Visa Core Rules and Visa Product and Service Rules

22 April 2017
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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.
# Contents

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
<td>i</td>
</tr>
<tr>
<td>Tables</td>
<td>xxi</td>
</tr>
<tr>
<td>Summary of Changes</td>
<td>1</td>
</tr>
<tr>
<td>Introduction</td>
<td>7</td>
</tr>
<tr>
<td>The Visa Rules</td>
<td>7</td>
</tr>
<tr>
<td>The Visa Core Rules and Visa Product and Service Rules</td>
<td>7</td>
</tr>
<tr>
<td>Part 1: Visa Core Rules</td>
<td>9</td>
</tr>
<tr>
<td>1 Visa Core Rules</td>
<td>11</td>
</tr>
<tr>
<td>1.1 General</td>
<td>11</td>
</tr>
<tr>
<td>1.1.1 Governance</td>
<td>11</td>
</tr>
<tr>
<td>1.1.2 Local, Domestic, and Regional Rules and Private Agreements</td>
<td>16</td>
</tr>
<tr>
<td>1.1.3 Waivers</td>
<td>16</td>
</tr>
<tr>
<td>1.1.4 Operating Certificates</td>
<td>17</td>
</tr>
<tr>
<td>1.1.5 Confidentiality</td>
<td>18</td>
</tr>
<tr>
<td>1.1.6 Visa Rights</td>
<td>22</td>
</tr>
<tr>
<td>1.1.7 Use of VisaNet</td>
<td>24</td>
</tr>
<tr>
<td>1.1.8 Misencoded Cards</td>
<td>25</td>
</tr>
<tr>
<td>1.1.9 Liabilities and Indemnifications</td>
<td>26</td>
</tr>
<tr>
<td>1.2 Licensing and Numerics Management</td>
<td>27</td>
</tr>
<tr>
<td>1.2.1 Licensing – General Membership</td>
<td>27</td>
</tr>
<tr>
<td>1.3 Use of Marks</td>
<td>27</td>
</tr>
<tr>
<td>1.3.1 Marks License</td>
<td>27</td>
</tr>
<tr>
<td>1.3.2 General Use of Marks</td>
<td>28</td>
</tr>
<tr>
<td>1.3.3 Protecting the Visa Brand</td>
<td>31</td>
</tr>
<tr>
<td>1.3.4 Marketing, Promotion, and Advertising Materials</td>
<td>33</td>
</tr>
<tr>
<td>1.4 Issuance</td>
<td>38</td>
</tr>
<tr>
<td>1.4.1 Issuance Conditions</td>
<td>38</td>
</tr>
<tr>
<td>1.4.2 Account Numbers</td>
<td>38</td>
</tr>
</tbody>
</table>
## Contents

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4.3</td>
<td>Notification and Disclosure</td>
<td>39</td>
</tr>
<tr>
<td>1.4.4</td>
<td>Issuer Operational Standards</td>
<td>41</td>
</tr>
<tr>
<td>1.4.6</td>
<td>Zero Liability</td>
<td>42</td>
</tr>
<tr>
<td>1.5</td>
<td>Acceptance</td>
<td>44</td>
</tr>
<tr>
<td>1.5.1</td>
<td>General Acquirer Requirements</td>
<td>44</td>
</tr>
<tr>
<td>1.5.2</td>
<td>Merchant Agreements</td>
<td>49</td>
</tr>
<tr>
<td>1.5.3</td>
<td>Marks Display</td>
<td>50</td>
</tr>
<tr>
<td>1.5.4</td>
<td>Card Acceptance</td>
<td>50</td>
</tr>
<tr>
<td>1.5.5</td>
<td>Card Acceptance Prohibitions</td>
<td>57</td>
</tr>
<tr>
<td>1.5.6</td>
<td>Card and Cardholder Verification Requirements</td>
<td>59</td>
</tr>
<tr>
<td>1.5.7</td>
<td>Transaction Receipts</td>
<td>59</td>
</tr>
<tr>
<td>1.5.8</td>
<td>Merchant Deposits</td>
<td>60</td>
</tr>
<tr>
<td>1.5.9</td>
<td>Travelers Cheques</td>
<td>61</td>
</tr>
<tr>
<td>1.6</td>
<td>ATM</td>
<td>62</td>
</tr>
<tr>
<td>1.6.1</td>
<td>ATM Requirements</td>
<td>62</td>
</tr>
<tr>
<td>1.7</td>
<td>Transaction Processing</td>
<td>62</td>
</tr>
<tr>
<td>1.7.1</td>
<td>General Processing</td>
<td>62</td>
</tr>
<tr>
<td>1.7.2</td>
<td>Data Requirements</td>
<td>63</td>
</tr>
<tr>
<td>1.7.3</td>
<td>Acquirer Authorization Requests</td>
<td>63</td>
</tr>
<tr>
<td>1.7.4</td>
<td>Issuer Authorization Processing</td>
<td>64</td>
</tr>
<tr>
<td>1.7.5</td>
<td>Clearing</td>
<td>65</td>
</tr>
<tr>
<td>1.7.6</td>
<td>Settlement</td>
<td>66</td>
</tr>
<tr>
<td>1.7.7</td>
<td>Reversals and Adjustments</td>
<td>66</td>
</tr>
<tr>
<td>1.8</td>
<td>Processing Products</td>
<td>68</td>
</tr>
<tr>
<td>1.8.1</td>
<td>Original Credits</td>
<td>68</td>
</tr>
<tr>
<td>1.9</td>
<td>Interchange</td>
<td>68</td>
</tr>
<tr>
<td>1.9.1</td>
<td>Interchange Reimbursement Fee (IRF) Determination and Payment</td>
<td>68</td>
</tr>
<tr>
<td>1.10</td>
<td>Risk</td>
<td>69</td>
</tr>
<tr>
<td>1.10.1</td>
<td>Corporate Risk Reduction</td>
<td>69</td>
</tr>
<tr>
<td>1.10.2</td>
<td>Brand Protection</td>
<td>73</td>
</tr>
<tr>
<td>1.10.3</td>
<td>Investigations</td>
<td>74</td>
</tr>
</tbody>
</table>
## Contents

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.10.4 Information Security</td>
<td>74</td>
</tr>
<tr>
<td>1.10.5 High-Brand Risk Merchants</td>
<td>77</td>
</tr>
<tr>
<td>1.10.6 Recovered Cards</td>
<td>78</td>
</tr>
<tr>
<td>1.10.7 Counterfeit Losses</td>
<td>78</td>
</tr>
<tr>
<td>1.10.8 Agents</td>
<td>79</td>
</tr>
<tr>
<td>1.10.9 Card Manufacturing and Distribution</td>
<td>82</td>
</tr>
<tr>
<td>1.11 Dispute Resolution</td>
<td>84</td>
</tr>
<tr>
<td>1.11.1 Chargebacks</td>
<td>84</td>
</tr>
<tr>
<td>1.11.2 Arbitration and Compliance</td>
<td>86</td>
</tr>
<tr>
<td>1.12 Fees and Non-Compliance Assessments</td>
<td>88</td>
</tr>
<tr>
<td>1.12.1 Fee Assessment by Visa</td>
<td>88</td>
</tr>
<tr>
<td>1.12.3 Non-Compliance Assessments</td>
<td>88</td>
</tr>
<tr>
<td>Part 2: Visa Product and Service Rules</td>
<td>93</td>
</tr>
<tr>
<td>2 Licensing and Numerics Management</td>
<td>95</td>
</tr>
<tr>
<td>2.1 Membership</td>
<td>95</td>
</tr>
<tr>
<td>2.1.1 Member Acquisitions and Mergers</td>
<td>95</td>
</tr>
<tr>
<td>2.1.2 Acquiring Licenses</td>
<td>97</td>
</tr>
<tr>
<td>2.3 BIN License and Administration</td>
<td>97</td>
</tr>
<tr>
<td>2.3.1 BIN Use and License</td>
<td>97</td>
</tr>
<tr>
<td>2.3.2 Administration of BINs and Numerics</td>
<td>100</td>
</tr>
<tr>
<td>2.3.4 Account Range and BIN Use</td>
<td>103</td>
</tr>
<tr>
<td>2.3.5 Use and Disclosure of BIN Information</td>
<td>104</td>
</tr>
<tr>
<td>2.4 Marks License</td>
<td>105</td>
</tr>
<tr>
<td>2.4.1 Marks License Grant</td>
<td>105</td>
</tr>
<tr>
<td>2.5 Visa US Regulation II Certification Program</td>
<td>106</td>
</tr>
<tr>
<td>2.5.1 Visa US Regulation II Certification Program – US Region and US Territories</td>
<td>106</td>
</tr>
<tr>
<td>2.6 Product-Specific BIN Requirements</td>
<td>107</td>
</tr>
<tr>
<td>2.6.1 Visa Consumer Products</td>
<td>107</td>
</tr>
<tr>
<td>2.6.2 Visa Commercial Products</td>
<td>108</td>
</tr>
<tr>
<td>2.6.3 Visa Prepaid Cards</td>
<td>112</td>
</tr>
<tr>
<td>2.7 Visa Membership Management</td>
<td>112</td>
</tr>
</tbody>
</table>
## Contents

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.7.1</td>
<td>Client Portfolio Management Self-Service Tools Requirements</td>
<td>112</td>
</tr>
<tr>
<td>2.8</td>
<td>Non-Visa BINs</td>
<td>113</td>
</tr>
<tr>
<td>2.8.1</td>
<td>Non-Visa-Assigned BINs</td>
<td>113</td>
</tr>
<tr>
<td>2.10</td>
<td>EU Passporting</td>
<td>113</td>
</tr>
<tr>
<td>2.10.1</td>
<td>EU Passporting – Europe Region</td>
<td>113</td>
</tr>
<tr>
<td>3</td>
<td>Use of Marks</td>
<td>117</td>
</tr>
<tr>
<td>3.1</td>
<td>Marks License</td>
<td>117</td>
</tr>
<tr>
<td>3.1.1</td>
<td>Affinity/Co-Branded Card Programs</td>
<td>117</td>
</tr>
<tr>
<td>3.1.2</td>
<td>Marks License Grant</td>
<td>118</td>
</tr>
<tr>
<td>3.1.3</td>
<td>Sponsorships and Partnerships, Including the Olympics</td>
<td>118</td>
</tr>
<tr>
<td>3.2</td>
<td>Use of Marks</td>
<td>119</td>
</tr>
<tr>
<td>3.2.1</td>
<td>Use of Marks by Members and Merchants</td>
<td>119</td>
</tr>
<tr>
<td>3.2.2</td>
<td>Use of Marks in Promotions, Advertisements, and Solicitations</td>
<td>120</td>
</tr>
<tr>
<td>3.2.3</td>
<td>Use of Marks on Cards</td>
<td>121</td>
</tr>
<tr>
<td>3.3</td>
<td>Other Card Requirements</td>
<td>123</td>
</tr>
<tr>
<td>3.3.1</td>
<td>Magnetic-Stripe Encoding</td>
<td>123</td>
</tr>
<tr>
<td>3.4</td>
<td>Point-of-Transaction Display of Marks</td>
<td>123</td>
</tr>
<tr>
<td>3.4.1</td>
<td>Display of Marks at the Point of Sale</td>
<td>123</td>
</tr>
<tr>
<td>3.5</td>
<td>Visa Product and Service Rules: Use of Marks – Related Forms</td>
<td>125</td>
</tr>
<tr>
<td>3.5.1</td>
<td>Forms Related to Visa Product and Service Rules: Use of Marks</td>
<td>125</td>
</tr>
<tr>
<td>4</td>
<td>Issuance</td>
<td>127</td>
</tr>
<tr>
<td>4.1</td>
<td>General Issuance</td>
<td>127</td>
</tr>
<tr>
<td>4.1.1</td>
<td>General Issuer Requirements</td>
<td>127</td>
</tr>
<tr>
<td>4.1.2</td>
<td>Visa Credit Card Issuance</td>
<td>133</td>
</tr>
<tr>
<td>4.1.3</td>
<td>Visa Charge Card Issuance</td>
<td>135</td>
</tr>
<tr>
<td>4.1.4</td>
<td>Visa Debit Card Issuance</td>
<td>136</td>
</tr>
<tr>
<td>4.1.6</td>
<td>Affinity/Co-Brand and Global Co-Brand Issuance</td>
<td>137</td>
</tr>
<tr>
<td>4.1.7</td>
<td>Card Production Standards</td>
<td>141</td>
</tr>
<tr>
<td>4.1.8</td>
<td>Virtual Accounts</td>
<td>143</td>
</tr>
<tr>
<td>4.1.9</td>
<td>Issuer Disclosures</td>
<td>144</td>
</tr>
<tr>
<td>4.1.10</td>
<td>Confidentiality of Cardholder Information</td>
<td>149</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>4.1.11 PIN Requirements</td>
<td>149</td>
<td></td>
</tr>
<tr>
<td>4.1.12 Data Retention and Transmission</td>
<td>151</td>
<td></td>
</tr>
<tr>
<td>4.1.13 Provisional Credit/Zero Liability</td>
<td>152</td>
<td></td>
</tr>
<tr>
<td>4.1.14 Emergency Cash Disbursement, Emergency Card Replacement, Global Customer Assistance Services (GCAS)</td>
<td>154</td>
<td></td>
</tr>
<tr>
<td>4.1.15 Insurance/Benefits</td>
<td>162</td>
<td></td>
</tr>
<tr>
<td>4.1.16 Preauthorized Payment Cancellation Service</td>
<td>163</td>
<td></td>
</tr>
<tr>
<td>4.1.17 Visa Payment Controls</td>
<td>163</td>
<td></td>
</tr>
<tr>
<td>4.1.18 V PAY</td>
<td>164</td>
<td></td>
</tr>
<tr>
<td>4.1.19 Verified by Visa/3-D Secure</td>
<td>164</td>
<td></td>
</tr>
<tr>
<td>4.1.20 Visa Checkout</td>
<td>166</td>
<td></td>
</tr>
<tr>
<td>4.1.21 Visa Token Service / Visa Europe Payment Token Service</td>
<td>166</td>
<td></td>
</tr>
<tr>
<td>4.1.22 Visa FeatureSelect</td>
<td>169</td>
<td></td>
</tr>
<tr>
<td>4.1.23 Chip Issuance Requirements</td>
<td>169</td>
<td></td>
</tr>
<tr>
<td>4.1.24 Pass-Through Digital Wallet Requirements</td>
<td>189</td>
<td></td>
</tr>
<tr>
<td>4.2 Visa Electron</td>
<td>190</td>
<td></td>
</tr>
<tr>
<td>4.2.1 Visa Electron Issuer Requirements</td>
<td>190</td>
<td></td>
</tr>
<tr>
<td>4.3 Visa Check Card</td>
<td>191</td>
<td></td>
</tr>
<tr>
<td>4.3.1 Visa Check Card – Issuer Requirements</td>
<td>191</td>
<td></td>
</tr>
<tr>
<td>4.3.2 Secured Card – Issuer Requirements</td>
<td>192</td>
<td></td>
</tr>
<tr>
<td>4.4 Visa Gold</td>
<td>193</td>
<td></td>
</tr>
<tr>
<td>4.4.2 Visa Gold – Issuer Requirements</td>
<td>193</td>
<td></td>
</tr>
<tr>
<td>4.4.3 Visa Gold – Features and Benefits</td>
<td>194</td>
<td></td>
</tr>
<tr>
<td>4.5 Visa Platinum</td>
<td>195</td>
<td></td>
</tr>
<tr>
<td>4.5.1 Visa Platinum – Card Requirements</td>
<td>195</td>
<td></td>
</tr>
<tr>
<td>4.5.2 Visa Platinum – Customer Service Requirements</td>
<td>195</td>
<td></td>
</tr>
<tr>
<td>4.5.3 Visa Platinum – Issuer Requirements</td>
<td>196</td>
<td></td>
</tr>
<tr>
<td>4.5.4 Visa Platinum – Features and Benefits</td>
<td>196</td>
<td></td>
</tr>
<tr>
<td>4.5.5 Visa Platinum Prepaid – Issuer Requirements</td>
<td>197</td>
<td></td>
</tr>
<tr>
<td>4.6 Visa Rewards</td>
<td>198</td>
<td></td>
</tr>
<tr>
<td>4.6.3 Visa Rewards – Features and Benefits</td>
<td>198</td>
<td></td>
</tr>
</tbody>
</table>
Visa Core Rules and Visa Product and Service Rules

