The Third Party Agent does not use a Visa-Owned Mark on marketing materials, such as business cards and letterhead on stationery.

ID# 0025914

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.2.2.11 Disclosure of Account or Visa Transaction Information

A Member must ensure that a Third Party Agent with access to account or Visa Transaction Information complies with Visa Transaction Information security requirements, as specified in *Section 10.3, Account and Transaction Information Security*.

In the event of the failure, including bankruptcy, insolvency, or other suspension of business operations of one of a Member's Third Party Agents, the Member must ensure that the Third Party Agent does not sell, transfer, or disclose any materials that contain Account Numbers, personal information, or other Visa Transaction Information to any other entity. The Member must ensure that its Third Party Agent either:

- Returns this information to the Member
- Provides to the Member acceptable proof of secure destruction of this information

ID# 0025917

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.2.12 Prohibition of Third Party Agents from Providing Services

Visa may permanently prohibit a Third Party Agent and its principals from providing services with respect to Visa products for good cause, such as:

- Fraudulent activity
- Activity that causes the Member to repeatedly violate the Visa Rules
- Operating in an unsound, unsafe manner
- Any other activities that may result in undue economic hardship or damage to the goodwill of the Visa system, if the Third Party Agent fails to take corrective action

ID# 0025918

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.2.13 Third Party Agent Operational Review – US Region

In the US Region, an Acquirer that does not meet the capital requirements specified in *Section 5.3.1.3, Acquirer Requirements for Contracting with Payment Facilitators*, must undergo a Global Acquirer Risk Standards operational review before approval of its first Third Party Agent registration for soliciting Merchants. The cost of the operational review is the responsibility of the Acquirer.

ID# 0025897

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.2.14 Use of Third Party Agents by a Participant-Type Member – US Region

#### Effective through 30 June 2018

In the US Region, a Participant-Type Member must not use a Third Party Agent unless authorized, in writing, by its Sponsor. The Sponsor must notify Visa of this authorization.

ID# 0025919

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.2.2.15 Competitors as Agents – US Region

In the US Region, a Member must not appoint or permit as its Agent for Cardholder or Merchant solicitation any organization, or its respective subsidiaries or affiliates, that Visa deems to be a competitor, including:

- American Express Company
- Discover Financial Services

ID# 0001166

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.2.16 Agent Prohibitions Related to Visa-Owned Marks – US Region

In the US Region, an Agent of a Member must not:

- Permit the use of any Visa-Owned Mark by any of its own agents
- Use any Visa-Owned Mark on any marketing material, including business cards and letterhead on stationery

ID# 0001168

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.2.3 Member Requirements Related to Third Parties

#### 10.2.3.1 Third Party Contract Requirements – Europe Region

In the Europe Region, a Member must include a provision in its contracts with a third party that performs services relating to Visa products and services that specifies that the third party must not:

- Misrepresent itself as being a Member
- Present itself to prospective Cardholders or Merchants under any trade name other than that registered with Visa

ID# 0029802

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.2.4 Independent Sales Organizations – Europe Region

#### 10.2.4.1 Requirements for Use of Independent Sales Organizations – Europe Region

In the Europe Region, a Member that contracts with an Independent Sales Organization must both:

- Ensure that the contract is limited to a maximum of 3 years. The Member may renew the contract.
- Not allow the Independent Sales Organization to perform any of the following functions:
  - Clearing and Settlement of Transactions
  - Payment to, or crediting of, Merchant accounts
  - Merchant or Cardholder account underwriting, activation, or charge-offs
  - Risk management, including Transaction monitoring
  - Approval and review of Merchants
  - Approval of Cardholder applications
  - Establishment of Merchant fees for Transactions

ID# 0029583

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.3 Account and Transaction Information Security

### 10.3.1 Account, Cardholder, and Transaction Information Security

#### 10.3.1.1 Requirement to Investigate Suspected or Confirmed Loss, Theft, Compromise, Fraud, or Laundering

A Member must comply with *What To Do If Compromised*<sup>1</sup> and conduct a thorough investigation of suspected or confirmed:

- Loss, theft, or compromise of Visa account or Cardholder information
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants
- Fraud and/or laundering of a Transaction

After completing the investigation, the Member must demonstrate its ability to prevent future loss, theft, or compromise of Visa account or Cardholder information, as specified in the Account Information Security Program and *Payment Card Industry Data Security Standard (PCI DSS)*.

If Visa requires a Member or its agent to conduct an additional investigation, the Member or its agent must:

- Provide access to the premises involved in the investigation
- Provide Visa and its agent access to all applicable records, including, but not limited to, the following:
  - Computer forensic reports
  - Network diagrams
  - Systems connected directly or indirectly to VisaNet or used to transmit, process, or store account data
- Engage a forensic investigator approved by the Payment Card Industry Security Standards Council. If the Member or its agent fails to do so, Visa may engage an investigator to perform a forensic investigation and will assess all investigative costs to the Member.

<sup>1</sup> In the Europe Region, *What To Do If Compromised: Visa Europe Data Compromise Procedures*

### 10.3.1.2 Member Reporting of Loss or Theft of Information

As specified in *What To Do If Compromised*,<sup>1</sup> a Member must immediately report to Visa by telephone, fax, or email the suspected or confirmed:

- Loss, theft, or compromise of Visa account or Cardholder information<sup>2</sup>
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants<sup>2</sup>
- Fraud and/or laundering of a Transaction

The report must contain, to the extent possible:

- Member and Merchant or agent name
- Format, number, and range of account information missing or compromised
- Specific Account Numbers missing or compromised
- Type or data elements of account information on missing material (for example: Track 1 data, Track 2 data, CVV2, Cardholder name, Cardholder address)
- Pertinent details about the loss, theft, or compromise and ensuing investigation
- Contact name and telephone number for additional information
- Name and telephone number of person reporting the loss or theft

<sup>1</sup> In the Europe Region, *What To Do If Compromised: Visa Europe Data Compromise Procedures*

<sup>2</sup> In the US Region, may be reported on behalf of a Member by its agent or by a Merchant or its agent

ID# 0007999

Edition: Apr 2018 | Last Updated: Apr 2017

### 10.3.1.3 Account Information Security Program Assessment – Europe Region

In the Europe Region, an Acquirer that falls significantly below the performance expected by Visa may be required to undergo a formal Account Information Security Program assessment and reimburse any Visa-incurred expenses.

ID# 0029659

Edition: Apr 2018 | Last Updated: Apr 2017

### 10.3.1.4 Member Cooperation to Protect Against Data Compromise – Europe Region

In the Europe Region, a Member must cooperate with Visa to protect the Visa system and Members against data compromises of account information and Transaction Information. A Member that fails to do so may be subject to a non-compliance assessment of EUR 100,000.

Lack of Member cooperation is classified as:

- Failure to immediately disclose a suspected compromise to Visa
- Failure to distribute at-risk Account Numbers to Visa within 7 calendar days of notification of a suspected compromise
- Failure to notify law enforcement that a crime may have been committed
- Failure to appoint an accredited assessor within 7 calendar days of a suspected compromise
- Failure of a Member or Group Member to distribute to Visa all Transaction data processed during the window of exposure on a BIN by the Member or Group Member (or by an at-risk entity on their behalf) within 15 calendar days of a Visa request
- Failure to identify at-risk Account Numbers
- Any other aspect regarding a Member's management of data compromises or that Visa deems to have an adverse impact on the Visa system
- Such Transaction data must be distributed to Visa irrespective of which entity processed this data.
- The at-risk entity and the window of exposure on a BIN are defined by Visa on a case-by-case basis.

ID# 0029596

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.3.1.5 Compromise at Member's Contractors or Agents – US Region

In the US Region, a Member must implement policies and procedures requiring its contractors or Agents to notify the Member if the contractor or Agent experiences a security breach or reasonably believes that Cardholder information was compromised as a result of that breach.

ID# 0001799

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.3.1.6 Security Standards for Materials Containing Account Information – US Region

In the US Region, an Issuer must ensure that both a fulfillment vendor or prepaid storage facility that is used to consolidate materials containing account information before delivering them to the United States Postal Service or overnight courier comply with the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

ID# 0008026

Edition: Apr 2018 | Last Updated: Oct 2014



### 10.3.2 Confidential Consumer Cardholder Information

#### 10.3.2.1 Visa Safeguards for Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will restrict access to Confidential Consumer Cardholder Information to those employees that Visa or its subsidiaries has determined need to know that information to provide products and services to Members.

Visa and its subsidiaries will maintain physical, electronic, and procedural safeguards that are designed to:

- Maintain the security and confidentiality of Confidential Consumer Cardholder Information
- Protect against anticipated threats or hazards to the security or integrity of Confidential Consumer Cardholder Information
- Prevent unauthorized access to, or use of, such Confidential Consumer Cardholder Information that could result in substantial harm or inconvenience to Consumer Cardholders

Visa will notify a Member in the event that Visa reasonably believes that Confidential Consumer Cardholder Information about a Member's customer has been compromised due to a breach of security.

ID# 0008003

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.3.2.2 Destruction of Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will use reasonable measures designed to ensure that all Confidential Consumer Cardholder Information is erased or destroyed, in accordance with regulatory guidelines, so as to render the information unreadable.

A Member must implement policies and procedures designed to ensure timely disposal or destruction of Confidential Consumer Cardholder Information, in accordance with regulatory guidelines, in a manner that makes the information unreadable.

ID# 0008007

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.3.3 Data Protection – Europe Region

#### 10.3.3.1 Data Protection Provisions – Europe Region

In the Europe Region, depending on the service and as specified in the *Data Framework for Visa Services – Europe Region*,<sup>1</sup> a Member must understand and accept that it is either:

- Both:
  - A data controller, as specified by European Data Protection legislation, with regard to all or certain Personal Data that the Member and/or Visa collects from Cardholders and Merchants with Visa and its subcontractors being the data processor
  - Primarily responsible for fulfilling all data protection responsibilities toward Cardholders and Merchants with whom it has a direct relationship
- Both:
  - A joint data controller together with Visa, as specified by European Data Protection legislation, with regard to all or certain Personal Data that the Member and/or Visa collects from Cardholders and Merchants with Visa and its subcontractors being the joint data controller
  - Jointly responsible with Visa for fulfilling all data protection responsibilities toward Cardholders and Merchants

<sup>1</sup> Effective 25 May 2018

ID# 0029585

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.3.3.2 Data Protection Provisions – Member Responsibility as Sole Data Controller – Europe Region

In the Europe Region, if a Member is the sole data controller in respect of a service as specified in the *Data Framework for Visa Services – Europe Region*,<sup>1</sup> it must do all of the following:

- Ensure that it complies fully with all applicable data protection laws with regard to Personal Data that it collects, stores, transfers, or otherwise processes
- Ensure that it has appropriate safeguards (such as standard contractual clauses) or any mechanism that is deemed legally adequate for making any data transfers outside the European Economic Area (EEA)
- Provide appropriate prior information to the Cardholder or Merchant about the intended processing of Personal Data by the Member and Visa
- Provide accurate data regarding its Cardholders to Visa, including informing Visa when Cardholder Personal Data must be corrected, updated, or deleted
- Respond promptly to a Cardholder or Merchant that contacts the Member seeking to exercise data protection rights and inform Visa of the response
- Adopt appropriate technical and organizational security measures for the storage and processing of such Personal Data, as more particularly specified in the relevant service description

- Ensure that Visa is permitted to transfer data outside the EEA and execute any required legal documentation on behalf of the data controller to adduce adequacy for the data transfer
- Work with the Cardholder or Merchant to resolve any dispute regarding Personal Data and inform Visa of the resolution
- Ensure that all staff are appropriately trained in line with their responsibilities under applicable data protection law

### Effective 25 May 2018

In addition, where the Member is located in the EEA, it must, as sole data controller, do all of the following:

- Ensure that it has a lawful basis for the processing of any Personal Data, including processing of any Personal Data by Visa
- Provide consent for Visa to engage sub-processors, including sub-processors located outside the EEA
- Notify Visa, following contact from any given regulatory authority in relation to data processed by Visa, unless applicable law prohibits such notification
- Determine a clear process for reporting and responding to Personal Data breaches and, in the event of a breach, notify the regulatory authority and data subjects where applicable

<sup>1</sup> Effective 25 May 2018

### 10.3.3.3 Data Protection Provisions – Member and Visa Responsibilities as Joint Data Controllers – Europe Region

In the Europe Region, if a Member and Visa are joint data controllers in respect of a service, as specified in the *Data Framework for Visa Services – Europe Region*,<sup>1</sup> each must do all of the following:

- Ensure that it complies fully with all applicable data protection laws with regard to Personal Data that it collects, stores, transfers, or otherwise processes
- Ensure that it has appropriate safeguards (such as binding, standard contractual clauses) or any mechanism that is deemed legally adequate for making any data transfers outside the European Economic Area (EEA)
- Adopt appropriate technical and organizational security measures for the storage and processing of such Personal Data, as more particularly specified in the relevant service description
- Ensure that all staff are appropriately trained in line with their responsibilities

- **Effective 25 May 2018**

All of the following:

- Cooperate in response to any requests from a data protection authority
- Respond promptly to a data subject that contacts Visa or the Member (as the case may be) seeking to exercise data subject rights and inform Visa or the Member (as the case may be) of the response
- Assist Visa or the Member (as the case may be) in respect of responses to data subject requests
- Work with the data subjects to resolve any issues regarding the processing of their Personal Data and inform Visa or the Member (as the case may be) of the response

A Member must do all of the following:

- Provide appropriate fair processing information to the data subjects about all of the intended processing of Personal Data by the Member and Visa
- Provide accurate data regarding its Cardholders to Visa, including promptly informing Visa when Cardholder Personal Data must be corrected, updated, or deleted
- **Effective through 24 May 2018**  
Respond promptly to a Cardholder or Merchant that contacts the Member or Visa seeking to exercise data protection rights and inform Visa or the Member (as the case may be) of the response
- **Effective through 24 May 2018**  
Provide consent for Visa to transfer data outside the EEA and execute legal documentation on behalf of the data controller to adduce adequacy for the data transfer
- **Effective through 24 May 2018**  
Work with the Cardholder or Merchant to resolve any dispute regarding their personal data and inform Visa or the Member (as the case may be) of the resolution

### **Effective through 24 May 2018**

Visa will do all of the following:

- Assist a Member, where appropriate, to respond to a Cardholder or Merchant seeking to exercise data protection rights
- Respond to a Cardholder or Merchant that contacts Visa seeking to exercise data protection rights
- Work with a Member, Cardholder, or Merchant to resolve any issues raised to Visa regarding the processing of Cardholder personal data

### **Effective 25 May 2018**

In addition, where a Member is located in the EEA, it must, as joint data controller, both:

- Appoint a contact point for all subject access requests and clearly communicate such details to data subjects
- Determine a clear process for reporting and responding to personal data breaches and, in the event of personal data breach, notify the regulatory authority and data subjects where applicable, after consultation with Visa

<sup>1</sup> Effective 25 May 2018

ID# 0029587

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.3.3.4 Data Protection Provisions – Visa Responsibility as Data Processor – Europe Region

Visa will comply fully with all applicable European data protection laws in regard to the Personal Data it, or its sub-processor, stores and processes on behalf of its Members, as follows:

- Update the Personal Data of a Cardholder or Merchant when notified of such corrections or updates by a Member or Cardholder
- Assist a Member, where appropriate, with both technical and organizational support, to respond to a Cardholder or Merchant seeking to exercise data protection rights
- Respond to a Cardholder or Merchant that contacts Visa seeking to exercise data protection rights
- Remove Personal Data about a Merchant from the Visa Merchant Alert Service (VMAS) file if the Merchant's inclusion was not in accordance with VMAS requirements and notify any parties that have accessed the information on that Merchant within the previous 12-month period of the removal
- Delete, or, where applicable, return, any Personal Data at the end of the relevant retention period
- Adopt appropriate technical and organizational security measures, in line with associated risks and considering applicable costs, for the storage and processing of such Personal Data as disclosed by Members, as more particularly specified in the relevant service description
- Work with a Member, Cardholder, or Merchant to resolve disputes raised to Visa regarding the processing of Personal Data
- To the extent that it is Visa's responsibility to do so, ensure that all transfers of Personal Data outside the European Economic Area (EEA) are on the basis of either:
  - An adequacy decision by the European Commission
  - Appropriate or suitable safeguards as required by applicable laws or regulations

Effective 25 May 2018

Where Visa acts as a data processor, Visa will, for a Member located in the EEA, do all of the following:

- Include the subject matter, duration, and purpose of the processing, including the type of Personal Data involved and the categories of data subject, as specified in *Data Framework for Visa Services – Europe Region*<sup>1</sup>
- Only process data on the instructions of the Member, unless otherwise required by European Law or Member State law. Where such processing takes place, Visa will notify the Member before undertaking such processing, unless applicable law prohibits such notification.
- Ensure that only authorized individuals under appropriate confidentiality terms have access to Personal Data
- Maintain technical and organizational measures to avoid unauthorized or unlawful processing of Personal Data and loss, destruction of, or damage to Personal Data. Such measures will be in line with associated risks and consider applicable costs.
- Ensure that, where Visa engages a sub-processor, the Member is notified of that engagement. All Visa obligations set out in this section will be passed onto that sub-processor. Visa will conduct a risk assessment and due diligence on that sub-processor. Visa will also give a Member a reasonable timeframe to object to the engagement of that sub-processor and the Member agrees and hereby consents for Visa to engage the relevant sub-processor where the Member fails to raise objections within the applicable timeframe. If the Member objects to the engagement of a sub-processor within the applicable timeframe, Visa may choose one of the following:
  - Decide not to use the sub-processor for that processing activity
  - Take the corrective steps requested by the Member in its objection (which remove the Member's objection) and proceed to use the sub-processor
  - Suspend or terminate the provision of the services that require use of the sub-processor
- Assist the Member in meeting any regulatory obligations in relation to data security, notification of personal data breaches, and data protection impact assessments
- Not disclose Personal Data without a Member's consent unless requested or authorized by that Member or required by European Union or Member State law. If required by law, Visa will consult with the Member to limit such disclosure.
- Provide the Member with all information necessary to demonstrate compliance with Article 28 of the General Data Protection Regulations
- Establish that a Member may conduct an audit on Visa in order to verify Visa's compliance with Visa's obligations under the General Data Protection Regulation and Visa's requirements as a data processor under the Visa Rules in relation to services that Visa provides to the Member, provided that:

- The Member gives Visa reasonable notice in advance of any audit (where permitted by law).
- The audit is carried out in a manner that causes the minimum possible disruption to Visa's business (including with respect to the length of the audit, the number and seniority of Visa personnel required to assist with the audit).
- The Member and its third party auditor are subject to applicable Visa policies and confidentiality obligations.
- The Member shall not be entitled to access records of any nature relating to any other Member.
- Notify the Member, without undue delay, of any Personal Data breach
- Notify the Member if, in Visa's opinion, a processing instruction from that Member infringes any applicable data protection regulation. In such an event, Visa will cease any processing activity in relation to that instruction
- Notify the relevant Member promptly if Visa is contacted by any given regulatory body, in relation to the processing of Personal Data. Visa will work with that Member in response to the regulatory body
- Notify the relevant Member promptly if Visa is contacted by any given data subject, in relation to the processing of Personal Data. Visa will assist that Member in response to the data subject

<sup>1</sup> Effective 25 May 2018

ID# 0029588

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.3.3.5 Data Protection Provisions – Member Provision to Visa of Cardholder Data – Europe Region

In the Europe Region, a Member must do all of the following:

- Warrant that, as applicable, the terms and conditions of its Cardholder agreements do and will continue to permit Visa to conduct propensity modelling and to use such data to build and market products and services to third parties
- Ensure that all fair processing notices have been given to a Cardholder (and/or, as applicable, consents obtained from a Cardholder) and such notices are sufficient in scope to enable Visa to process any Cardholder personal data as required and in accordance with applicable laws or regulations, including ensuring that such fair processing notices comply with all other Cardholder agreement requirements
- Indemnify Visa for and against Claims and Liabilities arising out of or in connection with a breach of such warranty

ID# 0029589

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.3.3.6 Data Protection Compliance – Europe Region

In the Europe Region, Visa and each Acquirer shall each comply with their respective obligations in relation to applicable data protection legislation as specified in the Guidelines for Terminated Merchant Databases insofar as these apply to the Visa Merchant Alert Service. It will provide individuals or companies with rights of subject access where this is requested. Where an individual or a company requests information from Visa regarding what information is stored on the Visa Merchant Alert Service database in relation to them, Visa will provide a subject right of access form to be completed. Visa will provide the individual or company concerned with a clear description of the information that is held on the database in relation to that individual or company within 3 working days of receipt of the completed form.

ID# 0029604

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.4 Activity and Compliance Monitoring

### 10.4.1 Member Activity Monitoring Requirements

#### 10.4.1.1 Acquirer Investigation of Merchant Outlet

An Acquirer must investigate a Merchant Outlet that appears on an exception report. If the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must do all of the following:

- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

ID# 0002419

Edition: Apr 2018 | Last Updated: Oct 2016

#### 10.4.1.3 Acquirer Monitoring of Payment Facilitator and Sponsored Merchant Activity

An Acquirer must comply with Merchant monitoring standards for each of its Payment Facilitators, as specified in *Section 10.4.7, High-Brand Risk Merchant Monitoring*. A Sponsored Merchant that



exceeds Visa thresholds for excessive Disputes or Fraud Activity will be subject to monitoring programs.

ID# 0026439

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.1.4 Merchant Activity Monitoring and Reporting Requirements – Europe Region

In the Europe Region, an Acquirer must do all of the following:

- Retain at least the following daily data and use it to determine “normal daily activity” over a period of 30 days, beginning after each Merchant's initial Deposit:
  - Gross sales volume
  - Average Transaction amount
  - Number of Transaction Receipts
  - Average elapsed time between the Transaction Date of the Transaction Receipt and the Settlement Date (counting each as one day)
  - Number of Disputes
- Begin the daily monitoring of the Merchant's activity processed on the 31st calendar day from the first Deposit against the normal daily activity using an average of the data from the previous 30 days
- Compare current related data to the normal daily activity parameters at least daily
- At least weekly, review the Merchant's normal daily activity, using the previous week's activity
- At least monthly, adjust the Merchant's normal daily activity, using the previous month's activity

The Acquirer must generate an exception report on a daily basis and report to Visa within 2 business days if either:

- Any of the following exceeds 150% of normal daily activity:
  - Number of daily Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Disputes
- The average elapsed time between the Processing Date and either the Transaction Date or the Settlement Date for a Transaction (counting each as one day) exceeds 15 calendar days

ID# 0029658

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.1.5 Merchant Deposit Monitoring – Europe Region

In the Europe Region, an Acquirer that has been identified by the Fraud Monitoring Programs specified in *Section 10.4.9.2, Cross-Border Fraud Monitoring Programs – Europe Region*, must implement daily monitoring and produce exception reports in order to reduce their losses. Failure to implement effective monitoring may result in a non-compliance assessment of EUR 25,000 for each month in which actions remain outstanding.

Exception reports must be generated according to the parameters specified in *Table 10-1, Merchant Deposit Monitoring Parameters – Europe Region* where the respective defined thresholds have been exceeded.

In addition to daily monitoring, an Acquirer must employ adequate risk management resources to control and monitor its Merchants, and undertake specific investigative actions to combat any fraudulent activity.

A Merchant's normal daily trading and activity pattern must be adjusted on a daily basis, using the most recent activity and replacing the oldest data. Merchant trading averages must be calculated using a 90-day rolling average.

**Table 10-1: Merchant Deposit Monitoring Parameters – Europe Region**

Parameter	Exceeds	By
An individual Transaction value	The daily average Transaction value for the individual Merchant Outlet	% threshold defined by the Acquirer
The total number of Transactions deposited daily	The normal daily average number of Transactions for the individual Merchant Outlet	% threshold defined by the Acquirer
The total value of Transactions deposited daily	The normal daily average value deposited for the individual Merchant Outlet	% threshold defined by the Acquirer
The number and value of Transactions processed on the same Cardholder account in one or more Merchants	A threshold defined by the Acquirer	N/A
The number and value of incoming Retrieval Requests and	A predetermined ratio or threshold defined by the Acquirer	N/A

**Table 10-1: Merchant Deposit Monitoring Parameters – Europe Region (continued)**

Parameter	Exceeds	By
Disputes processed		
The daily total value of key-entered Transactions processed in a Merchant Outlet	Exceeds the normal daily average total of key-entered Transactions for the Merchant Outlet	% threshold defined by the Acquirer
The daily number of key-entered Transactions processed in a Merchant Outlet	Exceeds the normal daily average number of key-entered Transactions for the Merchant Outlet	% threshold defined by the Acquirer
The percentage of Transactions processed below a Merchant's Floor Limit	The normal daily average number of Transactions below the Merchant's Floor Limit	% threshold defined by the Acquirer
The total number and value of Transactions on the same Issuer BIN at the same Merchant Outlet on the same day	A threshold defined by the Acquirer	N/A
The value of credits (refunds) processed	The normal daily average value of credits for the individual Merchant Outlet	A threshold defined by the Acquirer
The number of credits (refunds) processed	The normal daily average number of credits for the individual Merchant Outlet	A threshold defined by the Acquirer
A deposit is received from a Merchant that has not processed any Transaction activity in a specified period	N/A	Within the last 3 months or by a time period specified by the Acquirer
A deposit is processed for a Merchant after the Merchant Agreement was terminated	N/A	N/A

If Visa determines that:

- The parameters defined in Table , “Merchant Deposit Monitoring Parameters – Europe Region” do not allow sufficient detection of fraud, then Visa may, at its discretion, vary or impose new parameters to identify changing fraud patterns
- The thresholds defined by the Acquirer do not allow sufficient detection of fraud, then Visa may, at its discretion, impose a threshold value on the Acquirer

ID# 0029811

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.1.6 Acquirer Provision of Fraud Advice Reports – Europe Region

In the Europe Region, an Acquirer must provide its Merchant with fraud advice reports upon Merchant request.

ID# 0029599

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.4.1.7 Merchant Exception Reports – US Region

In the US Region, beginning with Merchant Outlet Deposit activity processed on the 31st calendar day from the first Deposit, an Acquirer must generate unusual activity reports if either of the following occurs:

- Current weekly gross sales volume equals or exceeds USD 5,000 and any of the following meets or exceeds 150% of normal weekly activity:
  - Number of weekly Transaction Deposits
  - Gross amount of weekly Deposits
  - Average Transaction amount
  - Number of weekly Disputes
- Average elapsed time between the Transaction Date and the Acquirer's Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

ID# 0002223

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.4.2 Monitoring of Visa Compliance

### 10.4.2.1 Member Monitoring of Visa Compliance – US Region

In the US Region, Visa and its subsidiaries will adopt policies and procedures and provide Members with appropriate reviews and reports to enable Members to monitor the compliance of Visa and its subsidiaries with these commitments.

### 10.4.3 Dispute Monitoring

#### 10.4.3.1 Visa Chargeback Monitoring Program (VCMP)

Visa monitors Merchant Outlets<sup>1</sup> that generate an excessive level of Disputes through the Visa Chargeback Monitoring Program (VCMP).

Visa will identify a Merchant Outlet<sup>1</sup> under the VCMP standard program if it meets or exceeds both of the following monthly standard program thresholds:

- 100 Dispute count
- 1% ratio of Disputes-to-sales Transaction count

Visa will monitor a Merchant Outlet<sup>1</sup> identified in the VCMP under the high-risk program for any of the following reasons:

- The Merchant exceeds the standard program thresholds and is categorized or should be categorized by a high-brand risk MCC, as specified in *Section 10.4.6.1, High-Brand Risk MCCs*.
- For Merchants that are not and should not be categorized by a high-brand risk MCC, the Merchant meets or exceeds the VCMP monthly excessive Dispute threshold of both:
  - 1,000 Dispute count
  - 2% of Disputes-to-sales Transaction count
- Visa determines that the Merchant caused undue harm to the goodwill of the Visa payment system.
- The Merchant's Acquirer is subject to risk reduction measures, as specified in *Section 1.10.1.2, Member Risk Reduction Requirements*, for poor Merchant management practices.

Visa may modify or create new monthly VCMP performance levels.

#### Effective for Chargebacks processed through 13 April 2018

Monitoring includes all Chargeback reason codes<sup>2</sup> except reason code 93 (Visa Fraud Monitoring Program).

#### Effective for Disputes processed on or after 14 April 2018

Monitoring includes all Dispute conditions except Dispute Condition 10.5: Visa Fraud Monitoring Program.

Except for certain markets,<sup>3</sup> only International Transactions are included in VCMP monitoring.

A Merchant that is moved from the VCMP standard program to the VCMP high-risk program because it exceeded the excessive Dispute threshold will continue to be monitored under the VCMP high-risk program until the Merchant exits the VCMP.

A Merchant that is monitored in the VCMP high-risk program because it exceeded the excessive Dispute threshold will not be moved to the VCMP standard program, regardless of whether its performance drops below the monthly excessive Dispute threshold.

A Merchant that changes Acquirers and/or countries while identified in the VCMP will be assigned the equivalent program status with the new Acquirer and/or country if the Merchant has not exited the program.

Visa may require the Acquirer or its Merchant to deploy appropriate Dispute or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VCMP.

A Merchant Outlet<sup>1</sup> will exit the VCMP if it is below the program thresholds for 3 consecutive months.

For VCMP compliance purposes, Visa will include only the first 10 Disputes per calendar month, for each Account Number at each Merchant Outlet.<sup>1</sup>

<sup>1</sup> In the Europe Region, the program applies at the Merchant level.

<sup>2</sup> For a Member that participates in Enhanced Dispute Resolution, includes all Dispute conditions except 10.5: Visa Fraud Monitoring Program

<sup>3</sup> Program monitoring includes Domestic Transactions and International Transactions for all of the following: Australia, Brazil, Canada, Germany, the United Kingdom, and the United States. Visa may modify this list of markets.

#### 10.4.3.2 Visa Chargeback Monitoring Program (VCMP) Timelines

An Acquirer must comply with *Table 10-2, VCMP Standard Program Timeline* or *Table 10-3, VCMP High-Risk Program Timeline* as applicable.

Visa may escalate a Merchant Outlet (in the Europe Region, a Merchant) that causes undue harm to the Visa payment system to the VCMP high-risk program timeline.

Table 10-2: VCMP Standard Program Timeline

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
Program Month 1	<ul style="list-style-type: none"> <li>Within 10 calendar days of receipt</li> </ul>	After receipt of Notification that a

**Table 10-2: VCMP Standard Program Timeline (continued)**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
Notification	<p>of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must do all of the following:</p> <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Review Merchant activity and research the cause of the excessive Disputes</li> <li>– Provide Visa with the specific information requested</li> </ul>	Merchant has met or exceeded the thresholds, review Merchant activity
Program Month 2 – 4 Workout Period	<ul style="list-style-type: none"> <li>• Month 2: within 10 calendar days of date on the Notification, submit to Visa all of the following: <ul style="list-style-type: none"> <li>– Acceptable Dispute remediation plan</li> <li>– Copy of Merchant application, if requested</li> <li>– Copy of Merchant contract, if requested</li> </ul> </li> <li>• From month 2 onwards: implement a Dispute remediation plan</li> <li>• From month 3 onwards: within 10 calendar days of the date on the Notification, provide to Visa written updates to the Dispute remediation plan</li> </ul>	Implement plans to reduce Disputes at identified Merchants and provide Visa with the plans
Program Month 5 – 11 Enforcement Period	<ul style="list-style-type: none"> <li>• From month 5 onwards: <ul style="list-style-type: none"> <li>– Fees are applicable</li> <li>– Continue working with Merchant to ensure that the Dispute remediation plan is fully</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Fees are applicable</li> <li>• Continue to implement and provide to Visa the reduction plan, adjusting it as necessary to effectively reduce Disputes</li> </ul>

**Table 10-2: VCMP Standard Program Timeline (continued)**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<p>implemented and is effectively reducing Disputes</p> <ul style="list-style-type: none"> <li>Adjust the Dispute remediation plan as required and provide updates to Visa</li> <li>Month 8: provide Visa with written confirmation that the Merchant has been notified that it may lose Visa acceptance privileges if it fails to reduce its Disputes below the program thresholds by month 12</li> <li>From month 10 onwards: review fees are applicable</li> </ul>	<ul style="list-style-type: none"> <li>Notify Merchant that it may lose Visa acceptance privileges if it fails to reduce its Disputes below the program thresholds</li> </ul>
Program Month 12 Enforcement Period (and, in the Europe Region subsequent months)	<ul style="list-style-type: none"> <li>Non-compliance assessments and fees are applicable</li> <li>Review fees are applicable</li> <li>Merchant Outlet is eligible for disqualification</li> </ul>	<ul style="list-style-type: none"> <li>Fees are applicable</li> <li>Continue to implement and provide to Visa the reduction plan, adjusting it as necessary to effectively reduce Disputes</li> <li>Merchant is eligible for disqualification</li> </ul>

**Table 10-3: VCMP High-Risk Program Timeline**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
Program Month 1 Enforcement Period	<ul style="list-style-type: none"> <li>Non-compliance assessments and fees are applicable</li> <li>Review Merchant activity and determine the cause of the excessive Disputes</li> <li>Within 10 calendar days of receipt of Notification that a Merchant</li> </ul>	<ul style="list-style-type: none"> <li>Fees are applicable</li> <li>Review Merchant activity</li> <li>Implement plans to reduce Disputes at identified Merchants and provide Visa with the plans</li> </ul>



**Table 10-3: VCMP High-Risk Program Timeline (continued)**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<p>Outlet has met or exceeded the thresholds, the Acquirer must both:</p> <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Provide Visa with the specific information requested and an acceptable Dispute remediation plan</li> </ul>	
Program Month 2 – 5 Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Work with Merchant to ensure that the Dispute remediation plan is fully implemented and is effectively reducing Disputes</li> <li>• Provide to Visa a written monthly status on the Acquirer's progress to reduce the Merchant's Disputes</li> </ul>	<ul style="list-style-type: none"> <li>• Fees are applicable</li> <li>• Continue to implement plans to reduce Disputes at identified Merchants and provide Visa with the plans</li> </ul>
Program Month 6 – 11 Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's Disputes</li> <li>• Month 6: provide Visa with a copy of the Acquirer's notification to the Merchant that excessive Disputes may lead to disqualification</li> <li>• From month 7 and onwards: review fees are applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Fees continue to be applicable</li> <li>• Continue to provide to Visa written updates on the Acquirer's progress to reduce the Merchant's Disputes</li> <li>• Notify the Merchant that it may lose Visa acceptance privileges</li> </ul>
Program Month 12 Enforcement Period (and, in the Europe Region,	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Review fees are applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Fees are applicable</li> <li>• Continue to provide to Visa written updates on the Acquirer's</li> </ul>

**Table 10-3: VCMP High-Risk Program Timeline (continued)**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
subsequent months)	<ul style="list-style-type: none"> <li>Merchant Outlet is eligible for disqualification</li> </ul>	<ul style="list-style-type: none"> <li>progress to reduce the Merchant's Disputes</li> <li>Merchant is eligible for disqualification</li> </ul>

ID# 0029284

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.3.3 Visa Chargeback Monitoring Program (VCMP) – Data Quality Compliance

If Visa determines that an Acquirer, its Third Party Agent, or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Chargeback Monitoring Program (VCMP), Visa may do either or both of the following:

- Assess a non-compliance assessment per Merchant Outlet<sup>1</sup> per month to the Acquirer
- Permanently disqualify the Merchant and its principals from participating in the Visa Program

If an Acquirer submits Interchange for a single Merchant Outlet<sup>1</sup> under multiple Merchant descriptors or Merchant accounts, Visa may:

- Consolidate the individual Merchant descriptors or Merchant accounts for monitoring purposes
- Notify the Acquirer of the aggregation and any potential non-compliance assessments
- Apply the program thresholds to the consolidated Merchant Outlet<sup>1</sup> performance
- Track and report the consolidated Merchant activity

Visa may evaluate Payment Facilitator performance at the Sponsored Merchant level or by aggregating all Interchange activity.

<sup>1</sup> In the Europe Region, Merchant

ID# 0029285

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.4.3.4 Merchant Dispute Activity Monitoring

An Acquirer must monitor the Dispute-to-Interchange volume ratio of its Merchant and identify a Merchant that experiences all of the following activity levels during any month:

- 100 or more Interchange Transactions
- 100 or more Disputes
- A 1% or higher ratio of overall Dispute-to-Interchange volume

This does not apply in the Europe Region.

ID# 0002220

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.4 Acquirer Dispute and Fraud Monitoring

#### 10.4.4.1 Visa Acquirer Monitoring Program (VAMP)

Visa monitors Acquirers that generate an excessive level of Disputes or Fraud Activity through the Visa Acquirer Monitoring Program (VAMP). Visa will identify an Acquirer if it meets or exceeds all of the following monthly thresholds for either excessive Disputes or Fraud Activity:

- Dispute Monitoring:
  - 750 Dispute count
  - 1% ratio of Disputes-to-sales Transaction count
- Fraud Activity Monitoring:
  - USD 500,000 fraud dollar amount
  - 1% ratio of fraud-dollar-to-sales-dollar amount

Visa may modify or create new monthly VAMP performance levels.

Program monitoring includes all Disputes or Fraud Activity submitted by Issuers in the preceding calendar month and all sales Transactions submitted by the Acquirer in the preceding calendar month.

Except for certain markets,<sup>1</sup> only International Transactions are included in VAMP monitoring.

Visa may require the Acquirer or its Merchant to deploy appropriate Dispute or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VAMP.

An Acquirer will exit the VAMP if it is below the program thresholds for 3 consecutive months.

Visa may impose conditions on an Acquirer that knowingly acts to circumvent monitoring.

For VAMP compliance purposes, Visa will do all of the following:

- Include only the first 10 Disputes per calendar month, for each Account Number at each Merchant Outlet
- Include only the first 10 fraud Transactions reported to Visa per calendar month, for each Account Number at each Merchant Outlet
- Exclude fraud type code 3 (fraudulent application)

<sup>1</sup> Program monitoring includes Domestic Transactions and International Transactions for all the following: Australia, Brazil, Canada, Germany, the United Kingdom, and the United States. Visa may modify this list of markets.

ID# 0029286

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.4.2 Visa Acquirer Monitoring Program (VAMP) Timeline

An Acquirer that is identified in the Visa Acquirer Monitoring Program (VAMP) by exceeding VAMP thresholds must comply with *Table 10-4, VAMP Timeline*.

**Table 10-4: VAMP Timeline**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
Month 1 Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments apply</li> <li>• Review portfolio activity and determine the cause of the excessive Disputes or Fraud Activity</li> <li>• Within 10 calendar days of the date on the Notification, submit to Visa both: <ul style="list-style-type: none"> <li>– Acceptable Dispute/Fraud Activity remediation plan</li> <li>– Any documentation requested by Visa</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Fees apply</li> <li>• Upon Notification, review Merchant Dispute/Fraud Activity levels</li> <li>• Implement remediation plans and submit the plans to Visa</li> </ul>
Month 2 – 11 Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments apply</li> <li>• Implement a Dispute/Fraud Activity remediation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Fees apply</li> <li>• Continue to implement and submit to Visa remediation plans to bring performance to within acceptable levels, as defined by the program</li> </ul>

Table 10-4: VAMP Timeline (continued)

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<ul style="list-style-type: none"> <li>Provide to Visa a written monthly status on the Acquirer's progress to reduce the portfolio's Dispute/Fraud Activity</li> </ul>	thresholds
Month 12 Enforcement Period (and, in the Europe Region, subsequent months)	<ul style="list-style-type: none"> <li>Non-compliance assessments apply</li> <li>If received from Visa, communicate any pending terminations to the Merchant(s) /Third Party Agent(s)</li> <li>Provide to Visa a final, written recap of portfolio's performance and Dispute/Fraud Activity remediation initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Fees apply</li> <li>Continue to implement and submit to Visa remediation plans to bring performance to within acceptable levels, as defined by the program thresholds</li> <li>Provide Visa with a formal report of Merchant activity</li> <li>Visa may disqualify the Acquirer.</li> </ul>

ID# 0029287

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.5 Merchant Fraud Monitoring

#### 10.4.5.1 Visa Fraud Monitoring Program (VFMP)

Visa monitors Merchant Outlets<sup>1</sup> that generate an excessive level of fraud through the Visa Fraud Monitoring Program (VFMP).

Visa will identify a Merchant Outlet<sup>1</sup> under the VFMP standard program if it meets or exceeds either of the following monthly program thresholds:

- Both:
  - USD 75,000 fraud amount
  - 1% fraud-dollar-to-sales-dollar ratio
- Effective through 31 October 2020**  
In the US Region, for domestic counterfeit Automated Fuel Dispenser Transactions, both:
  - USD 10,000 in US Issuer-reported counterfeit fraud in the previous calendar month
  - 0.20% counterfeit fraud-dollar-to-sales-dollar ratio in the previous calendar month

Visa will monitor a Merchant Outlet<sup>1</sup> identified in the VFMP under the high-risk program for any of the following reasons:

- The Merchant is categorized, or should be categorized, by a high-brand risk MCC, as specified in *Section 10.4.6.1, High-Brand Risk MCCs*.
- For Merchants that are not and should not be categorized by a high-brand risk MCC, the Merchant meets or exceeds the VFMP monthly excessive fraud threshold of either:
  - Both
    - USD 250,000 fraud amount
    - 2% fraud-dollar-to-sales-dollar ratio
  - **Effective 1 November 2017 through 31 October 2020**  
In the US Region, for domestic counterfeit Automated Fuel Dispenser Transactions, both:
    - USD 10,000 in Issuer-reported domestic counterfeit fraud in the previous calendar month
    - 2% counterfeit fraud-dollar-to-sales-dollar ratio in the previous calendar month
- Visa determines that the Merchant caused undue harm to the goodwill of the Visa payment system.
- The Merchant's Acquirer is subject to risk reduction measures, as specified in *Section 1.10.1.2, Member Risk Reduction Requirements*, for poor Merchant management practices.

Visa may modify or create new VFMP monthly performance levels.

Except for certain markets,<sup>2</sup> only International Transactions are included in VFMP monitoring.

A Merchant that is moved from the VFMP standard program to the VFMP high-risk program because it exceeded the excessive fraud threshold will continue to be monitored under the VFMP high-risk program until the Merchant exits the VFMP.

A Merchant that is monitored in the VFMP high-risk program because it exceeded the excessive fraud threshold will not be moved to the VFMP standard program, regardless of whether its performance drops below the monthly excessive fraud threshold.

A Merchant that changes Acquirers and/or countries while identified in the VFMP will be assigned the equivalent program status with the new Acquirer and/or country if the Merchant has not exited the program.

Visa may require the Acquirer or its Merchant to deploy appropriate fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VFMP.

A Merchant Outlet<sup>1</sup> will exit the VFMP if it is below the program thresholds for 3 consecutive months.

For VFMP compliance purposes Visa will both:

- Include only the first 10 fraud Transactions reported to Visa per calendar month, for each Account Number at each Merchant Outlet<sup>1</sup>
- Exclude fraud type code 3 (fraudulent application)

In the Europe Region, if a Merchant has met or exceeded specified fraud performance thresholds, the Acquirer must work with the Merchant until the Merchant's fraud levels fall below the fraud performance thresholds.

<sup>1</sup> In the Europe Region, the program applies at the Merchant level.

<sup>2</sup> Program monitoring includes Domestic Transactions and International Transactions for all the following: AP Region (Australia), Canada Region, Europe Region (Germany, United Kingdom), LAC Region (Brazil), and US Region. Visa may modify this list of markets.

ID# 0029288

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.5.2 Visa Fraud Monitoring Program (VFMP) Timelines

An Acquirer must comply with *Table 10-5, VFMP Standard Program Timeline* and *Table 10-6, VFMP High-Risk Program Timeline* as applicable.

Visa may escalate a Merchant Outlet (or, in the Europe Region, a Merchant) that causes undue harm to the Visa payment system to the VFMP high-risk program timeline.

**Table 10-5: VFMP Standard Program Timeline**

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
Program Month 1 – Notification	<ul style="list-style-type: none"> <li>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must both: <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Provide Visa with the specific information requested</li> </ul> </li> <li>• Review Merchant activity and research the cause of the excessive fraud</li> </ul>	After receipt of Notification that a Merchant has met or exceeded the thresholds, the Acquirer must review the Merchant's activity.
Program Month 2 – 4 – Workout Period	<ul style="list-style-type: none"> <li>• Month 2: submit all of the following to Visa within 10 calendar days of date on the Notification:</li> </ul>	Implement a fraud remediation plan and submit the plan to Visa

Table 10-5: VFMP Standard Program Timeline (continued)

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<ul style="list-style-type: none"> <li>– Acceptable fraud remediation plan</li> <li>– Copy of Merchant application, if requested</li> <li>– Copy of Merchant contract, if requested</li> <li>• From month 2 onwards: implement a fraud remediation plan</li> <li>• From month 3 onwards: provide written updates to the fraud remediation plan within 10 calendar days of the date on the Notification</li> </ul>	
Program Month 5 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>• From month 5 onwards: <ul style="list-style-type: none"> <li>– Continue working with the Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud</li> <li>– Adjust the fraud remediation plan as required and provide updates to Visa</li> <li>– <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>– <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Continue to implement and submit to Visa the fraud remediation plan, adjusting as necessary to effectively reduce fraud</li> <li>• Notify the Merchant that it may lose Visa acceptance privileges if it remains in the program</li> <li>• <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>



Table 10-5: VFMP Standard Program Timeline (continued)

Program Status	Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<ul style="list-style-type: none"> <li>Month 8: provide Visa with written confirmation that the Merchant has been notified that it may lose Visa acceptance privileges if it fails to reduce its fraud below the program thresholds by month 12</li> </ul>	
<p>Program Month 12 –</p> <p>Enforcement Period (and, in the Europe Region, subsequent months)</p>	<ul style="list-style-type: none"> <li>Merchant Outlet is eligible for disqualification</li> <li><b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li><b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>	<ul style="list-style-type: none"> <li>Continue to implement and submit to Visa the fraud remediation plan, adjusting as necessary to effectively reduce fraud</li> <li>Merchant is eligible for disqualification</li> <li><b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li><b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>

Table 10-6: VFMP High-Risk Program Timeline

Program Status	Acquirer Responsibility – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
Program Month 1 – Enforcement Period	<ul style="list-style-type: none"> <li>Non-compliance assessments are applicable<sup>2</sup></li> <li><b>Effective for Chargebacks processed</b></li> </ul>	<ul style="list-style-type: none"> <li>Fees are applicable</li> <li>After receipt of Notification that a Merchant has met or exceeded the</li> </ul>

Table 10-6: VFMP High-Risk Program Timeline (continued)

Program Status	Acquirer Responsibility – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<p><b>through 13 April 2018</b> Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</p> <ul style="list-style-type: none"> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, an Acquirer must do all of the following: <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Review Merchant activity and research the cause of the excessive fraud</li> <li>– Provide Visa with the specific information requested and an acceptable fraud remediation plan</li> </ul> </li> </ul>	<p>thresholds, review the Merchant's activity</p> <ul style="list-style-type: none"> <li>• Implement a fraud remediation plan and submit the plan to Visa</li> <li>• <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>
Program Month 2 – 5 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments are applicable<sup>2</sup></li> <li>• <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>	<ul style="list-style-type: none"> <li>• Fees are applicable</li> <li>• Continue to implement and submit to Visa the fraud remediation plan, adjusting as necessary to effectively reduce fraud and submit the plan to Visa upon request</li> <li>• <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93 liability is</li> </ul>

Table 10-6: VFMP High-Risk Program Timeline (continued)

Program Status	Acquirer Responsibility – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	<ul style="list-style-type: none"> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• Work with Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud</li> <li>• Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud</li> </ul>	<p>applicable to the fraud Transactions associated with the current Merchant identification</p> <ul style="list-style-type: none"> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Disputes Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>
Program Month 6 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments are applicable<sup>2</sup></li> <li>• <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud</li> <li>• Month 6: provide Visa with a copy of</li> </ul>	<ul style="list-style-type: none"> <li>• Fees are applicable</li> <li>• Continue to provide written updates to Visa, with information about the plan's effectiveness in reducing fraud levels</li> <li>• Notify the Merchant that it may lose Visa acceptance privileges</li> <li>• <b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• <b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant</li> </ul>

Table 10-6: VFMP High-Risk Program Timeline (continued)

Program Status	Acquirer Responsibility – AP Region, Canada Region, CEMEA Region, LAC Region, US Region	Acquirer Actions – Europe Region
	the Acquirer's notification to the Merchant that excessive fraud may lead to disqualification	identification
Program Month 12 – Enforcement Period (and, in the Europe Region, subsequent months)	<ul style="list-style-type: none"> <li>Non-compliance assessments are applicable<sup>2</sup></li> <li><b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li><b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>Merchant Outlet is eligible for disqualification</li> </ul>	<ul style="list-style-type: none"> <li>Fees are applicable</li> <li>Continue to provide written updates to Visa, with information about the plan's effectiveness in reducing fraud levels</li> <li><b>Effective for Chargebacks processed through 13 April 2018</b> Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li><b>Effective for Disputes processed on or after 14 April 2018</b> Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>Merchant is eligible for disqualification</li> </ul>

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, includes Dispute condition 10.5: Visa Fraud Monitoring Program

<sup>2</sup> **Effective 1 November 2017 through 31 October 2020**

Does not apply to US domestic counterfeit Automated Fuel Dispenser Transactions

### 10.4.5.3 Visa Fraud Monitoring Program (VFMP) – Data Quality Compliance

If Visa determines that an Acquirer, its Third Party Agent, or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Fraud Monitoring

Program (VFMP), Visa may do either or both of the following:

- Assess a non-compliance assessment per Merchant Outlet per month to the Acquirer
- Permanently disqualify the Merchant and its principals from participating in the Visa Program

If an Acquirer submits Interchange for a single Merchant Outlet under multiple Merchant descriptors or Merchant accounts, Visa may:

- Consolidate the individual Merchant descriptors or Merchant accounts for monitoring purposes
- Notify the Acquirer of the aggregation and any potential non-compliance assessments
- Apply the program thresholds to the consolidated Merchant Outlet performance
- Track and report the consolidated Merchant activity

Visa may evaluate Payment Facilitator performance at the Sponsored Merchant level or by aggregating all Interchange activity.

ID# 0029290

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.4.5.4 Acquirer Control of Force Post Transactions

**Effective 26 January 2019**

An Acquirer must do all of the following if it has a Merchant or Sponsored Merchant enabled with force post<sup>1</sup> functionality:

- Conduct an enhanced due diligence review of the Merchant or Sponsored Merchant, as specified in the *Visa Global Acquirer Risk Standards*
- Validate and document that the Merchant or Sponsored Merchant has a legitimate business case to submit force post Transactions into Interchange
- Ensure risk controls are implemented to restrict the Merchant or Sponsored Merchant's ability to submit fraudulent Transactions into Interchange

Acquirers that fail to comply with this requirement resulting in the material, artificial manipulation of the clearing position for either a Merchant or Visa Card account<sup>2</sup>, may be subject to non-compliance assessments, as specified in *Section 1.12.3.10, Willful Violations of the Visa Rules*.

Acquirers may be subject to all costs associated with reversing the position(s) created by force post activity.

This does not apply to below-Floor Limit Transactions.

<sup>1</sup> Force Post functionality enables a Merchant to submit Clearing Record(s) with a manually entered Authorization Code.

<sup>2</sup> Force Post fraud involves Clearing Record(s) processed with either a fictitious, or no Authorization Code.

ID# 0030120

Edition: Apr 2018 | Last Updated: New

### 10.4.6 High-Brand Risk Merchants

#### 10.4.6.1 High-Brand Risk MCCs

A Merchant required to use one of the following MCCs is considered a High-Brand Risk Merchant:

- 5962 (Direct Marketing – Travel-Related Arrangement Services)
- 5966 (Direct Marketing – Outbound Telemarketing Merchants)
- 5967 (Direct Marketing – Inbound Telemarketing Merchants)
- 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- 5912 (Drug Stores, Pharmacies)
- 5122 (Drugs, Drug Proprietaries, Druggist Sundries)
- 5993 (Cigar Stores and Stands), for Merchants that sell cigarettes in a Card-Absent Environment

ID# 0008137

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.4.6.2 High-Brand Risk Merchant Registration – US Region

In the US Region, before accepting Transactions from a High-Brand Risk Merchant, an Acquirer must register the Merchant using the Program Request Management application.

This does not apply to Merchants assigned the following MCCs:

- 5122 (Drugs, Drug Proprietaries, Druggist Sundries) or 5912 (Drug Stores, Pharmacies), if the Merchant is accredited by the National Association of Boards of Pharmacy or other legal regulatory body recognized by Visa
- 5993 (Cigar Stores and Stands)

ID# 0026345

Edition: Apr 2018 | Last Updated: Apr 2017

### 10.4.7 High-Brand Risk Merchant Monitoring

#### 10.4.7.1 High-Brand Risk Merchant Monitoring – US Region

In the US Region, an Acquirer must monitor its High-Brand Risk Merchants. An Acquirer of a High-Risk Internet Payment Facilitator must:

- Register its High-Brand Risk Sponsored Merchants as High-Brand Risk Merchants
- Monitor its High-Risk Internet Payment Facilitators

ID# 0026346

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.4.7.2 High-Brand Risk Merchant Unusual Activity Reporting – US Region

For its High-Brand Risk Merchants, a US Acquirer must generate unusual activity reports daily, and report any unusual activity to Visa within 2 business days, if either of the following:

- Current weekly gross sales volume equals or exceeds USD 5,000 and any of the following exceeds 150% of the normal daily activity:
  - Number of daily Transaction Receipt Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Disputes
- Average elapsed time between the Transaction Date and Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

ID# 0026374

Edition: Apr 2018 | Last Updated: Apr 2018

#### 10.4.7.3 High-Brand Risk Merchants – Acquirer Requirements

For a High-Brand Risk Merchant, an Acquirer must do all of the following:

- Retain at least the following daily data:
  - Gross sales volume
  - Average Transaction amount
  - Number of Transaction Receipts

- Average elapsed time between the Transaction Date of the Transaction Receipt and the Settlement Date (counting each as one day)
- Number of Disputes
- Collect the data over a period of at least one month, beginning after each Merchant's initial Deposit
- Use the data to determine the Merchant's normal daily activity of the categories specified in this section
- Begin the daily monitoring of the Merchant's activity processed on the 31st calendar day from the first Deposit
- Compare current related data to the normal daily activity parameters at least daily
- Review the Merchant's normal daily activity at least weekly, using the previous week's activity
- At least monthly, adjust the Merchant's normal daily activity, using the previous month's activity

ID# 0026340

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.7.4 High-Brand Risk Merchant Exception Reports

An Acquirer must generate High-Brand Risk Merchant exception reports daily and report any unusual activity to Visa within 2 business days, if either of the following:

- The Merchant's current weekly gross sales volume equals or exceeds USD 5,000 (or local currency equivalent), and any of the following exceeds 150% of the Merchant's normal daily activity:
  - Number of daily Transaction Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Disputes
- The average elapsed time between the Transaction Date and Processing Date or between the Processing Date and Settlement Date for a Transaction (counting each as one day respectively) exceeds 15 calendar days

ID# 0026341

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.7.5 Investigation of Merchant on High-Brand Risk Merchant Exception Report

An Acquirer must investigate a Merchant that appears on its High-Brand Risk Merchant exception report within one business day of generating the report. If the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must do all of the following:



- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

ID# 0026342

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.4.7.6 Acquirer Provision of High-Brand Risk Merchant Monitoring Information

Upon Visa request, an Acquirer must provide both of the following within 7 calendar days to demonstrate compliance with High-Brand Risk Merchant monitoring standards:

- Copies of actual reports or records used to monitor the Merchant's Deposits
- Any other data requested by Visa

ID# 0026343

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.4.7.7 Requirements for High Brand-Risk Merchants and High Brand-Risk Sponsored Merchants

Visa may impose security or authentication requirements on a Merchant that it considers to be a High Brand-Risk Merchant or a High Brand-Risk Sponsored Merchant.

ID# 0029660

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.4.7.8 Merchant Disqualification from the Visa Program – US Region

In the US Region, Visa may disqualify a Merchant specified in *Section 10.4.6.1, High-Brand Risk MCCs*, from participating in the Visa Program if the Merchant does any of the following:

- Meets or exceeds a critical level of Dispute activity
- Acts with the intent to circumvent Visa programs
- Causes harm to the Visa system

Visa will send a Notification to the Acquirer advising all of the following:

- The date the Acquirer must stop submitting the disqualified Merchant's Transactions
- Reasons for the disqualification

- Notice of the right to appeal

The Acquirer may appeal the disqualification as follows:

- The Acquirer's appeal letter must be received by Visa within 15 days of the Acquirer's receipt of the disqualification Notification.
- The Acquirer must pay a non-refundable fee and include it with the appeal letter.
- The evidence and arguments for the appeal must be submitted in the appeal letter.
- No oral presentations are permitted.

ID# 0005865

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.8 High-Risk Internet Payment Facilitator Requirements

#### 10.4.8.1 High-Brand Risk Acquirer Registration

An Acquirer that has not previously acquired Electronic Commerce Merchants or Mail/Phone Order Merchants classified by Visa as High-Brand Risk Merchants must:

- Submit to Visa a *Visa New High-Brand Risk Acquirer Registration Form*
- Not process or enter a High-Brand Risk Transaction into Interchange until written confirmation has been received from Visa that the Acquirer has been registered and approved by Visa
- Immediately submit a revised form indicating any changes to the information

ID# 0026379

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.4.8.2 High-Risk Internet Payment Facilitator Agreement

An Acquirer must ensure that a High-Risk Internet Payment Facilitator Agreement requires both:

- That the High-Brand Risk Sponsored Merchant Agreement be signed by a senior officer of the High-Risk Internet Payment Facilitator
- The High-Risk Internet Payment Facilitator to report both:
  - Acquisition of new High-Brand Risk Sponsored Merchants
  - Monthly Transaction activity for all High-Brand Risk Sponsored Merchants.

The reports must be provided to Visa in Visa-specified electronic formats.

ID# 0026332

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.4.8.3 Compliance with High-Risk Internet Payment Facilitator Registration Requirements – US Region

In the US Region, an Acquirer must ensure that a Payment Facilitator with one or more Sponsored Merchants classified, or that should be classified, with MCC 5967 (Direct Marketing – Inbound Teleservices Merchant) complies with the High-Risk Internet Payment Facilitator registration program and operating requirements.

ID# 0028292

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.4.8.4 High-Risk Internet Payment Facilitator Processing Requirements

If a Cardholder accesses the website and/or application of an electronic commerce High-Brand Risk Merchant or a High-Brand Risk Sponsored Merchant and is then linked or forwarded to the website and/or application of the High-Risk Internet Payment Facilitator for payment, the name of the High-Risk Internet Payment Facilitator must appear in the Authorization Request and Clearing Record in conjunction with the name of the High-Brand Risk Sponsored Merchant.

ID# 0026329

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.4.8.5 Visa Right to Prohibit or Disqualify Sponsored Merchants – US Region

In the US Region, Visa may require an Acquirer to directly contract with a Sponsored Merchant if the Sponsored Merchant either:

- Generates or has a history of generating excessive levels of exception items (Disputes and/or credits) within a 12-month period
- Takes action to evade responsibility for compliance with the Visa Rules

Visa may disqualify a High-Risk Internet Payment Facilitator or High-Brand Risk Sponsored Merchant in accordance with the Visa Chargeback Monitoring Program or for other activity that causes undue harm to the Visa system.

ID# 0008667

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.4.9 Cross-Border Fraud Monitoring

### 10.4.9.1 High Total Fraud Loss Monitoring Program – Europe Region

In the Europe Region, Visa identifies the 15 Issuers and 15 Acquirers with the highest levels of fraud, in absolute Transaction value terms, as candidates for formal review.

Once identified, Members will be given at least 3 months' notice of the review and asked to agree a review start date with Visa.

Following a review, Members will receive a report from Visa containing recommendations intended to assist them in improving fraud management.

ID# 0029607

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.4.9.2 Cross-Border Fraud Monitoring Programs – Europe Region

In the Europe Region, Visa monitors fraud performance on a monthly basis, and identifies Issuers with a BID or BIDs that meet program criteria each month, as specified in *Table 10-7, Cross-Border Fraud Monitoring Program Elements – Europe Region*.

Visa may modify program parameters and fees.

**Table 10-7: Cross-Border Fraud Monitoring Program Elements – Europe Region**

	Cross-Border Fraud Issuer Monitoring Program
Components	<ul style="list-style-type: none"> <li>Intraregional Issuer component (Issuer and Acquirer within the Europe Region)</li> <li>Interregional Issuer component (Issuer within the Europe Region, Acquirer outside the Europe Region)</li> </ul>
Entry Criteria	<ul style="list-style-type: none"> <li>Intraregional Issuer component (Issuer and Acquirer within the Europe Region)</li> <li>Interregional Issuer component (Issuer within the Europe Region, Acquirer outside the Europe Region), if they fulfil both of the following criteria: <ul style="list-style-type: none"> <li>Any BID exceeding, in one month, 3 times the intra (for intraregional component) or 3 times the inter (for interregional component) fraud-to-sales ratio</li> <li>Fraud losses greater than EUR 100,000</li> </ul> </li> </ul>
Inclusion Criteria	Based on exceeding either of the components (intraregional or interregional)
Program Phases	<p>Initial Phase</p> <p>The first time an Issuer is listed in the program report, it will receive Notification from Visa that it is being monitored under the program.</p> <p>Applied Fee Phase</p> <ul style="list-style-type: none"> <li>If an Issuer is listed in the program report for a fourth consecutive month, it may be subject to a monthly non-compliance assessment.</li> <li>A non-compliance assessment may be assessed for each subsequent month until exit</li> </ul>

Table 10-7: Cross-Border Fraud Monitoring Program Elements – Europe Region (continued)

	Cross-Border Fraud Issuer Monitoring Program
	<p>from the program.</p> <p>Mandatory Action Phase</p> <ul style="list-style-type: none"> <li>• 7 or more listings on the program report may result in an increase in the monthly non-compliance assessment. The Issuer may be required to undergo a formal Visa risk review.</li> <li>• The increased monthly non-compliance assessment may be assessed for each subsequent month until exit from the program.</li> <li>• After a total of 12 listings, a comprehensive review of action taken to date, plans, and Issuer performance will be undertaken with the Issuer to address the problem. Visa may present the findings to the Board.</li> <li>• After a total of 13 listings, increased monthly non-compliance assessments may be charged for each subsequent appearance on the program report until exit from the program.</li> </ul>
Exit Criteria	The Issuer must not be listed on the report for 3 consecutive months.

ID# 0029606

Edition: Apr 2018 | Last Updated: Apr 2017

## 10.5 Brand Protection

### 10.5.1 Global Brand Protection Program

#### 10.5.1.1 Global Brand Protection Program Data Quality

To enable the valid identification of data for the Global Brand Protection Program, an Acquirer must correctly classify its High-Brand Risk Merchants.

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Brand Protection Program, Visa may:

- In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, any of the following:
  - Assess a non-compliance assessment
  - Require the Acquirer to implement risk reduction measures

- Prohibit the Acquirer from acquiring High-Brand Risk Merchants for a period of one year or more

ID# 0026335

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.6 Fraud Reporting

### 10.6.1 Fraud Reporting Requirements

#### 10.6.1.1 Prepaid Clearinghouse Service (PCS) Participation – US Region

In the US Region, a Visa Prepaid Issuer must:

- Report information from all approved, pending or declined Prepaid Account enrollments, Load Transactions, reloads, unauthorized Transaction requests, Prepaid Account fraud, Transaction Load fraud, Account level fraud and enrollment fraud
- Ensure that it and its agents report complete and correct information, as specified by Visa
- Authorize Visa to use or transfer the information reported to PCS for any purpose permitted by applicable laws or regulations
- Submit all records in accordance with the *Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements* and the Prepaid Clearinghouse Service (PCS) Message Layout

Prepaid Card Issuers or Agents optionally subscribing to use PCS:

- Must execute a PCS Participation Agreement
- Are eligible under applicable law to access PCS for fraud prevention purposes

ID# 0029067

Edition: Apr 2018 | Last Updated: Oct 2017

#### 10.6.1.2 Skimming Counterfeit Fraud Data Collection – Europe Region

In the Europe Region, on fraud advice reports, a Member must identify skimmed counterfeit fraud Transactions with POS Entry Mode code 90.

ID# 0029597

Edition: Apr 2018 | Last Updated: Oct 2016

#### 10.6.1.3 Reporting of Chip Card Capability in Fraud Advice Records – Europe Region

In the Europe Region, an Issuer must provide Chip Card capability details in fraud advice records.

An Issuer that fails to correctly report the Card capability in fraud advice records is subject to penalties, including, but not limited to withdrawal of the Issuer's right to use all Dispute conditions related to the EMV liability shift, until the problem is corrected.

ID# 0029598

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.6.1.4 Fraud Activity Reporting Compliance – LAC Region

In the LAC Region, an Issuer must report Fraud Activity and comply with all of the following:

- At least 95% of all fraud must be reported. This includes domestic and international, on-us, debit and credit, and ATM Transactions.
- At least 90% of all reported fraud must be classified correctly.
- No more than 5% of all reported fraud can be classified as fraud type 05 (Miscellaneous).
- In at least 90% of reported fraudulent Transactions, mandatory TCR2 fields must match the corresponding BASE II record fields, except the Excluded Transaction Identifier Reason field.

ID# 0007259

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.6.1.5 Result of Issuer Non-Compliance – AP Region

#### Effective for Chargebacks processed through 13 April 2018

In the AP Region, an Issuer identified as non-compliant and that fails to resolve areas of non-compliance within a period agreed between the Member and Visa following an on-site review will have the following fraud-related dispute rights suspended until compliant:

- Chargeback reason code 57 (Fraudulent Multiple Transactions)
- Chargeback reason code 62 (Counterfeit Transaction)
- Chargeback reason code 81 (Fraud – Card-Present Environment)
- Chargeback reason code 83 (Fraud – Card-Absent Environment)
- Chargeback reason code 93 (Visa Fraud Monitoring Program)
- For a Member that participates in Enhanced Dispute Resolution, Dispute category 10 (Fraud)

#### Effective for Disputes processed on or after 14 April 2018

In the AP Region, an Issuer identified as non-compliant and that fails to resolve areas of non-compliance within a period agreed between the Member and Visa following an on-site review will not be permitted to dispute a transaction under Dispute category 10 (Fraud).

ID# 0001760

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.6.1.6 Fraud Alert Requirements – Canada Region

In the Canada Region, a Member must comply with the *CoFAS Procedures for Reporting Credit Skimming Incidents*.

ID# 0001757

Edition: Apr 2018 | Last Updated: Oct 2014

## 10.7 Card Recovery

### 10.7.1 Card Recovery at the Point of Sale

#### 10.7.1.1 Merchant Card Recovery Procedures at the Point of Sale

A Merchant must not complete a Transaction and should attempt to recover a Visa Card<sup>1</sup> by reasonable, peaceful means, for any of the following reasons:

- Account Number appears on a Card Recovery Bulletin
- Acquirer or its Authorizing Processor requests its retention
- **Effective through 16 October 2021**  
4 digits printed below the embossed or printed Account Number (if present) do not match the first 4 digits of the embossed or printed Account Number
- Merchant has reasonable grounds to believe that the Card is counterfeit, fraudulent, or stolen

A Merchant must notify its Acquirer that it has recovered a Card and ask for further instructions.

<sup>1</sup> The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

ID# 0002350

Edition: Apr 2018 | Last Updated: Apr 2016

### 10.7.2 Return of Recovered Cards

#### 10.7.2.1 Recovered Card Handling and Notification Requirements

A Member must maintain an inventory log of recovered Cards that includes a record of at least all of the following:

- Date of Card recovery (DD/MM/YYYY)
- Location of Card recovery



- First 6 digits and last 4 digits of the Account Number
- Cardholder name: Title (if applicable), first letter of first name and first and last letters of last name
- Printed names and signatures of all parties counting, logging, or destroying the Cards
- If the Card was retained by a law enforcement agency, name of agency and contact information
- Date of Card destruction (DD/MM/YYYY)

In the Europe Region, an Acquirer must retain the record in the inventory log for at least 3 months.

The Member or its Agent must comply with all of the following requirements for the secure destruction of recovered Cards:

- Within 5 business days of recovering a valid or counterfeit Card, ensure that the Card is securely destroyed through shredding or incineration
- If the Card cannot be destroyed immediately upon receipt by the secure destruction location, store the Card in a secure environment under dual control until the Card can be properly destroyed.
- Before secure destruction, maintain the Cards as specified in PCI DSS
- Render all images, Account Numbers, and generic identifiers completely unusable or unreadable. Cutting the Card in half and disposing of it in the trash does not comply with this requirement.
- Ensure that all Cards have been destroyed before leaving the destruction area
- If a secure destruction entity is contracted to destroy Cards, ensure that the entity presents a certificate of destruction once the destruction process is completed.

Upon recovery of a valid or counterfeit Visa Card, the Member must send<sup>1</sup> a Notification to the Issuer, through Visa Resolve Online or the Electronic Documentation Transfer Method, that the Card was recovered and destroyed. The Notification must be sent no later than either:

- 5 business days after the Visa Card is recovered
- For a Card recovered at an ATM, 5 business days after the Card is received at the Acquirer's card return center, if applicable

The Notification must include all of the following information:

- Date of Card recovery (DD/MM/YYYY)
- Location of Card recovery
- First 6 digits and last 4 digits of the Account Number
- Cardholder name: Title (if applicable), first letter of first name and first and last letters of last name

- If the Card was retained by a law enforcement agency, name of agency and contact information
- If the Acquirer paid an appropriate Card recovery reward to its Merchant, the Fee Collection Transaction amount that will be submitted to the Issuer for reimbursement
- Date of Card destruction (DD/MM/YYYY)

In the Europe Region, the Cardholder Verification Method transmitted in the Clearing Record must be retained by Issuers and included in the Dispute and the fraud information message.

<sup>1</sup> For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Member must cut the Card and render it unusable but is not required to notify the Issuer that the Card was recovered.

ID# 0008090

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.7.2.2 Merchant Recovered Card Return Procedures – US Region

In the US Region, a Merchant that recovers a Visa Card must both:

- Cut the Visa Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
  - Its Acquirer
  - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

The requirement to return the Card does not apply to Non-Reloadable Cards recovered without a Pickup Response or request from the Issuer.

For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Merchant or Acquirer must cut the Card and render it unusable.

For a Non-Reloadable Card where an Issuer Pickup Response has been sent, the Merchant should attempt to recover the Card and:

- Cut the Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
  - Its Acquirer
  - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

If a recovered Visa Card was retained by a law enforcement agency, the Merchant must provide a legible copy of the front and back of the Visa Card to its Acquirer or a VisaNet Interchange Center, as applicable.

ID# 0008092

Edition: Apr 2018 | Last Updated: Oct 2016

### 10.7.2.3 Acquirer Recovered Card Procedures – Additional Notification Requirement – US Region

#### Effective through 16 October 2021

In the US Region, an Acquirer must immediately advise either of the following of the recovery of a Card:

- The Issuer, if the Visa Card is recovered because the first 4 digits of the embossed or printed Account Number (if present) do not match the 4 digits printed above or below the Account Number
- Visa, if the embossed or printed BIN is not assigned to a Member

An Acquirer must retain a legible copy of the front and back of the recovered Visa Card.

ID# 0008094

Edition: Apr 2018 | Last Updated: Apr 2016

### 10.7.3 Recovered Counterfeit Cards

#### 10.7.3.1 Unattended Cardholder-Activated Terminal Card Retention

If an Unattended Cardholder-Activated Terminal has the ability to retain a Card, it may retain a Card only upon the specific request of the Issuer.

If a Card is retained and removed from the terminal by a Merchant, the Merchant must do all of the following:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable
- Send it to its Acquirer

If a Card is retained and removed from the terminal by an Acquirer, the Acquirer must do all of the following:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable following secure Card destruction requirements, as specified in *Section 10.7.2.1, Recovered Card Handling and Notification Requirements*
- Notify the Issuer, through Visa Resolve Online, that the Card was recovered, as specified in *Section 10.7.2.1, Recovered Card Handling and Notification Requirements*

ID# 0004823

Edition: Apr 2018 | Last Updated: Apr 2017

### 10.7.4 Card Recovery Bulletin (CRB)

#### 10.7.4.1 Card Recovery Bulletin (CRB) Dispute Rights

An Acquirer may be subject to a Dispute for below-Floor Limit Transactions if the Account Number appears on the Card Recovery Bulletin (CRB). Dispute rights begin on the effective date of the CRB in which the Account Number is listed.

ID# 0003981

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.8 Lost or Stolen Cards

### 10.8.1 Lost or Stolen Card Reporting

#### 10.8.1.1 Lost/Stolen Card Reporting – Issuer Actions

An Issuer participating in Lost/Stolen Card Reporting must, on behalf of another Issuer, both:

- Accept reports of lost or stolen products from Cardholders or their designated representative
- Notify the Card Issuer

ID# 0008549

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.8.1.2 Issuer Notification of Lost or Stolen Card

A Member must do all of the following:

- Provide the Issuer with the information required on the lost or stolen Card report
- If an incomplete Account Number is provided, supply the Issuer with the address and telephone number where the Cardholder may be contacted
- Notify Visa Global Customer Care Services if unable to establish contact with the Issuer

ID# 0002183

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.9 PIN Security Requirements

### 10.9.1.1 Visa PIN Security Program Requirements

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an Acquirer and its Merchant or agent that processes PINs for Visa Transactions must comply with the security requirements specified in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*.

In the Europe Region, an Acquirer that processes PINs for Transactions must comply with the PIN Management Requirements Documents and the requirement to perform a self-audit, as specified in the *Visa Europe PIN Security Self Audit Requirements and Forms*.

ID# 0027086

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.10 Account Data Compromise

### 10.10.1 Global Compromised Account Recovery (GCAR) Program

#### 10.10.1.1 Global Compromised Account Recovery (GCAR) Program Qualification – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an Issuer may recover a portion of its operating expenses associated with an Account Data Compromise Event involving a compromise of either:

- In a Card-Absent Environment, a Chip Card's Account Number and expiration date
- In a Card-Present Environment, a Chip Card's Account Number and Card Verification Value

Visa has the authority and discretion to determine Account Data Compromise Event qualification, Operating Expense Recovery amounts, Issuer eligibility, and Acquirer liability under the GCAR program, in accordance with the *Visa Global Compromised Account Recovery (GCAR) Guide* and the available information regarding each compromise event.

ID# 0026564

Edition: Apr 2018 | Last Updated: Apr 2018

#### 10.10.1.2 Acquirer Safe Harbor for Registered Agents – Europe Region

In the Europe Region, an Acquirer must ensure that its Merchants and Sponsored Merchants use only agents that are registered with Visa and appear on the Visa list of agents that provide payment-related services (including services that operate under contractual obligations to the

Merchant or Sponsored Merchant to control access to Cardholder data) to Merchants or Sponsored Merchants, except payment application software providers.

To qualify for safe harbor in the event of an Account Data Compromise Event, the agent must both:

- Be listed with Visa before the date of notification of the suspected or confirmed data compromise
- Demonstrate that it was one or more of the following:
  - Successfully assessed by a qualified security assessor as Payment Card Industry Data Security Standard (PCI DSS)-compliant at the time of the data compromise
  - Self-assessed against the PCI DSS. The PCI Forensic Investigator report must confirm that the agent complied with the security measures specified in the self-assessment questionnaire submitted during the registration process.
  - Out of scope of the PCI DSS. The PCI Forensic Investigator report must confirm that the agent did not have access to or control over the Cardholder data that was compromised.

An Acquirer whose Merchant or Sponsored Merchant suffers a data compromise through an agent that complies with these requirements is not subject to non-compliance assessments for compromised Account Information and Transaction Information.

ID# 0029584

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.11 Terminated Merchants

### 10.11.1 Retention of Merchant Records

An Acquirer or a Payment Facilitator must keep a complete, well-documented file containing Merchant records, including any information connected to an investigation, for at least 2 years after Merchant Agreement termination.

#### Effective through 13 April 2018

In the US Region, an Acquirer or a Payment Facilitator of a Merchant or Sponsored Merchant undergoing a forensic investigation must also notify Visa when it receives notice or otherwise becomes aware that the Merchant has terminated its Merchant Agreement.

#### Effective 14 April 2018

An Acquirer or a Payment Facilitator of a Merchant or Sponsored Merchant that is undergoing a forensic investigation must also notify Visa when it receives notice or otherwise becomes aware that the Merchant has terminated its Merchant Agreement.

ID# 0008474

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.11.2 Required Use of Terminated Merchant Database

#### 10.11.2.1 Terminated Merchant Listing on Terminated Merchant Database – Payment Facilitator and Marketplace

An Acquirer must ensure that a terminated Sponsored Merchant, terminated Payment Facilitator, or terminated Marketplace is added to the Visa Merchant Trace System, Terminated Merchant File, Visa Merchant Alert Service, or, where available, equivalent terminated Merchant database.

ID# 0026433

Edition: Apr 2018 | Last Updated: Apr 2018

#### 10.11.2.2 Use of Visa Merchant Trace System – AP Region

In the AP Region, an Acquirer in Australia, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, Philippines, Sri Lanka, Thailand, Singapore, Vietnam, or China must enter terminated Merchant details into the Visa Merchant Trace System database within one business day after terminating a Merchant Agreement for a reason specified in the Visa Merchant Trace System.

ID# 0026131

Edition: Apr 2018 | Last Updated: Oct 2016

#### 10.11.2.3 Terminated Merchant Information Requirements – AP Region

In the AP Region, the file of terminated Merchants must include at least all of the following:

- Merchant Agreement and addenda
- Deposit history and monitoring reports
- Details on the number, total amount, and reasons for any Disputes received
- All Acquirer/Merchant correspondence
- All Visa Fraud Monitoring Program reports relating to the Merchant
- Names and ID numbers of suspect employees
- Written notification of termination or intent to terminate
- Any other supporting documentation that itemizes the details leading to the decision to terminate the Merchant

ID# 0007371

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.11.2.4 Common Terminated Merchant Database Requirements – Canada Region

In the Canada Region, an Acquirer must comply with all of the following:

- Use an externally managed common terminated Merchant database
- Concurrent with the closure of a Merchant Outlet, list the Merchant on a common terminated merchant database for a period of 3 years if the Merchant violated the Merchant Agreement and was subsequently terminated for cause
- Retain for 3 years Merchant Agreement termination information

ID# 0007377

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.11.2.5 Terminated Merchant File Listing Requirements – US Region

In the US Region, an Acquirer must add a terminated Merchant to the Terminated Merchant File no later than close of business on the day following the date the Merchant is notified of the intent to terminate the agreement. An Acquirer must list the Merchant if terminated for one or more of the following reasons:

- The Merchant was convicted of credit or debit card fraud.
- The Merchant deposited excessive Counterfeit Transactions.
- The Merchant deposited excessive Transactions unauthorized by Cardholders.
- The Merchant deposited Transaction Receipts representing sales of goods or services generated by another Merchant (laundering).
- The Acquirer received an excessive number of Disputes due to the Merchant's business practices or procedures.

ID# 0007386

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.11.2.6 Terminated Merchant File Information Requirements – US Region

In the US Region, an Acquirer must add a Merchant to the Terminated Merchant File within 24 hours of determining that:

- The Merchant was terminated for reasons other than those listed in *Section 10.11.2.5, Terminated Merchant File Listing Requirements – US Region*.
- Within 90 calendar days of the termination date, the Acquirer determines that the Merchant should have qualified for the listing

The Merchant listing must include the:



- Business name
- Names and identification of principals of terminated Merchants

The Acquirer must report terminated Merchants, as specified.

ID# 0007969

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.11.2.7 Terminated Merchant File Compliance – US Region

In the US Region, a Member that fails to comply with the Terminated Merchant File requirements may be subject to Compliance, including liability for losses incurred by another Member as a result of the failure to comply.

ID# 0008174

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.11.2.8 Deletion from or Correction Request for Terminated Merchant File – US Region

In the US Region, only the Member that added the Merchant to the Terminated Merchant File may request deletion of the Merchant name or information.

A Member that incorrectly adds a Merchant to the file must request correction of the file immediately upon recognition of an error.

ID# 0007963

Edition: Apr 2018 | Last Updated: Oct 2014

## 10.12 Visa Risk Products

### 10.12.1 Address Verification Service (AVS)

#### 10.12.1.1 Address Verification Service (AVS) Results Code Population – Canada Region

In the Canada Region, an Acquirer participating in the Address Verification Service (AVS) must populate the AVS results code received in the BASE I Authorization Response message in a Transaction's corresponding BASE II Clearing Record.

