

Visa Europe PIN Security Program Integration Webinar – May 24, 2018

Q&A

Thank you for those that attended the Visa in Europe PIN Security Program Integration webinar that was held on May 24, 2018.

Visa captured the questions received from the webinar and have provided answers in this document to share with a wider audience. If you attended the webinar and were not able to submit a question, send additional inquiries to visaeuropepin@visa.com. The regional PIN program manager will provide a response.

Additional information on Visa Europe program changes including a general FAQ is available on Visa PIN Security Website at www.visa.com/pinsecurity

Thank you for your participation in the webinar and support of Visa PIN Security Program.

General

Q: I had audio problems in the beginning. Where can I review the webinar?

A: The webinar slides and notes, as well as the webinar Q&A will be available on the Visa PIN Security website the week of May 28th.

Q: Will documents be released in different languages?

A: At this time, all the program materials and the PIN website information is in English. Visa is evaluating supporting other translated versions of PIN Program materials and will announce when translated version are available.

Q: Where can I see if my company is a validating PIN Participant or is compliant?

A: To verify whether your organization is a Validating or Non-validating PIN Participant or your organization's current compliance status, contact visaeuropepin@visa.com.

Q: Why are clients processing PIN for their sponsored clients classified as non-validating participants?

A: Such clients maintain liability for the activities of their clients through the sponsorship model, effectively as if the transactions are their own and the clients are not offering these processing services to entities outside of the sponsorship group.

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Q: What is the valid through date?

A: This is the date that will be on the Visa Global Registry of Service Providers and relates to the date that the VAOc is required to be submitted by.

Q: How did Visa determine our current validation date?

A: The validation date for each organization was a result of the date of your last assessment. The validation dates were staggered to ensure ease of access to Visa PIN Security Assessors during the first cycle of the revised program.

PIN Security Assessors

Q: Why is the program rule regarding SAs different for Europe, i.e., the use of the PIN SA or PIN SA Company must not assess the same entity more than every 2 years? The Global PIN Program only has this requirement for the individual PIN SA, not the PIN SA Company.

A: The PIN program requires that a Visa Approved PIN SA Company **and** individual PIN security assessor may not assess the same organization for more than two consecutive review cycles unless approved or specifically directed by Visa. The change to have the company and SA limited to two review cycles was communicated earlier in 2018 through various channels. The PIN Security Program Guide has been updated to reflect this requirement for all regions.

Q: How long time will a PIN onsite assessment take?

A: It depends on the type of review being performed and the complexity of your environment. As a guideline, expect 2-3 days for an onsite review. However, any review is dependent on services and environment being assessed. Contact a Visa Approved Security Assessor to get a more accurate assessment timeframe for your environment.

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Q: Is the validation, which will be completed by the PIN SA, different to the SAQ?

A: The onsite assessment should be almost identical to the SAQ. In each of these assessment types **all** PCI PIN Security Requirements should be reviewed based on the PIN services provided by your organization. The onsite assessment will probably be more detailed than an SAQ since review of documentation, configurations, etc, will be performed by an independent auditor according to the testing procedures outlined in the security requirements. The security assessor will probably ask more questions and review items will a different perspective than someone performing a self-assessment. Also, the onsite assessment will take into account all requirements in the Visa PIN Program Guide, including PED requirements that may not always be reviewed through an SAQ.

Visa Global Registry of Service Providers

Q: What is the maximum period between VAOC submission and listing on VISA global registry?

A: The Visa Global Registry of Service providers is updated monthly on a regularly scheduled cycle. If a Visa Attestation of Compliance (VAOC) was submitted after registry cutoff date, the VAOC will not be present on the registry until the following month. For example, the registry deadline for April updates is March 15th. If a VAOC was received after March 15th, the registry will not reflect the VAOC date until the May publication. *Please note, that internal records will acknowledge when the VAOC was received by Visa. It just may not be reflected on the registry if it was received after their deadline.*

Q: Our organization submitted our last SAQ in 2016. Recently we have received letter with new due date in 2019. When will be listed in the global registry?

A: Organizations that performed an *onsite* assessment in 2017 and were compliant with requirements will be added to the Visa Global Registry of Service providers now and will be required to perform their next validation 24 months after their 2017 review. All other organizations will be listed on the registry once they have submitted their first VAOC to Visa.

Q: Will non-validating participants be listed on the Global Registry?

A: No – only those participants that have validated compliance through the assessment process. Global Registry is the method for Visa to communicate to clients and other entities the compliant entities and what services they can provide. Please note that a non-validating PIN Participant may elect to be listed on the Global Registry but they must meet all requirements as a validating PIN Participant, including performing an onsite assessment conducted by a Visa Approved PIN SA. Contact your regional PIN Program manager for additional information.

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Validation Cycles

Q: If my organization has to validate compliance by September 2019, will our compliance month always be September going forward (September 2021)?

A: Yes, the validation due date will remain the same unless there has been arrangements that have been approved by Visa to change the validation date. Contact your regional PIN program manager for additional information.

Q: If an assessment was not done an on-site review in 2017 but we can provide compliance with a VAOC submitted by a Visa approved SA in August of 2018 what will our new validation date be?

A: Assuming your organization's validation due date is August 2018, then the next validation is required August 2020. If the validation due date was a month in 2017 and your organization is submitting the VAOC late, then the next validation due date is 24 months from the original validation due date. If this response does not answer your question, kindly rephrase and resubmit to your regional PIN program manager for additional information.

Q: When is the earliest submission date possible within the 24 months?

A: Visa will accept completed VAOCs at any time prior to the validation due date assigned to the organization.

PCI PIN Security Requirements

Q: I heard that you had a PCI PIN Security Requirements version 3.0 underway for some time but it has not been published yet. Is version 2.0 the valid version for now?

A: Yes, PCI PIN Security Requirements, version 2.0 is the current version of requirements that must be complied with. PCI SSC is preparing to publish the next version of the standard (v3.0) which is expected sometime in 2018. When the updated standard is published, Visa will formally announce the new standard through a Visa Business News article and the Visa PIN website. At that time Visa will communicate the timeline for converting to the updated standard and dates when version 2.0 is retired and all assessments must be performed to version 3.0.

Q: I heard that sometimes there is a reference to a PIN FAQ that contains further requirements. Is that true?

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A: Yes, PCI SSC supports clarification to PCI PIN Security Requirements through the use of a [PIN Technical FAQ](#). The PIN Technical FAQ does not introduce new requirements but rather assists assessors and organizations with clarifications on existing requirements that are of a technical nature. The Technical FAQ is an extension of the security requirements and should be referenced to fully understand the intent and expectation for compliance. The PCI PIN Security Requirements and PCI PIN Technical FAQs can be found on the PCI SSC Document Library at https://www.pcisecuritystandards.org/document_library Filter by PTS.

PCI PIN Training

Q: Is there PCI PIN Training and if so, where can I obtain more information about the course?

A: The Visa Business School offers PCI PIN training throughout the year in a variety of locations. Visit their website at <https://www.visabusinessschool.com/en> to learn more. Also, PCI SSC has licensed the PCI PIN Training to other instructors as well. Review the PCI SSC Training website to identify other companies that offer PCI PIN Training. https://www.pcisecuritystandards.org/program_training_and_qualification/ Scroll down to Training Providers