4.12.3 V Distribution Program ................................................................. 236
4.12.4 Visa B2B Virtual Payments Program ........................................... 237
4.13 Visa Small Business Product-Specific Issuance .............................. 238
  4.13.1 Visa Business – Card Requirements ........................................ 238
  4.13.4 Visa Business – Features and Benefits .................................... 239
4.15 Visa Platinum Business ................................................................. 240
  4.15.1 Visa Platinum Business – Card Requirements ....................... 240
  4.15.2 Visa Platinum Business – Customer Service Requirements ...... 242
  4.15.3 Visa Platinum Business – Issuer Requirements ..................... 243
  4.15.4 Visa Platinum Business – Features and Benefits .................... 244
4.16 Visa Signature Business ............................................................... 245
  4.16.1 Visa Signature Business – Card Requirements ....................... 245
  4.16.2 Visa Signature Business – Customer Service Requirements ...... 247
  4.16.3 Visa Signature Business – Issuer Requirements ..................... 248
  4.16.4 Visa Signature Business – Features and Benefits .................... 249
4.17 Visa Infinite Business, Visa Infinite Privilege Business .................. 249
  4.17.1 Visa Infinite Business, Visa Infinite Privilege Business – Card Requirements ........................................... 249
  4.17.2 Visa Infinite Business, Visa Infinite Privilege Business – Customer Service Requirements ........................................... 251
  4.17.3 Visa Infinite Business, Visa Infinite Privilege Business – Issuer Requirements ........................................... 252
  4.17.4 Visa Infinite Business, Visa Infinite Privilege Business – Features and Benefits ........................................... 254
4.18 Visa SavingsEdge .......................................................................... 257
  4.18.1 Visa SavingsEdge Requirements ............................................. 257
4.19 Visa Purchasing ............................................................................ 258
  4.19.1 Visa Purchasing – Issuer Requirements .................................. 258
4.20 Visa Fleet ..................................................................................... 259
  4.20.1 Visa Fleet Card – Issuer Requirements .................................... 259
4.21 Visa Large Purchase Advantage .................................................... 260
  4.21.1 Visa Large Purchase Advantage Requirements .................... 260
4.22 Visa Meetings Card ..................................................................... 261
  4.22.1 Visa Meetings Card – Issuer Requirements ............................ 261
4.23 Visa Infinite Corporate ................................................................................................................................. 262
  4.23.1 Visa Infinite Corporate – Card Requirements .......................................................................................... 262
  4.23.2 Visa Infinite Corporate – Issuer Requirements ....................................................................................... 263
  4.23.3 Visa Infinite Corporate – Features and Benefits .................................................................................... 264
4.24 Visa Platinum Corporate .................................................................................................................................. 265
  4.24.1 Visa Platinum Corporate – Card Requirements ....................................................................................... 265
  4.24.2 Visa Platinum Corporate – Issuer Requirements ................................................................................... 265
  4.24.3 Visa Platinum Corporate – Features and Benefits .................................................................................. 265
4.25 Visa Premium Corporate .................................................................................................................................. 266
  4.25.1 Visa Premium Corporate – Issuer Requirements .................................................................................... 266
4.26 Visa Signature Corporate .................................................................................................................................. 270
  4.26.1 Visa Signature Corporate – Issuer Requirements ................................................................................... 270
4.27 Prepaid Commercial Corporate .................................................................................................................... 271
  4.27.1 Commercial Prepaid – Card Requirements ............................................................................................ 271
  4.27.2 Corporate Prepaid – Features and Benefits ........................................................................................... 271
4.28 Visa Agro .......................................................................................................................................................... 272
  4.28.1 Visa Agro – Card Requirements ............................................................................................................. 272
  4.28.2 Visa Agro – Customer Service Requirements ........................................................................................ 272
  4.28.3 Visa Agro – Issuer Requirements ........................................................................................................... 273
4.29 Visa Cargo ........................................................................................................................................................ 273
  4.29.1 Visa Cargo – Card Requirements ........................................................................................................... 273
4.30 Visa Drive Card ................................................................................................................................................ 274
  4.30.1 Visa Drive Card – Europe Region ........................................................................................................... 274
4.31 Visa SimplyOne ............................................................................................................................................... 276
  4.31.1 Visa SimplyOne Card .............................................................................................................................. 276
4.32 Visa Multichoice .............................................................................................................................................. 277
  4.32.1 Visa Multichoice Card ............................................................................................................................... 277
4.33 V PAY ............................................................................................................................................................. 277
  4.33.1 V PAY – Europe Region ............................................................................................................................. 277
5 Acceptance ......................................................................................................................................................... 279
  5.1 Responsibilities Related to Information and Notification ............................................................................... 279
Contents

Visa Core Rules and Visa Product and Service Rules

5.1.1 Provision of Information, Registration, and Reporting .................................................. 279
5.2 Acquirer Responsibilities Related to Merchants ................................................................. 281
  5.2.1 Merchant Agreements, Merchant Onboarding, and Merchant Relationships .............. 281
  5.2.2 Acquirer and Payment Facilitator Responsibilities Related to Deposit Accounts .......... 289
5.3 Payment Facilitators and Staged Digital Wallet Operators ............................................ 290
  5.3.1 Acquirer Responsibilities and Liabilities in Payment Facilitator Agreements ............... 290
  5.3.2 Payment Facilitator Responsibilities and Requirements ............................................. 293
  5.3.3 Acquirer Responsibility for Staged Digital Wallet Operators ....................................... 295
5.4 Merchant and Cardholder Interaction ................................................................................ 297
  5.4.1 Honoring Cards ............................................................................................................. 297
  5.4.2 Conditions of Card Acceptance and Cardholder Rights ............................................ 298
  5.4.3 Merchant Use of Cardholder Account Information ..................................................... 302
5.5 Merchant Verification of Card and Cardholder .................................................................. 304
  5.5.1 Card and Cardholder Validation ................................................................................... 304
  5.5.2 Cardholder Validation with PIN .................................................................................... 306
5.6 Surcharges, Convenience Fees, and Service Fees ............................................................ 307
  5.6.1 Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures ...... 307
  5.6.2 Convenience Fees – Allowances, Requirements, Restrictions, Amounts, and
       Disclosures ......................................................................................................................... 313
  5.6.3 Service Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures .... 314
5.7 Acceptance Devices ........................................................................................................... 318
  5.7.1 Acceptance Device Requirements – All Devices ........................................................... 318
  5.7.2 Chip Acceptance Device Requirements ....................................................................... 327
  5.7.3 Unattended Cardholder-Activated Terminals – Transaction Cancellation ................. 331
5.8 Merchant Authorization Requirements ............................................................................. 331
  5.8.1 Transactions Requiring Authorization ....................................................................... 331
  5.8.2 Transaction Amount-Related Authorization Requirements ........................................ 333
  5.8.3 Non-Standard Authorizations ..................................................................................... 334
  5.8.4 Merchant Authorization Processing ............................................................................ 342
5.9 Specific Acceptance Environments and Procedures ........................................................ 347
  5.9.1 Cash, Cash Equivalents, and Prepaid .......................................................................... 347
## Contents

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

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.9.2 Chip</td>
<td>353</td>
</tr>
<tr>
<td>5.9.3 QR Code</td>
<td>357</td>
</tr>
<tr>
<td>5.9.4 Electronic Commerce</td>
<td>357</td>
</tr>
<tr>
<td>5.9.5 Mail/Phone Order Transactions</td>
<td>364</td>
</tr>
<tr>
<td>5.9.6 Aggregated Transactions</td>
<td>364</td>
</tr>
<tr>
<td>5.9.7 T&amp;E and Rental Transactions</td>
<td>365</td>
</tr>
<tr>
<td>5.9.8 Dynamic Currency Conversion</td>
<td>371</td>
</tr>
<tr>
<td>5.9.9 Prepayments, Repeated Payments, and Deferred Payments</td>
<td>372</td>
</tr>
<tr>
<td>5.9.10 Visa Easy Payment Service (VEPS) and Small Ticket Transactions</td>
<td>383</td>
</tr>
<tr>
<td>5.9.11 Debt Repayment</td>
<td>386</td>
</tr>
<tr>
<td>5.9.12 Health Care</td>
<td>388</td>
</tr>
<tr>
<td>5.9.13 Visa Fleet Card</td>
<td>389</td>
</tr>
<tr>
<td>5.9.15 Up-Selling and Negative Option Merchants</td>
<td>390</td>
</tr>
<tr>
<td>5.9.16 Toll and Bridge Merchants</td>
<td>391</td>
</tr>
<tr>
<td>5.9.17 Variable Fare Transit</td>
<td>391</td>
</tr>
<tr>
<td>5.9.18 Gambling</td>
<td>393</td>
</tr>
<tr>
<td>5.10 Transaction Receipt Requirements</td>
<td>393</td>
</tr>
<tr>
<td>5.10.1 Transaction Receipt Delivery to Cardholders</td>
<td>393</td>
</tr>
<tr>
<td>5.10.2 Transaction Receipt Retention Period</td>
<td>398</td>
</tr>
<tr>
<td>5.10.3 Transaction Receipt Data and Format Requirements</td>
<td>398</td>
</tr>
<tr>
<td>5.10.4 Substitute Transaction Receipt Data and Format Requirements</td>
<td>406</td>
</tr>
<tr>
<td>5.11 Returns, Credits, and Refunds</td>
<td>408</td>
</tr>
<tr>
<td>5.11.1 Merchant Processing</td>
<td>408</td>
</tr>
<tr>
<td>5.12 Acquirer Requirements for Non-Visa General Purpose Payment Network in Brazil – LAC Region</td>
<td>409</td>
</tr>
<tr>
<td>6 ATM</td>
<td>411</td>
</tr>
<tr>
<td>6.1 Plus Program</td>
<td>411</td>
</tr>
<tr>
<td>6.1.1 Plus Program Issuer Participation Requirements</td>
<td>411</td>
</tr>
<tr>
<td>6.1.2 Plus Symbol</td>
<td>411</td>
</tr>
<tr>
<td>6.2 Visa Global ATM Network</td>
<td>412</td>
</tr>
<tr>
<td>6.2.1 Visa Global ATM Network Issuer Participation Requirements</td>
<td>412</td>
</tr>
</tbody>
</table>
# Contents

## Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.2.2</td>
<td>Visa Global ATM Network Issuer General Requirements</td>
<td>413</td>
</tr>
<tr>
<td>6.2.3</td>
<td>Visa Global ATM Network Acquirer Participation Requirements</td>
<td>413</td>
</tr>
<tr>
<td>6.2.4</td>
<td>ATM Operator and Agent Requirements</td>
<td>415</td>
</tr>
<tr>
<td>6.2.5</td>
<td>PIN Requirements</td>
<td>417</td>
</tr>
<tr>
<td>6.2.6</td>
<td>Display of Visa Marks at an ATM</td>
<td>417</td>
</tr>
<tr>
<td>6.2.7</td>
<td>ATM Processing Requirements</td>
<td>418</td>
</tr>
<tr>
<td>6.3</td>
<td>ATM Balance Inquiry Service</td>
<td>422</td>
</tr>
<tr>
<td>6.3.1</td>
<td>ATM Balance Inquiry Service Issuer Participation</td>
<td>422</td>
</tr>
<tr>
<td>6.3.2</td>
<td>ATM Balance Inquiry Service Acquirer Participation</td>
<td>422</td>
</tr>
<tr>
<td>6.4</td>
<td>ATM Fees</td>
<td>423</td>
</tr>
<tr>
<td>6.4.1</td>
<td>ATM Access Fees</td>
<td>423</td>
</tr>
<tr>
<td>6.4.2</td>
<td>ATM Travelers Cheque Fee</td>
<td>427</td>
</tr>
<tr>
<td>7</td>
<td>Transaction Processing</td>
<td>429</td>
</tr>
<tr>
<td>7.1</td>
<td>VisaNet Systems Use</td>
<td>429</td>
</tr>
<tr>
<td>7.1.1</td>
<td>Use of VisaNet</td>
<td>429</td>
</tr>
<tr>
<td>7.2</td>
<td>Access to Visa Systems</td>
<td>431</td>
</tr>
<tr>
<td>7.2.1</td>
<td>Visa Extended Access</td>
<td>431</td>
</tr>
<tr>
<td>7.2.2</td>
<td>Clearing Processors</td>
<td>433</td>
</tr>
<tr>
<td>7.3</td>
<td>Authorization</td>
<td>434</td>
</tr>
<tr>
<td>7.3.1</td>
<td>Currency Requirements</td>
<td>434</td>
</tr>
<tr>
<td>7.3.2</td>
<td>Authorization Routing</td>
<td>434</td>
</tr>
<tr>
<td>7.3.3</td>
<td>Authorization Service Participation</td>
<td>435</td>
</tr>
<tr>
<td>7.3.4</td>
<td>Member Provision of Authorization Services</td>
<td>435</td>
</tr>
<tr>
<td>7.3.5</td>
<td>Authorization Request Time Limits</td>
<td>437</td>
</tr>
<tr>
<td>7.3.6</td>
<td>Use of the Exception File</td>
<td>437</td>
</tr>
<tr>
<td>7.3.7</td>
<td>Declines and Referrals</td>
<td>438</td>
</tr>
<tr>
<td>7.3.8</td>
<td>Authorization Reversals and Authorization Holds</td>
<td>439</td>
</tr>
<tr>
<td>7.3.9</td>
<td>Visa Debit with PIN</td>
<td>439</td>
</tr>
<tr>
<td>7.3.10</td>
<td>Partial Authorization</td>
<td>439</td>
</tr>
<tr>
<td>7.3.11</td>
<td>Authorization Response Standards</td>
<td>442</td>
</tr>
<tr>
<td>7.3.12</td>
<td>Account Verification</td>
<td>443</td>
</tr>
</tbody>
</table>
# Contents

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.9.6 Settlement Requirements – US Region</td>
<td>461</td>
</tr>
<tr>
<td>7.9.7 Member Readiness for Settlement</td>
<td>461</td>
</tr>
<tr>
<td>7.10 System Use – Europe Region</td>
<td>462</td>
</tr>
<tr>
<td>7.10.1 Default Infrastructure</td>
<td>462</td>
</tr>
<tr>
<td>7.11 Authorization and Clearing Transaction Content</td>
<td>462</td>
</tr>
<tr>
<td>7.11.1 Transaction Message Content</td>
<td>462</td>
</tr>
<tr>
<td>7.11.2 Payment Stop Service</td>
<td>463</td>
</tr>
<tr>
<td>7.12 Visa Product and Service Rules: Transaction Processing – Related Forms</td>
<td>463</td>
</tr>
<tr>
<td>7.12.1 Forms Related to Visa Product and Service Rules: Transaction Processing – Related Forms</td>
<td>463</td>
</tr>
<tr>
<td>8 Processing Products</td>
<td>465</td>
</tr>
<tr>
<td>8.1 Use of Visa Systems</td>
<td>465</td>
</tr>
<tr>
<td>8.1.1 VisaNet Access Points</td>
<td>465</td>
</tr>
<tr>
<td>8.1.2 Visa Merchant Direct Exchange</td>
<td>466</td>
</tr>
<tr>
<td>8.1.3 System Changes</td>
<td>467</td>
</tr>
<tr>
<td>8.2 Cardholder Loyalty Programs</td>
<td>467</td>
</tr>
<tr>
<td>8.2.1 Visa Loyalty Platform Services</td>
<td>467</td>
</tr>
<tr>
<td>8.3 Visa Information Systems</td>
<td>468</td>
</tr>
<tr>
<td>8.3.1 Visa Online</td>
<td>468</td>
</tr>
<tr>
<td>8.3.2 VisaVue Online</td>
<td>468</td>
</tr>
<tr>
<td>8.4 Original Credit Transactions</td>
<td>469</td>
</tr>
<tr>
<td>8.4.1 Original Credit Transactions – Originating Member Requirements</td>
<td>469</td>
</tr>
<tr>
<td>8.4.2 Original Credit Transactions – Recipient Member Requirements</td>
<td>470</td>
</tr>
<tr>
<td>8.4.4 Original Credit Transactions – Fast Funds</td>
<td>471</td>
</tr>
<tr>
<td>8.4.5 Original Credit Transactions – General Requirements</td>
<td>472</td>
</tr>
<tr>
<td>8.5 Visa Processing Services</td>
<td>472</td>
</tr>
<tr>
<td>8.5.1 Visa Account Updater</td>
<td>472</td>
</tr>
<tr>
<td>8.6 Visa Software</td>
<td>475</td>
</tr>
<tr>
<td>8.6.1 Software License</td>
<td>475</td>
</tr>
<tr>
<td>9 Interchange</td>
<td>477</td>
</tr>
<tr>
<td>9.1 General Interchange Requirements</td>
<td>477</td>
</tr>
</tbody>
</table>
# Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1.1</td>
<td>Core Principles</td>
<td>477</td>
</tr>
<tr>
<td>9.1.2</td>
<td>Interchange Requirements</td>
<td>478</td>
</tr>
<tr>
<td>9.2</td>
<td>Cash Disbursement Fees</td>
<td>479</td>
</tr>
<tr>
<td>9.2.1</td>
<td>Cash Disbursement Fee Payment Flow – US Region</td>
<td>479</td>
</tr>
<tr>
<td>9.2.2</td>
<td>ATM Cash Disbursement Fees</td>
<td>479</td>
</tr>
<tr>
<td>9.3</td>
<td>Interchange Reimbursement Fees – US Region</td>
<td>480</td>
</tr>
<tr>
<td>9.3.1</td>
<td>General Interchange Reimbursement Fee Requirements – US Region</td>
<td>480</td>
</tr>
<tr>
<td>9.3.2</td>
<td>Standard and Electronic Interchange Reimbursement Fee Requirements – US Region</td>
<td>480</td>
</tr>
<tr>
<td>9.4</td>
<td>Custom Payment Services</td>
<td>483</td>
</tr>
<tr>
<td>9.4.1</td>
<td>Custom Payment Services (CPS) Requirements – US Region</td>
<td>483</td>
</tr>
<tr>
<td>9.4.2</td>
<td>CPS/Automated Fuel Dispenser – US Region</td>
<td>492</td>
</tr>
<tr>
<td>9.4.3</td>
<td>CPS/Supermarket – US Region</td>
<td>493</td>
</tr>
<tr>
<td>9.4.4</td>
<td>CPS/Rewards – US Region</td>
<td>494</td>
</tr>
<tr>
<td>9.4.5</td>
<td>CPS/Small Ticket – US Region</td>
<td>496</td>
</tr>
<tr>
<td>9.5</td>
<td>Industry-Specific Merchant Programs</td>
<td>497</td>
</tr>
<tr>
<td>9.5.1</td>
<td>Industry-Specific Merchant Program Requirements – US Region</td>
<td>497</td>
</tr>
<tr>
<td>9.6</td>
<td>Interchange Reimbursement Fee Programs</td>
<td>501</td>
</tr>
<tr>
<td>9.6.1</td>
<td>Credit Voucher Program – US Region</td>
<td>501</td>
</tr>
<tr>
<td>9.6.2</td>
<td>Performance Threshold Interchange Reimbursement Fees – US Region</td>
<td>502</td>
</tr>
<tr>
<td>9.6.3</td>
<td>Visa Debt Repayment Incentive Interchange Program – US Region</td>
<td>503</td>
</tr>
<tr>
<td>9.7</td>
<td>Visa Signature Preferred Interchange Reimbursement Fees</td>
<td>505</td>
</tr>
<tr>
<td>9.7.1</td>
<td>Visa Signature Preferred Interchange Reimbursement Fee Requirements – US Region</td>
<td>505</td>
</tr>
<tr>
<td>9.8</td>
<td>Commercial Interchange Reimbursement Fees</td>
<td>507</td>
</tr>
<tr>
<td>9.8.1</td>
<td>Commercial Interchange Reimbursement Fees and Programs – US Region</td>
<td>507</td>
</tr>
<tr>
<td>9.9</td>
<td>Visa Purchasing Large Ticket Interchange Reimbursement Fee</td>
<td>510</td>
</tr>
<tr>
<td>9.9.1</td>
<td>Visa Purchasing Large Ticket Interchange Reimbursement Fee – General – US Region</td>
<td>510</td>
</tr>
<tr>
<td>9.10</td>
<td>Visa Large Purchase Advantage Interchange Reimbursement Fee</td>
<td>510</td>
</tr>
<tr>
<td>9.10.1</td>
<td>Visa Large Purchase Advantage Interchange Reimbursement Fee – General – US Region</td>
<td>510</td>
</tr>
<tr>
<td>9.11</td>
<td>Visa Fleet Cards Interchange Reimbursement Fee</td>
<td>511</td>
</tr>
<tr>
<td>9.11.1</td>
<td>Visa Fleet Cards Interchange Reimbursement Fee – General – US Region</td>
<td>511</td>
</tr>
</tbody>
</table>
9.12 Visa Interchange Reimbursement Fee Adjustments ................................................................. 511
9.12.1 Interchange Reimbursement Fee Adjustments ................................................................. 511
9.13 Interchange Reimbursement Fee Compliance ....................................................................... 513
9.13.1 Interchange Reimbursement Fee (IRF) Compliance ............................................................ 513

10 Risk ................................................................................................................................................. 515
10.1 Corporate Risk Reduction ........................................................................................................... 515
  10.1.1 Acquirer Risk Responsibilities .............................................................................................. 515
  10.1.2 Electronic Commerce Merchant Requirements ............................................................... 516
  10.1.3 Anti-Money Laundering ........................................................................................................ 518
  10.1.4 Use of BIN Blocks ............................................................................................................... 518
  10.1.5 Crisis Management and Business Continuity ...................................................................... 520
10.2 Agents and Processors .................................................................................................................. 520
  10.2.1 Member Requirements Related to VisaNet Processors and Visa Scheme Processors .... 520
  10.2.2 Member Requirements Related to Third Party Agents ..................................................... 526
  10.2.3 Member Requirements Related to Third Parties ............................................................... 533
  10.2.4 Independent Sales Organizations – Europe Region ......................................................... 533
10.3 Account and Transaction Information Security ......................................................................... 534
  10.3.1 Account, Cardholder, and Transaction Information Security ............................................. 534
  10.3.2 Confidential Consumer Cardholder Information ................................................................. 537
  10.3.3 Data Protection – Europe Region ........................................................................................ 537
10.4 Activity and Compliance Monitoring .......................................................................................... 541
  10.4.1 Member Activity Monitoring Requirements ......................................................................... 541
  10.4.2 Monitoring of Visa Compliance .......................................................................................... 545
  10.4.3 Chargeback Monitoring .................................................................................................... 545
  10.4.4 Acquirer Chargeback and Fraud Monitoring ...................................................................... 551
  10.4.5 Merchant Fraud Monitoring ................................................................................................ 552
  10.4.6 High-Brand Risk Merchants .............................................................................................. 558
  10.4.7 High-Brand Risk Merchant Monitoring .............................................................................. 559
  10.4.8 High-Risk Internet Payment Facilitator Requirements ....................................................... 562
  10.4.9 Cross-Border Fraud Monitoring ........................................................................................ 564
10.5 Brand Protection .......................................................................................................................... 565
10.5.1 Global Brand Protection Program ................................................................. 565
10.6 Fraud Reporting ............................................................................................. 566
  10.6.1 Fraud Reporting Requirements ............................................................... 566
  10.6.2 Fraud Losses and Investigations ............................................................ 569
10.7 Card Recovery ............................................................................................... 570
  10.7.1 Card Recovery at the Point of Sale ......................................................... 570
  10.7.2 Return of Recovered Cards ................................................................. 571
  10.7.3 Recovered Counterfeit Cards ............................................................... 573
  10.7.4 Card Recovery Bulletin (CRB) ............................................................ 574
10.8 Lost or Stolen Cards ..................................................................................... 574
  10.8.1 Lost or Stolen Card Reporting ............................................................... 574
10.9 PIN Security Requirements ........................................................................ 575
  10.9.1 PIN Requirements ................................................................................ 575
10.10 Global Compromised Account Recovery (GCAR) ..................................... 575
  10.10.1 Global Compromised Account Recovery (GCAR) Program ............... 575
10.11 Counterfeit Losses ...................................................................................... 576
  10.11.1 POS Entry Mode Compliance Liability ................................................ 576
10.12 Terminated Merchants ............................................................................... 577
  10.12.1 Required Use of Terminated Merchant Database ............................... 577
10.13 Visa Risk Products ...................................................................................... 580
  10.13.1 Address Verification Service (AVS) ..................................................... 580
  10.13.2 Card Verification Value 2 (CVV2) ......................................................... 581
10.14 Advanced Authorization ........................................................................... 583
  10.14.1 Visa Advanced Authorization .............................................................. 583
10.15 Transaction Alerts ...................................................................................... 583
  10.15.1 Transaction Alerts Requirements ....................................................... 583
10.16 National Card Recovery File ..................................................................... 585
  10.16.1 National Card Recovery File – US Region ...........................................(continued)
## Tables