ID# 0028293

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.12.1.2 Address Verification Service (AVS) Participation – US Region

In the US Region, an Issuer must:

- Participate in the Address Verification Service
- Perform address verification for each Address Verification Service inquiry

ID# 0004679

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.12.1.3 Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals – US Region

**Effective 20 January 2018**

In the US Region, an Automated Fuel Dispenser (AFD) Merchant must perform an Address Verification Service (AVS) inquiry if either:<sup>1</sup>

- The AFD Merchant is located in a high-fraud area, as specified in the *AVS ZIP Requirements for US AFD Merchants in High-Fraud Geographies*
- The AFD Merchant has been identified under the Visa Fraud Monitoring Program

In the US Region, if an Unattended Cardholder-Activated Terminal (UCAT) assigned MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries), 4112 (Passenger Railways), or 5542 (Automated Fuel Dispensers) requests a Cardholder's postal code and performs an Address Verification Service (AVS) inquiry, it must comply with all of the following:

- Not request any postal information other than the zip code
- Not prompt for any additional information (for example: CVV2)
- Not perform AVS inquiry only for Visa Cards, if the UCAT also accepts other payment brands that support AVS
- Provide attended Transaction capabilities in the immediate vicinity of the UCAT that prompts for AVS information
- Either display an affixed sticker or include electronic on-screen language to direct a non-US Cardholder or any impacted US Visa Prepaid Cardholder to an attendant if the Transaction is declined due to non-support of AVS
- For a UCAT assigned MCC 4111 or 4112, either of the following:
  - Prompt for AVS information only for Transactions on Cards issued in the US Region
  - Not prompt for AVS information for Transactions less than USD 25 on Cards not issued in the US Region

<sup>1</sup> Does not apply to an AFD Merchant that provides services only to its membership base

ID# 0027807

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.12.1.4 Address Verification Service Eligible Transactions

#### Effective through 19 January 2018

A Merchant may use the Address Verification Service only for either:

- A Transaction in a Card-Absent Environment
- In the US Region, a Transaction at an Unattended Cardholder-Activated Terminal assigned MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries), 4112 (Passenger Railways), or 5542 (Automated Fuel Dispensers) (ZIP-only inquiry)

#### Effective 20 January 2018

A Merchant may use the Address Verification Service for a Transaction either:

- In a Card-Absent Environment
- In the US Region, at an Unattended Cardholder-Activated Terminal assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 5542 (Automated Fuel Dispensers)

ID# 0029279

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.12.2 Card Verification Value 2 (CVV2)

#### 10.12.2.1 Card Verification Value 2 (CVV2) Requirements in Australia, Hong Kong, and New Zealand – AP Region

An Electronic Commerce Merchant in Australia, Hong Kong, or New Zealand must capture the Card Verification Value 2 (CVV2) and include it in the Authorization Request.

This does not apply to:

- A Transaction that uses Verified by Visa<sup>1</sup>
- A Transaction involving a Visa Commercial Card Virtual Account
- A Transaction conducted through Visa Checkout
- **Effective 14 April 2018**  
A Transaction initiated with a payment Token

#### Effective through 13 April 2018

An Acquirer in Australia, Hong Kong, or New Zealand must correctly process CVV2 response codes.

<sup>1</sup> A Merchant must adhere to an Issuer's requested authentication method.

ID# 0026176

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.12.2.2 Card Verification Value 2 (CVV2) Requirements – Canada Region

In the Canada Region, an Acquirer participating in the Card Verification Value 2 (CVV2) service must populate the CVV2 results code received in the Authorization Response in a Transaction's corresponding Clearing Record.

**Effective 14 October 2017 through 12 October 2018 for a new Mail/Phone Order Merchant or new Electronic Commerce Merchant**

**Effective 13 October 2018 for a Mail/Phone Order Merchant or Electronic Commerce Merchant**

A Mail/Phone Order Merchant or Electronic Commerce Merchant must capture the CVV2 and include it in the Authorization Request.

This does not apply to:

- A Transaction that uses a Stored Credential
- **Effective 14 April 2018**  
A Transaction initiated with a payment Token

ID# 0000675

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.12.2.3 Card Verification Value 2 (CVV2) Requirements – Europe Region

In the Europe Region, for Transactions occurring in a Card-Absent Environment:

- A Member must be certified by Visa for Card Verification Value 2 processing for Intraregional Transactions.
- **Effective for Chargebacks processed through 13 April 2018**  
An Issuer that is not certified is considered to not be participating in the CVV2 service and will lose fraud Chargeback rights under Chargeback reason code 83 (Fraud – Card-Absent Environment).
- **Effective for Disputes processed on or after 14 April 2018**  
An Issuer that is not certified is considered to not be participating in the CVV2 service and will lose fraud Dispute rights under Dispute Condition 10.4: Other Fraud-Card-Absent Environment.
- The Issuer is liable for an approved Transaction with a CVV2 result code N.

An Acquirer must ensure that the CVV2 is present in all Authorization Requests for Transactions in a Card-Absent Environment, except:

- A delayed charge Transaction
- A No-Show Transaction
- A Transaction in which a paper order form is used
- A Transaction conducted through Visa Checkout
- A Transaction using a Stored Credential
- A mail order Transaction where the CVV2 data is captured manually and provided in written form
- A Mass Transit Transaction
- **Effective 14 April 2018**  
A payment Token provisioning request
- **Effective 14 April 2018**  
A Transaction initiated with, or for, a payment Token
- **Effective 13 October 2018**  
A Transaction involving an Incremental Authorization Request
- **Effective 13 October 2018**  
A Transaction that received a Decline Response and is resubmitted for Authorization, as specified in *Section 7.3.6.1, Preauthorized Transaction Decline Response*
- **Effective 13 October 2018**  
A Transaction where the Merchant is allowed to submit a new Authorization Request for the same Transaction

ID# 0029600

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.13 Advanced Authorization

### 10.13.1 Visa Advanced Authorization

#### 10.13.1.1 Visa Advanced Authorization Participation

To implement Visa Advanced Authorization<sup>1</sup>, an Issuer and its processor must comply with the certification requirements for Visa Advanced Authorization.

In the US Region, Visa Advanced Authorization data is provided to all Issuers, and an Issuer is responsible for Visa Advanced Authorization fees, regardless of whether or not the Issuer uses the data.

### Effective 21 July 2018

In the LAC Region, Issuers must implement a risk-scoring real-time fraud prevention tool and/or Visa Advanced Authorization and Visa Risk Manager for all products, except Visa Prepaid.

<sup>1</sup> A real-time risk management tool that delivers risk data to Issuers in the Authorization Request to aid early fraud detection.

ID# 0008446

Edition: Apr 2018 | Last Updated: Oct 2017

## 10.14 Transaction Alerts

### 10.14.1 Transaction Alerts Requirements

#### 10.14.1.1 Transaction Alerts Services Participation

If an Issuer participates in the Visa Transaction Alerts Service, the Issuer or the Issuer's agent must do all of the following:

- Register with Visa by submitting a completed *Visa Transaction Alerts Service Participation Agreement*
- Provide to Visa Account Numbers that are eligible to enroll in the service
- Disclose to participating Cardholders which Transactions will and will not trigger Cardholder notification

In the Europe Region, an Issuer that participates in the Visa Alerts Data Feed Service must register with Visa.

**Effective 1 October 2017 through 12 October 2018 for the LAC Region and US Region**  
**Effective 13 October 2018 for the Canada Region, LAC Region, and US Region**

An Issuer must provide its Cardholders the option to participate in a service that delivers Transaction alerts for Transactions processed on a consumer Card, excluding a Non-Reloadable Card, and routed as follows:

- Visa Transactions routed through VisaNet
- Plus Transactions routed through the Plus Network
- In the US Region only, Interlink Transactions routed through the Interlink Network

The Issuer may offer this service either itself, through a VisaNet Processor, a third-party service provider, or the Visa Transaction Alerts Service.

### 10.14.1.2 Visa Alerts Service Participation Requirements – Europe Region

In the Europe Region, an Issuer that participates in a Visa Alerts Service must do all of the following:

- Provide to enrolled Cardholders terms and conditions that include all of the following:
  - Terms regarding the use of personal data, in compliance with applicable laws or regulations, including any required explicit consents
  - The cancellation policy for Visa Alerts
  - The applicable fees for using Visa Alerts
  - Details of how to unsubscribe from Visa Alerts
- Ensure that the Cardholder details communicated to Visa are correct and kept current. This information must be communicated through the Cardholder enrollment and update interface of the Visa Alerts Service.
- Use the Cardholder data collected through the use of the Visa Alerts Service for purposes other than sending Alerts only if explicit consent has been granted by the Cardholder
- Include all of the following in the body of the Alert:
  - As required by applicable laws or regulations, details of how the Cardholder can unsubscribe from Visa Alerts
  - At least one reference to “Visa”
  - At least one of the following data fields:
    - The last 4 digits of the Account Number
    - Merchant name
    - Transaction Amount
    - Transaction Currency
    - Transaction Date
    - Transaction time
    - Balance of the Card account (if provided by the Issuer)

Alerts will not be considered as evidence for dispute resolution.

## 10.15 National Card Recovery File

### 10.15.1 National Card Recovery File – US Region

#### 10.15.1.1 National Card Recovery File Card Verification Requirements – US Region

In the US Region, a Member, non-Member Authorizing Processor, and their Merchants must use the National Card Recovery File only as specified in the *Card Recovery Bulletin Service (CRB) User's Guide*.

ID# 0003851

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.16 Verified by Visa

### 10.16.1 Verified by Visa General Participation Requirements

#### 10.16.1.1 Verified by Visa Participation Requirements

A Member that participates in Verified by Visa must:

- Complete the Verified by Visa enrollment process
- If the Member is a Sponsored Member, obtain permission from its Principal-Type Member
- As applicable, implement product security measures
- For 3-D Secure 1.0, ensure that its Verified by Visa components have successfully met the requirements of the Visa 3-D Secure Vendor Compliance Testing Program
- For 3-D Secure 2.0, ensure that its Verified by Visa components have successfully met the requirements of the EMVCo 3-D Secure 2.0 Compliance Testing Program and Visa's 3-D Secure 2.0 Test Suite
- Only use a Digital Certificate issued by or associated with Visa as an Authentication Mechanism for a Visa product or service

An Issuer must participate in Verified by Visa, as follows:

Table 10-8: Country-Specific Verified by Visa Participation Requirements

Country/Region	Applicable Products
Australia	<p>Effective through 12 April 2019 in Verified by Visa:</p> <ul style="list-style-type: none"> <li>• Visa credit<sup>1</sup></li> </ul>



Table 10-8: Country-Specific Verified by Visa Participation Requirements (continued)

Country/Region	Applicable Products
	<ul style="list-style-type: none"> <li>• Visa debit<sup>1</sup></li> <li>• Reloadable Cards</li> </ul> <p><b>Effective 13 April 2019 in both Verified by Visa 3-D Secure 1.0 and Verified by Visa 3-D Secure 2.0:</b></p> <ul style="list-style-type: none"> <li>• Visa credit<sup>1</sup></li> <li>• Visa debit<sup>1</sup></li> <li>• Reloadable Cards</li> </ul>
Brazil	<ul style="list-style-type: none"> <li>• Visa debit</li> <li>• Visa Electron</li> </ul>
Canada Region	Visa Debit Category
India	<ul style="list-style-type: none"> <li>• Visa credit</li> <li>• Visa debit</li> <li>• Reloadable Cards</li> </ul>
New Zealand	<p><b>Effective through 12 April 2019 in Verified by Visa:</b></p> <ul style="list-style-type: none"> <li>• Visa credit<sup>1</sup></li> <li>• Visa debit<sup>1</sup></li> <li>• Reloadable Cards</li> </ul> <p><b>Effective 13 April 2019 in both Verified by Visa 3-D Secure 1.0 and Verified by Visa 3-D Secure 2.0:</b></p> <ul style="list-style-type: none"> <li>• Visa credit<sup>1</sup></li> <li>• Visa debit<sup>1</sup></li> <li>• Reloadable Cards</li> </ul>
Nigeria	All products
<sup>1</sup> This does not apply to Virtual Accounts associated with Visa Commercial Cards	

## 10.16.2 Verified by Visa Issuer Participation Requirements

### 10.16.2.1 Participants of Verified by Visa Data – Data Use and Disclosure of Confidential Consumer Cardholder Information

**Effective 14 April 2018**

Confidential Consumer Cardholder Information received in connection with participation in Verified by Visa shall not be used for marketing purposes, or disclosed to any third party for such use.

ID# 0030113

Edition: Apr 2018 | Last Updated: New

### 10.16.2.2 Issuer 3-D Secure Security Requirements

**Effective through 31 December 2017**

An Issuer that does not operate its own enrollment server (ES) or access control server (ACS) must:

- Use either the Visa Consumer Authentication Service or an ACS service provider listed on the *Visa Global Registry of Service Providers* to operate the ES or ACS
- Immediately notify Visa if the approved ACS service provider is unable to uphold its ACS Security Program responsibilities

This does not apply in the Europe Region.

**Effective 1 January 2018**

An Issuer that does not operate its own access control server (ACS) must both:

- Use either of the following to operate the ACS or directory server (DS):
  - The Visa Consumer Authentication Service
  - An ACS or DS service provider listed on the *Visa Global Registry of Service Providers*
- Immediately notify Visa if the approved ACS or DS service provider is unable to uphold its 3-D Secure Security Program responsibilities

ID# 0029040

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.16.2.3 Verified by Visa Cardholder Enrollment

During Cardholder enrollment in the Verified by Visa program, an Issuer that participates in Verified by Visa must use a combination of on-Card and off-Card data.

ID# 0004045

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.16.2.4 Cardholder Authentication Verification Value (CAVV) Requirements

An Issuer that participates in Verified by Visa must:

- Include a Cardholder Authentication Verification Value (CAVV) in Authentication Confirmations and Attempt Responses
- Retain a log of all Authentication Requests and Authentication Records
- Provide the log to Visa at Arbitration or Compliance
- Submit a copy of all Verified by Visa Authentication Records
- Verify the CAVV. If the CAVV is not verified during Authorization by the Issuer or by Visa, the CAVV is assumed to be valid.
- In the US Region, provide Visa with its CAVV keys for Stand-In-Processing

#### Effective through 13 April 2018

In the US Region, for a 3-D Secure 1.0 Authentication Request, if an Issuer does not support Verified by Visa, Visa will respond to an Authentication Request, on behalf of the Issuer, with an Attempt Response that contains a CAVV.

#### Effective 14 April 2018 for the AP Region, Canada Region, LAC Region, and US Region Effective 13 October 2018 for the CEMEA Region and Europe Region

For a 3-D Secure 1.0 Authentication Request, if an Issuer does not support Verified by Visa, Visa will respond to an Authentication Request, on behalf of the Issuer, with an Attempt Response that contains a CAVV.

#### Effective 12 April 2019

For a 3-D Secure 2.0 Authentication Request, if an Issuer does not support Verified by Visa, Visa will respond to an Authentication Request, on behalf of the Issuer, with an Attempt Response that contains a CAVV.

ID# 0008807

Edition: Apr 2018 | Last Updated: Apr 2018

### 10.16.2.5 Verified by Visa Unable-to-Authenticate Response Conditions

An Issuer responding to an Authentication Request with an Unable-to-Authenticate Response must do so only under one or more of the following conditions:

- The Issuer experiences technical problems that prevent a timely response.
- Authentication data received from the Merchant does not comply with the 3-D Secure Specification.
- The Transaction is attempted with a Non-Reloadable Visa Prepaid Card.

ID# 0006914

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.16.2.6 Verified by Visa Issuer Requirements – AP Region (China)

In the AP Region (China), an Issuer must ensure that its Verified by Visa program provides a dynamic Authentication Mechanism to Cardholders such that the data elements used in one Transaction cannot be reused in another Transaction within a pre-defined time frame.

ID# 0025711

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.16.2.7 Verified by Visa Issuer Requirements – AP Region (India)

In the AP Region (India), an Issuer must authorize only a domestic Electronic Commerce Transaction with an Electronic Commerce Indicator 5 (Secure Electronic Commerce Transaction).

ID# 0026539

Edition: Apr 2018 | Last Updated: Oct 2017

## 10.16.3 Verified by Visa Acquirer and Merchant Participation Requirements

### 10.16.3.1 Verified by Visa Acquirer and Merchant Participation Requirements

An Acquirer must use Electronic Commerce Indicator 5 or 6 in the Clearing Record only if the Authorization Request included the Cardholder Authentication Verification Value (for ECI 6, if provided by the Issuer or Visa).

ID# 0004616

Edition: Apr 2018 | Last Updated: Oct 2017

### 10.16.3.2 Electronic Commerce Authentication Data Prohibitions – US Region

In the US Region, in an Authorization Request, an Electronic Commerce Merchant must not transmit Authentication Data specific to one Transaction with another Transaction, except when either:

- Two Transactions are related due to a partial prepayment.
- All items of an order cannot be shipped at the same time.

ID# 0004636

Edition: Apr 2018 | Last Updated: Oct 2015

### 10.16.3.3 Electronic Commerce Indicator Requirement for High-Risk Merchants – US Region

In the US Region, an Acquirer must ensure that its Merchant that participates in Verified by Visa transmits an Electronic Commerce Indicator 7 (Non-Authenticated Security Transaction) in the Authorization Request and Clearing Record for fully authenticated Transactions and attempted authentication Transactions within 30 days of Notification from Visa that the Merchant is identified in the Visa Chargeback Monitoring Program.

This condition also applies if the Merchant enables Verified by Visa while identified in the Visa Chargeback Monitoring Program.

ID# 0004611

Edition: Apr 2018 | Last Updated: Oct 2016

## 10.16.4 Use of Visa Authentication Technology

### 10.16.4.1 Verified by Visa Authentication Technology Use

Verified by Visa authentication technology must be used solely for the purpose of facilitating a Visa Transaction or Visa Electron Transaction, as applicable. Any other use requires the prior written permission of Visa.

Verified by Visa authentication technology includes, but is not limited to, the following:

- Visa Directory Server
- Visa Attempts Access Control Server (AACS)
- Digital Certificates issued or signed by Verified by Visa Certificate Authority
- Verified by Visa Cardholder Authentication Verification Value (CAVV)

This does not apply in the Europe Region.

ID# 0029539

Edition: Apr 2018 | Last Updated: Apr 2018

## 10.17 Credit Bureau Reporting

### 10.17.1 Credit Bureau Reporting – US Region

#### 10.17.1.1 Credit Bureau Reporting Requirements – US Region

In the US Region, an Issuer must report all Visa Consumer Credit Card accounts to at least one credit reporting bureau and comply with the reporting requirements.

An Issuer must report primary Cardholder data through electronic transmission to a credit bureau by billing cycle, within 2 business days of the billing cycle end date.

An Issuer must report primary Cardholder payment information to a credit bureau using B2 Segment data, unless it is already reporting B3 Segment data.

An Issuer must report data for its primary Cardholders in the following fields of the Associated Credit Bureaus Metro format:

- Full first name, last name, and middle initial
- Generation code (abbreviations such as "Jr.," "Sr.," "II," "III")
- Social Security number
- Valid and complete address
- Valid and complete city, state, and ZIP code
- Date of birth

ID# 0003223

Edition: Apr 2018 | Last Updated: Oct 2014

#### 10.17.1.2 Delinquent Account Reporting – US Region

In the US Region, an Issuer must report to a credit bureau as delinquent an account that is 2 payments past due (30 days delinquent).

An Issuer must use the Metro ratings in the standard format specified. If the delinquency progresses, the Issuer must use the standard Metro status code format until the account is charged off, at which time the Issuer must reflect the appropriate charge-off code.

ID# 0003224

Edition: Apr 2018 | Last Updated: Oct 2014

### 10.17.1.3 Designated Agent for Credit Bureau Interface – US Region

In the US Region, an Issuer designates Visa, Integrated Solutions Concepts, Inc., or their designee to act on the Issuer's behalf as an agent of the Issuer to do all of the following:

- Establish credit bureau reporting standards
- Monitor credit bureau data
- Contract with credit bureaus to receive data and reports for both:
  - Monitoring their handling of Issuer data
  - Comparing that data to Visa-specified credit bureau reporting standards

ID# 0001900

Edition: Apr 2018 | Last Updated: Oct 2014

## 10.20 Visa Merchant Alert Service

### 10.20.1 Visa Merchant Alert Service – Europe Region

#### 10.20.1.1 Acquirer Participation in the Visa Merchant Alert Service – Europe Region

In the Europe Region, an Acquirer must participate in the Visa Merchant Alert Service, unless prohibited by applicable laws and regulations.

The Acquirer must do all of the following:

- Before signing a Merchant Agreement, request information about the Merchant through the Visa Merchant Alert Service. The Acquirer must not refuse to enter into a Merchant Agreement based solely on information held in the Visa Merchant Alert Service.
- Notify the Merchant in writing, at the beginning of the Acquirer's relationship with the Merchant, that if the Merchant Agreement is terminated for cause by Visa or the Acquirer, then the Merchant may be listed on the Visa Merchant Alert Service
- Notify the Merchant in writing if either or both:
  - The Acquirer terminates the Merchant Agreement.
  - The Acquirer has listed the Merchant in the Visa Merchant Alert Service. The Acquirer must inform the Merchant of its rights under applicable Data Protection legislation, including subject right of access.
- List complete information for each Merchant terminated for cause on the Visa Merchant Alert Service by the end of the business day following the day that written notification was sent to the Merchant

- Retain Merchant Agreement termination information as listed on the Visa Merchant Alert Service
- Provide assistance to an enquiring Member as to the reasons for listing the Merchant
- Pay all associated fees
- In the Europe Region (Estonia), list fraudulent Merchants on the National Merchant Alert List

Visa provides the Visa Merchant Alert Service and will ensure that it complies with those requirements of the Guidelines for Terminated Merchant Databases (approved by the Article 29 – Data Protection Working Party) that are allocated to the database operator, as may be amended from time to time.

Visa may impose a non-compliance assessment each time that an Acquirer fails to list a Merchant on the Visa Merchant Alert Service.

ID# 0029603

Edition: Apr 2018 | Last Updated: Apr 2017

## 10.21 Fraud Detection Systems

### 10.21.1 Fraud Detection Systems – Europe Region

#### 10.21.1.1 Issuer Requirements Relating to Fraud Detection Systems – Europe Region

In the Europe Region, an Issuer must subscribe to and actively participate in one of the following:

- A fraud detection system provided by Visa
- An equivalent authorization scoring neural network or rules-based system approved by Visa

An Issuer that does not comply may be subject to a non-compliance assessment.

ID# 0029605

Edition: Apr 2018 | Last Updated: Oct 2016



# 11 Dispute Resolution – Refer to Chapter 13 for Chargebacks processed through 13 April 2018

## 11.1 Responsibilities for Dispute Resolution

### 11.1.1 Mutual Assistance Between Members

Effective for Disputes processed on or after 14 April 2018

A Member must attempt to offer mutual assistance to other Members to resolve disputes between both:

- Its Cardholder and another Member's Merchant
- Its Merchant and another Member's Cardholder

If a Cardholder or Merchant accepts financial liability for a Transaction, its Member must reimburse the other Member directly.

ID# 0030207

Edition: Apr 2018 | Last Updated: New

### 11.1.2 Issuer Responsibilities to Cardholders for Dispute Resolution

Effective for Disputes processed on or after 14 April 2018

An Issuer must resolve Cardholder disputes under the Visa Rules by extending to Cardholders all protections provided on any Visa Card under applicable laws or regulations and by utilizing the Issuer's customary practices to resolve Cardholder disputes, regardless of which type of Visa Card was used.<sup>1</sup> Thus, the resolution of such Cardholder disputes will be the same in similar circumstances regardless of which type of Visa Card was used. The foregoing applies only with respect to Transactions on Cards using the Visa Brand Mark, not to Transactions using any other payment card brand even if such brand is on the Visa Card.

<sup>1</sup> An Issuer must establish enhanced customer support practices to service Visa Signature, Visa Signature Preferred, and Visa Infinite Cardholders during the dispute resolution process.

ID# 0030208

Edition: Apr 2018 | Last Updated: New

### 11.1.3 Visa Right to Grant Exceptions to Dispute Processing Requirements

Effective for Disputes processed on or after 14 April 2018

If a Member misses a deadline or does not submit documentation electronically because of Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

ID# 0030209

Edition: Apr 2018 | Last Updated: New

## 11.2 Dispute Resolution General Requirements

### 11.2.1 Dispute Resolution Process General Requirements

**Effective for Disputes processed on or after 14 April 2018**

For the purpose of calculating a dispute-related timeframe or time limit, the Processing Date of the preceding event (Transaction, Dispute, Dispute Response, pre-Arbitration attempt, Arbitration, or Compliance) is not counted as one day.

The Issuer must not initiate a Dispute for the same Transaction more than once, except for a Dispute initiated under Dispute condition 10.5 (Visa Fraud Monitoring Program).

An Acquirer must not do either of the following:

- Process a Transaction as a first Presentment if the Issuer has previously submitted a Dispute for the same Transaction
- Respond more than once to the original Dispute

If a Member does not respond through Visa Resolve Online (VROL) within the specified timeframe for an action, or accepts responsibility for the Dispute, the Dispute cycle will be considered closed and that Member will be responsible for last amount received by the opposing member.

The responsible Member must credit the opposing Member on the same processing date of the acceptance through VROL, when required. If the responsible Member does not credit the opposing Member within the specified time limit, Visa will initiate the applicable credit and debit.

A Member must not submit a Fee Collection Transaction for an acceptance of a Dispute.

ID# 0030211

Edition: Apr 2018 | Last Updated: New

### 11.2.2 Dispute Resolution Process – Dispute Category 10 (Fraud) and 11 (Authorization)

**Effective for Disputes processed on or after 14 April 2018**

A Member must comply with the following table to process Disputes under Dispute category 10 (Fraud) and Dispute category 11 (Authorization) and related activity.

**Table 11-1: Dispute Resolution Process Steps – Category 10 (Fraud) and Category 11 (Authorization)**

Dispute Process Stage	Description
Dispute Time limit: See Dispute condition	After receiving a Presentment, an Issuer may initiate a Dispute under the conditions specified for the applicable Dispute category.
Pre-Arbitration Attempt Time limit: 30 calendar days from the Dispute Processing Date <sup>1,2</sup>	In response to a Dispute, the Acquirer may make a pre-Arbitration attempt as specified under the applicable Dispute condition.
Pre-Arbitration Response Time limit: 30 calendar days from the Processing Date of the pre-Arbitration attempt	<p>An Issuer may respond to the pre-Arbitration attempt as follows:</p> <ul style="list-style-type: none"> <li>The Issuer may accept financial responsibility.</li> <li>The Issuer may decline the pre-Arbitration attempt if either: <ul style="list-style-type: none"> <li>The Acquirer provided either: <ul style="list-style-type: none"> <li>Compelling Evidence</li> <li>Evidence that the Cardholder no longer disputes the Transaction</li> </ul> </li> <li>The Issuer provides new documentation or information about the Dispute.</li> </ul> </li> </ul> <p>If the Acquirer has supplied Compelling Evidence with its pre-Arbitration attempt, the Issuer must either:</p> <ul style="list-style-type: none"> <li>In the Europe Region, both: <ul style="list-style-type: none"> <li>Contact the Cardholder to review the Compelling Evidence</li> <li>Provide information detailing how the Compelling Evidence has been addressed by the Cardholder and why the Cardholder continues to dispute the Transaction</li> </ul> </li> <li>For all other Transactions, all of the following: <ul style="list-style-type: none"> <li>Certify that it has contacted the Cardholder to review the Compelling Evidence</li> <li>For a Dispute under Dispute condition 10.4: Other Fraud – Card-</li> </ul> </li> </ul>

**Table 11-1: Dispute Resolution Process Steps – Category 10 (Fraud) and Category 11 (Authorization) (continued)**

Dispute Process Stage	Description
	<p>Absent Environment, certify that the name and address supplied does not match the Cardholder name and address</p> <ul style="list-style-type: none"> <li>– Provide an explanation of why the Cardholder continues to dispute the Transaction</li> </ul>
<p>Arbitration</p> <p>Time limit:</p> <p>10 calendar days<sup>3</sup> from the Processing Date of the pre-Arbitration response</p>	<p>The Acquirer may file for Arbitration when either:</p> <ul style="list-style-type: none"> <li>• The Dispute and Pre-Arbitration cycle has been completed and the Member has not been able to resolve the Dispute.</li> <li>• The opposing Issuer has not met the requirements specified in the Visa Rules.</li> </ul>
<p><sup>1</sup> For a Nigeria domestic POS Transaction, 5 business days. For a Nigeria domestic ATM Transaction, 3 business days.</p> <p><sup>2</sup> For a Poland domestic ATM Transaction, 20 calendar days</p> <p><sup>3</sup> Plus 30 calendar days for a Group Member</p>	

ID# 0030212

Edition: Apr 2018 | Last Updated: New

### 11.2.3 Dispute Resolution Process – Dispute Category 12 (Processing Errors) and 13 (Consumer Disputes)

#### Effective for Disputes processed on or after 14 April 2018

A Member must comply with the following table for processing Disputes under Dispute category 12 (Processing Errors) and Dispute category 13 (Consumer Disputes) and related activity.

**Table 11-2: Dispute Resolution Process Steps – Category 12 (Processing Errors) and Category 13 (Consumer Disputes)**

Dispute Process Stage	Description
<p>Dispute</p> <p>Time limit:</p> <p>See Dispute condition</p>	<p>After receiving a Presentment, an Issuer may initiate a Dispute under the conditions specified for the applicable Dispute category.</p>
Dispute Response	<p>The Acquirer may initiate a Dispute Response as specified under the applicable Dispute condition.</p>

**Table 11-2: Dispute Resolution Process Steps – Category 12 (Processing Errors) and Category 13 (Consumer Disputes) (continued)**

Dispute Process Stage	Description
Time limit: 30 calendar days from the Dispute Processing Date <sup>1,2,3,4</sup>	
Pre-Arbitration Attempt Time limit: 30 calendar days from the Dispute Response Processing Date	<p>After receipt of a Dispute Response, the Issuer may make a pre-Arbitration attempt for any of the following reasons:</p> <ul style="list-style-type: none"> <li>• The Issuer can provide new documentation or information to the Acquirer about the Dispute.</li> <li>• If the Acquirer has supplied Compelling Evidence, the Issuer certifies that it has contacted the Cardholder to review the Compelling Evidence and either: <ul style="list-style-type: none"> <li>– In the Europe Region, can provide information detailing how the Compelling Evidence has been addressed by the Cardholder and why the Cardholder continues to dispute the Transaction</li> <li>– For all other Transactions, can provide an explanation of why the Cardholder continues to dispute the Transaction.</li> </ul> </li> <li>• The Issuer changes the Dispute condition after receiving the Dispute Response.</li> <li>• If the Acquirer provided evidence that the Cardholder no longer disputes the Transaction, the Issuer certifies that the Cardholder still disputes the Transaction.</li> </ul>
Pre-Arbitration Response Time limit: 30 calendar days from the Processing Date of the pre-Arbitration Attempt	<p>An Acquirer may respond to the pre-Arbitration attempt as follows:</p> <ul style="list-style-type: none"> <li>• The Acquirer may accept financial responsibility.</li> <li>• The Acquirer may decline the pre-Arbitration attempt.</li> </ul>
Arbitration Time limit: 10 calendar days <sup>5</sup> from the Processing Date of the pre-Arbitration response	<p>The Issuer may file for Arbitration when one of the following occurs:</p> <ul style="list-style-type: none"> <li>• The Dispute and Pre-Arbitration cycle has been completed and the Issuer has not been able to resolve the dispute.</li> <li>• The Acquirer has not met the requirements specified in the Visa Rules.</li> </ul>

**Table 11-2: Dispute Resolution Process Steps – Category 12 (Processing Errors) and Category 13 (Consumer Disputes) (continued)**

Dispute Process Stage	Description
<sup>1</sup>	For an Egypt domestic ATM Transaction, for Dispute conditions 12.6 (Duplication/Paid by Other Means) and 13.9 (Non-Receipt of Cash or Load Transaction Value), 10 calendar days
<sup>2</sup>	For an India domestic ATM Transaction for Dispute conditions 12.6 (Duplication/Paid by Other Means) and 13.9 (Non-Receipt of Cash or Load Transaction Value), 6 calendar days
<sup>3</sup>	For a Nigeria domestic POS Transaction, 5 business days. For a Nigeria domestic ATM Transaction, 3 business days
<sup>4</sup>	For a Poland domestic ATM Transaction, for Dispute conditions 12.6 (Duplication/Paid by Other Means) and 13.9 (Non-Receipt of Cash or Load Transaction Value), 20 calendar days
<sup>5</sup>	Plus 30 calendar days for a Group Member

ID# 0030213

Edition: Apr 2018 | Last Updated: New

## 11.3 Use of Visa Systems

### 11.3.1 Use of Visa Systems for Dispute Processing

**Effective for Disputes processed on or after 14 April 2018**

A Member must use VisaNet or Visa Resolve Online (VROL) to process a financial message arising from a dispute (either Dispute, Dispute Response, pre-Arbitration, or pre-Arbitration response) that has been accepted by VROL.<sup>1,2</sup> This requirement does not apply to domestic Interchange processed under a Private Agreement.

A Member must use VROL<sup>1</sup> to do all of the following:

- Process a Dispute or Dispute Response
- Respond to a Retrieval Request<sup>2</sup>
- Send Dispute-related documentation
- Make a pre-Arbitration or pre-Compliance attempt
- Process a pre-Arbitration or pre-Compliance response
- File an Arbitration or Compliance case<sup>3</sup>
- Withdraw an Arbitration or Compliance case
- File an appeal of an Arbitration or a Compliance decision

VROL questions must be answered in English and any dispute-related documentation must be provided in English, or accompanied by an English translation.

- <sup>1</sup> This rule does not apply to a Europe Member where a Member chooses a Visa Scheme Processor that is not Visa. Where a Member chooses a Visa Scheme Processor that is not Visa but would like to use Visa for Arbitration and Compliance services, it must send all applicable information to Visa in an electronic format.
- <sup>2</sup> A Response to Retrieval Request reason code 27 (Healthcare Auto-substantiation Request) must not be processed using Visa Resolve Online.
- <sup>3</sup> A Member must not combine more than 10 disputed Transactions in the same case. The Account Number, Acquirer, Merchant Name, Merchant Location, and Dispute condition must be the same in each Dispute.

ID# 0030214

Edition: Apr 2018 | Last Updated: New

### 11.3.2 Transaction Processing Requirements

Effective for Disputes processed on or after 14 April 2018

A Member must process financial messages related to Disputes as follows:

Table 11-3: Financial Message Types – Category 10 (Fraud) and Category 11 (Authorization)

Dispute Process Stage	Transaction Type
Dispute	The Issuer must process a Dispute Financial for the Dispute amount.
Pre-arbitration Acceptance	The Issuer must process a Dispute Financial Reversal on the same Processing Date as the Pre-arbitration acceptance.

Table 11-4: Financial Message Types – Category 12 (Processing Errors) and Category 13 (Consumer Disputes)

Dispute Process Stage	Transaction Type
Dispute	The Issuer must process a Dispute Financial for the Dispute amount.
Dispute Response	The Acquirer must process a Dispute Financial Response.
Pre-arbitration Acceptance	The Acquirer must process a Dispute Financial Response Reversal.

ID# 0030215

Edition: Apr 2018 | Last Updated: New

### 11.3.3 Reversal of a Dispute

Effective for Disputes processed on or after 14 April 2018

If the opposing member has not already moved to the next stage of the Dispute cycle and neither Member has accepted financial liability, a Member may reverse an action (a Dispute, a Dispute Response, a pre-Arbitration attempt, or a response to a pre-Arbitration attempt) no later than 3<sup>1</sup> calendar days after the Processing Date of that action.

<sup>1</sup> One calendar day for a Dispute involving an Original Credit Transaction

<sup>2</sup> This rule does not apply if the Cardholder has contacted the Issuer to confirm that they no longer dispute the Transaction

ID# 0030216

Edition: Apr 2018 | Last Updated: New

## 11.4 Dispute Amount

### 11.4.1 Dispute and Dispute Response Amount General Requirements

**Effective for Disputes processed on or after 14 April 2018**

The Dispute amount (specified in the Billing Currency<sup>1</sup>) must be either:

- Actual billed amount
- Partial Transaction amount equal to the disputed amount

The Dispute amount must not exceed the Transaction amount except for Dispute condition 12.2 (Incorrect Transaction Code) where a debit was processed as a credit or a credit was processed as a debit.

If the Dispute is for a partial amount, any surcharge amount must be pro-rated.

The amount contained in a Dispute Response or a pre-Arbitration attempt made by an Acquirer must contain one of the following:

- The same amount in the same Transaction Currency as in the original Presentment
- A partial amount to remedy the Dispute
- The same or corrected amount in the Settlement Currency as received by the Acquirer for the Dispute

<sup>1</sup> In Venezuela, for an International Transaction, must be in either the Transaction Currency or the Issuer's Settlement Currency

ID# 0030217

Edition: Apr 2018 | Last Updated: New

### 11.4.2 Currency Conversion Difference

**Effective for Disputes processed on or after 14 April 2018**



The party that is assigned or accepts final liability for a Dispute is responsible for the difference between the original Transaction amount and the final Dispute amount that may be caused by currency conversion.

ID# 0030218

Edition: Apr 2018 | Last Updated: New

### 11.4.3 Minimum Dispute Amounts

Effective for Disputes processed on or after 14 April 2018

Minimum Dispute amounts apply as follows:

Table 11-5: Minimum Dispute Amount

Transaction Type	Applicable Dispute Condition	Minimum Dispute Amount	Country/Region
T&E	All except the following Dispute conditions: <sup>1</sup> <ul style="list-style-type: none"> <li>• 10.1 (EMV Liability Shift Counterfeit Fraud)</li> <li>• 10.5 (Visa Fraud Monitoring Program)</li> <li>• 13.8 (Original Credit Transaction)</li> <li>• 13.9 (Non-Receipt of Cash or Load Transaction Value)</li> </ul>	USD 25 (or local currency equivalent)	All
Automated Fuel Dispenser	10.3 (Other Fraud – Card-Present Environment)	USD 10 (or local currency equivalent)	All
<b>Effective for Transactions processed through 13 April 2018</b>  All	10.1 (EMV Liability Shift Counterfeit Fraud)	USD 25	US Domestic
<sup>1</sup> In the Europe Region, this minimum does not apply to V PAY Transactions.			

ID# 0030219

Edition: Apr 2018 | Last Updated: New

## 11.5 Dispute Rights and Restrictions

### 11.5.1 Prohibition of Multiple Transactions in a Dispute

Effective for Disputes processed on or after 14 April 2018

An Issuer must dispute each Transaction separately.

ID# 0030220

Edition: Apr 2018 | Last Updated: New

### 11.5.2 Use of Compelling Evidence

Effective for Disputes processed on or after 14 April 2018

An Acquirer may submit Compelling Evidence with a Dispute Response or pre-Arbitration attempt, as follows:

Table 11-6: Allowable Compelling Evidence

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Dispute Condition	
		10.4 (Other Fraud – Card-Absent Environment)	13.1 Merchandise/ Services Not Received
1	Evidence, such as photographs or emails, to prove a link between the person receiving the merchandise or services and the Cardholder, or to prove that the Cardholder disputing the Transaction is in possession of the merchandise and/or is using the merchandise or services.	X	X
2	For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following: <ul style="list-style-type: none"> <li>Cardholder signature on the pick-up form</li> <li>Copy of identification presented by the Cardholder<sup>2</sup></li> <li>Details of identification presented by the Cardholder</li> </ul>	X	X
3	For a Card-Absent Environment Transaction in which the merchandise is delivered, evidence that	X	X

**Table 11-6: Allowable Compelling Evidence (continued)**

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Dispute Condition	
	the item was delivered to the same physical address for which the Merchant received an AVS match of Y or M. A signature is not required as evidence of delivery.		
4	<p>For an Electronic Commerce Transaction representing the sale of digital goods downloaded from a Merchant's website or application, description of the merchandise or services successfully downloaded, the date and time such merchandise or services were downloaded, and 2 or more of the following:</p> <ul style="list-style-type: none"> <li>Purchaser's IP address and the device geographical location at the date and time of the Transaction</li> <li>Device ID number and name of device (if available)</li> <li>Purchaser's name and email address linked to the customer profile held by the Merchant</li> <li>Evidence that the profile set up by the purchaser on the Merchant's website or application was accessed by the purchaser and has been successfully verified by the Merchant before the Transaction Date</li> <li>Evidence that the Merchant's website or application was accessed by the Cardholder for merchandise or services on or after the Transaction Date</li> <li>Evidence that the same device and Card used in the disputed Transaction were used in any previous Transaction that was not disputed</li> </ul>	X	X
5	For a Transaction in which merchandise was delivered to a business address, evidence that the merchandise was delivered and that, at the time of delivery, the Cardholder was working for the	X	X

## Visa Product and Service Rules

11 Dispute Resolution – Refer to Chapter 13 for Chargebacks processed through 13 April 2018

### Visa Core Rules and Visa Product and Service Rules

**Table 11-6: Allowable Compelling Evidence (continued)**

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Dispute Condition	
	company at that address. A signature is not required as evidence of delivery.		
6	For a Mail/Phone Order Transaction, a signed order form	X	
7	For a passenger transport Transaction, evidence that the services were provided and any of the following: <ul style="list-style-type: none"> <li>• Evidence that the ticket was received at the Cardholder's billing address</li> <li>• Evidence that the ticket or boarding pass was scanned at the gate</li> <li>• Details of frequent flyer miles relating to the disputed Transaction that were earned or redeemed, including address and telephone number, that establish a link to the Cardholder</li> <li>• Evidence of any of the following additional Transactions related to the original Transaction: purchase of seat upgrades, payment for extra baggage, or purchases made on board the passenger transport</li> </ul>	X	X
8	For Transactions involving a Europe Member, for an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and matches the name provided on the purchased itinerary	X	
9	For a T&E Transaction, evidence that the services were provided and either: <ul style="list-style-type: none"> <li>• Details of loyalty program rewards earned and/or redeemed including address and telephone number that establish a link to the Cardholder</li> <li>• Evidence that an additional Transaction or</li> </ul>	X	X

**Table 11-6: Allowable Compelling Evidence (continued)**

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Dispute Condition	
	Transactions related to the original Transaction, such as the purchase of T&E service upgrades or subsequent purchases made throughout the T&E service period, were not disputed		
10	<b>Effective for Disputes processed on or after 14 April 2018</b>  For a virtual Card Transaction at a Lodging Merchant, evidence of the Issuer's payment instruction sent through Visa Payables Automation, containing all of the following: <ul style="list-style-type: none"> <li>• Issuer statement confirming approved use of the Card at the Lodging Merchant</li> <li>• Account Number</li> <li>• Guest name</li> <li>• Name of the company (requestor) and either their phone number, fax number, or email address</li> </ul>	X	
11	For a Card-Absent Environment Transaction, evidence that the Transaction used an IP address, email address, physical address, and telephone number that had been used in a previous, undisputed Transaction	X	
12	Evidence that the Transaction was completed by a member of the Cardholder's household or family	X	
13	Evidence that the person who signed for the merchandise was authorized to sign for the Cardholder or is known by the Cardholder		X
14	Evidence of one or more non-disputed payments for the same merchandise or service	X	
15	For a Recurring Transaction, evidence of all of the following:	X	

**Table 11-6: Allowable Compelling Evidence (continued)**

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Dispute Condition	
	<ul style="list-style-type: none"> <li>A legally binding contract held between the Merchant and the Cardholder</li> <li>The Cardholder is using the merchandise or services</li> <li>A previous Transaction that was not disputed</li> </ul>		
16	In the Europe Region, evidence that the Cardholder has been compensated for the value of the merchandise or services through another method		X
17	In the Europe Region, evidence that the initial Transaction to set up a wallet was completed using Verified by Visa but any subsequent Transaction from the wallet that was not completed using Verified by Visa contained all wallet-related Transaction data.	X	
<sup>1</sup> In the Europe Region, an Acquirer may present Compelling Evidence not listed in this table. <sup>2</sup> A Merchant must not require positive identification as a condition of Card acceptance, unless it is required or permitted elsewhere in the Visa Rules.			

ID# 0030221

Edition: Apr 2018 | Last Updated: New

## 11.6 Dispute Categories and Conditions

### 11.6.1 Dispute Categories Table Format

**Effective for Disputes processed on or after 14 April 2018**

The Dispute categories and conditions are organized in tables to show the applicable Dispute condition and geographical scope for different rules.

The tables consist of one or 2 columns. The first column typically shows the rule language. The second column, if present, specifies the country or region for which the rule is applicable and uses the following labels:

**Table 11-7: Dispute Country/Region Descriptions**

Country/Region Label	Description
All	The rule applies to a Transaction between Members anywhere in the world.
All excluding Europe	The rule applies only to a Transaction that does not involve a Europe Member.
Europe and Interregional including Europe	The rule applies to both: <ul style="list-style-type: none"> <li>• A Transaction in the Europe Region</li> <li>• An Interregional Transaction between a Member outside the Europe Region and a Member in the Europe Region.</li> </ul>
[Region names] Interregional	The rule applies only to an Interregional Transaction between the named Visa Regions (for example: a rule labeled as "Canada/US Interregional" applies only to an Interregional Transaction between the Canada Region and the US Region).
[Region name]	The rule applies only to a Transaction within the named Visa Region (for example: a rule labeled as "AP" applies only to an Intraregional Transaction or Domestic Transaction in the AP Region).
[Country name] Domestic	The rule applies only to a Domestic Transaction within the named country (for example: a rule labeled as "Brazil Domestic" applies only to a Domestic Transaction in Brazil).

ID# 0030222

Edition: Apr 2018 | Last Updated: New

## 11.7 Dispute Category 10: Fraud

### 11.7.1 Dispute Category 10: Cardholder Letter or Certification Requirements

**Effective for Disputes processed on or after 14 April 2018**

For a Transaction involving a Member in the Europe Region, if the Dispute requires an Issuer to provide an Acquirer with a Cardholder letter denying authorization of or participation in a Transaction, the Cardholder letter must be signed by the Cardholder and include all of the following:

- Cardholder's complete or partial Account Number
- Merchant name(s)
- Transaction amount(s)

Each separate communication from a Cardholder reporting the fraudulent use of a Card or Account Number requires a separate certification.

Instead of a signed Cardholder letter, an Issuer may provide certification on behalf of the Cardholder as follows:

**Table 11-8: Dispute Category 10: Cardholder Letter – Required Issuer Documentation**

Certification Method	Required Issuer Documentation/ Information
Secure online banking	Both: <ul style="list-style-type: none"> <li>The unique identity</li> <li>Certification that the unique identity represents the Cardholder's signature<sup>1</sup></li> </ul>
Secure telephone banking for a Transaction not exceeding USD 1,000 (or local currency equivalent) or, in the Europe Region, EUR 1,000 (or local currency equivalent)	All of the following: <ul style="list-style-type: none"> <li>The date and time of the call</li> <li>Certification that the Cardholder was identified using the same level of security needed to complete a transfer of funds to another financial institution</li> <li>In the Europe Region, the name of the Issuer's representative who responded to the call (if available)</li> </ul>
<sup>1</sup> Any method used by the Cardholder that establishes a unique identity through use of a password and/or other login identification method is considered a valid representation of the Cardholder signature.	

ID# 0030223

Edition: Apr 2018 | Last Updated: New

## 11.7.2 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud

### 11.7.2.1 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud for the following reason:



**Table 11-9: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Reasons**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Dispute Reasons	Country/Region
<p>The Transaction qualifies for the EMV liability shift, as specified in <i>Section 1.11.1.3, EMV Liability Shift Participation</i>, and all of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>• The Cardholder denies authorization of or participation in the Transaction.</li> <li>• The Card is a Chip Card.</li> <li>• Either: <ul style="list-style-type: none"> <li>– The Transaction did not take place at a Chip-Reading Device (terminal entry capability code was not 5).</li> <li>– The Transaction was Chip-initiated and, if the Transaction was authorized Online, the Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li> </ul> </li> </ul>	All

ID# 0030233

Edition: Apr 2018 | Last Updated: New

### 11.7.2.2 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-10: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Rights**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity to Visa using fraud type code 4.	All

ID# 0030234

Edition: Apr 2018 | Last Updated: New

### 11.7.2.3 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud for any of the following:

**Table 11-11: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Invalid Disputes**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>• A Chip-initiated Transaction (POS Entry Mode code 05 or 07).</li> <li>• An Emergency Cash Disbursement</li> <li>• A Fallback Transaction.</li> <li>• A Transaction for which the Authorization record contains POS Entry Mode code 90 and the Service Code encoded on the Magnetic Stripe does not indicate the presence of a Chip.</li> <li>• A Transaction for which the Authorization Request contains the CVV but either: <ul style="list-style-type: none"> <li>– CVV verification was not performed</li> <li>– The Authorization record indicates that the CVV failed verification</li> </ul> </li> <li>• A Transaction that was approved using an Account Number for which the Issuer had reported Fraud Activity</li> <li>• A Visa B2B Virtual Payments Program Transaction</li> </ul>	All
A Transaction that contained a payment Token	All excluding Europe
<b>Effective for Transactions completed through 13 April 2018</b> A Transaction on an Account Number for which the Issuer has initiated more than 10 Disputes within the previous 120 calendar days	US Domestic

ID# 0030235

Edition: Apr 2018 | Last Updated: New

### 11.7.2.4 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud according to the following time limit:

**Table 11-12: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Time Limit**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All

ID# 0030236

Edition: Apr 2018 | Last Updated: New

### 11.7.2.5 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud:

**Table 11-13: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Processing Requirements**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• Certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> <li>• Certification that the Card is a Chip Card</li> </ul>	All excluding Europe
<p>Both:</p> <ul style="list-style-type: none"> <li>• Certification that the Card is a Chip Card</li> <li>• Either: <ul style="list-style-type: none"> <li>– For a Transaction amount less than or equal to USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– For a Transaction amount greater than USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), both: <ul style="list-style-type: none"> <li>▪ Cardholder letter denying authorization of or participation in the</li> </ul> </li> </ul> </li> </ul>	Europe and Interregional including Europe

**Table 11-13: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Processing Requirements (continued)**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
<p>Transaction, as specified in <i>Section 11.7.1, Dispute Category 10: Cardholder Letter or Certification Requirements</i>.</p> <ul style="list-style-type: none"> <li>▪ Certification that the Cardholder denies authorization of or participation in the Transaction</li> </ul>	

ID# 0030237

Edition: Apr 2018 | Last Updated: New

### 11.7.2.6 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Pre-Arbitration Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud:

**Table 11-14: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Pre-Arbitration Processing Requirements**

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>• The Dispute is invalid.</li> <li>• The Cardholder no longer disputes the Transaction.</li> </ul>	All

ID# 0030238

Edition: Apr 2018 | Last Updated: New

### 11.7.3 Dispute Condition 10.2: EMV Liability Shift – Non-Counterfeit Fraud

#### 11.7.3.1 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Reasons

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud for the following reason:

**Table 11-15: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Reasons**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Reasons	Country/Region
<p>The Transaction qualifies for the EMV liability shift, as specified in <i>Section 1.11.1.3, EMV Liability Shift Participation</i>, and all of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed in a Card-Present Environment.</li> <li>• The Cardholder denies authorization of or participation in the Transaction.</li> <li>• The Card is a PIN-Preferring Chip Card.</li> <li>• One of the following: <ul style="list-style-type: none"> <li>– The Transaction did not take place at a Chip-Reading Device.</li> <li>– A Chip-initiated Transaction took place at a Chip-Reading Device that was not EMV PIN-compliant.</li> <li>– The Transaction was Chip-initiated without online PIN and both: <ul style="list-style-type: none"> <li>▪ The Transaction was authorized Online</li> <li>▪ The Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li> </ul> </li> </ul> </li> </ul>	All

ID# 0030239

Edition: Apr 2018 | Last Updated: New

### 11.7.3.2 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-16: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Rights**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity using fraud type code 0 (lost), 1 (stolen), or 2 (Card not received as issued [NRI]).	All

ID# 0030240

Edition: Apr 2018 | Last Updated: New

### 11.7.3.3 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud for any of the following:

**Table 11-17: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Invalid Disputes**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Contactless Transaction</li> <li>An Emergency Cash Disbursement Transaction</li> <li>A Transaction where both an Imprint and a PIN were obtained</li> <li>A Transaction that was correctly processed at an EMV PIN-Compliant Acceptance Device</li> <li>A Visa Easy Payment Service (VEPS) Transaction</li> <li>A Fallback Transaction</li> <li>A Transaction that was approved using an Account Number for which the Issuer had reported Fraud Activity</li> <li>A Visa B2B Virtual Payments Program Transaction</li> <li><b>Effective for Transactions completed on or after 14 October 2017</b></li> <li>A Mass Transit Transaction</li> </ul>	All
<b>Effective for Transactions completed through 13 October 2017</b> A Variable Fare Transaction	Europe

ID# 0030241

Edition: Apr 2018 | Last Updated: New

### 11.7.3.4 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud according to the following time limit:

**Table 11-18: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Time Limit**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All

ID# 0030242

Edition: Apr 2018 | Last Updated: New

### 11.7.3.5 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud:

**Table 11-19: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Processing Requirements**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Supporting Documentation/Certification	Country/Region
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• Certification that the Card was a PIN-Preferring Chip Card</li> <li>• Certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> </ul>	All excluding Europe
<p>Both:</p> <ul style="list-style-type: none"> <li>• Certification that the Card was a PIN-Preferring Chip Card</li> <li>• Either: <ul style="list-style-type: none"> <li>– For a Transaction amount less than or equal to USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– For a Transaction amount greater than USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), both:</li> </ul> </li> </ul>	Europe and Interregional including Europe

**Table 11-19: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Processing Requirements (continued)**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>A Cardholder letter denying authorization of or participation in the Transaction, as specified in <i>Section 11.7.1, Dispute Category 10: Cardholder Letter or Certification Requirements</i>.</li> <li>Certification that the Cardholder denies authorization of or participation in the Transaction</li> </ul>	

ID# 0030243

Edition: Apr 2018 | Last Updated: New

### 11.7.3.6 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Pre-Arbitration Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud:

**Table 11-20: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Pre-Arbitration Processing Requirements**

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Supporting Documentation/Certification	Country/Region
Evidence of one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul>	All

ID# 0030244

Edition: Apr 2018 | Last Updated: New

### 11.7.4 Dispute Condition 10.3: Other Fraud – Card-Present Environment

#### 11.7.4.1 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Reasons

#### Effective for Disputes processed on or after 14 April 2018



An Issuer may initiate a Dispute under Dispute Condition 10.3: Other Fraud – Card-Present Environment for the following reason:

**Table 11-21: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Reasons**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Dispute Reasons	Country/Region
The Cardholder denies authorization of or participation in a key-entered or Unattended Transaction conducted in a Card-Present Environment.	All

ID# 0030245

Edition: Apr 2018 | Last Updated: New

### 11.7.4.2 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-22: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Rights**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity to Visa.	All

ID# 0030246

Edition: Apr 2018 | Last Updated: New

### 11.7.4.3 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 10.3: Other Fraud – Card-Present Environment for any of the following:

**Table 11-23: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Invalid Disputes**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>An Emergency Cash Disbursement Transaction</li> <li>A Transaction that was approved using an Account Number for which the Issuer had reported Fraud Activity</li> </ul>	All

**Table 11-23: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Invalid Disputes (continued)**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>A Transaction where either of the following was obtained: <ul style="list-style-type: none"> <li>For a Face-to-Face Environment Transaction, an Electronic Imprint</li> <li>For an Unattended Transaction that does not qualify as a Visa Easy Payment Service Transaction, an Imprint and either a PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>An Unattended Transaction that does not qualify as a Visa Easy Payment Service Transaction and that either: <ul style="list-style-type: none"> <li>Was an Online-authorized Chip-initiated Transaction<sup>1</sup></li> <li>Both: <ul style="list-style-type: none"> <li>Originated with a Counterfeit Card</li> <li>Received an Approval Response that included POS Entry Mode code 05, 07, 90, or 91</li> </ul> </li> </ul> </li> <li>A Visa Easy Payment Service Transaction</li> <li>A Visa B2B Virtual Payment Program Transaction</li> <li>An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)</li> <li><b>Effective for Transactions completed on or after 14 October 2017</b> A Mass Transit Transaction</li> </ul>	
<b>Effective for Transactions completed through 13 April 2018</b> <ul style="list-style-type: none"> <li>A Transaction that contains a signature</li> <li>A Transaction that meets the criteria for CVV2 to be considered an Imprint, as specified in <i>Section 5.8.4.8, Card Verification Value 2 (CVV2) as an Imprint – US Region</i></li> </ul>	US Domestic
<b>Effective for Transactions completed through 13 October 2017</b> A Variable Fare Transaction	Europe
An Unattended Transaction that is initiated with either a Magnetic Stripe-only Card or a Chip Card that is EMV Compliant and signature-preferring	Europe
<sup>1</sup> In the Europe Region, this does not apply to Transactions conducted at a UCAT that	

**Table 11-23: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Invalid Disputes (continued)**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Invalid Disputes	Country/Region
is not required to accept a PIN.	

ID# 0030247

Edition: Apr 2018 | Last Updated: New

### 11.7.4.4 Dispute Condition 10.3: Other Fraud – Card Present Environment – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 10.3: Other Fraud – Card-Present Environment according to the following time limit:

**Table 11-24: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Time Limit**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All

ID# 0030248

Edition: Apr 2018 | Last Updated: New

### 11.7.4.5 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.3: Other Fraud – Card-Present Environment:

**Table 11-25: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Processing Requirements**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
Both: <ul style="list-style-type: none"> <li>Certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status based on Issuer investigation (for example:</li> </ul>	All excluding Europe

**Table 11-25: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Processing Requirements (continued)**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
lost, stolen, counterfeit)	
<p>Either:</p> <ul style="list-style-type: none"> <li>For a Transaction amount less than or equal to USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>For a Transaction amount greater than USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), both: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, as specified in <i>Section 11.7.1, Dispute Category 10: Cardholder Letter or Certification Requirements</i>.</li> <li>Certification that the Cardholder denies authorization of or participation in the Transaction</li> </ul> </li> </ul>	Europe and Interregional including Europe

ID# 0030249

Edition: Apr 2018 | Last Updated: New

### 11.7.4.6 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Pre-Arbitration Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.3: Other Fraud – Card-Present Environment:

**Table 11-26: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Pre-Arbitration Processing Requirements**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>Evidence that one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> </ul> </li> </ul>	All

**Table 11-26: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Pre-Arbitration Processing Requirements (continued)**

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>– The Dispute is invalid.</li> <li>– The Cardholder no longer disputes the Transaction.</li> <li>– For a Transaction involving an initial Card-present Transaction and one or more ensuing key-entered Transactions, both: <ul style="list-style-type: none"> <li>▪ Evidence that all Transactions occurred during the same stay, trip, or rental period</li> <li>▪ <b>Effective for Transactions completed through 13 April 2018</b> In the Canada Region, US Region, and US Territories, evidence of an Imprint and signature, PIN, or CDCVM for the initial Card-present Transaction</li> <li>▪ <b>Effective for Transactions completed on or after 14 April 2018</b> In the Canada Region, US Region, and US Territories, evidence of a valid Imprint for the initial Card-Present Environment Transaction</li> </ul> </li> <li>• Both: <ul style="list-style-type: none"> <li>– Evidence of an Imprint<sup>1,2</sup></li> <li>– For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> </ul>	
<p><sup>1</sup> A pencil rubbing or photocopy of a Card is not considered a valid Imprint.</p> <p><sup>2</sup> In the Europe Region, this rule only applies to Unattended Transactions.</p>	

ID# 0030250

Edition: Apr 2018 | Last Updated: New

### 11.7.5 Dispute Condition 10.4: Other Fraud – Card-Absent Environment

#### 11.7.5.1 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Reasons

##### **Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 10.4: Other Fraud – Card-Absent Environment for the following reason:

**Table 11-27: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Reasons**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Reasons	Country/Region
The Cardholder denies authorization of or participation in a Transaction conducted in a Card-Absent Environment.	All

ID# 0030252

Edition: Apr 2018 | Last Updated: New

### 11.7.5.2 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-28: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Rights**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>Before initiating a Dispute, an Issuer must report the Fraud Activity to Visa.</li> <li>The Dispute applies to an Electronic Commerce Transaction in which the Issuer responded to an Authentication Request (PAREq<sup>1</sup>) with either: <ul style="list-style-type: none"> <li>An Unable-to-Authenticate Response (PAREs<sup>2</sup> value U) or Authentication Denial (PAREs value N)</li> <li>A Cardholder Authentication Verification Value and Authentication Identifier, but either the: <ul style="list-style-type: none"> <li>Acquirer did not provide a Cardholder Authentication Verification Value in the Authorization Request.</li> <li>Cardholder Authentication Verification Value results code is 0</li> </ul> </li> </ul> </li> </ul>	All
For a Mail/Phone Order Transaction or an Electronic Commerce Transaction, the Dispute applies if the Issuer was unable to respond to an Address Verification Service Authorization Request because the Transaction was attempted with a Visa Commercial Card or a Card type where the Cardholder is anonymous.	Canada Domestic
<p>The Dispute applies, regardless of the Electronic Commerce Indicator value, for Electronic Commerce Transactions conducted by Merchants assigned the following MCCs:</p> <ul style="list-style-type: none"> <li>4829 (Wire Transfer Money Orders)</li> <li>5967 (Direct Marketing – Inbound Teleservices Merchant)</li> </ul>	US Domestic

**Table 11-28: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Rights (continued)**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)</li> <li>7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> <li><b>Effective 14 April 2018</b> MCC 6540 (Non-Financial Institutions: Stored Value Card Purchase/Load)</li> <li><b>Effective 14 April 2018</b> MCC 7801 (Government Licensed On-Line Casinos [On-Line Gambling])</li> <li><b>Effective 14 April 2018</b> MCC 7802 (Government-Licensed Horse/Dog Racing)</li> </ul>	
<sup>1</sup> The "payer authentication request" message type, as specified in the applicable Verified by Visa Implementation Guide <sup>2</sup> The "payer authentication response" message type, as specified in the applicable Verified by Visa Implementation Guide	

ID# 0030253

Edition: Apr 2018 | Last Updated: New

### 11.7.5.3 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 10.4: Other Fraud – Card-Absent Environment for any of the following:

**Table 11-29: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An Emergency Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> <li>A Transaction authorized through the Emergency Payment Authorization Service</li> </ul>	All

**Table 11-29: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes (continued)**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>• A Transaction that was approved using an Account Number for which the Issuer had reported Fraud Activity</li> <li>• A Transaction on an Account Number for which the Issuer has initiated more than 35 Disputes within the previous 120 calendar days</li> <li>• A Card-Absent Environment Transaction for which both: <ul style="list-style-type: none"> <li>– The CVV2 result code in the Authorization message is U (Issuer not participating in CVV2 program).</li> <li>– The CVV2 presence indicator in the Authorization Request is one of the following: <ul style="list-style-type: none"> <li>▪ 1 (CVV2 value is present)</li> <li>▪ 2 (CVV2 value is on the Card but is illegible)</li> <li>▪ 9 (Cardholder states CVV2 is not present on the Card)</li> </ul> </li> </ul> </li> <li>• A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value 5 in the Authorization Request, if both: <ul style="list-style-type: none"> <li>– The Issuer responded to an Authentication Request with an Authentication Confirmation using Verified by Visa.</li> <li>– The Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul> </li> <li>• A Non-Authenticated Security Transaction processed using 3-D Secure 1.0 with Electronic Commerce Indicator value 6 if the Transaction is not a Non-Reloadable Visa Prepaid Card Transaction and either: <ul style="list-style-type: none"> <li>– The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with a non-participation message (VERes value N).</li> <li>– Both: <ul style="list-style-type: none"> <li>▪ The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response (PARes value A) using Verified by Visa.</li> <li>▪ A Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul> </li> </ul> </li> </ul>	



**Table 11-29: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes (continued)**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li><b>Effective for Transactions completed on or after 14 October 2017</b> A Non-Authenticated Security Transaction processed using 3-D Secure 2.0 with Electronic Commerce indicator value 6 in the Authorization Request, if all of the following apply: <ul style="list-style-type: none"> <li>A Cardholder Authentication Verification Value was included in the Authorization Request.</li> <li>The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response using Verified by Visa and a Cardholder Authentication Verification Value was included.</li> <li>The Transaction is not a Non-Reloadable Visa Prepaid Card Transaction.</li> </ul> </li> <li>An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)</li> <li>A Visa B2B Virtual Payments Program Transaction</li> </ul>	
<p><b>Effective for Transactions completed through 13 April 2018</b> All of the following:</p> <ul style="list-style-type: none"> <li>The Card Verification Value 2 (CVV2) presence indicator in the Authorization Request is 1 (CVV2 value is present)</li> <li>The CVV2 results code in the Authorization message is N (No match)</li> <li>The Authorization request was approved</li> <li>In the AP and CEMEA Regions, the Transaction is an Electronic Commerce Transaction</li> </ul>	AP Canada Domestic CEMEA Europe US Domestic
<p><b>Effective for Transactions completed on or after 14 April 2018</b> All of the following:</p> <ul style="list-style-type: none"> <li>The Card Verification Value 2 (CVV2) presence indicator in the Authorization Request is 1 (CVV2 value is present)</li> <li>The CVV2 results code in the Authorization message is N (No match)</li> <li>The Authorization request was approved</li> </ul>	All
A Transaction for which an Authorization was obtained, if both:	Canada Domestic

**Table 11-29: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes (continued)**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>The Acquirer attempted to authenticate the Cardholder through the Address Verification Service.</li> <li>The Issuer is not an Address Verification Service participant.</li> </ul>	
<ul style="list-style-type: none"> <li>A Mail/Phone Order Transaction or an Electronic Commerce Transaction, if both: <ul style="list-style-type: none"> <li>The merchandise was shipped or delivered, or services were purchased.</li> <li>The Issuer was not a participant in the Address Verification Service on the Transaction Date and the Acquirer received an Address Verification Service response code U.</li> </ul> </li> <li>An Airline or passenger railway Transaction, if either: <ul style="list-style-type: none"> <li>The Issuer response to an Address Verification Service inquiry was Y and tickets were mailed to the Cardholder billing address on the Issuer file.</li> <li>The Issuer was not a participant in the Address Verification Service on the Transaction Date.</li> </ul> </li> </ul>	US Domestic
<ul style="list-style-type: none"> <li>An AVS Result Code 'U' and the Authorization contained address data</li> </ul>	UK Domestic

ID# 0030254

Edition: Apr 2018 | Last Updated: New

### 11.7.5.4 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 10.4: Other Fraud – Card-Absent Environment according to the following time limit:

**Table 11-30: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Time Limit**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All

ID# 0030255

Edition: Apr 2018 | Last Updated: New

### 11.7.5.5 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Processing Requirements

**Effective for Disputes processed on or after 14 April 2018**

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.4: Other Fraud – Card-Absent Environment:

**Table 11-31: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Processing Requirements**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Supporting Documentation/Certification	Country/Region
<p>Both:</p> <ul style="list-style-type: none"> <li>• Certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> </ul>	All excluding Europe
<p>Either:</p> <ul style="list-style-type: none"> <li>• For a Transaction amount less than or equal to USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• For a Transaction amount greater than USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), both: <ul style="list-style-type: none"> <li>– Cardholder letter denying authorization of or participation in the Transaction, as specified in <i>Section 11.7.1, Dispute Category 10: Cardholder Letter or Certification Requirements</i>.</li> <li>– Certification that the Cardholder denies authorization of or participation in the Transaction</li> </ul> </li> </ul>	Europe and Interregional including Europe

ID# 0030256

Edition: Apr 2018 | Last Updated: New

### 11.7.5.6 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements

**Effective for Disputes processed on or after 14 April 2018**

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.4: Other Fraud – Card-Absent Environment:

**Table 11-32: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Supporting Documentation/Certification	Country/Region
<p>One of the following:</p> <ul style="list-style-type: none"> <li>Evidence that one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul> </li> <li>Compelling Evidence</li> <li>For a Transaction involving an initial Card-present Transaction and one or more ensuing key-entered Transactions, both: <ul style="list-style-type: none"> <li>Evidence that all Transactions occurred during the same stay, trip, or rental period</li> <li><b>Effective for Transactions completed through 13 April 2018</b> In the Canada Region, US Region, and US Territories, evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-present Transaction</li> <li><b>Effective for Transactions completed on or after 14 April 2018</b> In the Canada Region, US Region, and US Territories, evidence of a valid Imprint for the initial Card-Present Environment Transaction</li> </ul> </li> </ul>	All
<p>Either:</p> <ul style="list-style-type: none"> <li>For an Airline Transaction, evidence that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary</li> <li>For a Transaction at a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following: <ul style="list-style-type: none"> <li>Evidence that the Merchant has been successfully registered in and continues to participate in the Visa Digital Commerce Program</li> </ul> </li> </ul>	All excluding Europe

**Table 11-32: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements (continued)**

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>– Evidence that the Merchant is the owner of the operating system for the electronic device</li> <li>– Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and was successfully verified by the Merchant before or on the Transaction Date</li> <li>– Evidence that the disputed Transaction used the same device and Card as previous Transactions that were not disputed</li> <li>– Evidence that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li> <li>– Description of the digital goods and the date and time they were purchased and successfully downloaded</li> <li>– Customer name linked to the customer profile on record at the Merchant</li> <li>– Evidence that the customer password was re-entered on the Merchant's website or application at the time of purchase</li> <li>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li> </ul>	

ID# 0030257

Edition: Apr 2018 | Last Updated: New

## 11.7.6 Dispute Condition 10.5: Visa Fraud Monitoring Program

### 11.7.6.1 Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 10.5: Visa Fraud Monitoring Program for the following reason:

**Table 11-33: Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Reasons**

Dispute Condition 10.5: Visa Fraud Monitoring Program Dispute Reasons	Country/Region
Visa notified the Issuer that the Transaction was identified by the Visa Fraud Monitoring Program and the Issuer has not successfully disputed the Transaction under another Dispute condition.	All

ID# 0030258

Edition: Apr 2018 | Last Updated: New

### 11.7.6.2 Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 10.5: Visa Fraud Monitoring Program according to the following time limit:

**Table 11-34: Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Time Limit**

Dispute Condition 10.5: Visa Fraud Monitoring Program Dispute Time Limit	Country/Region
120 calendar days from the date of identification by the Visa Fraud Monitoring Program	All

ID# 0030259

Edition: Apr 2018 | Last Updated: New

### 11.7.6.3 Dispute Condition 10.5: Visa Fraud Monitoring Program – Pre-Arbitration Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.5: Visa Fraud Monitoring Program:

**Table 11-35: Dispute Condition 10.5: Visa Fraud Monitoring Program – Pre-Arbitration Processing Requirements**

Dispute Condition 10.5: Visa Fraud Monitoring Program Supporting Documentation/Certification	Country/Region
Evidence of one of the following:	All

**Table 11-35: Dispute Condition 10.5: Visa Fraud Monitoring Program – Pre-Arbitration Processing Requirements (continued)**

Dispute Condition 10.5: Visa Fraud Monitoring Program Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul>	

ID# 0030260

Edition: Apr 2018 | Last Updated: New

## 11.8 Dispute Category 11: Authorization

### 11.8.1 Dispute Condition 11.1: Card Recovery Bulletin

#### 11.8.1.1 Dispute Condition 11.1: Card Recovery Bulletin – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 11.1: Card Recovery Bulletin for the following reason:

**Table 11-36: Dispute Condition 11.1: Card Recovery Bulletin – Dispute Reasons**

Dispute Condition 11.1: Card Recovery Bulletin Dispute Reasons	Country/Region
<p>All of the following:</p> <ul style="list-style-type: none"> <li>The Transaction was below the Merchant's Floor Limit.</li> <li>The Merchant did not obtain Authorization.</li> <li>On the Transaction Date, the Account Number was listed in the Card Recovery Bulletin for the Visa Region in which the Merchant Outlet is located.<sup>1,2</sup></li> </ul>	All
<p><sup>1</sup> The Dispute applies even if a specific Account Number in a blocked BIN does not appear in the Card Recovery Bulletin.</p> <p><sup>2</sup> If the Transaction Date was not transmitted in the Clearing Record, the Dispute applies if the Account Number was listed in the Card Recovery Bulletin within the 10 calendar days before the Transaction Processing Date.</p>	

ID# 0030261

Edition: Apr 2018 | Last Updated: New

### 11.8.1.2 Dispute Condition 11.1: Card Recovery Bulletin – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 11.1: Card Recovery Bulletin for the following:

**Table 11-37: Dispute Condition 11.1: Card Recovery Bulletin – Invalid Disputes**

Dispute Condition 11.1: Card Recovery Bulletin Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Transaction completed at a Contactless-Only Acceptance Device</li> <li>A Transaction that both: <ul style="list-style-type: none"> <li>Occurred at a Chip-Reading Device</li> <li>Qualifies for the EMV liability shift, as specified in <i>Section 1.11.1.3, EMV Liability Shift Participation</i></li> </ul> </li> </ul>	All
A V PAY Transaction	Europe

ID# 0030262

Edition: Apr 2018 | Last Updated: New

### 11.8.1.3 Dispute Condition 11.1: Card Recovery Bulletin – Dispute Time Limit

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 11.1: Card Recovery Bulletin according to the following time limits:

**Table 11-38: Dispute Condition 11.1: Card Recovery Bulletin – Dispute Time Limit**

Dispute Condition 11.1: Card Recovery Bulletin Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	All

ID# 0030263

Edition: Apr 2018 | Last Updated: New

### 11.8.1.4 Dispute Condition 11.1: Card Recovery Bulletin – Pre-Arbitration Processing Requirements

**Effective for Disputes processed on or after 14 April 2018**



An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.1: Card Recovery Bulletin:

**Table 11-39: Dispute Condition 11.1: Card Recovery Bulletin – Pre-Arbitration Processing Requirements**

Dispute Condition 11.1: Card Recovery Bulletin Supporting Documentation/Certification	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>Evidence that one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul> </li> <li>For a dispute involving a Transaction at a Car Rental Merchant, a Cruise Line Merchant, or a Lodging Merchant for which multiple Authorizations were obtained, evidence that the Account Number was not listed on the Card Recovery Bulletin on the following dates, as applicable: <ul style="list-style-type: none"> <li>For a Lodging Merchant, the check-in date</li> <li>For a Car Rental Merchant, the vehicle rental date</li> <li>For a Cruise Line, the embarkation date</li> </ul> </li> </ul>	All

ID# 0030264

Edition: Apr 2018 | Last Updated: New

## 11.8.2 Dispute Condition 11.2: Declined Authorization

### 11.8.2.1 Dispute Condition 11.2: Declined Authorization – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 11.2: Declined Authorization for the following reason:

**Table 11-40: Dispute Condition 11.2: Declined Authorization – Dispute Reasons**

Dispute Condition 11.2: Declined Authorization Dispute Reasons	Country/Region
An Authorization Request received a Decline Response or Pickup Response and the Merchant completed the Transaction.	All

ID# 0030265

Edition: Apr 2018 | Last Updated: New

### 11.8.2.2 Dispute Condition 11.2: Declined Authorization – Dispute Rights

Effective for Disputes processed on or after 14 April 2018

Table 11-41: Dispute Condition 11.2: Declined Authorization – Dispute Rights

Dispute Condition 11.2: Declined Authorization Dispute Rights	Country/Region
<p><b>Effective for Transactions completed through 13 October 2017</b></p> <p>A Dispute of a Variable Fare Transaction is valid for the full Transaction amount if a Decline Response was sent and the Transaction amount was greater than either:</p> <ul style="list-style-type: none"> <li>At a United Kingdom Merchant, GBP 6</li> <li>At a Merchant outside the United Kingdom, EUR 5 (or local currency equivalent)</li> </ul>	Europe
<p><b>Effective for Transactions completed on or after 14 October 2017</b></p> <p>A Dispute of a Mass Transit Transaction is valid for the full Transaction amount if a Decline Response was sent and the Transaction amount was greater than the amount specified in <i>Section 5.9.17.2, Mass Transit Transaction Requirements</i></p>	All

ID# 0030266

Edition: Apr 2018 | Last Updated: New

### 11.8.2.3 Dispute Condition 11.2: Declined Authorization – Invalid Disputes

Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 11.2: Declined Authorization for either of the following:

Table 11-42: Dispute Condition 11.2: Declined Authorization – Invalid Disputes

Dispute Condition 11.2: Declined Authorization Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Transaction for which Authorization was obtained after a Decline Response was received for the same purchase. This does not include an Authorization Request that received a Pickup Response 04, 07, 41, or 43.</li> </ul>	All

**Table 11-42: Dispute Condition 11.2: Declined Authorization – Invalid Disputes (continued)**

Dispute Condition 11.2: Declined Authorization Invalid Disputes	Country/Region
A V PAY Transaction	Europe

ID# 0030267

Edition: Apr 2018 | Last Updated: New

### 11.8.2.4 Dispute Condition 11.2: Declined Authorization – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 11.2: Declined Authorization according to the following time limits:

**Table 11-43: Dispute Condition 11.2: Declined Authorization – Dispute Time Limit**

Dispute Condition 11.2: Declined Authorization Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	All

ID# 0030268

Edition: Apr 2018 | Last Updated: New

### 11.8.2.5 Dispute Condition 11.2: Declined Authorization – Pre-Arbitration Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.2: Declined Authorization:

**Table 11-44: Dispute Condition 11.2: Declined Authorization – Pre-Arbitration Processing Requirements**

Dispute Condition 11.2: Declined Authorization Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>• The Dispute is invalid</li> <li>• The Cardholder no longer disputes the Transaction</li> </ul>	All

**Table 11-44: Dispute Condition 11.2: Declined Authorization – Pre-Arbitration Processing Requirements (continued)**

Dispute Condition 11.2: Declined Authorization Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>The Transaction was Chip-initiated and offline-authorized, if applicable</li> <li>For a dispute involving a Transaction at a Car Rental Merchant, a Cruise Line Merchant, or a Lodging Merchant for which multiple Authorizations were obtained, certification of all of the following: <ul style="list-style-type: none"> <li>The check-in date, embarkation date, or vehicle rental date</li> <li>The check-out date, disembarkation date, or vehicle return date</li> <li>The dates, authorized amounts, and Authorization Codes of the approved Authorizations</li> </ul> </li> </ul>	

ID# 0030269

Edition: Apr 2018 | Last Updated: New

### 11.8.3 Dispute Condition 11.3: No Authorization

#### 11.8.3.1 Dispute Condition 11.3: No Authorization – Dispute Reasons

##### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 11.3: No Authorization for the following reason:

**Table 11-45: Dispute Condition 11.3: No Authorization – Dispute Reasons**

Dispute Condition 11.3: No Authorization Dispute Reasons	Country/Region
Authorization was required but was not obtained on the date specified in <i>Section 5.8.4.5, Approval Response Validity Timeframes</i>	All

ID# 0030270

Edition: Apr 2018 | Last Updated: New

#### 11.8.3.2 Dispute Condition 11.3: No Authorization – Dispute Rights

##### Effective for Disputes processed on or after 14 April 2018

**Table 11-46: Dispute Condition 11.3: No Authorization – Dispute Rights**

Dispute Condition 11.3: No Authorization Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>The Dispute is limited to the amount above the applicable Floor Limit for a Chip-initiated, Offline-Authorized Transaction.</li> <li>If Authorization was obtained for an amount less than the Transaction amount, the Dispute is limited to either: <ul style="list-style-type: none"> <li>The amount that was not authorized</li> <li>The difference between the Transaction amount and the amount for which Authorization was required, as specified in <i>Section 5.8.3.1, Authorization Amount Requirements</i></li> </ul> </li> <li>The Dispute applies to a Chip-initiated Transaction that included an Authorization Request Cryptogram (ARQC) in the Clearing Record but was not authorized Online by the Issuer or the Issuer's agent.</li> </ul>	All

ID# 0030271

Edition: Apr 2018 | Last Updated: New

### 11.8.3.3 Dispute Condition 11.3: No Authorization – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 11.3: No Authorization for any of the following:

**Table 11-47: Dispute Condition 11.3: No Authorization – Invalid Disputes**

Dispute Condition 11.3: No Authorization Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Transaction for which valid Authorization was obtained.</li> <li>A Transaction that was authorized through the Emergency Payment Authorization Service</li> <li>An Electronic Commerce Transaction in which the Cardholder Authentication Verification Value was not validated during Authorization</li> </ul>	All
<p>A Transaction that both:</p> <ul style="list-style-type: none"> <li>Is processed with a Visa Drive Card that is an "extra" Card which has a Privately Contracted Agreement associated to it</li> </ul>	Europe

**Table 11-47: Dispute Condition 11.3: No Authorization – Invalid Disputes (continued)**

Dispute Condition 11.3: No Authorization Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>Contains either of the following MCCs: <ul style="list-style-type: none"> <li>4784 (Tolls and Bridge Fees)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> </ul> </li> </ul>	

ID# 0030272

Edition: Apr 2018 | Last Updated: New

### 11.8.3.4 Dispute Condition 11.3: No Authorization – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 11.3: No Authorization according to the following time limits:

**Table 11-48: Dispute Condition 11.3: No Authorization – Dispute Time Limit**

Dispute Condition 11.3: No Authorization Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	All

ID# 0030273

Edition: Apr 2018 | Last Updated: New

### 11.8.3.5 Dispute Condition 11.3: No Authorization – Pre-Arbitration Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.3: No Authorization:

**Table 11-49: Dispute Condition 11.3: No Authorization – Pre-Arbitration Processing Requirements**

Dispute Condition 11.3: No Authorization Supporting Documentation/Certification	Country/Region
Both: <ul style="list-style-type: none"> <li>Evidence of any of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the</li> </ul> </li> </ul>	All

**Table 11-49: Dispute Condition 11.3: No Authorization – Pre-Arbitration Processing Requirements (continued)**

Dispute Condition 11.3: No Authorization Supporting Documentation/Certification	Country/Region
<p>Issuer in the Dispute.</p> <ul style="list-style-type: none"> <li>– The Dispute is invalid.</li> <li>– The Cardholder no longer disputes the Transaction.</li> <li>– That the Transaction Date in the Clearing Record was incorrect and that Authorization was obtained on the correct date</li> <li>• For a dispute involving special Authorization procedures where all of the following apply: <ul style="list-style-type: none"> <li>– The first Authorization Request included the initial/Estimated Authorization Request indicator.</li> <li>– Subsequent Authorization Requests included the Incremental Authorization Request indicator.</li> <li>– The same Transaction Identifier was used in all Authorization Requests.</li> <li>– Clearing Records were submitted within the timeframes specified in <i>Section 5.8.4.5, Approval Response Validity Timeframes</i>.</li> </ul> </li> </ul> <p>Both:</p> <ul style="list-style-type: none"> <li>– The Transaction Receipt or Substitute Transaction Receipt</li> <li>– Certification of all of the following: <ul style="list-style-type: none"> <li>▪ The date the Transaction was initiated</li> <li>▪ The date the Transaction was completed</li> <li>▪ The dates, authorized amounts, and Authorization Codes of the approved Authorizations</li> </ul> </li> </ul>	

### 11.9 Dispute Category 12: Processing Errors

#### 11.9.1 Dispute Condition 12.1: Late Presentment

##### 11.9.1.1 Dispute Condition 12.1: Late Presentment – Dispute Reasons

###### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.1: Late Presentment for the following reasons:

Table 11-50: Dispute Condition 12.1: Late Presentment – Dispute Reasons

Dispute Condition 12.1: Late Presentment Dispute Reasons	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>The Transaction Date is more than 180 calendar days before the Transaction Processing Date.</li> <li>Both: <ul style="list-style-type: none"> <li>The Transaction was not processed within the required time limit as specified in <i>Section 7.7.1.1, Acquirer Processing Timeframes</i>.</li> <li>The Account Number was not in good standing on the Dispute Processing Date.</li> </ul> </li> </ul>	All
<p>The Acquirer processed an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction and either:</p> <ul style="list-style-type: none"> <li>The Adjustment posted to a "closed" or "non-sufficient funds" account and the Adjustment was processed more than 10 days after the Transaction Date.</li> <li>The Adjustment was processed more than 45 days after the Transaction Date.</li> </ul>	US Domestic

ID# 0030275

Edition: Apr 2018 | Last Updated: New

##### 11.9.1.2 Dispute Condition 12.1: Late Presentment – Dispute Rights

###### Effective for Disputes processed on or after 14 April 2018



**Table 11-51: Dispute Condition 12.1: Late Presentment – Dispute Rights**

Dispute Condition 12.1: Late Presentment Dispute Rights	Country/Region
For the purpose of this condition, the Transaction Date refers to the Transaction Date transmitted in the Clearing Record.	All

ID# 0030276

Edition: Apr 2018 | Last Updated: New

### 11.9.1.3 Dispute Condition 12.1: Late Presentment – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 12.1: Late Presentment for any of the following:

**Table 11-52: Dispute Condition 12.1: Late Presentment – Invalid Disputes**

Dispute Condition 11.3: No Authorization Invalid Disputes	Country/Region
A V PAY Transaction	Europe

ID# 0030550

Edition: Apr 2018 | Last Updated: New

### 11.9.1.4 Dispute Condition 12.1: Late Presentment – Dispute Time Limit

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.1: Late Presentment according to the following time limits:

**Table 11-53: Dispute Condition 12.1: Late Presentment – Dispute Time Limit**

Dispute Condition 12.1: Late Presentment Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All
120 calendar days from either: <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment</li> </ul>	US Domestic

ID# 0030277

Edition: Apr 2018 | Last Updated: New

### 11.9.1.5 Dispute Condition 12.1: Late Presentment – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.1: Late Presentment:

**Table 11-54: Dispute Condition 12.1: Late Presentment – Dispute Processing Requirements**

Dispute Condition 12.1: Late Presentment Supporting Documentation/Certification	Country/Region
<p>Certification that either:</p> <ul style="list-style-type: none"> <li>On the Dispute Processing Date, the Cardholder account status was flagged as one of the following: <ul style="list-style-type: none"> <li>Credit Problem</li> <li>Closed</li> <li>Fraud</li> </ul> </li> <li>The Transaction was processed more than 180 calendar days after the Transaction Date.</li> </ul>	All

ID# 0030278

Edition: Apr 2018 | Last Updated: New

### 11.9.1.6 Dispute Condition 12.1: Late Presentment – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.1: Late Presentment:

**Table 11-55: Dispute Condition 12.1: Late Presentment – Dispute Response Processing Requirements**

Dispute Condition 12.1: Late Presentment Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>The Dispute is invalid</li> </ul>	All

**Table 11-55: Dispute Condition 12.1: Late Presentment – Dispute Response Processing Requirements (continued)**

Dispute Condition 12.1: Late Presentment Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>The Cardholder no longer disputes the Transaction</li> <li>The Transaction Receipt or other record with a Transaction Date that disproves late Presentment and obtained the required authorization</li> </ul>	

ID# 0030279

Edition: Apr 2018 | Last Updated: New

### 11.9.2 Dispute Condition 12.2: Incorrect Transaction Code

#### 11.9.2.1 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.2: Incorrect Transaction Code for the following reasons:

**Table 11-56: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Reasons**

Dispute Condition 12.2: Incorrect Transaction Code Dispute Reasons	Country/Region
One of the following: <ul style="list-style-type: none"> <li>A credit was processed as a debit.</li> <li>A debit was processed as a credit.</li> <li>A credit refund was processed instead of a Reversal or an Adjustment.</li> </ul>	All

ID# 0030280

Edition: Apr 2018 | Last Updated: New

#### 11.9.2.2 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-57: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Rights**

Dispute Condition 12.2: Incorrect Transaction Code Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>The Dispute amount should be double the Transaction amount if either:</li> </ul>	All

**Table 11-57: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Rights (continued)**

Dispute Condition 12.2: Incorrect Transaction Code Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>– A credit was processed as a debit.</li> <li>– A debit was processed as a credit.</li> <li>• For a credit refund that was processed instead of a Reversal or an Adjustment, the Dispute amount is limited to the difference between the credit refund and the original debit.</li> </ul>	

ID# 0030281

Edition: Apr 2018 | Last Updated: New

### 11.9.2.3 Dispute Condition 12.2: Incorrect Transaction Code – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 12.2: Incorrect Transaction Code for any of the following:

**Table 11-58: Dispute Condition 12.2: Incorrect Transaction Code – Invalid Disputes**

Dispute Condition 11.3: No Authorization Invalid Disputes	Country/Region
A V PAY Transaction	Europe

ID# 0030551

Edition: Apr 2018 | Last Updated: New

### 11.9.2.4 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.2: Incorrect Transaction Code according to the following time limits:

**Table 11-59: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Time Limit**

Dispute Condition 12.2: Incorrect Transaction Code Dispute Time Limit	Country/Region
120 calendar days from either: <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> </ul>	All

**Table 11-59: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Time Limit (continued)**

Dispute Condition 12.2: Incorrect Transaction Code Dispute Time Limit	Country/Region
<ul style="list-style-type: none"> <li>For a credit refund that was processed instead of a Reversal or an Adjustment, the Processing Date of the credit refund</li> </ul>	

ID# 0030282

Edition: Apr 2018 | Last Updated: New

### 11.9.2.5 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.2: Incorrect Transaction Code:

**Table 11-60: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Processing Requirements**

Dispute Condition 12.2: Incorrect Transaction Code Supporting Documentation/Certification	Country/Region
<p>Certification that either:</p> <ul style="list-style-type: none"> <li>Credit was processed as a debit.</li> <li>Debit was processed as a credit.</li> </ul> <p>For a credit refund that was processed instead of a Reversal or an Adjustment, both:</p> <ul style="list-style-type: none"> <li>An explanation of why the credit refund was processed in error</li> <li>Date of the original Transaction and Credit Transaction</li> </ul>	All

ID# 0030283

Edition: Apr 2018 | Last Updated: New

### 11.9.2.6 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.2: Incorrect Transaction Code:

**Table 11-61: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Response Processing Requirements**

Dispute Condition 12.2: Incorrect Transaction Code Supporting Documentation/Certification	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>For a credit processed as a debit or a debit processed as a credit, either: <ul style="list-style-type: none"> <li>Evidence that a credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>Transaction Receipt or other record that proves that the Transaction code was correct</li> </ul> </li> <li>For a credit refund that was processed instead of a Reversal or an Adjustment, either: <ul style="list-style-type: none"> <li>Evidence that a Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>A reason that a Credit Transaction was processed instead of a Reversal or an Adjustment</li> </ul> </li> </ul>	All

ID# 0030284

Edition: Apr 2018 | Last Updated: New

### 11.9.3 Dispute Condition 12.3: Incorrect Currency

#### 11.9.3.1 Dispute Condition 12.3: Incorrect Currency – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.3: Incorrect Currency for the following reasons:

**Table 11-62: Dispute Condition 12.3: Incorrect Currency – Dispute Reasons**

Dispute Condition 12.3: Incorrect Currency Dispute Reasons	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>The Transaction Currency is different than the currency transmitted through VisaNet.</li> <li>Dynamic Currency Conversion (DCC) occurred and the Cardholder did not agree to DCC and did not make an active choice or was refused the choice of</li> </ul>	All

**Table 11-62: Dispute Condition 12.3: Incorrect Currency – Dispute Reasons (continued)**

Dispute Condition 12.3: Incorrect Currency Dispute Reasons	Country/Region
paying in the Merchant's local currency.	