<table>
<thead>
<tr>
<th>Table Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information in Rule ID</td>
<td>8</td>
</tr>
<tr>
<td>Table 1-1: Asia-Pacific Region</td>
<td>14</td>
</tr>
<tr>
<td>Table 1-2: Canada Region</td>
<td>14</td>
</tr>
<tr>
<td>Table 1-3: Central and Eastern Europe, Middle East and Africa Region</td>
<td>14</td>
</tr>
<tr>
<td>Table 1-4: Europe Region</td>
<td>14</td>
</tr>
<tr>
<td>Table 1-5: Latin America and Caribbean Region</td>
<td>14</td>
</tr>
<tr>
<td>Table 1-6: US Region</td>
<td>15</td>
</tr>
<tr>
<td>Table 1-10: Permitted Cross-Border Acquiring</td>
<td>44</td>
</tr>
<tr>
<td>Table 1-11: Allowed Merchant Outlet Locations for Card-Present Transactions</td>
<td>45</td>
</tr>
<tr>
<td>Table 1-12: Allowed Additional Merchant Outlet Locations for Card-Absent Transactions</td>
<td>46</td>
</tr>
<tr>
<td>Table 1-13: EMV Liability Shift Participation</td>
<td>85</td>
</tr>
<tr>
<td>Table 1-14: General Schedule of Non-Compliance Assessments</td>
<td>89</td>
</tr>
<tr>
<td>Table 2-1: Regulatory Closure – Assuming Member Requirements</td>
<td>95</td>
</tr>
<tr>
<td>Table 3-1: Specific Marks Requirements – US Region and US Territories</td>
<td>122</td>
</tr>
<tr>
<td>Table 3-2: Use of Marks – Related Forms</td>
<td>125</td>
</tr>
<tr>
<td>Table 4-1: Product Category Identification – Europe Region</td>
<td>130</td>
</tr>
<tr>
<td>Table 4-2: Marketing Materials Approvals for Visa Products</td>
<td>131</td>
</tr>
<tr>
<td>Table 4-3: Visa Consumer Product Core Card Benefits – LAC Region</td>
<td>133</td>
</tr>
<tr>
<td>Table 4-5: Provision of Provisional Credit</td>
<td>152</td>
</tr>
<tr>
<td>Table 4-6: Timeframes for Delivery of Emergency Cash Disbursement to Eligible Cardholders</td>
<td>156</td>
</tr>
<tr>
<td>Table 4-7: Timeframes for Delivery of Emergency Card Replacements to Eligible Cardholders</td>
<td>156</td>
</tr>
<tr>
<td>Table 4-9: Visa Global Customer Assistance Services Program Eligibility Requirements by Product</td>
<td>158</td>
</tr>
<tr>
<td>Table 4-10: Cardholder Benefits by Product Type – Canada Region</td>
<td>160</td>
</tr>
<tr>
<td>Table 4-18: 3-D Secure Enrollment Timeframes – Europe Region</td>
<td>165</td>
</tr>
<tr>
<td>Table 4-19: Contactless Payment Device Issuer Requirements</td>
<td>171</td>
</tr>
<tr>
<td>Table 4-20: Contactless Payment Device Issuer Requirements – Europe Region</td>
<td>173</td>
</tr>
<tr>
<td>Table #-#:</td>
<td>175</td>
</tr>
</tbody>
</table>
Table 4-22: CVM Requirements for Contactless Payment Devices – AP Region and CEMEA Region

Table 4-24: Domestic Contactless Transaction Offline Authorization Limits – AP Region

Table 4-25: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits in Japan

Table 4-31: Visa Rewards Product Benefits – AP Region

Table 4-49: Visa Commercial Card Core Feature Requirements

Table 4-50: Visa Commercial Card Mandatory Core Services

Table 4-52: Visa Business Card Core Benefits – LAC Region

Table 4-56: Visa Premium Corporate Card Core Product Benefits – LAC Region

Table 4-57: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region

Table 4-58: Visa Drive Card Requirements – Europe Region

Table 5-1: Staged Digital Wallet Transaction Processing Requirements

Table 5-2: Proper Disclosure of Return, Refund, and Cancellation Policies

Table 5-3: Card and Cardholder Validation in a Face-to-Face Environment

Table 5-4: Surcharge Disclosure – US Region and US Territories

Table 5-5: Surcharge Disclosure – Australia

Table 5-6: Convenience Fee Requirements

Table 5-7: Service Fee Assessment Requirements

Table 5-8: Acceptance Device Requirements

Table 5-9: Chip Acceptance Device Testing Requirements

Table 5-14: Special Authorization Request Allowances and Requirements

Table 5-15: Approval Response Validity Periods

Table 5-16: Authorization Reversal Requirements

Table 5-17: Authorization Reversal Requirements

Table 5-18: Country-Specific Cash-Back Requirements

Table 5-19: Acquirer Support of Verified by Visa or 3-D Secure by Region/Country – Requirements

Table 5-20: Conditions for Amended Amounts and Delayed Charges

Table 5-21: Requirements for Prepayments and Repeated Payments (Effective through 13 October 2017)
<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-22</td>
<td>Requirements for Prepayments and Transactions Using Stored Credentials (Effective 14 October 2017)</td>
</tr>
<tr>
<td>5-23</td>
<td>VEPS Qualifying Criteria</td>
</tr>
<tr>
<td>5-25</td>
<td>Small Ticket Transaction Requirements – Europe Region</td>
</tr>
<tr>
<td>5-28</td>
<td>Transaction Receipt Delivery to Cardholders</td>
</tr>
<tr>
<td>5-29</td>
<td>Transaction Receipt Delivery to Cardholders</td>
</tr>
<tr>
<td>5-30</td>
<td>Transaction Receipt Retention Period</td>
</tr>
<tr>
<td>5-31</td>
<td>Required Transaction Receipt Content for All Transactions</td>
</tr>
<tr>
<td>5-32</td>
<td>Required Transaction Receipt Content for Specific Transactions</td>
</tr>
<tr>
<td>5-33</td>
<td>Substitute Transaction Receipt/Fulfillment Document Requirements</td>
</tr>
<tr>
<td>7-1</td>
<td>Maximum Time Limits for Authorization Request Response</td>
</tr>
<tr>
<td>7-5</td>
<td>Minimum Monthly Approval Rates – Visa Consumer Card Programs – US Region</td>
</tr>
<tr>
<td>7-6</td>
<td>Minimum Monthly Approval Rates – Commercial Visa Products – US Region</td>
</tr>
<tr>
<td>7-7</td>
<td>Acquirer Processing Timeframe Requirements</td>
</tr>
<tr>
<td>7-8</td>
<td>Determination of Transaction Date</td>
</tr>
<tr>
<td>7-10</td>
<td>Transaction Processing – Related Forms</td>
</tr>
<tr>
<td>8-1</td>
<td>Fast Funds Processing Requirements</td>
</tr>
<tr>
<td>8-2</td>
<td>VAU Update Requirements</td>
</tr>
<tr>
<td>9-2</td>
<td>Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region</td>
</tr>
<tr>
<td>9-3</td>
<td>Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions – US Region</td>
</tr>
<tr>
<td>9-4</td>
<td>Processing Days – Custom Payment Services Transactions – US Region</td>
</tr>
<tr>
<td>9-5</td>
<td>Electronic Commerce Transaction Qualification – US Region</td>
</tr>
<tr>
<td>9-6</td>
<td>Authorization Request Requirements for Custom Payment Services Transactions – US Region</td>
</tr>
<tr>
<td>9-7</td>
<td>Custom Payment Services Authorization Code Requirements</td>
</tr>
<tr>
<td>10-1</td>
<td>Merchant Deposit Monitoring Parameters – Europe Region</td>
</tr>
<tr>
<td>10-2</td>
<td>VCMP Standard Program Timeline</td>
</tr>
<tr>
<td>10-3</td>
<td>VCMP High-Risk Program Timeline</td>
</tr>
<tr>
<td>10-4</td>
<td>VAMP Timeline</td>
</tr>
<tr>
<td>10-5</td>
<td>VFMP Standard Program Timeline</td>
</tr>
</tbody>
</table>
### Table 10-6: VFMP High-Risk Program Timeline

| VFMP High-Risk Program Timeline | 556 |

### Table 10-7: Cross-Border Fraud Monitoring Program Elements – Europe Region

| Cross-Border Fraud Monitoring Program Elements – Europe Region | 564 |

### Table 11-1: Retrieval Request Reason Codes

| Retrieval Request Reason Codes | 595 |

### Table 11-2: Fulfillment Types

| Fulfillment Types | 595 |

### Table 11-3: Retrieval Request – Invalid Transaction Types

| Retrieval Request – Invalid Transaction Types | 597 |

### Table 11-4: Retrieval Request – Allowable Nonfulfillment Transaction Types

| Retrieval Request – Allowable Nonfulfillment Transaction Types | 598 |

### Table 11-5: Minimum Chargeback Amount

| Minimum Chargeback Amount | 600 |

### Table 11-6: Merchant Responsibility for Merchandise Held by a Customs Agency

| Merchant Responsibility for Merchandise Held by a Customs Agency | 603 |

### Table 11-7: Cardholder Letter – Required Issuer Documentation

| Cardholder Letter – Required Issuer Documentation | 604 |

### Table 11-8: Issuer Processing Requirements by Chargeback Condition

| Issuer Processing Requirements by Chargeback Condition | 604 |

### Table 11-9: Chargeback Time Limits

| Chargeback Time Limits | 605 |

### Table 11-10: General Representment Processing Requirements

| General Representment Processing Requirements | 607 |

### Table 11-11: Allowable Compelling Evidence

| Allowable Compelling Evidence | 608 |

### Table 11-12: Chargeback Country/Region Descriptions

| Chargeback Country/Region Descriptions | 612 |

### Table 11-13: Chargeback Conditions – Reason Code 30

| Chargeback Conditions – Reason Code 30 | 613 |

### Table 11-14: Chargeback Rights and Limitations – Reason Code 30

| Chargeback Rights and Limitations – Reason Code 30 | 613 |

### Table 11-15: Invalid Chargebacks – Reason Code 30

| Invalid Chargebacks – Reason Code 30 | 614 |

### Table 11-16: Chargeback Time Limit – Reason Code 30

| Chargeback Time Limit – Reason Code 30 | 614 |

### Table 11-17: Chargeback Processing Requirements – Reason Code 30

| Chargeback Processing Requirements – Reason Code 30 | 615 |

### Table 11-18: Representment Processing Requirements – Reason Code 30

| Representment Processing Requirements – Reason Code 30 | 616 |

### Table 11-19: Chargeback Conditions – Reason Code 41

| Chargeback Conditions – Reason Code 41 | 617 |

### Table 11-20: Chargeback Rights and Limitations – Reason Code 41

| Chargeback Rights and Limitations – Reason Code 41 | 617 |

### Table 11-21: Invalid Chargebacks – Reason Code 41

| Invalid Chargebacks – Reason Code 41 | 618 |

### Table 11-22: Chargeback Processing Requirements – Reason Code 41

| Chargeback Processing Requirements – Reason Code 41 | 618 |

### Table 11-23: Representment Processing Requirements – Reason Code 41

| Representment Processing Requirements – Reason Code 41 | 619 |

### Table 11-24: Chargeback Conditions – Reason Code 53

| Chargeback Conditions – Reason Code 53 | 619 |

### Table 11-25: Chargeback Rights and Limitations – Reason Code 53

| Chargeback Rights and Limitations – Reason Code 53 | 620 |

### Table 11-26: Invalid Chargebacks – Reason Code 53

| Invalid Chargebacks – Reason Code 53 | 622 |

### Table 11-27: Chargeback Time Limit – Reason Code 53

| Chargeback Time Limit – Reason Code 53 | 623 |

### Table 11-28: Chargeback Processing Requirements – Reason Code 53

| Chargeback Processing Requirements – Reason Code 53 | 624 |

### Table 11-29: Representment Processing Requirements – Reason Code 53

| Representment Processing Requirements – Reason Code 53 | 627 |
| Table 11-30: | Chargeback Conditions – Reason Code 57 ................................................................. 628 |
| Table 11-31: | Invalid Chargebacks – Reason Code 57 ................................................................. 629 |
| Table 11-32: | Chargeback Processing Requirements – Reason Code 57 ........................................... 629 |
| Table 11-33: | Representation Processing Requirements – Reason Code 57 .................................. 630 |
| Table 11-34: | Chargeback Conditions – Reason Code 62 ................................................................. 630 |
| Table 11-35: | Invalid Chargebacks – Reason Code 62 ................................................................. 631 |
| Table 11-36: | Chargeback Processing Requirements – Reason Code 62 ........................................... 633 |
| Table 11-37: | Representation Rights and Limitations – Reason Code 62 ...................................... 636 |
| Table 11-38: | Representation Processing Requirements – Reason Code 62 .................................. 636 |
| Table 11-39: | Chargeback Conditions – Reason Code 70 ................................................................. 638 |
| Table 11-40: | Chargeback Rights and Limitations – Reason Code 70 ............................................. 638 |
| Table 11-41: | Invalid Chargebacks – Reason Code 70 ................................................................. 638 |
| Table 11-42: | Chargeback Processing Requirements – Reason Code 70 ........................................... 639 |
| Table 11-43: | Representation Processing Requirements – Reason Code 70 .................................. 639 |
| Table 11-44: | Chargeback Conditions – Reason Code 71 ................................................................. 640 |
| Table 11-45: | Chargeback Rights and Limitations – Reason Code 71 ............................................. 640 |
| Table 11-46: | Invalid Chargebacks – Reason Code 71 ................................................................. 641 |
| Table 11-47: | Chargeback Processing Requirements – Reason Code 71 ........................................... 641 |
| Table 11-48: | Representation Processing Requirements – Reason Code 71 .................................. 642 |
| Table 11-49: | Chargeback Conditions – Reason Code 72 ................................................................. 643 |
| Table 11-50: | Chargeback Rights and Limitations – Reason Code 72 ............................................. 643 |
| Table 11-51: | Invalid Chargebacks – Reason Code 72 ................................................................. 644 |
| Table 11-52: | Chargeback Processing Requirements – Reason Code 72 ........................................... 644 |
| Table 11-53: | Representation Processing Requirements – Reason Code 72 .................................. 645 |
| Table 11-54: | Chargeback Conditions – Reason Code 73 ................................................................. 647 |
| Table 11-55: | Chargeback Rights and Limitations – Reason Code 73 ............................................. 647 |
| Table 11-56: | Invalid Chargebacks – Reason Code 73 ................................................................. 648 |
| Table 11-57: | Chargeback Processing Requirements – Reason Code 73 ........................................... 648 |
| Table 11-58: | Representation Processing Requirements – Reason Code 73 .................................. 649 |
| Table 11-59: | Chargeback Conditions – Reason Code 74 ................................................................. 649 |
| Table 11-60: | Chargeback Rights and Limitations – Reason Code 74 ............................................. 650 |
Tables