ID# 0030285

Edition: Apr 2018 | Last Updated: New

### 11.9.3.2 Dispute Condition 12.3: Incorrect Currency – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-63: Dispute Condition 12.3: Incorrect Currency – Dispute Rights**

Dispute Condition 12.3: Incorrect Currency Dispute Rights	Country/Region
The Dispute applies for the entire Transaction amount.	All
For a V PAY Transaction, the Dispute applies only to a Dynamic Currency Conversion Transaction.	Europe

ID# 0030286

Edition: Apr 2018 | Last Updated: New

### 11.9.3.3 Dispute Condition 12.3: Incorrect Currency – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 12.3: Incorrect Currency for the following:

**Table 11-64: Dispute Condition 12.3: Incorrect Currency – Invalid Disputes**

Dispute Condition 12.3: Incorrect Currency Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>A Straight Through Processing Transaction</li> <li>A Transaction settled in USD originating at an ATM that is located outside the US Region and is connected to the Plus System. This does not include a DCC Transaction.</li> </ul>	All

ID# 0030287

Edition: Apr 2018 | Last Updated: New

### 11.9.3.4 Dispute Condition 12.3: Incorrect Currency – Dispute Time Limit

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.3: Incorrect Currency according to the following time limit:

**Table 11-65: Dispute Condition 12.3: Incorrect Currency – Dispute Time Limit**

Dispute Condition 12.3: Incorrect Currency Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All

ID# 0030288

Edition: Apr 2018 | Last Updated: New

### 11.9.3.5 Dispute Condition 12.3: Incorrect Currency – Dispute Processing Requirements

**Effective for Disputes processed on or after 14 April 2018**

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.3: Incorrect Currency:

**Table 11-66: Dispute Condition 12.3: Incorrect Currency – Dispute Processing Requirements**

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>Certification stating the correct Transaction currency code</li> <li>Certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice or was refused the choice of paying in the Merchant's local currency</li> </ul>	All

ID# 0030289

Edition: Apr 2018 | Last Updated: New

### 11.9.3.6 Dispute Condition 12.3: Incorrect Currency – Dispute Response Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-67: Dispute Condition 12.3: Incorrect Currency – Dispute Response Rights**

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
For a Dynamic Currency Conversion (DCC) Transaction, if the Acquirer cannot provide evidence of active choice by the Cardholder, it may either:	All



**Table 11-67: Dispute Condition 12.3: Incorrect Currency – Dispute Response Rights (continued)**

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>Process a Dispute Response in the Merchant's local currency for the Transaction amount before DCC occurred, excluding fees or commission charges directly related to DCC that were applied to the Transaction.</li> <li>Process the Transaction as a first Presentment instead of processing a Dispute Response. The Acquirer may be responsible for a Dispute for late Presentment.</li> </ul>	

ID# 0030290

Edition: Apr 2018 | Last Updated: New

### 11.9.3.7 Dispute Condition 12.3: Incorrect Currency – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.3: Incorrect Currency:

**Table 11-68: Dispute Condition 12.3: Incorrect Currency – Dispute Response Processing Requirements**

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>Evidence that one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul> </li> <li>Transaction Receipt or other record that proves that the Transaction currency was correct</li> <li>For a DCC Transaction, either: <ul style="list-style-type: none"> <li>For a Dispute Response in the Merchant's local currency, both: <ul style="list-style-type: none"> <li>Acquirer certification that the Merchant is registered to offer DCC</li> <li>A copy of the Transaction Receipt showing the Merchant's local currency</li> </ul> </li> </ul> </li> </ul>	All

**Table 11-68: Dispute Condition 12.3: Incorrect Currency – Dispute Response Processing Requirements (continued)**

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>For a Dispute Response in the DCC currency, all of the following: <ul style="list-style-type: none"> <li>Evidence that the Cardholder actively chose DCC</li> <li>Acquirer certification that the Acceptance Device requires electronic selection of DCC by the Cardholder and that the choice cannot be made by the Merchant</li> <li>A copy of the Transaction Receipt</li> </ul> </li> </ul>	

ID# 0030291

Edition: Apr 2018 | Last Updated: New

### 11.9.4 Dispute Condition 12.4: Incorrect Account Number

#### 11.9.4.1 Dispute Condition 12.4: Incorrect Account Number – Dispute Reasons

##### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.4: Incorrect Account Number for the following reason:

**Table 11-69: Dispute Condition 12.4: Incorrect Account Number – Dispute Reasons**

Dispute Condition 12.4: Incorrect Account Number Dispute Reasons	Country/Region
The Transaction or Original Credit Transaction was processed using an incorrect Account Number. <sup>1</sup>	All
<sup>1</sup> In the US Region, includes an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction	

ID# 0030292

Edition: Apr 2018 | Last Updated: New

#### 11.9.4.2 Dispute Condition 12.4: Incorrect Account Number – Invalid Disputes

##### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 12.4: Incorrect Account Number for the following:

**Table 11-70: Dispute Condition 12.4: Incorrect Account Number – Invalid Disputes**

Dispute Condition 12.4: Incorrect Account Number Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> <li>A Transaction using an Account Number for which no valid Card was issued or is outstanding and for which either an Imprint or an Authorization was obtained</li> <li>A Chip-initiated Transaction containing a valid Cryptogram</li> <li><b>Effective for Transactions completed on or after 14 October 2017</b> A Mass Transit Transaction</li> </ul>	All
<b>Effective for Transactions completed through 13 October 2017</b> A Variable Fare Transaction	Europe

ID# 0030293

Edition: Apr 2018 | Last Updated: New

### 11.9.4.3 Dispute Condition 12.4: Incorrect Account Number – Dispute Time Limit

#### **Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.4: Incorrect Account Number according to the following time limits:

**Table 11-71: Dispute Condition 12.4: Incorrect Account Number – Dispute Time Limit**

Dispute Condition 12.4: Incorrect Account Number Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All
120 calendar days from either: <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment</li> </ul>	US Domestic

ID# 0030294

Edition: Apr 2018 | Last Updated: New

### 11.9.4.4 Dispute Condition 12.4: Incorrect Account Number – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.4: Incorrect Account Number:

**Table 11-72: Dispute Condition 12.4: Incorrect Account Number – Dispute Processing Requirements**

Dispute Condition 12.4: Incorrect Account Number Supporting Documentation/Certification	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>• Certification that the incorrect account number was used.</li> <li>• Certification that a Transaction was processed to an Account Number that does not match any Account Number on the Issuer's master file and no Authorization was obtained.</li> </ul>	All

ID# 0030546

Edition: Apr 2018 | Last Updated: New

### 11.9.4.5 Dispute Condition 12.4: Incorrect Account Number – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.4: Incorrect Account Number:

**Table 11-73: Dispute Condition 12.4: Incorrect Account Number – Dispute Response Processing Requirements**

Dispute Condition 12.4: Incorrect Account Number Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>• The Dispute is invalid</li> <li>• The Cardholder no longer disputes the Transaction</li> <li>• Transaction Receipt or other record to prove that the Account Number was</li> </ul>	All

**Table 11-73: Dispute Condition 12.4: Incorrect Account Number – Dispute Response Processing Requirements (continued)**

Dispute Condition 12.4: Incorrect Account Number Supporting Documentation/Certification	Country/Region
processed correctly	

ID# 0030295

Edition: Apr 2018 | Last Updated: New

### 11.9.5 Dispute Condition 12.5 Incorrect Amount

#### 11.9.5.1 Dispute Condition 12.5: Incorrect Amount – Dispute Reasons

##### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.5: Incorrect Amount for the following reason:

**Table 11-74: Dispute Condition 12.5: Incorrect Amount – Dispute Reasons**

Dispute Condition 12.5: Incorrect Amount Dispute Reasons	Country/Region
The Transaction amount is incorrect or an addition or transposition error occurred.	All

ID# 0030296

Edition: Apr 2018 | Last Updated: New

#### 11.9.5.2 Dispute Condition 12.5: Incorrect Amount – Dispute Rights

##### Effective for Disputes processed on or after 14 April 2018

**Table 11-75: Dispute Condition 12.5: Incorrect Amount – Dispute Rights**

Dispute Condition 12.5: Incorrect Amount Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>The Dispute amount is limited to the difference between the amounts.</li> <li>For an incorrect Transaction amount, if a handwritten Transaction amount differs from the imprinted amount, the handwritten amount must be used to determine the processing error.</li> </ul>	All

ID# 0030297

Edition: Apr 2018 | Last Updated: New

### 11.9.5.3 Dispute Condition 12.5: Incorrect Amount – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 12.5: Incorrect Amount for any of the following:

**Table 11-76: Dispute Condition 12.5: Incorrect Amount – Invalid Disputes**

Dispute Condition 12.5: Incorrect Amount Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> <li>A T&amp;E Transaction in which there is a difference between the quoted price and the actual charges made by the Merchant</li> <li>A No-Show Transaction</li> <li>A prepayment<sup>1</sup></li> <li>A Transaction for which the Merchant has the right to alter the Transaction amount without the Cardholder's consent after the Transaction was completed</li> </ul>	All
<sup>1</sup> Processed as specified in <i>Section 5.9.9.1, Requirements for Prepayments and Transactions Using Stored Credentials</i>	

ID# 0030298

Edition: Apr 2018 | Last Updated: New

### 11.9.5.4 Dispute Condition 12.5: Incorrect Amount – Dispute Time Limit

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.5: Incorrect Amount according to the following time limits:

**Table 11-77: Dispute Condition 12.5: Incorrect Amount – Dispute Time Limit**

Dispute Condition 12.5: Incorrect Amount Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All
120 calendar days from either: <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment</li> </ul>	US Domestic

ID# 0030299

Edition: Apr 2018 | Last Updated: New

### 11.9.5.5 Dispute Condition 12.5: Incorrect Amount – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.5: Incorrect Amount:

Table 11-78: Dispute Condition 12.5: Incorrect Amount – Dispute Response Processing Requirements

Dispute Condition 12.5: Incorrect Amount Supporting Documentation/Certification	Country/Region
Certification of the correct Transaction Amount	All

ID# 0030300

Edition: Apr 2018 | Last Updated: New

### 11.9.5.6 Dispute Condition 12.5: Incorrect Amount – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.5: Incorrect Amount:

Table 11-79: Dispute Condition 12.5: Incorrect Amount – Dispute Response Processing Requirements

Dispute Condition 12.5: Incorrect Amount Supporting Documentation/Certification	Country/Region
Transaction Receipt or other record to prove that the Transaction amount was correct	All

ID# 0030301

Edition: Apr 2018 | Last Updated: New

### 11.9.6 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means

#### 11.9.6.1 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Reasons

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means for the following reason:

**Table 11-80: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Reasons**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Reasons	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>A single Transaction<sup>1</sup> was processed more than once using the same Account Number.</li> <li>The Cardholder paid for the same merchandise or service by other means.</li> </ul>	All
<sup>1</sup> In the US Region, includes an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction	

ID# 0030302

Edition: Apr 2018 | Last Updated: New

### 11.9.6.2 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-81: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Rights**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Rights	Country/Region
<p>For Duplicate Processing:</p> <ul style="list-style-type: none"> <li>If the Transaction was processed by different Acquirers or Originating Members, the Acquirer or Originating Member that processed the invalid Transaction is responsible for the Dispute. If the Issuer or Recipient Member cannot determine which is the invalid Transaction, the Acquirer or Originating Member that processed the second Transaction is responsible for the Dispute.</li> </ul> <p>For Transactions that were paid by other means:</p> <ul style="list-style-type: none"> <li>The Dispute applies when a contract reflects that the Merchant accepted a voucher issued by a third party as payment for merchandise or for services rendered, and subsequently bills the Cardholder because the Merchant is unable to collect payment from the third party.</li> <li>The Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator, if applicable, before the Issuer may initiate a</li> </ul>	All



**Table 11-81: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Rights (continued)**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Rights	Country/Region
Dispute.	

ID# 0030303

Edition: Apr 2018 | Last Updated: New

### 11.9.6.3 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means for either:

**Table 11-82: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Invalid Disputes**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Invalid Disputes	Country/Region
Transactions in which payment for services was made to different Merchants, unless there is evidence that the payment was passed from one Merchant to the other (for example: payment from a travel agent to a T&E Merchant)	All

ID# 0030304

Edition: Apr 2018 | Last Updated: New

### 11.9.6.4 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Time Limit

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means according to the following time limits:

**Table 11-83: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Time Limit**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All
120 calendar days from either: <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> </ul>	US Domestic

**Table 11-83: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Time Limit (continued)**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Time Limit	Country/Region
<ul style="list-style-type: none"> <li>For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment</li> </ul>	

ID# 0030305

Edition: Apr 2018 | Last Updated: New

### 11.9.6.5 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means:

**Table 11-84: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Processing Requirements**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Supporting Documentation/Certification	Country/Region
<p>For Duplicate Processing:</p> <ul style="list-style-type: none"> <li>Certification of the date and Acquirer Reference Number of the valid Transaction</li> </ul> <p>For Transactions that were paid by other means all of the following, as applicable:</p> <ul style="list-style-type: none"> <li>Certification that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations</li> <li>Evidence that the Merchant received payment by other means, including: <ul style="list-style-type: none"> <li>The Acquirer Reference Number or other Transaction information, if paid by a Visa Card</li> <li>A statement, if paid by another card</li> <li>A cash receipt</li> <li>A copy of the front and back of a cancelled check</li> </ul> </li> <li>If the Merchant billed the Cardholder because the Merchant was unable to</li> </ul>	All

**Table 11-84: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Processing Requirements (continued)**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Supporting Documentation/Certification	Country/Region
collect payment for a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)	

ID# 0030306

Edition: Apr 2018 | Last Updated: New

### 11.9.6.6 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means:

**Table 11-85: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Response Processing Requirements**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>• The Dispute is invalid</li> <li>• The Cardholder no longer disputes the Transaction</li> <li>• For an ATM Transaction, a copy of the ATM Cash Disbursement Transaction or Load Transaction records containing at least the following: <ul style="list-style-type: none"> <li>– Account Number</li> <li>– Transaction time or sequential number that identifies individual Transactions</li> <li>– Indicator that confirms that the ATM Cash Disbursement or Load Transaction was successful</li> </ul> </li> <li>• For a Transaction that is not an ATM Transaction, either:</li> </ul>	All

**Table 11-85: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Response Processing Requirements (continued)**

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>– <b>Effective for Transactions through 12 October 2018</b> In the Canada Region, US Region, and US Territories, separate signed or imprinted Transaction Receipts or other record to prove that separate Transactions were processed</li> <li>– <b>Effective for Transactions on or after 13 October 2018</b> In the Canada Region, LAC Region, US Region, and US Territories, two separate Transaction Receipts or other record to prove that separate Transactions were processed</li> <li>– Evidence to prove that the Merchant did not receive payment by other means for the same merchandise or service</li> </ul>	

ID# 0030307

Edition: Apr 2018 | Last Updated: New

### 11.9.7 Dispute Condition 12.7: Invalid Data

#### 11.9.7.1 Dispute Condition 12.7: Invalid Data – Dispute Reasons

##### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.7: Invalid Data for the following reason:

**Table 11-86: Dispute Condition 12.7: Invalid Data – Dispute Reasons**

Dispute Condition 12.7: Invalid Data Dispute Reasons	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>• Authorization was obtained using invalid or incorrect data</li> <li>• The MCC used in the Authorization Request does not match the MCC in the Clearing Record of the first Presentment for the same Transaction.</li> </ul>	All

ID# 0030308

Edition: Apr 2018 | Last Updated: New

#### 11.9.7.2 Dispute Condition 12.7: Invalid Data – Dispute Rights

##### Effective for Disputes processed on or after 14 April 2018

**Table 11-87: Dispute Condition 12.7 Invalid Data – Dispute Rights**

Dispute Condition 12.7 Invalid Data Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>An Authorization is invalid for a Fallback Transaction where the appropriate values identifying the Transaction as a Fallback Transaction are not included in the Authorization Request.</li> <li>The Dispute applies for the entire Transaction amount.</li> <li>The Authorization is invalid if the Authorization Request contained an incorrect Transaction Date, MCC, Merchant or Transaction type indicator, country code, state code, special condition indicator, or other required field.</li> </ul>	All

ID# 0030309

Edition: Apr 2018 | Last Updated: New

### 11.9.7.3 Dispute Condition 12.7: Invalid Data – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 12.7: Invalid Data according to the following time limit:

**Table 11-88: Dispute Condition 12.7: Invalid Data – Dispute Time Limit**

Dispute Condition 12.7: Invalid Data Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	All

ID# 0030310

Edition: Apr 2018 | Last Updated: New

### 11.9.7.4 Dispute Condition 12.7: Invalid Data – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.7: Invalid Data:

**Table 11-89: Dispute Condition 12.7: Invalid Data – Dispute Processing Requirements**

Dispute Condition 12.7: Invalid Data Supporting Documentation/Certification	Country/Region
Both:	All

**Table 11-89: Dispute Condition 12.7: Invalid Data – Dispute Processing Requirements (continued)**

Dispute Condition 12.7: Invalid Data Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>• Certification that the Authorization Request would have been declined if valid data had been provided</li> <li>• An explanation of why the inclusion of valid data would have caused the Authorization Request to be declined</li> </ul>	

ID# 0030311

Edition: Apr 2018 | Last Updated: New

### 11.9.7.5 Dispute Condition 12.7: Invalid Data – Dispute Response Processing Requirements

**Effective for Disputes processed on or after 14 April 2018**

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.7 Invalid Data:

**Table 11-90: Dispute Condition 12.7 Invalid Data – Dispute Response Processing Requirements**

Dispute Condition 12.7 Invalid Data Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>• The Dispute is invalid.</li> <li>• The Cardholder no longer disputes the Transaction.</li> <li>• The Authorization did not contain invalid data.</li> </ul>	All

ID# 0030312

Edition: Apr 2018 | Last Updated: New

## 11.10 Dispute Category 13: Consumer Disputes

### 11.10.1 Dispute Category 13: Cardholder Letter Requirements

**Effective for Disputes processed on or after 14 April 2018**

If the Dispute requires an Issuer to provide an Acquirer with a Cardholder letter confirming non-receipt of merchandise, services, Cash, or Load Transaction value, the Cardholder letter must be signed by the Cardholder and include all of the following:

- Cardholder's complete or partial Account Number
- Merchant name(s)
- Transaction amount(s)

ID# 0030224

Edition: Apr 2018 | Last Updated: New

### 11.10.2 Dispute Condition 13.1: Merchandise/Services Not Received

#### 11.10.2.1 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.1: Merchandise/Services Not Received for the following reason:

**Table 11-91: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Reasons**

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Reasons	Country/Region
The Cardholder participated in the Transaction but the Cardholder or an authorized person did not receive the merchandise or services because the Merchant or Prepaid Partner was unwilling or unable to provide the merchandise or services.	All

ID# 0030313

Edition: Apr 2018 | Last Updated: New

#### 11.10.2.2 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-92: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights**

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>• The Dispute amount is limited to the portion of services or merchandise not</li> </ul>	All

**Table 11-92: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights (continued)**

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Rights	Country/Region
<p>received.</p> <ul style="list-style-type: none"> <li>Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator, if applicable.</li> <li>The Merchant is responsible for merchandise held in a customs agency in the Merchant's country.</li> <li>If merchandise was delivered late or to the incorrect location, the Cardholder must return or attempt to return the merchandise.</li> </ul>	
<ul style="list-style-type: none"> <li>For a Dispute related to non-receipt of travel services from a provider who has failed, if the services are covered by a bonding authority/insurance scheme, the Issuer must attempt to obtain reimbursement from the relevant bonding authority/insurance scheme., unless the bond or insurance scheme is insufficient. If the bond or insurance scheme is insufficient, the Issuer may use information in the public domain to initiate the Dispute.</li> <li>For a V PAY Transaction, the Dispute applies only to Electronic Commerce Transactions and Mail/Phone Order Transactions.</li> </ul>	Europe
<ul style="list-style-type: none"> <li>Only applies if the Merchant is put into liquidation or receivership</li> </ul>	France Domestic

ID# 0030314

Edition: Apr 2018 | Last Updated: New

### 11.10.2.3 Dispute Condition 13.1: Merchandise/Services Not Received – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 13.1: Merchandise/Services Not Received for any of the following:

**Table 11-93: Dispute Condition 13.1: Merchandise/Services Not Received – Invalid Disputes**

Dispute Condition 13.1: Merchandise/Services Not Received Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> </ul>	All



**Table 11-93: Dispute Condition 13.1: Merchandise/Services Not Received – Invalid Disputes (continued)**

Dispute Condition 13.1: Merchandise/Services Not Received Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date</li> <li>A Transaction in which merchandise is being held by the Cardholder's country's customs agency</li> <li>A Transaction that the Cardholder states is fraudulent</li> <li>A dispute regarding the quality of merchandise or service provided</li> <li>A partial prepayment<sup>1</sup> Transaction when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services</li> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> </ul>	
<ul style="list-style-type: none"> <li>An Automated Fuel Dispenser Transaction</li> </ul>	All excluding Europe
<sup>1</sup> Processed as specified in <i>Section 5.9.9.1, Requirements for Prepayments and Transactions Using Stored Credentials</i>	

ID# 0030315

Edition: Apr 2018 | Last Updated: New

### 11.10.2.4 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.1: Merchandise/Services Not Received according to the following time limits:

**Table 11-94: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Time Limit**

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Time Limit	Country/Region
<p>If applicable, before initiating a Dispute, an Issuer must wait 15 calendar days<sup>1</sup> from either:</p> <ul style="list-style-type: none"> <li>The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified</li> <li>The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery</li> </ul>	All

**Table 11-94: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Time Limit (continued)**

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Time Limit	Country/Region
<p>A Dispute must be processed no later than either:</p> <ul style="list-style-type: none"> <li>120 calendar days from the Transaction Processing Date</li> <li>120 calendar days from the last date that the Cardholder expected to receive the merchandise or services<sup>2</sup></li> </ul>	
<p>If applicable, before initiating a Dispute, an Issuer must wait 15 calendar days<sup>1</sup> from either:</p> <ul style="list-style-type: none"> <li>The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified</li> <li>The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery</li> </ul> <p>A Dispute must be processed no later than any of the following:</p> <ul style="list-style-type: none"> <li>120 calendar days from the Transaction Processing Date</li> <li>120 calendar days from the last date that the Cardholder expected to receive the merchandise or services<sup>2</sup></li> <li>If the Issuer was required to attempt to obtain reimbursement from a bonding authority/insurance scheme, a Dispute must be processed no later than 60 days from the date of the letter or advice from the bonding authority/insurance scheme<sup>2</sup></li> </ul>	Europe
<p><sup>1</sup> This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit.</p> <p><sup>2</sup> Not to exceed 540 calendar days from the Transaction Processing Date</p>	

ID# 0030316

Edition: Apr 2018 | Last Updated: New

### 11.10.2.5 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.1: Merchandise/Services Not Received:

**Table 11-95: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements**

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
<p>All of the following, as applicable:</p> <ul style="list-style-type: none"> <li>• Certification of any of the following, as applicable: <ul style="list-style-type: none"> <li>– Services were not rendered by the expected date/time</li> <li>– Merchandise was not received by the expected date/time</li> <li>– Merchandise was not received at the agreed location (Issuer must specify the address of the agreed location)</li> <li>– Cardholder attempted to resolve with Merchant</li> <li>– The date the merchandise was returned</li> </ul> </li> <li>• A detailed description of the merchandise or services purchased, unless prohibited by applicable laws or regulations. This description must contain additional information beyond the data required in the Clearing Record.</li> <li>• A Cardholder letter, if both: <ul style="list-style-type: none"> <li>– The Cardholder has disputed 3 or more Transactions for non-receipt of merchandise or services at the same Merchant.</li> <li>– The disputed Transactions all occurred within the same 30-calendar day period.</li> </ul> </li> </ul>	All
<p>All of the following, as applicable:</p> <ul style="list-style-type: none"> <li>• Certification of any of the following, as applicable: <ul style="list-style-type: none"> <li>– Services were not rendered by the expected date/time</li> <li>– Merchandise was not received by the expected date/time</li> <li>– Merchandise was not received at the agreed location (Issuer must specify the address of the agreed location)</li> <li>– Cardholder attempted to resolve with Merchant</li> <li>– The date the merchandise was returned</li> </ul> </li> <li>• A detailed description of the merchandise or services purchased, unless prohibited by applicable laws or regulations. This description must contain additional information beyond the data required in the Clearing Record.</li> </ul>	Europe

**Table 11-95: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements (continued)**

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>A Cardholder letter, if both: <ul style="list-style-type: none"> <li>The Cardholder has disputed 3 or more Transactions for non-receipt of merchandise or services at the same Merchant.</li> <li>The disputed Transactions all occurred within the same 30-calendar day period.</li> </ul> </li> <li>Unless prohibited by applicable laws or regulations, both: <ul style="list-style-type: none"> <li>An explanation of the attempt to resolve the dispute with the bonding authority/insurance scheme</li> <li>The date of the letter or advice from the bonding authority/insurance scheme</li> </ul> </li> </ul>	

ID# 0030317

Edition: Apr 2018 | Last Updated: New

### 11.10.2.6 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.1: Merchandise/Services Not Received:

**Table 11-96: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Response Processing Requirements**

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
Evidence of one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>The Dispute is invalid</li> <li>The Cardholder no longer disputes the Transaction</li> <li>Documentation to prove that the Cardholder or an authorized person</li> </ul>	All

**Table 11-96: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Response Processing Requirements (continued)**

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
<p>received the merchandise or services at the agreed location or by the agreed date/time</p> <ul style="list-style-type: none"> <li>For an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and it matches the name provided on the purchased itinerary</li> <li>Compelling Evidence</li> </ul>	

ID# 0030318

Edition: Apr 2018 | Last Updated: New

### 11.10.3 Dispute Condition 13.2: Cancelled Recurring Transaction

#### 11.10.3.1 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.2: Cancelled Recurring Transaction for the following reasons:

**Table 11-97: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Reasons**

Dispute Condition 13.2: Cancelled Recurring Transaction Dispute Reasons	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>The Cardholder withdrew permission to charge the account for a Recurring Transaction or, in the Europe Region, an Installment Transaction.</li> <li>The Acquirer or Merchant received notification that, before the Transaction was processed, the Cardholder's account was closed or, in the Europe Region, facilities were withdrawn or the Cardholder deceased.</li> </ul>	All

ID# 0030319

Edition: Apr 2018 | Last Updated: New

#### 11.10.3.2 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-98: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Rights**

Dispute Condition 13.2: Cancelled Recurring Transaction Dispute Rights	Country/Region
The Dispute amount is limited to the unused portion of the service or merchandise. <sup>1</sup>	All
<sup>1</sup> In the Europe Region, this does not apply to an Installment Transaction.	

ID# 0030320

Edition: Apr 2018 | Last Updated: New

### 11.10.3.3 Dispute Condition 13.2: Cancelled Recurring Transaction – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 13.2: Cancelled Recurring Transaction for the following:

**Table 11-99: Dispute Condition 13.2: Cancelled Recurring Transaction – Invalid Disputes**

Dispute Condition 13.2: Cancelled Recurring Transaction Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>A Straight Through Processing Transaction</li> <li>An Installment Transaction<sup>1</sup></li> <li>An Unscheduled Credential-on-File Transaction</li> </ul>	All
<sup>1</sup> Does not apply in the Europe Region	

ID# 0030321

Edition: Apr 2018 | Last Updated: New

### 11.10.3.4 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.2: Cancelled Recurring Transaction according to the following time limit:

**Table 11-100: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Time Limit**

Dispute Condition 13.2: Cancelled Recurring Transaction Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All

ID# 0030322

Edition: Apr 2018 | Last Updated: New

### 11.10.3.5 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.2: Cancelled Recurring Transaction:

**Table 11-101: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Processing Requirements**

Dispute Condition 13.2: Cancelled Recurring Transaction Supporting Documentation/Certification	Country/Region
Certification of either: <ul style="list-style-type: none"> <li>The date the service was cancelled</li> <li>The date the Merchant was notified that the account was closed</li> </ul>	All
Certification of any of the following: <ul style="list-style-type: none"> <li>The date the service was cancelled</li> <li>The date the Merchant was notified that the account was closed</li> <li>The account was closed and facilities were withdrawn</li> <li>Cardholder deceased</li> </ul>	Europe

ID# 0030323

Edition: Apr 2018 | Last Updated: New

### 11.10.3.6 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.2: Cancelled Recurring Transaction:

**Table 11-102: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Response Processing Requirements**

Dispute Condition 13.2: Cancelled Recurring Transaction Supporting Documentation/Certification	Country/Region
<p>Evidence of one or more of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>• The Dispute is invalid</li> <li>• The Cardholder no longer disputes the Transaction</li> <li>• The Cardholder requested cancellation for a different date and services were provided until this date<sup>1</sup></li> <li>• The Merchant posts charges to Cardholders after services have been provided and that the Cardholder received services until the cancellation date<sup>1</sup></li> <li>• The Issuer's claim is invalid that the Acquirer or Merchant was notified that the account was closed<sup>1</sup></li> </ul>	All
<p><sup>1</sup> In the Europe Region, this does not apply when the Issuer has advised that the account was closed, facilities withdrawn, or Cardholder deceased.</p>	

ID# 0030324

Edition: Apr 2018 | Last Updated: New

### 11.10.4 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services

#### 11.10.4.1 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services for the following reasons:

**Table 11-103: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Reasons	Country/Region
<p>One of the following:</p> <ul style="list-style-type: none"> <li>• The merchandise or services did not match what was described on the</li> </ul>	All excluding France Domestic



**Table 11-103: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons (continued)**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Reasons	Country/Region
<p>Transaction Receipt or other record presented at the time of purchase.</p> <ul style="list-style-type: none"> <li>The merchandise received by the Cardholder was damaged or defective.</li> <li>The Cardholder disputes the quality of the merchandise or services received.</li> </ul>	
For a Card-Absent Environment Transaction, the Merchant's verbal description or other documentation presented at the time of purchase did not match the merchandise or services received.	<b>Canada Domestic</b> <b>US Domestic</b> <b>Canada/US Interregional</b>

ID# 0030325

Edition: Apr 2018 | Last Updated: New

### 11.10.4.2 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-104: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>The Dispute amount is limited to the unused portion of the cancelled service or value of the merchandise that the Cardholder returned or, if applicable, attempted to return.</li> <li>Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.</li> <li>The Merchant is responsible for merchandise held in a customs agency in the Merchant's country.</li> </ul>	<b>All</b>
Before the Issuer may initiate a Dispute, the Cardholder must return or attempt to return the merchandise or cancel the services. <sup>1</sup>	<b>All excluding Europe</b>
Before the Issuer may initiate a Dispute, the Cardholder must return the merchandise or cancel the services. <sup>1</sup> If the Cardholder is unable to return merchandise that was delivered or installed by the Merchant, it is sufficient for the Cardholder to attempt to return the merchandise.	<b>Europe and Interregional including Europe</b>

**Table 11-104: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights (continued)**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Rights	Country/Region
For a V PAY Transaction, the Dispute applies only to Electronic Commerce Transactions and Mail/Phone Order Transactions	Europe
<sup>1</sup> For Disputes related to services that cannot be cancelled, the Cardholder must request a credit from the Merchant.	

ID# 0030326

Edition: Apr 2018 | Last Updated: New

### 11.10.4.3 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services for any of the following:

**Table 11-105: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Invalid Disputes**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> <li>A dispute regarding Value-Added Tax (VAT)</li> <li>A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</li> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> </ul>	All

ID# 0030327

Edition: Apr 2018 | Last Updated: New

### 11.10.4.4 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services according to the following time limits:

**Table 11-106: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Time Limit**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Time Limit	Country/Region
<p>Before initiating a Dispute, the Issuer must wait 15 calendar days<sup>1</sup> from the date the Cardholder returned or attempted to return the merchandise or cancelled the services.</p> <p>A Dispute must be processed within both:</p> <ul style="list-style-type: none"> <li>120 calendar days of either: <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>The date the Cardholder received the merchandise or services<sup>2</sup></li> </ul> </li> <li>60 calendar days of the date the Issuer received the first Cardholder notification of the dispute, if both:<sup>2</sup> <ul style="list-style-type: none"> <li>There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>The negotiations occurred within 120 days of the Transaction Processing Date.</li> </ul> </li> </ul>	All
<p><sup>1</sup> This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit or if the Merchant refuses the cancellation or return.</p> <p><sup>2</sup> Not to exceed 540 calendar days from the Transaction Processing Date</p>	

ID# 0030328

Edition: Apr 2018 | Last Updated: New

### 11.10.4.5 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services:

**Table 11-107: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Processing Requirements**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
Certification of the following, as applicable:	All

**Table 11-107: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Processing Requirements (continued)**

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>• An explanation of what was not as described or defective or information regarding the quality-related issue</li> <li>• The date the Cardholder received the merchandise or services</li> <li>• That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>• For services, the date the Cardholder cancelled the services or requested a credit from the Merchant</li> <li>• For merchandise, the date the Cardholder returned or attempted to return the merchandise</li> <li>• For merchandise that the Cardholder returned, all of the following: <ul style="list-style-type: none"> <li>– The name of the shipping company</li> <li>– A tracking number (if available)</li> <li>– The date the Merchant received the merchandise</li> </ul> </li> <li>• For merchandise that the Cardholder attempted to return, all of the following: <ul style="list-style-type: none"> <li>– A detailed explanation of how and when the Cardholder attempted to return the merchandise</li> <li>– The disposition of the merchandise</li> <li>– Certification that the Merchant either: <ul style="list-style-type: none"> <li>▪ Refused the return of the merchandise</li> <li>▪ Refused to provide a return merchandise authorization</li> <li>▪ Instructed the Cardholder not to return the merchandise</li> </ul> </li> </ul> </li> <li>• For disputes involving ongoing negotiations, all of the following: <ul style="list-style-type: none"> <li>– Certification of both: <ul style="list-style-type: none"> <li>▪ The date the Cardholder began negotiations with the Merchant</li> <li>▪ The date the Issuer was first notified of the dispute</li> </ul> </li> <li>– Evidence of ongoing negotiations between the Cardholder and the Merchant to resolve the dispute</li> </ul> </li> </ul>	

ID# 0030329

Edition: Apr 2018 | Last Updated: New

### 11.10.4.6 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.3: Not as Described|:

Table 11-108: Dispute Condition 13.3: Not as Described| – Dispute Response Processing Requirements

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
<p>Either:</p> <ul style="list-style-type: none"> <li>Evidence that one of the following: <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul> </li> <li>All of the following: <ul style="list-style-type: none"> <li>Evidence to prove that the merchandise or service matched what was described (including the description of the quality of the merchandise or service) or was not damaged or defective</li> <li>Merchant rebuttal to the Cardholder's claims</li> <li>If applicable, evidence to prove that the Cardholder did not attempt to return the merchandise or certification that the returned merchandise has not been received</li> </ul> </li> </ul>	All

ID# 0030330

Edition: Apr 2018 | Last Updated: New

### 11.10.5 Dispute Condition 13.4: Counterfeit Merchandise

#### 11.10.5.1 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.4: Counterfeit Merchandise for the following reasons:

**Table 11-109: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons**

Dispute Condition 13.4: Counterfeit Merchandise Dispute Reasons	Country/Region
<p>The merchandise was identified as counterfeit by one or more of the following:</p> <ul style="list-style-type: none"> <li>• The owner of the intellectual property or its authorized representative</li> <li>• A customs agency, law enforcement agency, or other government agency</li> <li>• A third-party expert</li> </ul>	<b>All excluding France Domestic</b>

ID# 0030331

Edition: Apr 2018 | Last Updated: New

### 11.10.5.2 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-110: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Rights**

Dispute Condition 13.4: Counterfeit Merchandise Dispute Rights	Country/Region
If the Cardholder was advised that the merchandise ordered was counterfeit, the Dispute applies even if the Cardholder has not received the merchandise.	<b>All</b>

ID# 0030332

Edition: Apr 2018 | Last Updated: New

### 11.10.5.3 Dispute Condition 13.4: Counterfeit Merchandise – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 13.4: Counterfeit Merchandise for any of the following:

**Table 11-111: Dispute Condition 13.4: Counterfeit Merchandise – Invalid Disputes**

Dispute Condition 13.4: Counterfeit Merchandise Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>• A Straight Through Processing Transaction</li> <li>• A dispute regarding Value-Added Tax (VAT)</li> </ul>	<b>All</b>

**Table 11-111: Dispute Condition 13.4: Counterfeit Merchandise – Invalid Disputes (continued)**

Dispute Condition 13.4: Counterfeit Merchandise Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> </ul>	

ID# 0030333

Edition: Apr 2018 | Last Updated: New

### 11.10.5.4 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.4: Counterfeit Merchandise according to the following time limits:

**Table 11-112: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Time Limit**

Dispute Condition 13.4: Counterfeit Merchandise Dispute Time Limit	Country/Region
<p>A Dispute must be processed no later than 120 calendar days from one of the following:</p> <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>The date the Cardholder received the merchandise<sup>1</sup></li> <li>The date on which the Cardholder was notified that the merchandise was counterfeit<sup>1</sup></li> </ul>	All
<sup>1</sup> Not to exceed 540 calendar days from the Transaction Processing Date	

ID# 0030334

Edition: Apr 2018 | Last Updated: New

### 11.10.5.5 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.4: Counterfeit Merchandise:

**Table 11-113: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Processing Requirements**

Dispute Condition 13.4: Counterfeit Merchandise Supporting Documentation/Certification	Country/Region
<p>Certification of all of the following:</p> <ul style="list-style-type: none"> <li>That the Cardholder received notification from one of the entities listed in <i>Section 11.10.5.1, Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons</i> that the merchandise is counterfeit</li> <li>The date the Cardholder received the merchandise or received notification that the merchandise was counterfeit</li> <li>A description of the counterfeit merchandise</li> <li>The disposition of the merchandise</li> <li>Information about the entity that indicated the merchandise to be counterfeit, including the name of the or entity providing the notification and validation that the entity is qualified to provide the notification</li> </ul>	All

ID# 0030335

Edition: Apr 2018 | Last Updated: New

### 11.10.5.6 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.4: Counterfeit Merchandise:

**Table 11-114: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Response Processing Requirements**

Dispute Condition 13.4: Counterfeit Merchandise Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>The Dispute is invalid</li> <li>The Cardholder no longer disputes the Transaction</li> <li>To support the Merchant’s claim that the merchandise was not counterfeit</li> </ul>	All

ID# 0030336

Edition: Apr 2018 | Last Updated: New



### 11.10.6 Dispute Condition 13.5: Misrepresentation

#### 11.10.6.1 Dispute Condition 13.5: Misrepresentation – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.5: Misrepresentation for the following reason:

**Table 11-115: Dispute Condition 13.5: Misrepresentation – Dispute Reasons**

Dispute Condition 13.5: Misrepresentation Dispute Reasons	Country/Region
The Cardholder claims that the terms of sale were misrepresented by the Merchant.	All excluding France Domestic

ID# 0030337

Edition: Apr 2018 | Last Updated: New

#### 11.10.6.2 Dispute Condition 13.5: Misrepresentation – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-116: Dispute Condition 13.5: Misrepresentation – Dispute Rights**

Dispute Condition 13.5: Misrepresentation Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>The Dispute amount is limited to the unused portion of the cancelled service or value of the merchandise that the Cardholder returned or, if applicable, attempted to return.</li> <li>Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.</li> <li>The Merchant is responsible for merchandise held in a customs agency in the Merchant's country.</li> </ul>	All
<p>The Dispute applies for any of the following:</p> <ul style="list-style-type: none"> <li>A Transaction at a Merchant that is a timeshare reseller, a timeshare reseller advertiser, or that recovers timeshare reseller fees<sup>1</sup></li> <li>A Card-Absent Environment Transaction at a Merchant that represents that it recovers, consolidates, reduces, or amends existing financial products or services, including:<sup>2</sup></li> </ul>	All excluding Europe

**Table 11-116: Dispute Condition 13.5: Misrepresentation – Dispute Rights (continued)**

Dispute Condition 13.5: Misrepresentation Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief services</li> <li>– Credit card interest rate reduction services</li> <li>• <b>Effective for Transactions completed through 13 October 2017</b> Computer software (including anti-virus software) that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Technical services, technical support or computer software that is sold using inaccurate online advertisements or that contains malicious software downloads.</li> <li>• Business opportunities in which the Merchant suggests that an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> <li>• A Transaction in which a Merchant advises the Cardholder that the Merchant can recover the Cardholder's funds and fails to provide services</li> <li>• A Transaction at an outbound telemarketing Merchant</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Investment products or services, e.g., binary options or foreign exchange trading, where the Merchant refuses to allow the Cardholder to withdraw available balances</li> </ul>	
<p>The Dispute applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, a timeshare reseller advertiser, or that recovers timeshare reseller fees<sup>1</sup></li> <li>• A Card-Absent Environment Transaction at a Merchant that sells the following merchandise or services: <ul style="list-style-type: none"> <li>– The recovery, consolidation, reduction, or amendment of existing financial products or services<sup>2</sup></li> </ul> </li> </ul>	Europe and Interregional including Europe

**Table 11-116: Dispute Condition 13.5: Misrepresentation – Dispute Rights (continued)**

Dispute Condition 13.5: Misrepresentation Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>– <b>Effective for Transactions completed through 13 October 2017</b> Computer software (including anti-virus software) that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>– <b>Effective for Transactions completed on or after 14 October 2017</b> Technical services, technical support or computer software that is sold using inaccurate online advertisements or that contains malicious software downloads.</li> <li>– Business opportunities in which the Merchant suggests that an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Investment products or services, e.g., binary options or foreign exchange trading, where the Merchant refuses to allow the Cardholder to withdraw available balances</li> </ul>	
<ul style="list-style-type: none"> <li>• The Dispute applies for Transactions that take place in a Card-Absent Environment where merchandise has been purchased through a trial period, or, as a one-off purchase and the Cardholder was not clearly advised of further billing after the purchase date.</li> <li>• For a V PAY Transaction, the Dispute applies only to Electronic Commerce Transactions and Mail/Phone Order Transactions</li> </ul>	Europe
<p><sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.</p> <p><sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.</p>	

ID# 0030338

Edition: Apr 2018 | Last Updated: New

### 11.10.6.3 Dispute Condition 13.5: Misrepresentation – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 13.5: Misrepresentation for any of the following:

**Table 11-117: Dispute Condition 13.5: Misrepresentation – Invalid Disputes**

Dispute Condition 13.5: Misrepresentation Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>• A Straight Through Processing Transaction</li> <li>• A dispute regarding Value-Added Tax (VAT)</li> <li>• A dispute related solely to the quality of merchandise or services provided</li> <li>• The Cash-Back portion of a Visa Cash-Back Transaction</li> </ul>	All

ID# 0030339

Edition: Apr 2018 | Last Updated: New

### 11.10.6.4 Dispute Condition 13.5: Misrepresentation – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.5: Misrepresentation according to the following time limits:

**Table 11-118: Dispute Condition 13.5: Misrepresentation – Dispute Time Limit**

Dispute Condition 13.5: Misrepresentation Dispute Time Limit	Country/Region
<p>A Dispute must be processed within both:</p> <ul style="list-style-type: none"> <li>• 120 calendar days of either: <ul style="list-style-type: none"> <li>– The Transaction Processing Date</li> <li>– The date the Cardholder received the merchandise or services<sup>1</sup></li> </ul> </li> <li>• 60 calendar days of the date the Issuer received the first Cardholder notification of the dispute, if both:<sup>1</sup> <ul style="list-style-type: none"> <li>– There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>– The negotiations occurred within 120 days of the Transaction Processing Date.</li> </ul> </li> </ul>	All
<sup>1</sup> The Dispute Processing Date must be no later than 540 calendar days from the Transaction Processing Date.	

ID# 0030340

Edition: Apr 2018 | Last Updated: New

### 11.10.6.5 Dispute Condition 13.5: Misrepresentation – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.5: Misrepresentation:

**Table 11-119: Dispute Condition 13.5: Misrepresentation – Dispute Processing Requirements**

Dispute Condition 13.5: Misrepresentation Supporting Documentation/Certification	Country/Region
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• Certification of all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise was returned or the service was cancelled</li> <li>– The name of the shipping company</li> <li>– The invoice/tracking number (if available)</li> <li>– The date the Merchant received the merchandise</li> <li>– Certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> <li>– That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– An explanation of what was not as described or defective</li> <li>– The date the Cardholder received the merchandise or services</li> </ul> </li> <li>• Evidence from the Cardholder describing how the Merchant's verbal and/or written representations do not match the terms of sale to which the Cardholder agreed</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Copy of the Cardholder's investment account showing the date, withdrawal amount, and available balance at the time the withdrawal request was made</li> <li>• For Disputes involving ongoing negotiations, both: <ul style="list-style-type: none"> <li>– Certification of both: <ul style="list-style-type: none"> <li>▪ The date the Cardholder began negotiations with the Merchant</li> <li>▪ The date the Issuer was first notified of the dispute</li> </ul> </li> <li>– Evidence of ongoing negotiations between the Cardholder and the</li> </ul> </li> </ul>	<p>All excluding Europe</p>

**Table 11-119: Dispute Condition 13.5: Misrepresentation – Dispute Processing Requirements (continued)**

Dispute Condition 13.5: Misrepresentation Supporting Documentation/Certification	Country/Region
Merchant to resolve the Dispute	
<p>All of the following</p> <ul style="list-style-type: none"> <li>• Certification of all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise was returned or the service was cancelled</li> <li>– The name of the shipping company</li> <li>– The invoice/tracking number (if available)</li> <li>– The date the Merchant received the merchandise</li> <li>– Certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> <li>– That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– The date the Cardholder received the merchandise or services</li> </ul> </li> <li>• Evidence from the Cardholder describing how the Merchant's written representations do not match the terms of sale to which the Cardholder agreed</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Copy of the Cardholder's investment account showing the date, withdrawal amount, and available balance at the time the withdrawal request was made</li> <li>• For Disputes involving ongoing negotiations, both: <ul style="list-style-type: none"> <li>– Certification of both: <ul style="list-style-type: none"> <li>▪ The date the Cardholder began negotiations with the Merchant</li> <li>▪ The date the Issuer was first notified of the dispute</li> </ul> </li> <li>– Evidence of ongoing negotiations between the Cardholder and the Merchant to resolve the Dispute</li> </ul> </li> </ul>	Europe and Interregional including Europe

ID# 0030341

Edition: Apr 2018 | Last Updated: New

### 11.10.6.6 Dispute Condition 13.5: Misrepresentation – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.5: Misrepresentation:

**Table 11-120: Dispute Condition 13.5: Misrepresentation – Dispute Response Processing Requirements**

Dispute Condition 13.5: Misrepresentation Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>• The Dispute is invalid</li> <li>• The Cardholder no longer disputes the Transaction</li> <li>• To prove that the terms of sale were not misrepresented</li> </ul>	All

ID# 0030342

Edition: Apr 2018 | Last Updated: New

### 11.10.7 Dispute Condition 13.6: Credit Not Processed

#### 11.10.7.1 Dispute Condition 13.6: Credit Not Processed – Dispute Reasons

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.6: Credit Not Processed for the following reason:

**Table 11-121: Dispute Condition 13.6: Credit Not Processed – Dispute Reasons**

Dispute Condition 13.6: Credit Not Processed Dispute Reasons	Country/Region
The Cardholder received a credit or voided Transaction Receipt that was not processed.	All

ID# 0030343

Edition: Apr 2018 | Last Updated: New

### 11.10.7.2 Dispute Condition 13.6: Credit Not Processed – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-122: Dispute Condition 13.6: Credit Not Processed – Dispute Rights**

Dispute Condition 13.6: Credit Not Processed Dispute Rights	Country/Region
The Dispute applies if a "void" or "cancelled" notation appears on the Transaction Receipt.	All

ID# 0030344

Edition: Apr 2018 | Last Updated: New

### 11.10.7.3 Dispute Condition 13.6: Credit Not Processed – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 13.6: Credit Not Processed for any of the following:

**Table 11-123: Dispute Condition 13.6: Credit Not Processed – Invalid Disputes**

Dispute Condition 13.6: Credit Not Processed Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> <li>A dispute regarding Value-Added Tax (VAT), unless a Credit Transaction Receipt is provided</li> </ul>	All
An Automated Fuel Dispenser Transaction	All excluding Europe

ID# 0030345

Edition: Apr 2018 | Last Updated: New

### 11.10.7.4 Dispute Condition 13.6: Credit Not Processed – Dispute Time Limit

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.6: Credit Not Processed according to the following time limits:



**Table 11-124: Dispute Condition 13.6: Credit Not Processed – Dispute Time Limit**

Dispute Condition 13.6: Credit Not Processed Dispute Time Limit	Country/Region
<p>Before initiating a Dispute, an Issuer must wait 15 calendar days<sup>1</sup> from the date on the Credit Transaction Receipt. This requirement does not apply if the Credit Transaction Receipt is undated.</p> <p>A Dispute must be processed no later than 120 calendar days from either:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date on the Credit Transaction Receipt<sup>2</sup></li> </ul>	All
<p><sup>1</sup> This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit or if the Merchant refuses the cancellation or return.</p> <p><sup>2</sup> If the Credit Transaction Receipt is undated, the date the Cardholder cancelled services or returned the merchandise</p>	

ID# 0030346

Edition: Apr 2018 | Last Updated: New

### 11.10.7.5 Dispute Condition 13.6: Credit Not Processed – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.6: Credit Not Processed:

**Table 11-125: Dispute Condition 13.6: Credit Not Processed – Dispute Processing Requirements**

Dispute Condition 13.6: Credit Not Processed Supporting Documentation/Certification	Country/Region
A copy of the Credit Transaction Receipt or voided Transaction Receipt	All

ID# 0030347

Edition: Apr 2018 | Last Updated: New

### 11.10.7.6 Dispute Condition 13.6: Credit Not Processed – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.6: Credit Not Processed:

**Table 11-126: Dispute Condition 13.6: Credit Not Processed – Dispute Response Processing Requirements**

Dispute Condition 13.6: Credit Not Processed Supporting Documentation/Certification	Country/Region
<p>Evidence that one of the following:</p> <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>The Dispute is invalid.</li> <li>The Cardholder no longer disputes the Transaction.</li> </ul>	All

ID# 0030348

Edition: Apr 2018 | Last Updated: New

### 11.10.8 Dispute Condition 13.7: Cancelled Merchandise/Services

#### 11.10.8.1 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Reasons

##### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.7: Cancelled Merchandise/Services for the following reason:

**Table 11-127: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Reasons**

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Reasons	Country/Region
<p>All of the following:</p> <ul style="list-style-type: none"> <li>The Cardholder cancelled or returned merchandise, cancelled services, cancelled a timeshare Transaction, or cancelled a Guaranteed Reservation.<sup>1</sup></li> <li>The Merchant did not process a credit or voided Transaction Receipt.</li> <li>Either: <ul style="list-style-type: none"> <li>The Merchant did not properly disclose or did disclose, but did not apply, a limited return or cancellation policy at the time of the Transaction.</li> <li>In the Europe Region, the merchandise or services relate to an off-premises, distance selling contract (as set out in the EU Directive and amended from time to time) which is always subject to a 14-day cancellation period.</li> </ul> </li> </ul>	All
<p><sup>1</sup> In the Europe Region (France), for a Domestic Transaction, the Dispute is valid only for timeshare Transactions and No-Show Transactions.</p>	

### 11.10.8.2 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-128: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights**

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>• If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received.</li> <li>• The Dispute amount is limited to either: <ul style="list-style-type: none"> <li>– The value of the unused portion of the cancelled service</li> <li>– The value of the returned merchandise</li> </ul> </li> <li>• The Dispute applies if the returned merchandise is refused by the Merchant.</li> <li>• For a timeshare Transaction, either: <ul style="list-style-type: none"> <li>– The Dispute applies for a timeshare Transaction processed with an incorrect MCC.</li> <li>– The Dispute applies if the Cardholder cancelled a timeshare Transaction within 14 calendar days of the contract date or the date the contract or related documents were received. If the Cardholder cancels a timeshare Transaction after 14 calendar days from the contract date or the date the contract or related documents were received, the Cardholder must cancel according to the Merchant's properly disclosed limited return or cancellation policy.</li> </ul> </li> <li>• For a Guaranteed Reservation: <ul style="list-style-type: none"> <li>– The Dispute applies if the Cardholder cancelled a Guaranteed Reservation with the Merchant or its agent according to the cancellation policy, but was billed for a No-Show Transaction.</li> <li>– The Dispute applies if the Merchant or its agent processed a No-Show Transaction for more than one day's accommodation or rental and applicable taxes when a Guaranteed Reservation was cancelled or unclaimed.</li> <li>– The Dispute applies if the Cardholder made a reservation and attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul> </li> </ul>	All

**Table 11-128: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights (continued)**

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Rights	Country/Region
<ul style="list-style-type: none"> <li>Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.</li> <li>The Merchant is responsible for merchandise held in a customs agency in the Merchant's country.</li> </ul>	
<ul style="list-style-type: none"> <li>The Dispute applies if the Cardholder cancelled a Transaction related to an off-premises, distance selling contract (as set out in the EU Directive and amended from time to time) within 14 days.</li> <li>The cancellation period for off-premises, distance selling does not apply to contracts for goods or services where any of the following apply: <ul style="list-style-type: none"> <li>Price is dependent on fluctuations in the financial market.</li> <li>Made to measure goods are supplied.</li> <li>Goods are liable to deteriorate or expire rapidly.</li> <li>Sealed goods, subject to health and safety provisions, are supplied.</li> <li>Goods are not received in physical form (software download).</li> <li>The Transaction is a T&amp;E Transaction.</li> <li>The Merchant Outlet is based in Israel, Switzerland, or Turkey.</li> </ul> </li> </ul>	Europe

ID# 0030350

Edition: Apr 2018 | Last Updated: New

### 11.10.8.3 Dispute Condition 13.7: Cancelled Merchandise/Services – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 13.7: Cancelled Merchandise/Services for any of the following:

**Table 11-129: Dispute Condition 13.7: Cancelled Merchandise/Services – Invalid Disputes**

Dispute Condition 13.7: Cancelled Merchandise/Services Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>An ATM Cash Disbursement</li> <li>A Straight Through Processing Transaction</li> <li>A dispute regarding the quality of the service rendered or the quality of</li> </ul>	All

**Table 11-129: Dispute Condition 13.7: Cancelled Merchandise/Services – Invalid Disputes (continued)**

Dispute Condition 13.7: Cancelled Merchandise/Services Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>merchandise, unless a Credit Transaction Receipt is provided</li> <li>A dispute regarding Value-Added Tax (VAT), unless a Credit Transaction Receipt is provided</li> <li>A Transaction in which returned merchandise is held by a customs agency other than the Merchant's country's customs agency<sup>1</sup></li> <li>The Cash-back portion of a Visa Cash-Back Transaction</li> </ul>	
<ul style="list-style-type: none"> <li>An Automated Fuel Dispenser Transaction</li> </ul>	<b>All excluding Europe</b>
<sup>1</sup> In the Europe Region, this does not apply to an off-premises, distance selling Transaction.	

ID# 0030351

Edition: Apr 2018 | Last Updated: New

### 11.10.8.4 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.7: Cancelled Merchandise/Services according to the following time limits:

**Table 11-130: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Time Limit**

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Time Limit	Country/Region
<p>Before initiating a Dispute, an Issuer must wait 15 calendar days<sup>1</sup> from the date the merchandise was returned.</p> <p>A Dispute must be processed no later than 120 calendar days from one of the following:</p> <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>The date the Cardholder received or expected to receive the merchandise or services, not to exceed 540 calendar days from the Transaction Processing Date</li> <li>For an Adjustment of a PIN-Authenticated Visa Debit Transaction, the date of the Adjustment</li> </ul>	<b>All</b>

**Table 11-130: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Time Limit (continued)**

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Time Limit	Country/Region
<sup>1</sup> This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit.	

ID# 0030352

Edition: Apr 2018 | Last Updated: New

### 11.10.8.5 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.7: Cancelled Merchandise/Services:

**Table 11-131: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements**

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
<p>Certification of the following, as applicable:</p> <ul style="list-style-type: none"> <li>For a Timeshare Transaction, both: <ul style="list-style-type: none"> <li>The cancellation date</li> <li>The date the contract was received by the Cardholder, if applicable</li> </ul> </li> <li>For a Guaranteed Reservation, the Merchant processed a No-Show Transaction, the date of the expected services, and one of the following: <ul style="list-style-type: none"> <li>The Cardholder properly cancelled the Guaranteed Reservation</li> <li>The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation</li> <li>The Merchant billed a No-Show Transaction for more than one day's accommodation or rental</li> </ul> </li> <li>For all other Transactions, all of the following, as applicable: <ul style="list-style-type: none"> <li>The date the merchandise or service was expected or received</li> <li>The date the merchandise or service was cancelled or returned</li> <li>The name of the shipping company</li> <li>The invoice/tracking number</li> </ul> </li> </ul>	All

**Table 11-131: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements (continued)**

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>– The date the Merchant received the merchandise</li> <li>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– That the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> </ul>	
<p>Certification of the following, as applicable:</p> <ul style="list-style-type: none"> <li>• For a Timeshare Transaction, both: <ul style="list-style-type: none"> <li>– The cancellation date</li> <li>– The date the contract was received by the Cardholder, if applicable</li> </ul> </li> <li>• For a Guaranteed Reservation, the Merchant processed a No-Show Transaction, the date of the expected services, and one of the following: <ul style="list-style-type: none"> <li>– The Cardholder properly cancelled the Guaranteed Reservation</li> <li>– The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation</li> <li>– The Merchant billed a No-Show Transaction for more than one day's accommodation or rental</li> </ul> </li> <li>• For all other Transactions, all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise or service was expected or received</li> <li>– The date the merchandise or service was cancelled or returned</li> <li>– The name of the shipping company</li> <li>– The invoice/tracking number</li> <li>– The date the Merchant received the merchandise</li> <li>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– That the Merchant refused the return of merchandise, refused to provide</li> </ul> </li> </ul>	Europe

**Table 11-131: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements (continued)**

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
<p>a return merchandise authorization, or informed the Cardholder not to return the merchandise</p> <p>For a Transaction related to off-premises, distance selling contracts, evidence of the following:</p> <ul style="list-style-type: none"> <li>The start date of the off-premises, distance selling contract</li> <li>The Cardholder canceled the Transaction within the 14-day cancellation period</li> </ul>	

ID# 0030353

Edition: Apr 2018 | Last Updated: New

### 11.10.8.6 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.7: Cancelled Merchandise/Services:

**Table 11-132: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Response Processing Requirements**

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>The Dispute is invalid</li> <li>The Cardholder no longer disputes the Transaction</li> <li>The Transaction Receipt or other record to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction</li> <li>To demonstrate that the Cardholder received the Merchant's cancellation or return policy and did not cancel according to the disclosed policy</li> </ul>	All



ID# 0030354

Edition: Apr 2018 | Last Updated: New

## 11.10.9 Dispute Condition 13.8: Original Credit Transaction Not Accepted

### 11.10.9.1 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.8: Original Credit Transaction Not Accepted for the following reason:

**Table 11-133: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Reasons**

Dispute Condition 13.8: Original Credit Transaction Not Accepted Dispute Reasons	Country/Region
An Original Credit Transaction was not accepted because either: <ul style="list-style-type: none"> <li>The recipient refused the Original Credit Transaction.</li> <li>Original Credit Transactions are prohibited by applicable laws or regulations.</li> </ul>	All

ID# 0030355

Edition: Apr 2018 | Last Updated: New

### 11.10.9.2 Dispute Condition 13.8 Original Credit Transaction Not Accepted – Invalid Disputes

**Effective for Disputes processed on or after 14 April 2018**

A Dispute is invalid under Dispute Condition 13.8: Original Credit Transaction Not Accepted for the following:

**Table 11-134: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Invalid Disputes**

Dispute Condition 13.8: Original Credit Transaction Not Accepted Invalid Disputes	Country/Region
None	All

ID# 0030553

Edition: Apr 2018 | Last Updated: New

### 11.10.9.3 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.8: Original Credit Transaction Not Accepted according to the following time limit:

**Table 11-135: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Time Limit**

Dispute Condition 13.8: Original Credit Transaction Not Accepted Dispute Time Limit	Country/Region
120 calendar days from the Original Credit Transaction Processing Date	All

ID# 0030357

Edition: Apr 2018 | Last Updated: New

### 11.10.9.4 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.8: Original Credit Transaction Not Accepted:

**Table 11-136: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Processing Requirements**

Dispute Condition 13.8: Original Credit Transaction Not Accepted Supporting Documentation/Certification	Country/Region
Certification that either: <ul style="list-style-type: none"> <li>An Original Credit Transaction is not allowed by applicable laws or regulations.</li> <li>The recipient refused to accept the Original Credit Transaction.</li> </ul>	All

ID# 0030358

Edition: Apr 2018 | Last Updated: New

### 11.10.9.5 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.8: Original Credit Transaction Not Accepted:

**Table 11-137: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Response Processing Requirements**

Dispute Condition 13.8: Original Credit Transaction Not Accepted Supporting Documentation/Certification	Country/Region
<p>Evidence that either:</p> <ul style="list-style-type: none"> <li>A Reversal issued by the Merchant was not addressed by the Issuer in the Dispute</li> <li>The Dispute is invalid</li> </ul>	All

ID# 0030359

Edition: Apr 2018 | Last Updated: New

### 11.10.10 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value

#### 11.10.10.1 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Reasons

**Effective for Disputes processed on or after 14 April 2018**

An Issuer may initiate a Dispute under Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value for the following reason:

**Table 11-138: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Reasons**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Dispute Reasons	Country/Region
The Cardholder participated in the Transaction and did not receive cash or Load Transaction value, or received a partial amount.	All

ID# 0030360

Edition: Apr 2018 | Last Updated: New

#### 11.10.10.2 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Rights

**Effective for Disputes processed on or after 14 April 2018**

**Table 11-139: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Rights**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Dispute Rights	Country/Region
The Dispute is limited to the amount not received	All

ID# 0030361

Edition: Apr 2018 | Last Updated: New

### 11.10.10.3 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Invalid Disputes

#### Effective for Disputes processed on or after 14 April 2018

A Dispute is invalid under Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value for the following:

**Table 11-140: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Invalid Disputes**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Invalid Disputes	Country/Region
<ul style="list-style-type: none"> <li>A Transaction that the Cardholder states is fraudulent</li> <li>A Transaction that was processed more than once</li> </ul>	All

ID# 0030362

Edition: Apr 2018 | Last Updated: New

### 11.10.10.4 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Time Limit

#### Effective for Disputes processed on or after 14 April 2018

An Issuer may initiate a Dispute under Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value according to the following time limits, if applicable:

**Table 11-141: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Time Limit**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	All
120 calendar days from either: <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> </ul>	US Domestic

**Table 11-141: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Time Limit (continued)**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Dispute Time Limit	Country/Region
<ul style="list-style-type: none"> <li>For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment</li> </ul>	

ID# 0030363

Edition: Apr 2018 | Last Updated: New

### 11.10.10.5 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value:

**Table 11-142: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Processing Requirements**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Supporting Documentation/Certification	Country/Region
<p>Certification that either:</p> <ul style="list-style-type: none"> <li>The Cardholder did not receive cash or Load Transaction Value</li> <li>The Cardholder received partial cash or Load Transaction Value and the amount the Cardholder received</li> </ul> <p>A Cardholder letter, if both:</p> <ul style="list-style-type: none"> <li>The Cardholder has disputed 3 or more Transactions for non-receipt of cash or Load Transaction value at the same ATM or load device.</li> <li>The disputed Transactions all occurred within the same 30-calendar day period.</li> </ul>	All

ID# 0030364

Edition: Apr 2018 | Last Updated: New

### 11.10.10.6 Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Response Processing Requirements

#### Effective for Disputes processed on or after 14 April 2018

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value:

**Table 11-143: Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value – Dispute Response Processing Requirements**

Dispute Condition 13.9: Non-Receipt of Cash or Load Transaction Value Supporting Documentation/Certification	Country/Region
<p>Evidence of one of the following:</p> <ul style="list-style-type: none"> <li>• A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute.</li> <li>• The Dispute is invalid.</li> <li>• The Cardholder no longer disputes the Transaction.</li> <li>• A copy of the ATM Cash Disbursement Transaction or Load Transaction record containing at least the following: <ul style="list-style-type: none"> <li>– Account Number</li> <li>– Transaction time or sequential number that identifies the individual Transactions</li> <li>– Indicator that confirms that the ATM Cash Disbursement or Load Transaction value was successful</li> </ul> </li> </ul>	All

ID# 0030365

Edition: Apr 2018 | Last Updated: New

## 11.11 Arbitration

### 11.11.1 Required Documentation for Arbitration

**Effective for Disputes processed on or after 14 April 2018**

When seeking Arbitration, a Member must provide, in English, the information required in the Visa Resolve Online Questionnaire for each Transaction, and all relevant supporting documentation.

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

If the Member was not required to use VisaNet or Visa Resolve Online (VROL) to process the financial message, as specified in rule “Use of Visa Systems for Dispute Processing”, the Member must provide the following, in an electronic form, with the Arbitration:

- Evidence that the dispute requirements were met for each stage of the dispute cycle
- The following internal records:<sup>1</sup>
  - Authorization, if authorization was attempted
  - Fraud Report (for Dispute Category 10)
  - Transaction record
  - Financial records for each stage of the dispute where a financial message was sent

<sup>1</sup> All records must include a key to explain the data fields. This explanation must be provided in English, or accompanied by an English translation

ID# 0030225

Edition: Apr 2018 | Last Updated: New

## 11.12 Compliance

### 11.12.1 Compliance Filing Conditions

#### Effective for Disputes processed on or after 14 April 2018

Unless otherwise specified, a Member may file for Compliance if all of the following occur:

- A violation of the Visa Rules occurred that is not related to an Account Data Compromise Event.
- The Member has no Dispute, Dispute Response, or pre-Arbitration right.
- The Member incurred or will incur a financial loss as a direct result of the violation.<sup>1</sup>
- The Member would not have incurred the financial loss had the violation not occurred.<sup>1</sup>
- The Member made a pre-Compliance attempt to resolve the dispute with the opposing Member and the opposing Member does not accept financial liability.

The pre-Compliance attempt must include all of the following:

- Planned Compliance filing date
- All pertinent documentation
- Specific violation of the Visa Rules

<sup>1</sup> This does not apply to a US Credit Card Surcharge violation, as specified in *Section 11.12.4, Compliance Right for Improperly Assessed Surcharge – US Region and US Territories*

ID# 0030226

Edition: Apr 2018 | Last Updated: New

#### 11.12.2 Compliance Time Limits

##### Effective for Disputes processed on or after 14 April 2018

A Member must not exceed the time limits specified for Compliance, as follows:

**Table 11-144: Pre-Compliance Time Limits**

Process Step	Time Limit
Make pre-Compliance Attempt	Either: <ul style="list-style-type: none"> <li>At least 30 calendar days before filing for Compliance</li> <li>For a Dispute in which Visa Resolve Online (VROL) prevented a change of Dispute category, 29 calendar days from the Processing Date of the pre-Arbitration attempt</li> </ul>
Accept financial responsibility and credit requesting Member	30 calendar days from the pre-Compliance attempt date

**Table 11-145: Compliance Time Limits**

Process Step	Time Limit
File for a Transaction not involving a fraudulent credit	90 calendar days <sup>1</sup> from one of the following: <ul style="list-style-type: none"> <li>Processing Date</li> <li>Violation Date</li> <li>Date the Member discovered that a violation occurred (not to exceed 2 years from the Transaction Date), if no evidence of the violation was previously available to the Member<sup>2</sup></li> </ul>
File for a Transaction involving a fraudulent credit	90 calendar days <sup>1</sup> from the later of either: <ul style="list-style-type: none"> <li>Processing Date of the credit Reversal</li> <li>Processing Date of the use of the funds that relate to the fraudulent Credit Transactions</li> </ul>
File for a Dispute in which VROL prevented a change of Dispute category	60 calendar days from the Processing Date of the pre-Arbitration attempt



**Table 11-145: Compliance Time Limits (continued)**

Process Step	Time Limit
<sup>1</sup> Plus 30 calendar days for a Group Member	
<sup>2</sup> A Member must provide evidence that this was the date on which the financial loss was discovered.	

ID# 0030227

Edition: Apr 2018 | Last Updated: New

### 11.12.3 Compliance Conditions and Required Documentation

#### Effective for Disputes processed on or after 14 April 2018

When seeking Compliance, a Member must provide all of the following:

- The information required in the Visa Resolve Online Questionnaire for each Transaction
- Documentation substantiating that a financial loss would not have resulted if the violation had not occurred. Documentation must be provided in English or accompanied by an English translation.
- If applicable, the documentation shown in the tables in this section
- Other relevant supporting documentation

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

**Table 11-146: Chargeback Reduction Service Returned or VROL Prevented Valid Dispute, Dispute Response, or Pre-Arbitration Attempt for Invalid Data**

Compliance Condition
The Chargeback Reduction Service returned or Visa Resolve Online (VROL) prevented a valid Dispute, <sup>1</sup> Dispute Response, or pre-Arbitration attempt resulting from a Member transmitting invalid data.
Required Documentation
Both: <ul style="list-style-type: none"> <li>• Evidence of incorrect or invalid data</li> <li>• Evidence that the Member was able to meet the conditions for a Dispute, Dispute Response, or pre-Arbitration attempt</li> </ul>
<sup>1</sup> This includes Transactions for which the Issuer has previously initiated a Dispute under Dispute category 10 (Fraud) based on invalid data but is prevented by VROL from continuing the dispute using Dispute category 13 (Consumer Disputes).

**Table 11-146: Chargeback Reduction Service Returned or VROL Prevented Valid Dispute, Dispute Response, or Pre-Arbitration Attempt for Invalid Data (continued)**

Compliance Condition
Compliance Condition
The Chargeback Reduction Service returned a Transaction with a valid Authorization.
Required Documentation
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Receipt</li> <li>• Evidence that the Transaction received an Authorization</li> <li>• Evidence of the Chargeback Reduction Service return</li> </ul>

**Table 11-147: Unauthorized Signature**

Compliance Condition
<p>A Cardholder's account was charged for a Transaction and all of the following:</p> <ul style="list-style-type: none"> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• The Card that was lost or stolen, and recovered, was used in the disputed Transaction.</li> <li>• The first initial of the first name or the last name of the signature on the Transaction Receipt is not the same as the signature on the Card signature panel.</li> <li>• The Transaction was not one of the following: <ul style="list-style-type: none"> <li>– Vehicle-Specific Fleet Card Transaction</li> <li>– Emergency Cash Disbursement</li> <li>– Priority check-out Transaction at a Lodging Merchant</li> <li>– Transaction using a Contactless Device that is not a standard plastic Card</li> <li>– An emergency travelers Cheque refund</li> </ul> </li> </ul> <p><b>Effective for Transactions completed on or after 14 April 2018</b></p> <p>In the Canada Region, US Region, and US Territories, this does not apply for a Transaction that takes place at a Compliant Chip Card Reading Device.</p>
Required Documentation
<ul style="list-style-type: none"> <li>• Certification, completed Visa Resolve Online Questionnaire, stating both:</li> </ul>

**Table 11-147: Unauthorized Signature (continued)**

Compliance Condition
<ul style="list-style-type: none"> <li>– That the Cardholder denies authorizing or participating in the Transaction</li> <li>– That the recovered Card signature panel was unaltered and describing the Card recovery circumstances</li> <li>• Transaction Receipt</li> <li>• Copy of the front and back of the recovered Card</li> </ul>

**Table 11-148: Cardholder Letter Required for Legal Purposes**

Compliance Condition
An Acquirer or Merchant requires a signed Cardholder letter for legal proceedings, for a law enforcement investigation, or if required by applicable laws or regulations.
Required Documentation
<p>Either:</p> <ul style="list-style-type: none"> <li>• Evidence that the signed Cardholder letter is required for legal proceedings (for example: court order or subpoena)</li> <li>• Evidence that the Cardholder letter is required for a law enforcement investigation</li> </ul>

**Table 11-149: Copy of Transaction Receipt**

Compliance Condition
<p>An Issuer or a Cardholder requires a copy of the Transaction Receipt for legal proceedings or a law enforcement investigation and a valid Retrieval Request for a copy bearing signature was made within 120 calendar days of the Transaction Processing Date.</p> <p>An Issuer may file a pre-Compliance case if it has made a valid Retrieval Request for a copy bearing signature within 120 calendar day of the Transaction Processing Date and the Acquirer has not provided a valid response to the Retrieval Request.</p> <p>An Issuer must not file the pre-Compliance case if it has either:</p> <ul style="list-style-type: none"> <li>• Reported Fraud Activity for the Transaction.</li> <li>• Listed the Account Number on the Exception File on or after the Transaction Date.</li> </ul>
Required Documentation
One of the following:

**Table 11-149: Copy of Transaction Receipt (continued)**

Compliance Condition
<ul style="list-style-type: none"> <li>Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena)</li> <li>For the purpose of legal proceedings, evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena) or for a law enforcement investigation</li> <li>For the purpose of an investigation by the Issuer, certification from the Issuer both that a signed Transaction Receipt is needed in order to respond to Cardholder escalation, and the reason for the escalation</li> </ul>

**Table 11-150: Electronic Commerce Transaction**

Compliance Condition
<p>A Cardholder requires additional information about an Electronic Commerce Transaction coded with ECI value 6 and both:</p> <ul style="list-style-type: none"> <li>The Cardholder did not assert that the Transaction was fraudulent.</li> <li>The Acquirer did not respond to the Retrieval Request with a Fulfillment or responded with a Nonfulfillment Message code 03 or 04.</li> </ul> <p>This condition does not apply to a US Domestic Transaction.</p>
Required Documentation
Cardholder letter requesting additional information about the Transaction

**Table 11-151: Authorization Received after Decline Response on Counterfeit Card**

Compliance Condition
<p>All of the following:</p> <ul style="list-style-type: none"> <li>An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response or a Pickup Response</li> <li>A subsequent Authorization was obtained by a means other than Voice Authorization.</li> <li>The Merchant completed the Transaction.</li> <li>The Transaction was initiated with a Counterfeit Card.</li> </ul>
Required Documentation
Certification that the approved Transaction was counterfeit and both the initial and subsequent

**Table 11-151: Authorization Received after Decline Response on Counterfeit Card (continued)**

Compliance Condition
<p>Authorization Requests contained all of the following identical data:</p> <ul style="list-style-type: none"> <li>• Account Number</li> <li>• Transaction Date</li> <li>• Transaction amount</li> <li>• Merchant identification</li> </ul>

**Table 11-152: Counterfeit Card Transaction with Incomplete Data**

Compliance Condition
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• CVV was encoded on the Card.</li> <li>• The Transaction was not completed with a Proprietary Card bearing the Plus Symbol.</li> <li>• Online Authorization was obtained without transmission of the entire unaltered data on track 1 or track 2 of the Magnetic Stripe.</li> <li>• The Issuer reported Fraud Activity to Visa for the Transaction using fraud type code 4.</li> </ul> <p>In the Europe Region, this is invalid for V PAY Transactions.</p>
Required Documentation
<ul style="list-style-type: none"> <li>• All of the following, as applicable: <ul style="list-style-type: none"> <li>– Certification that the CVV was encoded on the Card</li> <li>– Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li> <li>– Cardholder letter denying authorization of or participation in the Transaction</li> </ul> </li> </ul>

**Table 11-153: No Valid Form of Identification for Sweden Domestic Transactions – Europe Region**

Compliance Condition
<p>In the Europe Region, for a Sweden Domestic Transaction, a Cardholder's account was charged for a Transaction and all of the following:</p>

**Table 11-153: No Valid Form of Identification for Sweden Domestic Transactions – Europe Region (continued)**

Compliance Condition
<ul style="list-style-type: none"> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• The Transaction amount is greater than SEK 200.</li> <li>• No cardholder identification number was noted on the Transaction Receipt or any other written documentation directly related to the Transaction.</li> <li>• The Issuer reported Fraud Activity to Visa for the Transaction.</li> </ul> <p>This does not apply to any of the following:</p> <ul style="list-style-type: none"> <li>• If a PIN was obtained</li> <li>• If the Transaction was an Unattended Transaction</li> <li>• If a Cardholder name or identification was not required</li> <li>• Transaction completed with a Counterfeit Card</li> </ul>
Required Documentation
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• Cardholder letter denying authorization of or participation in the Transaction</li> <li>• Certification of the fraud status reported to Visa</li> <li>• Evidence that an identification check was not performed</li> </ul>

**Table 11-154: Fraudulent Credits**

Compliance Condition
<p>All of the following:</p> <ul style="list-style-type: none"> <li>• The issuer has attempted but is unable to obtain funds from the cardholder</li> <li>• The account is no longer in use</li> <li>• A credit Transaction was applied to the Account without any prior Transactions</li> <li>• The available credits were withdrawn from the account</li> <li>• Credit reversals were processed.</li> </ul> <p>This does not apply to the following:</p> <ul style="list-style-type: none"> <li>• An Original Credit Transaction</li> <li>• Accounts which are still in use</li> </ul>

**Table 11-154: Fraudulent Credits (continued)**

Compliance Condition
Required Documentation
<p>All of following:</p> <ul style="list-style-type: none"> <li>• The date(s) of Credit Transaction(s)</li> <li>• The date(s) Credit Reversal(s)</li> <li>• The date(s) fraudulent sale(s) or withdrawal(s). If the withdrawal was not made through the Card the issuer must supply evidence of the withdrawal.</li> <li>• Evidence that the withdrawal of funds from a cardholder's account results in a negative or zero balance</li> <li>• An explanation on why the is unable to collect from the cardholder</li> </ul>

ID# 0030228

Edition: Apr 2018 | Last Updated: New

### 11.12.4 Compliance Right for Improperly Assessed Surcharge – US Region and US Territories

#### Effective for Disputes processed on or after 14 April 2018

A Member may file for Compliance if a Merchant in the US Region or in a US Territory assessed a US Credit Card Surcharge under one of the following conditions:

- US Credit Card Surcharge amount exceeds the applicable US Credit Card Surcharge amount as specified in the Visa Rules
- US Credit Card Surcharge was assessed on a Transaction in a manner that does not comply with the Visa Rules
- US Credit Card Surcharge was assessed on a Transaction type where surcharging is not permitted
- US Credit Card Surcharge was assessed by a third party
- US Credit Card Surcharge was not disclosed as specified in the Visa Rules
- US Credit Card Surcharge amount did not appear on the Transaction Receipt as specified in the Visa Rules
- US Credit Card Surcharge amount was not refunded as specified in the Visa Rules
- For a Dynamic Currency Conversion Transaction, US Credit Card Surcharge amount was not included in the conversion

- Convenience Fee, Service Fee, currency conversion fee, commission, or Wire Transfer Money Order service fee was applied on a Transaction that included a US Credit Card Surcharge

The Member must only request Compliance for the US Credit Card Surcharge amount.

The Member is not required to have incurred a financial loss as a direct result of the violation. If the Issuer has billed the Transaction that included the US Credit Card Surcharge to the Cardholder, the Issuer must credit the Cardholder for the US Credit Card Surcharge amount.

A Member must not file for Compliance if the Merchant properly assessed a US Credit Card Surcharge as permitted in the Visa Rules.

ID# 0030229

Edition: Apr 2018 | Last Updated: New

#### 11.12.5 Data Compromise Recovery

**Effective for Disputes processed on or after 14 April 2018**

A violation involving failure to comply with the PIN Management Requirements Documents, Visa PIN Security Program Guide, or Payment Card Industry Data Security Standard (PCI DSS) that could allow a compromise of Magnetic-Stripe Data is not resolved through the Compliance process. Such violations are resolved through the Global Compromised Account Recovery program.

ID# 0030230

Edition: Apr 2018 | Last Updated: New

### 11.13 Arbitration and Compliance Decision

#### 11.13.1 Arbitration and Compliance Filing Authority

**Effective for Disputes processed on or after 14 April 2018**

An Arbitration or Compliance request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

ID# 0030366

Edition: Apr 2018 | Last Updated: New



### 11.13.2 Use of V.I.P. System Authorization System Records in Arbitration and Compliance

#### Effective for Disputes processed on or after 14 April 2018

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails at Arbitration and Compliance.<sup>1</sup>

<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region* it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0030368

Edition: Apr 2018 | Last Updated: New

### 11.13.3 Withdrawal of an Arbitration or Compliance Case

#### Effective for Disputes processed on or after 14 April 2018

The Member may withdraw its Arbitration or Compliance request within 7 calendar days from the Visa acknowledgement date and will be assigned financial liability.

If a case is withdrawn, Visa will debit or credit through VROL the Member accepting responsibility, if necessary, based on the final determination of responsibility for the Dispute amount.

ID# 0030370

Edition: Apr 2018 | Last Updated: New

### 11.13.4 Conditions for an Appeal to the Arbitration and Compliance Committee

#### Effective for Disputes processed on or after 14 April 2018

A Member may appeal a decision by the Arbitration and Compliance Committee only if both:

- The Member can provide new evidence not previously available at the time the original case was filed.
- The disputed amount is at least USD 5,000 (or local currency equivalent).

ID# 0030373

Edition: Apr 2018 | Last Updated: New

### 11.13.5 Appeal Time Limit

#### Effective for Disputes processed on or after 14 April 2018

The adversely affected Member must file any appeal within 60 calendar days of the Notification date of the decision by the Arbitration and Compliance Committee.

ID# 0030374

Edition: Apr 2018 | Last Updated: New

### 11.13.6 Appeal Filing Fee

**Effective for Disputes processed on or after 14 April 2018**

The requesting Member must not collect the review fee from the opposing Member if the original decision is reversed.

ID# 0030375

Edition: Apr 2018 | Last Updated: New

## 11.14 Retrieval Request and Fulfillment

### 11.14.1 Retrieval Request Information Requirements

**Effective for Disputes processed on or after 14 April 2018**

A Retrieval Request must contain all of the following information:

- Acquirer Reference Number
- Account Number
- Transaction Date of original Presentment
- Merchant Category Code (MCC)
- Either the Transaction Amount in the Transaction Currency or a complete description of the Merchant's business
- Applicable Retrieval Request reason code

ID# 0030231

Edition: Apr 2018 | Last Updated: New

### 11.14.2 Retrieval Request Fulfillment Requirements

**Effective for Disputes processed on or after 14 April 2018 for Transactions completed through 21 April 2017**

To fulfill a Retrieval Request, an Acquirer must provide the documentation specified in *Table 11-155, Fulfillment Types* within 30 days of receipt of the Retrieval Request.

**Table 11-155: Fulfillment Types**

Transaction Type	Fulfillment Type
Card-Present Environment	Copy of the Transaction Receipt
Card-Absent Environment	A Substitute Transaction Receipt

A Fulfillment must be legible enough for the Cardholder to read or for the Issuer to identify the Account Number or payment Token.

An Acquirer may send a Nonfulfillment Message only for one of the following:

- A Retrieval Request that is received later than the Transaction Receipt retention period specified in [Section 5.10.2.1, Transaction Receipt Retention Period](#)
- A Transaction type specified in [Table 11-156, Retrieval Request – Invalid Transaction Types](#)

**Table 11-156: Retrieval Request – Invalid Transaction Types**

Region	Invalid Transaction Type
All	<ul style="list-style-type: none"> <li>• An ATM Transaction</li> <li>• An Unattended Transaction</li> <li>• A Visa Easy Payment Service Transaction<sup>1</sup></li> <li>• An EMV PIN Transaction</li> <li>• A Contactless Transaction in which a PIN was used<sup>2</sup></li> <li>• A Transaction in which a Consumer Device Cardholder Verification Method (CDCVM) was used<sup>2</sup></li> <li>• A T&amp;E Transaction that contains all required enhanced data in the Clearing Record</li> </ul>
Canada Region	<ul style="list-style-type: none"> <li>• <b>Effective for Transactions completed through 12 October 2018</b> A domestic Card-present Transaction with signature verification, made at a Compliant Chip Card Reading Device with a compliant PIN-entry device capable of both of the following: <ul style="list-style-type: none"> <li>– Processing full data through VisaNet</li> <li>– Supporting plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs as set out in Chip Specifications</li> </ul> </li> <li>• <b>Effective for Transactions completed on or after 13 October 2018</b> A Transaction that takes place at a Compliant Chip Card Reading Device</li> <li>• A Straight Through Processing Transaction</li> </ul>

**Table 11-156: Retrieval Request – Invalid Transaction Types (continued)**

Region	Invalid Transaction Type
LAC Region	<ul style="list-style-type: none"> <li>• <b>Effective for Transactions completed on or after 13 October 2018</b> A Transaction that takes place at a Compliant Chip Card Reading Device</li> <li>• A Brazil Domestic Transaction that is one of the following: <ul style="list-style-type: none"> <li>– A Chip-initiated Transaction</li> <li>– A Magnetic Stripe-read Transaction with PIN Verification</li> <li>– A Magnetic Stripe-read Transaction at a Chip-Reading Device</li> <li>– A Contactless Payment Transaction</li> <li>– A manual or key-entered Transaction</li> <li>– An Installment Transaction, except for the first Installment Transaction</li> <li>– A Card-Absent Environment Transaction</li> <li>– A Transaction under BRL 15</li> </ul> </li> </ul>
US Region	<ul style="list-style-type: none"> <li>• A Straight Through Processing Transaction</li> <li>• A Visa Large Purchase Advantage Transaction</li> <li>• <b>Effective for Transactions completed on or after 13 October 2018</b> A Transaction that takes place at a Compliant Chip Card Reading Device</li> </ul>

**Effective for Disputes processed on or after 14 April 2018 for Transactions completed through 21 April 2017**

A Nonfulfillment Message must also identify the reason for nonfulfillment using one of the following reasons:

- Incorrect Account Number
- Invalid Acquirer Reference Number
- Item could not be located
- Acquirer will not fulfill
- Transaction Receipt not required or previously fulfilled

**Effective for Disputes processed on or after 14 April 2018 for Transactions completed on or after 22 April 2017**

An Acquirer must fulfill a Retrieval Request if all of the following apply:

- The Retrieval Request is received within 120 calendar days from the Processing Date
- The Transaction occurred in a Face-to-Face Environment
- The Acquirer or Merchant is required to obtain a Cardholder signature for the Transaction

To fulfill a Retrieval Request, an Acquirer must provide documentation within 30 days of receipt of the Retrieval Request, as follows:

- The Merchant or Acquirer copy of the Transaction Receipt bearing the signature that was used to verify the Cardholder. An Acquirer may reproduce the Cardholder signature obtained using an electronic capture device.
- In the US Region, for Preauthorized Health Care Transaction, a copy of the Order Form

A Fulfillment must comply with all of the following:

- Be legible enough for the Cardholder to read or for the Issuer to identify the Account Number or payment Token
- Include either:
  - The unique 12-digit identifier assigned by VisaNet<sup>3</sup> to a request for a Transaction Receipt copy
  - In the Europe Region, the Copy Request Identifier
- For a US Domestic Transaction, include a unique 9-digit control number assigned by the Issuer to identify the source of the request<sup>3</sup>

An Acquirer may send a Nonfulfillment Message for a Transaction as follows:

**Table 11-157: Retrieval Request – Allowable Nonfulfillment Transaction Types**

Region	Invalid Transaction Type
All	Any Transaction for which the Issuer received a signed Transaction Receipt through the Visa Merchant Purchase Inquiry system
Canada Region	A Domestic Transaction in a Card-present Environment with signature verification that occurred at a Compliant Chip Card Reading Device with a compliant PIN-entry device
LAC Region	Brazil Domestic Transactions
US Region	A Visa Large Purchase Advantage Transaction

<sup>1</sup> This does not apply in the Europe Region.

<sup>2</sup> This does not apply to a Retrieval Request for a T&E Transaction, Manual Cash Disbursement, or Quasi-Cash Transaction.

<sup>3</sup> In the US Region, this does not apply to a copy request for an Intraregional Healthcare Auto-Substantiation Transaction.

## Visa Product and Service Rules

11 Dispute Resolution – Refer to Chapter 13 for Chargebacks processed through 13 April 2018

### Visa Core Rules and Visa Product and Service Rules

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ID# 0030232

Edition: Apr 2018 | Last Updated: New

#### 11.14.3 Retrieval Request Prohibition

**Effective for Transactions completed on or after 13 October 2018**

An Issuer must not make a Retrieval Request for a Transaction that takes place at a Compliant Chip Card Reading Device in the Canada Region, LAC Region, US Region, and US Territories.

ID# 0030552

Edition: Apr 2018 | Last Updated: New

## 12 Fees and Non-Compliance Assessments

### 12.1 Licensing and Numerics Management – Non-Compliance Assessments

#### 12.1.1 Acquirer Licensing

##### 12.1.1.1 Non-Compliance Assessment for Associate Member Merchant Acquiring – CEMEA Region (Russia)

In the CEMEA Region (Russia), a Principal Member that permits an acquiring agent to acquire Merchant Transactions without a Sponsored Merchant Acquiring License will be subject to a non-compliance assessment of USD 20,000 for every 6 months or portion thereof, for each agent that fails to obtain a Sponsored Merchant Acquiring License.

ID# 0024131

Edition: Apr 2018 | Last Updated: Oct 2014

### 12.2 Issuance Non-Compliance Assessments

#### 12.2.1 Fraud Activity Reporting Non-Compliance Assessments

##### 12.2.1.1 Issuer Fraud Activity Reporting Non-Compliance Assessments

If an Issuer does not comply with the fraud reporting requirements specified in *Section 1.10.4.3, Issuer Fraud Activity Reporting*, the Issuer is subject to non-compliance assessments, as follows:

Table 12-1: Non-Compliance Assessments for Failure to Report Fraud

Occurrence <sup>1</sup>	Warning Letter	Suspension of Fraud Dispute Rights <sup>2</sup>	Non-Compliance Assessment (Minimum Amount)	Onsite Member Audit
First	Yes	Not applicable	USD 0	Not applicable
Second	Yes	Not applicable	USD 0	Not applicable
Third	Not applicable	90 calendar days	USD 25,000	Not applicable
Fourth	Not applicable	180 calendar days	USD 25,000 <sup>3</sup>	Yes

## Visa Product and Service Rules

### 12 Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

**Table 12-1: Non-Compliance Assessments for Failure to Report Fraud (continued)**

Occurrence <sup>1</sup>	Warning Letter	Suspension of Fraud Dispute Rights <sup>2</sup>	Non-Compliance Assessment (Minimum Amount)	Onsite Member Audit
Fifth	Not applicable	Indefinite until compliance achieved	Visa decision based on reevaluation	Not applicable
<sup>1</sup> In the Europe Region, after the first occurrence applies to consecutive calendar quarters <sup>2</sup> Dispute conditions will be determined by Visa. <sup>3</sup> In the Europe Region, USD 50,000				

In addition, in the Europe Region, Visa may monitor the Issuer for 8 quarters

ID# 0028308

Edition: Apr 2018 | Last Updated: Apr 2018

#### 12.2.1.2 Chip Interoperability Compliance Program Non-Compliance Assessments

A Member is subject to the non-compliance assessments specified in *Table 12-2, Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – AP Region, Canada Region, CEMEA Region, LAC Region, US Region* or, in the Europe Region, *Table 12-3, Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region*, if Visa determines that the Member or its agent has violated the Chip Interoperability Compliance Program by failing to do one of the following:

- Establish and commit to an agreed Chip interoperability resolution plan
- Make satisfactory progress toward resolution under an agreed Chip interoperability resolution plan<sup>1</sup>
- In the Europe Region, fail to undertake or successfully complete testing with the Acquirer Device Validation Toolkit (ADVT)

**Table 12-2: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – AP Region, Canada Region, CEMEA Region, LAC Region, US Region**

Violation	Month	Visa Action, Notification, or Non-Compliance Assessment
Initial identification and confirmation	Month 1	Member receives Notification that Visa will take action if the situation is not addressed to the satisfaction of Visa within 30 calendar days



## Visa Product and Service Rules

### 12 Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

**Table 12-2: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – AP Region, Canada Region, CEMEA Region, LAC Region, US Region (continued)**

Violation	Month	Visa Action, Notification, or Non-Compliance Assessment
of a violation		
Unaddressed violation	Month 2	Visa discontinues any Member incentives associated with deployment of products that have been identified as contributors to interoperability problems. Visa may also suspend other incentives. Visa issues a second Notification that non-compliance assessments may apply if the situation is not corrected to the satisfaction of Visa within 60 calendar days of the second Notification.
Unaddressed violation	Months 4-5	Member is assessed USD 25,000 per month
Unaddressed violation	Month 6 and subsequent months	Member is assessed USD 50,000 per month

**Table 12-3: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region**

Violation	Action or Non-Compliance Assessment
Initial identification and confirmation of a Chip interoperability problem.	The Member must commit to a resolution plan agreed with Visa to resolve the Chip interoperability problem within 30 calendar days of notification that it may be assessed a non-compliance assessment.
Either: <ul style="list-style-type: none"> <li>Agreed resolution plan not provided to Visa</li> <li>Agreed resolution plan not followed within 30 calendar days of initial notification</li> </ul>	EUR 10,000 non-compliance assessment
Either: <ul style="list-style-type: none"> <li>Agreed resolution plan not provided to Visa</li> </ul>	EUR 50,000 non-compliance assessment

**Table 12-3: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region (continued)**

Violation	Action or Non-Compliance Assessment
<ul style="list-style-type: none"> <li>Agreed resolution plan not followed within 60 calendar days of initial notification</li> </ul>	
Either: <ul style="list-style-type: none"> <li>Agreed resolution plan not provided to Visa</li> <li>Agreed resolution plan not followed within 90 calendar days of initial notification</li> </ul>	EUR 100,000 non-compliance assessment
Either: <ul style="list-style-type: none"> <li>Agreed resolution plan not provided to Visa</li> <li>Agreed resolution plan not followed within 120 calendar days of initial notification</li> </ul>	EUR 100,000 non-compliance assessment and EUR 100,000 per subsequent month and the case will be reviewed for further action at Visa's discretion

<sup>1</sup> In the Europe Region, including provision of progress reports to Visa

ID# 0001292

Edition: Apr 2018 | Last Updated: Oct 2016

## 12.3 Acceptance Non-Compliance Assessments

### 12.3.1 EMV Liability Shift and Fallback Non-Compliance Assessments

#### 12.3.1.1 Global Fallback Monitoring Program Identification Non-Compliance Assessments

An Acquirer is subject to a non-compliance assessment of USD 1 per Fallback Transaction when the Acquirer-country combination meets or exceeds the minimum Transaction volume and percentage parameters specified in the Visa Rules and the *Global Chip Fallback Monitoring Program Guide*.<sup>1</sup>

Transactions involving Acquirers in the Europe Region will be subject to a non-compliance assessment of EUR 1 per Fallback Transaction.

<sup>1</sup> In the AP Region (Japan), this does not apply to Account Number Verification Transactions processed as Magnetic-Stripe Transactions.

ID# 0008405

Edition: Apr 2018 | Last Updated: Oct 2016

## 12.3.2 High-Risk Internet Payment Facilitator Non-Compliance Assessments

### 12.3.2.1 High-Risk Internet Payment Facilitator Registration Non-Compliance Assessments – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an Acquirer that fails to comply with the registration program requirements for High-Risk Internet Payment Facilitators is subject to a non-compliance assessment, as follows:

- USD 25,000 per month per High-Brand Risk Sponsored Merchant or High-Risk Internet Payment Facilitator
- After 3 violations in a calendar year, one or both of the following:
  - USD 100,000 for each 30-calendar-day period of non-compliance
  - Prohibition against signing High-Brand-Risk Sponsored Merchants

ID# 0026334

Edition: Apr 2018 | Last Updated: Oct 2016

## 12.3.3 Electronic Commerce Non-Compliance Assessments

### 12.3.3.1 Electronic Commerce Indicator Non-Compliance Assessments

An Acquirer that fails to identify an Electronic Commerce Transaction with the correct Electronic Commerce Indicator (ECI) value is subject to the non-compliance assessments specified as follows:

**Table 12-4: Acquirer Non-Compliance Assessments for Incorrect Use of Electronic Commerce Indicator Values**

Violation	Visa Action, Notification, or Non-Compliance Assessment
Warning	Notification of violation with specific date for correction, not to exceed 3 months
Uncorrected Violation (Month 4)	Acquirer assessed USD 5,000 non-compliance

**Table 12-4: Acquirer Non-Compliance Assessments for Incorrect Use of Electronic Commerce Indicator Values (continued)**

Violation	Visa Action, Notification, or Non-Compliance Assessment
	assessment per Merchant <sup>1</sup> identified
Uncorrected Violation (Month 5)	Acquirer assessed USD 10,000 non-compliance assessment per Merchant <sup>1</sup> identified
Uncorrected Violation (Months 6-12)	Acquirer assessed USD 25,000 non-compliance assessment per Merchant <sup>1</sup> identified
Uncorrected Violation (Months 13-18)	Visa may suspend the Merchant <sup>1</sup> from participation in the Visa Program
Uncorrected Violation (Month 19 and subsequent months)	Visa may permanently disqualify the Merchant <sup>1</sup> from participation in the Visa Program
<sup>1</sup> Or, in the Europe Region, a Payment Facilitator	

ID# 0007149

Edition: Apr 2018 | Last Updated: Oct 2016

## 12.3.4 Chip Card Non-Compliance Assessments

### 12.3.4.1 Visa Debit Processing Non-Compliance Assessments – Canada Region

In the Canada Region, an Acquirer that fails to comply with the requirements for processing Visa Debit Category Transactions will be subject to a non-compliance assessment, as specified in [Section 12.3.4.2, Visa Debit Acquirers Compliance Program – Canada Region](#).

An Acquirer or its Visa Debit Acceptor that fails to properly process Visa Debit Category Transactions will be subject to a non-compliance assessment, as specified in [Section 12.3.4.2, Visa Debit Acquirers Compliance Program – Canada Region](#).

ID# 0008079

Edition: Apr 2018 | Last Updated: Oct 2016

### 12.3.4.2 Visa Debit Acquirers Compliance Program – Canada Region

In the Canada Region, an Acquirer that fails to update its host systems with the ability to process Visa Debit Transactions will be subject to a non-compliance assessment of CAD 100,000 per month of non-compliance. If an Acquirer or its Visa Debit Acceptor fails to properly process Visa Debit

Transactions, the Acquirer will be subject to a non-compliance assessment of CAD 5,000 per Cardholder complaint reported to Visa as an Acceptance Compliance Program incident.

ID# 0008364

Edition: Apr 2018 | Last Updated: Oct 2014

### 12.3.6 Mass Transit Non-Compliance Assessments

#### 12.3.6.1 Mass Transit Transaction Processing Non-Compliance Assessments – Europe Region

A Europe Acquirer may be subject to a non-compliance assessment of EUR 30 for each Mass Transit Transaction processed incorrectly by its Merchants.

ID# 0030055

Edition: Apr 2018 | Last Updated: Apr 2018

## 12.4 ATM Non-Compliance Assessments

### 12.4.1 ATM Access Fee Non-Compliance Assessments

#### 12.4.1.1 Acquirer ATM Access Fee Non-Compliance Assessments

An ATM Acquirer may be subject to a non-compliance assessment specified in *Section 1.12.3.2, General Non-Compliance Assessment Schedule*, if the Acquirer does not:

- Notify Visa of its intent to impose an Access Fee, as specified in *Section 6.4.1.5, ATM Acquirer Requirements for ATM Access Fees*
- Populate the Access Fee amount, if any, in the appropriate field of the Authorization and Clearing Record

ID# 0007161

Edition: Apr 2018 | Last Updated: Oct 2017

## 12.5 Transaction Processing Non-Compliance Assessments

### 12.5.1 Authorization and Clearing Non-Compliance Assessments

#### 12.5.1.1 Online Gambling Transaction Identification Non-Compliance Assessment

An Acquirer is subject to the non-compliance assessments specified in *Section 12.6.9, Global Brand Protection Program Non-Compliance Assessments* if an Authorization Request for an Online Gambling Transaction contains incorrect data or fails to include all of the following:

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- An appropriate MCC to identify the High-Brand Risk Merchant, as specified in *Section 10.4.6.1, High-Brand Risk MCCs*
- MCC 7995 (Betting), for an Online Gambling Transaction, as specified in *Section 5.9.4.4, Online Gambling Merchant and Acquirer Requirements*
- POS Condition Code 59

In the Europe Region, Visa may prohibit an Acquirer from contracting with a new Online Gambling Merchant for a period of one year or more if one or more of that Acquirer's Online Gambling Merchants are identified as failing to comply with this requirement for a period of 4 or more months during any 12-month period.

ID# 0008753

Edition: Apr 2018 | Last Updated: Oct 2016

### 12.5.2 Duplicate or Erroneous Data Fee

#### 12.5.2.1 Duplicate or Erroneous Data Fee – US Region

In the US Region, a Clearing Processor that fails to correct inaccurate or duplicate Transaction data submitted through VisaNet is subject to a fee, as specified in the applicable Fee Schedule.

ID# 0008855

Edition: Apr 2018 | Last Updated: Oct 2014

## 12.6 Risk Non-Compliance Assessments

### 12.6.1 Account and Transaction Information Security Non-Compliance Assessments

#### 12.6.1.1 Account Information Security Program Non-Compliance Assessments

A Member deemed non-compliant with the Account Information Security Program is subject to a non-compliance assessment, as follows:

**Table 12-5: Non-Compliance Assessments for the Account Information Security Program – AP Region, Canada Region, CEMEA Region, LAC Region, and US Region**

Violation	Non-Compliance Assessment
First violation	Up to USD 50,000
Second violation	Up to USD 100,000
Third or any subsequent violation	Up to USD 200,000

**Table 12-6: Non-Compliance Assessments for the Account Information Security Program – Europe Region**

Violation	Visa Action or Non-Compliance Assessment
First violation of rule	Warning letter with specific date for correction and USD 500 non-compliance assessment
Second violation of same rule in a 12-month period after date of correction specified in Notification of first violation	USD 5,000 non-compliance assessment
Third violation of same rule in a 12-month period after date of correction specified in Notification of first violation	USD 10,000 non-compliance assessment
Fourth violation of same rule in a 12-month period after date of correction specified in Notification of first violation	USD 25,000 non-compliance assessment
Five or more violations of same rule in a 12-month period after date of correction specified in Notification of first violation	At Visa discretion
If the 12-month period is not violation-free and the non-compliance assessments total USD 25,000 or more	Additional non-compliance assessments equal to all non-compliance assessments levied during that 12-month period

ID# 0008193

Edition: Apr 2018 | Last Updated: Apr 2017

#### 12.6.1.2 Non-Compliance Assessments for Account and Transaction Information Security Requirements

If Visa determines that a Member, its agent, or a Merchant has been deficient or negligent in securely maintaining account or Transaction Information, or reporting or investigating the loss of this information, Visa may impose a non-compliance assessment on the Member or require the Member to take immediate corrective action.

In the Europe Region, an Acquirer that does not have 90% of its Merchants in each of the following categories in compliance with account information and Transaction Information security requirements must provide Visa, for each non-compliant Merchant type, an explanation and a plan for the next 12 months, indicating how it will ensure the protection of Cardholder data

- Level 1 (more than 6 million Transactions per year)
- Level 2 (1,000,001 – 6 million Transactions per year)
- Level 3 (Electronic Commerce Merchants with 20,000 – 1 million Transactions per year)
- Level 4 (1 – 1 million Transactions per year)

The Acquirer must do all of the following:

- Report to Visa its compliance with the Payment Card Industry Data Security Standard (PCI DSS)
- Report and verify to Visa, at least every 6 months, its Merchants' status of PCI DSS compliance
- Ensure that its level 3 and 4 Electronic Commerce Merchants either:
  - Exclusively use a service provider that is PCI DSS-compliant
  - Provide to the Acquirer certification of the Merchant's PCI DSS compliance
- Ensure that its level 1 and 2 Merchants and its Airline and Lodging Merchants meet the compliance thresholds mandated by Visa

ID# 0001753

Edition: Apr 2018 | Last Updated: Oct 2016

#### 12.6.1.6 Transaction Information Loss/Theft Notification Non-Compliance Assessments – US Region

In the US Region, if an Acquirer fails to immediately notify Visa of the suspected or confirmed loss or theft of any Visa Transaction Information, the Acquirer is subject to a non-compliance assessment of up to USD 100,000 per incident.

ID# 0003524

Edition: Apr 2018 | Last Updated: Oct 2014

### 12.6.2 Anti-Money Laundering Program Non-Compliance Assessments

#### 12.6.2.1 Member Failure to Return an Anti-Money Laundering/Anti-Terrorist Financing Questionnaire Non-Compliance Assessments

Visa imposes non-compliance assessments for failure to return to Visa a completed *Anti-Money Laundering/Anti-Terrorist Financing (AML/ATF), Sanctions and Anti-Bribery Compliance Program Questionnaire*, as specified in *Section 1.10.1.7, Visa Anti-Money Laundering Program – Member Requirements*, or to respond to follow-up questions or inquiries, as follows:



**Table 12-7: Non-Compliance Assessments for Member Failure to Return a Completed Anti-Money Laundering/Anti-Terrorist Financing Questionnaire to Visa**

Date	Non-Compliance Assessment
Due date + one calendar day to 30 calendar days	USD 1,000
Due date + 31 calendar days to 60 calendar days	USD 2,500
Due date + 61 calendar days to 90 calendar days	USD 5,000
Due date + 91 calendar days and every 30 calendar days thereafter	USD 10,000

This does not apply in the Europe Region.

ID# 0026362

Edition: Apr 2018 | Last Updated: Oct 2017

## 12.6.3 Authentication Non-Compliance Assessments

### 12.6.3.1 PIN Security Non-Compliance Assessments

A Member may be subject to a non-compliance assessment for its or its agent's failure to comply with any of the requirements in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*, as follows:

**Table 12-8: PIN Security Non-Compliance Assessments**

Violation	Non-Compliance Assessment
Initial violation and each month of unaddressed violations, up to 4 months after the initial violation <sup>1</sup>	USD 10,000 per month
Violations after 4 months and each month thereafter	USD 25,000 per month
<sup>1</sup> In the Europe Region, the timeframe for applying non-compliance assessments is counted from the annual due date of the self-audit, beginning at the 30th calendar day.	

In the Europe Region, a Member may be subject to a non-compliance assessment for its failure to comply with any of the requirements in the PIN Management Requirements Documents.

If an Acquirer fails to respond to Visa within 30 days of a Notification of non-compliance, it may be subject to a non-compliance assessment, or Visa may suspend the Acquirer's certification relating to PIN implementation procedures until a response from the Acquirer has been received and acknowledged by Visa.

If the Acquirer provides an action plan to Visa but does not perform its commitments as specified in the action plan, it must deposit USD 100,000 with Visa as a performance bond or place USD 100,000 in escrow until Visa either:

- Confirms that the Acquirer is in compliance with the PIN Management Requirements Documents
- In the case of the escrow arrangements, suspends that Acquirer's certification. If Acquirer certification for PIN implementation procedures is suspended, the Acquirer may forfeit to Visa the performance bond or escrow amount.

ID# 0001288

Edition: Apr 2018 | Last Updated: Oct 2016

## 12.6.4 Visa Acquirer Monitoring Program Non-Compliance Assessments

### 12.6.4.1 Visa Acquirer Monitoring Program (VAMP) Non-Compliance Assessments

Visa assesses the following non-compliance assessments if an Acquirer's monthly Dispute or Fraud Activity meets or exceeds the Visa Acquirer Monitoring Program (VAMP) thresholds specified in *Section 10.4.4.1, Visa Acquirer Monitoring Program (VAMP)*:

**Table 12-9: Non-Compliance Assessments for Excessive Disputes or Fraud Activity-to-Sales Ratio**

Month	Non-Compliance Assessment
Month 1 – 3	USD 25,000 (or local currency equivalent) per month
Month 4 – 6	USD 50,000 (or local currency equivalent) per month
Month 7 – 12 (and, in the Europe Region, subsequent months)	USD 100,000 (or local currency equivalent) per month

Visa may assess, suspend, or waive VAMP non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The non-compliance assessments will no longer be assessed to the Acquirer once its Merchant has met acceptable performance levels. However, non-compliance assessments may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant or Acquirer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Dispute or Fraud Activity volumes.

In the Europe Region, if an Acquirer exceeds 3 times the monthly fraud-to-sales ratio communicated by Visa to Acquirers, Visa will determine non-compliance assessments.

## 12.6.5 Dispute Monitoring Fees and Non-Compliance Assessments

### 12.6.5.1 Visa Chargeback Monitoring Program (VCMP) Fees and Non-Compliance Assessments

Visa assesses Visa Chargeback Monitoring Program (VCMP) fees and non-compliance assessments to the Acquirer, as specified in *Table 12-10, Fees for Visa Chargeback Monitoring Program – Standard Program*, and *Table 12-11, Fees for Visa Disputes Monitoring Program – High-Risk Program*.

**Table 12-10: Fees for Visa Chargeback Monitoring Program – Standard Program**

Event	Visa Action/Fee
Merchant Outlet <sup>1</sup> meets or exceeds the Dispute activity thresholds specified in <i>Section 10.4.3.1, Visa Chargeback Monitoring Program (VCMP)</i> , in months 1-4 (month 1 = initial notification).	<ul style="list-style-type: none"> <li>Workout Period<sup>2</sup></li> <li>No fee</li> </ul>
Merchant Outlet <sup>1</sup> meets or exceeds the Dispute activity thresholds specified in <i>Section 10.4.3.1, Visa Chargeback Monitoring Program (VCMP)</i> , in months 5-9.	<ul style="list-style-type: none"> <li>A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Dispute<sup>3</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>4</sup></li> </ul>
Merchant Outlet <sup>1</sup> meets or exceeds the Dispute activity thresholds specified in <i>Section 10.4.3.1, Visa Chargeback Monitoring Program (VCMP)</i> , beyond month 9.	<ul style="list-style-type: none"> <li>A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Dispute<sup>3</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>4</sup></li> <li>The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> <li>Visa may initiate Merchant disqualification processes against a Merchant Outlet<sup>1</sup> and/or its principals.</li> </ul>
<p><sup>1</sup> In the Europe Region, the program applies at the Merchant level.</p> <p><sup>2</sup> The Workout Period does not apply to High-Risk Merchants or High-Brand Risk Merchants.</p> <p><sup>3</sup> VCMP non-compliance assessments and program fees apply to domestic and international Disputes for all the following: Australia, Brazil, Canada, Germany, the United Kingdom, and the United States. Visa may modify this list of markets. For all other markets, VCMP non-compliance assessments and program fees apply to only international Disputes.</p>	

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**Table 12-10: Fees for Visa Chargeback Monitoring Program – Standard Program (continued)**

Event	Visa Action/Fee
<sup>4</sup> Visa may allocate a portion of this fee to the Issuer via a funds disbursement. Visa reserves the right to withhold or revoke funds disbursement from Issuers whose activities or lack of risk controls create a disproportionate volume of Disputes. This does not apply in the Europe Region.	

**Table 12-11: Fees for Visa Disputes Monitoring Program – High-Risk Program**

Event	Visa Action/Fee
Merchant Outlet <sup>1</sup> meets or exceeds the Dispute activity thresholds specified in <i>Section 10.4.3.1, Visa Chargeback Monitoring Program (VCMP)</i> , in months 1-6.	<ul style="list-style-type: none"> <li>A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Dispute<sup>2</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>3</sup></li> </ul>
Merchant Outlet <sup>1</sup> meets or exceeds the Dispute activity thresholds specified in <i>Section 10.4.3.1, Visa Chargeback Monitoring Program (VCMP)</i> , beyond month 6.	<ul style="list-style-type: none"> <li>A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Dispute<sup>2</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> <li>The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> </ul>
Merchant Outlet <sup>1</sup> meets or exceeds the Dispute activity thresholds specified in <i>Section 10.4.3.1, Visa Chargeback Monitoring Program (VCMP)</i> , beyond month 11.	<ul style="list-style-type: none"> <li>A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Dispute<sup>2</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>3</sup></li> <li>The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> <li>Visa may initiate Merchant disqualification processes against a Merchant Outlet<sup>1</sup> and/or its principals.</li> </ul>
<p><sup>1</sup> In the Europe Region, the program applies at the Merchant level.</p> <p><sup>2</sup> VCMP non-compliance assessments and program fees apply to domestic and international Disputes for all the following: Australia, Brazil, Canada, Germany, the United Kingdom, and the United States. Visa may modify this list of markets. For all other markets, VCMP non-compliance assessments and program fees apply to only international Disputes.</p> <p><sup>3</sup> Visa may allocate a portion of this fee to the Issuer via a funds disbursement. Visa reserves the right to withhold or revoke funds disbursement from Issuers whose activities or lack of risk controls create a disproportionate volume of Disputes. This does not apply in the Europe Region.</p>	

Non-compliance assessments and fees for Disputes activity under the VCMP standard program or VCMP high-risk program may continue to be assessed to the Acquirer:

- For all Trailing Dispute Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments and fees being imposed on the Acquirer at the time Transaction processing ceased

Visa may assess, suspend, or waive VCMP fees and/or non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The fees and/or non-compliance assessments will no longer be assessed to the Acquirer once the Merchant has met acceptable performance levels. However, fees and/or non-compliance assessments may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant or Acquirer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Dispute volumes.

ID# 0029291

Edition: Apr 2018 | Last Updated: Apr 2018

#### 12.6.5.2 Visa Chargeback Monitoring Program (VCMP) – Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name, Merchant data, or Merchant performance in any way to circumvent the Visa Chargeback Monitoring Program (VCMP), Visa may impose a non-compliance assessment of up to USD 25,000 (or local currency equivalent) per Merchant Outlet, per month, to the Acquirer.

ID# 0029292

Edition: Apr 2018 | Last Updated: Apr 2018

#### 12.6.6 High-Risk/High-Brand Risk Acquirer Non-Compliance Assessments

##### 12.6.6.1 High-Brand Risk Acquirer Registration Non-Compliance Assessments

If Visa determines that an Acquirer that previously did not acquire High-Brand Risk Transactions in a Card-Absent Environment has failed to comply with the registration requirements specified in *Section 10.4.8.1, High-Brand Risk Acquirer Registration*, Visa may impose a non-compliance assessment of USD 25,000 to the Acquirer per calendar month of non-compliance. Continued non-compliance may result in Visa prohibiting that Acquirer from acquiring High-Brand Risk Merchants.

ID# 0026381

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.6.6.2 High-Risk Registration Non-Compliance Assessment – Europe Region

In the Europe Region, an Acquirer that fails to comply with the registration program requirements for Payment Facilitators, Sponsored Merchants, or Merchants identified as high-risk or high-brand risk is subject to a non-compliance assessment of EUR 25,000 per month per Payment Facilitator, Sponsored Merchant, or Merchant.

ID# 0029807

Edition: Apr 2018 | Last Updated: Oct 2016

#### 12.6.7 Fraud Monitoring and Reporting Non-Compliance Assessments

##### 12.6.7.1 Visa Fraud Monitoring Program (VFMP) Non-Compliance Assessments

Visa assesses non-compliance assessments to the Acquirer of a Merchant Outlet (in the Europe Region, a Merchant) identified in the Visa Fraud Monitoring Program (VFMP) high-risk program, as specified in *Section 10.4.5.2, Visa Fraud Monitoring Program (VFMP) Timelines*.

**Table 12-12: Non-Compliance Assessments for VFMP – High-Risk Program**

Month	Non-Compliance Assessment
Month 1 – 3	USD 10,000 per month
Month 4 – 6	USD 25,000 per month
Month 7 – 9	USD 50,000 per month
Month 10 – 12 (and, in the Europe Region, subsequent months)	USD 75,000 per month

Visa may assess, suspend, or waive VFMP non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The non-compliance assessments will no longer be assessed to the Acquirer once its Merchant has met acceptable performance levels. However, non-compliance assessments may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant or Acquirer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Fraud Activity volumes.

ID# 0029294

Edition: Apr 2018 | Last Updated: Oct 2016

##### 12.6.7.2 Visa Fraud Monitoring Program (VFMP) – Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Fraud Monitoring Program (VFMP), Visa may impose a non-compliance assessment of USD 10,000<sup>1</sup> per Merchant Outlet, per month, to the Acquirer.

<sup>1</sup> In the Europe Region, or local currency equivalent

ID# 0029295

Edition: Apr 2018 | Last Updated: Oct 2016

##### 12.6.7.5 Non-Compliance Assessments for Failure to Report Fraud – LAC Region

In the LAC Region, an Issuer that does not comply with the Fraud Reporting Program's requirements, as determined by the third or higher consecutive onsite audit, will be subject to a quarterly non-compliance assessment of USD 10,000 until found compliant by the Visa remote monitoring system and validated by an onsite audit.

ID# 0007267

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.6.8 Terminated Merchant Non-Compliance Assessments

##### 12.6.8.1 Terminated Merchant Non-Compliance Assessments – Canada Region

In the Canada Region, if an Acquirer fails to comply with *Section 10.11.2.4, Common Terminated Merchant Database Requirements – Canada Region*, Visa may assess a non-compliance assessment of CAD 2,500 per violation.

ID# 0007381

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.6.9 Global Brand Protection Program Non-Compliance Assessments

##### 12.6.9.2 Global Brand Protection Program Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Brand Protection Program, Visa may impose a non-compliance assessment of USD 10,000 per Merchant, per month, to the Acquirer.

ID# 0028286

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.6.9.3 Non-Compliance Assessments for Global Brand Protection Program – Europe Region

In the Europe Region, if a High Brand-Risk Merchant or a High Brand-Risk Sponsored Merchant has been placed in the Global Brand Protection Program, its Acquirer will be subject to a non-compliance assessment for each Dispute received for Interregional Transactions at any of the Merchant's Merchant Outlets.

Penalties will no longer be imposed once the High Brand-Risk Merchant or the High Brand-Risk Sponsored Merchant has met performance levels that are acceptable to Visa. However, penalties may continue to be imposed, or a High Brand-Risk Merchant or High Brand-Risk Sponsored Merchant may be prohibited from participating in Visa, if Visa determines that a high volume of Transactions originating from the High Brand-Risk Merchant or High Brand-Risk Sponsored Merchant are being disputed.

ID# 0029808

Edition: Apr 2018 | Last Updated: Apr 2018

#### 12.6.10 Corporate Risk Reduction Non-Compliance Assessments

##### 12.6.10.1 Acquirer Responsibility for Merchants Non-Compliance Assessments – US Region

In the US Region, an Acquirer that fails to comply with the requirements of *Section 1.1.1.13, Visa U.S.A., Inc. Member Responsibilities – US Region*, is subject to a non-compliance assessment of X, termination of its membership, or both.

ID# 0008114

Edition: Apr 2018 | Last Updated: Oct 2017

#### 12.6.11 Merchant Agreement with Prohibited Merchant Non-Compliance Assessments – US Region

##### 12.6.11.1 Non-Compliance Assessments for Merchant Agreement with Prohibited Merchant – US Region

In the US Region, Visa imposes a non-compliance assessment to an Acquirer that enters into a Merchant Agreement with a Merchant, or known principals of a Merchant, that Visa has prohibited from participating in the Visa or Visa Electron Program, as follows:



**Table 12-13: Acquirer Non-Compliance Assessments for Merchant Agreement with a Prohibited Merchant – US Region**

Violation	Non-Compliance Assessment
First violation in a 5-year period	USD 10,000
Second violation in a 5-year period	USD 20,000
Third violation in a 5-year period	USD 50,000
4 or more violations in a 5-year period	At the discretion of Visa

Visa imposes an additional non-compliance assessment of USD 10,000 for each 30-calendar-day period, or portion thereof, during which the Acquirer fails to terminate the Merchant Agreement.

ID# 0007118

Edition: Apr 2018 | Last Updated: Oct 2014

## 12.6.13 Non-Compliance Assessments Related to Agents

### 12.6.13.1 VisaNet Processor Non-Compliance Assessments

A Member using a VisaNet Processor that fails to comply with the Visa Rules and Visa Charter Documents is subject to non-compliance assessments, as specified in Section 1.12.3.2, General Non-Compliance Assessment Schedule. The combined liability of all Members for a VisaNet Processor's failure to comply must not be more than the non-compliance assessment amount for the violation involved.

Visa may impose non-compliance assessments resulting from the activities of a Member performing services on behalf of another Member to both the:

- Performing Member
- Member for which the services are performed

The total paid by both Members must not be more than the non-compliance assessment amount for the violation involved.

Visa may impose non-compliance assessments whether a Member or non-Member is performing services on behalf of another Member. If a Member acts as a VisaNet Processor for another Member, it is considered a single entity with that other Member in determining repetitive violations.

ID# 0025886

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.6.13.2 Third Party Agent Non-Compliance Assessments

Visa imposes non-compliance assessments to a Member that fails to comply with the requirements for use of Third Party Agents. A Member is subject to non-compliance assessments for the failure of its Third Party Agents to comply with the substance of Third Party Agent requirements, including non-payment of non-compliance assessments to Visa.

A Member that fails to comply with Third Party Agent requirements is subject to a non-compliance assessment, as follows:

**Table 12-14: Non-Compliance Assessments Related to Third Party Agents**

Violation	Non-Compliance Assessment
First occurrence	USD 10,000
Second occurrence in a rolling 60-month period	USD 25,000
Third occurrence in a rolling 60-month period	USD 50,000
Four or more occurrences in a rolling 60-month period	USD 100,000

For repeated violations in a rolling 60-month period, Visa may impose non-compliance assessments in addition to those specified in *Table 12-14, Non-Compliance Assessments Related to Third Party Agents* at Visa discretion. Non-compliance assessments are cumulative.

This does not apply in the Europe Region.

ID# 0025901

Edition: Apr 2018 | Last Updated: Oct 2016

## 12.7 Fees – General

### 12.7.1 Fee Assessment and Responsibility

#### 12.7.1.1 Responsibility for Charges – US Region

In the US Region, all charges imposed by Visa, whether in the form of fees, exchange rates, or otherwise, are charges imposed on a Member or a VisaNet Processor or an Agent operating on behalf of a Member. A Member or VisaNet Processor or Agent operating on behalf of a Member is responsible for paying all charges, regardless of whether it absorbs the charges, passes them on, or increases them in billing its customer (for example: Cardholder, Merchant).

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ID# 0003015

Edition: Apr 2018 | Last Updated: Oct 2014

### 12.7.2 Global Compromised Account Recovery (GCAR) Fees

#### 12.7.2.1 Global Compromised Account Recovery (GCAR) Fees – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, Visa will collect from the Acquirer through the Global Member Billing System either or both:

- A Global Compromised Account Recovery appeal fee
- A Global Compromised Account Recovery program non-cooperation analysis fee if the Acquirer, its Merchant, Acquirer processor, service provider, or other entity used by the Acquirer, its Merchant, or ATM involved in processing Visa-branded Transactions refuses to allow a forensic investigation

ID# 0026568

Edition: Apr 2018 | Last Updated: Apr 2018

## 12.8 Member-to-Member Fees

### 12.8.2 Automated Clearing House Service

#### 12.8.2.1 Automated Clearing House Collections Made in Error – US Region

In the US Region, Visa is not liable for automated clearing house collections made in error, except through intentional misconduct.

ID# 0007883

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.2.2 Automated Clearing House Service Authorization Agreement – US Region

In the US Region, Visa will provide a Member or VisaNet Processor with an automated clearing house authorization agreement for Fee Collection Transactions and Funds Disbursement Transactions. This agreement must be signed and returned to Visa before the initiation of any automated clearing house transaction.

The signed agreement remains valid for all Fee Collection Transactions and Funds Disbursement Transactions until the Member or VisaNet Processor notifies Visa of either:

- Its replacement by a new agreement
- Revocation of the agreement because the Member or VisaNet Processor was terminated

ID# 0007974

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.2.3 Automated Clearing House Service Requirements – US Region

In the US Region, upon Visa request, a Member or VisaNet Processor must provide all of the following for the purpose of collecting fees and disbursing funds through the automated clearing house service:

- Valid automated clearing house transit/routing number
- Associated financial institution depository account number
- Signed automated clearing house authorization agreement

If any account information (such as the account number or financial institution) changes, the Member or VisaNet Processor must both:

- Notify Visa at least 10 calendar days before the effective date of the change
- Submit a new automated clearing house authorization agreement with the change

ID# 0008067

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.2.4 Automated Clearing House Service Requirements for Principal-Type or Associate-Type Members – US Region

In the US Region, upon Visa request, a Principal-type or Associate-type Member or an applicant for Principal-type or Associate-type membership must comply with *Section 12.8.2.3, Automated Clearing House Service Requirements – US Region*, for the purpose of collecting fees and disbursing funds through the automated clearing house service.

ID# 0007885

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.2.5 Initial Service Fee Collection through Automated Clearing House Service – US Region

Visa may collect initial service fees through the automated clearing house service from all new US Principal-type and Associate-type Members, as specified in the Visa Charter Documents.

ID# 0007884

Edition: Apr 2018 | Last Updated: Oct 2014

##### 12.8.2.6 Non-Use of Automated Clearing House Service – US Region

In the US Region, a Member or VisaNet Processor that is required to use the automated clearing house service may be required to reimburse Visa for any expense incurred for processing any payment made by a means other than the automated clearing house service.

ID# 0007882

Edition: Apr 2018 | Last Updated: Oct 2014

##### 12.8.2.7 Rejection of Automated Clearing House Transactions – US Region

Visa may require a same-day wire transfer, or initiate a Fee Collection Transaction through VisaNet, if a valid automated clearing house transaction is rejected or cannot be initiated for any reason, including:

- In the US Region, a Member did not comply with *Section 12.8.2.3, Automated Clearing House Service Requirements – US Region*.
- Existing automated clearing house authorization agreement was revoked before a replacement authorization agreement took effect

ID# 0007881

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.3 Member-to-Member Fee Collection and Funds Disbursement

##### 12.8.3.2 Fee Collection Time Limit

Unless otherwise specified, a Member must collect fees or disburse funds within either:

- 180 calendar days from the related event
- In the US Region, for a Domestic Transaction, 45 calendar days from the related event

ID# 0003007

Edition: Apr 2018 | Last Updated: Oct 2014

##### 12.8.3.4 Resubmission of Returned Fee Collection

A Member may resubmit a returned Fee Collection Transaction for any of the following reasons:

- Information or documentation supporting the Fee Collection Transaction was not received
- Amount of the original Fee Collection Transaction was inaccurate
- Original Fee Collection Transaction was correct, but receiving Member returned it improperly

A Member resubmitting a returned Fee Collection Transaction must either:

- Make the resubmission within 30 calendar days from the date the Receiving Member returned the original Fee Collection Transaction
- In the US Region, make the resubmission within 45 calendar days from the Central Processing Date of the returned Fee Collection Transaction

If the Fee Collection Transaction was returned because of missing information or documentation, the resubmission must contain the applicable information or documentation.

In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

In the US Region, a Member must not resubmit a Fee Collection Transaction for Recovered Card handling fee/reward (reason code 0150) or recovery of Retrieval Request fees (reason code 0170).

ID# 0027791

Edition: Apr 2018 | Last Updated: Oct 2016

#### 12.8.3.5 Limits of Fee Collection Returns

In no case may there be a third submission, return, or rejection of a Fee Collection Transaction through VisaNet. A Member that receives a third submission or return of a Fee Collection Transaction may pursue Compliance.

In the US Region, a Member must not submit an outstanding Fee Collection Transaction for Compliance for the following disputes, which must be settled directly between the Members involved and are not subject to Compliance procedures:

- Reason Code 0240 (Good Faith Collection Letter Settlement Funds Disbursement)
- Reason Code 0350 (Interchange Reimbursement Fee pre-Compliance Settlement Funds Disbursement)

ID# 0008059

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.3.6 Member Fee Collection and Funds Disbursement Limitations

A Member must not use a Fee Collection Transaction for funds disbursement other than those listed in *Section 12.8.3.1*, and *Section 12.8.3.4, Resubmission of Returned Fee Collection*.

ID# 0003006

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.3.7 Fee Collection/Funds Disbursement Process – US Region

In the US Region, when a Member or its Authorizing Processor collects fees or disburses funds as allowed through VisaNet, it must use transaction code 10 (Fee Collection Transaction) or transaction code 20 (Funds Disbursement Transaction), as specified in *Section 12.8.3.1*, and *Section 12.8.3.4. Resubmission of Returned Fee Collection* and *Section 12.8.3.5*.

No other use of the Fee Collection Transaction/Funds Disbursement Transaction process is permitted.

ID# 0003152

Edition: Apr 2018 | Last Updated: Oct 2014

#### 12.8.4 Incentive Fulfillment Fees

##### 12.8.4.1 Retrieval Request Fee Recovery

An Issuer may recover fees for Retrieval Requests for any of the following reasons:

- Acquirer did not properly supply the requested Transaction Receipt
- Request resulted from an incorrect Merchant description or a zero-filled or incorrect Transaction Date in the VisaNet transmission
- In the US Region, for a Domestic Transaction, both:
  - Requested copy was illegible
  - Acquirer did not properly supply the required Healthcare Auto-Substantiation Transaction detail

ID# 0003345

Edition: Apr 2018 | Last Updated: Apr 2018

#### 12.8.5 Investigative Services Fees

##### 12.8.5.1 Member Investigative Services Fee

A Member that requests investigative services from another Member must pay an investigative service fee, as specified in the applicable Fee Schedule.

A Member that performs investigative services for another Member must prepare an itemized statement for the Member requesting the services.

ID# 0008484

Edition: Apr 2018 | Last Updated: Oct 2014

## 12.8.6 Rewards for Recovered Cards

### 12.8.6.1 Recovered Card Rewards

An Acquirer must ensure that the minimum reward is paid to a Merchant that recovered a Visa Card or a Visa Electron Card, as specified in the applicable Fee Schedule.

If an Acquirer pays rewards to its tellers for the recovery of Visa Cards or Visa Electron Cards, it may collect the reward amount from the Issuer, as specified in the applicable Fee Schedule.

An Acquirer is not required to pay a reward, and an Issuer is not required to reimburse the Acquirer, for a Card that is any of the following:

- Expired
- Recovered at an ATM or Unattended Cardholder-Activated Terminal
- Inadvertently left at a Merchant Outlet
- A Non-Reloadable Card recovered without a Pickup Response or a request from the Issuer

In the AP Region (Australia), an Issuer is not required to reimburse a reward paid by an Australia Acquirer to a person who is not a Merchant or a staff member of a Merchant (for example: law enforcement personnel, Acquirer employee).

In the US Region, if a recovered Card was retained by a law enforcement agency, the Acquirer must pay the reward upon receipt of a legible copy of the front and back of the recovered Card.

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card.

ID# 0001786

Edition: Apr 2018 | Last Updated: Apr 2017

### 12.8.6.2 Acquirer Recovered Card Handling and Reward Collection – US Region

In the US Region, if an Acquirer has paid a reward for a recovered Card, the Acquirer may collect the reward in a Fee Collection Transaction. Before entering the fee collection into Interchange, the Acquirer must notify the Issuer through Visa Resolve Online that the Card was recovered and specify the amount of the reward paid.

ID# 0008066

Edition: Apr 2018 | Last Updated: Apr 2017



## 12.9 Other Non-Compliance Assessments

### 12.9.1 Willful Violations – Europe Region

#### 12.9.1.1 Willful Violation Non-Compliance Assessments – Europe Region

In the Europe Region, a Member that is found to have willfully violated the Visa Rules, as specified in *Section 1.12.3.10, Willful Violations of the Visa Rules*, is subject to a non-compliance assessment, as follows:

**Table 12-15: Non-Compliance Assessments for Willful Violations of the Visa Rules – Europe Region**

Violation	Non-Compliance Assessment
First violation of regulation	Warning letter with specific date for correction and EUR 50,000 non-compliance assessment (payment of the non-compliance assessment shall be suspended until end date for correction)
Second violation of the same regulation in a 12-month period after notification of first violation	EUR 100,000
Monthly increase thereafter for non-correction of same violation	EUR 150,000 above previous month's total non-compliance assessments. For example, month 3=EUR 300,000; month 4=EUR 450,000 and so forth
Eight or more violations of the same regulation in a 12-month period after notification of first violation	Visa discretion
If the 12-month period is not violation-free and the non-compliance assessments total EUR 250,000 or more	Additional non-compliance assessment equal to all non-compliance assessments levied during that 12-month period

# 13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

## 13.1 Chargebacks and Representments

### 13.1.1 Member Responsibilities for Dispute Resolution

#### 13.1.1.1 Mutual Assistance Between Members

##### Effective for Chargebacks processed through 13 April 2018

A Member must attempt to offer mutual assistance to other Members to resolve disputes between both:

- Its Cardholder and another Member's Merchant
- Its Merchant and another Member's Cardholder

If a Cardholder or Merchant accepts financial liability for a Transaction, its Member must reimburse the other Member directly.

ID# 0003250

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.1.2 Issuer Responsibilities to Cardholders for Dispute Resolution

##### Effective for Chargebacks processed through 13 April 2018

An Issuer must resolve Cardholder disputes under the Visa Rules by extending to Cardholders all protections provided on any Visa Card under applicable laws or regulations and by utilizing the Issuer's customary practices to resolve Cardholder disputes, regardless of which type of Visa Card was used.<sup>1</sup> Thus, the resolution of such Cardholder disputes will be the same in similar circumstances regardless of which type of Visa Card was used. The foregoing applies only with respect to Transactions on Cards using the Visa Brand Mark, not to Transactions using any other payment card brand even if such brand is on the Visa Card.

<sup>1</sup> An Issuer must establish enhanced customer support practices to service Visa Signature, Visa Signature Preferred, and Visa Infinite Cardholders during the dispute resolution process.

ID# 0003557

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.1.2 Use of Visa Systems

### 13.1.2.1 Use of Visa Systems for Dispute Processing

#### Effective for Chargebacks processed through 13 April 2018

A Member must use VisaNet to process a Chargeback or Representment.<sup>1</sup> This requirement does not apply to domestic Interchange processed under a Private Agreement.

A Member must use Visa Resolve Online or the Electronic Documentation Transfer Method to do all of the following:

- Respond to a Retrieval Request<sup>2</sup>
- Send Chargeback, Representment, Arbitration, or Compliance documentation
- Make a pre-Arbitration or pre-Compliance attempt
- Process a pre-Arbitration or pre-Compliance response
- File an Arbitration or Compliance case<sup>3</sup>
- Withdraw an Arbitration or Compliance case
- File an appeal of an Arbitration or Compliance

An Issuer or Acquirer must provide documentation for a Chargeback or Representment in English or provide translations of any non-English documentation.

<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

<sup>2</sup> A Response to Retrieval Request reason code 27 (Healthcare Auto-substantiation Request) must not be processed using Visa Resolve Online.

<sup>3</sup> A Member must not combine more than 10 dispute Transactions in the same case. The Account Number, Acquirer, Merchant name, Merchant location, and dispute reason code must be the same in each dispute.

ID# 0003271

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.2.2 Visa Right to Grant Exceptions to Dispute Processing Requirements

#### Effective for Chargebacks processed through 13 April 2018

If a Member misses a deadline or does not submit documentation electronically because of Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

ID# 0027132

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.3 Retrieval Request and Fulfillment

#### 13.1.3.1 Retrieval Request Data Requirements

##### Effective for Chargebacks processed through 13 April 2018

An Issuer must use one of the codes in *Table 13-1, Retrieval Request Reason Codes* when requesting a Transaction Receipt copy:

**Table 13-1: Retrieval Request Reason Codes**

Request Reason for Copy	Request Code
Request for copy bearing signature <sup>1</sup>	28
Cardholder request due to dispute	30
Fraud analysis request	33
Legal process request	34
<sup>1</sup> Not applicable to a Vehicle-Specific Fleet Card Transaction.	

If the Transaction contained a payment Token, the Issuer must include the payment Token in the Retrieval Request.

ID# 0003255

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.3.2 Retrieval Request Fulfillment Requirements

##### Effective for Chargebacks processed through 13 April 2018

An Acquirer must fulfill a Retrieval Request if all of the following apply:

- The Retrieval Request is received within 120 calendar days from the Processing Date
- The Transaction occurred in a Face-to-Face Environment
- The Acquirer or Merchant is required to obtain Cardholder signature for the Transaction

To fulfill a Retrieval Request, an Acquirer must provide documentation within 30 days of receipt of the Retrieval Request, as follows:

- The Merchant or Acquirer copy of the Transaction Receipt bearing the signature that was used to verify the Cardholder. An Acquirer may reproduce the Cardholder signature obtained

using an electronic capture device.

- In the US Region, for Preauthorized Health Care Transaction, a copy of the Order Form

A Fulfillment must comply with all of the following:

- Be legible enough for the Cardholder to read or for the Issuer to identify the Account Number or payment Token
- Include either:
  - The unique 12-digit identifier assigned by VisaNet<sup>1</sup> to a request for a Transaction Receipt copy
  - In the Europe Region, the Copy Request Identifier
- In the US Region, for a Domestic Transaction, include a unique 9-digit control number assigned by the Issuer to identify the source of the request<sup>1</sup>

An Acquirer may send a Nonfulfillment Message for a Transaction specified in *Table 13-2, Retrieval Request – Allowable Nonfulfillment Transaction Types*.

**Table 13-2: Retrieval Request – Allowable Nonfulfillment Transaction Types**

Region	Invalid Transaction Type
All	Any Transaction for which the Issuer received a signed Transaction Receipt through the Visa Merchant Purchase Inquiry system
Canada Region	A Domestic Transaction in a Card-Present Environment with signature verification that occurred at a Compliant Chip Card Reading Device with a compliant PIN-entry device
LAC Region	A Brazil Domestic Transaction
US Region	A Visa Large Purchase Advantage Transaction
<sup>1</sup> In the US Region, this does not apply to a copy request for an Intraregional Healthcare Auto-Substantiation Transaction.	

### 13.1.3.3 Chargeback and Representment Rights Following Retrieval Request

**Effective for Chargebacks processed through 13 April 2018**

An Issuer may initiate a Chargeback for the applicable Chargeback reason code if any of the following apply:

- The Acquirer did not respond to a Retrieval Request within 30 calendar days of the request.
- The Acquirer sent a Nonfulfillment Message.
- The Acquirer did not send a valid or correct Fulfillment.

If a Retrieval Request is required for the reason code, a Representment is invalid if any of the following apply:

- The Acquirer did not respond to the Retrieval Request.
- The Acquirer responded with a Nonfulfillment Message code 03 or 04.
- The Acquirer provided a Fulfillment that did not contain all the required data elements.

ID# 0003264

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.3.4 Required Content for Retrieval Requests

##### Effective for Chargebacks processed through 13 April 2018

A Retrieval Request must contain all of the following data:

- Acquirer Reference Number
- Account Number
- Transaction Date of original Presentment
- Merchant Category Code (MCC)
- Either the Transaction Amount in the Transaction Currency or a complete description of the Merchant's business
- Applicable Retrieval Request reason code

ID# 0029804

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.4 Dispute Amount

##### 13.1.4.1 Chargeback Amount

##### Effective for Chargebacks processed through 13 April 2018

The Issuer must charge back in the Billing Currency<sup>1</sup> for either:

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- Actual billed amount
- Partial Transaction amount equal to the disputed amount

For a Transaction completed in a jurisdiction where surcharging is permitted, the Issuer may include the surcharge amount in the Chargeback amount. For partial Chargebacks, any surcharge amount must be pro-rated.

<sup>1</sup> In Venezuela, for an International Transaction, must be in either the Transaction Currency or the Issuer's Settlement Currency

ID# 0003297

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.4.2 Minimum Chargeback Amounts

**Effective for Chargebacks processed through 13 April 2018**

Minimum Chargeback amounts apply as follows:

Table 13-3: Minimum Chargeback Amount

Transaction Type	Applicable Chargeback Reason Code	Minimum Chargeback Amount	Country Region
T&E	All except the following Chargeback reason codes: <ul style="list-style-type: none"><li>• 62</li><li>• 75<sup>1</sup></li><li>• 85, condition 3</li><li>• 90</li><li>• 93</li></ul>	USD 25 (or local currency equivalent) <sup>2</sup>	All
Automated Fuel Dispenser	Reason code 81	USD 10 (or local currency equivalent)	All excluding Transactions involving a Member in the Europe Region
<b>Effective for Transactions completed through 13 April 2018</b> All	Reason code 62 condition 2	USD 25	Domestic Transaction in the US Region

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Table 13-3: Minimum Chargeback Amount (continued)

Transaction Type	Applicable Chargeback Reason Code	Minimum Chargeback Amount	Country Region
Unattended	Reason code 81 condition 3 (if a PIN-Preferring Chip Card was used)	EUR 25	Domestic Transaction in the Europe Region (United Kingdom)
<sup>1</sup> In the US Region, a USD 25 minimum amount applies to Domestic Transactions.			
<sup>2</sup> In the Europe Region, the minimum amount does not apply to V PAY Transactions.			

ID# 0028014

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.4.3 Representment Amount

##### Effective for Chargebacks processed through 13 April 2018

For a Representment, the Representment amount field<sup>1</sup> must contain one of the following:

- The same amount in the same Transaction Currency as in the original Presentment
- Partial Transaction amount to remedy the Chargeback
- The same or corrected amount in the Settlement Currency as received by the Acquirer for the Chargeback

<sup>1</sup> In Venezuela, must be in VEF

ID# 0003305

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.4.4 Currency Conversion Difference

##### Effective for Chargebacks processed through 13 April 2018

If the Transaction Currency and the Billing Currency are different, VisaNet converts the Transaction amount to the Billing Currency using the Currency Conversion Rate.

The Acquirer is liable for any difference between the Chargeback amount and the Representment amount.

The Issuer is liable for any difference between the amount originally presented and the Representment amount.

ID# 0003306

Edition: Apr 2018 | Last Updated: Apr 2018



### 13.1.5 Chargeback Rights and Restrictions

#### 13.1.5.1 Transaction Chargeback Method

##### Effective for Chargebacks processed through 13 April 2018

An Issuer must separately charge back each Transaction.

This does not apply in the Europe Region for either:

- A Chargeback using reason code 83 that may contain up to 25 low-value Transactions, if all of the following apply:
  - The Chargeback uses the Acquirer Reference Number/Tracing Data of the earliest Transaction.
  - Each Transaction relates to the same Account Number, Acquirer, Merchant name and Merchant Outlet.
  - Fraud activity is reported through the Visa Scheme Processor using an applicable fraud type code for each Transaction.
  - Each Transaction Amount is equal to or less than EUR 25 (or local currency equivalent).
  - The total cumulative value of Transactions is less than or equal to EUR 250 (or local currency equivalent).
  - All of the Transactions appear on a summary of low-value fraudulent Transactions, as set out in the Dispute Resolution Form.
- For Sweden Domestic Transactions, a Chargeback using reason code 81 condition 1 that may contain multiple Unattended Transactions if all Transactions relate to the same Account Number, Acquirer, and Merchant

ID# 0003570

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.5.2 ATM Cash Disbursement Chargeback Eligibility

##### Effective for Chargebacks processed through 13 April 2018

An Issuer may charge back an ATM Cash Disbursement only for the following Chargeback reason codes:

- 62 (Counterfeit Transaction), excluding condition 3
- 74 (Late Presentment)
- 76 (Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation)

- 82 (Duplicate Processing)
- 90 (Non-Receipt of Cash or Load Transaction Value at ATM or Load Device)

ID# 0028015

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.5.3 Inclusion of Token in Chargeback

##### Effective for Chargebacks processed through 13 April 2018

An Issuer that charges back a Transaction that contains a payment Token must include the payment Token in the Chargeback.

ID# 0029109

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.6 Chargeback Processing Requirements

##### 13.1.6.1 Responsibility for Merchandise Held by a Customs Agency

##### Effective for Chargebacks processed through 13 April 2018

For Chargeback reason codes 30, 53, and 85, a Merchant is responsible for merchandise held in a customs agency, as follows:

Table 13-4: Merchant Responsibility for Merchandise Held by a Customs Agency

Location of Customs Agency	Chargeback Reason Code/Condition
Any country except the Cardholder's country	30
The Merchant's country	53 (conditions 1, 2, 3, 6) 85 (condition 2)
Any country	53 (condition 5)

ID# 0028017

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.6.2 Minimum Cardholder Letter Requirements

##### Effective for Chargebacks processed through 13 April 2018

If the Chargeback requires an Issuer to provide an Acquirer with a signed Cardholder letter denying authorization or participation in a Transaction, the Cardholder letter must include all of the following:

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- Cardholder's complete or partial Account Number
- Merchant name(s)
- Transaction amount(s)

In lieu of a signed Cardholder letter, an Issuer may provide the certification on behalf of the Cardholder as specified in *Table 13-5, Cardholder Letter – Required Issuer Documentation*.

**Table 13-5: Cardholder Letter – Required Issuer Documentation**

Certification Method	Required Issuer Documentation
Secure Online Banking	<p>All of the following:</p> <ul style="list-style-type: none"><li>• A document containing all of the following:<ul style="list-style-type: none"><li>– Cardholder's complete or partial Account Number</li><li>– Merchant name(s)</li><li>– Transaction Amount</li></ul></li><li>• The unique identity<sup>1</sup></li><li>• Issuer certification that the unique identity represents the Cardholder's signature</li></ul>
Secure Telephone Banking for a Transaction not exceeding USD 1,000 (or local currency equivalent) or, in the Europe Region, EUR 1,000 (or local currency equivalent)	<p>All of the following in the <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form:</p> <ul style="list-style-type: none"><li>• The date and time of the call</li><li>• Issuer certification that the information was received from the Cardholder using the same level of security needed to complete a transfer of funds to another financial institution</li><li>• In the Europe Region, the name of the Issuer's representative who responded to the call (if available)</li></ul>
<p><sup>1</sup> Any method used by the Cardholder that establishes a unique identity through use of a password and/or other log-on identification method is considered a valid representation of the Cardholder signature.</p>	

ID# 0004139

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.6.3 Issuer Processing Requirements

#### Effective for Chargebacks processed through 13 April 2018

On or before the Chargeback Processing Date, an Issuer must take the actions described in *Table 13-6, Issuer Processing Requirements by Chargeback Condition* for the Chargeback conditions shown:

**Table 13-6: Issuer Processing Requirements by Chargeback Condition**

Action	Chargeback Reason Code/Condition			
	62	71	81	83
Close the Cardholder Account <sup>1,2</sup>	All		1,3,4	1
List the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days <sup>1,2</sup>	All	2	1,3,4	1
Report the Fraud Activity through VisaNet		2	1,2,4	All
Report the Fraud Activity through VisaNet using fraud type codes 0, 1, or 2			3	
Report the Fraud Activity through VisaNet using fraud type code 4	All			
<sup>1</sup> In the Canada Region, this does not apply to a Transaction that uses a merchant provided contactless device that contains no Visa account information but is tied to a Visa Cardholder account for Transaction billing purposes. <sup>2</sup> For a Transaction that contains a payment Token, the Issuer is not required to close the Cardholder Account or list the Account Number on the Exception File, but it must deactivate the payment Token.				

ID# 0028018

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.7 Time Limits

#### 13.1.7.1 Chargeback Time Limit

#### Effective for Chargebacks processed through 13 April 2018

A Chargeback must be processed according to the time limit specified in *Table 13-7, Chargeback Time Limits*.

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The Chargeback time limit begins on the calendar day following the Transaction Processing Date.

**Table 13-7: Chargeback Time Limits**

Reason Code	Chargeback Description	Time Limit (calendar days)
30	Services Not Provided or Merchandise Not Received	120 <sup>1</sup>
41	Cancelled Recurring Transaction	120
53	Not as Described or Defective Merchandise	120 <sup>1</sup>
57	Fraudulent Multiple Transactions	120
62	Counterfeit Transaction	120
70	Card Recovery Bulletin or Exception File	75
71	Declined Authorization	75
72	No Authorization	75
73	Expired Card	75
74	Late Presentment	120
75	Transaction Not Recognized	120
76	Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation	120
77	Non-Matching Account Number	75
78	Service Code Violation	75
80	Incorrect Transaction Amount or Account Number	120
81	Fraud – Card-Present Environment	120
82	Duplicate Processing	120
83	Fraud – Card-Absent Environment	120
85	Credit Not Processed	120 <sup>1</sup>
86	Paid by Other Means	120

**Table 13-7: Chargeback Time Limits (continued)**

Reason Code	Chargeback Description	Time Limit (calendar days)
90	Non-Receipt of Cash or Load Transaction Value at ATM or Load Device	120
93	Visa Fraud Monitoring Program	120 <sup>1</sup>
<sup>1</sup> Unless otherwise specified in the reason code		

ID# 0003288

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.7.2 Representment Time Limit

#### Effective for Chargebacks processed through 13 April 2018

An Acquirer must process a Representment within 45 calendar days<sup>1,2,3,4</sup> of the Chargeback Processing Date. If applicable, the Acquirer must allow 5 calendar days<sup>5</sup> from the Chargeback Processing Date for receipt of documentation from the Issuer.

The time limit begins on the calendar day following the Chargeback Processing Date.

<sup>1</sup> In the CEMEA Region (Nigeria), for a domestic POS Transaction, 5 business days, for a domestic ATM Transaction, 3 business days

<sup>2</sup> In the CEMEA Region (Egypt), for a domestic ATM Transaction, for Chargeback reason codes 82 and 90, 10 calendar days

<sup>3</sup> In the AP Region (India), for a domestic ATM Transaction, for Chargeback reason codes 82 and 90, 6 calendar days

<sup>4</sup> In the Europe Region (Poland), for a domestic ATM Transaction, for Chargeback reason code 90, 20 calendar days

<sup>5</sup> In the CEMEA Region (Nigeria), for a domestic POS Transaction, 3 business days, for a domestic ATM Transaction, 1 business day

ID# 0004110

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.7.3 Chargeback or Representment Documentation Submission Time Limit

#### Effective for Chargebacks processed through 13 April 2018

A Member must send Chargeback or Representment documentation within 5 calendar days<sup>1</sup> of the Processing Date of the Chargeback or Representment, as applicable.

<sup>1</sup> In the CEMEA Region (Nigeria), for a Domestic Transaction, 3 calendar days

ID# 0003272

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.8 Representment Processing Requirements

#### 13.1.8.1 Return of Same Reason Code in Representment

##### Effective for Chargebacks processed through 13 April 2018

An Acquirer must return the same reason code in the Representment that was received in the Chargeback Clearing Record.