Visa Core Rules and Visa Product and Service Rules

Table 11-61: Invalid Chargebacks – Reason Code 74 ................................................................. 651
Table 11-62: Chargeback Processing Requirements – Reason Code 74 ........................................ 651
Table 11-63: Representment Processing Requirements – Reason Code 74 .............................. 652
Table 11-64: Chargeback Conditions – Reason Code 75 ............................................................ 652
Table 11-65: Chargeback Rights and Limitations – Reason Code 75 ............................................. 653
Table 11-66: Invalid Chargebacks – Reason Code 75 ................................................................. 653
Table 11-67: Chargeback Processing Requirements – Reason Code 75 ........................................ 655
Table 11-68: Representment Processing Requirements – Reason Code 75 .............................. 655
Table 11-69: Chargeback Conditions – Reason Code 76 ............................................................ 656
Table 11-70: Chargeback Rights and Limitations – Reason Code 76 ............................................. 656
Table 11-71: Invalid Chargebacks – Reason Code 76 ................................................................. 657
Table 11-72: Chargeback Processing Requirements – Reason Code 76 ........................................ 657
Table 11-73: Representment Rights and Limitations – Reason Code 76 ....................................... 659
Table 11-74: Representment Processing Requirements – Reason Code 76 .............................. 660
Table 11-75: Chargeback Conditions – Reason Code 77 ............................................................ 661
Table 11-76: Invalid Chargebacks – Reason Code 77 ................................................................. 661
Table 11-77: Chargeback Processing Requirements – Reason Code 77 ........................................ 662
Table 11-78: Representment Processing Requirements – Reason Code 77 .............................. 662
Table 11-79: Chargeback Conditions – Reason Code 78 ............................................................ 663
Table 11-80: Chargeback Processing Requirements – Reason Code 78 ........................................ 663
Table 11-81: Representment Processing Requirements – Reason Code 78 .............................. 663
Table 11-82: Chargeback Conditions – Reason Code 80 ............................................................ 664
Table 11-83: Chargeback Rights and Limitations – Reason Code 80 ............................................. 665
Table 11-84: Invalid Chargebacks – Reason Code 80 ................................................................. 665
Table 11-85: Chargeback Time Limit – Reason Code 80 ............................................................ 666
Table 11-86: Chargeback Processing Requirements – Reason Code 80 ........................................ 666
Table 11-87: Representment Processing Requirements – Reason Code 80 .............................. 667
Table 11-88: Chargeback Conditions – Reason Code 81 ............................................................ 668
Table 11-89: Chargeback Rights and Limitations – Reason Code 81 ............................................. 669
Table 11-90: Invalid Chargebacks – Reason Code 81 ................................................................. 669
Table 11-91: Chargeback Processing Requirements – Reason Code 81 ........................................ 672
Table 11-92: Representment Processing Requirements – Reason Code 81 .............................................. 675
Table 11-93: Chargeback Conditions – Reason Code 82 ........................................................................ 678
Table 11-94: Chargeback Rights and Limitations – Reason Code 82 ...................................................... 678
Table 11-95: Invalid Chargebacks – Reason Code 82 .............................................................................. 678
Table 11-96: Chargeback Processing Requirements – Reason Code 82 .................................................. 679
Table 11-97: Representment Processing Requirements – Reason Code 82 .............................................. 679
Table 11-98: Chargeback Conditions – Reason Code 83 ........................................................................ 680
Table 11-99: Chargeback Rights and Limitations – Reason Code 83 ...................................................... 680
Table 11-100: Invalid Chargebacks – Reason Code 83 ......................................................................... 681
Table 11-101: Chargeback Processing Requirements – Reason Code 83 ............................................... 684
Table 11-102: Representment Rights and Limitations – Reason Code 83 ................................................ 686
Table 11-103: Representment Processing Requirements – Reason Code 83 ........................................... 686
Table 11-104: Chargeback Conditions – Reason Code 85 ..................................................................... 689
Table 11-105: Chargeback Rights and Limitations – Reason Code 85 ..................................................... 690
Table 11-106: Invalid Chargebacks – Reason Code 85 ........................................................................... 691
Table 11-107: Chargeback Time Limit – Reason Code 85 ..................................................................... 692
Table 11-108: Chargeback Processing Requirements – Reason Code 85 .............................................. 692
Table 11-109: Representment Processing Requirements – Reason Code 85 ....................................... 695
Table 11-110: Chargeback Conditions – Reason Code 86 ..................................................................... 695
Table 11-111: Chargeback Rights and Limitations – Reason Code 86 ..................................................... 696
Table 11-112: Invalid Chargebacks – Reason Code 86 ......................................................................... 696
Table 11-113: Chargeback Processing Requirements – Reason Code 86 ............................................... 697
Table 11-114: Representment Processing Requirements – Reason Code 86 ....................................... 698
Table 11-115: Chargeback Conditions – Reason Code 90 ................................................................. 698
Table 11-116: Chargeback Rights and Limitations – Reason Code 90 .................................................... 698
Table 11-117: Invalid Chargebacks – Reason Code 90 ........................................................................ 699
Table 11-118: Chargeback Processing Requirements – Reason Code 90 ............................................... 699
Table 11-119: Representment Processing Requirements – Reason Code 90 ....................................... 700
Table 11-120: Chargeback Conditions – Reason Code 93 ................................................................. 700
Table 11-121: Invalid Chargebacks – Reason Code 93 ....................................................................... 701
Table 11-122: Chargeback Time Limit – Reason Code 93 ................................................................. 701
<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-123</td>
<td>Chargeback Processing Requirements – Reason Code 93</td>
<td>701</td>
</tr>
<tr>
<td>11-124</td>
<td>Representation Processing Requirements – Reason Code 93</td>
<td>701</td>
</tr>
<tr>
<td>11-125</td>
<td>Pre-Arbitration Conditions and Certification Requirements</td>
<td>702</td>
</tr>
<tr>
<td>11-126</td>
<td>Pre-Arbitration Time Limits</td>
<td>703</td>
</tr>
<tr>
<td>11-127</td>
<td>Arbitration Time Limits</td>
<td>704</td>
</tr>
<tr>
<td>11-128</td>
<td>Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data</td>
<td>707</td>
</tr>
<tr>
<td>11-129</td>
<td>Chargeback Reduction Service Returned Transaction with Valid Authorization</td>
<td>707</td>
</tr>
<tr>
<td>11-130</td>
<td>Unauthorized Signature</td>
<td>707</td>
</tr>
<tr>
<td>11-132</td>
<td>Cardholder Letter Required for Legal Purposes</td>
<td>708</td>
</tr>
<tr>
<td>11-133</td>
<td>Copy of Transaction Receipt</td>
<td>708</td>
</tr>
<tr>
<td>11-134</td>
<td>Authorization Obtained Using Incorrect Data – US Region</td>
<td>709</td>
</tr>
<tr>
<td>11-135</td>
<td>Electronic Commerce Transaction</td>
<td>709</td>
</tr>
<tr>
<td>11-136</td>
<td>No Valid Form of Identification for Sweden Domestic Transactions – Europe Region</td>
<td>710</td>
</tr>
<tr>
<td>11-137</td>
<td>Pre-Compliance Time Limits</td>
<td>711</td>
</tr>
<tr>
<td>11-138</td>
<td>Compliance Time Limits</td>
<td>712</td>
</tr>
<tr>
<td>12-1</td>
<td>Non-Compliance Assessments for Failure to Report Fraud</td>
<td>715</td>
</tr>
<tr>
<td>12-2</td>
<td>Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program</td>
<td>716</td>
</tr>
<tr>
<td>12-3</td>
<td>Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region</td>
<td>717</td>
</tr>
<tr>
<td>12-4</td>
<td>Acquirer Non-Compliance Assessments for Incorrect Use of Electronic Commerce Indicator Values</td>
<td>719</td>
</tr>
<tr>
<td>12-10</td>
<td>Non-Compliance Assessments for a Merchant Outlet Receiving an Inappropriate Interchange Reimbursement Fee – US Region</td>
<td>722</td>
</tr>
<tr>
<td>12-11</td>
<td>Non-Compliance Assessments for the Account Information Security Program – AP, Canada, CEMEA, LAC, and US Regions</td>
<td>723</td>
</tr>
<tr>
<td>12-12</td>
<td>Non-Compliance Assessments for the Account Information Security Program – Europe Region</td>
<td>723</td>
</tr>
<tr>
<td>12-17</td>
<td>Non-Compliance Assessments for Member Failure to Return a Completed Anti-Money Laundering/Anti-Terrorist Financing Questionnaire to Visa</td>
<td>725</td>
</tr>
<tr>
<td>12-18</td>
<td>PIN Security Non-Compliance Assessments</td>
<td>725</td>
</tr>
<tr>
<td>12-20</td>
<td>Non-Compliance Assessments for Excessive Chargebacks or Fraud Activity-to-Sales Ratio</td>
<td>726</td>
</tr>
</tbody>
</table>
Tables
Visa Core Rules and Visa Product and Service Rules

Table 12-21: Fees for Visa Chargeback Monitoring Program – Standard Program ........................................ 727
Table 12-22: Fees for Visa Chargeback Monitoring Program – High-Risk Program ..................................... 728
Table 12-25: Non-Compliance Assessments for VFMP – High-Risk Program ................................................ 730
Table 12-30: Online Gambling Audit Program Non-Compliance Assessments – Europe Region ................. 732
Table 12-32: Illegal or Prohibited Transaction Non-Compliance Assessments – Europe Region ............. 733
Table 12-33: Acquirer Non-Compliance Assessments for Merchant Agreement with a Prohibited Merchant – US Region ...................................................................................................................... 734
Table 12-36: Non-Compliance Assessments Related to Third Party Agents ................................................ 735
Table 12-40: Non-Compliance Assessments for Willful Violations of the Visa Rules – Europe Region .......................................................... .......................................................................................................................... 742
Visa Merchant Alert Service Listing Reason Codes – Europe Region ................................................................. 852
<table>
<thead>
<tr>
<th>Table</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tables</td>
<td>Visa Core Rules and Visa Product and Service Rules</td>
</tr>
</tbody>
</table>
## Summary of Changes

### Summary of Changes since the 15 Oct 2016 Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Change</th>
<th>Effective Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa System and Service Access and Use</td>
<td>22 April 2016</td>
<td>Revisions have been made to clarify that any entity that accesses or uses a Visa system or service must do so only as specified by Visa.</td>
</tr>
<tr>
<td>Verified by Visa Authentication Technology Use</td>
<td>22 July 2017</td>
<td>Revisions have been made to require that Verified by Visa authentication technology be used only for Visa Transactions.</td>
</tr>
<tr>
<td>Update to Global Brand Protection Program Requirements</td>
<td>8 March 2017</td>
<td>Revisions have been made to prohibit Merchants from processing Transactions resulting from the sale of designer drugs or similar products, irrespective of claims of legality.</td>
</tr>
<tr>
<td>Quick Chip Allowances for Amount at PIN Entry</td>
<td>22 April 2017</td>
<td>Revisions have been made to allow Cardholder Verification Method processing to be completed for quick Chip Transactions before the final Transaction amount is known.</td>
</tr>
<tr>
<td>Client Directory Consolidation</td>
<td>14 October 2017</td>
<td>Revisions have been made to reflect the consolidation of the Visa Interchange Directory, the Plus Directory, and the Interlink Directory into the Client Directory.</td>
</tr>
<tr>
<td>POS Branding Requirements</td>
<td>22 April 2017</td>
<td>Revisions have been made to simplify and clarify requirements for the display of the Visa Brand Mark at the point of sale.</td>
</tr>
<tr>
<td>Transaction Receipt and Copy Request Requirements</td>
<td>22 April 2017</td>
<td>Revisions have been made to simplify requirements for the provision and retention of Transaction Receipts and the fulfillment of copy requests.</td>
</tr>
<tr>
<td>Display of Visa Brand Mark in Digital Wallets and at Merchants that Retain Stored Credentials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change</td>
<td>Effective Date</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>--------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Summary of Changes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Effective 18 April 2017</strong></td>
<td></td>
<td>Revisions have been made to require the use of the Visa Brand Mark or the name Visa in environments where an Account Number is stored for future use.</td>
</tr>
<tr>
<td><strong>Transaction Life Cycle Data Integrity</strong></td>
<td><strong>Effective 22 April 2017</strong></td>
<td>Revisions have been made to explicitly require Acquirers and Merchants to maintain the same Merchant location (country) data throughout the Transaction life cycle.</td>
</tr>
<tr>
<td><strong>Merchant and Payment Facilitator Location</strong></td>
<td><strong>Effective 10 January 2017</strong></td>
<td>Revisions have been made to clarify rules governing the assigned location of Merchants, Payment Facilitators, and Staged Digital Wallet Operators.</td>
</tr>
<tr>
<td><strong>Visa IntelliLink Name Change to Visa Business Reporting (VBR)</strong></td>
<td><strong>Effective 22 April 2017</strong></td>
<td>Revisions have been made to change the product name “Visa IntelliLink for Small Business” to “Visa Business Reporting.”</td>
</tr>
<tr>
<td><strong>Customer Service and Other Product Requirements</strong></td>
<td><strong>Effective 22 April 2017</strong></td>
<td>Revisions have been made to simplify customer service rules and to update and consolidate other global product rules.</td>
</tr>
<tr>
<td><strong>Visa Platinum Card Requirements for Myanmar – AP Region</strong></td>
<td><strong>Effective 23 January 2017</strong></td>
<td>Revisions have been made to support the issuance of Visa Platinum Cards in Myanmar.</td>
</tr>
<tr>
<td><strong>Premium Product Requirements in Singapore – AP Region</strong></td>
<td><strong>Effective 15 October 2016</strong></td>
<td>Revisions have been made to requirements for Visa Platinum, Visa Signature, and Visa Infinite Cards issued in Singapore.</td>
</tr>
<tr>
<td><strong>Visa Gold and Visa Platinum Products Requirements in Japan – AP Region</strong></td>
<td><strong>Effective 1 April 2017</strong></td>
<td>Revisions have been made to Visa Gold and Visa Platinum product requirements in Japan.</td>
</tr>
<tr>
<td><strong>Flexible Cardholder Benefits in Australia and New Zealand – AP Region</strong></td>
<td><strong>Effective 22 April 2017</strong></td>
<td>Revisions have been made to provide greater flexibility to Issuers in the provision of Cardholder benefits for premium Visa Consumer Cards and Visa Business credit Cards.</td>
</tr>
<tr>
<td><strong>Floor Limits and Visa Easy Payment Service (VEPS) Limits in Hong Kong, Japan, and Singapore – AP Region</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Summary of Changes

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Change</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effective 14 October 2017</strong></td>
<td></td>
<td>Revisions have been made to Floor Limits in Hong Kong.</td>
</tr>
<tr>
<td><strong>Effective 22 April 2017</strong></td>
<td></td>
<td>Revisions have been made to Floor Limits in Singapore, and to VEPS limits in Japan and Singapore.</td>
</tr>
<tr>
<td><strong>Use of Visa Checkout in India – AP Region</strong></td>
<td>Effective 1 March 2017</td>
<td>Revisions have been made to enable the use of Visa Checkout in India and to update online authentication requirements.</td>
</tr>
<tr>
<td><strong>Visa Platinum Card and Visa Signature Debit Card Requirements in China – AP Region</strong></td>
<td>Effective 15 October 2016</td>
<td>Revisions have been made to issuance requirements for Visa Platinum Cards and Visa Signature debit Cards in China.</td>
</tr>
<tr>
<td><strong>Visa B2B Virtual Payments Program</strong></td>
<td>Effective 22 April 2017 in the AP, CEMEA, Europe, LAC, and US Regions</td>
<td>Revisions have been made to launch the Visa B2B Virtual Payments Program.</td>
</tr>
<tr>
<td><strong>Effective 15 July 2017 in the Canada Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Provision of Required Merchant Information – Canada Region</strong></td>
<td>Effective 14 October 2017</td>
<td>Revisions have been made to requirements for Acquirers to provide Merchant information.</td>
</tr>
<tr>
<td><strong>Visa Account Updater (VAU) Issuer Requirements – Canada Region</strong></td>
<td>Effective 14 October 2017</td>
<td>Revisions have been made to require Canada Issuers to enroll their Visa Credit Cards and Visa Debit Cards in Visa Account Updater.</td>
</tr>
<tr>
<td><strong>Revisions to Visa Infinite and Visa Infinite Privilege Cardholder Qualification Criteria – Canada Region</strong></td>
<td>Effective 15 March 2017</td>
<td>Revisions have been made to the Cardholder qualification criteria for Visa Infinite Cards, Visa Infinite Business Cards, and Visa Infinite Privilege Cards.</td>
</tr>
<tr>
<td><strong>Visa Rewards Requirements for Kuwait, Qatar, and Saudi Arabia – CEMEA Region</strong></td>
<td>Effective 1 December 2016</td>
<td>Revisions have been made to introduce rewards and benefits requirements for the Visa Rewards product in Kuwait, Qatar, and Saudi Arabia.</td>
</tr>
<tr>
<td><strong>ATM Access Fees in Russia – CEMEA Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change</td>
<td>Effective Date</td>
<td>Description</td>
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</tr>
<tr>
<td>ATM Access Fee requirements for Domestic Transactions in Russia</td>
<td>15 February 2017</td>
<td>Revisions have been made to update ATM Access Fee requirements for Domestic</td>
</tr>
<tr>
<td>Card Verification Value 2 (CVV2) Data Requirements for Mail Order</td>
<td>22 April 2017</td>
<td>Requirements for the use of CVV2 in mail order Transactions.</td>
</tr>
<tr>
<td>Transactions – Europe Region</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dynamic Currency Conversion (DCC) Indicator for ATM Transactions –</td>
<td>22 April 2017</td>
<td>Revisions have been made to require the use of the DCC Indicator in the Europe</td>
</tr>
<tr>
<td>Europe Region</td>
<td></td>
<td>region for all DCC Transactions at ATMs.</td>
</tr>
<tr>
<td>Staged Digital Wallet Operator (SDWO) Requirements – Europe Region</td>
<td>14 October 2017</td>
<td>Revisions have been made to clarify requirements for Staged Digital Wallet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operators.</td>
</tr>
<tr>
<td>Integration of Europe Domestic Rules – Europe Region</td>
<td>22 April 2017</td>
<td>Revisions have been made to integrate relevant domestic rules for Estonia,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finland, Hungary, Liechtenstein, Luxembourg, Norway, and Poland.</td>
</tr>
<tr>
<td>Floor Limit and Cardholder Verification Limit for Contactless</td>
<td>14 October 2017</td>
<td>Revisions have been made to introduce a Zero Floor Limit for Contactless</td>
</tr>
<tr>
<td>Transactions – Europe Region</td>
<td></td>
<td>Transactions in 10 Europe countries and to update the Cardholder Verification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Limit in France.</td>
</tr>
<tr>
<td>Sunet of MSD Transaction Path in Europe – Europe Region</td>
<td>12 October 2018</td>
<td>Revisions have been made to prohibit the use of the MSD transaction path for</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contactless Transactions.</td>
</tr>
<tr>
<td>Transaction Alerts for Visa Consumer Cards – LAC Region</td>
<td>1 October 2017</td>
<td>Revisions have been made to require Issuers to provide Cardholders with an</td>
</tr>
<tr>
<td></td>
<td></td>
<td>option to enroll in Transaction alerts.</td>
</tr>
<tr>
<td>Visa TravelMoney Card Cross-Border Issuance and Visa TravelMoney</td>
<td>15 January 2017</td>
<td>Revisions have been made to allow intraregional cross-border issuance of Visa</td>
</tr>
<tr>
<td>Student Core Benefits – LAC Region</td>
<td></td>
<td>TravelMoney Cards and to update the core benefits requirements for the Visa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TravelMoney student Card.</td>
</tr>
<tr>
<td>Merchant Routing Choice Flexibility – US Region</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Summary of Changes

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Change</th>
<th>Effective Date</th>
<th>Revisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revisions have been made to clarify the applicability of Merchant</td>
<td>22 November 2016</td>
<td>routing choice to US Covered Visa Debit Cards.</td>
</tr>
<tr>
<td>Revisions have been made to enhance counterfeit fraud monitoring for</td>
<td>1 July 2017</td>
<td>domestic Automated Fuel Dispenser Transactions.</td>
</tr>
<tr>
<td>Revisions have been made to permit a financial institution that is</td>
<td>19 January 2017</td>
<td>eligible for Visa membership to be an Affinity/Co-Brand partner for Visa</td>
</tr>
<tr>
<td>Revisions have been made to limit the Interlink Program to the</td>
<td>22 April 2017</td>
<td>Credit Cards.</td>
</tr>
<tr>
<td>Revisions have been made to modify the funds hold release</td>
<td>22 July 2017</td>
<td>requirements for a Visa Debit Card or Visa Prepaid Card Transaction.</td>
</tr>
<tr>
<td>Revisions have been made to delay the EMV liability shift for</td>
<td>1 October 2020</td>
<td>Automated Fuel Dispenser Transactions to 1 October 2020.</td>
</tr>
<tr>
<td>Revisions have been made to allow Account Funding Transactions (AFT)</td>
<td>22 April 2017</td>
<td>to be processed in a Face-to-Face Environment.</td>
</tr>
<tr>
<td>Revisions have been made to require the use of the debt repayment</td>
<td>15 October 2016</td>
<td>indicator in all debt repayment Transactions.</td>
</tr>
<tr>
<td>Revisions have been made to delay to 14 April 2018 the prohibition</td>
<td>14 April 2018</td>
<td>against the use of CVV2 at the POS for electronic and key-entered</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transactions.</td>
</tr>
</tbody>
</table>
## Change

**Visa Supplemental Requirements Revisions**

**Effective 22 April 2017**

Revisions have been made to align the Visa Supplemental Requirements applicable to Europe with those applicable to other Visa Regions, to update titles, and to clarify the list in Appendix A.

**Effective Date Revisions**

Most effective dates older than 6 months have been deleted.

**Editorial Changes**

Editorial revisions have been made to ensure consistency and clarity and to delete obsolete or redundant language.
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).

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.
Introduction

The Visa Rules

- Defined terms are often combined.

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.

Unique Rule IDs and Additional Information

The bar below each rule contains the following information:

<table>
<thead>
<tr>
<th>Information in Rule ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID#</td>
</tr>
<tr>
<td>Edition</td>
</tr>
<tr>
<td>Last Updated</td>
</tr>
</tbody>
</table>

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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)
- VPAY Operating Regulations (if applicable)
- Effective through 21 April 2017 Interlink Bylaws and 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, Extensions, 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.

1.1.1.2 Applicability of Processing Rules – Europe Region

A Europe 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 Europe Member.

A Europe 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 a Europe Member has elected to use Visa as its Visa Scheme Processor

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, counter-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.

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.

1.1.1.7 Restricted Use of Visa Systems and Services

Effective through 21 April 2017

A Member, VisaNet Processor or Visa Scheme Processor acting on behalf of a Member, or Visa Merchant Direct Exchange Merchant must restrict its use of the VisaNet systems and services to purposes specifically approved by Visa.

Effective 22 April 2017

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

1.1.1.8 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, Severnava 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; Cyprus; Czech Republic; Denmark; Estonia; Faeroe Island; Finland; France (including its "DOM-TOMs"); Germany; Gibraltar; Greece; Greenland; Hungary; Iceland; Republic of Ireland; Isle of Man; Israel; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal; Republic of Croatia; Romania; San Marino; Slovakia; Slovenia; Spain; 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
1.1.9 Visa Canada Member Responsibilities – Canada Region

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

1.1.10 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.
Visa Core Rules

General

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

A US 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.

ID# 0000349 Edition: Apr 2017 | Last Updated: Oct 2014

1.1.1.13 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 2017 | Last Updated: Oct 2014

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 2017 | 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.

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.

1.1.4.2 Exchange Rates for Operating Certificates

In the AP, Canada, CEMEA, LAC, and US Regions, a Member (or its Sponsor) with non-USD Transaction volumes must use the exchange rate provided by Visa to file Operating Certificates. The exchange rate is calculated using a simple average of 3 monthly spot rates for the quarter. This does not apply to a Canada or US Member that files in either CAD or USD.

The monthly spot rates are sourced from Reuters, as shown in the *FT Guide to World Currencies*, published in the Financial Times on the third Monday of each month. These rates are also available for reference in the Operating Certificate application on Visa Online.
In the Europe Region, Quarterly Operating Certificate Cardholder expenditure volumes filed with Visa are computed in EUR in order to calculate the quarterly service fee that each Member must pay Visa.

Where a Member files Quarterly Operating Certificate Cardholder expenditure volumes in a currency other than EUR, these volumes will be converted by Visa into the EUR equivalent based on the exchange rate supplied by Visa as part of the quarterly operating certificate Visa Business News article.

The exchange rate is taken from Eurostat using its average rates for the relevant quarter. If the Eurostat rates are not available, then the average of the daily rates over the period will be used, with daily rates are sourced from either Reuters or the Financial Times.

1.1.5 Confidentiality

1.1.5.1 Visa Confidential Materials – Member Responsibilities

A Member must comply with all of the following:

- Maintain Visa Confidential information in strict confidence
- Not disclose any Visa Confidential information.¹ This does not apply in the US Region or a US Territory. An Acquirer in the US Region or a US Territory may provide BIN information to a Merchant for purposes of identifying the product type at the point of sale.
- Store and handle Visa Confidential information in such a way as to prevent unauthorized disclosure
- Take reasonable measures to protect Visa Confidential 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 information assigned a higher classification standard, as follows:
  - For information labeled or otherwise designated as Visa Confidential – Special Handling, 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 Confidential – PII Private, 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 information only to those employees with specific need to know
- In addition, in the Europe Region, all of the following:
  - Immediately upon Visa request, return to Visa, or destroy, originals and all copies of any Visa Confidential Information in any medium and, if required by Visa, certify that it has done so
Visa Core Rules and Visa Product and Service Rules

- Notify Visa immediately in the event that the Member becomes legally compelled to disclose any Visa Confidential Information and, if legally required to disclose any Visa Confidential 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 Information) in accordance with the Visa Rules and applicable laws or regulations.

1. In the Europe Region, except as expressly permitted or directed by Visa or as necessary to fulfill the Member’s obligations in the conduct of its business, in which case Visa may require a written agreement to ensure the confidentiality of the disclosed Visa Confidential Information.