ID# 0003304

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.8.2 Representment Processing Requirements

##### Effective for Chargebacks processed through 13 April 2018

To process a Representment, an Acquirer must provide the Member message text and supporting documentation or certification, as follows:

Table 13-8: General Representment Processing Requirements

Representment Condition	Applicable Reason Code	Member Message Text	Supporting Documentation/ Certification
A credit, Reversal, or, for reason code 76 condition 5, a Reversal or an adjustment was processed.	All	As applicable: <ul style="list-style-type: none"> <li>CRED MMDDYY ARN X...X (23 or 24 digits)</li> <li>REVERSAL MMDDYY</li> <li>ADJUSTMENT/CREDIT MMDDYY</li> </ul>	None required
The Issuer did not meet the applicable Chargeback conditions.	All	X...X (Specify the reason)	None required unless otherwise specified under the Chargeback reason code
The Acquirer or Originating Member can remedy the Chargeback.	All	See Chargeback reason code	
The Acquirer can provide Compelling Evidence.	30, 53, 76, <sup>1</sup> 81, 83	None required	Both: <ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire or Dispute</li> </ul>

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### Visa Core Rules and Visa Product and Service Rules

**Table 13-8: General Representment Processing Requirements (continued)**

Representment Condition	Applicable Reason Code	Member Message Text	Supporting Documentation/ Certification
			Resolution Form • Compelling Evidence
<sup>1</sup> Does not apply in the Europe Region			

ID# 0028020

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.8.3 Use of Compelling Evidence

##### Effective for Chargebacks processed through 13 April 2018

An Acquirer may submit Compelling Evidence at the time of Representment, as follows:

**Table 13-9: Allowable Compelling Evidence**

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Chargeback Reason Code				
		30	53	76	81	83
1	Evidence, such as photographs or emails, to prove a link between the person receiving the merchandise or services and the Cardholder, or to prove that the Cardholder disputing the Transaction is in possession of the merchandise and/or is using the merchandise or services	X	X		X	X
2	For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following: <ul style="list-style-type: none"> <li>Cardholder signature on the pick-up form</li> <li>Copy of identification presented by the Cardholder<sup>2</sup></li> <li>Details of identification presented by the Cardholder</li> </ul>	X			X	X
3	For a Card-Absent Environment Transaction in which the merchandise is delivered, documentation (evidence of delivery and time delivered) that the item was delivered to the same physical address for which the Merchant received an AVS	X			X	X



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

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Table 13-9: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Chargeback Reason Code				
		30	53	76	81	83
	match of Y or M. A signature is not required as evidence of delivery.					
4	<p>For an Electronic Commerce Transaction representing the sale of digital goods downloaded from a Merchant's website or application, description of the merchandise or services successfully downloaded, the date and time such merchandise or services were downloaded, and 2 or more of the following:</p> <ul style="list-style-type: none"> <li>• Purchaser's IP address and the device geographical location at the date and time of the Transaction</li> <li>• Device ID number and name of device (if available)</li> <li>• Purchaser's name and email address linked to the customer profile held by the Merchant</li> <li>• Evidence that the profile set up by the purchaser on the Merchant's website or application was accessed by the purchaser and has been successfully verified by the Merchant before the Transaction Date</li> <li>• Proof that the Merchant's website or application was accessed by the Cardholder for merchandise or services on or after the Transaction Date</li> <li>• Evidence that the same device and Card used in the disputed Transaction were used in any previous Transaction that was not disputed</li> </ul>	X			X	X
5	For a Transaction in which merchandise was delivered to a business address, evidence that the merchandise was delivered and that, at the time of delivery, the Cardholder was working for the company at that address. A signature is not required as evidence of delivery.	X			X	X
6	For a Mail/Phone Order Transaction, a signed order form				X	X
7	For a passenger transport Transaction, evidence that the services were provided and any of the following:	X			X	X

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

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Table 13-9: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Chargeback Reason Code				
		30	53	76	81	83
	<ul style="list-style-type: none"> <li>• Proof that the ticket was received at the Cardholder's billing address</li> <li>• Evidence that the ticket or boarding pass was scanned at the gate</li> <li>• Details of frequent flyer miles relating to the disputed Transaction that were earned or redeemed, including address and telephone number, that establish a link to the Cardholder</li> <li>• Evidence of any of the following additional Transactions related to the original Transaction: purchase of seat upgrades, payment for extra baggage, or purchases made on board the passenger transport</li> </ul>					
8	For an Airline Transaction involving a Member in the Europe Region, evidence showing that the name is included in the manifest for the departed flight and matches the name provided on the purchased itinerary				X	X
9	For a T&E Transaction, evidence that the services were provided and either: <ul style="list-style-type: none"> <li>• Details of loyalty program rewards earned and/or redeemed including address and telephone number that establish a link to the Cardholder</li> <li>• Evidence that an additional Transaction or Transactions related to the original Transaction, such as the purchase of T&amp;E service upgrades or subsequent purchases made throughout the T&amp;E service period, were not disputed</li> </ul>	X			X	X
10	<b>Effective for Chargebacks processed on or after 14 April 2018</b> For a virtual Card Transaction at a Lodging Merchant, evidence of the Issuer's payment instruction sent through Visa Payables Automation, containing all of the following: <ul style="list-style-type: none"> <li>• Issuer statement confirming approved use of the Card at the Lodging Merchant</li> </ul>				X	X

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-9: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Chargeback Reason Code				
		30	53	76	81	83
	<ul style="list-style-type: none"> <li>Account Number</li> <li>Guest name</li> <li>Name of the company (requestor) and either their phone number, fax number, or email address</li> </ul>					
11	For a Card-Absent Environment Transaction, evidence that the Transaction used an IP address, email address, physical address, and telephone number that had been used in a previous, undisputed Transaction				X	X
12	Evidence that the Transaction was completed by a member of the Cardholder's household or family				X	X
13	Evidence that the person who signed for the merchandise was authorized to sign for the Cardholder or is known by the Cardholder	X				
14	Evidence of one or more non-disputed payments for the same merchandise or service				X	X
15	For a Recurring Transaction, all of the following: <ul style="list-style-type: none"> <li>Evidence of a legally binding contract held between the Merchant and the Cardholder</li> <li>Proof the Cardholder is using the merchandise or services</li> <li>Evidence of a previous Transaction that was not disputed</li> </ul>				X	X
16	For a Dynamic Currency Conversion (DCC) Transaction not involving a Member in the Europe Region, both: <ul style="list-style-type: none"> <li>Evidence that the Cardholder actively chose DCC, such as a copy of the Transaction Receipt showing a checked "accept" box or evidence that the DCC solution requires electronic selection by the Cardholder and choice could not be made by the Merchant's representative</li> <li>A statement from the Acquirer confirming that DCC choice</li> </ul>			X		

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-9: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence <sup>1</sup>	Applicable Chargeback Reason Code				
		30	53	76	81	83
	was made by the Cardholder and not by the Merchant					
17	In the Europe Region, evidence that the Cardholder has been compensated for the value of the merchandise or services through another method	X	X			
18	In the Europe Region, evidence that the initial Transaction to set up a wallet was completed using Verified by Visa but any subsequent Transaction from the wallet that was not completed using Verified by Visa contained all wallet-related Transaction data					X
<sup>1</sup> In the Europe Region, an Acquirer may present Compelling Evidence not listed in this table. <sup>2</sup> A Merchant must not require positive identification as a condition of Card acceptance, unless it is required or permitted elsewhere in the Visa Rules.						

ID# 0027267

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.8.4 Intercompany Chargeback Process for Visa Easy Payment Service (VEPS) and Small Ticket Transactions

##### Effective through 13 April 2018

For a Visa Easy Payment Service Transaction, Visa will pay in lieu of an Acquirer for a Chargeback received from an Issuer in the Europe Region if:

- The MCC is invalid for a Small Ticket Transaction in the Europe Region.
- Visa confirms that the Transaction is eligible for Chargeback in the Europe Region.

ID# 0025699

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.9 Chargeback Reason Codes

##### 13.1.9.1 Reason Code Table Format

##### Effective for Chargebacks processed through 13 April 2018

The Chargeback reason codes are organized in tables to show the applicable Chargeback condition and geographical scope for different rules.

The reason code tables consist of 3 columns. The first column typically shows the applicable Chargeback condition or Representment condition and, for processing requirements, the applicable member message text. The second column contains the rule language and the third column specifies the country or region for which the rule is applicable.

The following conventions apply:

- The word "General" in the first column of the table indicates that the rule may apply to any Chargeback condition for that reason code.
- If a Chargeback condition number is specified in the first column, the rule applies only to Chargebacks that are subject to that condition. The rule applies in addition to any applicable rules shown as "General."
- The third column shows the country or region for which the rule is applicable, using labels, as follows:

**Table 13-10: Chargeback Country/Region Descriptions**

Country/Region Label	Description
<b>All</b>	The rule applies to a Transaction between Members anywhere in the world.
<b>All excluding Europe</b>	The rule applies only to a Transaction that does not involve a Member in the Europe Region.
<b>Europe and Interregional including Europe</b>	The rule applies to both: <ul style="list-style-type: none"> <li>• A Transaction in the Europe Region</li> <li>• An Interregional Transaction between a Member outside the Europe Region and a Member in the Europe Region.</li> </ul>
<b>[Region names] Interregional</b>	The rule applies only to an Interregional Transaction between the named Visa Regions (for example: a rule labeled as "Canada/US Interregional" applies only to an Interregional Transaction between the Canada Region and the US Region).
<b>[Region name]</b>	The rule applies only to a Transaction within the named Visa Region (for example: a rule labeled as "AP" applies only to an Intraregional or Domestic Transaction in the AP Region).
<b>[Country name] Domestic</b>	The rule applies only to a Domestic Transaction within the named country (for example: a rule labeled as "Brazil Domestic" applies only to a Domestic Transaction in Brazil).

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### Visa Core Rules and Visa Product and Service Rules

ID# 0027784

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.10 Chargeback Reason Code 30 – Services Not Provided or Merchandise Not Received

##### 13.1.10.1 Chargeback Conditions – Reason Code 30

Effective for Chargebacks processed through 13 April 2018

Table 13-11: Chargeback Conditions – Reason Code 30

Condition	Chargeback Conditions – Reason Code 30	Country/Region
1	The Cardholder participated in the Transaction but the Cardholder or an authorized person did not receive the merchandise or services because the Merchant or Prepaid Partner was unwilling or unable to provide the merchandise or services.	All

ID# 0007461

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.10.2 Chargeback Rights and Limitations – Reason Code 30

Effective for Chargebacks processed through 13 April 2018

Table 13-12: Chargeback Rights and Limitations – Reason Code 30

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 30	Country/Region
General	<ul style="list-style-type: none"><li>The Chargeback amount is limited to the portion of services or merchandise not received.</li><li>Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.</li></ul>	All
General	For a Chargeback related to non-receipt of travel services from a provider who has failed, if the services are covered by a bonding authority/insurance scheme, the Issuer must attempt to obtain reimbursement from the relevant bonding authority/insurance scheme, unless the bond or insurance scheme is insufficient. If the bond or insurance scheme is insufficient, the Issuer may use information in the public domain to initiate the Chargeback.	Europe

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Table 13-12: Chargeback Rights and Limitations – Reason Code 30 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 30	Country/Region
General	Applies only if the Merchant is placed into liquidation or receivership	France Domestic

ID# 0007462

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.10.3 Invalid Chargebacks – Reason Code 30

Effective for Chargebacks processed through 13 April 2018

Table 13-13: Invalid Chargebacks – Reason Code 30

Chargeback Condition	Invalid Chargebacks – Reason Code 30	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date</li><li>A Transaction in which merchandise is being held by the Cardholder's country's customs agency</li><li>A Transaction that the Cardholder states is fraudulent</li><li>A dispute regarding the quality of merchandise or service rendered</li><li>A partial prepayment<sup>1</sup> when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services</li></ul>	All
General	<ul style="list-style-type: none"><li>The Cash-Back portion of a Visa Cash-Back Transaction</li><li>An Automated Fuel Dispenser Transaction</li></ul>	All excluding Europe
<sup>1</sup> Processed as specified in <i>Section 5.9.9.1, Requirements for Prepayments and Transactions Using Stored Credentials</i>		

ID# 0007463

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.10.4 Chargeback Time Limit – Reason Code 30

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Table 13-14: Chargeback Time Limit – Reason Code 30

Chargeback Condition	Chargeback Time Limit – Reason Code 30	Country/Region
<b>General</b>	<p>If applicable, before initiating a Chargeback, an Issuer must wait 15 calendar days from either:<sup>1</sup></p> <ul style="list-style-type: none"> <li>The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified</li> <li>The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery</li> </ul> <p>A Chargeback must be processed no later than either:</p> <ul style="list-style-type: none"> <li>120 calendar days from the Transaction Processing Date</li> <li>If the merchandise or services were to be provided after the Transaction Processing Date, 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services or the date that the Cardholder was first made aware that the merchandise or services would not be provided, not to exceed 540 calendar days from the Transaction Processing Date</li> </ul>	<b>All</b>
<b>General</b>	<p>If an Issuer was required to obtain reimbursement from a bonding authority/insurance scheme, a Chargeback must be processed no later than 60 days from the date of the letter or advice from the bonding authority/insurance scheme, not to exceed 540 days from the Transaction Processing Date</p>	<b>Europe</b>
<sup>1</sup> Unless the waiting period would cause the Chargeback to exceed the Chargeback timeframe		

ID# 0007464

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.10.5 Chargeback Processing Requirements – Reason Code 30

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Table 13-15: Chargeback Processing Requirements – Reason Code 30

Member Message Text	Supporting Documentation/Certification – Reason Code 30	Country/Region
<p><b>General</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>SERVICES NOT RENDERED</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form stating any of the following, as applicable:</p> <ul style="list-style-type: none"> <li>Services were not rendered by the expected date</li> </ul>	<b>All</b>



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Table 13-15: Chargeback Processing Requirements – Reason Code 30 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 30	Country/Region
<p>MMDDYY</p> <ul style="list-style-type: none"> <li>MERCH NOT RECEIVED MMDDYY</li> </ul>	<ul style="list-style-type: none"> <li>Merchandise was not received</li> <li>Expected arrival date of the merchandise</li> <li>Merchandise not received at agreed location (Issuer must specify)</li> <li>Cardholder attempted to resolve with Merchant</li> <li>Merchandise was returned MMDDYY</li> </ul> <p>The Issuer must provide a detailed description of the merchandise or services purchased, unless prohibited by applicable laws or regulations. This description must contain additional information beyond the data required in the Clearing Record.</p>	
<p><b>General</b> As applicable:</p> <ul style="list-style-type: none"> <li>SERVICES NOT RENDERED MMDDYY</li> <li>MERCH NOT RECEIVED MMDDYY</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>Unless prohibited by applicable laws or regulations, Dispute Resolution Form stating both: <ul style="list-style-type: none"> <li>An explanation of the attempt to resolve the dispute with the bonding authority/insurance scheme</li> <li>The date of the letter or advice from the bonding authority/insurance scheme</li> </ul> </li> <li>If applicable, a Cardholder letter if the Cardholder is disputing 3 or more Transactions that occurred within a single 15-calendar day period and services were not rendered or merchandise was not received</li> </ul>	Europe

ID# 0007465

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.10.6 Representment Processing Requirements – Reason Code 30

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Table 13-16: Representment Processing Requirements – Reason Code 30

Member Message Text	Supporting Documentation/Certification – Reason Code 30	Country/Region
<b>The Acquirer can remedy the Chargeback</b>  <b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	<i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and either: <ul style="list-style-type: none"><li>Documentation to prove that the Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date</li><li>For an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and it matches the name provided on the purchased itinerary</li></ul>	<b>All</b>

ID# 0007468

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.11 Chargeback Reason Code 41 – Cancelled Recurring Transaction

#### 13.1.11.1 Chargeback Conditions – Reason Code 41

Effective for Chargebacks processed through 13 April 2018

Table 13-17: Chargeback Conditions – Reason Code 41

Condition	Chargeback Conditions – Reason Code 41	Country/Region
<b>1</b>	The Cardholder withdrew permission to charge the account for a Recurring Transaction or, in the Europe Region, an Installment Transaction.	<b>All</b>
<b>2</b>	The Acquirer or Merchant received notification that, before the Transaction was processed, the Cardholder's account was closed or, in the Europe Region, facilities were withdrawn or the Cardholder deceased.	<b>All</b>
<b>3</b>	The Transaction amount was not within the range of amounts preauthorized by the Cardholder or the Merchant had agreed to notify the Cardholder before processing each Recurring Transaction, and the Merchant either: <ul style="list-style-type: none"><li>Did not notify the Cardholder in writing at least 10 calendar days before the Transaction Date</li></ul>	<b>US Domestic</b>

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### Visa Core Rules and Visa Product and Service Rules

Table 13-17: Chargeback Conditions – Reason Code 41 (continued)

Condition	Chargeback Conditions – Reason Code 41	Country/Region
	<ul style="list-style-type: none"><li>Notified the Cardholder at least 10 calendar days before the Transaction Date but the Cardholder did not consent to the charge</li></ul>	

ID# 0007471

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.11.2 Chargeback Rights and Limitations – Reason Code 41

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Table 13-18: Chargeback Rights and Limitations – Reason Code 41

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 41	Country/Region
<b>General</b>	The Chargeback amount is limited to the unused portion of the service or merchandise. <sup>1</sup> Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.	<b>All</b>
<sup>1</sup> In the Europe Region, this does not apply to an Installment Transaction.		

ID# 0007472

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.11.3 Invalid Chargebacks – Reason Code 41

Effective for Chargebacks processed through 13 April 2018

Table 13-19: Invalid Chargebacks – Reason Code 41

Chargeback Condition	Invalid Chargebacks – Reason Code 41	Country/Region
The Chargeback is invalid for any of the following:		
<b>General</b>	<ul style="list-style-type: none"><li>An Installment Transaction<sup>1</sup></li><li>An Unscheduled Credential-on-File Transaction</li></ul>	<b>All</b>
<sup>1</sup> Does not apply in the Europe Region		

ID# 0007473

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.11.4 Chargeback Processing Requirements – Reason Code 41

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Table 13-20: Chargeback Processing Requirements – Reason Code 41

Member Message Text	Supporting Documentation/Certification – Reason Code 41	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>CH CANCELLED MMDDYY</li> </ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>NOTIFICATION ACCT CLOSED MMDDYY</li> </ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>ACCOUNT CLOSED MMDDYY</li> <li>FACILITIES WITHDRAWN</li> <li>CARDHOLDER DECEASED</li> </ul>	None required	Europe
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>TX AMT EXCEEDS CH PREAUTHD RANGE</li> </ul>	None required	US Domestic

ID# 0007475

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.11.5 Representment Processing Requirements – Reason Code 41

Effective for Chargebacks processed through 13 April 2018

Table 13-21: Representment Processing Requirements – Reason Code 41

Member Message Text	Supporting Documentation/Certification – Reason Code 41	Country/Region
<b>The Acquirer can remedy the Chargeback.</b> <b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li> </ul> Either:	All

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### Visa Core Rules and Visa Product and Service Rules

Table 13-21: Representment Processing Requirements – Reason Code 41 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 41	Country/Region
	<ul style="list-style-type: none"> <li>– Documentation to prove that the service was not cancelled<sup>1</sup></li> <li>– Documentation to prove that the Acquirer or Merchant was not notified that the account was closed</li> </ul>	
<b>The Acquirer can remedy the Chargeback.</b> <b>General</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Documentation to prove that the Transaction was not previously charged back</li> </ul>	<b>All excluding Europe</b>
<sup>1</sup> In the Europe Region, for Intraregional and Domestic Transactions, this does not apply when the Issuer has advised that the account was closed, facilities withdrawn, or Cardholder deceased.		

ID# 0007478

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.1.12 Chargeback Reason Code 53 – Not as Described or Defective Merchandise

### 13.1.12.1 Chargeback Conditions – Reason Code 53

Effective for Chargebacks processed through 13 April 2018

Table 13-22: Chargeback Conditions – Reason Code 53

Condition	Chargeback Conditions – Reason Code 53	Country/Region
<b>1</b>	Merchandise or services did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase.	<b>All excluding France Domestic</b>
<b>2</b>	For a Card-Absent Environment Transaction, the Merchant's verbal description or other documentation presented at the time of purchase did not match the merchandise or services received.	<b>Canada Domestic US Domestic Canada/US Interregional</b>
<b>3</b>	The merchandise received by the Cardholder was damaged or defective.	<b>All excluding</b>

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Table 13-22: Chargeback Conditions – Reason Code 53 (continued)

Condition	Chargeback Conditions – Reason Code 53	Country/Region
		France Domestic
4	The Cardholder disputes the quality of the merchandise or services.	All excluding France Domestic
5	The merchandise was identified as counterfeit by: <ul style="list-style-type: none"><li>• The owner of the intellectual property or its authorized representative</li><li>• A customs agency, law enforcement agency, or other governmental agency</li><li>• A neutral bona fide expert</li></ul>	All excluding France Domestic
6	The Cardholder claims that the terms of sale were misrepresented by the Merchant.	All excluding France Domestic

ID# 0007481

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.12.2 Chargeback Rights and Limitations – Reason Code 53

Effective for Chargebacks processed through 13 April 2018

Table 13-23: Chargeback Rights and Limitations – Reason Code 53

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
General	<ul style="list-style-type: none"><li>• The Chargeback amount is limited to the unused portion of the service or value of the returned merchandise.</li><li>• The Chargeback amount must not exceed the original Transaction amount.</li><li>• Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.</li></ul>	All
Chargeback	Before the Issuer may initiate a Chargeback, the Cardholder must return	All excluding

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Table 13-23: Chargeback Rights and Limitations – Reason Code 53 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
Condition 1, 2, 3, 4	or attempt to return the merchandise or cancel the services.	Europe
Chargeback Condition 1, 3, 4	Before the Issuer may initiate a Chargeback, the Cardholder must return the merchandise or cancel the services. If the Cardholder is unable to return merchandise which was delivered or installed by the Merchant, the Cardholder may instead attempt to return the merchandise.	Europe and Interregional including Europe
Chargeback Condition 1, 4, 6	For a V PAY Transaction, the Chargeback applies only to Electronic Commerce Transactions and Mail/Phone Order Transactions.	Europe
Chargeback Condition 5	If the Cardholder was advised by one of the entities listed under Chargeback Condition 5 that the merchandise ordered was counterfeit, the Chargeback applies even if the Cardholder has not received the merchandise.	All
Chargeback Condition 6	<p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li> <li>• A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:<sup>2</sup> <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief services</li> <li>– Credit card interest rate reduction services</li> </ul> </li> <li>• <b>Effective for Transactions completed through 13 October 2017</b> Computer software, including anti-virus software that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Technical services, technical support, or computer software, that is sold</li> </ul>	All excluding Europe

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Table 13-23: Chargeback Rights and Limitations – Reason Code 53 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
	<p>using inaccurate online advertisements or that contains malicious software downloads</p> <ul style="list-style-type: none"> <li>• Business opportunities where the Merchant suggests an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> <li>• A Transaction where a Merchant advises the Cardholder that they can recover the Cardholder's funds and fails to provide services</li> <li>• A Transaction at an outbound telemarketing Merchant</li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b> Investment products or services, (for example: binary options or foreign exchange trading), where the Merchant refuses to allow the Cardholder to withdraw available balances</li> </ul>	
<b>Chargeback Condition 6</b>	<p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li> <li>• A Card-Absent Environment Transaction at Merchants that sell the following merchandise or services: <ul style="list-style-type: none"> <li>– The recovery, consolidation, reduction, or amendment of existing financial products or services<sup>2</sup></li> <li>– <b>Effective for Transactions completed through 13 October 2017</b> Computer software, including anti-virus software, that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>– <b>Effective for Transactions completed on or after 14 October 2017</b> Technical services, technical support, or computer software, that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>– Business opportunities where the Merchant suggests an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> </ul> </li> <li>• <b>Effective for Transactions completed on or after 14 October 2017</b></li> </ul>	<b>Europe and Interregional including Europe</b>



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-23: Chargeback Rights and Limitations – Reason Code 53 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
	Investment products or services, (for example: binary options or foreign exchange trading), where the Merchant refuses to allow the Cardholder to withdraw available balances	
<b>Chargeback Condition 6</b>	The Chargeback applies for Transactions that take place in a Card-Absent Environment where merchandise has been purchased through a trial period, or, as a one-off purchase and the Cardholder was not clearly advised of further billing after the purchase date.	<b>Europe</b>
<sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own. <sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.		

ID# 0007482

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.12.3 Invalid Chargebacks – Reason Code 53

Effective for Chargebacks processed through 13 April 2018

Table 13-24: Invalid Chargebacks – Reason Code 53

Chargeback Condition	Invalid Chargebacks – Reason Code 53	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	<ul style="list-style-type: none"> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> <li>A dispute regarding Value-Added Tax (VAT)</li> </ul>	<b>All</b>
<b>Chargeback Condition 1, 2, 3, 4</b>	A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency	<b>All</b>
<b>Chargeback Condition 2</b>	Either: <ul style="list-style-type: none"> <li>A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</li> <li>A Transaction in which the merchandise or services provided do not match the Merchant's verbal or written description and the Transaction is a Card-Absent Environment Transaction at a Merchant</li> </ul>	<b>Canada</b> <b>Domestic</b> <b>US Domestic</b> <b>Canada/US</b> <b>Interregional</b>

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-24: Invalid Chargebacks – Reason Code 53 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 53	Country/Region
	<p>that sells any of the following merchandise or services:</p> <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief service</li> <li>– Credit card interest rate reduction services</li> <li>– Anti-virus software that is sold using inaccurate online advertisements or malicious software downloads to the Cardholder's personal computer or other electronic device</li> </ul>	
<b>Chargeback Condition 6</b>	A dispute related solely to the quality of merchandise or services provided	<b>All</b>

ID# 0007483

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.12.4 Chargeback Time Limit – Reason Code 53

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Table 13-25: Chargeback Time Limit – Reason Code 53

Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
<b>General</b>	<p>Unless otherwise specified, a Chargeback must be processed no later than 120 calendar days from one of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• For merchandise or services purchased or provided on, before, or after the Transaction Processing Date, the date the Cardholder received the merchandise or services</li> <li>• For a partial prepayment,<sup>1</sup> the Processing Date of the balance portion of the Transaction</li> </ul>	<b>All</b>
<b>Chargeback Condition 1,</b>	Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder returned or attempted to return the merchandise	<b>All</b>

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### Visa Core Rules and Visa Product and Service Rules

Table 13-25: Chargeback Time Limit – Reason Code 53 (continued)

Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
2, 3, 4	or cancelled the services. This does not apply if the waiting period would cause the Chargeback to exceed the Chargeback timeframe or if the Merchant refuses the cancellation or return.	
<b>Chargeback Condition 2, 4</b>	<p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date.</li> <li>• The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date.</li> </ul>	<b>All</b>
<b>Chargeback Condition 5</b>	A Chargeback must be processed no later than 120 calendar days from the date the Cardholder received the merchandise or the date on which the Cardholder was notified that the merchandise was counterfeit, not to exceed 540 calendar days from the Transaction Processing Date.	<b>All</b>
<b>Chargeback Condition 6</b>	<p>A Chargeback must be processed no later than 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services or the date on which the Cardholder was first made aware that the merchandise or services would not be provided, not to exceed 540 calendar days from the Transaction Processing Date.</p> <p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date</li> <li>• The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date</li> </ul>	<b>All</b>
<sup>1</sup> Processed as specified in <i>Section 5.9.9.1, Requirements for Prepayments and Transactions Using Stored Credentials</i>		

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ID# 0007484

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.12.5 Chargeback Processing Requirements – Reason Code 53

Effective for Chargebacks processed through 13 April 2018

Table 13-26: Chargeback Processing Requirements – Reason Code 53

Member Message Text	Supporting Documentation/Certification – Reason Code 53	Country/Region
<b>Chargeback Condition 1, 2, 3, 4</b> As applicable: <ul style="list-style-type: none"> <li>NOT AS DESCRIBED</li> <li>DEFECTIVE MERCHANDISE</li> </ul>	<i>Visa Resolve Online Questionnaire</i> stating the following, as applicable: <ul style="list-style-type: none"> <li>An explanation of what was not as described or defective or information regarding the quality-related issue</li> <li>The date the Cardholder received the merchandise or services</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>The date the Cardholder returned or attempted to return the merchandise or cancelled services.</li> <li>A detailed explanation of how and when the Cardholder attempted to return the merchandise</li> <li>The disposition of the merchandise</li> <li>The name of the shipping company</li> <li>An invoice/tracking number (if available)</li> <li>The date the Merchant received the merchandise</li> <li>In lieu of documentation, Issuer certification that the Merchant refused the return of the merchandise, refused to provide a return merchandise authorization, or instructed the Cardholder not to return the merchandise</li> </ul>	All excluding Europe
<b>Chargeback Condition 1, 3, 4</b> As applicable: <ul style="list-style-type: none"> <li>NOT AS DESCRIBED</li> <li>DEFECTIVE MERCHANDISE</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form stating the following, as applicable: <ul style="list-style-type: none"> <li>An explanation of what was not as described or</li> </ul> </li> </ul>	Europe and Interregional including Europe

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-26: Chargeback Processing Requirements – Reason Code 53 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 53	Country/Region
	<p>defective or information regarding the quality related issue</p> <ul style="list-style-type: none"> <li>– The date the Cardholder received the merchandise or services</li> <li>– That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– The date the Cardholder returned, or attempted to return the merchandise or cancelled services</li> <li>– A detailed explanation of how and when the Cardholder attempted to return the merchandise</li> <li>– The disposition of the merchandise, if applicable</li> <li>– The name of the shipping company</li> <li>– An invoice/tracking number (if available)</li> <li>– The date the Merchant received the merchandise</li> <li>• Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	
<b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>• COUNTERFEIT MERCHANDISE</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form including all of the following:</p> <ul style="list-style-type: none"> <li>• Certification that the Cardholder received notification from one of the entities listed under Chargeback Condition 5 that the merchandise is counterfeit</li> <li>• The date the Cardholder received the merchandise or received notification that the merchandise was counterfeit</li> <li>• A description of the counterfeit merchandise</li> <li>• The disposition of the merchandise</li> <li>• Information about the person or entity that indicated the merchandise to be counterfeit, including the name of the person and/or entity providing the notification,</li> </ul>	<b>All</b>

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-26: Chargeback Processing Requirements – Reason Code 53 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 53	Country/Region
	and validation that the person or entity is qualified to provide the notification	
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>TERMS OF SALE MISREPRESENTED</li> </ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable: <ul style="list-style-type: none"> <li>The date the merchandise was returned or the service was cancelled</li> <li>The name of the shipping company</li> <li>The invoice/tracking number (if available)</li> <li>The date the Merchant received the merchandise</li> <li>In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>An explanation of what was not as described or defective</li> <li>The date the Cardholder received the merchandise or services</li> </ul> </li> <li>Information from the Cardholder describing how the Merchant's verbal and/or written representations do not match the terms of sale to which the Cardholder agreed</li> <li><b>Effective for Transactions completed on or after 14 October 2017</b> Copy of the Cardholder's investment account showing the date, withdrawal amount, and available balance at the time the withdrawal request was made</li> </ul>	<b>All excluding Europe</b>
<b>Chargeback Condition 6</b>	All of the following:	<b>Europe and</b>

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-26: Chargeback Processing Requirements – Reason Code 53 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 53	Country/Region
<ul style="list-style-type: none"> <li>TERMS OF SALE MISREPRESENTED</li> </ul>	<ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form stating all of the following as applicable: <ul style="list-style-type: none"> <li>The date the merchandise or the service was cancelled</li> <li>The date the Merchant received the merchandise</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>The date the Cardholder received the merchandise or services</li> </ul> </li> <li>Documentation from the Cardholder describing how the Merchant's written representations do not match the terms of sale to which the Cardholder agreed</li> <li><b>Effective for Transactions completed on or after 14 October 2017</b> Copy of the Cardholder's investment account showing the date, withdrawal amount and available balance at the time the withdrawal request was made</li> </ul>	Interregional including Europe

ID# 0007485

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.12.6 Representment Processing Requirements – Reason Code 53

**Effective for Chargebacks processed through 13 April 2018**

Table 13-27: Representment Processing Requirements – Reason Code 53

Member Message Text	Supporting Documentation/Certification – Reason Code 53	Country/Region
<p>The Acquirer can remedy the Chargeback Chargeback Condition 2</p> <ul style="list-style-type: none"> <li>RETURNED MDSE NOT RECEIVED (if applicable)</li> </ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the merchandise or service matched what was described</li> <li>Merchant rebuttal addressing the Cardholder's claims</li> </ul>	Canada Domestic US Domestic Canada/US Interregional

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### Visa Core Rules and Visa Product and Service Rules

Table 13-27: Representment Processing Requirements – Reason Code 53 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 53	Country/Region
	<ul style="list-style-type: none"> <li>If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise</li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 3, 4</b> <ul style="list-style-type: none"> <li>RETURNED MDSE NOT RECEIVED (if applicable)</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Documentation to prove that the merchandise or service matched what was described</li> <li>Merchant rebuttal addressing the Cardholder's claims</li> <li>If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Documentation to support the Merchant's claim that the merchandise was not counterfeit</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Documentation to prove that the terms of sale of the merchandise or services were not misrepresented</li> </ul>	All

ID# 0007487

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.13 Chargeback Reason Code 57 – Fraudulent Multiple Transactions

#### 13.1.13.1 Chargeback Conditions – Reason Code 57

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Table 13-28: Chargeback Conditions – Reason Code 57

Condition	Chargeback Conditions – Reason Code 57	Country/Region
1	<p>All of the following:</p> <ul style="list-style-type: none"> <li>• All of the disputed Transactions occurred at the same Merchant Outlet.</li> <li>• The Cardholder acknowledges participating in at least one Transaction at the same Merchant Outlet.</li> <li>• The Cardholder denies authorizing or participating in the disputed Transaction.</li> <li>• The Card was in the Cardholder's possession at the time of the disputed Transaction.</li> </ul>	All

ID# 0007490

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.13.2 Invalid Chargebacks – Reason Code 57

Effective for Chargebacks processed through 13 April 2018

Table 13-29: Invalid Chargebacks – Reason Code 57

Chargeback Condition	Invalid Chargebacks – Reason Code 57	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> <li>• A Card-Absent Environment Transaction</li> <li>• A delayed charge or an amended amount processed as specified in <i>Section 5.9.7.3, Conditions for Assessing Amended Amounts or Delayed Charges</i></li> <li>• An Emergency Cash Disbursement</li> <li>• An EMV PIN Transaction</li> <li>• A Contactless Transaction in which a PIN was used</li> <li>• A Transaction in which a Consumer Device Cardholder Verification Method (CDCVM) was used</li> <li>• A Visa B2B Virtual Payments Program Transaction</li> </ul>	All
General	An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)	All excluding Europe

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-29: Invalid Chargebacks – Reason Code 57 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 57	Country/Region
General	A PIN-Authenticated Visa Debit Transaction	US Domestic
General	A V PAY Transaction	Europe

ID# 0007492

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.13.3 Chargeback Processing Requirements – Reason Code 57

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Table 13-30: Chargeback Processing Requirements – Reason Code 57

Member Message Text	Supporting Documentation/Certification – Reason Code 57	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>In lieu of documentation, Issuer certification</li><li>In lieu of documentation, Issuer certification that the acknowledged Transaction was not processed, if applicable</li></ul>	All excluding Europe
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li><li>A Cardholder letter</li><li>If the acknowledged Transaction was not processed, the Issuer must supply the Cardholder copy of the Transaction Receipt</li></ul>	Europe and Interregional including Europe

ID# 0007494

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.13.4 Representment Processing Requirements – Reason Code 57

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-31: Representment Processing Requirements – Reason Code 57

Member Message Text	Supporting Documentation/Certification – Reason Code 57	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	All of the following, if applicable: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Irrefutable evidence to demonstrate that the Cardholder participated in the disputed Transactions</li> <li>Evidence to show that the Chargeback was invalid</li> </ul>	All

ID# 0007497

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.1.14 Chargeback Reason Code 62 – Counterfeit Transaction

### 13.1.14.1 Chargeback Conditions – Reason Code 62

Effective for Chargebacks processed through 13 April 2018

Table 13-32: Chargeback Conditions – Reason Code 62

Condition	Chargeback Conditions – Reason Code 62	Country/Region
1	All of the following: <ul style="list-style-type: none"> <li>The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>The Cardholder denies authorizing or participating in the Transaction.</li> <li>Online Authorization was obtained without transmission of the entire unaltered data on track 1 or track 2, or Full-Chip Data.</li> <li>The Issuer reported the Transaction as counterfeit Fraud Activity through VisaNet.</li> </ul>	All
2	The Transaction qualifies for the EMV liability shift, as specified in <i>Section 1.11.1.3, EMV Liability Shift Participation</i> , and all of the following: <ul style="list-style-type: none"> <li>The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>The Cardholder denies authorizing or participating in the Transaction.</li> </ul>	All

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### Visa Core Rules and Visa Product and Service Rules

Table 13-32: Chargeback Conditions – Reason Code 62 (continued)

Condition	Chargeback Conditions – Reason Code 62	Country/Region
	<ul style="list-style-type: none"> <li>The Card is a Chip Card (first digit of the Service Code is 2 or 6).</li> <li>Either: <ul style="list-style-type: none"> <li>The Transaction did not take place at a Chip-Reading Device (terminal entry capability code was not 5).</li> <li>For a Transaction that does not involve a Member in the Europe Region, the Transaction was Chip-initiated and, if the Transaction was authorized Online, the Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li> </ul> </li> </ul>	

ID# 0007509

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.14.2 Invalid Chargebacks – Reason Code 62

Effective for Chargebacks processed through 13 April 2018

Table 13-33: Invalid Chargebacks – Reason Code 62

Chargeback Condition	Invalid Chargebacks – Reason Code 62	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> <li>An Emergency Cash Disbursement</li> <li>A Visa B2B Virtual Payments Program Transaction</li> </ul>	All
Chargeback Condition 1	Either: <ul style="list-style-type: none"> <li>The CVV was not encoded on the Card.</li> <li>The Transaction was completed with a Proprietary Card bearing the Plus Symbol.</li> </ul>	All
Chargeback Condition 1	A V PAY Transaction	Europe
Chargeback Condition 2	Any of the following: <ul style="list-style-type: none"> <li>The Transaction was a Chip-initiated Transaction (POS Entry Mode code 05 or 07).</li> </ul>	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-33: Invalid Chargebacks – Reason Code 62 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 62	Country/Region
	<ul style="list-style-type: none"> <li>The Transaction was a Fallback Transaction.</li> <li>The Authorization record contains POS Entry Mode code 90 and the Service Code encoded on the Magnetic Stripe does not indicate the presence of a Chip.</li> <li>The CVV was in the Authorization Request but CVV verification was not performed or the Authorization record indicates that the CVV failed verification.</li> </ul>	
Chargeback Condition 2	A Transaction that contained a payment Token	All excluding Europe
Effective for Transactions completed through 13 April 2018 Chargeback Condition 2	A Small Ticket Transaction	Europe
Effective for Transactions completed through 13 April 2018 Chargeback Condition 2	A Transaction on an Account Number for which the Issuer has initiated more than 10 Chargebacks within the previous 120 calendar days	US Domestic

ID# 0007511

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.14.3 Chargeback Processing Requirements – Reason Code 62

Effective for Chargebacks processed through 13 April 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

**Table 13-34: Chargeback Processing Requirements – Reason Code 62**

Member Message Text	Supporting Documentation/Certification – Reason Code 62	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT</li> </ul>	<ul style="list-style-type: none"> <li>For an ATM Transaction: None required</li> <li>For all other Transactions, all of the following, as applicable: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Certification that the CVV was encoded on the Card</li> <li>Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> </ul>	<b>All excluding Europe</b>
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT</li> </ul>	<ul style="list-style-type: none"> <li>For an ATM Transaction: None required</li> <li>For all other Transactions, all of the following, as applicable: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Certification that the CVV was encoded on the Card</li> <li>Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li> <li>For Transactions with a Transaction amount equal to or less than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), all of the following:</li> </ul> </li> </ul>	<b>Europe and Interregional including Europe</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-34: Chargeback Processing Requirements – Reason Code 62 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 62	Country/Region
	<ul style="list-style-type: none"> <li>▪ Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>▪ Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>▪ Certification of the date the Account Number was listed on the Exception File</li> <li>– For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>• EMV CARD, NON EMV DEVICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> <li>• Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>• Certification of the date the Account Number was listed on the Exception File</li> </ul>	<b>All excluding Europe</b>
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>• EMV CARD, NON EMV DEVICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• For a Transaction with a Transaction amount equal to or less than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency</li> </ul>	<b>Europe and Interregional including Europe</b>

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### Visa Core Rules and Visa Product and Service Rules

Table 13-34: Chargeback Processing Requirements – Reason Code 62 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 62	Country/Region
	<p>equivalent), all of the following:</p> <ul style="list-style-type: none"><li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li><li>– Certification of the date the Account Number was listed on the Exception File</li><li>• For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), or, in the Europe Region, EUR 25 (or local currency equivalent), Cardholder letter denying authorization or participation in the Transaction</li></ul>	

ID# 0007513

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.14.4 Representment Rights and Limitations – Reason Code 62

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Table 13-35: Representment Rights and Limitations – Reason Code 62

Chargeback Condition	Representment Rights and Limitations – Reason Code 62	Country/Region
General	For a Representment due to an Issuer not properly listing the Account Number on the Exception File, not properly reporting Fraud Activity, or not closing an account, the Acquirer must provide information/documentation to support this claim.	All

ID# 0007515

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.14.5 Representment Processing Requirements – Reason Code 62

Effective for Chargebacks processed through 13 April 2018



**Table 13-36: Representment Processing Requirements – Reason Code 62**

Member Message Text	Supporting Documentation/Certification – Reason Code 62	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>AUTH DATE MMDDYY CODE X...X</li> <li>POS XX (Specify POS Entry Mode code value)</li> <li>AUTHENTICATION CRYPT IN AUTH</li> </ul>	As applicable	All
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> <li>EMV DEVICE, POS 90, NON CHIP SVCE CODE</li> <li>EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li> </ul>	As applicable	All
<b>The Acquirer can remedy the Chargeback</b> <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> </ul>	As applicable	All

ID# 0007516

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.15 Chargeback Reason Code 70 – Card Recovery Bulletin or Exception File

#### 13.1.15.1 Chargeback Conditions – Reason Code 70

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### Visa Core Rules and Visa Product and Service Rules

Table 13-37: Chargeback Conditions – Reason Code 70

Condition	Chargeback Conditions – Reason Code 70	Country/Region
1	All of the following: <ul style="list-style-type: none"><li>• The Transaction was below the Merchant's Floor Limit.</li><li>• The Merchant did not obtain Authorization.</li><li>• On the Transaction Date, the Account Number was listed in the Card Recovery Bulletin for the Visa Region in which the Merchant Outlet is located.</li></ul>	All excluding US Domestic

ID# 0007519

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.15.2 Chargeback Rights and Limitations – Reason Code 70

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Table 13-38: Chargeback Rights and Limitations – Reason Code 70

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 70	Country/Region
General	The Chargeback applies whether or not a specific Account Number in a blocked BIN appears in the Card Recovery Bulletin or Exception File.	All excluding US Domestic
Chargeback Condition 1	If the Transaction Date was not transmitted in the Clearing Record, the Chargeback applies if the Account Number was listed in the Card Recovery Bulletin within the 10 calendar days before the Transaction Processing Date.	All excluding US Domestic

ID# 0007520

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.15.3 Invalid Chargebacks – Reason Code 70

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Table 13-39: Invalid Chargebacks – Reason Code 70

Chargeback Condition	Invalid Chargebacks – Reason Code 70	Country/Region
The Chargeback is invalid for any of the following:		

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### Visa Core Rules and Visa Product and Service Rules

Table 13-39: Invalid Chargebacks – Reason Code 70 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 70	Country/Region
General	<ul style="list-style-type: none"><li>A Transaction authorized through the Emergency Payment Authorization Service</li><li>A Transaction completed at a Contactless-only Acceptance Device</li></ul>	All excluding US Domestic
General	A V PAY Transaction	Europe
Chargeback Condition 1	A Transaction that both: <ul style="list-style-type: none"><li>Occurred at a Chip-Reading Device</li><li>Qualifies for the EMV liability shift, as specified in <i>Section 1.11.1.3, EMV Liability Shift Participation</i></li></ul>	All excluding US Domestic

ID# 0007521

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.15.4 Chargeback Processing Requirements – Reason Code 70

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Table 13-40: Chargeback Processing Requirements – Reason Code 70

Member Message Text	Supporting Documentation/Certification – Reason Code 70	Country/Region
Chargeback Condition 1 <ul style="list-style-type: none"><li>LISTED CRB DATE MMDDYY CRB REGION XX</li></ul>	None required	All excluding US Domestic

ID# 0007523

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.15.5 Representment Processing Requirements – Reason Code 70

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Table 13-41: Representment Processing Requirements – Reason Code 70

Member Message Text	Supporting Documentation/Certification – Reason Code 70	Country/Region
The Acquirer can remedy the Chargeback	Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable	All excluding US Domestic

**Table 13-41: Representment Processing Requirements – Reason Code 70 (continued)**

Member Message Text	Supporting Documentation/Certification – Reason Code 70	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>• ACCT NUM NOT ON CRB TRAN DATE MMDDYY</li> <li>• CHECK-IN DATE MMDDYY</li> <li>• RENTAL DATE MMDDYY</li> <li>• EMBARK DATE MMDDYY</li> <li>• AUTH DATE MMDDYY CODE X...X</li> </ul>		

ID# 0007525

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.16 Chargeback Reason Code 71 – Declined Authorization

#### 13.1.16.1 Chargeback Conditions – Reason Code 71

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**Table 13-42: Chargeback Conditions – Reason Code 71**

Condition	Chargeback Conditions – Reason Code 71	Country/Region
1	An Authorization Request received a Decline or Pickup Response and the Merchant completed the Transaction	All
2	All of the following: <ul style="list-style-type: none"> <li>• An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response, or a Pickup Response</li> <li>• A subsequent Authorization was obtained by a means other than Voice Authorization.</li> <li>• The Merchant completed the Transaction.</li> <li>• The Transaction was initiated with a Counterfeit Card.</li> </ul>	All

ID# 0007529

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

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#### 13.1.16.2 Chargeback Rights and Limitations – Reason Code 71

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Table 13-43: Chargeback Rights and Limitations – Reason Code 71

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 71	Country/Region
Effective for Transactions completed through 13 October 2017 Chargeback Condition 1	A Chargeback of a Variable Fare Transaction is valid for the full Transaction amount if a Decline Response was sent and the Transaction amount was greater than either: <ul style="list-style-type: none"><li>At a United Kingdom Merchant, GBP 6</li><li>At a Merchant not in the United Kingdom, EUR 5 (or local currency equivalent)</li></ul>	Europe
Effective for Transactions completed on or after 14 October 2017 Chargeback Condition 1	A Chargeback of a Mass Transit Transaction is valid for the full Transaction amount if a Decline Response was sent and the Transaction amount was greater than the amount specified in <i>Section 5.9.17.2, Mass Transit Transaction Requirements</i> .	All

ID# 0029876

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.16.3 Invalid Chargebacks – Reason Code 71

Effective for Chargebacks processed through 13 April 2018

Table 13-44: Invalid Chargebacks – Reason Code 71

Chargeback Condition	Invalid Chargebacks – Reason Code 71	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction that was authorized by Stand-In Processing</li><li>A Transaction that was authorized through the Emergency Payment Authorization Service</li></ul>	All
Chargeback Condition 1	A Transaction for which Authorization was obtained after a Decline Response was received for the same purchase. This does not include an	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-44: Invalid Chargebacks – Reason Code 71 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 71	Country/Region
	Authorization Request that received a Pickup Response 04, 07, 41, or 43 or was submitted more than 12 hours <sup>1</sup> after the submission of the first Authorization Request.	
General	A V PAY Transaction	Europe
<sup>1</sup> The 12-hour limit does not apply in the Europe Region.		

ID# 0007532

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.16.4 Chargeback Processing Requirements – Reason Code 71

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Table 13-45: Chargeback Processing Requirements – Reason Code 71

Member Message Text	Supporting Documentation/Certification – Reason Code 71	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>AUTH DECLINED MMDDYY</li> </ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>ISS CERT TX COUNTERFEIT</li> </ul>	Both: <ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li> <li>Issuer certification that the approved Transaction was Counterfeit and both the initial and subsequent Authorization Requests contained all of the following identical data:               <ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date</li> <li>Transaction amount</li> <li>Merchant identification</li> </ul> </li> </ul>	All

ID# 0007535

Edition: Apr 2018 | Last Updated: Apr 2018

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### Visa Core Rules and Visa Product and Service Rules

#### 13.1.16.5 Representment Processing Requirements – Reason Code 71

Effective for Chargebacks processed through 13 April 2018

Table 13-46: Representment Processing Requirements – Reason Code 71

Member Message Text	Supporting Documentation/Certification – Reason Code 71	Country/Region
<b>The Acquirer can remedy the Chargeback</b> General As applicable: <ul style="list-style-type: none"><li>AUTH DATE MMDDYY CODE X...X</li><li>TRAN IS MMDDYY NOT MMDDYY</li></ul>	All of the following: <ul style="list-style-type: none"><li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li><li>For a dispute involving special Authorization procedures, <i>Certification of Special Authorization Representment Amount (Exhibit 3C)</i>. In the US Region, this does not apply to a Domestic Transaction.</li><li>Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable</li></ul>	All

ID# 0007537

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.17 Chargeback Reason Code 72 – No Authorization

##### 13.1.17.1 Chargeback Conditions – Reason Code 72

Effective for Chargebacks processed through 13 April 2018

Table 13-47: Chargeback Conditions – Reason Code 72

Condition	Chargeback Conditions – Reason Code 72	Country/Region
1	The Transaction exceeded the Floor Limit and Authorization was not obtained on the date specified in <i>Section 5.8.4.5, Approval Response Validity Timeframes</i> .	All
2	Authorization was obtained using invalid or incorrect data, or the MCC used in the Authorization Request does not match the MCC in the Clearing Record of the first Presentment for the same Transaction.	All

ID# 0007541

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.17.2 Chargeback Rights and Limitations – Reason Code 72

Effective for Chargebacks processed through 13 April 2018

Table 13-48: Chargeback Rights and Limitations – Reason Code 72

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 72	Country/Region
General	<ul style="list-style-type: none"> <li>The Chargeback is limited to the amount above the applicable Floor Limit for a Chip-initiated, Offline-Authorized Transaction</li> <li>If Authorization was obtained for an amount less than the Transaction amount, the Chargeback is limited to either: <ul style="list-style-type: none"> <li>The amount that was not authorized</li> <li>The difference between the Transaction amount and the amount for which Authorization was required, as specified in <a href="#">Section 5.8.3.1, Authorization Amount Requirements</a></li> </ul> </li> <li>An Authorization is invalid for a Fallback Transaction where the appropriate values identifying the Transaction as a Fallback Transaction are not included in the Authorization Request. For a Fallback Transaction, the Merchant Floor Limit is zero.</li> </ul>	All
Chargeback Condition 1	The Chargeback applies to a Chip-initiated Transaction that included an Authorization Request Cryptogram (ARQC) in the Clearing Record but was not authorized Online by the Issuer or the Issuer's agent.	All
Chargeback Condition 2	<ul style="list-style-type: none"> <li>The Chargeback applies for the entire Transaction amount.</li> <li>The Authorization is invalid if the Authorization Request contained an incorrect Transaction Date, MCC, Merchant or Transaction type indicator, country code, state code, special condition indicator, or other required field.</li> </ul>	All

ID# 0007542

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.17.3 Invalid Chargebacks – Reason Code 72

Effective for Chargebacks processed through 13 April 2018



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

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Table 13-49: Invalid Chargebacks – Reason Code 72

Chargeback Condition	Invalid Chargebacks – Reason Code 72	Country/Region
The Chargeback is invalid for any of the following:		
<b>General</b>	A Transaction for which Partial Authorization was obtained and both: <ul style="list-style-type: none"> <li>The Partial Authorization indicator was present in the Authorization Request.</li> <li>The Transaction amount does not exceed the amount in the Partial Authorization Response.</li> </ul>	<b>US Domestic</b>
<b>Chargeback Condition 1</b>	A Transaction that both: <ul style="list-style-type: none"> <li>Is processed with a Visa Drive Card that is an “extra” Card which has a Privately Contracted Agreement associated to it</li> <li>Contains either of the following MCCs: <ul style="list-style-type: none"> <li>4784 (Tolls and Bridge Fees)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> </ul> </li> </ul>	<b>Europe</b>

ID# 0007543

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.17.4 Chargeback Processing Requirements – Reason Code 72

Effective for Chargebacks processed through 13 April 2018

Table 13-50: Chargeback Processing Requirements – Reason Code 72

Member Message Text	Supporting Documentation/Certification – Reason Code 72	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>NO AUTHORIZATION</li> <li>EMV CARD, NO AUTH, EXCD CHIP FLOOR LIMIT</li> <li>EMV CARD, INVALID FALLBACK DATA</li> <li>TRAN EXCEEDS AUTH AMOUNT</li> </ul>	None required	<b>All</b>

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-50: Chargeback Processing Requirements – Reason Code 72 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 72	Country/Region
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>AUTH OBTAINED USING INVALID DATA</li> </ul>	<ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire</li> <li>In lieu of documentation, Issuer certification that the Authorization Request would have been declined if valid data had been provided and an explanation of why the inclusion of valid data would have caused the Authorization Request to be declined</li> </ul>	All excluding Europe
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>AUTH OBTAINED USING INVALID DATA</li> </ul>	<ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li> <li>Documentation to support the Issuer's claim that the Transaction would have been declined if Transaction data had been provided in the Authorization Request</li> </ul>	Europe and Interregional including Europe

ID# 0007545

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.17.5 Representment Processing Requirements – Reason Code 72

Effective for Chargebacks processed through 13 April 2018

Table 13-51: Representment Processing Requirements – Reason Code 72

Member Message Text	Supporting Documentation/Certification – Reason Code 72	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>General</b> As applicable: <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> <li>EMV CARD, VALID FALLBACK DATA</li> <li>NOT AN EMV CARD, NON EMV DEVICE</li> </ul>	As applicable	All
<b>The Acquirer can remedy the Chargeback</b>	Effective for Transactions completed through 21 April 2017 for applicable Merchants, excluding Lodging	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-51: Representment Processing Requirements – Reason Code 72 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 72	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>AUTH DATE MMDDYY CODE X...X AMT \$XXX</li> <li>TRAN DATE IS MMDDYY NOT MMDDYY</li> <li>MO/TO (or EC) ORDER DATE MMDDYY CODE XXXXX AMT \$XXXX</li> <li>MERCHANT SPECIAL AUTH MMDDYY CODE XXXXX AMT XXXX</li> </ul>	<b>Merchants, Cruise Lines, or Car Rental Merchants</b>  <b>Effective for Transactions completed through 13 October 2017 for Lodging Merchants, Cruise Lines, or Car Rental Merchants</b>  Both: <ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li> <li>For a dispute involving special Authorization procedures, both: <ul style="list-style-type: none"> <li>Certification of Special Authorization Representment Amount (Exhibit 3C) or Dispute Resolution Form. In the US Region, this does not apply to a Domestic Transaction.</li> <li>For a T&amp;E Transaction, the Transaction Receipt if the Merchant obtained valid Authorization using special Authorization procedures between the dates that the Transaction was initiated and completed, and internal Authorization records conflict</li> </ul> </li> </ul> <b>Effective for Transactions completed on or after 22 April 2017 for applicable Merchants, excluding Lodging Merchants, Cruise Lines, or Car Rental Merchants</b> <b>Effective for Transactions completed on or after 14 October 2017 for Lodging Merchants, Cruise Lines, or Vehicle Rental Merchants</b>  Both: <ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li> <li>For a dispute involving special Authorization procedures where all of the following apply: <ul style="list-style-type: none"> <li>The first Authorization Request included the Initial/Estimated Authorization Request indicator.</li> </ul> </li> </ul>	

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-51: Representment Processing Requirements – Reason Code 72 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 72	Country/Region
	<ul style="list-style-type: none"> <li>– Subsequent Authorization Requests included the Incremental Authorization Request indicator.</li> <li>– The same Transaction Identifier was used in all Authorization Requests.</li> <li>– Clearing Records were submitted within the timeframes specified in <i>Section 5.8.4.5, Approval Response Validity Timeframes</i>.</li> </ul> <p>Both:</p> <ul style="list-style-type: none"> <li>• The Transaction Receipt or other documentation</li> <li>• Certification of all of the following: <ul style="list-style-type: none"> <li>– The date the Transaction was initiated</li> <li>– The date the Transaction was completed</li> <li>– The dates, authorized amounts, and Authorization Codes of the approved Authorizations</li> </ul> </li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• V.I.P. System Authorization record and the Clearing Record of the first Presentment</li> </ul>	<b>All</b>

ID# 0007548

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.18 Chargeback Reason Code 73 – Expired Card

#### 13.1.18.1 Chargeback Conditions – Reason Code 73

Effective for Chargebacks processed through 13 April 2018

Table 13-52: Chargeback Conditions – Reason Code 73

Condition	Chargeback Conditions – Reason Code 73	Country/Region
<b>1</b>	A Merchant completed a Transaction with a Card that expired before the	<b>All</b>

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Table 13-52: Chargeback Conditions – Reason Code 73 (continued)

Condition	Chargeback Conditions – Reason Code 73	Country/ Region
	Transaction Date and did not obtain Authorization	

ID# 0007552

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.18.2 Chargeback Rights and Limitations – Reason Code 73

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Table 13-53: Chargeback Rights and Limitations – Reason Code 73

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 73	Country/ Region
General	<ul style="list-style-type: none"><li>The Transaction Date is the earlier of either:<ul style="list-style-type: none"><li>The date on which the Transaction occurred</li><li>The date on which the Transaction was initiated</li></ul></li><li>For a Mail/Phone Order Transaction or an Electronic Commerce Transaction, the expiration date provided by the Cardholder is assumed to be correct.</li></ul>	All

ID# 0007553

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.18.3 Invalid Chargebacks – Reason Code 73

Effective for Chargebacks processed through 13 April 2018

Table 13-54: Invalid Chargebacks – Reason Code 73

Chargeback Condition	Invalid Chargebacks – Reason Code 73	Country/ Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction authorized through the Emergency Payment Authorization Service</li><li>A Chip-initiated Transaction</li></ul>	All
General	<ul style="list-style-type: none"><li>A Recurring Transaction</li><li>A V PAY Transaction</li></ul>	Europe

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ID# 0007554

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.18.4 Chargeback Processing Requirements – Reason Code 73

Effective for Chargebacks processed through 13 April 2018

Table 13-55: Chargeback Processing Requirements – Reason Code 73

Member Message Text	Supporting Documentation/Certification – Reason Code 73	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>CARD EXPIRED MMDDYY</li></ul>	None required	All

ID# 0007556

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.18.5 Representment Processing Requirements – Reason Code 73

Effective for Chargebacks processed through 13 April 2018

Table 13-56: Representment Processing Requirements – Reason Code 73

Member Message Text	Supporting Documentation/Certification – Reason Code 73	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> As applicable: <ul style="list-style-type: none"><li>AUTH DATE MMDDYY</li><li>CARD NOT EXPIRED ON TRAN DATE</li><li>CHECK-IN DATE MMDDYY</li><li>RENTAL DATE MMDDYY</li><li>EMBARK DATE MMDDYY</li></ul>	Both: <ul style="list-style-type: none"><li>Visa Resolve Online Questionnaire or Dispute Resolution Form</li><li>One of the following:<ul style="list-style-type: none"><li>The Merchant's Authorization log</li><li>Documentation to prove that the Card was not expired on the Transaction Date</li><li>Evidence that the Transaction was Chip-initiated and offline-authorized</li></ul></li></ul>	All

ID# 0007558

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.19 Chargeback Reason Code 74 – Late Presentment

#### 13.1.19.1 Chargeback Conditions – Reason Code 74

Effective for Chargebacks processed through 13 April 2018

Table 13-57: Chargeback Conditions – Reason Code 74

Condition	Chargeback Conditions – Reason Code 74	Country/Region
1	Both: <ul style="list-style-type: none"> <li>The Transaction was not processed within the required time limit</li> <li>The Account Number was not in good standing on the Chargeback Processing Date</li> </ul>	All
2	The Transaction Date is more than 180 calendar days before the Processing Date	All

ID# 0007561

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.19.2 Chargeback Rights and Limitations – Reason Code 74

Effective for Chargebacks processed through 13 April 2018

Table 13-58: Chargeback Rights and Limitations – Reason Code 74

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/Region
Chargeback Condition 1	The Chargeback applies only if the Transaction Processing Date is more than: <ul style="list-style-type: none"> <li>For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date</li> <li>For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date</li> <li>For all other Transactions, 8 calendar days after the Transaction Date</li> </ul>	All excluding Malaysia Domestic and Transactions acquired in Japan
Chargeback Condition 1	<ul style="list-style-type: none"> <li>For and ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date</li> <li>For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date</li> </ul>	Transactions acquired in Japan

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Table 13-58: Chargeback Rights and Limitations – Reason Code 74 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/Region
	<ul style="list-style-type: none"> <li>For all other Transactions, 30 calendar days after the Transaction Date</li> </ul>	
<b>Chargeback Condition 1</b>	<p>The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"> <li>For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date</li> <li>For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date</li> <li>For an Automated Fuel Dispenser Transaction, 6 calendar days after the Transaction Date</li> <li>For all other Transactions, 8 calendar days after the Transaction Date</li> </ul>	<b>Malaysia Domestic</b>

ID# 0007562

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.19.3 Invalid Chargebacks – Reason Code 74

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Table 13-59: Invalid Chargebacks – Reason Code 74

Chargeback Condition	Invalid Chargebacks – Reason Code 74	Country/Region
The Chargeback is invalid for any of the following:		
<b>General</b>	A V PAY Transaction	<b>Europe</b>

ID# 0030005

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.19.4 Chargeback Processing Requirements – Reason Code 74

Effective for Chargebacks processed through 13 April 2018

Table 13-60: Chargeback Processing Requirements – Reason Code 74

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b>	None required	<b>All</b>



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-60: Chargeback Processing Requirements – Reason Code 74 (continued)

Member Message Text	Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"> <li>ACCOUNT STATUS CODE __ (Supply the appropriate code in the last position of the text) <ul style="list-style-type: none"> <li>X=Counterfeit</li> <li>O=Account Closed</li> <li>C=Account Problem (in the US Region, includes NSF)</li> <li>F=Other Fraud (lost, stolen, not received)</li> </ul> </li> </ul>		
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>MORE THAN 180 DAYS LATE</li> </ul>	None required	All

ID# 0007573

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.19.5 Representment Processing Requirements – Reason Code 74

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Table 13-61: Representment Processing Requirements – Reason Code 74

Member Message Text	Supporting Documentation/Certification – Reason Code 74	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"> <li>CORRECT TRAN DATE MMDDYY</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>The Transaction Receipt or other documentation with a Transaction Date that disproves late Presentment</li> </ul>	All

ID# 0007575

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.20 Chargeback Reason Code 75 – Transaction Not Recognized

##### 13.1.20.1 Chargeback Conditions – Reason Code 75

Effective for Chargebacks processed through 13 April 2018

Table 13-62: Chargeback Conditions – Reason Code 75

Condition	Chargeback Conditions – Reason Code 75	Country/ Region
1	The Cardholder does not recognize the Transaction and additional information beyond the data required in the Clearing Record is needed to assist the Cardholder in identifying the Transaction	All

ID# 0007577

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.20.2 Chargeback Rights and Limitations – Reason Code 75

Effective for Chargebacks processed through 13 April 2018

Table 13-63: Chargeback Rights and Limitations – Reason Code 75

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 75	Country/ Region
General	The Chargeback applies only for key-entered Transactions and Unattended Transactions.	All
General	The Chargeback applies, regardless of the Electronic Commerce Indicator value, for Electronic Commerce Transactions conducted by Merchants assigned the following MCCs: <ul style="list-style-type: none"><li>• 4829 (Wire Transfer Money Orders)</li><li>• 5967 (Direct Marketing – Inbound Teleservices Merchant)</li><li>• 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)</li><li>• 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li></ul>	US Domestic

ID# 0007578

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.20.3 Invalid Chargebacks – Reason Code 75

Effective for Chargebacks processed through 13 April 2018

Table 13-64: Invalid Chargebacks – Reason Code 75

Chargeback Condition	Invalid Chargebacks – Reason Code 75	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> <li>A Transaction for which the Issuer used Retrieval Request reason code 33 (fraud analysis request) or Retrieval Request reason code 34 (legal process request)</li> <li>A Transaction for which the Acquirer supplies a copy of the Transaction Receipt containing all the required content</li> <li>A Transaction for which the No-Show indicator in the Clearing Record is 1</li> <li>A Transaction that the Cardholder states is fraudulent</li> <li>A Telephone Service Transaction</li> <li>A T&amp;E Transaction that contains required enhanced data in the Clearing Record</li> <li><b>Effective for Transactions completed on or after 14 October 2017</b> A Mass Transit Transaction</li> </ul>	All
General	<ul style="list-style-type: none"> <li>A Transaction for which the Acquirer provided evidence of an Imprint</li> <li>A Visa Easy Payment Service Transaction</li> </ul>	All excluding Europe
General	An Electronic Commerce Transaction processed with Electronic Commerce Indicator value 5 or 6	All excluding US Domestic
General	A Transaction for which the Acquirer provided evidence of an Imprint and a signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)	Europe and Interregional including Europe
General	A Contactless Payment Transaction	Canada Domestic
General	<ul style="list-style-type: none"> <li><b>Effective for Transactions completed though 13 October 2017</b> A Variable Fare Transaction</li> </ul>	Europe

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-64: Invalid Chargebacks – Reason Code 75 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 75	Country/Region
	<ul style="list-style-type: none"> <li>A V PAY Transaction</li> </ul>	
General	<ul style="list-style-type: none"> <li>A CPS/Passenger Transport Transaction</li> <li>A CPS/Automated Fuel Dispenser Transaction</li> <li>A PIN-Authenticated Visa Debit Transaction</li> <li>A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value 5 in the Authorization Request, if both:                             <ul style="list-style-type: none"> <li>The Issuer responded to an Authentication Request with an Authentication Confirmation using Verified by Visa.</li> <li>A Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul> </li> <li>A Non-Authenticated Security Transaction processed with Electronic Commerce Indicator value 6 in the Authorization Request if the Transaction is not a Non-Reloadable Visa Prepaid Card Transaction, and either:                             <ul style="list-style-type: none"> <li>The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response using Verified by Visa.</li> <li>Both:                                     <ul style="list-style-type: none"> <li>A Cardholder Authentication Verification Value was included in the Authorization Request.</li> <li>A Cardholder Authentication Verification Value was not included in the Authorization Request and the Verified Enrollment Response is N.</li> </ul> </li> </ul> </li> </ul>	US Domestic

ID# 0007579

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.20.4 Chargeback Processing Requirements – Reason Code 75

Effective for Chargebacks processed through 13 April 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-65: Chargeback Processing Requirements – Reason Code 75

Member Message Text	Supporting Documentation/Certification – Reason Code 75	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None Required</li></ul>	None required	All

ID# 0007581

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.20.5 Representment Processing Requirements – Reason Code 75

Effective for Chargebacks processed through 13 April 2018

Table 13-66: Representment Processing Requirements – Reason Code 75

Member Message Text	Supporting Documentation/Certification – Reason Code 75	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	Visa Resolve Online Questionnaire or Dispute Resolution Form and both: <ul style="list-style-type: none"><li>A copy of the Transaction Receipt or a detailed description of the merchandise or services purchased</li><li>If applicable, additional information or Transaction data that was not required in the Clearing Record (A Representment for an Aggregated Transaction must include details of the individual purchases that have been aggregated)</li></ul>	All

ID# 0007586

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.21 Chargeback Reason Code 76 – Incorrect Currency or Transaction Code

##### 13.1.21.1 Chargeback Conditions – Reason Code 76

Effective for Chargebacks processed through 13 April 2018

Table 13-67: Chargeback Conditions – Reason Code 76

Condition	Chargeback Conditions – Reason Code 76	Country/Region
1	The Transaction code is incorrect.	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-67: Chargeback Conditions – Reason Code 76 (continued)

Condition	Chargeback Conditions – Reason Code 76	Country/Region
2	The Transaction Currency is different than the currency transmitted through VisaNet.	All
3	The Cardholder was not advised that Dynamic Currency Conversion would occur or was refused the choice of paying in the Merchant's local currency.	Europe and Interregional including Europe
4	Dynamic Currency Conversion occurred and the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice.	All excluding Europe
5	The Merchant processed a credit refund and did not process a Reversal or an Adjustment for a Transaction Receipt processed in error.	All

ID# 0007589

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.21.2 Chargeback Rights and Limitations – Reason Code 76

Effective for Chargebacks processed through 13 April 2018

Table 13-68: Chargeback Rights and Limitations – Reason Code 76

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 76	Country/Region
Chargeback Condition 1	For a Transaction processed with an incorrect Transaction code, the Chargeback amount is double the Transaction amount when either: <ul style="list-style-type: none"><li>• A credit was processed as a debit.</li><li>• A debit was processed as a credit.</li></ul>	All
Chargeback Condition 2, 3, 4	The Chargeback applies for the entire Transaction amount.	All
Chargeback Condition 5	The Chargeback must be limited to the difference between the Credit Transaction and the original debit.	All

ID# 0007590

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.21.3 Invalid Chargebacks – Reason Code 76

Effective for Chargebacks processed through 13 April 2018

Table 13-69: Invalid Chargebacks – Reason Code 76

Chargeback Condition	Invalid Chargebacks – Reason Code 76	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 2	A Transaction originating at a non-US ATM connected to the Plus System, Inc. and settled in USD	All
Chargeback Condition 1, 2, 3, 5	A V PAY Transaction	Europe

ID# 0007591

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.21.4 Chargeback Processing Requirements – Reason Code 76

Effective for Chargebacks processed through 13 April 2018

Table 13-70: Chargeback Processing Requirements – Reason Code 76

Member Message Text	Supporting Documentation/Certification – Reason Code 76	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>• CREDIT POSTED AS DEBIT</li><li>• DEBIT POSTED AS CREDIT</li><li>• PURCHASE POSTED AS CASH</li><li>• CASH POSTED AS PURCHASE</li></ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• TRAN CURRENCY IS XXX NOT XXX (XXX = numeric Currency Code value)</li></ul>	None required	All

**Table 13-70: Chargeback Processing Requirements – Reason Code 76 (continued)**

Member Message Text	Supporting Documentation/Certification – Reason Code 76	Country/Region
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>DCC -- CARDHOLDER NOT ADVISED</li> <li>DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Both: <ul style="list-style-type: none"> <li>A Cardholder letter stating that the Cardholder was not advised that Dynamic Currency Conversion would occur or was not offered a choice to pay in the Merchant's local currency</li> <li>A copy of the Cardholder's Transaction Receipt (if available)</li> </ul> </li> </ul>	Europe and Interregional including Europe
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"> <li>DCC -- CARDHOLDER DID NOT AGREE TO DCC</li> <li>DCC -- CARDHOLDER DID NOT MAKE ACTIVE CHOICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Issuer certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice</li> </ul>	All excluding Europe
<b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>CREDIT INSTEAD OF REVERSAL</li> </ul>	<i>Visa Resolve Online Questionnaire</i> that includes both: <ul style="list-style-type: none"> <li>An explanation of why the Credit Transaction was processed in error</li> <li>Evidence of the original Transaction and the Credit Transaction</li> </ul>	All excluding Europe
<b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>CREDIT INSTEAD OF REVERSAL</li> </ul>	<i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form that includes all of the following as applicable: <ul style="list-style-type: none"> <li>An explanation of why the Credit Transaction was processed in error</li> <li>Evidence of the original Transaction and the Credit Transaction</li> <li>If the Credit Transaction resulted from a Transaction where the Cardholder asserts fraud, a copy of the signed Cardholder letter</li> </ul>	Europe and Interregional including Europe



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

ID# 0007593

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.21.5 Representment Rights and Limitations – Reason Code 76

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Table 13-71: Representment Rights and Limitations – Reason Code 76

Chargeback Condition	Representment Rights and Limitations – Reason Code 76	Country/Region
Chargeback Condition 3	<ul style="list-style-type: none"><li>For a valid Chargeback, the Acquirer may represent the Transaction in the Merchant's local currency for the Transaction amount before Dynamic Currency Conversion, excluding fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction.</li><li>For a Transaction processed through the Single Message System, the Acquirer may process the Transaction as a first Presentment instead of representing. The Acquirer may be responsible for a Chargeback under Chargeback reason code 74 (Late Presentment).</li></ul>	Europe and Interregional including Europe
Chargeback Condition 4	<ul style="list-style-type: none"><li>For a valid Chargeback, either:<ul style="list-style-type: none"><li>The Acquirer may present Compelling Evidence that the Cardholder actively chose Dynamic Currency Conversion and may represent the Transaction in the Transaction Currency (after Dynamic Currency Conversion occurred), including fees or commission charges directly related to the Dynamic Currency Conversion that were applied to the Transaction.</li><li>The Acquirer may represent the Transaction without Compelling Evidence in the Merchant's local currency for the Transaction amount before Dynamic Currency Conversion, excluding fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction.</li></ul></li><li>The Acquirer may process the Transaction as a first Presentment instead of representing. The Acquirer may be responsible for a Chargeback under Chargeback reason code 74 (Late Presentment).</li></ul>	All excluding Europe

ID# 0007596

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.21.6 Representment Processing Requirements – Reason Code 76

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-72: Representment Processing Requirements – Reason Code 76

Member Message Text	Supporting Documentation/Certification – Reason Code 76	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	<ul style="list-style-type: none"> <li>For an ATM Transaction, none required</li> <li>For all other Transactions, both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Transaction Receipt or other record that proves that the Transaction code was correct</li> </ul> </li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Transaction Receipt or other record that proves that the Transaction currency was correct</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3, 4</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Acquirer certification that the Merchant is registered to offer Dynamic Currency Conversion and a copy of the Transaction Receipt showing the Merchant's local currency</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Explanation of why a Credit Transaction was processed instead of a Reversal or an Adjustment</li> </ul>	All
<b>The Acquirer can provide Compelling Evidence<sup>1</sup></b> <b>Chargeback Condition 4</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Compelling Evidence</li> <li>Acquirer certification confirming that Dynamic Currency Conversion was chosen by the Cardholder and not by the Merchant</li> </ul>	All excluding Europe

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-72: Representment Processing Requirements – Reason Code 76 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 76	Country/Region
	<ul style="list-style-type: none"><li>A copy of the Transaction Receipt</li></ul>	
<sup>1</sup> Applies only to a Representment in the DCC currency		

ID# 0007597

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.1.22 Chargeback Reason Code 77 – Non-Matching Account Number

### 13.1.22.1 Chargeback Conditions – Reason Code 77

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Table 13-73: Chargeback Conditions – Reason Code 77

Condition	Chargeback Conditions – Reason Code 77	Country/Region
1	The Merchant or the Acquirer processed a Transaction that did not receive an Authorization and used an Account Number that does not match any Account Number on the Issuer's master file.	All
2	The Originating Member processed an Original Credit Transaction using an Account Number that does not match any Account Number on the Issuer's master file.	All

ID# 0007601

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.22.2 Invalid Chargebacks – Reason Code 77

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Table 13-74: Invalid Chargebacks – Reason Code 77

Chargeback Condition	Invalid Chargebacks – Reason Code 77	Country/Region
The Chargeback is invalid for any of the following:		
General	A V PAY Transaction	Europe

ID# 0030006

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.22.3 Chargeback Processing Requirements – Reason Code 77

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Table 13-75: Chargeback Processing Requirements – Reason Code 77

Member Message Text	Supporting Documentation/Certification – Reason Code 77	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>• NO SUCH ACCT NUMBER</li></ul>	None required	All
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"><li>• ACCOUNT CLOSED</li><li>• ACCOUNT NOT ON FILE</li></ul>	None required	All

ID# 0007605

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.22.4 Representment Processing Requirements – Reason Code 77

Effective for Chargebacks processed through 13 April 2018

Table 13-76: Representment Processing Requirements – Reason Code 77

Member Message Text	Supporting Documentation/Certification – Reason Code 77	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>• AUTH DATE MMDDYY CODE X...X (if applicable)</li></ul>	Both: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li><li>• Legible Transaction Receipt or other documentation (for example: Transaction log) to prove that the Account Number was processed correctly</li></ul>	All
<b>The Originating Member can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• X...X (Specify the reason)</li></ul>	None required	All

ID# 0007607

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.23 Chargeback Reason Code 78 – Service Code Violation

##### 13.1.23.1 Chargeback Conditions – Reason Code 78

Effective for Chargebacks processed through 13 April 2018

Table 13-77: Chargeback Conditions – Reason Code 78

Condition	Chargeback Conditions – Reason Code 78	Country/ Region
1	<p>A Merchant did not obtain Authorization and completed a Magnetic Stripe-read Transaction on one of the following:</p> <ul style="list-style-type: none"><li>• A Visa Electron Card</li><li>• A Visa Card in a registered positive Authorization (X2X Service Code) account range</li><li>• In the Europe Region, a Card with a Service Code that indicated either:<ul style="list-style-type: none"><li>– The Card was invalid for the Transaction type.</li><li>– Online Authorization was required.</li></ul></li></ul>	All excluding US Domestic

ID# 0007610

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.23.2 Chargeback Processing Requirements – Reason Code 78

Effective for Chargebacks processed through 13 April 2018

Table 13-78: Chargeback Processing Requirements – Reason Code 78

Member Message Text	Supporting Documentation/Certification – Reason Code 78	Country/ Region
<b>General</b> <ul style="list-style-type: none"><li>• None required</li></ul>	None required	All excluding US Domestic

ID# 0007614

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.23.3 Representment Processing Requirements – Reason Code 78

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-79: Representment Processing Requirements – Reason Code 78

Member Message Text	Supporting Documentation/Certification – Reason Code 78	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"><li>AUTH DATE MMDDYY</li></ul>	<i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and either: <ul style="list-style-type: none"><li>Documentation to prove that either:<ul style="list-style-type: none"><li>The Service Code was valid for the Transaction.</li><li>Authorization was obtained.</li></ul></li><li>Documentation to show that the Account was not in a registered positive Authorization account range. This does not apply to a Visa Electron Card Transaction.</li></ul>	<b>All excluding US Domestic</b>

ID# 0007616

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.24 Chargeback Reason Code 80 – Incorrect Transaction Amount or Account Number

##### 13.1.24.1 Chargeback Conditions – Reason Code 80

Effective for Chargebacks processed through 13 April 2018

Table 13-80: Chargeback Conditions – Reason Code 80

Condition	Chargeback Conditions – Reason Code 80	Country/Region
1	The Transaction amount is incorrect or an addition or transposition error occurred.	All
2	The Merchant altered the Transaction amount after the Transaction was completed without the consent of the Cardholder	Europe and Interregional including Europe
3	The Account Number processed through VisaNet does not match the Account Number on the Transaction Receipt.	All
4	The Acquirer processed an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction and one of the following: <ul style="list-style-type: none"><li>The Adjustment contains either:</li></ul>	US Domestic

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-80: Chargeback Conditions – Reason Code 80 (continued)

Condition	Chargeback Conditions – Reason Code 80	Country/ Region
	<ul style="list-style-type: none"><li>– An incorrect Account Number</li><li>– A non-matching Account Number</li><li>• The Adjustment posted to a "closed" or "non-sufficient funds" account and the Adjustment was processed more than 10 days after the Transaction Date.</li><li>• The Adjustment was processed more than 45 days from Transaction Date.</li><li>• An Adjustment was processed more than once for the same Transaction.</li><li>• The Cardholder disputes the validity of the Adjustment because of the Adjustment amount or because the original Transaction was cancelled or reversed.</li></ul>	

ID# 0007618

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.24.2 Chargeback Rights and Limitations – Reason Code 80

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Table 13-81: Chargeback Rights and Limitations – Reason Code 80

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 80	Country/ Region
Chargeback Condition 1	<ul style="list-style-type: none"><li>• For an incorrect Transaction amount, if the handwritten Transaction amount differs from the imprinted amount, the handwritten amount must be used to determine the processing error.</li><li>• The Chargeback amount is limited to the difference in the amounts.</li></ul>	All
Chargeback Condition 2	The Chargeback amount is limited to the difference in the amounts	Europe and Interregional including Europe

ID# 0007631

Edition: Apr 2018 | Last Updated: Apr 2018

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#### 13.1.24.3 Invalid Chargebacks – Reason Code 80

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Table 13-82: Invalid Chargebacks – Reason Code 80

Chargeback Condition	Invalid Chargebacks – Reason Code 80	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 1	<ul style="list-style-type: none"><li>A T&amp;E Transaction in which there is a difference between the quoted price and the actual charges made by the Merchant</li><li>A No-Show Transaction or prepayment<sup>1</sup></li></ul>	All
Chargeback Condition 2	<ul style="list-style-type: none"><li>A No-Show Transaction or prepayment<sup>1</sup></li><li>If the Merchant has the right to alter the Transaction Receipt</li></ul>	Europe and Interregional including Europe
Chargeback Condition 3	A Chip-initiated Transaction containing a valid Cryptogram	All
Chargeback Condition 3	A Transaction that contains a payment Token	All excluding Europe
<sup>1</sup> Processed as specified in <i>Section 5.9.9.1, Requirements for Prepayments and Transactions Using Stored Credentials</i>		

ID# 0007632

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.24.4 Chargeback Time Limit – Reason Code 80

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Table 13-83: Chargeback Time Limit – Reason Code 80

Chargeback Condition	Chargeback Time Limit – Reason Code 80	Country/Region
Chargeback Condition 4	120 calendar days from the Transaction Date of the Adjustment	US Domestic

ID# 0007633

Edition: Apr 2018 | Last Updated: Apr 2018



### 13.1.24.5 Chargeback Processing Requirements – Reason Code 80

Effective for Chargebacks processed through 13 April 2018

Table 13-84: Chargeback Processing Requirements – Reason Code 80

Member Message Text	Supporting Documentation/Certification – Reason Code 80	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>TRAN AMT XXXX NOT XXXX</li> <li>ERROR IN AMOUNT</li> </ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>ALTERED FROM XXXX AMT TO XXXX AMT</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>A copy of the Cardholder's Transaction Receipt showing different Transaction amounts</li> </ul>	Europe and Interregional including Europe
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>INCORRECT ACCT NUMBER</li> </ul>	None required	All
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"> <li>INCORRECT ACCT NO</li> <li>NON-MATCHING ACCT NO</li> <li>INVALID (specify reason)</li> <li>ACCT CLOSED</li> <li>NSF</li> <li>ADJ PROCESSED PAST 45 DAYS</li> <li>FIRST ADJ DATED MMDDYY</li> <li>ADJ AMT \$XXXX NOT \$XXXX</li> <li>ORIG TRANS CNCLD OR REVERSED</li> </ul>	None required	US Domestic

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

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ID# 0007634

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.24.6 Representment Processing Requirements – Reason Code 80

Effective for Chargebacks processed through 13 April 2018

Table 13-85: Representment Processing Requirements – Reason Code 80

Member Message Text	Supporting Documentation/Certification – Reason Code 80	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 3</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li><li>Transaction Receipt or other record to prove that the Transaction amount or the Account Number was correct</li></ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li><li>Documentation to prove one of the following:<ul style="list-style-type: none"><li>The Transaction Receipt was not altered</li><li>The Cardholder agreed to the altered amount</li><li>The Merchant is permitted or required to alter the Transaction amount</li></ul></li></ul>	Europe and Interregional including Europe
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 4</b> <ul style="list-style-type: none"><li>ORIG TRAN DATE MMDDYY TRACE NUMBER XXXXXX</li></ul>	None required	US Domestic

ID# 0007637

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.25 Chargeback Reason Code 81 – Fraud – Card-Present Environment

##### 13.1.25.1 Chargeback Conditions – Reason Code 81

Effective for Chargebacks processed through 13 April 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-86: Chargeback Conditions – Reason Code 81

Condition	Chargeback Conditions – Reason Code 81	Country/Region
1	The Cardholder did not authorize or participate in a Card-Present Environment Transaction.	All
2	A fraudulent Transaction was completed in a Card-Present Environment using an Account Number for which no valid Card was issued or is outstanding, and no Authorization was obtained.	All
3	<p>The Transaction qualifies for the EMV liability shift, as specified in <i>Section 1.11.1.3, EMV Liability Shift Participation</i>, and all of the following:</p> <ul style="list-style-type: none"><li>• The Transaction was completed in a Card-Present Environment.</li><li>• The Cardholder did not authorize or participate in the Transaction.</li><li>• The Card is a PIN-Preferring Chip Card.</li><li>• One of the following:<ul style="list-style-type: none"><li>– The Transaction did not take place at a Chip-Reading Device.</li><li>– A Chip-initiated Transaction took place at a Chip-Reading Device that was not EMV PIN-compliant.</li><li>– For a Transaction that does not involve a Member in the Europe Region, the Transaction was Chip-initiated without online PIN and both:<ul style="list-style-type: none"><li>▪ The Transaction was authorized Online.</li><li>▪ The Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li></ul></li></ul></li></ul>	All

ID# 0007640

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.25.2 Chargeback Rights and Limitations – Reason Code 81

Effective for Chargebacks processed through 13 April 2018

Table 13-87: Chargeback Rights and Limitations – Reason Code 81

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 81	Country/Region
Chargeback	The Chargeback applies only for key-entered Transactions and	All excluding

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-87: Chargeback Rights and Limitations – Reason Code 81 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 81	Country/Region
Condition 1, 2	Unattended Transactions.	Europe
Chargeback Condition 1, 2	The Issuer must request a copy of the Transaction Receipt before initiating a Chargeback unless the Transaction is either: <ul style="list-style-type: none"> <li>An Unattended Transaction</li> <li>A Visa Easy Payment Service Transaction</li> </ul>	Interregional including Europe

ID# 0007641

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.25.3 Invalid Chargebacks – Reason Code 81

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Table 13-88: Invalid Chargebacks – Reason Code 81

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> <li>An Emergency Cash Disbursement Transaction</li> <li>A Visa B2B Virtual Payments Program Transaction</li> <li>Effective for Transactions completed on or after 14 October 2017 A Mass Transit Transaction</li> </ul>	All
General	<p>Effective for Transactions completed through 13 October 2017</p> <p>A Variable Fare Transaction</p>	Europe
Chargeback Condition 1, 2	<ul style="list-style-type: none"> <li>A Transaction where either of the following was obtained: <ul style="list-style-type: none"> <li>For a Face-to-Face Environment Transaction, an Electronic Imprint</li> <li>For an Unattended Transaction that does not qualify as a Visa Easy Payment Service (VEPS) Transaction, an Electronic Imprint and either a PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>A VEPS Transaction</li> <li>An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)</li> </ul>	All excluding Europe

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-88: Invalid Chargebacks – Reason Code 81 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
Chargeback Condition 1, 2	<ul style="list-style-type: none"> <li>A Transaction where both of the following were obtained: <ul style="list-style-type: none"> <li>A legible Imprint</li> <li>A signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li><b>Effective for Transactions completed through 13 April 2018</b> A Magnetic-Stripe or contact Chip Small Ticket Transaction</li> <li><b>Effective for Transactions completed through 13 April 2018</b> A Contactless Transaction that qualifies as a Small Ticket Transaction or a VEPS Transaction</li> <li><b>Effective for Transactions completed on or after 14 April 2018</b> A VEPS Transaction</li> </ul>	Europe and Interregional including Europe
Chargeback Condition 1	<p>An Unattended Transaction that does not qualify as a VEPS Transaction and that either:</p> <ul style="list-style-type: none"> <li>Was an Online-authorized Chip-initiated Transaction<sup>1</sup></li> <li>Both: <ul style="list-style-type: none"> <li>Originated with a Counterfeit Card</li> <li>Received an Approval Response that included POS Entry Mode code 05, 07, 90, or 91</li> </ul> </li> </ul>	All
Chargeback Condition 1	<ul style="list-style-type: none"> <li><b>Effective for Transactions completed through 14 April 2018</b> A Transaction that: <ul style="list-style-type: none"> <li>Contains a signature</li> <li>Meets the criteria for CVV2 to be considered an Imprint, as specified in <i>Section 5.8.4.8, Card Verification Value 2 (CVV2) as an Imprint – US Region</i></li> </ul> </li> <li>A CPS/Retail Transaction</li> <li>A Vehicle-Specific Fleet Card Transaction, if an Imprint was obtained</li> </ul>	US Domestic
Chargeback Condition 2	An Automated Fuel Dispenser Transaction	AP
Chargeback	<ul style="list-style-type: none"> <li>A Transaction where both of the following were obtained:</li> </ul>	All

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### Visa Core Rules and Visa Product and Service Rules

Table 13-88: Invalid Chargebacks – Reason Code 81 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
Condition 3	<ul style="list-style-type: none"> <li>– A legible Imprint</li> <li>– PIN</li> <li>• If the Device is EMV PIN-Compliant and the Transaction was correctly processed</li> <li>• A Contactless Transaction</li> <li>• <b>Effective for Transactions completed through 13 April 2018</b> A VEPS Transaction or, in the Europe Region, a Small Ticket Transaction</li> <li>• <b>Effective for Transactions completed on or after 14 April 2018</b> A VEPS Transaction</li> <li>• A Fallback Transaction</li> </ul>	
Chargeback Condition 3	A V PAY Transaction	Europe
<sup>1</sup> In the Europe Region, this does not apply to Transactions conducted at a UCAT that is not required to accept a PIN.		