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. This does not apply in the US Region or a US Territory. An Acquirer in the US Region or a US Territory may provide BIN information to a Merchant for purposes of identifying the product type at the point of sale.
- Prohibited from using these systems for any purpose not authorized in the Visa Rules.

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

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.
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

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
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.

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.

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, 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, 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, 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.

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.

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.

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.
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.

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

1.1.7 Use of VisaNet

1.1.7.1 Non-Assignable Right to Use VisaNet

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.
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.

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.
1.1.9  Liabilities and Indemnifications

1.1.9.1  Taking Responsibility

Each Visa participant 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 International Operating Regulations*, and ensuring that their Visa programs comply with all applicable legal and regulatory requirements. Participants indemnify Visa for claims or liabilities that arise out of their issuance of Visa products and acquiring of Merchants, and broadly disclaim liability against Visa for such activities.

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.

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.

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.
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.

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.

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.

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
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

1.3.2.2 Brand Prominence

Use of the Visa-Owned Marks must be consistent with the Visa Product Brand Standards. The Visa-Owned Marks must not appear less prominently than any other payment Marks.¹

¹ There are certain exceptions to this requirement for the display of Visa Marks at the point of sale by a Merchant in the US Region or a US Territory.

1.3.2.3 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.
1.3.2.4 Card Design Requirements

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

ID# 0006160

1.3.2.5 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

1.3.2.6 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

1.3.2.7 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
1.3.2.8 National Organization Use of Visa Name

In the AP, Canada, CEMEA, LAC, and US Regions, 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.

1.3.2.9 "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

1.3.2.10 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.

1.3.2.11 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.
1.3.2.13 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

1.3.2.14 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.

1.3.2.15 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.

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.
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.

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.

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 and/or, in the Europe Region, the Electronic Commerce Merchant Monitoring Program.

### 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. 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. The Member must provide all advertising, promotions, and public relations material for each country in which the sponsorship activity will occur. If a Member plans sponsorship activities in an additional country at a later date, it must submit a new request.
- Dual Payment Card Marketing (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 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
A US 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.

1 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.

2 A Europe Issuer must submit a completed Card Design Member Self-Certification Form for the appropriate product.

3 Not applicable to the purchase of advertising not specifically tied to the sponsorship of these events.

4 In the Europe Region, 2 months before the anticipated release date of the materials

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

1.3.4.2 Member Identification

A Member must identify itself by city 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.

1 This does not apply to a Europe Member.

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
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.

A Europe 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.

A US 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 3.2.3.4, “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.

A US 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.
Visa Core Rules

Use of Marks

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.

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.

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.1

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.2,3

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. A Europe 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.3
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.

1 This does not apply to a Europe 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.

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

3 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,\(^1\,^2\) including:
  - American Express Company
  - Discover Financial Services\(^3\)
  - MasterCard Worldwide (including Maestro)\(^4\)

- Any Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark

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


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 2017 | 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 2017 | 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.

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\(^1\)
- The rate mandated by a government or governing body in effect for the applicable Processing Date\(^1\)

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

\(^1\) 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.

1.4.3.3 Required Data on Cardholder Billing Statement

An Issuer must include on the Cardholder billing statement the data transmitted in the Clearing Record that both:
Visa Core Rules

Issuance

- **Effective through 21 April 2017**
  Identifies the Merchant that processed the Recurring Transaction

- **Effective 22 April 2017**
  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\(^1\)

\(^1\) 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.

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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

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1.4.3.5 Disclosure of Visa Transaction Information – US Region

A US 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.
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

1.4.4.2 PIN Issuance Requirements

An Issuer must:

- Notify its Cardholders of PIN availability A Europe 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. A Europe 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

1.4.4.3 Issuer Responsibility for Stand-In Processing Authorizations

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

1.4.4.5 VisaNet Issuer Billing Currency Selection Requirements

Effective 16 April 2016 for all new programs

Effective 22 April 2017 for all programs

An Issuer must ensure that the Billing Currency designated in VisaNet, is the same currency in which the Cardholder is debited\(^1\) 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.\(^2\)

\(^1\) The Billing Currency designated in VisaNet must match the currency of the underlying account or source of funds.

\(^2\) This does not apply to Visa prepaid TravelMoney cards or Centralized Card Issuance, as specified in Section 4.12.1, “Commercial Card Issuance Requirements.”

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 Core Rules

Visa Core Rules

Visa Core Rules and Visa Product and Service Rules

- 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.

Effective through 28 February 2017

A Europe Issuer must notify its Cardholder in writing that the Cardholder's liability both:

- Is a maximum of EUR 150 (or local Billing Currency equivalent) if the Card is lost or stolen
- Ceases when a Cardholder reports the loss or theft of the Card, unless the Issuer can prove that the Cardholder acted fraudulently or negligently

Effective 1 March 2017

A Europe 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, 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 or an on-board service provider contracted by the Airline and the Acquirer maintains the relationship in accordance with the provisions of the International Airline Program.

- 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.

- Visa has provided written permission for the Acquirer to participate in the Multinational Merchant Acceptance Program in the Merchant Outlet country.

- A Europe 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.

A Canada or US Acquirer may cross-border acquire Electronic Commerce Transactions and Mail/Phone Order Transactions only as follows:

**Table 1-10: Permitted Cross-Border Acquiring**

<table>
<thead>
<tr>
<th>Acquirer Region</th>
<th>Merchant Region</th>
<th>Cardholder Region</th>
<th>Currency Used in Advertising and Transaction Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>US</td>
<td>Canada</td>
<td>CAD</td>
</tr>
<tr>
<td>US</td>
<td>Canada</td>
<td>US</td>
<td>USD</td>
</tr>
</tbody>
</table>
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.

1 Effective through 14 October 2016
If an Airline ticket is sold by a travel agency, the Transaction Country is the country in which the travel agency is located.

Effective 15 October 2016
For the purchase of travel or lodging at a travel agency, the Transaction Country is the country in which the travel agency is located.

2 Such a Merchant may contract with an Acquirer that is licensed in the Merchant’s home country, the Merchant Outlet Country, or both.

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 1-11: Allowed Merchant Outlet Locations for Card-Present Transactions

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Merchant Outlet location for that Transaction must be:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction at a Merchant Outlet in a fixed location</td>
<td>Location at which the Transaction is completed</td>
</tr>
<tr>
<td>In-Transit Transaction</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>● The location where the journey originated</td>
</tr>
<tr>
<td></td>
<td>● An interim or the final destination</td>
</tr>
<tr>
<td></td>
<td>● The location of the Merchant’s Principal Place of Business</td>
</tr>
<tr>
<td>Transaction at a Merchant Outlet not in a fixed location¹</td>
<td>Either:</td>
</tr>
<tr>
<td></td>
<td>● The location at which the Transaction is completed</td>
</tr>
<tr>
<td></td>
<td>● The location of the Merchant’s Principal Place of Business</td>
</tr>
</tbody>
</table>

For a Card-Absent Environment Transaction, the Acquirer must assign the country of the Merchant’s Principal Place of Business² as the Merchant Outlet location. The Acquirer may assign additional Merchant Outlet locations if the Transaction is one of the following:
Table 1-12: Allowed Additional Merchant Outlet Locations for Card-Absent Transactions

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Additional Merchant Outlet location may be:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction at an Airline,(^2) passenger railway Merchant,(^2) Cruise Line,(^2) or other travel Merchant(^2)</td>
<td>The country from which the first leg of the purchased travel originates</td>
</tr>
<tr>
<td>Transaction at a Lodging Merchant(^2)</td>
<td>The country in which the Cardholder's stay occurs</td>
</tr>
<tr>
<td>Transaction at a Car Rental Merchant,(^2) taxi Merchant, or ride service Merchant</td>
<td>The country in which the Cardholder rents the car or the journey originates</td>
</tr>
<tr>
<td>Transaction at any other Merchant</td>
<td>The country in which all of the following occur,(^3) as specified in the Visa Merchant Data Standards Manual(^4,5):</td>
</tr>
<tr>
<td></td>
<td>- 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.</td>
</tr>
<tr>
<td></td>
<td>- The Merchant assesses sales taxes on the Transaction activity.</td>
</tr>
<tr>
<td></td>
<td>- 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.</td>
</tr>
</tbody>
</table>

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.

1 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.
2 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.
3 In the Europe Region, an exception applies to Merchant Outlet locations within the European Economic Area.
4 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).
5 In the Europe Region, Visa Europe Merchant Data Standards
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.

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.

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.

1.5.1.6 Non-Disclosure of Account Numbers Associated with Tokenized Transactions

An Acquirer must ensure that the Account Number associated with a payment Token in a Transaction is not disclosed to the Merchant.
1.5.1.7 Authorization Rejection Based on Internal Tables

Effective through 13 October 2017

In the AP, Canada, CEMEA, LAC, and US Regions, an Acquirer must not selectively reject or
decline Authorization Requests based on an internally developed table of BINs or Account
Numbers. This prohibition includes, but is not limited to, tables developed using the electronic or
online versions of the Visa Interchange Directory.

In the Europe Region, an Acquirer must not develop tables of BINs or Account Numbers using the
electronic or online versions of the Visa Interchange 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 October 2017

In the AP, Canada, CEMEA, LAC, and US Regions, 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.

1.5.1.8 Acquirer Rights to Provide Merchant Information

An Acquirer, 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 information to Visa.

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.

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.

1.5.2.2 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.
A US 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.

### 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 except in the case of a Merchant that either:

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

#### 1.5.3.2 Limited Acceptance Merchant Signage – US Region

A US Acquirer must ensure that each of its Limited Acceptance Merchants is provided with Visa-approved signage representing the Limited Acceptance Category it has selected, in accordance with its Merchant Agreement. Specifications for appropriate signage are available from Visa.

The 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.

#### 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.
1.5.4.2 Honoring All Visa Cards

Visa Merchants may not refuse to accept a Visa product that is properly presented for payment, for example, on the basis that the Card is foreign-issued,\(^1\) or co-branded with the Merchant's competitor's Mark. Merchants may attempt to steer\(^2\) customers who initially present a Visa Card to an alternative method of payment, such as by providing discounts for cash, but may not do so in a confusing manner that denies consumer choice.

A Europe Acquirer may permit a Merchant to provide Cardholders with a discount, promotional offer, or in-kind incentive, in relation to a Transaction, that may not be available for other Cards.

Merchants 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.

\(^1\) In the Canada Region, US Region, and Australia, a Merchant may decline to accept certain categories of Visa products for domestically issued Cards. In the Europe Region, a Merchant in the European Economic Area (EEA) may decline to accept certain Product Categories.

\(^2\) Except in the Europe Region

1.5.4.3 Honor All Cards

A Merchant must accept all Cards properly presented for payment.

If a Merchant does not deal with the public (for example: a private club), it complies with this requirement if it accepts Cards from its members.

This does not apply:

- To Merchant Outlets on transit passenger vehicles that deploy Contactless-only Acceptance Devices, as specified in Section 5.7.2.3, “Deployment of Contactless-Only Acceptance Devices”
- In the Canada Region, US Region, and Australia, to certain categories of Visa products for domestically issued Cards
- In the Europe Region, at a Merchant in the European Economic Area (EEA), for certain Product Categories
1.5.4.4 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.

Canada 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 Canada 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.

1.5.4.5 Honor All Cards – US Region

A US 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.

1.5.4.6 Selection of Payment System – Europe Region and US Region

In the Europe Region, at a Merchant in the European Economic Area, if a Cardholder presents a Card that is issued in the European Economic Area 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 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.

1 Effective 22 November 2016
This does not apply in the US Region or a US Territory to a US Covered Visa Debit Card.
1.5.4.10 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.

1.5.4.11 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

1.5.4.12 Uniform Services – Acquirer Requirements

An Acquirer must both:

- Accept all Cards properly presented for payment
- Offer and render services uniformly to all Cardholders

This does not apply to Contactless-only Acceptance Devices, as specified in Section 5.7.2.3, “Deployment of Contactless-Only Acceptance Devices.”

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

1.5.4.13 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.
1.5.4.14 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.

1.5.4.15 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 1.5.4.14, “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.

1.5.4.16 Incentive to Use Other Payment Method – US Region

A US 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 1.5.4.14, “Discount Offer – US Region and US Territories,” as an inducement for the Cardholder to use a means of payment other than a Visa Card.

1.5.4.17 Credit Refund Requirements

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.
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.”

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 for New Zealand under certain terms and conditions, as communicated to Members in New Zealand. 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.

1.5.5.3 Cardholder Identification

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.¹

¹ This does not apply in the Europe Region.
1.5.5.4 Payment of Existing Debt

A Merchant must not accept a Card¹ 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 US Merchant.

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

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.¹


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 to Members in South Africa.
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 2017 | 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 2017 | 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 2017 | Last Updated: Oct 2015

1.5.7 Transaction Receipts

1.5.7.1 Cardholder Verification without Final Transaction Amount

Effective through 21 April 2017

A Merchant must not require a Cardholder to sign a Transaction Receipt or enter a PIN until the final Transaction amount is entered on the Transaction Receipt or displayed to the Cardholder, except for an Automated Fuel Dispenser Transaction.

Effective 22 April 2017

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.
Acceptance

- 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
  - A fully itemized Transaction Receipt is offered to the Cardholder

1 Except at a Merchant Outlet that receives or accepts tips.

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 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.

This does not apply in the:

- AP Region for government payments in Australia
- 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 for domestic Bill Payment Transactions at ATMs in Brazil
- US Region for the Government and Education Payment Program

1.5.8.2 Payments to Merchants, Sponsored Merchants, and Payment Facilitators

An Acquirer must pay or credit its Merchant’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 Chargebacks or other agreed fees.

An Acquirer may directly pay or credit only:

- A Merchant
Visa Core Rules

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.