ID# 0007642

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.25.4 Chargeback Processing Requirements – Reason Code 81

**Effective for Chargebacks processed through 13 April 2018**

Table 13-89: Chargeback Processing Requirements – Reason Code 81

Member Message Text	Supporting Documentation/Certification – Reason Code 81	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>• RR DATE MMDDYY</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> </ul>	All excluding Europe

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-89: Chargeback Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 81	Country/Region
	<ul style="list-style-type: none"> <li>• Certification of the date Fraud Activity was reported through VisaNet</li> <li>• Certification of the date that either: <ul style="list-style-type: none"> <li>– The Account Number was listed on the Exception File</li> <li>– The payment Token was deactivated</li> </ul> </li> </ul>	
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• For a Transaction amount equal to or less than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– Certification of the date the Fraud Activity was reported through VisaNet</li> <li>– Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>• For a Transaction amount greater than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	Europe and Interregional including Europe
<b>Chargeback Condition 1</b>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• For a Transaction amount equal to or less than EUR 25 (or local currency equivalent), all of the following:</li> </ul>	Sweden Domestic

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-89: Chargeback Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 81	Country/Region
	<ul style="list-style-type: none"> <li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– Certification of the date the Fraud Activity was reported through VisaNet</li> <li>– Certification of the date the Account Number was listed on the Exception File</li> <li>• For a Transaction amount greater than EUR 25 (or local currency equivalent), Cardholder letter denying authorization of or participation in the Transaction</li> <li>• For bundled fraudulent Unattended Transactions, Dispute Resolution Form, including the summary of all fraudulent Transactions</li> </ul>	
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• NO SUCH CARD</li> <li>• FICTITIOUS ACCOUNT NUMBER<sup>1</sup></li> <li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Certification of the date Fraud Activity was reported through VisaNet</li> </ul>	<b>All excluding Europe</b>
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• NO SUCH CARD</li> <li>• FICTITIOUS ACCOUNT NUMBER<sup>1</sup></li> <li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• Certification of the date Fraud Activity was reported through VisaNet</li> </ul>	<b>Europe and Interregional including Europe</b>



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-89: Chargeback Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 81	Country/Region
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP</li> <li>EMV CARD, NON EMV DEVICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Issuer certification that the Card was a PIN-Preferring Chip Card</li> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> <li>Certification of the date Fraud Activity was reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not received as issued [NRI])</li> <li>Certification of the date that either: <ul style="list-style-type: none"> <li>The Account Number was listed on the Exception File</li> <li>The payment Token was deactivated</li> </ul> </li> </ul>	All excluding Europe
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP</li> <li>EMV CARD, NON EMV DEVICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>Issuer certification that the Card was a PIN-Preferring Chip Card</li> <li>For a Transaction amount equal to or less than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the date the Fraud Activity was</li> </ul> </li> </ul>	Europe and Interregional including Europe

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-89: Chargeback Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 81	Country/Region
	<p>reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not Received as Issued [NRI])</p> <ul style="list-style-type: none"> <li>– Certification of the date the Account Number was listed on the Exception File</li> <li>• For a Transaction amount greater than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	
<sup>1</sup> An account number that either never existed or existed but was not issued by the Member that is licensed to use the BIN relating to it.		

ID# 0007645

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.25.5 Representment Processing Requirements – Reason Code 81

Effective for Chargebacks processed through 13 April 2018

Table 13-90: Representment Processing Requirements – Reason Code 81

Member Message Text	Supporting Documentation/Certification – Reason Code 81	Country/Region
<p><b>The Acquirer can remedy the Chargeback</b>  <b>Chargeback Condition 1, 2</b>            As applicable:</p> <ul style="list-style-type: none"> <li>• CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li> <li>• AUTH DATE MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of both:               <ul style="list-style-type: none"> <li>– An Imprint</li> <li>– For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>• For a below-Floor Limit Transaction, both:               <ul style="list-style-type: none"> <li>– Internal record or log with explanation of fields to prove that the Transaction was a Magnetic Stripe-read Transaction, a Chip-initiated Transaction, or a Contactless Transaction</li> <li>– For an Unattended Transaction, evidence of PIN or</li> </ul> </li> </ul>	<p><b>All excluding Europe</b></p>

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-90: Representment Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification –Reason Code 81	Country/Region
	<p>CDCVM</p> <ul style="list-style-type: none"> <li>For an Airline Transaction, evidence showing that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.</li> <li>For a Transaction conducted by a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following: <ul style="list-style-type: none"> <li>Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</li> <li>Evidence that the Merchant is the owner of the operating system for the subject electronic device</li> <li>Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and has been successfully verified by the Merchant before or on the Transaction Date</li> <li>Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</li> <li>Proof that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li> <li>Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</li> <li>Customer name linked to the customer profile on record at the Merchant</li> <li>Evidence that the customer password was re-entered on the Merchant's website or application</li> </ul> </li> </ul>	

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-90: Representment Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification –Reason Code 81	Country/Region
	<p>at the time of purchase</p> <ul style="list-style-type: none"> <li>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li> <li>• For a Transaction involving an initial Card-Present Environment Transaction and one or more ensuing key-entered Transactions, both: <ul style="list-style-type: none"> <li>– Evidence that all Transactions occurred during the same stay, trip, or rental period</li> <li>– Evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-Present Environment Transaction</li> </ul> </li> </ul>	
<p><b>The Acquirer can remedy the Chargeback</b>  <b>Chargeback Condition 1, 2</b>  As applicable:<sup>1</sup></p> <ul style="list-style-type: none"> <li>• CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li> <li>• AUTH DATE MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of a legible Imprint<sup>2</sup> and either: <ul style="list-style-type: none"> <li>– Signature<sup>3</sup>, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</li> <li>– For an Unattended Transaction, PIN or CDCVM</li> </ul> </li> <li>• For a Transaction involving an initial Card-Present Environment Transaction and one or more ensuing key-entered Transactions, both: <ul style="list-style-type: none"> <li>– Evidence that all Transactions occurred during the same stay, trip, or rental period</li> <li>– Evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-Present Environment Transaction</li> </ul> </li> </ul>	Europe and Interregional including Europe
<p><b>The Acquirer can remedy the Chargeback</b>  <b>Chargeback Condition 3</b>  As applicable:</p> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of both: <ul style="list-style-type: none"> <li>– A legible Imprint for the Transaction</li> </ul> </li> </ul>	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-90: Representment Processing Requirements – Reason Code 81 (continued)

Member Message Text	Supporting Documentation/Certification –Reason Code 81	Country/Region
<ul style="list-style-type: none"> <li>• EMV PIN COMPL DVCE, NON PIN PREF CD</li> <li>• NO PED, MAG STRIPE READ</li> <li>• PIN BYPASS, CVM/IAC FOLLOWED</li> <li>• EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li> </ul>	<ul style="list-style-type: none"> <li>– A PIN</li> <li>• Evidence that the Transaction was a Contactless Transaction</li> <li>• Other, as applicable</li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	<b>Effective for Transactions completed through 13 April 2018</b> Evidence that the Transaction was a Small Ticket Transaction	Europe
<sup>1</sup> Not required for a Transaction in the Europe Region <sup>2</sup> A pencil rubbing or photocopy of a Card is not considered a valid Imprint. <sup>3</sup> "Signature on file" notation is not an acceptable signature.		

ID# 0007648

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.1.26 Chargeback Reason Code 82 – Duplicate Processing

### 13.1.26.1 Chargeback Conditions – Reason Code 82

**Effective for Chargebacks processed through 13 April 2018**

Table 13-91: Chargeback Conditions – Reason Code 82

Condition	Chargeback Conditions – Reason Code 82	Country/Region
1	A single Transaction was processed more than once using the same Account Number	All

ID# 0007659

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.26.2 Chargeback Rights and Limitations – Reason Code 82

Effective for Chargebacks processed through 13 April 2018

Table 13-92: Chargeback Rights and Limitations – Reason Code 82

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 82	Country/Region
General	If the Transaction was processed by different Acquirers or Originating Members, the Acquirer or Originating Member that processed the second Transaction is responsible for the Chargeback	All

ID# 0007660

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.26.3 Invalid Chargebacks – Reason Code 82

Effective for Chargebacks processed through 13 April 2018

Table 13-93: Invalid Chargebacks – Reason Code 82

Chargeback Condition	Invalid Chargebacks – Reason Code 82	Country/Region
The Chargeback is invalid for any of the following:		
General	A Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, if all of the following information is not identical to a previously submitted Transaction: <ul style="list-style-type: none"><li>• Date of call</li><li>• Number of minutes of the call</li><li>• Telephone number called</li><li>• Transaction amount in the Transaction Currency</li></ul>	All excluding US Domestic
General	Transactions completed by different Merchants	All
General	An Adjustment of a PIN-Authenticated Visa Debit Transaction	US Domestic

ID# 0007661

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.26.4 Chargeback Processing Requirements – Reason Code 82

Effective for Chargebacks processed through 13 April 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-94: Chargeback Processing Requirements – Reason Code 82

Member Message Text	Supporting Documentation/Certification – Reason Code 82	Country/Region
<b>General</b> <ul style="list-style-type: none"> <li>TRAN DATE MMDDYY, REF X...X (23- or 24-digit Acquirer Reference Number or applicable Tracing Data)</li> </ul>	None required <sup>1</sup>	All
<sup>1</sup> In the AP Region (India), for a domestic ATM Transaction, an Issuer must not submit supporting documentation or certification.		

ID# 0007663

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.26.5 Representment Processing Requirements – Reason Code 82

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Table 13-95: Representment Processing Requirements – Reason Code 82

Member Message Text	Supporting Documentation/Certification – Reason Code 82	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	<ul style="list-style-type: none"> <li>For an ATM Transaction, both:               <ul style="list-style-type: none"> <li>– <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>– A copy of the ATM Cash Disbursement Transaction or Load Transaction record containing at least the following:                   <ul style="list-style-type: none"> <li>▪ Account Number</li> <li>▪ Transaction time or sequential number identifying the individual Transactions</li> <li>▪ Indicator that confirms that the ATM Cash Disbursement or Load Transaction values were successful</li> </ul> </li> </ul> </li> <li>For all other Transactions, <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and either:               <ul style="list-style-type: none"> <li>– Two separate signed or imprinted Transaction</li> </ul> </li> </ul>	All

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-95: Representment Processing Requirements – Reason Code 82 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 82	Country/Region
	Receipts or other record to prove that separate Transactions were processed  – For a Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, documentation to demonstrate that the time of the call is different for each Transaction	

ID# 0007665

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.27 Chargeback Reason Code 83 – Fraud – Card-Absent Environment

#### 13.1.27.1 Chargeback Conditions – Reason Code 83

Effective for Chargebacks processed through 13 April 2018

Table 13-96: Chargeback Conditions – Reason Code 83

Condition	Chargeback Conditions – Reason Code 83	Country/Region
1	The Cardholder did not authorize or participate in a Transaction conducted in a Card-Absent Environment	All
2	A fraudulent Transaction was completed in a Card-Absent Environment using an Account Number for which no valid Card was issued or is outstanding, and no Authorization was obtained.	All

ID# 0007669

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.27.2 Chargeback Rights and Limitations – Reason Code 83

Effective for Chargebacks processed through 13 April 2018

Table 13-97: Chargeback Rights and Limitations – Reason Code 83

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 83	Country/Region
General	For a Mail/Phone Order Transaction or an Electronic Commerce	Canada Domestic



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

**Table 13-97: Chargeback Rights and Limitations – Reason Code 83 (continued)**

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 83	Country/Region
	Transaction, the Chargeback applies if the Issuer was unable to respond to an Address Verification Service Authorization Request because the Transaction was attempted with a Visa Commercial Card or a Card type where the Cardholder is anonymous.	
<b>General</b>	<p>One Chargeback may contain up to 25 Transactions if all of the following apply:</p> <ul style="list-style-type: none"> <li>• The Chargeback uses the Acquirer Reference Number/Tracing Data of the earliest Transaction</li> <li>• Each disputed Transaction is listed on the Dispute Resolution Form</li> <li>• Each Transaction relates to the same Account Number, Acquirer, Merchant name, and Merchant Outlet</li> <li>• The Issuer has reported the Fraud Activity for each Transaction</li> <li>• Each Transaction Amount is equal to or less than EUR 25 (or local currency equivalent)</li> <li>• The total cumulative value of Transactions is less than or equal to EUR 250 (or local currency equivalent)</li> </ul>	<b>Europe</b>
<b>General</b>	<p>The Chargeback applies, regardless of the Electronic Commerce Indicator value, for Electronic Commerce Transactions conducted by Merchants assigned the following MCCs:</p> <ul style="list-style-type: none"> <li>• 4829 (Wire Transfer Money Orders)</li> <li>• 5967 (Direct Marketing – Inbound Teleservices Merchant)</li> <li>• 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)</li> <li>• 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> </ul>	<b>US Domestic</b>

ID# 0007670

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.27.3 Invalid Chargebacks – Reason Code 83

**Effective for Chargebacks processed through 13 April 2018**

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

**Table 13-98: Invalid Chargebacks – Reason Code 83**

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	<ul style="list-style-type: none"> <li>• An Emergency Cash Disbursement</li> <li>• A Transaction for which both: <ul style="list-style-type: none"> <li>– The CVV2 result code in the Authorization message is U (Issuer not participating in CVV2 program).</li> <li>– The CVV2 presence indicator in the Authorization Request is one of the following: <ul style="list-style-type: none"> <li>▪ 1 (CVV2 value is present)</li> <li>▪ 2 (CVV2 value is on the Card but is illegible)</li> <li>▪ 9 (Cardholder states CVV2 is not present on the Card)</li> </ul> </li> </ul> </li> <li>• A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value 5 in the Authorization Request, if both: <ul style="list-style-type: none"> <li>– The Issuer responded to an Authentication Request with an Authentication Confirmation using Verified by Visa.</li> <li>– The Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul> </li> <li>• A Visa B2B Virtual Payments Program Transaction</li> </ul>	<b>All</b>
<b>General</b>	<ul style="list-style-type: none"> <li>• A Non-Authenticated Security Transaction processed using 3-D Secure 1.0 with Electronic Commerce Indicator value 6 if the Transaction is not a Non-Reloadable Visa Prepaid Card Transaction and either: <ul style="list-style-type: none"> <li>– The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with a Non-Participation Message (VERes value N).</li> <li>– Both: <ul style="list-style-type: none"> <li>▪ The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response (PARes value A) using Verified by Visa that included a Cardholder Authentication Verification Value.</li> <li>▪ A Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul> </li> </ul> </li> </ul>	<b>All excluding US Domestic</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-98: Invalid Chargebacks – Reason Code 83 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
	<ul style="list-style-type: none"> <li>A Transaction authorized through the Emergency Payment Authorization Service</li> </ul>	
<b>Effective for Transactions completed on or after 14 October 2017 General</b>	<p>A Non-Authenticated Security Transaction processed using 3-D Secure 2.0 with Electronic Commerce indicator value 6 in the Authorization Request, if all of the following apply:</p> <ul style="list-style-type: none"> <li>The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response using Verified by Visa and a Cardholder Authentication Verification Value was included.</li> <li>The Transaction is not a Non-Reloadable Visa Prepaid Card Transaction.</li> <li>A Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul>	<b>All</b>
<b>General</b>	An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)	<b>All excluding Europe</b>
<b>General</b>	<ul style="list-style-type: none"> <li>A Transaction for which an Authorization was obtained, if both: <ul style="list-style-type: none"> <li>The Acquirer attempted to authenticate the Cardholder through Address Verification Service.</li> <li>The Issuer is not an Address Verification Service participant.</li> </ul> </li> <li><b>Effective for Transactions completed on or after 14 October 2017</b> A Mail/Phone Order Transaction or an Electronic Commerce Transaction in which all of the following apply: <ul style="list-style-type: none"> <li>The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present)</li> <li>The CVV2 results code in the Authorization message is N (no match)</li> <li>The Authorization Request was approved</li> </ul> </li> </ul>	<b>Canada Domestic</b>
<b>General</b>	<p>All of the following:</p> <ul style="list-style-type: none"> <li>The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).</li> <li>The Card Verification Value 2 results code in the Authorization message is N (No match).</li> </ul>	<b>Europe</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-98: Invalid Chargebacks – Reason Code 83 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
	<ul style="list-style-type: none"> <li>The Authorization Request was approved.</li> </ul>	
<b>General</b>	The AVS result code is U and the Authorization Request contained address data.	<b>UK Domestic</b>
<b>General</b>	<ul style="list-style-type: none"> <li>A Mail/Phone Order Transaction or an Electronic Commerce Transaction, if both: <ul style="list-style-type: none"> <li>The merchandise was shipped or delivered, or services were purchased.</li> <li>The Issuer was not a participant in the Address Verification Service on the Transaction Date and the Acquirer received an Address Verification Service response code U.</li> </ul> </li> <li>An Airline or passenger railway Transaction, if either: <ul style="list-style-type: none"> <li>The Issuer response to an Address Verification Service inquiry was Y and tickets were mailed to the Cardholder billing address on the Issuer file.</li> <li>The Issuer was not a participant in the Address Verification Service on the Transaction Date.</li> </ul> </li> <li>A Non-Authenticated Security Transaction processed using 3-D Secure 1.0 with Electronic Commerce indicator value 6 in the Authorization Request if the Transaction is not a Non-Reloadable Visa Prepaid Card Transaction, and either: <ul style="list-style-type: none"> <li>The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with a Non-Participating Message (VERes value N).</li> <li>Both: <ul style="list-style-type: none"> <li>The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response (PARes value A) using Verified by Visa.</li> <li>A Cardholder Authentication Verification Value was included in the Authorization Request.</li> </ul> </li> </ul> </li> <li><b>Effective for Transactions completed on or after 14 April 2018</b> A Mail/Phone Order Transaction or an Electronic Commerce</li> </ul>	<b>US Domestic</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-98: Invalid Chargebacks – Reason Code 83 (continued)

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
	Transaction in which all of the following apply: <ul style="list-style-type: none"> <li>– The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).</li> <li>– The CVV2 results code in the Authorization message is N (No match).</li> <li>– The Authorization Request was approved.</li> </ul>	
<b>Chargeback Condition 1</b>	An Electronic Commerce Transaction in which all of the following apply: <ul style="list-style-type: none"> <li>• The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).</li> <li>• The CVV2 results code in the Authorization message is N (No match).</li> <li>• The Authorization Request was approved.</li> </ul>	<b>AP CEMEA</b>
<b>Chargeback Condition 2</b>	A Transaction for which an Authorization was obtained	<b>All</b>

ID# 0007671

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.27.4 Chargeback Processing Requirements – Reason Code 83

**Effective for Chargebacks processed through 13 April 2018**

Table 13-99: Chargeback Processing Requirements – Reason Code 83

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> <li>• UNABLE TO AUTHENTICATE RESPONSE</li> <li>• AUTHENTICATION DENIAL</li> </ul>	<i>Visa Resolve Online Questionnaire</i> and all of the following: <ul style="list-style-type: none"> <li>• A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</li> <li>• Certification of the date Fraud Activity was reported</li> </ul>	<b>All excluding Europe</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-99: Chargeback Processing Requirements – Reason Code 83 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
<ul style="list-style-type: none"> <li>CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<p>through VisaNet</p> <ul style="list-style-type: none"> <li>Certification of the date that either: <ul style="list-style-type: none"> <li>The Account Number was listed on the Exception File</li> <li>The payment Token was deactivated</li> </ul> </li> </ul>	
<p><b>Chargeback Condition 1</b> As applicable:</p> <ul style="list-style-type: none"> <li>UNABLE TO AUTHENTICATE RESPONSE</li> <li>AUTHENTICATION DENIAL</li> <li>CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and all of the following:</p> <ul style="list-style-type: none"> <li>For a Transaction amount equal to or less than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the date the Fraud Activity was reported through VisaNet</li> <li>Certification of the date that either: <ul style="list-style-type: none"> <li>The Account Number was listed on the Exception File</li> <li>The payment Token was deactivated</li> </ul> </li> </ul> </li> <li>For a Transaction amount greater than USD 25 (or local currency equivalent) or, in the Europe Region, EUR 25 (or local currency equivalent), a Cardholder letter denying authorization or participation in the Transaction</li> </ul>	Europe and Interregional including Europe
<p><b>Chargeback Condition 2</b> As applicable:</p> <ul style="list-style-type: none"> <li>NO SUCH CARD</li> <li>FICTITIOUS ACCOUNT NUMBER</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Certification of the date Fraud Activity was reported through VisaNet</li> </ul>	All excluding Europe

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-99: Chargeback Processing Requirements – Reason Code 83 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
<ul style="list-style-type: none"> <li>RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled)</li> </ul>		
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>NO SUCH CARD</li> <li>FICTITIOUS ACCOUNT NUMBER</li> <li>RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled)</li> </ul>	<i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form	<b>Interregional including Europe</b>
<b>General</b> As applicable: <ul style="list-style-type: none"> <li>UNABLE TO AUTHENTICATE RESPONSE</li> <li>AUTHENTICATION DENIAL</li> <li>CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and all of the following: <ul style="list-style-type: none"> <li>For a Transaction amount equal to or less than EUR 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the date the Fraud Activity was reported through VisaNet</li> <li>Certification of the date that either: <ul style="list-style-type: none"> <li>The Account Number was listed on the Exception File</li> <li>The payment Token was deactivated</li> </ul> </li> </ul> </li> <li>For a Transaction amount greater than EUR 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> <li>For bundled low-value fraudulent Transactions, a list of all low-value fraudulent Transactions included in the Chargeback</li> </ul>	<b>Europe</b>

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

ID# 0007673

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.27.5 Representment Rights and Limitations – Reason Code 83

Effective for Chargebacks processed through 13 April 2018

Table 13-100: Representment Rights and Limitations – Reason Code 83

Chargeback Condition	Representment Rights and Limitations – Reason Code 83	Country/Region
General	For a Representment due to an Issuer failing to properly list the Account Number on the Exception File, properly report Fraud Activity, or close an account <sup>1</sup> , the Acquirer must provide information/documentation to support this claim.	All
General	The Acquirer may represent if the Transaction Receipt contains an Electronic Imprint (POS Entry Mode code 02, 05, 07, 90, or 91) <sup>2</sup> or a Manual Imprint.	All excluding Europe
General	<ul style="list-style-type: none"><li>The Acquirer may represent if the Transaction Receipt contains both a signature (or a PIN was obtained) and an Electronic Imprint or a Manual Imprint.</li><li>The Acquirer may represent if the Merchant attempted to authenticate the Cardholder using Verified by Visa but the Cardholder was not participating.</li></ul>	Europe and Interregional including Europe
<sup>1</sup> The Issuer is not required to close the Cardholder Account for a Transaction that contains a payment Token.		
<sup>2</sup> In the US Region, this also applies to a QR code Transaction (POS Entry Mode 03) containing Full-Chip Data.		

ID# 0026107

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.27.6 Representment Processing Requirements – Reason Code 83

Effective for Chargebacks processed through 13 April 2018

Table 13-101: Representment Processing Requirements – Reason Code 83

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
The Acquirer can remedy the Chargeback General	<i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form and one of the following: <ul style="list-style-type: none"><li>Evidence of an Imprint<sup>1</sup> and a signature<sup>2</sup> or PIN</li></ul>	All



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

**Table 13-101: Representment Processing Requirements – Reason Code 83 (continued)**

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
<ul style="list-style-type: none"> <li>AUTH MMDDYY CODE X...X</li> </ul>	<ul style="list-style-type: none"> <li>For a Transaction involving an initial Card-Present Environment Transaction and one or more ensuing key-entered Transactions, both: <ul style="list-style-type: none"> <li>Evidence that all Transactions occurred during the same stay, trip, or rental period</li> <li>Evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-Present Environment Transaction</li> </ul> </li> <li>If a Non-Authenticated Security Transaction was processed with an Electronic Commerce Indicator value 6 in the Authorization Request, proof that the Issuer responded to the Authentication Request with a Cardholder Authentication Verification Value</li> </ul>	
<p>The Acquirer can remedy the Chargeback General</p> <ul style="list-style-type: none"> <li>AUTH MMDDYY CODE X...X</li> </ul>	<p>For a Secure Electronic Commerce Transaction, both:</p> <ul style="list-style-type: none"> <li>Visa Resolve Online Questionnaire</li> <li>A Verified by Visa Authentication history log proving that the Cardholder was authenticated</li> </ul>	US Domestic
<p>The Acquirer can remedy the Chargeback General</p> <ul style="list-style-type: none"> <li>AUTH MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and either:</p> <ul style="list-style-type: none"> <li>For an Airline Transaction, evidence showing that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.</li> <li>For a Transaction conducted by a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following: <ul style="list-style-type: none"> <li>Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</li> <li>Evidence that the Merchant is the owner of the</li> </ul> </li> </ul>	All excluding Europe

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-101: Representment Processing Requirements – Reason Code 83 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
	<p>operating system for the subject electronic device</p> <ul style="list-style-type: none"> <li>– Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and has been successfully verified by the Merchant before or on the Transaction Date</li> <li>– Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</li> <li>– Proof that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li> <li>– Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</li> <li>– Customer name linked to the customer profile on record at the Merchant</li> <li>– Evidence that the customer password was re-entered on the Merchant's website or application at the time of purchase</li> <li>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li> </ul>	
<p><b>The Acquirer can remedy the Chargeback General</b></p> <ul style="list-style-type: none"> <li>• CVV2 NON MATCH; ISSR AUTH'D; CVV2 CHECKED</li> </ul>	As applicable	AP CEMEA
<p><b>The Acquirer can remedy the Chargeback Chargeback Condition 2</b></p> <ul style="list-style-type: none"> <li>• AUTH MMDDYY CODE X...X</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• Information to prove that the Transaction was properly</li> </ul>	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-101: Representment Processing Requirements – Reason Code 83 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 83	Country/Region
	authorized	
<sup>1</sup> A pencil rubbing or photocopy of a Card is not considered a valid Imprint.		
<sup>2</sup> "Signature on file" notation is not an acceptable signature.		

ID# 0007676

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.28 Chargeback Reason Code 85 – Credit Not Processed

#### 13.1.28.1 Chargeback Conditions – Reason Code 85

Effective for Chargebacks processed through 13 April 2018

Table 13-102: Chargeback Conditions – Reason Code 85

Condition	Chargeback Conditions – Reason Code 85	Country/Region
1	The Cardholder received a credit or voided Transaction Receipt that was not processed	Europe and Interregional including Europe
2	All of the following: <ul style="list-style-type: none"><li>• The Cardholder cancelled or returned merchandise, cancelled services, cancelled a timeshare Transaction, or cancelled a Guaranteed Reservation.<sup>1</sup></li><li>• The Merchant did not process a credit or voided Transaction Receipt.</li><li>• Either:<ul style="list-style-type: none"><li>– The Merchant did not properly disclose or did disclose, but did not apply, a limited return or cancellation policy at the time of the Transaction.</li><li>– In the Europe Region, the merchandise or services relate to an off-premises, distance selling contract (as set out in the EU Directive and amended from time to time) which is always subject to a 14-day cancellation period.</li></ul></li></ul>	All

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-102: Chargeback Conditions – Reason Code 85 (continued)

Condition	Chargeback Conditions – Reason Code 85	Country/Region
3	<p>An Original Credit Transaction was not accepted because either:</p> <ul style="list-style-type: none"> <li>The recipient refused the Original Credit Transaction.</li> <li>Original Credit Transactions are prohibited by applicable laws or regulations.</li> </ul>	All
<sup>1</sup> For a France Domestic Transaction, the Chargeback is valid only for timeshare Transactions and No-Show Transactions.		

ID# 0007679

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.28.2 Chargeback Rights and Limitations – Reason Code 85

Effective for Chargebacks processed through 13 April 2018

Table 13-103: Chargeback Rights and Limitations – Reason Code 85

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 85	Country/Region
General	<ul style="list-style-type: none"> <li>The Chargeback applies if a "void" or "cancelled" notation appears on the Transaction Receipt.</li> <li>The Chargeback must not exceed the original Transaction amount.</li> <li>If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received.</li> </ul>	All
Chargeback Condition 2	<ul style="list-style-type: none"> <li>The Chargeback amount is limited to either: <ul style="list-style-type: none"> <li>The value of the unused portion of the cancelled service</li> <li>The value of the returned merchandise</li> </ul> </li> <li>The Chargeback applies if the returned merchandise is refused by the Merchant.</li> <li>The Chargeback applies for a timeshare Transaction processed with an incorrect MCC.</li> <li>The Chargeback applies if the Cardholder cancelled a timeshare Transaction within 14 calendar days of the contract date or the date the contract or related documents were received. If the Cardholder cancels a timeshare Transaction after 14 calendar days of the contract</li> </ul>	All

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-103: Chargeback Rights and Limitations – Reason Code 85 (continued)

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 85	Country/Region
	<p>date or the date the contract or related documents were received, the Cardholder must cancel according to the Merchant's properly disclosed limited return or cancellation policy.</p> <ul style="list-style-type: none"> <li>The Chargeback applies if the Cardholder cancelled a Guaranteed Reservation with the Merchant or its agent according to the cancellation policy, but was billed for a No-Show Transaction.</li> <li>The Chargeback applies if the Merchant or its agent processed a No-Show Transaction for more than one day's accommodation or rental and applicable taxes when a Guaranteed Reservation was cancelled or unclaimed.</li> <li>The Chargeback applies if the Cardholder made a reservation and attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul>	
<b>Chargeback Condition 2</b>	<p>The Chargeback applies if the Cardholder cancelled a Transaction related to an off-premises, distance selling contract (as set out in the EU Directive and amended from time to time) within 14 days.</p> <p>The cancellation period for off-premises, distance selling does not apply to contracts for goods or services where any of the following apply:</p> <ul style="list-style-type: none"> <li>Price is dependent on fluctuations in the financial market.</li> <li>Made to measure goods are supplied.</li> <li>Goods are liable to deteriorate or expire rapidly.</li> <li>Sealed goods, subject to health and safety provisions, are supplied.</li> <li>Goods are not received in physical form (software download).</li> <li>The Transaction is a T&amp;E Transaction.</li> <li>The Merchant Outlet is based in Israel, Switzerland, or Turkey.</li> </ul>	<b>Europe</b>

ID# 0007680

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.28.3 Invalid Chargebacks – Reason Code 85

Effective for Chargebacks processed through 13 April 2018

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-104: Invalid Chargebacks – Reason Code 85

Chargeback Condition	Invalid Chargebacks – Reason Code 85	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> <li>A dispute regarding the quality of the service rendered or the quality of merchandise, unless a Credit Transaction Receipt is provided</li> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> <li>A dispute regarding Value-Added Tax (VAT) unless a Credit Transaction Receipt is provided</li> </ul>	All
General	An Automated Fuel Dispenser Transaction	All excluding Europe
Chargeback Condition 2	A Transaction in which returned merchandise is held by a customs agency other than the Merchant's country's customs agency <sup>1</sup>	All
<sup>1</sup> In the Europe Region, this does not apply to an off-premises, distance selling Transaction.		

ID# 0007681

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.28.4 Chargeback Time Limit – Reason Code 85

Effective for Chargebacks processed through 13 April 2018

Table 13-105: Chargeback Time Limit – Reason Code 85

Chargeback Condition	Chargeback Time Limit – Reason Code 85	Country/Region
Chargeback Condition 1	<p>Before initiating a Chargeback, an Issuer must wait 15 calendar days from the date on the Credit Transaction Receipt. This requirement does not apply if the Credit Transaction Receipt is undated.</p> <p>A Chargeback must be processed no later than 120 calendar days from any of the following:</p> <ul style="list-style-type: none"> <li>The Transaction Processing Date</li> <li>The date on the Credit Transaction Receipt</li> <li>The date of the Cardholder letter, if the Credit Transaction Receipt is undated</li> <li>The date the Issuer received the Cardholder letter, if both the Credit</li> </ul>	Europe and Interregional including Europe

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-105: Chargeback Time Limit – Reason Code 85 (continued)

Chargeback Condition	Chargeback Time Limit – Reason Code 85	Country/Region
	Transaction Receipt and the Cardholder letter are undated	
<b>Chargeback Condition 2</b>	Before initiating a Chargeback, an Issuer must wait 15 calendar days from the date the merchandise was returned. This does not apply if the waiting period would cause the Chargeback to exceed the Chargeback timeframe. A Chargeback must be processed no later than 120 calendar days from either: <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date the Cardholder received or expected to receive the merchandise or services</li> </ul>	<b>All</b>
<b>Chargeback Condition 3</b>	120 calendar days from the Transaction Processing Date	<b>All</b>

ID# 0007682

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.28.5 Chargeback Processing Requirements – Reason Code 85

**Effective for Chargebacks processed through 13 April 2018**

Table 13-106: Chargeback Processing Requirements – Reason Code 85

Member Message Text	Supporting Documentation/Certification – Reason Code 85	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>• CREDIT NOT PROCESSED</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• A copy of the Credit Transaction Receipt or voided Transaction Receipt<sup>1,2</sup></li> </ul>	<b>Europe and Interregional including Europe</b>
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date, if</li> </ul>	For a Timeshare Transaction: None required For all other Transactions, both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise or service was cancelled or returned</li> </ul> </li> </ul>	<b>All excluding Europe</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-106: Chargeback Processing Requirements – Reason Code 85 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 85	Country/Region
applicable)	<ul style="list-style-type: none"> <li>– The name of the shipping company, if applicable</li> <li>– The invoice/tracking number, if available</li> <li>– The date the Merchant received the merchandise, if available</li> <li>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– That the Merchant billed a No-Show Transaction for more than one day's accommodation or rental</li> <li>– That the Cardholder properly cancelled the Guaranteed Reservation and one of the following: <ul style="list-style-type: none"> <li>▪ The Merchant processed a No-Show Transaction.</li> <li>▪ The Merchant did not accept a cancellation or provide a cancellation confirmation.</li> <li>▪ The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul> </li> <li>• In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date, if applicable)</li> </ul>	For a Timeshare Transaction: None required For all other Transactions, both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form stating all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise or service was cancelled or returned</li> <li>– The name of the shipping company, if applicable</li> <li>– The invoice/tracking number, if available</li> </ul> </li> </ul>	Europe and Interregional including Europe



## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-106: Chargeback Processing Requirements – Reason Code 85 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 85	Country/Region
	<ul style="list-style-type: none"> <li>– The date the Merchant received the merchandise, if available</li> <li>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– That the Merchant billed a No-Show Transaction for more than one day's accommodation or rental</li> <li>– That the Cardholder properly cancelled the Guaranteed Reservation and one of the following: <ul style="list-style-type: none"> <li>▪ The Merchant processed a No-Show Transaction.</li> <li>▪ The Merchant did not accept a cancellation or provide a cancellation confirmation.</li> <li>▪ The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul> </li> <li>• Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> <li>• For a Transaction in the Europe Region related to off-premises, distance selling contracts, both: <ul style="list-style-type: none"> <li>– Proof of the start date of the off-premises, distance selling contract</li> <li>– Proof that the Cardholder canceled the Transaction within the 14-day cancellation period</li> </ul> </li> </ul>	
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>• RECIPIENT REFUSES CREDIT</li> <li>• NOT ALLOWED BY LOCAL LAW</li> </ul>	None required	<b>All</b>

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

**Table 13-106: Chargeback Processing Requirements – Reason Code 85 (continued)**

Member Message Text	Supporting Documentation/Certification – Reason Code 85	Country/Region
<sup>1</sup> For an Interregional Transaction involving a Member in the Europe Region, a refund acknowledgement or credit letter does not qualify as a Credit Transaction Receipt unless it contains all required data. <sup>2</sup> A lost ticket application or a refund application is not considered a Credit Transaction Receipt.		

ID# 0007683

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.28.6 Representment Processing Requirements – Reason Code 85

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**Table 13-107: Representment Processing Requirements – Reason Code 85**

Member Message Text	Supporting Documentation/Certification – Reason Code 85	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	None required	Europe and Interregional including Europe
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• RETURNED MDSE NOT RECEIVED (if applicable)</li> <li>• CH AGREED TO CANCEL POLICY</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li> <li>• Either:               <ul style="list-style-type: none"> <li>– The Transaction Receipt or other records to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction, as applicable</li> <li>– Evidence to demonstrate that the Cardholder received the Merchant's cancellation or return policy and did not cancel according to the disclosed policy</li> </ul> </li> </ul>	All
<b>The Originating Member can remedy the Chargeback</b> <b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	None required	All

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### Visa Core Rules and Visa Product and Service Rules

ID# 0007685

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.29 Chargeback Reason Code 86 – Paid by Other Means

##### 13.1.29.1 Chargeback Conditions – Reason Code 86

Effective for Chargebacks processed through 13 April 2018

Table 13-108: Chargeback Conditions – Reason Code 86

Condition	Chargeback Conditions – Reason Code 86	Country/ Region
1	The Cardholder paid for the same merchandise or service by other means	All

ID# 0007688

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.29.2 Chargeback Rights and Limitations – Reason Code 86

Effective for Chargebacks processed through 13 April 2018

Table 13-109: Chargeback Rights and Limitations – Reason Code 86

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 86	Country/ Region
General	<ul style="list-style-type: none"><li>The Chargeback applies when the contract reflects that the Merchant accepted a voucher issued by a third party as payment for merchandise or for services rendered, and subsequently bills the Cardholder because the Merchant is unable to collect payment from the third party.</li><li>The Chargeback applies when the same Transaction was processed through different payment networks on the same Account Number.</li><li>Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.<sup>1</sup></li></ul>	All
<sup>1</sup> The requirement to resolve a dispute with the Merchant's liquidator does not apply in the Europe Region.		

ID# 0007689

Edition: Apr 2018 | Last Updated: Apr 2018

##### 13.1.29.3 Invalid Chargebacks – Reason Code 86

Effective for Chargebacks processed through 13 April 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

Table 13-110: Invalid Chargebacks – Reason Code 86

Chargeback Condition	Invalid Chargebacks – Reason Code 86	Country/Region
The Chargeback is invalid for any of the following:		
<b>General</b>	<ul style="list-style-type: none"> <li>A partial prepayment<sup>1</sup> if the balance payment is not authorized and the balance was not paid by other means</li> <li>Transactions in which payment for services was made to 2 different Merchants, unless there is evidence that the payment was passed from one Merchant to the other (for example: payment from a travel agent to a T&amp;E Merchant)</li> </ul>	<b>All</b>
<sup>1</sup> Processed as specified in <i>Section 5.9.9.1, Requirements for Prepayments and Transactions Using Stored Credentials</i>		

ID# 0007690

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.29.4 Chargeback Processing Requirements – Reason Code 86

Effective for Chargebacks processed through 13 April 2018

Table 13-111: Chargeback Processing Requirements – Reason Code 86

Member Message Text	Supporting Documentation/Certification – Reason Code 86	Country/Region
<b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</li> <li>Evidence that the Merchant received payment by other means, including: <ul style="list-style-type: none"> <li>The Acquirer Reference Number or other Transaction information, if paid by a Visa Card</li> <li>A statement, if paid by another card</li> <li>A cash receipt or a copy of the front and back of a cancelled check</li> </ul> </li> <li>If the Merchant billed the Cardholder because the Merchant was unable to collect payment for a voucher</li> </ul>	<b>All excluding Europe</b>

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### Visa Core Rules and Visa Product and Service Rules

Table 13-111: Chargeback Processing Requirements – Reason Code 86 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 86	Country/Region
	received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)	
<b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</li> <li>Evidence that the Merchant received payment by other means, including: <ul style="list-style-type: none"> <li>A statement, if paid by another card</li> <li>A cash receipt or a copy of the front and back of a cancelled check</li> </ul> </li> <li>If the Merchant billed the Cardholder because the Merchant was unable to collect payment for a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)</li> </ul>	Europe and Interregional including Europe

ID# 0007692

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.29.5 Representment Processing Requirements – Reason Code 86

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Table 13-112: Representment Processing Requirements – Reason Code 86

Member Message Text	Supporting Documentation/Certification – Reason Code 86	Country/Region
The Acquirer can remedy the Chargeback	Both:	All

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Table 13-112: Representment Processing Requirements – Reason Code 86 (continued)

Member Message Text	Supporting Documentation/Certification – Reason Code 86	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	<ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li><li>Documentation to prove that the Merchant did not receive payment by other means for the same merchandise or service</li></ul>	

ID# 0007694

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.1.30 Chargeback Reason Code 90 – Non-Receipt of Cash or Load Transaction Value at ATM

#### 13.1.30.1 Chargeback Conditions – Reason Code 90

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Table 13-113: Chargeback Conditions – Reason Code 90

Condition	Chargeback Conditions – Reason Code 90	Country/Region
<b>1</b>	The Cardholder participated in the Transaction and did not receive cash or Load Transaction value, or received a partial amount.	<b>All</b>

ID# 0007696

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.30.2 Chargeback Rights and Limitations – Reason Code 90

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Table 13-114: Chargeback Rights and Limitations – Reason Code 90

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 90	Country/Region
<b>General</b>	The Chargeback is limited to the amount not received	<b>All</b>

ID# 0007697

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.30.3 Invalid Chargebacks – Reason Code 90

Effective for Chargebacks processed through 13 April 2018

Table 13-115: Invalid Chargebacks – Reason Code 90

Chargeback Condition	Invalid Chargebacks – Reason Code 90	Country/Region
The Chargeback is invalid for any of the following:		
General	The Chargeback is invalid if the Cardholder states that the Transaction was fraudulent or the Transaction was processed more than once	All

ID# 0007698

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.30.4 Chargeback Processing Requirements – Reason Code 90

Effective for Chargebacks processed through 13 April 2018

Table 13-116: Chargeback Processing Requirements – Reason Code 90

Member Message Text	Supporting Documentation/Certification – Reason Code 90	Country/Region
<b>General</b> As applicable: <ul style="list-style-type: none"><li>CASH/VALUE NOT RECEIVED</li><li>CASH/VALUE AMT \$XXXX RECD \$XXXX</li></ul>	None required <sup>1</sup>	All
<b>General</b> As applicable: <ul style="list-style-type: none"><li>CASH/VALUE NOT RECEIVED</li><li>CASH/VALUE AMT \$XXXX RECD \$XXXX</li></ul>	Both: <ul style="list-style-type: none"><li>Dispute Resolution Form</li><li>A Cardholder letter, if the Cardholder is disputing 3 or more Transactions that occurred within a single 15-calendar day period and cash was not received</li></ul>	Europe
<sup>1</sup> In the AP Region (India), for a Domestic Transaction, an Issuer must not submit supporting documentation or certification.		

ID# 0007700

Edition: Apr 2018 | Last Updated: Apr 2018

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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.30.5 Representment Processing Requirements – Reason Code 90

Effective for Chargebacks processed through 13 April 2018

Table 13-117: Representment Processing Requirements – Reason Code 90

Member Message Text	Supporting Documentation/Certification – Reason Code 90	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"><li>X...X (Specify the reason)</li></ul>	Both: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i> or Dispute Resolution Form</li><li>• A copy of the ATM Cash Disbursement Transaction or Load Transaction record containing at least the following:<ul style="list-style-type: none"><li>– Account Number</li><li>– Transaction time or sequential number identifying the individual Transactions</li><li>– Indicator that confirms that the ATM Cash Disbursements or Load Transaction values were successful</li></ul></li></ul>	All

ID# 0007702

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.31 Chargeback Reason Code 93 – Visa Fraud Monitoring Program

##### 13.1.31.1 Chargeback Conditions – Reason Code 93

Effective for Chargebacks processed through 13 April 2018

Table 13-118: Chargeback Conditions – Reason Code 93

Condition	Chargeback Conditions – Reason Code 93	Country/Region
1	Visa notified the Issuer that the Transaction was identified by the Visa Fraud Monitoring Program and the Issuer has not successfully charged back the Transaction under another reason code	All

ID# 0007704

Edition: Apr 2018 | Last Updated: Apr 2018



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13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

#### 13.1.31.2 Invalid Chargebacks – Reason Code 93

Effective for Chargebacks processed through 13 April 2018

Table 13-119: Invalid Chargebacks – Reason Code 93

Chargeback Condition	Invalid Chargebacks – Reason Code 93	Country/Region
The Chargeback is invalid for any of the following:		
General	The Chargeback is invalid for an Emergency Cash Disbursement.	All

ID# 0007706

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.31.3 Chargeback Time Limit – Reason Code 93

Effective for Chargebacks processed through 13 April 2018

Table 13-120: Chargeback Time Limit – Reason Code 93

Chargeback Condition	Chargeback Time Limit – Reason Code 93	Country/Region
General	120 calendar days from the date of the identification by the Visa Fraud Monitoring Program	All

ID# 0007707

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.31.4 Chargeback Processing Requirements – Reason Code 93

Effective for Chargebacks processed through 13 April 2018

Table 13-121: Chargeback Processing Requirements – Reason Code 93

Member Message Text	Supporting Documentation/Certification – Reason Code 93	Country/Region
General <ul style="list-style-type: none"><li>FMP RPT DT MMDDYY</li></ul>	None required	All

ID# 0007708

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.1.31.5 Representment Processing Requirements – Reason Code 93

Effective for Chargebacks processed through 13 April 2018

Table 13-122: Representment Processing Requirements – Reason Code 93

Member Message Text	Supporting Documentation/Certification – Reason Code 93	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"> <li>PREV CB MMDDYY RC XX</li> </ul>	None required	All

ID# 0007711

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.2 Arbitration and Compliance

### 13.2.1 Pre-Arbitration

#### 13.2.1.1 Pre-Arbitration Filing Requirements

#### Effective for Chargebacks processed through 13 April 2018

Before filing for Arbitration, a Member must make a pre-Arbitration attempt for any of the conditions specified as follows:

Table 13-123: Pre-Arbitration Conditions and Certification Requirements

Pre-Arbitration Condition	Certification Requirement
New documentation or information is being provided to the opposing Member about the dispute.	Not applicable
The Acquirer represented with Compelling Evidence.	<p>In the Europe Region, the Issuer must both:</p> <ul style="list-style-type: none"> <li>Contact the Cardholder to review the Compelling Evidence</li> <li>Provide documentation detailing how the Compelling Evidence has been addressed by the Cardholder and why the Cardholder continues to dispute the Transaction</li> </ul> <p>For all other Transactions, the Issuer must both:</p> <ul style="list-style-type: none"> <li>Certify that it has contacted the Cardholder to review the Compelling Evidence<sup>1</sup></li> <li>Provide an explanation of why the Cardholder continues to dispute the Transaction</li> </ul>

**Table 13-123: Pre-Arbitration Conditions and Certification Requirements (continued)**

Pre-Arbitration Condition	Certification Requirement
	<p>For Transactions not involving a Member in the Europe Region, for reason codes 81 or 83, the Issuer must either:</p> <ul style="list-style-type: none"> <li>• Certify that it has contacted the Cardholder to review the Compelling Evidence and provide an explanation of why the Cardholder continues to dispute the Transaction</li> <li>• Certify that the name and address supplied does not match the Cardholder name and address</li> </ul>
The Issuer changes the reason code for the dispute after the Representment was processed.	Not applicable
The Acquirer provided evidence that the Cardholder no longer disputes the Transaction.	The Issuer must certify that the Cardholder still disputes the Transaction.
<sup>1</sup> For Transactions not involving a Member in the Europe Region, exceptions apply for reason codes 81 and 83.	

A Member making a pre-Arbitration attempt must provide, in English, the information required in the *Visa Resolve Online Questionnaire* or Dispute Resolution Form and all relevant supporting documentation with definitions for the relevant data fields.

ID# 0002878

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.1.2 Pre-Arbitration Time Limits

#### Effective for Chargebacks processed through 13 April 2018

A Member must not exceed the time limits specified for pre-Arbitration, as follows:

**Table 13-124: Pre-Arbitration Time Limits**

Process Step	Time Limit
Make pre-Arbitration attempt	Within 29 calendar days from the Representment Processing Date
<ul style="list-style-type: none"> <li>• Reply to pre-Arbitration attempt</li> <li>• Accept financial responsibility and credit requesting Member for</li> </ul>	30 calendar days from the pre-Arbitration attempt date

Table 13-124: Pre-Arbitration Time Limits (continued)

Process Step	Time Limit
the last amount received by the requesting Member	

ID# 0028023

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.2 Arbitration

#### 13.2.2.1 Arbitration Filing Conditions

##### Effective for Chargebacks processed through 13 April 2018

A Member may file for Arbitration when one of the following occurs:

- The Chargeback and Representment cycle has been completed and the Member has not been able to resolve the dispute.
- An opposing Member has not followed the required steps of a Chargeback or Representment.
- An opposing Member does not accept financial responsibility for a disputed Transaction within 30 calendar days of a pre-Arbitration attempt.

For a valid request, Visa notifies both Members of case acceptance.

ID# 0002604

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.2.2.2 Arbitration Filing Authority

##### Effective for Chargebacks processed through 13 April 2018

An Arbitration request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

ID# 0001421

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.2.2.3 Arbitration Time Limits

##### Effective for Chargebacks processed through 13 April 2018

A Member must not exceed the time limits specified for Arbitration, as follows:

**Table 13-125: Arbitration Time Limits**

Process Step	Time Limit
File Arbitration case (without pre-Arbitration attempt)	Acquirer: 30 calendar days from the Chargeback Processing Date Issuer: 30 calendar days from the Representment Processing Date
File Arbitration case (following pre-Arbitration attempt)	Acquirer: 60 calendar days <sup>1</sup> from the Chargeback Processing Date Issuer: 60 calendar days <sup>1</sup> from the Representment Processing Date
<ul style="list-style-type: none"> <li>• Reply</li> <li>• Withdraw case</li> <li>• Accept financial responsibility</li> </ul>	7 calendar days from the Visa acknowledgement date
Collect disputed amount from the responsible Member	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee
<sup>1</sup> Plus 30 calendar days for a Group Member	

ID# 0028024

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.2.4 Documentation Required for Arbitration

#### Effective for Chargebacks processed through 13 April 2018

When seeking Arbitration, a Member must provide, in English, the information required in the *Visa Resolve Online Questionnaire* or Dispute Resolution Form for each Transaction, and all relevant supporting documentation.<sup>1</sup>

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

<sup>1</sup> In the Europe Region, a Member must provide definitions for the relevant data fields contained in the supporting documentation.

ID# 0001424

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.2.5 Use of V.I.P. System Authorization System Records in Arbitration

#### Effective for Chargebacks processed through 13 April 2018

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails at Arbitration.

This does not apply in the Europe Region.

ID# 0028025

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.2.3 Compliance

### 13.2.3.1 Compliance Filing Conditions

#### Effective for Chargebacks processed through 13 April 2018

Unless otherwise specified, a Member may file for Compliance if all of the following occur:

- A violation of the Visa Rules occurred that is not related to an Account Data Compromise Event.
- The Member has no Chargeback or Representment right.
- The Member incurred or will incur a financial loss as a direct result of the violation.<sup>1</sup>
- The Member would not have incurred the financial loss had the violation not occurred.<sup>1</sup>
- The Member made a pre-Compliance attempt to resolve the dispute with the opposing Member and the opposing Member does not accept financial liability.

The pre-Compliance attempt must include all of the following:

- Planned Compliance filing date
- All pertinent documentation<sup>2</sup>
- Specific violation of the Visa Rules

<sup>1</sup> In the US Region, this does not apply to a US Credit Card Surcharge violation, as specified in *Section 13.2.3.5, Compliance Right for Improperly Assessed Surcharge – US Region and US Territories*.

<sup>2</sup> In the Europe Region, a Member must provide supporting documentation in English using the Electronic Documentation Transfer Method, including all definitions for the relevant data fields that are contained within that supporting evidence.

ID# 0001455

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.3.2 Compliance Prohibition for Account Data Compromise Events

#### Effective for Chargebacks processed through 13 April 2018

A violation involving failure to comply with the PIN Management Requirements Documents, *Visa PIN Security Program Guide*, or Payment Card Industry Data Security Standard (PCI DSS) that could allow a compromise of Magnetic-Stripe Data is not resolved through the Compliance process.

A violation involving failure to comply with the PIN Management Requirements Documents, *Visa PIN Security Program Guide*, or Payment Card Industry Data Security Standard (PCI DSS) that could allow a compromise of Chip Card Account Number and expiration date data or of Chip Card Account Number and Card Verification Value data is not resolved through the Compliance process. Such violations are resolved through the Global Compromised Account Recovery program, to the extent applicable.

ID# 0026001

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.3.3 Compliance Filing Authority

#### Effective for Chargebacks processed through 13 April 2018

A Compliance request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

ID# 0001475

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.3.4 Compliance Conditions and Required Documentation

#### Effective for Chargebacks processed through 13 April 2018

When seeking Compliance, a Member must provide all of the following, in English:

- The information required in the *Visa Resolve Online Questionnaire* or Dispute Resolution Form for each Transaction
- Documentation substantiating that a financial loss would not have resulted if the violation had not occurred
- If applicable, the documentation shown in the tables in this section
- Other relevant supporting documentation. In the Europe Region, a Member must provide definitions for the relevant data fields contained within the supporting documentation.

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

Table 13-126: Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data

Compliance Condition
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**Table 13-126: Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data (continued)**

The Chargeback Reduction Service returned a valid Chargeback or Representment resulting from a Member transmitting invalid data.
<b>Required Documentation</b>
Both: <ul style="list-style-type: none"> <li>Evidence of incorrect or invalid data</li> <li>Evidence that the Member was able to meet Chargeback or Representment conditions</li> </ul>

**Table 13-127: Chargeback Reduction Service Returned Transaction with Valid Authorization**

<b>Compliance Condition</b>
The Chargeback Reduction Service returned a Transaction with a valid Authorization.
<b>Required Documentation</b>
All of the following: <ul style="list-style-type: none"> <li>The Transaction Receipt</li> <li>Proof that the Transaction received an Authorization</li> <li>Evidence of the Chargeback Reduction Service return</li> </ul>

**Table 13-128: Unauthorized Signature**

<b>Compliance Condition</b>
A Cardholder's account was charged for a Transaction and all of the following: <ul style="list-style-type: none"> <li>The Cardholder denies authorizing or participating in the Transaction.</li> <li>The Card that was lost or stolen, and recovered, was used in the disputed Transaction.</li> <li>The first initial of the first name or the last name of the signature on the Transaction Receipt is not spelled the same as the signature on the Card signature panel.</li> <li>The Transaction was not one of the following: <ul style="list-style-type: none"> <li>Vehicle-Specific Fleet Card Transaction</li> <li>Emergency Cash Disbursement</li> <li>Priority check-out Transaction at a Lodging Merchant</li> <li>Transaction using a Contactless Device that is not a standard plastic Card</li> </ul> </li> </ul>



**Table 13-128: Unauthorized Signature (continued)**

– An Emergency Travelers Cheque Refund
<b>Required Documentation</b>
<ul style="list-style-type: none"> <li>• A completed <i>Visa Resolve Online Questionnaire</i> certifying that the Cardholder denies authorizing or participating in the Transaction</li> <li>• Issuer certification, completed <i>Visa Resolve Online Questionnaire</i>, or <i>Unauthorized Signature – Issuer Certification (Exhibit 2G)</i>, stating that the recovered Card signature panel was unaltered and describing the Card recovery circumstances</li> <li>• In the Europe Region, a completed unauthorized signature certification as specified in the Dispute Resolution Form stating that the recovered Card signature panel was unaltered and describing the Card recovery circumstances</li> <li>• Transaction Receipt</li> <li>• Copy of the front and back of the recovered Card</li> </ul>

**Table 13-129: Cardholder Letter Required for Legal Purposes**

<b>Compliance Condition</b>
An Acquirer or Merchant requires a signed Cardholder letter for legal proceedings, for a law enforcement investigation, or if required by applicable laws or regulations.
<b>Required Documentation</b>
<p>One of the following:</p> <ul style="list-style-type: none"> <li>• Evidence that the signed Cardholder letter is required for legal proceedings (for example: court order or subpoena)</li> <li>• For a Transaction not involving a Member in the Europe Region, evidence that the Cardholder letter is required for a law enforcement investigation</li> <li>• For a Transaction involving a Member in the Europe Region, Acquirer certification that the signed Cardholder letter is required for a law enforcement investigation or is required by applicable laws or regulations</li> </ul>

**Table 13-130: Copy of Transaction Receipt**

<b>Compliance Condition</b>
An Issuer or a Cardholder requires a copy of the Transaction Receipt for legal proceedings or a law enforcement investigation and a valid Retrieval Request for a copy bearing signature was made within 120 calendar days of the Transaction Processing Date.

**Table 13-130: Copy of Transaction Receipt (continued)**

<p>For a Transaction not involving a Member in the Europe Region, an Issuer may file a pre-Compliance case if it has made a valid Retrieval Request for a copy bearing signature within 120 calendar days of the Transaction Processing Date and the Acquirer has not provided a valid response to the Retrieval Request. An Issuer must not file the pre-Compliance case if it has either:</p> <ul style="list-style-type: none"> <li>• Reported Fraud Activity for the Transaction</li> <li>• Listed the Account Number on the Exception File on or after the Transaction Date</li> </ul>
<p><b>Required Documentation</b></p>
<p>For a Transaction involving a Member in the Europe Region, both:</p> <ul style="list-style-type: none"> <li>• Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena)</li> <li>• A written statement from the Issuer stating that the Transaction Receipt is required for a law enforcement investigation</li> </ul> <p>For a Transaction not involving a Member in the Europe Region, either:</p> <ul style="list-style-type: none"> <li>• For the purpose of legal proceedings, evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena) or for a law enforcement investigation</li> <li>• For the purpose of an investigation by the Issuer, certification from the Issuer stating both that a signed Transaction Receipt is needed in order to respond to Cardholder escalation, and the reason for the escalation</li> </ul>

**Table 13-131: Authorization Obtained Using Incorrect Data – US Region**

<p><b>Compliance Condition</b></p>
<p>An Authorization was obtained with invalid or incorrect data and the Issuer attempted a valid Chargeback that was returned. When an Issuer's and Acquirer's records differ, the V.I.P. System records prevail.</p>
<p><b>Required Documentation</b></p>
<p>Copy of the Authorization log and Transaction Receipt to support the discrepancy</p>

**Table 13-132: Electronic Commerce Transaction**

<p><b>Compliance Condition</b></p>
<p>A Cardholder requires additional information about an Electronic Commerce Transaction coded with ECI value 6 and both:</p> <ul style="list-style-type: none"> <li>• The Cardholder did not assert that the Transaction was fraudulent.</li> </ul>

**Table 13-132: Electronic Commerce Transaction (continued)**

<ul style="list-style-type: none"> <li>The Acquirer did not respond to the Retrieval Request with a Fulfillment or responded with a Nonfulfillment Message code 03 or 04.</li> </ul> <p>This condition does not apply to a Domestic Transaction in the US Region.</p>
<b>Required Documentation</b>
Cardholder letter requesting additional information about the Transaction

**Table 13-133: No Valid Form of Identification for Domestic Transactions – Europe Region (Sweden)**

<b>Compliance Condition</b>
<p>In the Europe Region (Sweden), for a Domestic Transaction, a Cardholder's account was charged for a Transaction and all of the following:</p> <ul style="list-style-type: none"> <li>The Cardholder denies authorizing or participating in the Transaction.</li> <li>The Transaction amount is greater than SEK 200.</li> <li>No Cardholder identification number was noted on the Transaction Receipt or any other written documentation directly related to the Transaction.</li> <li>The Issuer reported Fraud Activity to Visa for the Transaction.</li> </ul> <p>This does not apply to any of the following:</p> <ul style="list-style-type: none"> <li>If a PIN was obtained</li> <li>If the Transaction was an Unattended Transaction</li> <li>If a Cardholder name or Card identification was not required</li> <li>To a Transaction completed with a Counterfeit Card</li> </ul>
<b>Required Documentation</b>
<p>All of the following:</p> <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction</li> <li>Issuer certification of the fraud status reported to Visa</li> <li>Evidence that an identification check was not performed</li> </ul>

### 13.2.3.5 Compliance Right for Improperly Assessed Surcharge – US Region and US Territories

#### Effective for Chargebacks processed through 13 April 2018

A Member may file for Compliance if a Merchant in the US Region or in a US Territory assessed a US Credit Card Surcharge under one of the following conditions:

- US Credit Card Surcharge amount exceeds the applicable US Credit Card Surcharge amount as specified in *Section 5.6.1.4, US Credit Card Surcharge Maximum Amount – US Region and US Territories*.
- US Credit Card Surcharge was assessed on a Transaction in a manner that does not comply with *Section 5.6.1.2, Similar Treatment of Visa Transactions – US Region and US Territories*.
- US Credit Card Surcharge was assessed on a Transaction type where surcharging is not permitted
- US Credit Card Surcharge was assessed by a third party
- US Credit Card Surcharge was not disclosed as specified in *Section 5.6.1.5, US Credit Card Surcharge Disclosure Requirements – US Region and US Territories*.
- US Credit Card Surcharge amount did not appear on the Transaction Receipt as specified in *Section 5.10.3.3, Required Transaction Receipt Content for Specific Transaction Types*.
- US Credit Card Surcharge amount was not refunded as specified in *Section 1.5.4.15, Credit Refund Requirements*.
- For a Dynamic Currency Conversion Transaction, US Credit Card Surcharge amount was not included in the conversion
- A Convenience Fee, Service Fee, currency conversion fee, commission, or Wire Transfer Money Order service fee was applied on a Transaction that included a US Credit Card Surcharge

The Member must only request Compliance for the US Credit Card Surcharge amount.

The Member is not required to have incurred a financial loss as a direct result of the violation. If the Issuer has billed the Transaction that included the US Credit Card Surcharge to the Cardholder, the Issuer must credit the Cardholder for the US Credit Card Surcharge amount.

A Member must not file for Compliance if the Merchant properly assessed a US Credit Card Surcharge as permitted in *Section 5.6.1, Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures*.

### 13.2.3.6 Pre-Compliance and Compliance Time Limits

#### Effective for Chargebacks processed through 13 April 2018

A Member must not exceed the time limits specified for pre-Compliance, as follows:

**Table 13-134: Pre-Compliance Time Limits**

Process Step	Time Limit
Make pre-Compliance Attempt	At least 30 calendar days before filing for Compliance
Accept financial responsibility and credit requesting Member	30 calendar days from the pre-Compliance attempt date

A Member must not exceed the time limits specified for Compliance, as follows:

**Table 13-135: Compliance Time Limits**

Process Step	Time Limit
Make Compliance attempt	No less than 30 calendar days from the date of the pre-Compliance attempt
Filing for a Transaction not involving a fraudulent credit	90 calendar days <sup>1</sup> from either: <ul style="list-style-type: none"> <li>Processing Date</li> <li>Date the Member discovered that a violation occurred (not to exceed 2 years from the Transaction Date), if no evidence of the violation was previously available to the Member<sup>2</sup></li> </ul>
Filing for a Transaction involving a fraudulent credit	90 calendar days <sup>1</sup> from the later of either: <ul style="list-style-type: none"> <li>Processing Date of credit Reversal</li> <li>Processing Date of the fraudulent sale or ATM Cash Disbursement, or other withdrawal from the account</li> </ul>
Filing for other violations	90 calendar days <sup>1</sup> from the violation date. If the requesting Member does not meet the allowed time limits, it loses its Compliance right and is financially liable for the Transaction.
<ul style="list-style-type: none"> <li>Reply</li> <li>Withdraw case</li> <li>Accept financial</li> </ul>	7 calendar days from the Visa acknowledgement date

**Table 13-135: Compliance Time Limits (continued)**

Process Step	Time Limit
responsibility	
Collect disputed amount from the responsible Member	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee
File an appeal	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee
<sup>1</sup> Plus 30 calendar days for a Group Member	
<sup>2</sup> A Member must provide evidence that this was the date on which the financial loss was discovered.	

ID# 0003651

Edition: Apr 2018 | Last Updated: Apr 2018

### 13.2.3.7 Use of V.I.P. System Authorization System Records in Compliance

#### Effective for Chargebacks processed through 13 April 2018

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails in Compliance.

This does not apply in the Europe Region.

ID# 0028026

Edition: Apr 2018 | Last Updated: Apr 2018

## 13.2.4 Appeals

### 13.2.4.1 Conditions for an Appeal to the Arbitration and Compliance Committee

#### Effective for Chargebacks processed through 13 April 2018

A Member may appeal a decision by the Arbitration and Compliance Committee only if both:

- The Member can provide new evidence not previously available at the time the original case was filed.
- The disputed amount is at least USD 5,000 (or local currency equivalent).

ID# 0003187

Edition: Apr 2018 | Last Updated: Apr 2018

## Visa Product and Service Rules

13 Dispute Resolution (effective for Chargebacks processed through 13 April 2018)

### Visa Core Rules and Visa Product and Service Rules

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#### 13.2.4.2 Appeal Time Limit

##### Effective for Chargebacks processed through 13 April 2018

The adversely affected Member must file any appeal within 60 calendar days of the Notification date of the decision by the Arbitration and Compliance Committee.

ID# 0002998

Edition: Apr 2018 | Last Updated: Apr 2018

#### 13.2.4.3 Appeal Filing Fee

##### Effective for Chargebacks processed through 13 April 2018

The requesting Member must not collect the filing fee from the opposing Member if the original decision is reversed.

ID# 0003189

Edition: Apr 2018 | Last Updated: Apr 2018



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## Part 3: Appendices



## Appendix A

### Visa Supplemental Requirements

#### Visa Supplemental Requirements (Enforceable Documents and Websites)

#### Visa Supplemental Requirements List

##### Visa Supplemental Requirements

Title	Applicable in Visa Region:
<b>3-D Secure and Verified by Visa</b>	
3-D Secure Functional Requirements – Access Control Server	All
3-D Secure Functional Requirements – Merchant Server Plug-in	All
3-D Secure Protocol Specification Core Functions	All
<b>Effective through 31 December 2017</b> 3-D Secure Security Requirements – Enrollment Servers and Access Control Servers	All
3-D Secure U.S. Region Supplemental Functional Requirements – Access Control Server	US
Issuer Implementation Guide for Visa's 3-D Secure 2.0 Program	All
Merchant/Acquirer Implementation Guide for Visa's 3-D Secure 2.0 Program	All
<b>Effective through 13 April 2018</b> Verified by Visa Dispute Resolution Guide	All except Europe
<b>Effective through 13 April 2018</b> Verified by Visa Dispute Resolution Guide (Europe)	Europe
Verified by Visa Issuer Implementation Guide	All
Verified by Visa Merchant / Acquirer Implementation Guide	All
<b>Acceptance</b>	
<b>Effective 20 January 2018</b>	US

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#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
AVS ZIP Requirements for US AFD Merchants in High-Fraud Geographies	
International Transactions Guide	All
Transaction Acceptance Device Requirements	All
Visa Merchant Data Standards Manual	All
<b>Brand</b>	
Visa Product Brand Standards	All
<b>Card / Payment Device Technology</b>	
<i>EMV Contactless Specification for Payment Systems Book C-3</i>	Europe
<i>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</i>	All
Global Chip Fallback Monitoring Program Guide	All
Visa Canada Debit Card – Technical Specifications	Canada
Visa Chip Security Program – Security Testing Process	All
Visa Cloud-Based Payments Contactless Specifications	All
Visa Cloud-Based Payments Program Minimum Requirements and Guidelines	All
Visa Contactless Payment Specification	All
Visa Europe EMV Application Selection Requirements and Recommendations	Europe
Visa Europe Contactless Terminal Requirements and Implementation Guide	Europe
Visa Integrated Circuit Card Specification (VIS)	All
Visa Mobile Contactless Payment Specification (VMCPS)	All
Visa Mobile Gateway Issuer Update Functional Specification	All
Visa Mobile Gateway Issuer Update Protocol Specification	All
Visa Mobile Gateway Logical and Physical Security Requirements	All
Visa Mobile Gateway Secure Channel Functional Specification	All

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#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
Visa Mobile Gateway Secure Channel Protocol Specification	All
Visa QR Code Payment Specification (VQRPS)	US
Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations	US
Visa Smart Debit/Credit System Technical Manual	All
<b>Dispute Resolution</b>	
Enhanced Dispute Resolution Rules	All
<b>Encoding and PINs</b>	
Payment Technology Standards Manual	All
<b>Fee Schedules</b>	
Visa Asia Pacific Fee Schedule	AP
Visa Canada Fee Schedule	Canada
Visa CEMEA Fee Schedule	CEMEA
Visa Europe Fee Schedule	Europe
Visa LAC Fee Schedule	LAC
Visa U.S.A. Fee Schedule	US
<b>Interchange Reimbursement Fees (IRF)</b>	
AP Intraregional IRF Guide and AP Domestic IRF Guides, as applicable	AP
CEMEA Intraregional IRF Guide and CEMEA Domestic IRF Guides, as applicable	CEMEA
Europe Region Intraregional IRF Guide and Europe Domestic IRF Guides, as applicable	Europe
Interchange Reimbursement Fee Compliance Process Guide	<b>Effective through 12 October 2018</b> All except Europe <b>Effective 13 October 2018</b> All

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### Appendix A

#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
Interregional Interchange Guide	All
LAC Intraregional IRF Guide and LAC Domestic IRF Guides, as applicable	LAC
US Interchange Reimbursement Fee Rate Qualification Guide	US
Visa Canada Interchange Guide	Canada
Visa Government and Education Payment Program Guide	US
Visa Government-to-Government (G2G) Program Guide	US
Visa U.S. Debt Repayment Incentive Interchange Program Guide	US
Visa U.S.A. Interchange Reimbursement Fees	US
Visa Utility Interchange Reimbursement Fee Program Guide	US
<b>Payment Card Industry Security Standards Council (PCI SSC)</b>	
Payment Application Data Security Standard (PA-DSS)	All
<b>Effective 1 January 2018</b> <i>Payment Card Industry 3-D Secure (PCI 3DS) Security Requirements and Assessment Procedures for EMV 3-D Secure Core Components: ACS, DS, and 3DS Server</i>	All
Payment Card Industry (PCI) Card Production and Provisioning – Logical Security Requirements	All
Payment Card Industry (PCI) Card Production and Provisioning – Physical Security Requirements	All
Payment Card Industry Data Security Standard (PCI DSS)	All
Payment Card Industry (PCI) PIN Security Requirements	All
Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements	All
Payment Card Industry (PCI) POS PIN Entry Device Security Requirements	Europe
Payment Card Industry (PCI) P2PE Solution Requirements and Testing Procedures	Europe
<b>Products and Services</b>	

## Appendices

### Appendix A

#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
Accelerated Connection Platform Acquirer Merchant Activation Guide	All, where available
Accelerated Connection Platform Client Implementation Guide	All, where available
<b>Effective 25 May 2018</b> <i>Data Framework for Visa Services – Europe Region</i>	Europe
<i>V PAY Card and Acceptance Device Technical Specifications</i>	Europe
Visa Europe Commercial Program Guide	Europe
Visa Europe Prepaid Card Products Member Implementation Guidelines	Europe
Visa Europe Prepaid Cards Retail Channel Guidelines	Europe
Visa International Prepaid Retail Channel Guidelines	All except Europe
Visa Mobile Prepaid Implementation Guide	All, where available
<b>Effective through 19 January 2018</b> Visa Multinational Program Guide	All except Europe
<b>Effective through 19 January 2018</b> Visa Multinational Program Guide (Visa Europe)	Europe
<b>Effective 20 January 2018</b> Visa Multinational Program Guide	All
Visa ReadyLink Service Description and Implementation Guidelines	US
Visa Settlement Match (VSM) Implementation Guide	All, where available <sup>1</sup>
<b>Risk</b>	
Account Information Security (AIS) Program Guide	All
CoFAS Procedures for Reporting Credit Skimming Incidents	Canada
Fraud Reporting System (FRS) User's Guide	All
Guidelines for Terminated Merchant Databases	Europe
Third Party Agent Due Diligence Risk Standards	All except Europe

## Appendices

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#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
Visa Europe Card Vendor Programme Guide	Europe
Visa Global Acquirer Risk Standards	All
Visa Global Brand Protection Program Guide for Acquirers	All except Europe
Visa Global Brand Protection Programme Guide for Acquirers (Visa Europe)	Europe
Visa Global Compromised Account Recovery (GCAR) Guide	All except Europe
Visa Global Instant Card Personalization Issuance Security Standards	All
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors	All
Visa PIN Security Program Guide	All
Visa Prepaid Issuer Risk Program Standards Guide	All
What To Do If Compromised	All except Europe
What To Do If Compromised: Visa Europe Data Compromise Procedures	Europe
<b>Risk Products</b>	
Card Recovery Bulletin Service (CRB) User's Guide	All
Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements	US
Visa Advanced ID Solutions (VAIS) User Guide and Best Practices	US
<b>Settlement</b>	
National Net Settlement Service Description	All <sup>1</sup>
Visa Settlement Funds Transfer Guide	All except Europe
Visa Europe Settlement Funds Transfer Guide	Europe
<b>Transaction Processing</b>	
Visa Direct Original Credit Transaction (OCT) Global Implementation Guide	All
Visa Partial Authorization Service Description and Implementation Guide	All <sup>1</sup>

## Appendices

### Appendix A

#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
<b>VisaNet Manuals</b>	
BASE II Clearing Data Codes	All <sup>1</sup>
BASE II Clearing Edit Package Messages	All <sup>1</sup>
BASE II Clearing Edit Package Operations Guide	All <sup>1</sup>
BASE II Clearing Interchange Formats, TC 01 to TC 48	All <sup>1</sup>
BASE II Clearing Interchange Formats, TC 50 to TC 92	All <sup>1</sup>
BASE II Clearing PC Edit Package for Windows User's Guide	All <sup>1</sup>
BASE II Clearing Services	All <sup>1</sup>
BASE II Clearing System Overview	All <sup>1</sup>
BASE II Clearing VML Developer Handbook	All <sup>1</sup>
BASE II Clearing VML Formats	All <sup>1</sup>
V.I.P. System BASE I Processing Specifications	All <sup>1</sup>
V.I.P. System BASE I Technical Specifications, Volume 1	All <sup>1</sup>
V.I.P. System BASE I Technical Specifications, Volume 2	All <sup>1</sup>
V.I.P. System Overview	All <sup>1</sup>
V.I.P. System Services, Volume 1	All <sup>1</sup>
V.I.P. System Services, Volume 2	All <sup>1</sup>
V.I.P. System SMS ATM Processing Specifications (International)	All <sup>1</sup>
V.I.P. System SMS ATM Technical Specifications, Volume 1	All <sup>1</sup>
V.I.P. System SMS ATM Technical Specifications, Volume 2	All <sup>1</sup>
V.I.P. System SMS Interlink Client Implementation Guide	All <sup>1</sup>
V.I.P. System SMS Interlink Technical Specifications	All <sup>1</sup>
V.I.P. System SMS POS (Visa & Visa Electron) Processing Specifications (International)	All <sup>1</sup>

## Appendices

### Appendix A

#### Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 1	All <sup>1</sup>
V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 2	All <sup>1</sup>
V.I.P. System SMS Processing Specifications (U.S.)	All <sup>1</sup>
Visa Europe System Manuals	Europe (VisaNet users only)
VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications	All <sup>1</sup>
VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports	All <sup>1</sup>
<sup>1</sup> In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in <i>Section 1.1.1.2, Applicability of Processing Rules – Europe Region</i> , it must refer to <i>Visa Europe Operating Regulations – Processing</i> .	

ID# 0028043

Edition: Apr 2018 | Last Updated: Apr 2018





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## Part 4: Glossary

## Glossary

0 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Term	Definition
<b>0-9</b>	
<b>3-D Secure</b>	<p>A Visa-approved Authentication Method that is the global authentication standard for Electronic Commerce Transactions.</p> <p>ID# 0024200 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>3-D Secure Specification</b>	<p>A software protocol that enables secure processing of Transactions over the Internet and other networks. The 3-D Secure Specification includes:</p> <ul style="list-style-type: none"> <li>• <i>3-D Secure Protocol Specification Core Functions</i></li> <li>• <i>3-D Secure Functional Requirements Access Control Server</i></li> <li>• <i>3-D Secure Functional Requirements Merchant Server Plug-in</i></li> <li>• <b>Effective through 31 December 2017</b> <i>3-D Secure Security Requirements Enrollment Servers and Access Control Servers</i></li> <li>• <i>In the US Region, 3-D Secure US Region Supplemental Functional Requirements – Access Control Server</i></li> <li>• <i>EMV 3-D Secure Protocol and Core Functions Specification</i></li> <li>• <i>EMV 3-D Secure SDK – Device Information</i></li> <li>• <i>EMV 3-D Secure SDK Specification</i></li> </ul> <p>ID# 0024203 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>A</b>	
<b>Acceptance Device</b>	<p>A Card-reading device managed by a Member or a Merchant for the purpose of completing a Visa Transaction.</p> <p>ID# 0029278 Edition: Apr 2018   Last Updated: Apr 2016</p>
<b>Access Fee</b>	<p>A fee that is assessed by an Acquirer to a Cardholder for a Cash Disbursement.</p> <p>ID# 0024207 Edition: Apr 2018   Last Updated: Apr 2015</p>
<b>Account Data</b>	<p>An event in which account data is put at risk.</p>

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<b>Compromise Event</b>	<p>ID# 0026743 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Account Funding Transaction</b>	<p>A Transaction that transfers funds from a Visa account to another Visa or non-Visa account.</p> <p>ID# 0024213 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Account Information Security Program</b>	<p>A program managed by Visa that defines the standards of due care and enforcement for protecting sensitive Cardholder information and supports both:</p> <ul style="list-style-type: none"> <li>• <i>Payment Card Industry Data Security Standard (PCI DSS)</i></li> <li>• <i>Payment Card Industry Payment Application Data Security Standard (PA-DSS)</i></li> </ul> <p>ID# 0024215 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Account Level Processing – AP Region, Canada Region, and CEMEA Region</b>	<p>An optional service provided by Visa that enables an Issuer:</p> <ul style="list-style-type: none"> <li>• To manage select product-based services at the 16-digit Account Number level instead of the BIN level</li> <li>• To dynamically move Card products up and down the product spectrum without having to change the associated Account Number</li> </ul> <p>ID# 0027308 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Account Number</b>	<p>An Issuer-assigned number that identifies an account in order to post a Transaction.</p> <p>ID# 0024216 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Account Number Verification</b>	<p>A process by which a Member or its VisaNet Processor determines, using a currency unit of zero, if there is negative information on an Account Number in the Exception File for Transactions that do not require Authorization.</p> <p>ID# 0024217 Edition: Apr 2018   Last Updated: Oct 2011</p>
<b>Account-Number-Verifying Terminal</b>	<p>An Acceptance Device that:</p> <ul style="list-style-type: none"> <li>• May be required at specified high-risk locations</li> <li>• Reads the Account Number encoded on the Magnetic Stripe or Chip</li> <li>• Compares the last 4 digits of the encoded Account Number to the</li> </ul>

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	<p>key-entered last 4 digits of the embossed or printed Account Number</p> <ul style="list-style-type: none"> <li>Transmits the full, unaltered contents of the Magnetic Stripe or Chip in the Authorization Message</li> </ul> <p>ID# 0024210 Edition: Apr 2018   Last Updated: Apr 2017</p>
<b>Account Verification</b>	<p>A message sent by an Acquirer to the Issuer, using a currency unit of zero, for confirmation that a Transaction can be completed using the Card.</p> <p>ID# 0029700 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Acquirer</b>	<p>A Member that signs a Merchant or Payment Facilitator, provides a Cash Disbursement to a Cardholder, or loads funds to a Visa Prepaid Card, and directly or indirectly enters a Transaction into Interchange. In the Europe Region, a Member that either:</p> <ul style="list-style-type: none"> <li>Enters into an agreement with a Merchant for the display of any of the Visa-Owned Marks and the acceptance of Visa products and services</li> <li>Disburses currency to a Cardholder, except where "Acquirer" is otherwise defined for the Europe Region in the Visa Rules</li> </ul> <p>ID# 0024219 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Acquirer Confirmation Advice</b>	<p>A message sent from an Acquirer to an Issuer confirming the final Transaction Amount.</p> <p>ID# 0026794 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Acquirer Device Validation Toolkit (ADVT)</b>	<p>A set of cards or simulated cards and test scenarios used to validate new or upgraded EMV Chip-Reading Devices.</p> <p>ID# 0024222 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Acquirer Processor</b>	<p>A non-Member agent or Processor that a Member has engaged to support its Visa acquiring business.</p> <p>ID# 0024225 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Acquirer Reference Number</b>	<p>An identification number included in a Clearing Record.</p> <p>ID# 0024226 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Acquisition</b>	<p>The purchase of a Member organization by another organization where the acquired Member's charter remains intact.</p>

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	<div>ID# 0024229</div> <div>Edition: Apr 2018   Last Updated: Oct 2011</div>
<b>Address Verification Service</b>	<p>A VisaNet service through which a Merchant verifies a Cardholder's billing address.</p> <div>ID# 0024238</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Adjustment</b>	<p>A Single Message System message used to partially or fully negate or cancel a transaction that has been sent through Interchange in error.</p> <div>ID# 0024241</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Advanced Resolution Services, Inc. – US Region</b>	<p>A wholly-owned subsidiary of Visa U.S.A. that provides Members with services such as Advanced ID Solutions and Strategic Bankruptcy Solutions.</p> <div>ID# 0024245</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Affinity/Co-Brand</b>	<p>A program or partnership based on a contractual agreement between a non-Member entity (example: Merchant) and an Issuer for the issuance of Cards bearing the Affinity/Co-Brand partner's Trade Name or Mark.</p> <div>ID# 0029280</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Agent</b>	<p>An entity that acts as a VisaNet Processor or a Visa Scheme Processor, a Third Party Agent, or both.</p> <div>ID# 0025920</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Aggregated Transaction</b>	<p>A single Transaction that combines multiple purchases made by the same Cardholder on the same Account Number at the same Merchant during a defined time period and up to a defined amount.</p> <div>ID# 0024270</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Airline</b>	<p>A Merchant that transports passengers on an aircraft.</p> <div>ID# 0024273</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Airline Authorizing Processor</b>	<p>A Visa-approved non-Member whose primary function is to provide reservation and Authorization services for Airline Transactions, or travel-related services that include the purchase of an Airline ticket.</p> <div>ID# 0024274</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Airline Ticket Identifier</b>	<p>A unique value (for example: carrier code or number, ticket serial number, transmission control number) of up to 13 characters that identifies the purchase of an Airline ticket.</p>

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	<div>ID# 0024278</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Alert – Europe Region</b>	<p>A message sent by a Visa Alerts Service to a Cardholder by email, SMS (Short Message Service), or push notification.</p> <div>ID# 0029704</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Ancillary Purchase Transaction</b>	<p>The purchase of goods and services, other than a passenger ticket, completed at an Airline or a US passenger railway Merchant.</p> <div>ID# 0029155</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>AP</b>	<p>Asia-Pacific.</p> <div>ID# 0024281</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Application Identifier</b>	<p>An EMV-compliant data label encoded on a Chip Card and loaded on a Chip Reading Device that is used to identify mutually supported payment applications.</p> <div>ID# 0029281</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Application Label – Europe Region</b>	<p>A name that identifies an application stored on a Card and that is used during application selection when no application preferred name is associated with that application.</p> <div>ID# 0029705</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Application Selection Flag – Canada Region</b>	<p>An EMV-compliant Canadian payment industry specification that allows an Issuer to control which payment applications contained in a Compliant Chip Card can process a Transaction at a POS or an ATM.</p> <div>ID# 0024284</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Application Transaction Counter</b>	<p><b>Effective through 12 October 2018</b></p> <p>An application on a Contactless Card that sequentially tracks the number of times the Chip is read and that is used by the Issuer during the Authorization process.</p> <p><b>Effective 13 October 2018</b></p> <p>A counter within the application on a contact Chip or Contactless Card that tracks the number of times the Chip is read and that is used by the Issuer during the Authorization process.</p> <div>ID#0024286</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>

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<b>Approval Response</b>	<p>An Authorization Response where the Transaction was approved.</p> <p>ID# 0024287 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Arbitration</b>	<p>A process where Visa determines financial liability between Members for Interchange Transactions that are presented and have completed the Dispute cycle.</p> <p>ID# 0024289 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Arbitration and Compliance Committee</b>	<p>A Visa committee that resolves certain disputes between Members that arise from Disputes or from violations of the Visa Rules.</p> <p>ID# 0024290 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Associate-Type Member</b>	<p><b>Effective through 30 June 2018</b></p> <p>A Member of Visa with rights and responsibilities, as defined in the applicable Visa Charter Documents, that is either an:</p> <ul style="list-style-type: none"> <li>• Associate, as defined in the applicable Visa Charter Documents</li> <li>• Acquiring Associate, as defined under the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, Section 2.04(e)</li> </ul> <p><b>Effective 1 July 2018</b></p> <p>A Member of Visa that is an Associate with rights and responsibilities, as defined in the applicable Visa Charter Documents.</p> <p>ID# 0024293 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>ATM Operator – US Region</b>	<p>An entity authorized by a Member or its Agent to originate a Transaction through the connection of an ATM to the Visa ATM Network and that displays the Visa acceptance Mark. An ATM Operator owns, operates, or leases ATMs that are connected to the Visa ATM Network and may either or both:</p> <ul style="list-style-type: none"> <li>• Receive revenue from the Interchange process or from fees assessed with Transactions</li> <li>• Manage cryptographic functions or stock ATMs with cash</li> </ul> <p>ID# 0024301 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Attempt Response</b>	<p>A message from a Verified by Visa Issuer or Visa in response to an Authentication Request, indicating that the Issuer or Cardholder is not participating in Verified by Visa.</p>

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	ID# 0024302 Edition: Apr 2018   Last Updated: Oct 2017
<b>Authentication</b>	A cryptographic process that validates the identity and integrity of Chip data. ID# 0024303 Edition: Apr 2018   Last Updated: Apr 2010
<b>Authentication Confirmation</b>	A message from a Verified by Visa Issuer in response to an Authentication Request confirming Cardholder authentication. ID# 0024304 Edition: Apr 2018   Last Updated: Apr 2013
<b>Authentication Data</b>	All Transaction-related data associated with a Verified by Visa Authentication Request. ID# 0026423 Edition: Apr 2018   Last Updated: Apr 2013
<b>Authentication Denial</b>	A message sent by a Verified by Visa Issuer in response to an Authentication Request, that denies Cardholder authentication. ID# 0024306 Edition: Apr 2018   Last Updated: Apr 2013
<b>Authentication Mechanism</b>	A Visa-approved method that validates a participant's identity in an Electronic Commerce Transaction. Authentication Mechanisms include, but are not limited to: <ul style="list-style-type: none"> <li>• Password</li> <li>• Digital Certificate</li> </ul> ID# 0024309 Edition: Apr 2018   Last Updated: Apr 2010
<b>Authentication Method</b>	A Visa-approved protocol, such as Verified by Visa, that meets the minimum standards for authenticating a Cardholder in an Electronic Commerce Transaction. ID# 0024310 Edition: Apr 2018   Last Updated: Oct 2014
<b>Authentication Record</b>	A record of the Verified by Visa authentication status from a Verified by Visa Issuer in response to an Authentication Request. ID# 0024311 Edition: Apr 2018   Last Updated: Apr 2013
<b>Authentication Request</b>	A request for Cardholder authentication from a Verified by Visa Merchant. ID# 0024313 Edition: Apr 2018   Last Updated: Apr 2013
<b>Authentication Response</b>	A response from a Verified by Visa Issuer, or Visa on behalf of an Issuer,



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	<p>in response to an Authentication Request.</p> <p>Authentication Responses include:</p> <ul style="list-style-type: none"> <li>• Attempt Responses</li> <li>• Authentication Confirmations</li> <li>• Authentication Denials</li> <li>• Unable-to-Authenticate Responses</li> </ul> <p>ID# 0026811 Edition: Apr 2018   Last Updated: Apr 2013</p>
<b>Authorization</b>	<p>A process where an Issuer, a VisaNet Processor, Visa Scheme Processor, or Stand-In Processing approves a Transaction. This includes Offline Authorization.</p> <p>ID# 0024316 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Authorization and Settlement Match</b>	<p>An optional Visa service offered to Issuers in connection with Visa Purchasing Card Commercial Payables Transactions which allows Visa to edit for an exact match between the amount in the Authorization Request and the corresponding Clearing Record. The service applies only to Transactions conducted at a non-T&amp;E Merchant or Lodging Merchant, as specified in the <i>Visa Settlement Match (VSM) Implementation Guide</i>.</p> <p>In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in <i>Section 1.1.1.2, Applicability of Processing Rules – Europe Region</i>, it must refer to <i>Visa Europe Operating Regulations – Processing</i>.</p> <p>ID# 0026823 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Authorization Code</b>	<p>A code that an Issuer, its VisaNet Processor, a Visa Scheme Processor, or Stand-In Processing provides to indicate approval of a Transaction. The code is returned in the Authorization Response message and is usually recorded on the Transaction Receipt as proof of Authorization.</p> <p>ID# 0024317 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Authorization Preferred Visa Prepaid Card</b>	<p>A Visa Prepaid Card bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier that has a Service Code denoting "Online Authorization mandatory" encoded on the Magnetic Stripe.</p> <p>ID# 0024318 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Authorization Request</b>	<p>A Merchant or Acquirer request for an Authorization.</p>

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	<div>ID# 0024319</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Authorization Request Cryptogram</b>	<p>An application Cryptogram generated by a Chip Card when requesting Online Authorization.</p> <div>ID# 0025502</div> <div>Edition: Apr 2018   Last Updated: Oct 2011</div>
<b>Authorization Response</b>	<p>An Issuer's reply to an Authorization Request or Account Number Verification that refers to the following types of Authorization Responses:</p> <ul style="list-style-type: none"> <li>• Approval Response</li> <li>• Decline Response</li> <li>• Pickup Response</li> </ul> <div>ID# 0024321</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Authorization Reversal</b>	<p>A system message that cancels an Approval Response.</p> <div>ID# 0025601</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Authorizing Processor</b>	<p>A Member or its VisaNet Processor or Visa Scheme Processor that provides Authorization services for Merchants or other Members.</p> <p>In the US Region, this definition does not imply or confer membership rights as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II.</p> <div>ID# 0024324</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Auto Rental Collision Damage Waiver</b>	<p>A Visa Card feature that provides Visa Cardholders with collision or loss damage insurance on car rental Transactions.</p> <div>ID# 0024453</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Automated Fuel Dispenser</b>	<p>An Unattended Cardholder-Activated Terminal that dispenses only fuel. An Automated Fuel Dispenser may also facilitate a Transaction originating from an application using a Stored Credential on a Cardholder device.</p> <div>ID# 0024328</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>B</b>	
<b>Balance Inquiry</b>	<p>A Cardholder request for an account balance that is initiated at an ATM and processed as a separate, non-financial transaction.</p>

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	<div>ID# 0024334</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Balance Inquiry Service</b>	<p>An ATM service that allows a Cardholder to check an account balance.</p> <div>ID# 0024335</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>BASE I</b>	<p>A component of the V.I.P. System that provides Authorization-related services for Transactions that are subsequently cleared and settled through BASE II.</p> <div>ID# 0024343</div> <div>Edition: Apr 2018   Last Updated: Apr 2011</div>
<b>BASE II</b>	<p>A VisaNet system that provides deferred Clearing and Settlement services to Members.</p> <div>ID# 0024341</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Bill Payment Transaction</b>	<p>A Transaction that results from an agreement between a Cardholder and a Merchant made in advance of the Cardholder being billed for goods or services conducted within an ongoing service cycle. Transactions may occur monthly or on a periodic basis. Such Transactions include:</p> <ul style="list-style-type: none"> <li>• Single payments initiated by the Cardholder in a Face-to-Face Environment, in a Card-Absent Environment, or at an ATM</li> <li>• Recurring Transactions</li> <li>• Installment Transactions</li> </ul> <div>ID# 0024350</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Billing Currency</b>	<p>The currency in which an Issuer bills and receives payment from a Cardholder for Transactions, or debits the associated Cardholder's account for Transactions.</p> <div>ID# 0024349</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>BIN</b>	<p>Bank Identification Number. A 6-digit number assigned by Visa and used to identify a Member, VisaNet Processor, or Visa Scheme Processor for Authorization, Clearing, or Settlement processing.</p> <div>ID# 0024351</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>BIN Licensee</b>	<p>A Member or non-Member VisaNet Processor or Visa Scheme Processor that is allocated responsibility by Visa for a specific BIN, as specified in the Visa Rules and applicable Visa Charter Documents.</p>

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	<div>ID# 0024352</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>BIN User</b>	<p>A Member authorized to use a BIN licensed to its Sponsor, as specified in the Visa Rules.</p> <div>ID# 0025530</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Board of Directors</b>	<p>One of the following, as applicable:</p> <ul style="list-style-type: none"> <li>• Visa Inc. Board of Directors</li> <li>• Visa International Board of Directors</li> <li>• Visa U.S.A. Board of Directors</li> <li>• Visa Canada Board of Directors</li> <li>• Visa Europe Board of Directors</li> <li>• Visa International Servicios de Pago España, S.R.L.U. Board of Directors</li> <li>• Visa Worldwide Board of Directors</li> </ul> <div>ID# 0024354</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Branch</b>	<p>The office of a Member where Manual Cash Disbursements may be made and Cards may be issued excluding drive-through windows providing reduced customer services, in-store counters, or service centers that do not store cash on the premises.</p> <div>ID# 0024355</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>C</b>	
<b>Campus Card – US Region</b>	<p>A Visa Debit Card or Visa Prepaid Card issued to a student, staff member, or faculty member of an educational organization in the US Region that both:</p> <ul style="list-style-type: none"> <li>• Bears the Visa Mark</li> <li>• Includes one or more of the following applications: identification, building access, library access, or a proprietary closed-loop payment application for use only within a college or university system</li> </ul> <div>ID# 0024358</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>CAMS</b>	<p>Compromised Account Management System. The reporting system used by Visa to notify Issuers outside the Europe Region of Account Numbers that may have been compromised.</p>

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	<div>ID# 0026038</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>CAMS Alert</b>	<p>A Notification sent through CAMS to alert Issuers outside the Europe Region of Account Numbers involved in a potential Account Data Compromise Event.</p> <div>ID# 0026061</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Card</b>	<p>A valid Visa Card, Visa Electron Card, or Proprietary Card bearing the Plus Symbol.</p> <p>In the Europe Region, a payment card, device, or any other electronic or virtual product or account that is capable of completing a Transaction, is issued by an Issuer, and bears one of the Visa-Owned Marks.</p> <div>ID# 0024365</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Card Linked Offers Service -Europe Region</b>	<p>A service provided by Visa that associates a commercial offer with a Card.</p> <div>ID#0030566</div> <div>Edition: Apr 2018   Last Updated: New</div>
<b>Card Recovery Bulletin</b>	<p>A directory of blocked Account Numbers, intended for distribution to Merchants. It may take one of the following forms:</p> <ul style="list-style-type: none"> <li>• National Card Recovery Bulletin (a special edition that lists domestic Account Numbers in addition to other applicable listings)</li> <li>• National Card Recovery File</li> <li>• Regional Card Recovery File</li> </ul> <div>ID# 0024390</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Card Verification Service</b>	<p>A service where a Card Verification Value in an Authorization Request is validated on behalf of an Issuer.</p> <div>ID# 0024398</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Card Verification Value</b>	<p>A unique check value encoded on the Magnetic Stripe of a Card to validate Card information during the Authorization process. The Card Verification Value is calculated from the data encoded on the Magnetic Stripe using a secure cryptographic process.</p> <div>ID# 0024399</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>

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<b>Card Verification Value 2</b>	<p>A unique check value generated using a secure cryptographic process that is displayed either statically or dynamically (referenced as dCVV2) on the back of a Visa Card or provided to a Virtual Account owner.</p> <p>ID# 0024400      Edition: Apr 2018   Last Updated: Apr 2017</p>
<b>Card-Absent Environment</b>	<p>An environment in which a Transaction is completed under both of the following conditions:</p> <ul style="list-style-type: none"> <li>• Cardholder is not present</li> <li>• Card is not present</li> </ul> <p>ID# 0024362      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Card-Present Environment</b>	<p>An environment in which a Transaction is completed under all of the following conditions:</p> <ul style="list-style-type: none"> <li>• Card is present</li> <li>• Cardholder is present at the Merchant Outlet</li> <li>• Transaction is completed by either: <ul style="list-style-type: none"> <li>– A representative of the Merchant or Acquirer</li> <li>– The Cardholder directly at an Unattended Cardholder-Activated Terminal</li> </ul> </li> </ul> <p>ID# 0024363      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Cardholder</b>	<p>An individual who is issued a Visa Card.</p> <p>ID# 0024372      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Cardholder Authentication Verification Value</b>	<p>A unique value transmitted in response to an Authentication Request.</p> <p>ID# 0024375      Edition: Apr 2018   Last Updated: Apr 2013</p>
<b>Cardholder Inquiry Service</b>	<p>A service that assists Cardholders in reaching their Issuer when calling the Visa Global Customer Care Services for account information.</p> <p>ID# 0024379      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Cardholder Maintenance File – US Region</b>	<p>A file containing Cardholder names, addresses, and account information provided to Visa and used for various account-related activities.</p> <p>ID# 0024380      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Cardholder Verification</b>	<p>The process of validating a Cardholder's identity through verification</p>

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	<p>of the Cardholder's signature or PIN and other methods as required in the Visa Rules.</p> <p>ID# 0024381 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Cardholder Verification Limit – Europe Region</b>	<p>The Transaction amount for Contactless Transactions above which Cardholder Verification must be performed.</p> <p>ID# 0029706 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Cardholder Verification Method</b>	<p>A means of verifying that the person presenting a Card is the legitimate Cardholder.</p> <p>For a Chip Card, the hierarchy of preferences for verifying a Cardholder's identity is encoded within the Chip.</p> <p>ID# 0024382 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Cash Disbursement</b>	<p>Currency, including travelers cheques and excluding Cash-Back, provided to a Cardholder as follows:</p> <ul style="list-style-type: none"> <li>• As a Manual Cash Disbursement</li> <li>• Through an ATM</li> </ul> <p>ID# 0024407 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Cash Disbursement Fee</b>	<p>A fee paid by an Issuer to an Acquirer for performing a Cash Disbursement.</p> <p>ID# 0024409 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Cash-Back</b>	<p>Cash obtained from a Visa or Visa Electron Merchant through use of a Visa or Visa Electron Card, in conjunction with, and processed as, a Retail Transaction.</p> <p>ID# 0024406 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>CEMEA</b>	<p>Central and Eastern Europe, Middle East, and Africa.</p> <p>ID# 0024413 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Chargeback</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A Transaction that an Issuer returns to an Acquirer. For Members that participate in Enhanced Dispute Resolution, this includes Disputes.</p> <p>ID# 0024424 Edition: Apr 2018   Last Updated: Apr 2018</p>

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#### Visa Core Rules and Visa Product and Service Rules

<b>Chargeback Reduction Service</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A service that screens Presentments and Chargebacks and returns certain invalid items to the Acquirer or Issuer, as appropriate.</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A service that screens Presentments and Disputes and returns certain invalid items to the Acquirer or Issuer, as appropriate.</p> <p>ID# 0024429 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Cheque</b>	<p>A traveler's cheque that a Member has issued and that bears the Visa-Owned Marks.</p> <p>ID# 0024431 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Chip</b>	<p>An electronic component designed to perform processing or memory functions that communicates with an Acceptance Device using a contact or Contactless interface and enables Visa Transaction processing or performs other Visa-approved functions.</p> <p>ID# 0024436 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Chip Specifications – Canada Region</b>	<p>All requirements set out in the EMV, VIS, VSDC, PCI, and Visa PIN Entry Device specifications.</p> <p>ID# 0024439 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Chip-initiated Transaction</b>	<p>An EMV and VIS-Compliant Chip Card Transaction that is processed at a Chip-Reading Device using Full-Chip Data, and limited to Visa and Visa Electron Smart Payment applications, or EMV and VIS- Compliant Plus applications.</p> <p>ID# 0024433 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Chip-Reading Device</b>	<p>An Acceptance Device capable of reading, communicating, and processing Transaction data from a Chip Card.</p> <p>ID# 0024435 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Clearing</b>	<p>All of the functions necessary to collect a Clearing Record from an Acquirer in the Transaction Currency and deliver it to the Issuer in the Billing Currency, or to reverse this transaction, or to process a Fee Collection Transaction.</p> <p>ID# 0024444 Edition: Apr 2018   Last Updated: Apr 2010</p>



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<b>Clearing Processor</b>	<p>A Member or its Visa-approved VisaNet Processor or Visa Scheme Processor that provides Clearing and/or Settlement services for Merchants or other Members. This definition does not imply or confer membership rights as defined in the <i>Visa International Certificate of Incorporation and By-Laws</i>, Article II, in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, in the <i>Visa Worldwide Supplementary Operating Regulations</i> (for Asia-Pacific), Section 1, or in the <i>Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations</i> (for Latin America &amp; Caribbean), Section 1.</p> <p>ID# 0026051 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Clearing Record</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A record of a Presentment, Chargeback, Representment, Reversal, or Adjustment in the format necessary to clear the Transaction.</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A record of a Presentment, Dispute, Dispute Response, Acquirer-initiated pre-Arbitration, Reversal, or Adjustment in the format necessary to clear the Transaction.</p> <p>ID# 0024446 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Clearing Reversal – US Region</b>	<p>A VisaNet Transaction that negates a Transaction previously sent through BASE II or the Single Message System.</p> <p>ID# 0024447 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Client Directory</b>	<p>An online Visa directory containing contact information for Visa, Plus, and Interlink Members and Processors.</p> <p>ID# 0030015 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Client Organization</b>	<p>A company or organization that sponsors a Visa Corporate or Visa Purchasing (including Visa Fleet in the US Region), or any other Visa Commercial Card program combining the functionality of these Cards, wherein Cards are provided to users for business-related purchases. Such companies or organizations may include public or private-sector companies, including sole proprietors.</p> <p>ID# 0026020 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Client Portfolio Management Self-Service Tools</b>	<p>A set of tools, available through Visa Online to Members, VisaNet Processors, and designated Agents, providing the ability to manage and support Visa profile information and associated programs and</p>

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	<p>comprising the following:</p> <ul style="list-style-type: none"> <li>• Program Request Management (PRM)</li> <li>• Electronic Client Information Questionnaire (eCIQ)</li> <li>• Visa Client Support Application (VCSA)</li> </ul> <p>ID# 0026479 Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Closed Loop – Europe Region</b>	<p>An environment using a Visa Drive Card where the Acquirer and Issuer are the same.</p> <p>ID# 0029707 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Collateral Material</b>	<p>Printed, broadcast, or other communications regarding an Affinity/Co-Brand partner's Trade Name or Mark. These may include, but are not limited to, solicitations, promotional materials, advertisements, statements, statement inserts, direct mail solicitations, and telemarketing operator scripts.</p> <p>ID# 0027362 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Collection-Only</b>	<p>The reporting of data related to a Domestic Transaction that was processed outside of VisaNet and submitted only for informational purposes.</p> <p>ID# 0027828 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Commercial Payables</b>	<p>An environment where a Visa Commercial Card Transaction occurs between business entities, generally through negotiated contractual agreements, or in response to the generation of an invoice requesting payment for goods or services.</p> <p>ID# 0026824 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Compelling Evidence</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>Information or documentation provided by a Merchant or an Acquirer in a Representment that attempts to prove that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction, as specified in <i>Section 13.1.8.3, Use of Compelling Evidence</i>. Compelling Evidence does not mandate that Visa, the Issuer, or any other entity conclude that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction.</p>

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	<p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>Information or documentation provided by a Merchant or an Acquirer in a Dispute Response or pre-Arbitration that attempts to prove that the Cardholder participated in the Transaction, received goods or services, or otherwise benefited from the Transaction, as specified in <i>Section 11.5.2, Use of Compelling Evidence</i>. Compelling Evidence does not mandate that Visa, the Issuer, or any other entity conclude that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction.</p> <p>ID# 0027268      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Competitive Credit Card Brand – US Region and US Territories</b>	<p>In the US Region or a US Territory, any brand of credit card or electronic credit payment form of a nationally accepted payment network other than Visa, including without limitation MasterCard, American Express, Discover, and PayPal.</p> <p>ID# 0027526      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Competitive Credit Card Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or a US Territory, the Merchant's average Merchant Discount Rate applicable to transactions on a Competitive Credit Card Brand at the Merchant for the preceding one or 12 months, at the Merchant's option.</p> <p>ID# 0027527      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Competitive Credit Card Product – US Region and US Territories</b>	<p>In the US Region or a US Territory, any product within a brand of credit card or electronic credit payment form of a nationally accepted payment network other than Visa, including without limitation MasterCard, American Express, Discover, and PayPal.</p> <p>ID# 0027528      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Competitive Credit Card Product Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or a US Territory, the Merchant's average effective Merchant Discount Rate applicable to transactions on the Competitive Credit Card Product at the Merchant for the preceding one or 12 months, at the Merchant's option.</p> <p>ID# 0027529      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Completion Message</b>	<p>A Clearing Record that follows a preauthorization as part of Real-Time Clearing Processing.</p> <p>ID# 0024469      Edition: Apr 2018   Last Updated: Oct 2014</p>

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<b>Compliance</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A process where Visa resolves disputes between Members arising from violations of the Visa Rules, when the requesting Member can certify that a financial loss has occurred or will occur for a specific amount, and no Chargeback right is available.</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A process where Visa resolves disputes between Members arising from violations of the Visa Rules, when the requesting Member can certify that a financial loss has occurred or will occur for a specific amount, and no Dispute right is available.</p> <p>ID# 0024470      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Compliant Chip Card</b>	<p>A Chip Card that contains a Visa Smart Payment application capable of processing Full Data and that complies with Chip Specifications.</p> <p>ID# 0024471      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Compliant Chip Card Reading Device</b>	<p>An Acceptance Device (excluding an ATM) capable of reading, communicating, and processing full data Transactions<sup>1</sup> from a Compliant Chip Card.</p> <p><sup>1</sup> Processed by Acquirers certified by Visa to process full data.</p> <p>ID# 0024473      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Confidential Consumer Cardholder Information</b>	<p>An Account Number or other personally identifiable information relating to a Consumer Cardholder.</p> <p>ID# 0026359      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Confidential Enhanced Merchant-Level Data – US Region</b>	<p>Merchant-related data provided through Visa to an Issuer in connection with a Visa Commercial Card. This data includes all Enhanced Merchant-Level Data except for Non-Confidential Enhanced Merchant-Level Data, and is subject to the disclosure restrictions specified in the Visa Rules.</p> <p>ID# 0024477      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Consumer Device Cardholder Verification Method (CDCVM)</b>	<p>An Issuer-approved, Visa-recognized method for capturing the Cardholder Verification Method on a Mobile Payment Device.</p> <p>ID# 0026877      Edition: Apr 2018   Last Updated: Apr 2015</p>
<b>Consumer Transaction</b>	<p><b>Effective through 19 January 2018</b></p>

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<b>Controls</b>	<p>An optional Visa service that allows Cardholders to control their own Card use by authorizing Issuers to selectively block all types of Transactions regardless of routing, based on the list of available control criteria (for example: MCC, dollar amount, location).</p> <p>ID# 0029504      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Consumer Visa Check Card – US Region</b>	<p>A Visa Check Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account.</p> <p>ID# 0024481      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Contactless</b>	<p>A Visa-approved wireless interface used to exchange information between a Visa Card and an Acceptance Device.</p> <p>ID# 0029308      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Control – Europe Region</b>	<p>As used with respect to any entity, shall mean the possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of such entity, whether through the ownership of voting securities, by agreement, or otherwise (the terms "controlling," "controlled by," and "under common control with" shall have correlative meanings).</p> <p>ID# 0029708      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Convenience Fee</b>	<p>A fee charged by a Merchant for a bona fide convenience to the Cardholder (for example: an alternative channel outside the Merchant's customary payment channel) that is not charged solely for the acceptance of the Visa Card.</p> <p>ID# 0027486      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Counterfeit Card</b>	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• A device or instrument that is printed, embossed, or encoded so as to purport to be a Card, but that is not a Card because an Issuer did not authorize its printing, embossing, or encoding</li> <li>• An instrument that is printed with the authority of the Issuer and that is subsequently embossed or encoded without the authority of the Issuer</li> <li>• A Card that an Issuer has issued and that is altered or re-fabricated, except one on which the only alteration or re-fabrication comprises modification of the signature panel or Cardholder signature</li> </ul>

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	<div>ID# 0024495</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Country of Domicile</b>	<p>The country in which a Member has its principal place of business.</p> <div>ID# 0024499</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Credit Bureau – US Region</b>	<p>For purposes of Visa Advanced ID Solutions and Strategic Bankruptcy Solutions, a company that is required or has agreed to comply with the requirements applicable to consumer reporting agencies under the Federal Fair Credit Reporting Act. This includes a company that receives Member information pursuant to the ID Analytics, ID Score Plus, or Credit Optics components of Visa Advanced ID Solutions, or that provides card account numbers identified from bankruptcy petitions filed in US bankruptcy courts, to Strategic Bankruptcy Solutions.</p> <div>ID# 0024524</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Credit Optics – US Region</b>	<p>A feature of Visa Advanced ID Solutions that provides US Members with a score and related reason code(s) provided by ID Analytics, Inc. The information predicts the potential financial loss associated with approving an application for a new, or management of an existing, Card, non-Visa card, or other Visa or non-Visa product. The results are based on an assessment of the identity risk and application behavior of a consumer and the credit risk and application behavior of other similar consumers.</p> <div>ID# 0025783</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Credit Reporting Improvement Service – US Region</b>	<p>A service that supports an Issuer by monitoring the reporting and handling of credit bureau data.</p> <div>ID# 0024526</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Credit Transaction</b>	<p>A Transaction representing a Merchant's refund or price adjustment credited to a Cardholder's account.</p> <div>ID# 0024527</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Credit Transaction Receipt</b>	<p>A Transaction Receipt evidencing a Merchant's refund or price adjustment to be credited to a Cardholder's account.</p> <div>ID# 0024528</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Credit Voucher – US Region</b>	<p>See Credit Transaction Receipt.</p>

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	<div>ID# 0024529</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Cruise Line</b>	<p>A Merchant that sells tickets for, and provides, travel and overnight accommodations on a ship or boat.</p> <div>ID# 0024532</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Cryptogram</b>	<p>A value resulting from a combination of specific key data elements that are used to validate the source and integrity of data.</p> <div>ID# 0024533</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Currency Conversion Rate</b>	<p>A rate set by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives; or the rate mandated by a government or a governing body in the country in which the Transaction occurred for the applicable Processing Date.</p> <p>The Visa rate may be adjusted by application of an Optional Issuer Fee as determined by the Issuer when VisaNet converts the Transaction Currency to the Billing Currency. However, when VisaNet converts the Transaction Currency to the Acquirer's Settlement Currency, or to the Issuer's Settlement Currency, the rate is applied by Visa and may not be adjusted.</p> <p>In the Europe Region, one of the following:</p> <ul style="list-style-type: none"> <li>• For Transactions outside of the Europe Region, the currency conversion rate set by Visa from the range of rates available in the wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives</li> <li>• Either: <ul style="list-style-type: none"> <li>– For Domestic or Intraregional Transactions where either Member is connected to BASE II, the currency conversion rate set by Visa from the range of rates available in the wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives</li> <li>– For Domestic or Intraregional Transactions where the Member is connected to the Visa Europe Clearing and Settlement Service, the currency conversion rate set by Visa from the range of rates available in the wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Either: <ul style="list-style-type: none"> <li>– For Interregional Transactions where the Member is connected to BASE II, the currency conversion rate set by Visa from the range of rates available in the wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives</li> <li>– For Interregional Transactions where the Member is connected to the Visa Europe Clearing and Settlement Service, the currency conversion rate set by Visa from the range of rates available in the wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives</li> </ul> </li> <li>• A rate mandated by a government or a governing body in effect for the applicable Processing Date for a Transaction</li> </ul> <p>An Issuer shall set the conversion rate to its Cardholder and an Acquirer shall set the conversion rate to its Merchant, as specified in applicable laws and regulations.</p>
	<div>ID# 0024534</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Custom Payment Services (CPS)</b>	<p>A Visa payment service that accommodates specific payment environments with an identifier that remains with the Transaction throughout its life cycle.</p>
	<div>ID# 0024536</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>D</b>	
<b>Debit Card Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or in a US Territory, the amount of the cap for debit card transactions established by the Board of Governors of the Federal Reserve System pursuant to Federal Reserve Regulation II, 12 CFR Part 235, and which is subject to change.</p>
	<div>ID# 0027530</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Decline Response</b>	<p>An Authorization Response where the Transaction was declined.</p>
	<div>ID# 0024548</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Deferred Clearing Transaction</b>	<p>A Transaction or process wherein Transactions are authorized, cleared, and settled in 2 separate messages.</p>
	<div>ID# 0024551</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Deferred Debit Card – Europe Region</b>	<p>A Card linked to an account whereby the Transactions are accumulated with other Transactions on a deferred basis, a statement is issued and</p>



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	the Cardholder is required to pay the outstanding balance in full.  ID# 0029709 Edition: Apr 2018   Last Updated: Oct 2016
<b>Deferred Payment Transaction – US Region</b>	A Transaction completed in a Card-Absent Environment for which the Cardholder is billed once, no more than 90 calendar days after the first shipment of merchandise.  ID# 0024552 Edition: Apr 2018   Last Updated: Oct 2017
<b>Deferred Settlement</b>	The Settlement funds transfer of a Transaction, according to the Member's instructions in the Clearing Record that occurs more than 2 business days after the Processing Date.  ID# 0029032 Edition: Apr 2018   Last Updated: Oct 2014
<b>Deposit</b>	The submission of a Transaction by a Merchant, Payment Facilitator, or Staged Digital Wallet Operator to an Acquirer, resulting in a credit or debit to the Merchant's, Sponsored Merchant's, or Payment Facilitator's account.  ID# 0024556 Edition: Apr 2018   Last Updated: Oct 2016
<b>Deposit-Only Account Number</b>	An Account Number established by an Issuer, used exclusively to receive an Original Credit Transaction on behalf of its Cardholder.  ID# 0024554 Edition: Apr 2018   Last Updated: Oct 2016
<b>Diamond Design</b>	A Visa-Owned Mark, used as an element of the Plus Symbol, consisting of 3 triangles with an open space in the lower right-hand corner, arranged to form an outline of the symbol "+."  ID# 0024558 Edition: Apr 2018   Last Updated: Apr 2010
<b>Digital Certificate</b>	A digitally signed credential used to authenticate the owner of the credential or to ensure the integrity and confidentiality of the message it is signing.  ID# 0024559 Edition: Apr 2018   Last Updated: Apr 2010
<b>Digital Wallet Operator (DWO)</b>	A Third Party Agent that operates a Pass-Through Digital Wallet or Staged Digital Wallet.  ID# 0029530 Edition: Apr 2018   Last Updated: Oct 2017
<b>Direct (Immediate) Debit Card – Europe Region</b>	A Card linked to a current (or deposit access) account to which a Transaction is debited immediately (in a maximum of two working days) on receipt of the Transaction by the Issuer.

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	<div>ID# 0029710</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Dispute</b>	<p><b>Effective for Disputes processed through 13 April 2018</b></p> <p>For Members that participate in Enhanced Dispute Resolution, a Transaction that an Issuer returns to an Acquirer.</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A Transaction that an Issuer returns to an Acquirer. See Chargeback.</p> <div>ID# 0029463</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Dispute Resolution Form – Europe Region</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A document or an Electronic Documentation Transfer Method questionnaire that is used by Members to provide an opposing Member with information relating to a disputed Transaction. Also known as Dispute Resolution Form (Exhibit 2E).</p> <div>ID# 0029711</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Dispute Response</b>	<p><b>Effective for Disputes processed through 13 April 2018</b></p> <p>For Members that participate in Enhanced Dispute Resolution, a Transaction that an Acquirer returns to an Issuer in response to a Dispute.</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Dispute. See Representment.</p> <div>ID# 0029464</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Distribution of Visa Prepaid Cards Outside the Country of Issuance</b>	<p>The issuance of Government or Corporate funded Visa Prepaid Cards to non-domestic employees or beneficiaries of multinational corporations or government entities.</p> <div>ID# 0026803</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Domestic Transaction</b>	<p>A Transaction where the Issuer of the Card used is located in the Transaction Country.</p> <div>ID# 0024568</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Domiciled Institution – LAC Region</b>	<p>A deposit-taking financial institution or a payment institution that is authorized by the Brazil Central Bank, and is used by a Merchant or a</p>

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	<p>Sponsored Merchant for an Acquirer or a Payment Facilitator to deposit payments.</p> <p>ID# 0029506 Edition: Apr 2018   Last Updated: Apr 2017</p>
<b>Dual-Issuer Branded Visa Commercial Card</b>	<p>A Visa Commercial Card, issued by a Member participating in the Visa Multinational Program, that identifies the Lead Bank on the Card front and the Partner Bank on the Card back, as specified in the <i>Visa Multinational Program Guide</i>.</p> <p>ID# 0026028 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Dynamic Card Verification Value (dCVV)</b>	<p>A Card Verification Value dynamically generated by a contact or Contactless Chip Card for inclusion in the Authorization message (for example: as part of the Magnetic-Stripe data).</p> <p>ID# 0025503 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Dynamic Currency Conversion</b>	<p>The conversion of the purchase price of goods or services from the currency in which the purchase price is displayed to another currency. That currency becomes the Transaction Currency, regardless of the Merchant's local currency.</p> <p>ID# 0024574 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Dynamic Data Authentication</b>	<p>A cryptographic value generated by a Chip on a Card in an offline environment that uses Transaction-specific data elements and is verified by a Chip-Reading Device to protect against skimming.</p> <p>ID# 0024575 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>E</b>	
<b>Edit Package</b>	<p>The software that Visa supplies to VisaNet Processors to:</p> <ul style="list-style-type: none"> <li>• Validate Interchange data</li> <li>• Process Interchange data sent from the VisaNet Processor to Visa</li> <li>• Process incoming Transactions received from Visa</li> </ul> <p>ID# 0024577 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Electronic Capability</b>	<p>Point-of-Transaction Capability where all of the following are true:</p> <ul style="list-style-type: none"> <li>• Transaction Authorization is required (or the terminal is capable of reading and acting upon the Service Code in the Magnetic Stripe or information provided in the Chip or, in the US Region, QR code)</li> </ul>

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	<ul style="list-style-type: none"> <li>• Authorization Response is obtained Online, or as instructed by the Issuer</li> <li>• Authorization Response and Transaction Receipt data are captured electronically</li> </ul>
	<div>ID# 0024582</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Electronic Commerce Indicator</b>	<p>A value used in an Electronic Commerce Transaction to indicate the Transaction's level of authentication and security.</p>
	<div>ID# 0026401</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Electronic Commerce Merchant</b>	<p>A Merchant that conducts the sale of goods or services electronically over the internet and other networks.</p>
	<div>ID# 0024584</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Electronic Commerce Transaction</b>	<p>A Transaction between a Merchant and Cardholder over the internet or other networks using a terminal, personal computer, or other Cardholder device.</p>
	<div>ID# 0024587</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Electronic Documentation Transfer Method – Europe Region</b>	<p>An electronic documentation transfer method approved by Visa for use by Europe Members. This method may be either:</p> <ul style="list-style-type: none"> <li>• A web-based application, such as Visa Resolve Online (VROL)</li> <li>• An approved, secure electronic method</li> </ul>
	<div>ID# 0029712</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Electronic Imprint</b>	<p>The reading and printing or capture of Card information at a Magnetic-Stripe Terminal or a Chip-Reading Device. In the US Region, this also applies to a QR code Transaction with Full-Chip Data.</p>
	<div>ID# 0024593</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Eligible Cardholder</b>	<p>A Cardholder who has had their Card lost or stolen while traveling outside of their city of residence and who has reported the loss or theft to the Issuer of the Card.</p>
	<div>ID# 0024601</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Emergency Card Replacement</b>	<p>A temporary Visa Card that Visa Global Customer Assistance Services or the Issuer or its Agent provides to replace an Eligible Cardholder's damaged, lost, or stolen Visa Card.</p>

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	<div>ID# 0024610</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Emergency Cash Disbursement</b>	<p>A Cash Disbursement by a Member or its agent, including Visa, to an Eligible Cardholder who has reported a Visa Card, Visa TravelMoney Card, or Cheques as damaged, lost, or stolen.</p> <div>ID# 0024605</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Emergency Cheque Refund – Europe Region</b>	<p>An Emergency Cash Disbursement or Cheque replacement that an Emergency Refund Location provides to a purchaser of Cheques at the direction of the Global Refund Service.</p> <div>ID# 0029713</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Emergency Payment Authorization Service</b>	<p>A service offered to Cardholders who need to make Transactions before receiving an Emergency Card Replacement or Emergency Cash Disbursement. The service provides verbal Authorization for such emergency travel Transactions.</p> <div>ID# 0024608</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Emergency Refund Location – Europe Region</b>	<p>The Branch of a Customer or a Member or alternative location notified to the purchaser of Cheques by the Global Refund Service, where an Emergency Cash Disbursement or Cheque replacement can be disbursed to a purchaser of Cheques.</p> <div>ID# 0029714</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Emergency Service Location</b>	<p>A Visa Issuer-affiliated Branch pre-registered in the Visa Global Customer Assistance Services Program where an Eligible Cardholder may receive an Emergency Card Replacement or an Emergency Cash Disbursement.</p> <div>ID# 0024612</div> <div>Edition: Apr 2018   Last Updated: Oct 2010</div>
<b>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</b>	<p>Technical specifications developed (jointly by Europay International, MasterCard International, and Visa International) to provide standards for processing debit and credit Transactions and ensure global interoperability for the use of Chip technology in the payment industry.</p> <div>ID# 0024620</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>EMV PIN Transaction</b>	<p>A Chip-initiated Transaction (excluding ATM Transactions) verified utilizing Online or Offline PIN Verification.</p>

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	<div>ID# 0024624</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>EMV PIN-Compliant</b>	<p>A Chip-Reading Device that complies with the PIN requirements of the Payment Card Industry Security Standards Council.</p> <div>ID# 0024622</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>EMV-Compliant</b>	<p>A Card or terminal application that complies with the requirements specified in the <i>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</i>.</p> <div>ID# 0024617</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Enhanced Data</b>	<p>Data provided through Visa to an Issuer. Such data may include either or both:</p> <ul style="list-style-type: none"> <li>Enhanced Merchant-Level Data (including data for a Sponsored Merchant or a Payment Facilitator)</li> <li>Enhanced Transaction-Level Data</li> </ul> <div>ID# 0026463</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Enhanced Dispute Resolution</b>	<p><b>Effective for Disputes processed through 13 April 2018</b></p> <p>The Dispute resolution process specified in the <i>Enhanced Dispute Resolution Rules</i>.</p> <div>ID# 0029465</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Enhanced Merchant-Level Data</b>	<p>Merchant- or Sponsored Merchant-related data (including Payment Facilitator data) provided through Visa to an Issuer. Such data includes:</p> <ul style="list-style-type: none"> <li>Merchant street address</li> <li>Merchant telephone number</li> <li>Incorporation status</li> <li>Owner's name</li> </ul> <div>ID# 0026464</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Enhanced Transaction-Level Data</b>	<p>Transaction-related data provided through Visa to an Issuer. Such data includes:</p> <ul style="list-style-type: none"> <li>Accounting code</li> <li>Sales tax or value-added tax</li> <li>Description of items purchased, cost per unit, number of units</li> </ul>

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	<ul style="list-style-type: none"> <li>• Vehicle fleet data (vehicle/driver ID, odometer reading)</li> <li>• Detailed itinerary information (Airline, origination/destination, class of travel)</li> <li>• For an Ancillary Purchase Transaction, all required data elements</li> </ul>
	<div>ID# 0024631</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Estimated Authorization Request</b>	<p>An Authorization Request for the amount that a Merchant expects a Cardholder to spend in an individual Transaction and that is submitted before the final Transaction amount is known.</p>
	<div>ID# 0029521</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>EU Passporting – Europe Region</b>	<p>A system which allows payment service providers legally established in one member state of the European Economic Area to provide their services cross-border in the other member states of the European Economic Area either directly or through a physical establishment subject to meeting formal notification and approval requirements of the home and host regulator.</p>
	<div>ID# 0029715</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>European Economic Area – Europe Region</b>	<p>The member states of the European Union, and Iceland, Liechtenstein, and Norway.</p>
	<div>ID# 0029716</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>European Union</b>	<p>The following: Austria; Belgium; Bulgaria; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Finland (including Aland Islands); France; Germany; Gibraltar; Greece; Hungary; Republic of Ireland; Italy; Latvia; Lithuania; Luxembourg; Malta; Netherlands; Poland; Portugal (including Azores, Madeira); Romania; Slovakia; Slovenia; Spain (including Canary Islands, Ceuta, Melilla); Sweden; United Kingdom</p>
	<div>ID# 0030116</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Exception File</b>	<p>A VisaNet file of Account Numbers that a Member accesses Online, for which the Issuer has predetermined an Authorization Response. The Exception File supports:</p> <ul style="list-style-type: none"> <li>• Stand-In Processing</li> <li>• Positive Cardholder Authorization Service</li> <li>• Production of the Card Recovery Bulletin</li> </ul> <p>In the Europe Region, a file of Account Numbers for which the Issuer</p>

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	has predetermined an Authorization Response, which a Member accesses Online.  ID# 0024634 Edition: Apr 2018   Last Updated: Oct 2016
<b>Expired Card</b>	A Card on which the embossed, encoded, or printed expiration date has passed.  ID# 0024638 Edition: Apr 2018   Last Updated: Apr 2010
<b>F</b>	
<b>Face-to-Face Environment</b>	An environment in which a Transaction is completed under all of the following conditions: <ul style="list-style-type: none"> <li>• Card or Contactless Payment Device is present</li> <li>• Cardholder is present</li> <li>• Individual representing the Merchant or Acquirer completes the Transaction</li> </ul> ID# 0024643 Edition: Apr 2018   Last Updated: Oct 2014
<b>Fallback Transaction</b>	An EMV Chip Card Transaction initially attempted at a Chip-Reading Device, where the device's inability to read the Chip prevented the Transaction from being completed using the Chip Card data, and the Transaction is instead completed using an alternate means of data capture and transmission.  ID# 0024645 Edition: Apr 2018   Last Updated: Oct 2014
<b>Fast Funds</b>	A service that requires a participating Recipient Member to make funds available to a Cardholder within 30 minutes of receipt and approval of an incoming Original Credit Transaction initiated as an Online Financial Transaction.  ID# 0026077 Edition: Apr 2018   Last Updated: Oct 2016
<b>Fee Collection Transaction</b>	A transaction used to collect financial obligations of a Member arising out of the Visa Rules, the Visa Charter Documents, or other requirements adopted by Visa.  ID# 0024647 Edition: Apr 2018   Last Updated: Oct 2015
<b>Fee Schedule</b>	One of the following: <ul style="list-style-type: none"> <li>• <i>Visa Asia-Pacific Fee Schedule</i></li> <li>• <i>Visa Canada Fee Schedule</i></li> </ul>



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	<ul style="list-style-type: none"> <li>• <i>Visa CEMEA Fee Schedule</i></li> <li>• <i>Visa Europe Fee Schedule:</i> <ul style="list-style-type: none"> <li>– <i>Visa Europe Fee Schedule – Non-EEA</i></li> <li>– <i>Visa Europe Fee Schedule – Non-Regulated</i></li> <li>– <i>Visa Europe Fee Schedule – Scheme</i></li> </ul> </li> <li>• <i>Visa LAC Fee Schedule</i></li> <li>• <i>Visa U.S.A. Fee Schedule</i></li> <li>• Any domestic or local Visa fee schedule</li> </ul>
	<div>ID# 0027310</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Floor Limit</b>	<p>A currency amount that Visa has established for single Transactions at specific types of Merchant Outlets and Branches, above which Online Authorization or Voice Authorization is required.</p>
	<div>ID# 0024654</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Fraud Activity</b>	<p>A Transaction that an Issuer reports as fraudulent when either a:</p> <ul style="list-style-type: none"> <li>• Fraudulent user used a Card or its Account Number</li> <li>• Card was obtained through misrepresentation of identification or financial status</li> </ul>
	<div>ID# 0024659</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Fulfillment</b>	<p>A document image that the Acquirer supplies in response to a Retrieval Request.</p>
	<div>ID# 0024661</div> <div>Edition: Apr 2018   Last Updated: Apr 2011</div>
<b>Full-Chip Data</b>	<p>Data that complies with all of the following:</p> <ul style="list-style-type: none"> <li>• Conforms to EMVCo minimum requirements</li> <li>• Supports cryptographic validation online</li> <li>• Records the Card and terminal interactions completed during a Transaction</li> </ul>
	<div>ID# 0024662</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Functional Type</b>	<p>Any mixture of alphanumeric characters or graphics that denotes participation in a program or benefit (for example: a loyalty or rewards program, an identification number, a bar code, or a QR code that can</p>

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	be scanned or read by an electronic reader or application enabling access to a membership or website/application).
	ID# 0029512 Edition: Apr 2018   Last Updated: Apr 2017
<b>Funds Disbursement</b>	A transaction used by a Member or Visa to disburse funds to a Clearing Processor.
	ID# 0024665 Edition: Apr 2018   Last Updated: Oct 2016
<b>Funds Transfer Settlement Reporting Entity</b>	An endpoint within a Visa Settlement hierarchy associated with one or more Settlement Reporting Entities.
	ID# 0026048 Edition: Apr 2018   Last Updated: Apr 2012
<b>G</b>	
<b>General Member – Canada Region</b>	A customer of Visa Canada in the category of “General Customer” as defined in <i>Appendix E to the Canada Regional Operating Regulations</i> .
	ID# 0024671 Edition: Apr 2018   Last Updated: Oct 2014
<b>Global Brand Protection Program</b>	<p>A global program that monitors Acquirers, Merchants, Marketplaces, Payment Facilitators, Sponsored Merchants, and Digital Wallet Operators to ensure that these entities do not:</p> <ul style="list-style-type: none"> <li>• Process illegal Transactions or are not associated with illegal activity</li> <li>• Engage in potentially deceptive marketing practices, as defined in the <i>Visa Global Brand Protection Program Guide for Acquirers</i></li> <li>• Process Transactions that may adversely affect the goodwill of the Visa system</li> </ul>
	ID# 0026388 Edition: Apr 2018   Last Updated: Apr 2018
<b>Global Co-Branded Card</b>	<p>A Card that:</p> <ul style="list-style-type: none"> <li>• Is issued by one or more Issuers that has a contractual relationship with a Global Co-Branding Partner</li> <li>• Bears the Trade Name or Mark of the Global Co-Branding Partner on the front of the Card</li> <li>• May offer a Cardholder tangible benefits for Card usage and loyalty (for example: rebates, discounts, airline miles)</li> </ul>
	ID# 0024675 Edition: Apr 2018   Last Updated: Oct 2014

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<b>Global Co-Branding Partner</b>	<p>A non-Member that:</p> <ul style="list-style-type: none"> <li>• Is not eligible for membership in Visa</li> <li>• Is a for-profit commercial entity or non-profit organization</li> <li>• Has a contractual relationship for the issuance of Global Co-Brand Cards: <ul style="list-style-type: none"> <li>– With one or more Issuers</li> <li>– In one or more Visa Regions and countries</li> </ul> </li> </ul>
	<div>ID# 0024676</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Global Compromised Account Recovery</b>	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Visa program by which Visa allocates to affected Issuers a portion of the operating expenses that are associated with an Account Data Compromise Event involving a compromise of either:</p> <ul style="list-style-type: none"> <li>• In a Card-Absent Environment, a Chip Card's Account Number and expiration date</li> <li>• In a Card-Present Environment, a Chip Card's Account Number and Card Verification Value</li> </ul>
	<div>ID# 0026034</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Global Member Billing Solution</b>	<p>The primary billing system used by Visa.</p>
	<div>ID# 0024680</div> <div>Edition: Apr 2018   Last Updated: Oct 2011</div>
<b>Global Refund Service – Europe Region</b>	<p>A service provided by Visa that assists Cheque purchasers whose Cheques are lost or stolen.</p>
	<div>ID# 0029718</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Group Member</b>	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Member as defined under the <i>Visa International Certificate of Incorporation and By-Laws</i> Section 2.21.</p>
	<div>ID# 0024685</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Guaranteed Reservation</b>	<p>A reservation made by a Cardholder who provides an Account Number, but no payment, at the time of reservation to ensure that accommodation, merchandise, or services will be available as reserved and agreed with the Merchant.</p>
	<div>ID# 0029265</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>

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<b>Guest Folio</b>	A Lodging Merchant's or Cruise Line's guest file.  ID# 0024691 Edition: Apr 2018   Last Updated: Oct 2015
<b>H</b>	
<b>Health Care Merchant – US Region</b>	A Merchant, other than a pharmacy, whose primary business is providing health care services and that uses one of the following MCCs: 4119, 5975, 5976, 7277, 8011, 8021, 8031, 8041, 8042, 8043, 8044, 8049, 8050, 8062, 8071, 8099.  ID# 0024698 Edition: Apr 2018   Last Updated: Oct 2014
<b>Health Reimbursement Arrangement (HRA) – US Region</b>	An employer-funded Visa Prepaid Card program that reimburses employees, in accordance with IRS regulations, for qualified out-of-pocket medical expenses not covered by the employer's health care plan.  ID# 0024699 Edition: Apr 2018   Last Updated: Oct 2015
<b>Health Savings Account (HSA) – US Region</b>	A Visa Prepaid Card program operated in accordance with IRS regulations that enables participants of a qualified high-deductible health plan to access funds contributed by an employee and/or employer for qualified out-of-pocket health care expenses.  ID# 0024700 Edition: Apr 2018   Last Updated: Oct 2015
<b>Healthcare Auto-Substantiation – US Region</b>	A process that enables an Issuer to automatically substantiate the dollar amount of qualifying medical purchases in the Authorization Request for a Visa Flexible Spending Account (FSA) or a Visa Health Reimbursement Arrangement (HRA) Transaction. Issuers of these Cards, and any Agents that process Transactions for such Cards, must perform Healthcare Auto-Substantiation.  ID# 0024696 Edition: Apr 2018   Last Updated: Oct 2016
<b>High-Brand Risk Merchant</b>	A Merchant assigned an MCC considered by Visa to be high-brand risk, as specified in <i>Section 10.4.6.1, High-Brand Risk MCCs</i> .  ID# 0026389 Edition: Apr 2018   Last Updated: Oct 2014
<b>High-Brand Risk Sponsored Merchant</b>	A Sponsored Merchant required to be classified with an MCC considered by Visa to be high-risk, as specified in <i>Section 10.4.6.1, High-Brand Risk MCCs</i> , that contracts with a Payment Facilitator to obtain payment services.  ID# 0026390 Edition: Apr 2018   Last Updated: Oct 2016

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<b>High-Brand Risk Transaction</b>	<p>A Transaction performed by a High-Brand Risk Merchant, High-Risk Internet Payment Facilitator, High-Brand Risk Sponsored Merchant, or Digital Wallet Operator assigned an MCC considered by Visa to be high-brand risk, as specified in <i>Section 10.4.6.1, High-Brand Risk MCCs</i>.</p> <p>ID# 0026391 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>High-Risk Internet Payment Facilitator</b>	<p>A Payment Facilitator that:</p> <ul style="list-style-type: none"> <li>Enters into a contract with an Acquirer to provide payment services to High-Risk Merchants, High-Brand Risk Merchants, High-Risk Sponsored Merchants, or High-Brand Risk Sponsored Merchants</li> <li>Includes one or more Sponsored Merchants required to be classified with an MCC considered to be high-risk, as specified in <i>Section 10.4.6.1, High-Brand Risk MCCs</i></li> </ul> <p>ID# 0026392 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Home Country – Europe Region</b>	<p>The country in which a Member has its principal place of business and is authorized under applicable national law to provide payment services.</p> <p>ID# 0029719 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Host Country – Europe Region</b>	<p>A country, other than a Home Country, in which a Member has satisfied the requirements of the competent domestic authority to provide payment services.</p> <p>ID# 0029720 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>I</b>	
<b>Integrated Card Verification Value (iCVV)</b>	<p>An alternate Card Verification Value that an Issuer must encode in the Magnetic-Stripe Image on a Chip instead of the Card Verification Value contained in the Magnetic Stripe of the Chip Card.</p> <p>ID# 0024710 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>ID Score Plus – US Region</b>	<p>A feature of Visa Advanced ID Solutions that provides Members with a score and related reason code(s) provided by ID Analytics, Inc. The score assesses the risk associated with an identity in connection with an application for a Card or non-Visa card or other Visa or non-Visa product.</p> <p>ID# 0024711 Edition: Apr 2018   Last Updated: Oct 2014</p>

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<b>Imprint</b>	<p>Cardholder data transferred from a Card to a Transaction Receipt to complete a Transaction. There are 2 kinds of imprints:</p> <ul style="list-style-type: none"> <li>• Electronic Imprint</li> <li>• Manual Imprint</li> </ul> <p>ID# 0024713 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>In-Transit Transaction</b>	<p>A Transaction reflecting the purchase of merchandise, services, or gambling on board a ship, boat, bus, aircraft, ferry, or train.</p> <p>ID# 0024717 Edition: Apr 2018   Last Updated: Apr 2016</p>
<b>Incremental Authorization Request</b>	<p>An Authorization Request that both:</p> <ul style="list-style-type: none"> <li>• Follows an approved Estimated Authorization Request or Initial Authorization Request</li> <li>• Is for an additional amount that a Merchant expects a Cardholder to spend or that the Cardholder has incurred in an individual Transaction</li> </ul> <p>ID# 0029522 Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Independent Sales Organization – Europe Region</b>	<p>An entity that is not eligible for Membership, has no direct connection to Visa, and provides a Member with bank card-related support services, such as:</p> <ul style="list-style-type: none"> <li>• Merchant solicitation</li> <li>• Point-of-Transaction Acceptance Device installation and service</li> <li>• Transaction Receipt data capture and transmission</li> <li>• Cardholder solicitation</li> </ul> <p>ID# 0029721 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Indemnification</b>	<p>The act of indemnifying, defending, and holding harmless (see Indemnify).</p> <p>ID#0030548 Edition: Apr 2018   Last Updated: New</p>
<b>Indemnify</b>	<p>To indemnify, defend, and hold harmless (see Indemnification).</p> <p>ID#0030549 Edition: Apr 2018   Last Updated: New</p>
<b>Initial Authorization Request</b>	<p>An Authorization Request for a capped amount or an amount based on an interim purchase or order and that is submitted before the final Transaction amount is known.</p>

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<b>Installment Transaction</b>	<p>A Transaction in a series of Transactions that use a Stored Credential and that represent Cardholder agreement for the Merchant to initiate one or more future Transactions over a period of time for a single purchase of goods or services.</p> <div>ID# 0024724</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Instant Card Personalization</b>	<p>The ability to instantly personalize Visa Cards at a location other than a Member's card manufacturing facility to allow any of the following:</p> <ul style="list-style-type: none"> <li>• Immediate delivery of the Card at the Branch</li> <li>• Respond immediately to a request for an emergency replacement of a Cardholder's lost or stolen card</li> </ul> <div>ID# 0025525</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Instant Card Personalization Issuance Agent</b>	<p>A Third Party Agent that performs instant Card personalization and issuance for an Issuer.</p> <div>ID# 0025526</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Interchange</b>	<p>The exchange of Clearing Records between Members. The Visa Rules refer to the following types of Interchange:</p> <ul style="list-style-type: none"> <li>• Domestic Interchange</li> <li>• International Interchange</li> </ul> <div>ID# 0024729</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Interchange File</b>	<p>An electronic file containing a Member's Interchange data.</p> <div>ID# 0024732</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Interchange Reimbursement Fee (IRF)</b>	<p>A fee between Acquirers and Issuers in the Clearing and Settlement of an Interchange Transaction.</p> <div>ID# 0024733</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Intercompany Interchange Reimbursement Fee Compliance Process</b>	<p><b>Effective through 12 October 2018</b></p> <p>A process to resolve disputes and recover financial losses when a violation of the Visa Rules has caused the application of an incorrect Interchange Reimbursement Fee to a cross-border Transaction between a Europe Member and a Member in another Region.</p>

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	<div>ID# 0026214</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Interlink Program</b>	<p>A program through which an Interlink participant (acting as an Interlink issuer) provides Point-of-Transaction services to Interlink cardholders, Interlink merchants, or both, as specified in the <i>Interlink Network, Inc. Bylaws</i>, <i>Interlink Network, Inc. Operating Regulations</i> and the Visa Rules.</p> <div>ID# 0024737</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Interlink Program Marks</b>	<p>The Interlink Mark, or any other service Marks adopted by Visa for use with the Interlink Program.</p> <div>ID# 0024738</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Intermediary Bank</b>	<p>A depository institution, specified by a Member or by Visa, through which a Settlement funds transfer must be processed for credit to a Settlement account at another depository institution.</p> <div>ID# 0024741</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>International Airline</b>	<p>Either:</p> <ul style="list-style-type: none"> <li>• An Airline that sells tickets directly in its own name in 2 or more countries, operates scheduled flights between 2 or more countries, or both</li> <li>• Its authorized agent that sells airline tickets on behalf of the Airline (except in the Europe Region)</li> </ul> <div>ID# 0024742</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>International Settlement Service</b>	<p>A Settlement Service used to settle all Transactions that do not participate in a National Net Settlement Service, an Area Net Settlement Service, or other Settlement Services.</p> <div>ID# 0029723</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>International Transaction</b>	<p>A Transaction where the Issuer of the Card used is not located in the Transaction Country.</p> <p>This does not apply in the US Region or a US Territory for US Covered Visa Debit Card Transactions in the US Region or a US Territory for routing and Interchange Reimbursement Fee purposes.</p> <div>ID# 0024752</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Interregional Transaction</b>	<p>A Transaction where the Issuer of the Card is not located in the Visa Region where the Transaction takes place.</p>



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	<div>ID# 0024762</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Intraregional Transaction</b>	<p>A Transaction where the Issuer of the Card is located in a country other than the Transaction Country, but in the same Visa Region.</p> <div>ID# 0024763</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>IRF Compliance</b>	<p>A process by which Visa resolves disputes between Members for a Member's violation of the Visa Rules or any applicable Interchange Reimbursement Fee (IRF) guide that causes an incorrect Interchange Reimbursement Fee rate to be applied to a large number of Transactions, resulting in a financial loss to another Member.</p> <p><b>Effective through 12 October 2018</b></p> <p>This does not apply in the Europe Region.</p> <div>ID# 0024735</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Issuer</b>	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a Member that enters into a contractual relationship with a Cardholder for the issuance of one or more Card products.</p> <p>In the Europe Region, a Member that issues a Card to a Cardholder and maintains the contractual privity relating to the Card with that Cardholder.</p> <div>ID# 0024768</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Issuers' Clearinghouse Service – US Region</b>	<p>A service developed jointly by Visa and MasterCard Worldwide that is designed to reduce Member losses from excessive credit applications and unauthorized use.</p> <div>ID# 0024769</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>J</b>	
<b>No glossary terms available for J.</b>	<div>ID# 0025512</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>K</b>	
<b>Known Fare Transaction</b>	<p>A Contactless Transaction at an Unattended Cardholder-Activated Terminal at the turnstile, fare gate, or point of boarding of a Mass Transit Merchant where the Transaction amount is known before travel.</p> <div>ID# 0030047</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>L</b>	

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<b>LAC</b>	<p>Latin America and Caribbean.</p> <p>ID# 0024774      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Lead Bank</b>	<p>A Visa Multinational Program participant that initiates Multi-Country Issuing on behalf of a Multinational Company client.</p> <p>ID# 0026026      Edition: Apr 2018   Last Updated: Apr 2012</p>
<b>Level II Enhanced Data – US Region</b>	<p>Data provided to Visa in connection with a Commercial Visa Product Transaction that includes the sales tax amount, customer code (cost center, general ledger number, order/invoice number), and additional data for T&amp;E Transactions.</p> <p>ID# 0024778      Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Liability</b>	<p>Any and all damages (including lost profits or savings, indirect, consequential, special, exemplary, punitive, or incidental), penalties, fines, expenses and costs (including reasonable fees and expenses of legal and other advisers, court costs and other dispute resolution costs), or other losses.</p> <p>ID# 0024779      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Licensee</b>	<p>An entity licensed to participate in the Visa or Visa Electron Program that is neither a:</p> <ul style="list-style-type: none"> <li>• Member</li> <li>• Member or owner of a Group Member</li> </ul> <p>ID# 0024780      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Limited Acceptance – Europe Region and US Region</b>	<p>In the Europe Region, a term describing the option to accept one or more, but not all, Product Categories by a Merchant located within the European Economic Area.</p> <p>In the US Region, a term describing a Merchant's option to accept one category of Visa Cards and not another. Categories consist of both:</p> <ul style="list-style-type: none"> <li>• Visa Credit and Business Category</li> <li>• Visa Debit Category</li> </ul> <p>This definition does not apply to Visa Business Check Cards accepted as specified in <i>Section 5.9.11.2, Repayment of Debt</i>.</p> <p>ID# 0024784      Edition: Apr 2018   Last Updated: Oct 2017</p>

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#### Visa Core Rules and Visa Product and Service Rules

<b>Limited Acceptance Merchant – Europe Region and US Region</b>	<p>In the Europe Region, a Merchant located within the European Economic Area that chooses to accept one or more, but not all, Product Categories.</p> <p>In the US Region, a category of Merchant that accepts either, but not both:</p> <ul style="list-style-type: none"> <li>• Visa Credit and Business Category Cards</li> <li>• Visa Debit Category Cards</li> </ul>
	<div>ID# 0024785</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Load Device – Europe Region</b>	<p>An ATM or stand-alone device that a Cardholder uses to add or remove value from a stored value application on a Chip Card.</p>
	<div>ID# 0029724</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Load Transaction</b>	<p>A means of adding monetary value to a Card (in the Europe Region, only at a Point-of-Transaction Acceptance Device).</p>
	<div>ID# 0024791</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Lodging Merchant</b>	<p>A Merchant that sells overnight accommodations at a fixed location that are purchased for a limited period of time.</p> <p>For the purposes of the Visa Rules, Lodging Merchants are hotels, motels, inns, bed and breakfast establishments, resorts, cabins, cottages, hostels, and apartments, condominiums, and houses rented as a short-term accommodation.</p>
	<div>ID# 0024794</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Lost/Stolen Card Reporting Service – US Region</b>	<p>A VisaNet service provided for an Issuer's Authorizing Processor when a Visa Card, Visa Electron Card, or Visa TravelMoney Card is reported lost or stolen to a VisaNet Authorization operator.</p>
	<div>ID# 0024798</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>M</b>	
<b>Magnetic Stripe</b>	<p>A magnetic stripe on a Card that contains the necessary information to complete a Transaction.</p>
	<div>ID# 0024808</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Magnetic-Stripe Data</b>	<p>Data contained in a Magnetic Stripe and replicated in a Chip.</p>
	<div>ID# 0024802</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>

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<b>Magnetic-Stripe Image</b>	<p>The minimum Chip payment data replicating the Magnetic Stripe information required to process an EMV-Compliant Transaction.</p> <p>ID# 0024803      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Magnetic-Stripe Terminal</b>	<p>A terminal that reads the Magnetic Stripe on a Card.</p> <p>ID# 0024806      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Mail/Phone Order</b>	<p>Purchase in a Card-Absent Environment where a Cardholder orders goods or services from a Merchant by telephone, mail, or other means of telecommunication.</p> <p>ID# 0029309      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Manual Cash Disbursement</b>	<p>A Cash Disbursement obtained with a Visa Card or Visa Electron Card in a Face-to-Face Environment.</p> <p>ID# 0024814      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Manual Imprint</b>	<p>An imprint of the embossed data on the front of the Card using a specifically-designed mechanical imprinting device.</p> <p>An impression taken from the Card using pencil, crayon, or other writing instrument does not qualify.</p> <p>ID# 0024815      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Mark</b>	<p>A word, name, design, symbol, or other device, or any combination thereof, that Visa or any entity adopts to identify its goods or services.</p> <p>ID# 0024818      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Marketplace</b>	<p>An online marketplace that accepts Visa and brings together Cardholders and retailers on an electronic commerce website or mobile application, and meets all Visa qualification requirements.</p> <p>ID# 0030075      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Mass Transit Merchant</b>	<p>A Merchant that is assigned MCC 4111, 4112, or 4131 and completes a Mass Transit Transaction, Known Fare Transaction, or another method of fare collection using a Visa Card.</p> <p>ID# 0030054      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Mass Transit Transaction</b>	<p>A Contactless Transaction at an Unattended Cardholder-Activated Terminal at the turnstile, fare gate, or point of boarding of a Mass Transit Merchant that uses the data derived from one or more taps of a</p>

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	<p>Contactless Payment Device during a Travel Period to calculate the Transaction amount.</p> <p>ID# 0030053      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Maximum Surcharge Cap – US Region and US Territories</b>	<p>In the US Region or a US Territory, the maximum US Credit Card Surcharge that a Merchant may assess on a Visa Credit Card Transaction, as may be revised from time to time and that is communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a>.</p> <p>ID# 0027531      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Member</b>	<p>A client of Visa U.S.A., Visa International, Visa Worldwide, Visa Europe Limited, or Visa International Servicios de Pago España, S.R.L.U. or a customer that has entered into a Services Agreement with Visa Canada. Requirements for membership are defined in the applicable Visa Charter Documents.</p> <p>The Services Agreement is a license or contract between Visa Canada and an entity that has a contract or license that allows the entity to participate in the Visa program or use the Visa-Owned Marks, including in accordance with the Visa Rules.</p> <p>ID# 0024822      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Merchant</b>	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an entity that accepts a Visa Card for the sale of goods or services and submits the resulting Transaction to an Acquirer for Interchange, directly or via a Payment Facilitator. A Merchant may be a single Merchant Outlet or represent multiple Merchant Outlets.</p> <p>In the Europe Region, an entity that enters into an agreement with an Acquirer for the acceptance of Cards for purposes of originating payment Transactions under the Visa-Owned Marks.</p> <p>ID# 0024828      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Merchant Agreement</b>	<p>A direct contract between a Merchant and an Acquirer or between a Sponsored Merchant and a Payment Facilitator, containing their respective rights, duties, and obligations for participation in the Acquirer's Visa or Visa Electron Program.</p> <p>ID# 0024830      Edition: Apr 2018   Last Updated: Apr 2015</p>
<b>Merchant Category Code (MCC)</b>	<p>A code designating the principal trade, profession, or line of business in which a Merchant is engaged.</p>

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	<div>ID# 0024834</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Merchant Discount Rate – US Region and US Territories</b>	<p>In the US Region or a US Territory, the fee, expressed as a percentage of the total Transaction amount that a Merchant pays to its Acquirer or VisaNet Processor for transacting on a credit card brand. The Merchant Discount Rate includes both:</p> <ul style="list-style-type: none"> <li>• The interchange rate, network set fees associated with the processing of a Transaction, network set fees associated with the acceptance of the network's brand, and the Acquirer set processing fees associated with the processing of a Transaction, irrespective of whether such fees and costs are paid via the Merchant discount or by check, withholding, offset, or otherwise; and</li> <li>• Any other services for which the Acquirer is paid via the mechanism of the per transaction merchant discount fee.</li> </ul> <p>Other than the fees listed in the first bullet above, the Merchant Discount Rate excludes any fees (such as the cost of rental of point-of-sale terminal equipment, for example) that are invoiced separately or not paid via the mechanism of the per transaction merchant discount fee.</p> <div>ID# 0027532</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Merchant Outlet</b>	<p>The Merchant location at which a Transaction is completed.</p> <div>ID# 0024842</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Merchant Service Charge – Europe Region</b>	<p>A fee that is set, and charged, by an Acquirer to a Merchant under a Merchant Agreement.</p> <div>ID# 0029726</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Merchant Verification Value (MVV)</b>	<p>An assigned value transmitted in the Transaction message used by Visa to identify an Acquirer or Merchant that is registered with Visa:</p> <ul style="list-style-type: none"> <li>• To assess specific fees</li> <li>• For other special Interchange treatment</li> <li>• For participation in select acceptance programs</li> <li>• For unique processing criteria</li> </ul> <p>The MVV consists of 10 digits, the first 6 of which are assigned by Visa. This does not apply in the Europe Region.</p>

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	<div>ID# 0026121</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Merger</b>	<p>A term used to describe any of the following:</p> <ul style="list-style-type: none"> <li>• Purchase of a Member organization by another organization where the acquired Member's charter is dissolved</li> <li>• Merging of two or more organizations into a single entity requiring a new charter</li> </ul> <div>ID# 0025531</div> <div>Edition: Apr 2018   Last Updated: Oct 2011</div>
<b>MIF – Europe Region</b>	<p>Multilaterally agreed interchange fee(s) paid by an Acquirer to a separate Issuer or vice versa.</p> <div>ID# 0029727</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>MIF Plus Plus – Europe Region</b>	<p>Pricing in a Merchant Agreement where the Merchant Service Charge for Transactions referred to in the Merchant Agreement and on invoices is broken down into separate components comprising the MIF, all other fees applicable to Transactions, and the Acquirer's fee (including the margin).</p> <div>ID# 0029728</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Minimum Spending Limit</b>	<p>The ability of a Cardholder to accumulate charges up to a predefined value during each or any statement cycle. For products with debit capabilities, Minimum Spending Limit is subject to available funds in the account of the Cardholder.</p> <div>ID# 0025673</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Mobile Acceptance Device – Europe Region</b>	<p>A Point-of-Transaction Acceptance Device that consists of a hardware accessory and any mobile device (including, but not limited to, mobile phones and tablets) owned or operated by a Merchant.</p> <div>ID# 0029729</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Mobile Money Agent – AP Region, CEMEA Region, and LAC Region</b>	<p>An entity that delivers Transaction services to Visa Mobile Prepaid account holders, including, but not limited to, customer registration, Card distribution, cash-ins, and cash-outs.</p> <div>ID# 0027166</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Mobile Money Consumer Authentication – AP Region, CEMEA Region,</b>	<p>A 2-part authentication process conducted by a Mobile Money Operator to verify a Visa Mobile Prepaid account holder.</p>

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<b>and LAC Region</b>	<div>ID# 0027678</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Mobile Money Operator – AP Region, CEMEA Region, and LAC Region</b>	<p>A category of financial service providers that may include Members or non-deposit-taking financial institutions, such as mobile network operators and micro-finance institutions, that may use a Mobile Money Agent or branch network as its acquisition and service channel for Visa Mobile Prepaid account holders.</p> <div>ID# 0027167</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Mobile Payment Acceptance Solution</b>	<p>A payment acceptance application that uses a portable electronic device. The portable electronic device must exhibit both of the following characteristics:</p> <ul style="list-style-type: none"> <li>• Not solely dedicated to point-of-sale functions</li> <li>• The ability to wirelessly communicate across open networks</li> </ul> <p>The solution may also include a hardware attachment for the purpose of card reading and/or PIN entry.</p> <div>ID# 0027382</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Mobile Payment Device</b>	<p>A Contactless Payment Device that resides in a portable electronic device that can access a wireless network.</p> <div>ID# 0026785</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Money Transfer Original Credit Transaction</b>	<p>A funds transfer Transaction initiated by a Member that results in a credit to an Account Number for a purpose other than refunding a Visa purchase (for example: overseas remittances, gift transfers, Visa Card payments).</p> <div>ID# 0026081</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Multi-Country Issuing</b>	<p>Within the Visa Multinational Program, a scenario in which a Lead Bank forms a relationship with a Partner Bank located in another country for the purpose of issuing Visa Commercial Card products to its Multinational Company clients. Multi-Country Issuing is identified in the <i>Visa Multinational Program Guide</i> as "Indirect Cross-Border Issuing."</p> <div>ID# 0026027</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Multilateral Agreement – Europe Region</b>	<p>A multi-party agreement between Members pertaining to the process of obtaining an Authorization or Clearing and Settlement of Domestic Transactions.</p>



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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0029730</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Multinational Company</b>	<p>A commercial organization with operations, subsidiaries, and employees situated in more than one country (excluding franchise representatives, independently owned dealers, and joint ventures in which a Multinational Company participates), as specified in the <i>Visa Multinational Program Guide</i>.</p> <div>ID# 0024854</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>N</b>	
<b>National Card Recovery File</b>	<p>A weekly file of all Account Numbers listed on an Exception File with a Pickup Response.</p> <div>ID# 0024857</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>National Organization</b>	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, an organization as defined under the <i>Visa International Certificate of Incorporation and By-Laws</i>, Section 16.01.</p> <p>In the Europe Region, an organization to which Visa delegates, in whole or in part, its responsibility for the development, operation, and administration of Visa Card programs and/or Visa Card products in any country or countries in the Europe Region, including the following:</p> <ul style="list-style-type: none"> <li>• The development and implementation of products, services, systems, programs, and strategies to address unique market conditions within such country or countries</li> <li>• Coordination of Member activities (as relevant)</li> <li>• The promulgation of rules, regulations, and policies applicable to Members operating within such country or countries</li> </ul> <div>ID# 0024863</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Negative Option Merchant</b>	<p>A Merchant that offers goods and/or services and requires a Cardholder to expressly reject the offer during the Transaction process, or expressly decline to participate in future Transactions.</p> <div>ID# 0026394</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>New Channel</b>	<p>An environment in which payment is initiated via a terminal, personal computer or other device that does not use a standard Hypertext Markup Language (HTML) browser to process an Authentication Request.</p>

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	<div>ID# 0024868</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>No-Show Transaction</b>	<p>A Transaction resulting from a Cardholder's failure to cancel or claim a Guaranteed Reservation.</p> <div>ID# 0024869</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Non-Authenticated Security Transaction</b>	<p>An Electronic Commerce Transaction that uses data encryption for security but is not authenticated using an Authentication Method.</p> <div>ID# 0024871</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Non-Confidential Enhanced Merchant-Level Data – US Region</b>	<p>Merchant-related data provided through Visa to an Issuer in connection with a Visa Commercial Card, comprising only the following data elements:</p> <ul style="list-style-type: none"> <li>• Merchant name</li> <li>• Merchant street address</li> <li>• Merchant city, state, and ZIP code</li> <li>• Merchant telephone number</li> </ul> <div>ID# 0024872</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Non-Member Administrator – US Region</b>	<p>A VisaNet Processor permitted to sponsor Associate-type Members as specified in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>.</p> <div>ID# 0029313</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Non-Reloadable Card</b>	<p>A Visa Prepaid Card that is funded with monetary value only once.</p> <div>ID# 0024880</div> <div>Edition: Apr 2018   Last Updated: Oct 2010</div>
<b>Non-Secure Transaction</b>	<p>An Electronic Commerce Transaction that has no data protection.</p> <div>ID# 0024881</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Non-Standard Card</b>	<p>A Visa Card or Visa Electron Card that does not comply with the plastic specifications in the <i>Visa Product Brand Standards</i>, requires Visa approval, and must both:</p> <ul style="list-style-type: none"> <li>• Provide the designated level of utility promised to the Cardholder</li> <li>• Contain the physical elements and data components required to complete a Transaction</li> </ul> <div>ID# 0024883</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>

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<b>Non-Visa Debit Transaction – US Region</b>	<p>An act between a Visa Check Card or Visa Debit Card Cardholder and a merchant that results in the generation of a transaction on a debit network other than Visa.</p> <p>ID# 0024885      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Non-Visa-Owned Marks</b>	<p>The Marks used in conjunction with a program sponsored by Visa, but owned by a third party.</p> <p>ID# 0024884      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Nonfulfillment Message</b>	<p>A response to a Retrieval Request indicating that the Acquirer will not provide a copy.</p> <p>ID# 0024886      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Notification</b>	<p>Written notice delivered by mail, courier, facsimile, hand, email, or other electronic delivery method. Notification is effective when posted, sent, or transmitted by Visa to the Member or its Agent.</p> <p>ID# 0024887      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Numeric ID</b>	<p>Any identifier, other than a BIN, assigned by Visa to a Visa Member, VisaNet Processor, Visa Scheme Processor, or Third Party Agent, including, but not limited to, Processor Control Records (PCR), Station IDs, Acquiring IDs, and Routing IDs, used to facilitate transaction routing and processing.</p> <p>ID# 0026475      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>O</b>	
<b>Offline Authorization</b>	<p>An Issuer-controlled process that allows a Chip-initiated Authorization Request to be processed in a below-Floor Limit environment without sending the request to the Issuer.</p> <p>ID# 0024898      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Offline PIN Verification</b>	<p>A process used to verify the Cardholder's identity by comparing the PIN entered at the Chip-Reading Device to the PIN value contained in the Chip.</p> <p>ID# 0024902      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>On-Us Transaction</b>	<p>A Transaction where an individual Member, represented by one Visa Business ID (BID), both:</p> <ul style="list-style-type: none"> <li>• Holds an issuing license and has issued the Visa Card used in the Transaction</li> </ul>

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	<ul style="list-style-type: none"> <li>• Holds an acquiring license and acquired the corresponding Merchant volume</li> </ul>
	<div>ID# 0024907</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Online</b>	<p>A method of requesting an Authorization through a communications network other than voice.</p>
	<div>ID# 0024910</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Online Card Authentication Cryptogram</b>	<p>A cryptogram generated by a Chip Card during a Transaction and used to validate the authenticity of the Card.</p>
	<div>ID# 0024912</div> <div>Edition: Apr 2018   Last Updated: Apr 2011</div>
<b>Online Financial Transaction</b>	<p>A Transaction that is authorized, cleared, and settled in a single online message.</p>
	<div>ID# 0024915</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Online Gambling</b>	<p>Any form of gambling provided over the internet or other networks by an Electronic Commerce Merchant, including but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Betting</li> <li>• Lotteries</li> <li>• Casino-style games</li> <li>• Funding an account established by the Merchant on behalf of the Cardholder for the purpose of gambling</li> <li>• Purchase of value for proprietary payment mechanisms, such as electronic gaming chips</li> </ul>
	<div>ID# 0029310</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Operating Certificate</b>	<p>In the AP Region, Canada Region, CEMEA Region, LAC Region, and US Region, a report that a Member or Non-Member Administrator sends to Visa at a set pre-determined time, detailing its Visa Card and Merchant statistics.</p> <p>In the Europe Region, the certificate supplied by each Member to Visa pursuant to Part B of the <i>Visa Europe Membership Regulations</i>.</p>
	<div>ID# 0027826</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Operating Expense Recovery</b>	<p>The recovery amount provided to Issuers through the Global Compromised Account Recovery (GCAR) program associated with an</p>

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#### Visa Core Rules and Visa Product and Service Rules

	Account Data Compromise Event.  ID# 0026064 Edition: Apr 2018   Last Updated: Apr 2018
<b>Optional Issuer Fee</b>	A fee that an Issuer may charge a Cardholder by the application of a percentage increase to the Currency Conversion Rate, which the Visa Systems use to determine the Transaction Amount in the Billing Currency for each International Transaction.  ID# 0029314 Edition: Apr 2018   Last Updated: Apr 2016
<b>Order Form</b>	A document bearing the Cardholder's signature, either written or electronic, authorizing goods or services to be charged to his/her account. An Order Form may be any of the following: <ul style="list-style-type: none"> <li>• Mail order form</li> <li>• Recurring Transaction form</li> <li>• Preauthorized Healthcare Transaction form</li> <li>• Email or other electronic record that meets the requirements of applicable laws or regulations</li> </ul> ID# 0024923 Edition: Apr 2018   Last Updated: Apr 2018
<b>Original Adjustment – US Region</b>	A PIN-Authenticated Visa Debit Transaction completed and submitted through Interchange without an Authorization because the connection between the Merchant and its VisaNet Processor was inoperable  ID# 0024924 Edition: Apr 2018   Last Updated: Apr 2016
<b>Original Credit Transaction</b>	A Transaction initiated by a Member either directly, or on behalf of its Merchants or agents, that results in a credit to an Account Number for a purpose other than refunding a purchase.  ID# 0024925 Edition: Apr 2018   Last Updated: Oct 2016
<b>Originating Member</b>	A Member that initiates an Original Credit Transaction.  ID# 0024926 Edition: Apr 2018   Last Updated: Oct 2016
<b>P</b>	
<b>Partial Authorization</b>	An Authorization for an amount less than the amount requested by a Merchant for a Transaction.  ID# 0024929 Edition: Apr 2018   Last Updated: Oct 2016
<b>Participant-Type Member</b>	<b>Effective through 30 June 2018</b>

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#### Visa Core Rules and Visa Product and Service Rules

	<p>A Member of Visa characterized as one of the following:</p> <ul style="list-style-type: none"> <li>• Credit Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, Section 2.04(h)</li> <li>• Debit Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, Section 2.04(i)</li> <li>• Cash Disbursement Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, Section 2.04(j)</li> <li>• Participant, as defined in the applicable Visa Charter Documents</li> </ul> <p><b>Effective 1 July 2018</b></p> <p>A Member of Visa characterized as a Participant, as defined in the applicable Visa Charter Documents.</p> <p>ID# 0024930      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Partner Bank</b>	<p>A Visa Multinational Program participant that partners with the Lead Bank in a Multi-Country Issuing scenario. The Partner Bank resides in a country that is different from the Lead Bank and issues Visa Commercial Card products on behalf of the Lead Bank.</p> <p>ID# 0026029      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Pass-Through Digital Wallet</b>	<p>Functionality provided by a Digital Wallet Operator (DWO) that does all of the following:</p> <ul style="list-style-type: none"> <li>• Can be used at more than one Merchant</li> <li>• Stores and transmits an Account Number (supplied by the Cardholder) or payment Token and Payment Account Reference</li> <li>• Is used by the DWO to complete a Transaction by transferring the Account Number or Token to the Merchant without interrupting the flow of funds</li> </ul> <p>ID# 0029533      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Payment Account Reference (PAR)</b>	<p>A non-financial reference assigned to each Visa payment account that uniquely identifies that payment account and links activity related to that underlying payment account.</p> <p>ID# 0030036      Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>Payment Application</b>	<p>A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0024933</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Payment Card Industry Data Security Standard (PCI DSS)</b>	<p>A set of comprehensive requirements that define the standard of due care for protecting sensitive Cardholder information.</p> <div>ID# 0024934</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Payment Card Industry Payment Application Data Security Standard (PA-DSS)</b>	<p>A data security standard that specifies security requirements for third-party Payment Application software that stores, processes, or transmits Cardholder data.</p> <div>ID# 0024935</div> <div>Edition: Apr 2018   Last Updated: Oct 2012</div>
<b>Payment Facilitator Agreement</b>	<p>An agreement between a Payment Facilitator and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer's Visa Program.</p> <div>ID# 0026430</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Payment Services Directive (PSD) – Europe Region</b>	<p>The European Parliament and Council directive 2007/64/EC and any subsequent changes.</p> <div>ID# 0029731</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Personal Data – Europe Region</b>	<p><b>Effective 25 May 2018</b></p> <p>Information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person</p> <div>ID#0030567</div> <div>Edition: Apr 2018   Last Updated: New</div>
<b>Pickup Response</b>	<p>An Authorization Response where the Transaction is declined and confiscation of the Card is requested.</p> <div>ID# 0024945</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>PIN</b>	<p>A personal identification numeric code that identifies a Cardholder in an Authorization Request.</p> <div>ID# 0024948</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>PIN Entry Device (PED) – Europe Region</b>	<p>A device used for secure PIN entry and processing, as specified in the <i>Payment Card Industry PED Security Requirements</i>.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0029732</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>PIN Management Requirements Documents</b>	<p>A suite of PIN security documents that includes:</p> <ul style="list-style-type: none"> <li><i>Payment Card Industry (PCI) – PIN Security Requirements</i></li> <li><i>Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements</i></li> </ul> <div>ID# 0027348</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>PIN Verification</b>	<p>A procedure used to verify Cardholder identity when a PIN is used in an Authorization Request.</p> <div>ID# 0024951</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>PIN Verification Service</b>	<p>A service that Visa provides for the verification of Cardholder PINs transmitted with Authorization Requests.</p> <div>ID# 0024953</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>PIN Verification Value</b>	<p>A 4-digit value derived with an algorithm using portions of the Account Number, PIN, and a single digit key indicator that encoded for PIN verification on the Magnetic Stripe or Chip of a Visa Card or Visa Electron Card.</p> <div>ID# 0024954</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>PIN-Authenticated Visa Debit Transaction – US Region</b>	<p>A PIN-authenticated Transaction completed at the point of sale with a Visa Debit Card or a Visa Business Check Card in a Card-Present Environment.</p> <div>ID# 0026511</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>PIN-Preferring Chip Card</b>	<p>An EMV and VIS-Compliant Chip Card containing a Visa or Visa Electron Smart Payment Application, and a Cardholder Verification Method list specifying a preference for a PIN-based Cardholder Verification Method (either offline or online).</p> <div>ID# 0024947</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Plus ATM</b>	<p>An ATM that displays the Plus Symbol and not the Visa Brand Mark.</p> <div>ID# 0024956</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Plus Card</b>	<p>A card that bears the Plus Symbol.</p> <div>ID# 0024958</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>



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#### Visa Core Rules and Visa Product and Service Rules

<b>Plus Program</b>	A program through which a Plus participant provides ATM services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.  ID# 0024962 Edition: Apr 2018   Last Updated: Apr 2010
<b>Plus Program Marks</b>	The Marks used in connection with the Plus Program, including the Diamond Design, Plus Symbol, Plus wordmark, Plus Symbol-Contained, and Plus Symbol-Uncontained, as specified in the <i>Visa Product Brand Standards</i> .  ID# 0024964 Edition: Apr 2018   Last Updated: Oct 2015
<b>Plus Program Participant</b>	An entity participating in the Plus Program, as specified in the <i>Visa International Certificate of Incorporation and By-Laws</i> , Section 2.09 (or, in the Europe Region, <i>Visa Europe Membership Regulations</i> , Section 2.5).  ID# 0024965 Edition: Apr 2018   Last Updated: Oct 2016
<b>Plus Symbol</b>	The Visa-Owned Mark that represents the Plus Program and that complies with the specifications in the <i>Visa Product Brand Standards</i> .  ID# 0024966 Edition: Apr 2018   Last Updated: Oct 2016
<b>Plus System, Inc.</b>	A subsidiary of Visa U.S.A. Inc. sublicensed to administer the Plus Program in the United States and certain other countries, in accordance with the affiliation agreements between that entity and Visa.  ID# 0024969 Edition: Apr 2018   Last Updated: Apr 2010
<b>Point-of-Sale Balance Inquiry</b>	A Cardholder request for a Visa Prepaid Card account balance that is initiated at the Point-of-Transaction and processed as a separate, non-financial transaction.  ID# 0025553 Edition: Apr 2018   Last Updated: Oct 2014
<b>Point-of-Sale Balance Return</b>	An Authorization Response in which an Issuer of Visa Prepaid Cards provides the remaining balance for participating Merchants to print on the Transaction Receipt.  ID# 0025554 Edition: Apr 2018   Last Updated: Oct 2010
<b>Point of Transaction</b>	The physical location or online address where a Merchant or Acquirer completes a Transaction.  ID# 0024974 Edition: Apr 2018   Last Updated: Oct 2015
<b>Point-of-Transaction</b>	The capability of a Merchant, Acquirer, or Unattended Cardholder-

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#### Visa Core Rules and Visa Product and Service Rules

<b>Capability – Europe Region</b>	<p>Activated Terminal to process electronic data, obtain an Authorization, and provide Transaction Receipt data.</p> <p>ID# 0029733      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>POS</b>	<p>Point of sale.</p> <p>ID# 0029311      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>POS Entry Mode</b>	<p>An International Organization for Standardization-defined Authorization or Online Financial Transaction field indicating the method used to obtain and transmit the Cardholder information necessary to complete a Transaction (for example: manual key entry, Magnetic-Stripe read, Chip-read).</p> <p>ID# 0024990      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Post-Issuance Application Change – Europe Region</b>	<p>A method that enables an Issuer to modify or block an application already residing on a Chip.</p> <p>ID# 0029734      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Post-Issuance Application Load – Europe Region</b>	<p>A method that enables an Issuer to add an application or service to the contents of a Chip without reissuing a Card.</p> <p>ID# 0029735      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Post-Issuance Updates</b>	<p>A method that enables an Issuer to do either of the following without requiring reissuance of a Chip Card:</p> <ul style="list-style-type: none"> <li>• Add an application or service to a Chip (in the Europe Region, Post-Issuance Application Load)</li> <li>• Modify or block an existing application on a Chip (in the Europe Region, Post-Issuance Application Change)</li> </ul> <p>ID# 0024987      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Preauthorized Health Care Transaction – US Region</b>	<p>A Transaction completed by a Health Care Merchant for which a Cardholder has provided written permission to the Merchant to charge the Cardholder's Visa account for services.</p> <p>ID# 0024991      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Preauthorized Payment Cancellation Service</b>	<p>A service that enables Visa Card Issuers to stop payment on preauthorized Transactions.</p> <p>ID# 0026230      Edition: Apr 2018   Last Updated: Oct 2015</p>

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#### Visa Core Rules and Visa Product and Service Rules

<b>Prepaid Account</b>	<p>An account established by an Issuer, with previously deposited, authorized, or transferred funds, which is decreased by purchase Transactions, Cash Disbursements, or account fees.</p> <p>ID# 0024994      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Prepaid Clearinghouse Service</b>	<p>A centralized database that consolidates, tracks, and aggregates Visa Prepaid Card enrollments, Transaction Loads, reloads, unauthorized Transaction requests, and fraud, for use in identifying and mitigating fraud within the lifecycle of a prepaid account.</p> <p>ID# 0029068      Edition: Apr 2018   Last Updated: Apr 2016</p>
<b>Prepaid Partner</b>	<p>A Merchant, Member, or Third Party Agent that has a contract with an Issuer or Acquirer to sell, activate, and/or perform Load Transaction processing for, Visa Prepaid Cards.</p> <p>ID# 0024998      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Prepaid Partner Agreement</b>	<p>A contract between a Visa Prepaid Card Issuer or Acquirer and a Member, Merchant, or Third Party Agent containing respective rights, duties, and obligations for the sale, activation, and/or Load Transaction processing of Visa Prepaid Cards.</p> <p>ID# 0024999      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Presentment</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Chargeback (a Representment).</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Dispute (a Dispute Response or pre-Arbitration).</p> <p>ID# 0025001      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Primary Mark</b>	<p>A Visa-Owned Mark on a Card that identifies the primary Account Number when multiple Brand Marks (including both Visa-Owned and Non-Visa-Owned Marks) are contained on a Chip Card.</p> <p>ID# 0025004      Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Principal Place of Business</b>	<p>The fixed location at which a Merchant's or Payment Facilitator's executive officers direct, control, and coordinate the entity's activities.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0029549</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Principal-Type Member</b>	<p>A Member of Visa characterized as one of the following:</p> <ul style="list-style-type: none"> <li>• Principal Member, as defined in the Visa Charter Documents</li> <li>• Acquirer Member, as defined in the applicable Visa Charter Documents</li> <li>• Administrator Member, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, Section 2.04(c)</li> <li>• <b>Effective through 30 June 2018</b> Debit Interchange Member, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II, Section 2.04(g)</li> <li>• Group Member, as defined in the applicable Visa Charter Documents</li> <li>• Merchant Acquirer Member, as defined in the applicable Visa Charter Documents</li> <li>• Cash Disbursement Member, as defined in the applicable Visa Charter Documents</li> </ul> <div>ID# 0025005</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Private Agreement</b>	<p>A bilateral agreement between Members, or the operating regulations of a Group Member, pertaining to Authorization or Clearing and Settlement of Domestic Transactions.</p> <div>ID# 0025013</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Private Arrangement</b>	<p>In the Canada Region and US Region, an agreement where Authorization Requests or Transactions involving 2 different Members are not processed through VisaNet. Private Arrangements are prohibited.</p> <div>ID# 0025014</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Private Label Card</b>	<p>A merchant's proprietary card that is accepted only at its own locations, or a multi-use non-Visa-branded Card.</p> <div>ID# 0025016</div> <div>Edition: Apr 2018   Last Updated: Oct 2011</div>
<b>Privately Contracted Agreement – Europe Region</b>	<p>An agreement between an Issuer of Visa Drive Cards that are "extra" Cards and a Merchant that is not part of a Closed Loop, under which the Merchant agrees to accept and process Transactions on Visa Drive Cards that are "extra" Cards.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0029736</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Processing Date</b>	<p>The date (based on Greenwich Mean Time) on which the Member submitted, and Visa accepted, Interchange data. Equivalents to the Processing Date are:</p> <ul style="list-style-type: none"> <li>• In BASE II, the central processing date</li> <li>• In the Single Message System, the Settlement Date (for financial Transactions) or date the Transaction is entered into the Single Message System (for non-financial Transactions)</li> <li>• If cleared under a Private Agreement, the date on which a Member processes outgoing Interchange</li> <li>• Endorsement date, if the Interchange data was accepted by Visa on the same date on which it was first submitted by the Acquirer</li> <li>• The date on which Visa accepted an action processed through Visa Resolve Online (VROL)</li> </ul> <div>ID# 0025017</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Product Category – Europe Region</b>	<p>Any of the following:</p> <ul style="list-style-type: none"> <li>• Debit</li> <li>• Credit</li> <li>• Commercial</li> <li>• Prepaid</li> </ul> <div>ID# 0029738</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Proprietary Card</b>	<p>A Card that does not bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier, but may be either or both:</p> <ul style="list-style-type: none"> <li>• Plus-enabled</li> <li>• Interlink-enabled</li> </ul> <div>ID# 0025020</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Public Key</b>	<p>The non-secret portion of the cryptographic method used for verification during a Transaction.</p> <div>ID# 0025028</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Q</b>	

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#### Visa Core Rules and Visa Product and Service Rules

<b>Qualifying Purchase – US Region</b>	<p>A purchase Transaction completed with a Visa Traditional Rewards Card that an Issuer may consider for the purpose of awarding Rewards Currency. An Issuer may exclude the following Transactions from qualifying:</p> <ul style="list-style-type: none"><li>• Balance transfers</li><li>• Convenience checks</li><li>• Cash Disbursements</li><li>• Finance charges</li><li>• Quasi-Cash Transactions</li><li>• Any Transaction not authorized by the Cardholder</li></ul>
ID# 0025031 Edition: Apr 2018   Last Updated: Oct 2014	
<b>Quasi-Cash Transaction</b>	<p>A Transaction representing a Merchant's or Member's sale of items that are directly convertible to cash, such as:</p> <ul style="list-style-type: none"><li>• Gaming chips</li><li>• Money orders</li><li>• Deposits</li><li>• Wire Transfers</li><li>• Travelers cheques</li><li>• Visa Prepaid Cards with cash access</li><li>• Foreign currency</li><li>• Additional Transactions approved by Visa</li></ul>
ID# 0025033 Edition: Apr 2018   Last Updated: Oct 2016	
<b>R</b>	
<b>Railway Ticket Identifier – US Region</b>	<p>A unique value (for example: carrier code or number, ticket serial number, or transmission control number) of up to 13 characters that identifies the purchase of a passenger railway ticket.</p>
ID# 0029156 Edition: Apr 2018   Last Updated: Oct 2015	
<b>Real-Time Clearing</b>	<p>A program for Acquirers and Merchants that allows an Automated Fuel Dispenser Merchant to send through the Single Message System an Authorization Request for an amount that may differ from the Transaction amount.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0025034</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Receiving Member</b>	<p>A Member receiving a Transaction through Interchange.</p> <div>ID# 0025038</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Recipient Member</b>	<p>An Issuer that receives an Original Credit Transaction.</p> <div>ID# 0025039</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Recurring Transaction</b>	<p>A Transaction in a series of Transactions that use a Stored Credential and that are processed at fixed, regular intervals (not to exceed one year between Transactions), representing Cardholder agreement for the Merchant to initiate future Transactions for the purchase of goods or services provided at regular intervals.</p> <div>ID# 0025041</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Reference Card</b>	<p>An item containing relevant account information, such as an Account Number or expiration date, that is provided to a Virtual Account owner.</p> <div>ID# 0025043</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Refund Claim Number – Europe Region</b>	<p>A number that the Global Refund Service provides to a purchaser of Cheques to verify qualification for a refund of lost or stolen Cheques.</p> <div>ID# 0029740</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Region of Domicile</b>	<p>The Visa Region where a Member has its principal place of business.</p> <div>ID# 0025056</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Registered Program Identification Number</b>	<p>A number assigned by an Issuer for the purpose of identifying and tracking any rewards program offered in connection with the Issuer's Card products.</p> <div>ID# 0025587</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Reloadable Card</b>	<p>A Visa Prepaid Card that may be funded more than once.</p> <div>ID# 0025059</div> <div>Edition: Apr 2018   Last Updated: Oct 2010</div>
<b>Representment</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Chargeback.</p> <p>For Members that participate in Enhanced Dispute Resolution, this includes Dispute Responses and pre-Arbitration attempts.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0025063</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Retail Merchant</b>	<p>A Merchant that is not one of the following:</p> <ul style="list-style-type: none"> <li>• Mail/Phone Order Merchant</li> <li>• Merchant that processes Recurring Transactions for the sale of recurring services</li> <li>• T&amp;E Merchant (except in the Europe Region)</li> </ul> <div>ID# 0025068</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Retail Transaction</b>	<p>A Transaction at a Retail Merchant outlet.</p> <div>ID# 0025069</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Retrieval Request</b>	<p>An Issuer's request for a Transaction Receipt, which could include the original, a paper copy or facsimile, or an electronic version thereof.</p> <div>ID# 0025070</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Reversal</b>	<p>A Deferred Clearing or Online Financial Transaction used to negate or cancel a transaction that has been sent through Interchange in error.</p> <div>ID# 0025072</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Rewards Currency – US Region</b>	<p>A reward denomination defined by an Issuer consisting of air miles, points, or discounts offered in connection with a Visa Traditional Rewards Card.</p> <div>ID# 0025073</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>S</b>	
<b>Sample Card Design</b>	<p>A background design provided by Visa that is unique for each Card product and that an Issuer may use on the front of a Visa Card.</p> <div>ID# 0025077</div> <div>Edition: Apr 2018   Last Updated: Oct 2010</div>
<b>Scrip</b>	<p>A 2-part paper receipt that is redeemable at a Merchant Outlet for goods, services, or cash.</p> <div>ID# 0025079</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Secure Electronic Commerce Transaction</b>	<p>An Electronic Commerce Transaction that has been authenticated using an Authentication Method.</p> <div>ID# 0025084</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>



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#### Visa Core Rules and Visa Product and Service Rules

<b>Secured Card – AP Region</b>	<p>A Visa Card for which the Issuer requires a cash deposit as collateral before issuing the Card.</p> <p>ID# 0029453 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Sending Member</b>	<p>A Member entering a Transaction into Interchange.</p> <p>ID# 0025092 Edition: Apr 2018   Last Updated: Apr 2010</p>
<b>Service Code</b>	<p>A valid sequence of digits recognized by VisaNet that is encoded on a Magnetic Stripe and replicated on the Magnetic-Stripe Image in a Chip that identifies the circumstances under which the Card is valid (for example: International Transactions, Domestic Transactions, restricted Card use), and defines requirements for processing a Transaction with the Card (for example: Chip-enabled, Cardholder Verification, Online Authorization).</p> <p>ID# 0025094 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Service Fee</b>	<p>A fee assessed to a Cardholder that uses a Visa Card to pay for goods and services in a permitted Merchant category.</p> <p>ID#0030125 Edition: Apr 2018   Last Updated: New</p>
<b>Settlement</b>	<p>The reporting and funds transfer of Settlement Amounts owed by one Member to another, or to Visa, as a result of Clearing.</p> <p>ID# 0025095 Edition: Apr 2018   Last Updated: Apr 2011</p>
<b>Settlement Amount</b>	<p>The daily net amounts expressed in a Member's Settlement Currency resulting from Clearing. These amounts include Transaction and Fee Collection Transaction totals, expressed in a Member's Settlement Currency.</p> <p>ID# 0025096 Edition: Apr 2018   Last Updated: Apr 2011</p>
<b>Settlement Bank</b>	<p>A bank, including a Correspondent Bank or Intermediary Bank, that is both:</p> <ul style="list-style-type: none"><li>• Located in the country where a Member's Settlement Currency is the local currency</li><li>• Authorized to execute Settlement of Interchange on behalf of the Member or the Member's bank</li></ul> <p>ID# 0025097 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Settlement Currency</b>	<p>A currency that Visa uses to settle Interchange.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0025098</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Settlement Date</b>	<p>The date on which Visa initiates the transfer of Settlement Amounts in the Settlement of Interchange. See Processing Date.</p> <div>ID# 0025099</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Settlement Loss – Europe Region</b>	<p>The amounts actually payable by one Member to another Member pursuant to the provisions of any drafts or other instruments processed in accordance with the Visa Rules and not any consequential damages or expenses incurred in attempting to settle such drafts or other instruments, or any interest expenses, whether actually incurred or imputed, associated with delays in settlement.</p> <div>ID# 0029743</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Settlement Reporting Entity</b>	<p>A name or number of an entity assigned by Visa and authorized by the Member that is used by Visa for Settlement reporting, to associate a BIN or BIN Alternate with a Funds Transfer Settlement Reporting Entity or for other Settlement-related or other purposes.</p> <div>ID# 0026049</div> <div>Edition: Apr 2018   Last Updated: Apr 2012</div>
<b>Settlement Service</b>	<p>A service that allows Members to consolidate the Settlement functions of the Visa systems into one centralized function and benefit from flexible reporting options.</p> <div>ID# 0029744</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>SIGIS – US Region</b>	<p>An industry trade group, known as the Special Interest Group for Inventory Information Approval System (IIAS) Standards, chartered with implementing processing standards for Healthcare Auto-Substantiation Transactions in accordance with IRS regulations and responsible for licensing and certifying Merchants, Members, and Agents that process such Transactions.</p> <div>ID# 0025102</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Single Message System</b>	<p>A service that processes Online Financial and Deferred Clearing Transactions through a single VisaNet interface for purchases and ATM Transactions.</p> <div>ID# 0025108</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>

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#### Visa Core Rules and Visa Product and Service Rules

<b>Sponsor</b>	<p>A Member or Non-Member Administrator that is responsible, in part or whole, for other Members of Visa, as specified in the applicable Visa Charter Documents.</p> <p>ID# 0025120      Edition: Apr 2018   Last Updated: Apr 2016</p>
<b>Sponsored Member</b>	<p>A Member of Visa whose right to participate in Visa is dependent upon another Member, as specified in the applicable Visa Charter Documents.</p> <p>A Member of the Canada Region or US Region whose right to participate in Visa is dependent upon sponsorship of another Member, as specified in <i>Appendix E</i> to the <i>Canada Regional Operating Regulations</i> and the <i>Visa U.S.A. Inc. Certificate of Incorporation and By-Laws</i>, Article II.</p> <p>ID# 0025118      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Sponsored Merchant</b>	<p>An entity for which Visa payment services are provided by a Payment Facilitator.</p> <p>ID# 0025119      Edition: Apr 2018   Last Updated: Apr 2015</p>
<b>Sponsorship Marks</b>	<p>The Marks of an entity with which Visa has entered into an agreement to act as a sponsor for that entity's activities or events.</p> <p>ID# 0026242      Edition: Apr 2018   Last Updated: Apr 2011</p>
<b>Staged Digital Wallet</b>	<p>Functionality provided by a Digital Wallet Operator (DWO) that does all of the following:</p> <ul style="list-style-type: none"> <li>• Can be used at more than one retailer</li> <li>• Uses both: <ul style="list-style-type: none"> <li>– An Account Number (provided by the Cardholder) or payment Token and Payment Account Reference</li> <li>– A separate account or accounts assigned by the DWO to the Cardholder</li> </ul> </li> <li>• Is used by the Staged Digital Wallet Operator to complete a Transaction, in any order, as follows: <ul style="list-style-type: none"> <li>– Purchase: pays the retailer using the account assigned by the DWO</li> <li>– Funding: uses the Account Number (provided by the Cardholder) or corresponding payment Token and Payment</li> </ul> </li> </ul>

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#### Visa Core Rules and Visa Product and Service Rules

	<p>Account Reference to fund or reimburse the Staged Digital Wallet. The DWO deposits the Transaction for the funding amount with its Acquirer using the Account Number provided by the Cardholder (or associated Token).</p> <ul style="list-style-type: none"> <li>Is capable of a purchase with back-to-back funding, (also known as liveload), where the funding Transaction both: <ul style="list-style-type: none"> <li>Is initiated by the SDWO</li> <li>Corresponds to, or is otherwise directly connected to a specific purchase. The amount funded from the Account Number or Token may represent the whole or a part of the purchase price and consist of one or more funding Transactions.</li> </ul> </li> </ul>
	<div>ID# 0029532</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Staged Digital Wallet Operator (SDWO)</b>	<p>A Digital Wallet Operator that operates a Staged Digital Wallet.</p>
	<div>ID# 0029531</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Stand-In Processing (STIP)</b>	<p>The component that provides Authorization services on behalf of an Issuer when the Positive Cardholder Authorization System is used or when the Issuer, its VisaNet Processor, or a Visa Scheme Processor is unavailable.</p>
	<div>ID# 0025121</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Stand-In Processing Account</b>	<p>An Issuer-supplied valid Account Number (established and activated in the Issuer's Authorization system) that is maintained by Visa Global Customer Card Services. This Account Number is embossed and encoded on an Emergency Card Replacement when the Issuer is not available to provide a new Account Number.</p>
	<div>ID# 0025122</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Status Check Authorization</b>	<p>An Authorization Request for one currency unit submitted by an Automated Fuel Dispenser Merchant.</p>
	<div>ID# 0025130</div> <div>Edition: Apr 2018   Last Updated: Apr 2016</div>
<b>Stored Credential</b>	<p>Information (including, but not limited to, an Account Number or payment Token) that is stored by a Merchant or its agent, a Payment Facilitator, or a Staged Digital Wallet Operator to process future Transactions.</p>
	<div>ID# 0029547</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>

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#### Visa Core Rules and Visa Product and Service Rules

<b>Strategic Bankruptcy Solutions – US Region</b>	<p>A Visa service that does all of the following:</p> <ul style="list-style-type: none"><li>• Identifies Cardholders, cardholders of non-Visa cards, customers of other Visa or non-Visa products, and applicants for Cards, non-Visa cards, and other Visa or non-Visa products who have filed bankruptcy</li><li>• Files claims and documents on behalf of Members with the bankruptcy courts</li><li>• Assists Members in assessing the value of obligations of Cardholders and other individuals who have declared bankruptcy</li></ul> <p>ID# 0025133      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Summary of Interchange Entries</b>	<p>Data required to accompany domestic Interchange processed under a Private Agreement.</p> <p>ID# 0029745      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Surcharge – AP Region</b>	<p>A fee assessed to a Cardholder by a Merchant in Australia that is added to a Visa Card Transaction for the acceptance of a Visa Card.</p> <p>ID# 0027588      Edition: Apr 2018   Last Updated: Oct 2013</p>
<b>T</b>	
<b>T&amp;E</b>	<p>Travel and entertainment. All of the following Merchants and Merchant segments:</p> <ul style="list-style-type: none"><li>• Airlines</li><li>• Cruise Lines</li><li>• Lodging Merchants</li><li>• Passenger railways located in the US Region</li><li>• Travel agencies</li><li>• Vehicle Rental Merchants</li></ul> <p>ID# 0025141      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Telephone Service Transaction</b>	<p>A Transaction in which a Cardholder uses a Visa Card to purchase a telephone call.</p> <p>ID# 0025153      Edition: Apr 2018   Last Updated: Oct 2012</p>
<b>Terminal Risk Management</b>	<p>A process performed by a Chip-Reading Device to protect a Member from fraud by:</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<ul style="list-style-type: none"> <li>Initiating Online Issuer Authorization for above-Floor Limit Transactions</li> <li>Ensuring random Online processing for below-Floor Limit Transactions</li> <li>Performing Transaction velocity checking</li> </ul>
	<div>ID# 0025154</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Terminated Merchant File – US Region</b>	<p>A file (currently known as "MATCH") maintained by MasterCard Worldwide that identifies Merchants and principals of Merchants that Acquirers have terminated for specified reasons.</p>
	<div>ID# 0025159</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Third Party Agent</b>	<p>An entity, not defined as a VisaNet Processor or Visa Scheme Processor, that provides payment-related services, directly or indirectly, to a Member and/or stores, transmits, or processes Cardholder data.</p> <p>No financial institution eligible to become a Principal Member of Visa may serve as a Third Party Agent.</p> <p>A Third Party Agent does not include:</p> <ul style="list-style-type: none"> <li>Financial institutions that perform Agent activities</li> <li>Affinity Co-Brand Partners or Global Co-Branding Partners</li> <li>Card manufacturers</li> <li>Card personalizers</li> </ul>
	<div>ID# 0025921</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Third-Party Personalizer</b>	<p>A third party that Visa certifies or approves to personalize Cards for Issuers.</p>
	<div>ID# 0029746</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Token</b>	<p>A numeric identifier issued in accordance with the <i>EMV Payment Tokenization Specification</i> that can be used in place of an Account Number to initiate a Transaction.</p>
	<div>ID# 0029108</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Token Requestor</b>	<p>An entity registered with a Token Service Provider to initiate requests for payment Tokens in accordance with the <i>EMV Payment Tokenization Specification</i>.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0029519</div> <div>Edition: Apr 2018   Last Updated: Apr 2017</div>
<b>Token Service Provider</b>	<p>An entity that provides a payment Token to a Token Requestor.</p> <div>ID# 0029747</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Tracing Data</b>	<p>In a Single Message System Online message, the transmission date and time, systems trace audit number, retrieval reference number, Transaction identifier, and acquiring institution ID. See Acquirer Reference Number.</p> <div>ID# 0025170</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Trade Name</b>	<p>A name used to identify a business and to distinguish its activities from those of other businesses. In some cases the same words or symbols may serve as a Trade Name and Mark simultaneously.</p> <div>ID# 0025172</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Trailing Chargeback Activity</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>Chargeback activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant.</p> <div>ID# 0025174</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Trailing Dispute Activity</b>	<p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>Dispute activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant.</p> <div>ID#0030555</div> <div>Edition: Apr 2018   Last Updated: New</div>
<b>Transaction</b>	<p>The act between a Cardholder and a Merchant or an Acquirer that results in a Transaction Receipt, if applicable.</p> <div>ID# 0025175</div> <div>Edition: Apr 2018   Last Updated: Oct 2011</div>
<b>Transaction Country</b>	<p>The country in which a Merchant Outlet is located.</p> <div>ID# 0025179</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Transaction Currency</b>	<p>The fiat currency in which a Transaction is completed.</p> <div>ID# 0025180</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Transaction Date</b>	<p>The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0025181</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Transaction Identifier</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>A unique value assigned to each Transaction and returned to the Acquirer in the Authorization Response. Visa uses this value to maintain an audit trail throughout the life cycle of the Transaction and all related transactions, such as Reversals, Adjustments, confirmations, and Chargebacks.</p> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>A unique value assigned to each Transaction and returned to the Acquirer in the Authorization Response. Visa uses this value to maintain an audit trail throughout the life cycle of the Transaction and all related transactions, such as Reversals, Adjustments, confirmations, and Disputes.</p> <div>ID# 0025182</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>Transaction Information</b>	<p>Information necessary for processing Transactions, as specified in the <i>Payment Card Industry Data Security Standard (PCI DSS)</i>.</p> <div>ID# 0025183</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Transaction Receipt</b>	<p>An electronic or paper record of a Transaction (or a copy), generated at the Point-of-Transaction.</p> <div>ID# 0025184</div> <div>Edition: Apr 2018   Last Updated: Apr 2011</div>
<b>Travel Period</b>	<p>A fixed period of time within which a Mass Transit Merchant accumulates journey data for a Cardholder using their transit network.</p> <div>ID# 0030052</div> <div>Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>U</b>	
<b>Unable-to-Authenticate Response</b>	<p>A message from a Verified by Visa Issuer in response to an Authentication Request indicating that the Issuer is unable to authenticate the Cardholder for reasons other than those that result in an Authentication Denial.</p> <div>ID# 0025194</div> <div>Edition: Apr 2018   Last Updated: Apr 2013</div>
<b>Unattended Cardholder-Activated Terminal</b>	<p>An Acceptance Device that dispenses goods and/or provides services under all of the following conditions:</p> <ul style="list-style-type: none"> <li>• Card is present</li> </ul>



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#### Visa Core Rules and Visa Product and Service Rules

	<ul style="list-style-type: none"> <li>• Cardholder is present</li> <li>• Individual representing the Merchant or Acquirer is not physically present</li> <li>• Authorization, if required is obtained electronically</li> </ul>
	<div>ID# 0025720</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Unattended Transaction</b>	<p>A Transaction conducted at an Unattended Cardholder-Activated Terminal.</p>
	<div>ID# 0025721</div> <div>Edition: Apr 2018   Last Updated: Oct 2012</div>
<b>Unauthorized Use</b>	<p>A Transaction that meets one of the following criteria:</p> <ul style="list-style-type: none"> <li>• Is not processed on behalf of a Member</li> <li>• Is processed on behalf of a Member by a VisaNet Processor or Visa Scheme Processor not designated for processing activities</li> <li>• Is processed on behalf of a Member but not within the scope of the Member's category or categories of membership</li> <li>• Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa</li> <li>• Is processed using a BIN that has not been designated by the BIN Licensee for that Member's use</li> </ul>
	<div>ID# 0025922</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Unscheduled Credential-on-File Transaction</b>	<p>A Transaction using a Stored Credential for a fixed or variable amount that does not occur on a scheduled or regularly occurring Transaction Date, where the Cardholder has provided consent for the Merchant to initiate one or more future Transactions.</p>
	<div>ID# 0029548</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>US Covered Visa Debit Card – US Region and US Territories</b>	<p>A Visa Card issued in the US Region or a US Territory that accesses a transaction, savings, or other asset account, regardless of whether Cardholder Verification is based on signature, PIN, or other means, including a general-use Visa Prepaid Card and Consumer Visa Deferred Debit Card, but solely to the extent any such Visa Card is a "debit card" as defined in Federal Reserve Board Regulation II, 12 CFR Part 235.</p>
	<div>ID# 0026512</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>US Credit Card Surcharge – US Region and US</b>	<p>A fee assessed to a Cardholder by a Merchant in the US Region or a US Territory that is added to a Visa Credit Card Transaction for the</p>

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#### Visa Core Rules and Visa Product and Service Rules

<b>Territories</b>	acceptance of a Visa Credit Card.  ID# 0027533 Edition: Apr 2018   Last Updated: Oct 2017
<b>US Territory</b>	One of the following: <ul style="list-style-type: none"> <li>• American Samoa</li> <li>• Guam</li> <li>• Commonwealth of the Northern Mariana Islands</li> <li>• Puerto Rico</li> <li>• US Minor Outlying Islands</li> <li>• US Virgin Islands</li> </ul> ID# 0026422 Edition: Apr 2018   Last Updated: Oct 2014
<b>V</b>	
<b>V Distribution Program</b>	An enhanced Visa Business Card or Visa Purchasing Card program that enables wholesale and retail Merchants to use a Visa product to pay for goods and services in a business-to-business setting.  ID# 0025419 Edition: Apr 2018   Last Updated: Oct 2015
<b>V.I.P. System</b>	The processing component of the VisaNet Integrated Payment System comprised of BASE I and the Single Message System used for single message Authorization in connection with financial Transaction processing.  ID# 0025201 Edition: Apr 2018   Last Updated: Apr 2010
<b>Value Date – Europe Region</b>	The date on which the Settlement Amount is transferred from the party making the payment to the party receiving the payment.  ID# 0029749 Edition: Apr 2018   Last Updated: Oct 2016
<b>Vehicle Rental Merchant</b>	A Merchant that rents cars, vans, trucks, trailers, and other similar vehicles (MCCs 3351 – 3500, 7512, 7513).  ID# 0029520 Edition: Apr 2018   Last Updated: Apr 2018
<b>Vehicle-Specific Fleet Card</b>	A Visa Commercial Card with Visa Fleet service enhancement that is assigned to a specific vehicle.  ID# 0025208 Edition: Apr 2018   Last Updated: Oct 2015
<b>Verified by Visa</b>	A Visa-approved Authentication Method based on the 3-D Secure

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#### Visa Core Rules and Visa Product and Service Rules

	<p>Specification.</p> <p>ID# 0025209      Edition: Apr 2018   Last Updated: Apr 2013</p>
<b>Virtual Account</b>	<p>Either:</p> <ul style="list-style-type: none"> <li>• An account established for an individual or a commercial entity primarily for completing Electronic Commerce Transactions and for which no physical Card is required.</li> <li>• For a Visa B2B Virtual Payments Program product, a dynamic Account Number generated in connection with a Card-Absent Environment Transaction initiated by a commercial entity.</li> </ul> <p>ID# 0025211      Edition: Apr 2018   Last Updated: Oct 2017</p>
<b>VIS-Compliant</b>	<p>A Card application that complies with either:</p> <ul style="list-style-type: none"> <li>• The <i>Visa Integrated Circuit Card Specification (VIS)</i> and has been approved by Visa Approval Services</li> <li>• In the US Region, a Card application that complies with the Visa Integrated Circuit Card Specification (VIS)</li> </ul> <p>ID# 0025214      Edition: Apr 2018   Last Updated: Apr 2017</p>
<b>Visa</b>	<p>Visa International Service Association and all of its subsidiaries and affiliates, and subsidiaries and affiliates of Visa Inc. When used within the Visa Rules, Visa refers to any Visa Inc. subsidiary, affiliate, regional office, management, or committee as applicable.</p> <p>ID# 0025217      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Visa Advanced ID Solutions – US Region</b>	<p>A Visa service that is designed to reduce Member credit and fraud losses related to Card, non-Visa card, and other Visa and non-Visa products through the use of the Issuers' Clearinghouse Service, the Visa ICS Prescreen Service, and ID Analytics, Inc. services (ID Score Plus and Credit Optics).</p> <p>ID# 0025239      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Agro Card – LAC Region</b>	<p>A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with the agribusiness sector.</p> <p>ID# 0026526      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Alerts Service (VAS) – Europe Region</b>	<p>The Alert processing service provided by Visa to Issuers consisting of the Visa Alerts Data Feed Service.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	ID# 0029753 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa ATM</b>	An ATM that displays the Visa Brand Mark or the Visa Flag Symbol, but not the Plus Symbol.  ID# 0025241 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Brand Mark</b>	A Visa-Owned Mark that represents the Visa organization and its product and service offerings.  ID# 0025245 Edition: Apr 2018   Last Updated: Apr 2018
<b>Visa Brand Mark with the Electron Identifier</b>	A Visa-Owned Mark consisting of the Visa Brand Mark and the name "Electron."  ID# 0025246 Edition: Apr 2018   Last Updated: Oct 2013
<b>Visa Business Card</b>	A Visa Card issued to employees or sole proprietors of small businesses for the payment of employees' business travel and general business expenses.  This does not apply in the US Region to Visa Business Check Cards used to pay debt.  ID# 0025248 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Business Check Card – US Region</b>	A Visa Business Card issued as a Visa Check Card.  ID# 0025250 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Business Debit Card – Canada Region</b>	A Visa Card that accesses a business deposit account or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.  ID# 0027282 Edition: Apr 2018   Last Updated: Oct 2013
<b>Visa Business Electron Card</b>	A Visa Electron Card intended for the small business market and used to pay for employee business travel and general business expenses.  ID# 0025252 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Buxx – US Region</b>	A Visa Prepaid Card designed for teenagers, with account ownership by a parent or guardian.  ID# 0025255 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Canada</b>	Visa Canada Corporation.  ID# 0025257 Edition: Apr 2018   Last Updated: Apr 2010

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#### Visa Core Rules and Visa Product and Service Rules

<b>Visa Card</b>	<p>A Card that bears the Visa Brand Mark, enabling a Visa Cardholder to obtain goods, services, or cash from a Visa Merchant or an Acquirer or facilitate the loading of funds to a Prepaid Account.</p> <p>ID# 0025258      Edition: Apr 2018   Last Updated: Apr 2018</p>
<b>Visa Cargo Card – LAC Region</b>	<p>A Visa Commercial Card targeted to carriers/shippers' service providers to pay for truck drivers' expenses related to the transportation business. A Visa Cargo Card is either of the following:</p> <ul style="list-style-type: none"> <li>• Visa Commercial Prepaid Product</li> <li>• Visa Business Electron Card</li> </ul> <p>ID# 0026071      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Cash-Back Service</b>	<p>A service whereby cash may be obtained from a qualifying Visa or Visa Electron Merchant through use of a Visa or Visa Electron Card, in conjunction with, and processed as, a domestic Retail Transaction.</p> <p>In the Europe Region, the Cash-Back Service.</p> <p>In the US Region, the service is accessed with a Visa Debit Card or Visa Business Check Card and processed as a PIN-Authenticated Visa Debit Transaction.</p> <p>ID# 0026046      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Visa Central Travel Account</b>	<p>A Virtual Account or an Account Number that an Issuer assigns to a commercial entity using a Visa Corporate Card BIN or Visa Purchasing Card BIN that is generally used for travel-related purchases.</p> <p>ID# 0026400      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Visa Charge Card – AP Region and US Region</b>	<p>A type of Visa Consumer Credit Card that is non-revolving and requires the total outstanding balance to be paid in full each statement cycle.</p> <p>ID# 0026358      Edition: Apr 2018   Last Updated: Apr 2016</p>
<b>Visa Check Card – US Region</b>	<p>A Consumer Visa Check Card or Visa Business Check Card that accesses a deposit, investment, or other consumer or business asset account, including a fiduciary account.</p> <p>ID# 0025268      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Checkout</b>	<p>Where available, a Visa platform that enables a Visa Checkout Account Holder to store and manage accounts in a secure centralized location, make purchases with Visa Checkout Merchants, and use other forms of</p>

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#### Visa Core Rules and Visa Product and Service Rules

	financial and non-financial services.  ID# 0026984 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Checkout Account Holder</b>	A user that has successfully enrolled in Visa Checkout. A Visa Checkout Account Holder may or may not be a Cardholder.  ID# 0026986 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Commercial Cards</b>	A physical or virtual Card intended for business expense use and comprising: <ul style="list-style-type: none"> <li>• Visa Business Card</li> <li>• Visa Business Electron Card</li> <li>• Visa Corporate Card</li> <li>• Visa Purchasing Card, including Visa Fleet Card</li> <li>• Visa Agro (This only applies in the LAC Region)</li> <li>• V Distribution Program Card</li> </ul> ID# 0025272 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Commercial Data Solutions and Reporting Tools</b>	Various optional data management, reporting, and analysis services provided to Issuers and their clients or Client Organizations in connection with their Visa Commercial Card programs.  ID# 0026021 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Commercial Prepaid Product</b>	A Visa Commercial Card product, issued as a Visa Prepaid Card, in which the corporation depositing the funds remains the owner of the funds in the Visa Prepaid Card account. Visa Commercial Prepaid Products are offered to client organizations solely to provide a means to pay for the acquisition of business-related goods and services.  ID# 0024463 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Confidential</b>	A classification label assigned to information created by Visa and shared with Members under non-disclosure agreements, the use and Member handling of which is subject to certain minimum standards of diligence and care to prevent unauthorized disclosure or business harm to Visa.  ID# 0026799 Edition: Apr 2018   Last Updated: Apr 2018
<b>Visa Consumer Card</b>	A Visa Card other than a Visa Commercial Card issued to individuals for

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#### Visa Core Rules and Visa Product and Service Rules

	<p>the purchase of goods and services used for personal consumption.</p> <p>ID# 0025276 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Corporate Card</b>	<p>A Visa Commercial Card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses.</p> <p>ID# 0025280 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Corporate Prepaid Card</b>	<p>A Visa Prepaid Card that draws from funds owned by a commercial or government entity in a Prepaid Account that is used primarily to pay for business travel and entertainment expenses.</p> <p>ID# 0026742 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Credit Acceptor – Canada Region</b>	<p>A Merchant that accepts Visa Credit Cards issued by Canadian Issuers.</p> <p>ID# 0025971 Edition: Apr 2018   Last Updated: Oct 2010</p>
<b>Visa Credit and Business Category – US Region</b>	<p>A Card category that consists of all of the following:</p> <ul style="list-style-type: none"> <li>• Consumer Card, other than a Visa Debit Card, issued by a US Issuer</li> <li>• Visa Commercial Card product</li> <li>• Visa Card issued by a non-US Issuer</li> </ul> <p>ID# 0025283 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Credit Card</b>	<p>A Visa Card that is used to defer payment of debt or incur debt and defer its payment. This may include both consumer Visa Cards and Visa Commercial Cards, but excludes Visa Prepaid Cards and other debit Cards.</p> <p>In the Canada Region, a Visa Card other than Visa Debit Category Card.</p> <p>ID# 0027534 Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Credit Card Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or a US Territory, one of the following:</p> <ul style="list-style-type: none"> <li>• The average effective Interchange Reimbursement Fee rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount, applicable to Visa Credit Card Transactions at the Merchant for the preceding one or 12 months, at the option of the Merchant</li> <li>• If a Merchant cannot determine its Visa Credit Card Cost of Acceptance, the Visa Credit Card cost of acceptance for the</li> </ul>

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#### Visa Core Rules and Visa Product and Service Rules

	<p>Merchant's category as communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a>.</p> <p>ID# 0027535 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Credit Card Product Cost of Acceptance – US Region and US Territories</b>	<p>For a Merchant in the US Region or a US Territory, one of the following:</p> <ul style="list-style-type: none"> <li>The average effective Interchange Reimbursement Fee rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount, applicable to Visa Credit Card Transactions of a product type at the Merchant for the preceding one or 12 months, at the option of the Merchant.</li> <li>If a Merchant cannot determine its Visa Credit Card Product Cost of Acceptance, the Visa Credit Card product cost of acceptance for the Merchant's category as communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a>.</li> </ul> <p>ID# 0027536 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Credit Card Surcharge Cap – US Region and US Territories</b>	<p>The average Merchant Discount Rate that a Merchant in the US Region or a US Territory pays to its Acquirer for Visa Credit Card Transactions completed with a specific Visa product type. The average Merchant Discount Rate is either:</p> <ul style="list-style-type: none"> <li>Calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding 12 months</li> <li>At any given point in time, the actual Merchant Discount Rate paid in the time period covered by the Merchant's most recent statement relating to Visa credit Card Transactions</li> </ul> <p>ID# 0027537 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Debit Acceptor – Canada Region</b>	<p>A Merchant that accepts Visa Debit Category Cards issued by Canadian Issuers.</p> <p>ID# 0025286 Edition: Apr 2018   Last Updated: Oct 2012</p>
<b>Visa Debit Card – Canada Region and US Region</b>	<p>In the Canada Region, a Visa Card that accesses a consumer deposit, savings, or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.</p> <p>In the US Region, a Visa Consumer Card that accesses a consumer's deposit, investment, or other asset, including a fiduciary account, but not including a Consumer Visa Deferred Debit Card. A Visa Debit Card</p>



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#### Visa Core Rules and Visa Product and Service Rules

	<p>includes all of the following:</p> <ul style="list-style-type: none"> <li>• Visa Prepaid Card bearing a Visa TravelMoney wordmark</li> <li>• Visa Buxx</li> <li>• Consumer Visa Check Card</li> <li>• Visa Gift Card</li> <li>• Visa Incentive Card</li> <li>• Visa Payroll</li> <li>• Visa Prepaid Card</li> </ul> <p>ID# 0025287 Edition: Apr 2018   Last Updated: Apr 2016</p>
<b>Visa Debit Category – Canada Region</b>	<p>A category of debit Visa Cards issued by Canadian Issuers that consists of the following:</p> <ul style="list-style-type: none"> <li>• Visa Debit Card</li> <li>• Visa Business Debit Card</li> </ul> <p>ID# 0027281 Edition: Apr 2018   Last Updated: Oct 2013</p>
<b>Visa Debit Category – US Region</b>	<p>A Card category that consists of the following:</p> <ul style="list-style-type: none"> <li>• Visa Debit Card issued by a US Issuer</li> <li>• Visa Card issued by a non-US Issuer</li> </ul> <p>ID# 0025289 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Debit Transaction – Canada Region</b>	<p>A transaction using a Visa Debit Category Card. Where a transaction initiated with a Visa Debit Category Card is conducted at a merchant which is not a Visa Debit Acceptor, it will not be a Visa Debit Transaction. Where a transaction initiated with a Visa Debit Category Card is conducted at a merchant where the cardholder selects another payment service, other than Visa Debit, it shall not be a Visa Debit Transaction.</p> <p>ID# 0025290 Edition: Apr 2018   Last Updated: Oct 2012</p>
<b>Visa Direct Connect</b>	<p><b>Effective 14 April 2018</b></p> <p>A direct connection between a Merchant and VisaNet that uses Visa Merchant Direct Exchange or a Visa-approved API-based access method for authorized access for Authorization or Online Financial Transaction processing in the V.I.P. System.</p>

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID#0030559</div> <div>Edition: Apr 2018   Last Updated: New</div>
<b>Visa Drive Card – Europe Region</b>	<p>A Card that is used for the purchase of fuel and vehicle maintenance services and issued as a Visa Business Card, Visa Corporate Card, or Visa Purchasing Card.</p> <div>ID# 0029755</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Visa Easy Payment Service (VEPS)</b>	<p>A service that permits qualified Merchants to process small value Transactions in a Card-Present Environment without requiring Cardholder Verification or the issuance of a Transaction Receipt unless requested by the Cardholder.</p> <p><b>Effective through 13 April 2018</b></p> <p>In the Europe Region, see Small Ticket Transaction.</p> <div>ID# 0025697</div> <div>Edition: Apr 2018   Last Updated: Oct 2017</div>
<b>Visa Electron Acquirer</b>	<p>A Member that both:</p> <ul style="list-style-type: none"> <li>• Signs a Visa Electron Merchant or disburses currency to a Cardholder using a Visa Electron Card in a Manual Cash Disbursement</li> <li>• Directly or indirectly enters the resulting Transaction Receipt into Interchange</li> </ul> <div>ID# 0025294</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Visa Electron Card</b>	<p>A Card that bears the Visa Brand Mark with the Electron Identifier.</p> <div>ID# 0025295</div> <div>Edition: Apr 2018   Last Updated: Oct 2013</div>
<b>Visa Electron Merchant</b>	<p>A Merchant that both:</p> <ul style="list-style-type: none"> <li>• Displays the Visa POS graphic with the Electron Identifier or the Visa Brand Mark with the Electron Identifier</li> <li>• Has a Zero Floor Limit or has a terminal capable of reading and acting upon the Service Code in the Magnetic Stripe or instructions for an Online Authorization Request from a Chip</li> </ul> <div>ID# 0025299</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Visa Electron Payment Application</b>	<p>A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Electron Card Transaction and meets the minimum</p>

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#### Visa Core Rules and Visa Product and Service Rules

	requirements for the Visa Electron Program.  ID# 0025300 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Electron Program</b>	A program through which a Member provides payment services to Visa Electron Merchants and Visa Electron Cardholders by acting as a Visa Electron Issuer, Visa Electron Acquirer, or both.  ID# 0025301 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Employee Benefit Card</b>	A Visa Prepaid Card through which an Issuer enables employers and benefit administrators to provide employees with a Card that allows direct access to benefits such as qualified health care, dependent care, transit, fuel, and meal expenses.  ID# 0025307 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Europe Authorization Service – Europe Region</b>	The system for Authorization processing of dual-message Transactions, and Authorization and Clearing processing of financial Transactions, operated by Visa in the Europe Region.  ID# 0029757 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Europe Clearing and Settlement Service (VECSS) – Europe Region</b>	The system and services for Clearing and Settlement, developed, owned, and operated by Visa in the Europe Region.  ID# 0029758 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa FeatureSelect</b>	An optional service that allows Issuers to automate the customization, management, and servicing of core and Issuer-registered optional Card enhancements for all Visa and non-Visa products at the product, BIN, Account Number range, Registered Program Identification Number (RPIN), or 16-digit Account Number level.  ID# 0025586 Edition: Apr 2018   Last Updated: Apr 2018
<b>Visa Flag Symbol – US Region</b>	A Visa-Owned Mark consisting of the Bands Design with the Visa logo centered in the middle band. A Visa Card must not bear the Visa Flag Symbol.  ID# 0025316 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Fleet Card</b>	A Visa Commercial Card used for the purchase of fuel and vehicle maintenance services at Merchants classified with one of the following MCCs: 4468, 4582, 5511, 5532, 5533, 5541, 5542, 5599, 7531, 7534, 7535, 7538, 7542, 7549, 7699.  In the Europe Region, see Visa Drive Card.

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#### Visa Core Rules and Visa Product and Service Rules

	<div>ID# 0025317</div> <div>Edition: Apr 2018   Last Updated: Oct 2016</div>
<b>Visa Fleet Card Application Identifier – Canada Region and CEMEA Region</b>	<p>A Visa Fleet EMV compliant identifier used for Visa Fleet Cards that specifies a unique payment application contained in a compliant Chip Card.</p> <div>ID# 0029232</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Visa Flexible Spending Account (FSA) – US Region</b>	<p>A Visa Prepaid Card program administered by an employer, in accordance with IRS requirements, that permits employees to set aside pre-tax dollars to pay qualified, out-of-pocket medical expenses not covered by the employer's health care plan.</p> <div>ID# 0025320</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Visa Gift Card</b>	<p>A Visa Prepaid Card, designed for consumer gift-giving.</p> <div>ID# 0025321</div> <div>Edition: Apr 2018   Last Updated: Oct 2014</div>
<b>Visa Global ATM Network</b>	<p>The network through which an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.</p> <div>ID# 0025322</div> <div>Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Visa Global Customer Assistance Services</b>	<p>Services provided by Visa Global Customer Care Services to Cardholders and Issuers, including customer and emergency services provided to Cardholders traveling away from home. These include the:</p> <ul style="list-style-type: none"> <li>• Cardholder Inquiry Service</li> <li>• Emergency Cash Disbursement</li> <li>• Emergency Card Replacement</li> <li>• Lost/Stolen Card Reporting</li> <li>• Exception file updates</li> <li>• Visa TravelMoney customer service</li> </ul> <div>ID# 0024678</div> <div>Edition: Apr 2018   Last Updated: Oct 2015</div>
<b>Visa Global Customer Care Services</b>	<p>The 24-hour-a-day, 7-day-a-week centers that provide services including:</p> <ul style="list-style-type: none"> <li>• Those specified in the Visa Global Customer Assistance Services Program</li> <li>• Information and certain types of non-emergency assistance while</li> </ul>

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#### Visa Core Rules and Visa Product and Service Rules

	traveling
	ID# 0025343 Edition: Apr 2018   Last Updated: Oct 2010
<b>Visa Higher Priority Payment Application – Europe Region</b>	The Payment Application with the highest priority on a Visa Multichoice Card and a Visa SimplyOne Card.
	ID# 0029759 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa ICS Prescreen Service – US Region</b>	An optional feature of Visa Advanced ID Solutions that allows Members to select data from the Issuers' Clearinghouse Service databases to create a suppression file before mailing solicitations for Cards, non-Visa cards, or other Visa or non-Visa products.
	ID# 0025000 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Inc.</b>	A Delaware stock corporation.
	ID# 0025328 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Incentive Card</b>	A consumer Visa Prepaid Card, designed to enable a business entity to provide consumer funds in the form of promotional discounts, rebates, or corporate incentives such as bonuses.
	ID# 0025329 Edition: Apr 2018   Last Updated: Oct 2010
<b>Visa Infinite Business Card – Canada Region</b>	A Visa Card targeted to the small business market that has attributes exceeding that of a Visa Business Card.
	ID# 0025630 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Infinite Business Card – LAC Region</b>	A Visa Business Card that has attributes equal to or exceeding those of a Visa Infinite Card and that is targeted to small businesses.
	ID# 0029981 Edition: Apr 2018   Last Updated: Apr 2017
<b>Visa Infinite Card</b>	A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.
	ID# 0025331 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Infinite Exclusive Privileges</b>	Exclusive privileges made available to Visa Infinite Cardholder through Merchant partnerships.
	ID# 0025332 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Infinite Privilege Card – Canada Region</b>	A Visa Card targeted to the high-affluent consumer that has attributes exceeding those of a Visa Infinite Card.

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#### Visa Core Rules and Visa Product and Service Rules

	ID# 0027720 Edition: Apr 2018   Last Updated: Oct 2014										
<b>Visa Integrated Circuit Card Specification (VIS)</b>	Chip Card and terminal requirements for Visa Smart Payment programs that serve as companion specifications to the <i>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</i> .  ID# 0027328 Edition: Apr 2018   Last Updated: Oct 2014										
<b>Visa IntelliLink Spend Management</b>	An optional service provided to Members and their Visa Commercial Card clients to access and manage commercial multi-program data, reports, statements, and expense management.  ID# 0025614 Edition: Apr 2018   Last Updated: Oct 2015										
<b>Visa Large Purchase Advantage</b>	A type of Visa Purchasing Card issued to Client Organizations for the purpose of enabling payment for large-ticket purchases in a Commercial Payables environment.  ID# 0027089 Edition: Apr 2018   Last Updated: Oct 2015										
<b>Visa Lower Priority Payment Application – Europe Region</b>	The Payment Application(s) with a lower priority on a Visa Multichoice Card and a Visa SimplyOne Card.  ID# 0029760 Edition: Apr 2018   Last Updated: Oct 2016										
<b>Visa Meetings Card</b>	A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with business meetings and events.  ID# 0025350 Edition: Apr 2018   Last Updated: Oct 2015										
<b>Visa Merchant Alert Service – Europe Region</b>	<p>A database of Merchants whose contracts with their Acquirers have been terminated for cause, as follows:</p> <p><b>Visa Merchant Alert Service Listing Reason Codes – Europe Region</b></p> <table> <tr> <th>Listing Reason Code</th><th>Description of Cause</th></tr> <tr> <td>1</td><td>Exceeds objective reporting standards (such as fraud, counterfeit)</td></tr> <tr> <td>2</td><td>Laundrying</td></tr> <tr> <td>3</td><td>Excessive Chargebacks/Disputes</td></tr> <tr> <td>4</td><td>Insolvency</td></tr> </table>	Listing Reason Code	Description of Cause	1	Exceeds objective reporting standards (such as fraud, counterfeit)	2	Laundrying	3	Excessive Chargebacks/Disputes	4	Insolvency
Listing Reason Code	Description of Cause										
1	Exceeds objective reporting standards (such as fraud, counterfeit)										
2	Laundrying										
3	Excessive Chargebacks/Disputes										
4	Insolvency										

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#### Visa Core Rules and Visa Product and Service Rules

	<table><tr><th>Listing Reason Code</th><th>Description of Cause</th></tr><tr><td>5</td><td>Cardholder information misuse</td></tr><tr><td>6</td><td>Agreement violation</td></tr><tr><td>7</td><td>Card scheme violation</td></tr><tr><td>8</td><td>Questionable Merchant</td></tr></table>	Listing Reason Code	Description of Cause	5	Cardholder information misuse	6	Agreement violation	7	Card scheme violation	8	Questionable Merchant
Listing Reason Code	Description of Cause										
5	Cardholder information misuse										
6	Agreement violation										
7	Card scheme violation										
8	Questionable Merchant										
	<div>ID# 0029609<span>Edition: Apr 2018   Last Updated: Apr 2018</span></div>										
Visa Merchant Direct Exchange	<p><b>Effective through 13 April 2018</b></p> <p>A direct link between a Merchant and VisaNet for Authorization or Online Financial Transaction processing in the V.I.P. System.</p> <p><b>Effective 14 April 2018</b></p> <p>A direct link between a Merchant and VisaNet that uses Visa hardware and commercially available software or other Visa-approved means for authorized access for Authorization or Online Financial Transaction processing in the V.I.P. System.</p> <div>ID# 0027068<span>Edition: Apr 2018   Last Updated: Apr 2018</span></div>										
Visa Merchant Trace System	<p>A risk management service that allows a participating Member to:</p> <ul style="list-style-type: none"><li>• Submit information about a Merchant it has terminated</li><li>• Verify, before signing, that a Merchant is not listed with the service</li><li>• Query if a Merchant has been identified as non-compliant with one of the Visa risk management programs</li><li>• Obtain risk profile information on an MCC and country</li></ul> <div>ID# 0026136<span>Edition: Apr 2018   Last Updated: Oct 2015</span></div>										
Visa Mini Card	<p>A miniaturized version of a Visa Card or Visa Electron Card that must both:</p> <ul style="list-style-type: none"><li>• Provide the designated level of utility promised to the Cardholder</li><li>• Contain the physical elements and data components required to complete a Transaction</li></ul> <div>ID# 0025355<span>Edition: Apr 2018   Last Updated: Oct 2014</span></div>										
Visa Mobile Payment	The payment application that resides in a Mobile Payment Device.										

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#### Visa Core Rules and Visa Product and Service Rules

<b>Application</b>	ID# 0026786 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Mobile Prepaid – AP Region, CEMEA Region, and LAC Region</b>	A mobile-optimized, Visa virtual prepaid product where the Account Number is used to access funds stored in an account such as a consumer, business, or Mobile Money Agent's mobile money account. ID# 0027165 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Multichoice Card – Europe Region</b>	A Chip Card that includes a combination of two or more Payment Applications on the same account. ID# 0029761 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Multinational Program</b>	A Visa program that supports the delivery of Visa commercial solutions to Multinational Companies. ID# 0026030 Edition: Apr 2018   Last Updated: Apr 2012
<b>Visa Online</b>	A password-protected website that provides Members, VisaNet Processors, and other authorized users with access to Visa information. ID# 0025360 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Payables Automation</b>	An optional electronic payment solution that enables Issuers to automate their accounts payable processes using Visa Commercial Cards and one of the Visa Commercial Solutions Data and Reporting Tools. ID# 0026535 Edition: Apr 2018   Last Updated: Oct 2012
<b>Visa Payment Application</b>	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction and meets the minimum requirements of the Visa Program. ID# 0025361 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Payment Controls</b>	An optional Visa service that allows Cardholders to monitor and control Card use by authorizing Issuers to selectively block certain types of Visa Transactions processed through VisaNet, based on the list of available control criteria (for example: MCC, dollar amount, location). ID# 0027235 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Payroll</b>	A Visa Prepaid Card that enables employers to offer employees a Visa Card as an alternative to the disbursement of employment wages or



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#### Visa Core Rules and Visa Product and Service Rules

	salary via a check.
	ID# 0025363 Edition: Apr 2018   Last Updated: Oct 2010
<b>Visa Contactless Application</b>	A Visa application contained on a Chip that enables a <i>Visa Contactless Payment Specification</i> -compliant Contactless Payment Transaction to be performed.
	ID# 0027792 Edition: Apr 2018   Last Updated: Apr 2018
<b>Visa Platinum</b>	A Card product that has attributes equal to or exceeding those of a Visa Gold Card.
	ID# 0025366 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Platinum Business Card – LAC Region</b>	A Visa Business Card that has attributes equal or exceeding those of a Visa Platinum Card and that is targeted to small businesses.
	ID# 0027674 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Premium Corporate Card – LAC Region</b>	A Corporate Visa card targeted to mid-to-large size companies that is primarily used to pay for senior executives' business travel and entertainment expenses.
	ID# 0027754 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Prepaid Card</b>	A Visa Card used to access funds in a Visa Prepaid Account or a Card where monetary value is stored on a Chip.
	ID# 0024996 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Products</b>	Visa Cards, Visa Electron Cards, components, or secure features that relate to Card production, manufacture, personalization, or fulfillment by a Visa-approved manufacturer, Third-Party Personalizer, or Visa-approved fulfillment vendor.
	ID# 0029645 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Program</b>	A program through which a Member provides product- or payment-related services to Visa Cardholders or Merchants by acting as an Issuer, an Acquirer, or both.  In the Canada Region, a Visa Program may be an aggregation of individual Visa Card Programs.
	ID# 0025377 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa Purchasing Card</b>	A Visa Card issued to commercial entities (public and private) that is

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#### Visa Core Rules and Visa Product and Service Rules

	used for commercial purchases.
	ID# 0025380 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa ReadyLink – US Region</b>	A Visa processing service that enables the Authorization and Settlement, through VisaNet, of funds associated with an Issuer-approved load Transaction to a Visa Prepaid Card or to another Non-Visa Branded Account at a Prepaid Partner.
	ID# 0025384 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Region</b>	Any of the 6 national or multinational geographic areas, as follows: <ul style="list-style-type: none"> <li>• Asia-Pacific (AP) Region</li> <li>• Canada (CAN) Region</li> <li>• Central and Eastern Europe, Middle East and Africa (CEMEA) Region</li> <li>• Europe Region</li> <li>• Latin America and Caribbean (LAC) Region</li> <li>• United States of America (US) Region</li> </ul>
	ID# 0025386 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Reserved BIN Range – Europe Region</b>	A range of BINs, assigned and licensed by Visa, that is used internally by an organization solely to create reserved, private identifiers in the place of an Account Number.
	ID# 0029763 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Resolve Online</b>	An online Visa service for the retrieval and transmission of dispute resolution information and documentation.  In the Europe Region, see Electronic Documentation Transfer Method.
	ID# 0025388 Edition: Apr 2018   Last Updated: Oct 2017
<b>Visa Restricted</b>	A classification label assigned to Visa proprietary information (highly sensitive business or technical information) or personal data that requires the highest degree of protection and the strictest standards of diligence and care to prevent unauthorized disclosure or business harm to Visa.  Visa Restricted information that contains identifiable Cardholder data or personally identifiable information and is subject to regulatory requirements or industry compliance standards is further classified as "Visa Restricted – Personal Data."

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#### Visa Core Rules and Visa Product and Service Rules

	ID# 0030035 Edition: Apr 2018   Last Updated: Apr 2018
<b>Visa SavingsEdge – US Region</b>	A program offered by Visa to eligible Visa Business Cardholders that enables enrolled Cardholders to receive discounts in the form of statement credits for qualifying purchases made at participating Merchants.  ID# 0026272 Edition: Apr 2018   Last Updated: Oct 2014
<b>Visa Scheme Processor – Europe Region</b>	A Member or a third party that provides Authorization, Clearing, Settlement, or payment-related processing services for Merchants or Members.  ID# 0029764 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Secure Electronic Commerce – Europe Region</b>	A payment service that provides payment information security over the internet and other networks for a Cardholder using a Card and Cardholder access device to conduct an Electronic Commerce Transaction.  ID# 0029765 Edition: Apr 2018   Last Updated: Oct 2016
<b>Visa Settlement Bank</b>	A bank where Visa maintains its Settlement accounts and performs funds transfer for Settlement.  ID# 0025391 Edition: Apr 2018   Last Updated: Apr 2010
<b>Visa Signature Business – CEMEA Region</b>	A Visa Card that is issued as specified in <i>Section 4.16, Visa Signature Business</i> .  ID# 0029188 Edition: Apr 2018   Last Updated: Apr 2015
<b>Visa Signature Business Card – LAC Region</b>	A Visa Business Card that has attributes equal to or exceeding those of a Visa Signature Card and that is targeted to small businesses.  ID# 0029980 Edition: Apr 2018   Last Updated: Apr 2017
<b>Visa Signature Card</b>	A product name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.  ID# 0025394 Edition: Apr 2018   Last Updated: Oct 2015
<b>Visa SimplyOne Card – Europe Region</b>	A Chip Card that includes a combination of two Payment Applications, including duplications of application instances, on two different Account Numbers.  ID# 0029766 Edition: Apr 2018   Last Updated: Oct 2016

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#### Visa Core Rules and Visa Product and Service Rules

<b>Visa Smart Payment</b>	<p>EMV-Compliant and VIS-Compliant applications that provide payment service options and controls to Issuers of Chip Cards bearing the Visa Brand Mark or the Visa Brand Mark with the Electron Identifier.</p> <p>ID# 0025397      Edition: Apr 2018   Last Updated: Apr 2013</p>
<b>Visa Surcharge Cap – US Region and US Territories</b>	<p>For a Merchant in the US Region or a US Territory, the average Merchant Discount Rate that a Merchant pays to its Acquirer for Visa Credit Card Transactions. The average Merchant Discount Rate is calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding one or 12 months, at the Merchant's option.</p> <p>ID# 0027538      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Traditional – US Region</b>	<p>A Visa Consumer Credit Card, excluding Visa Signature, Visa Signature Preferred, and Visa Infinite.</p> <p>ID# 0025399      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Traditional Rewards Card – US Region</b>	<p>A consumer credit product that enables Cardholders, based on their qualifying purchases, to earn units of rewards currency consisting of either:</p> <ul style="list-style-type: none"> <li>• Points that are redeemable for cash, cash-equivalent rewards (gift certificate, gift card, or statement credit), or any other reward option permitted upon prior approval by Visa</li> <li>• Air miles that are redeemable for air travel</li> </ul> <p>ID# 0025400      Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Visa Transaction Alerts Service</b>	<p>An optional Visa service that enables Cardholder notification of Transactions occurring on their Cards or accounts in near-real time.</p> <p>ID# 0025728      Edition: Apr 2018   Last Updated: Oct 2015</p>
<b>Visa Transaction Information</b>	<p>Any Transaction information or data that is contained in either the Authorization message or Clearing Record.</p> <p>ID# 0025402      Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Visa US Common Debit Application Identifier – US Region</b>	<p>An EMV-compliant Application Identifier licensed for use with EMV- and VIS-based applications for the purpose of processing a transaction covered by the Dodd-Frank Act and Federal Reserve Board Regulation II on certain debit products.</p> <p>ID# 0027582      Edition: Apr 2018   Last Updated: Oct 2014</p>

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<b>Visa US Regulation II Certification Program – US Region and US Territories</b>	<p>A certification program that enables an Issuer in the US Region or a US Territory to certify the status of its consumer debit, commercial debit, and prepaid portfolios in alignment with US Federal Reserve Board Regulation II, 12 CFR Part 235.</p> <p>The program also enables an Issuer in the US Region or a US Territory to notify Visa of its compliance with the final fraud-prevention standards of the US Federal Reserve Board Regulation II, 12 CFR Part 235.</p>
ID# 0026999 Edition: Apr 2018   Last Updated: Oct 2014	
<b>Visa Worldwide Pte. Ltd.</b>	<p>The organization operating the Visa Network in the AP Region.</p>
ID# 0025416 Edition: Apr 2018   Last Updated: Apr 2010	
<b>Visa-Owned Marks</b>	<p>All trademarks owned by Visa.</p>
ID# 0025216 Edition: Apr 2018   Last Updated: Oct 2015	
<b>Visa/Plus ATM</b>	<p>An ATM that:</p> <ul style="list-style-type: none"> <li>• Displays the Visa Brand Mark and the Plus Symbol</li> <li>• May also display the Visa Brand Mark with the Electron Identifier</li> </ul>
ID# 0025368 Edition: Apr 2018   Last Updated: Apr 2010	
<b>VisaNet</b>	<p>The systems and services, including the V.I.P. System, Visa Europe Authorization Service, BASE II, and the Visa Europe Clearing and Settlement System, through which Visa delivers online financial processing, Authorization, Clearing, and Settlement services to Members, as applicable.</p>
ID# 0025218 Edition: Apr 2018   Last Updated: Oct 2016	
<b>VisaNet Interchange Center</b>	<p>A Visa facility that operates the VisaNet data processing systems and support networks.</p> <p>In the Europe Region, this rule does not apply. Where a Member uses Visa for processing, as specified in <i>Section 1.1.1.2, Applicability of Processing Rules – Europe Region</i>, it must refer to <i>Visa Europe Operating Regulations – Processing</i>.</p>
ID# 0025229 Edition: Apr 2018   Last Updated: Oct 2016	
<b>VisaNet Processor</b>	<p>A Member, or Visa-approved non-Member, that is directly connected to VisaNet and that provides Authorization, Clearing, or Settlement</p>

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	<p>services to Merchants and/or Members.</p> <p>In the Europe Region, see also Visa Scheme Processor.</p> <p>ID# 0025230 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>VisaNet Settlement Service</b>	<p>The VisaNet system that provides Settlement reporting and funds transfer services to BASE II and V.I.P. System Clearing Processors.</p> <p>ID# 0025232 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Voice Authorization</b>	<p>An Approval Response obtained through interactive communication between an Issuer and an Acquirer, or their VisaNet Processors through telephone or facsimile communications.</p> <p>ID# 0025417 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>W</b>	
<b>Waiver</b>	<p>A temporary, formal consent granted by Visa that permits a Member or Members to not comply with one or more specific rules in the Visa Rules for a specified period of time.</p> <p>ID# 0026498 Edition: Apr 2018   Last Updated: Oct 2016</p>
<b>Wire Transfer Money Order – US Region</b>	<p>A check or money order purchased by a Cardholder from a Wire Transfer Money Order Merchant.</p> <p>ID# 0025434 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Wire Transfer Money Order Merchant – US Region</b>	<p>A Merchant that sells money orders by electronic funds transfer.</p> <p>ID# 0025435 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Wire Transfer Money Order Transaction – US Region</b>	<p>A Quasi-Cash Transaction representing the sale of a Wire Transfer Money Order for transfer to a payee (who may or may not be the Cardholder) by electronic funds transfer.</p> <p>ID# 0025436 Edition: Apr 2018   Last Updated: Oct 2014</p>
<b>Workout Period</b>	<p><b>Effective for Chargebacks processed through 13 April 2018</b></p> <p>As a part of the Visa Chargeback Monitoring Program (VCMP) and Visa Fraud Monitoring Program (VFMP), a 3-month remediation period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's Chargeback or Fraud Activity within acceptable levels. The Workout Period is not applicable to any of the following:</p>

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	<ul style="list-style-type: none"><li>• High-Brand Risk Merchants, as specified in <i>Section 10.4.6.1, High-Brand Risk MCCs</i></li><li>• Merchants that exceed the excessive Chargeback or Fraud Activity thresholds</li><li>• Merchants that are escalated to the VCMP high-risk program or the VFMP high-risk program if Visa determines that the Merchant's activities may cause undue harm to the goodwill of the Visa system</li></ul> <p><b>Effective for Disputes processed on or after 14 April 2018</b></p> <p>As a part of the Visa Chargeback Monitoring Program (VCMP) and Visa Fraud Monitoring Program (VFMP), a 3-month remediation period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's Dispute or Fraud Activity within acceptable levels. The Workout Period is not applicable to any of the following:</p> <ul style="list-style-type: none"><li>• High-Brand Risk Merchants, as specified in <i>Section 10.4.6.1, High-Brand Risk MCCs</i></li><li>• Merchants that exceed the excessive Dispute or Fraud Activity thresholds</li><li>• Merchants that are escalated to the VCMP high-risk program or the VFMP high-risk program if Visa determines that the Merchant's activities may cause undue harm to the goodwill of the Visa system</li></ul> <div>ID# 0025701Edition: Apr 2018   Last Updated: Apr 2018</div>
<b>X</b>	
No glossary terms available for X.	<div>ID# 0025513Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Y</b>	
No glossary terms available for Y.	<div>ID# 0025514Edition: Apr 2018   Last Updated: Apr 2010</div>
<b>Z</b>	
Zero Floor Limit	<p>A Floor Limit with a currency amount of zero.</p> <div>ID# 0025441Edition: Apr 2018   Last Updated: Oct 2014</div>