In the LAC Region, a Brazil Acquirer or 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

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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.

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.

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 the Visa Product and Service Rules: ATM.

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, 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.

This rule does not apply to a Europe Member. Where a Europe 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.
1.7.1.2 BIN Processing Capability

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

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.

Effective 22 April 2017

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, Chargeback, Credit Transaction, or Reversal).

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 through VisaNet, as specified in Section 1.7.1.1, “Authorization, Clearing, and Settlement of International Transactions through VisaNet.”

1 For the Europe Region, an Interregional Transaction

1.7.3.2 Authorization Currency and Conversion

Effective through 31 December 2016 for the AP, Canada, CEMEA, LAC, and US Regions
Effective through 31 March 2017 for the Europe Region

An Authorization Request must be expressed in USD or the Transaction Currency.
Effective 1 January 2017

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


Effective 1 April 2017

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

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 or other decision, and must not block, refuse, or decline Authorization Requests or Transactions in a systematic or wholesale manner, unless there is an immediate fraud threat or an exception is otherwise specified by applicable laws or regulations or in the Visa Rules.

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.

1 Including, but not limited to: by BIN, by geography, by payment channel, by payment device, by Transaction type
2 A Europe Issuer must send a Decline Response to an Authorization Request if it has determined that the Transaction is illegal.

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.
1.7.4.3 Reversal of Duplicate Authorizations

An Issuer must reverse a duplicate\(^1\) Authorization Transaction from its Cardholder's account upon receipt of a Reversal.

\(^1\) Or, in the Europe Region, erroneous

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.

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\(^1\)
- Originates from a Merchant assigned MCC 4111, 4112, or 4131 and all of the following:
  - 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 more than 2 Authorization Requests after the initial Decline Response.
  - The Merchant has submitted either or both Authorization Requests within 14 calendar days of the initial Decline Response.

\(^1\) This does not include a Transaction that receives an Authorization Pickup Response of 04, 07, 41, or 43 or an Authorization Request submitted more than 12 hours after the submission of the first Authorization Request.

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.

A Transaction processed under these procedures is not subject to Chargeback reason code 74 (Late Presentment)\(^1\).

\(^1\) For a Member that participates in Enhanced Dispute Resolution, Dispute condition 12.1: Late Presentment

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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.

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

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

1.7.7.3 Transaction Reversal or Adjustment

A Merchant must process a Reversal or an Adjustment within 30 calendar days\(^1\) if it processed a Transaction in error.

\(^1\) In the US Region, 45 calendar days for PIN-Authenticated Visa Debit Transactions

1.7.7.4 Member Reversal of Duplicate Data

A Member that detects duplicate data or is notified by Visa that it has processed duplicate 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 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 data

1.7.7.5 Issuer Reversal of a Duplicate Transaction

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

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

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\(^1\) calendar days of the Processing Date of the initial Credit Transaction.
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 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.

1.9 Interchange

1.9.1 Interchange Reimbursement Fee (IRF) Determination and Payment

1.9.1.3 Interchange Reimbursement Fee Rate Sheets and Guides

The Interchange Reimbursement Fee (IRF) is based on several factors. These primarily include Card type, Merchant type, and Transaction type. Interchange Reimbursement Fee rates are available to Members through regional online resources or Visa account executives. Interchange requirements are contained in the Visa Rules and the applicable domestic or regional Interchange Qualification Guide. In addition, there are many other types of Visa transactions, such as ATM inquiries, etc., that are detailed in the Visa Rules.

1.9.1.4 Visa Right to Adjust Interchange Reimbursement Fees

If Interchange Reimbursement Fees are inappropriately received or paid on Transactions, Visa reserves the right to rectify the improper allocations in the event of Visa, VisaNet, or Visa computer systems errors, under the conditions and process specified in Section 9.12.1, “Interchange Reimbursement Fee Adjustments.”
This provision is not applicable to Transactions involving a Europe Member.

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 Chargebacks 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 1.7.6.6, "Visa Rights in Calculating Settlement," 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 Chargebacks
  – 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, Sponsored Merchants, or Digital Wallet Operators

Visa may permanently prohibit a Merchant, 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
Visa Core Rules

Visa Core Rules and Visa Product and Service Rules

- 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 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.

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, 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.

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 Visa Anti-Bribery Policy Questionnaire/Certification form 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 to US Members.
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.

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 Compliance Questionnaire/Certification* form 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

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
Visa Core Rules

1.10.2的品牌保护

1.10.2.1. 发卡行品牌保护要求

发卡行必须同时做到：

- **有效期限至2017年3月7日**
  确保商户、支付平台、受赞助商户或舞台数字钱包运营商不接受Visa信用卡，或在用于与摄影、视频图像、计算机生成的图像、漫画、模拟或任何其他媒体或活动相关的网站和/或应用程序上展示Visa自有标志，包括但不限于活动，出现在第12.7.9.1节“全球品牌保护计划不符合规定评估不合法或禁止的交易”。

- **有效期限至2017年3月8日**
  确保商户、支付平台、受赞助商户或舞台数字钱包运营商不接受Visa信用卡，或在用于与摄影、视频图像、计算机生成的图像、漫画、模拟、声称或暗示与处方药物、受控物质或娱乐/街头药物相同效力的产品的相关网站和/或应用程序上展示Visa自有标志，无论声明的合法性或任何其他媒体或活动，包括但不限于活动，出现在第12.7.9.1节“全球品牌保护计划不符合规定评估不合法或禁止的交易”。

1.10.2.2. 全球品牌保护计划—信息请求

发卡行必须提供任何由Visa、其授权人或任何监管机构提出的请求所需信息。发卡行必须在收到请求信息之日起7个工作日内以书面形式尽快但不得晚于7个工作日提供所需信息。

22 April 2017

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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

1.10.3.2 Investigation Assistance Standards – CEMEA Region and Europe Region

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

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)
Visa Core Rules

Visa Core Rules and Visa Product and Service Rules

- 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 or 3-D Secure verification data

- 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

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.

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 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, a Europe 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.

1 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.
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 Chargeback, when no Representment or Arbitration right is available

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

1 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.

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)
Visa Core Rules

Risk

- Be rated above-standard (a Visa Member risk rating of "A" or "B") and meet a minimum equity requirement of USD 100 million.\(^1\,2\)

1 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.

2 This does not apply in the Europe Region.

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.”

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 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
- 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
- The Issuer, if its BIN appears on the Transaction Receipt or Clearing Record for the counterfeit Transaction
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.

1 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, a Europe 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

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:
Risk

- 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

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.

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

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.

1.10.8.6 Third Party Agent Registration Requirements

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

Visa Core Rules and Visa Product and Service Rules

- 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.

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. For an LAC Member, the registration is per Member, per country, and per agent.
- Provides contracted services on behalf of the Member or its Merchants

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 1.1.9.3, “Liabilities and Indemnification”
- Other BIN users, in an order determined by Visa
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

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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 2017 | 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

Visa Core Rules

Visa Core Rules and Visa Product and Service Rules

- Ensure that the Visa-approved manufacturer is posted on the Visa Global Registry of Service Providers\(^2\) 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\(^2\)

- 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\(^2\)

- Immediately\(^3\) 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

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1. A Europe Issuer must ensure that its Cards (except Reference Cards) are produced by a Visa-approved manufacturer.

2. In the Europe Region, an equivalent Visa list of approved service providers

3. In the Europe Region, within 5 days

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### 1.10.6 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.

### 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

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22 April 2017

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1.11 Dispute Resolution

1.11.1 Chargebacks

1.11.1.1 Chargeback and Representment Process

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.

The following provisions apply to US Domestic Transactions:

- If requested by the Acquirer, and permitted under applicable law, the Issuer should provide the Cardholder’s address.
- An Acquirer must not process 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.

1.11.1.2 Attempt to Settle

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

### 1.11.1.3 EMV Liability Shift Participation

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Transactions in EMV Liability Shift effective before 1 October 2017</th>
<th>Transactions in EMV Liability Shift effective 1 October 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP Region</td>
<td>All domestic,(^1) intraregional, and interregional(^2) counterfeit POS Transactions, except Domestic Transactions in China</td>
<td>All domestic,(^1) intraregional, and interregional counterfeit POS and ATM Transactions, except Domestic Transactions in China</td>
</tr>
<tr>
<td></td>
<td>All domestic, intraregional, and interregional(^2) counterfeit ATM Transactions, except China, India, Japan, Nepal and Thailand</td>
<td></td>
</tr>
<tr>
<td>Canada Region(^4)</td>
<td>All domestic and interregional(^2) POS and ATM Transactions(^3)</td>
<td></td>
</tr>
<tr>
<td>CEMEA Region(^4)</td>
<td>All domestic, intraregional, and interregional(^2) POS and ATM Transactions(^3)</td>
<td></td>
</tr>
<tr>
<td>Europe Region(^4)</td>
<td>All domestic, intraregional, and interregional(^2) POS and ATM Transactions(^3)</td>
<td></td>
</tr>
<tr>
<td>LAC Region(^4)</td>
<td>All domestic, intraregional and interregional(^2) POS and ATM Transactions(^3)</td>
<td></td>
</tr>
</tbody>
</table>
### Dispute Resolution

<table>
<thead>
<tr>
<th>Region</th>
<th>Transactions in EMV Liability Shift effective before 1 October 2017</th>
<th>Transactions in EMV Liability Shift effective 1 October 2017</th>
</tr>
</thead>
</table>
| US Region | All domestic and interregional\(^2\) counterfeit POS Transactions, except Transactions at Automated Fuel Dispensers | Effective through 30 September 2020  
All domestic and interregional counterfeit POS and ATM Transactions, except Transactions at Automated Fuel Dispensers  
Effective 1 October 2020  
All domestic and interregional counterfeit POS and ATM Transactions |

1. **Effective 1 January 2017**  
   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.

2. Among Visa Regions and individual countries participating in the EMV liability shift

3. Counterfeit, lost, stolen, and “not received item” (NRI) fraud only

4. Except for fraudulent qualifying Visa Easy Payment Service Transactions completed with a lost or stolen Card or “not received item” (NRI)

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#### 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.

1.11.2.2 Arbitration and Compliance Committee Decision

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.
1.11.2.3  Arbitration or Compliance Financial Liability

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.

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.
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.

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.

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.

1.12.3.2 General Non-Compliance Assessment Schedule

The non-compliance assessments specified in Table 1-14, “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 1-14, “General Schedule of Non-Compliance Assessments,” will apply for each repeated violation.

Table 1-14: General Schedule of Non-Compliance Assessments

<table>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First violation of rule</td>
<td>Warning letter with specific date for correction and USD 1,000 (in the Europe Region, USD 500)</td>
</tr>
<tr>
<td>Second violation of same rule in a 12-month period after Notification of first violation</td>
<td>USD 5,000</td>
</tr>
<tr>
<td>Third violation of same rule in a 12-month period after Notification of first violation</td>
<td>USD 10,000</td>
</tr>
<tr>
<td>Fourth violation of same rule in a 12-month period after Notification of first violation</td>
<td>USD 25,000</td>
</tr>
<tr>
<td>5 or more violations of same rule in a 12-month period after Notification of first violation</td>
<td>Visa discretion</td>
</tr>
<tr>
<td>If the 12-month period is not violation-free and the non-compliance assessments total USD 25,000 or more</td>
<td>Additional non-compliance assessment equal to all non-compliance assessments levied during that 12-month period</td>
</tr>
</tbody>
</table>

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:
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.

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.

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.
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.

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, 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

In the Europe Region, the non-compliance assessments specified in Section 12.10.1.1, “Willful Violation Non-Compliance Assessments – Europe Region,” will apply.

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.
Visa Core Rules

Fees and Non-Compliance Assessments

- 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.
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

<table>
<thead>
<tr>
<th>Condition</th>
<th>Required Action</th>
</tr>
</thead>
</table>
| Assuming organization is not a Member at the time of its assumption of Visa programs and is eligible for membership | • Submit to Visa a Client Licensing Application agreement within 10 calendar days after the assuming organization's assumption of the Visa programs  
• Submit the appropriate membership materials within the time specified by Visa  
• Meet any conditions of membership within 30 calendar days of the assuming organization's assumption of the Visa programs |
| Assuming organization is not a Member at the time of its assumption of Visa programs and does not submit the required Client Licensing Application agreement within the specified time | • Cease all operations of the Visa programs and use of the Visa-Owned Marks  
• Be liable for all losses, costs, damages, and expenses (including attorneys' fees and expenses) to Visa and its Members resulting from unauthorized operations |
| 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 | Immediately cease both:  
• All use of the Visa-Owned Marks and all other activities reserved for Members  
• Exercising the rights and privileges reserved for Members |
| Assuming Member is not authorized to engage in one or more of the assumed Visa programs | • Submit the appropriate membership materials within the time frame specified by Visa  
• Meet any conditions of membership within 30 calendar days of the Assuming Member's assumption of the Visa programs |
A US Member that assumes the Visa programs of a failed Member immediately assumes full liability for those Visa programs.

In the US Region, 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.

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

2.1.1.5 Termination of Membership – LAC Region

In the LAC Region, in Brazil a membership status may be terminated 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.

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

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

2.1.1.9 Portfolio Sale or Transfer Requirements – Europe Region

When the sale or transfer of any of the following occurs, a Europe 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 Europe 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.

2.1.2 Acquiring Licenses

2.1.2.1 Acquirer Licensing Requirements – LAC Region

In the LAC Region, a Member in Brazil 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.

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
• A Europe 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.

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 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 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.
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

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.

2.3.1.5 Sponsor Liability – AP Region, CEMEA Region, and 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 in the AP Region, CEMEA Region, or LAC Region. The Sponsor's liability is limited to the BINs associated with the sponsorship relationship between the Principal-Type Member and Associate-Type Member.
2.3.1.6 BIN Currency – Europe Region

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

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 Member 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.

In the Europe Region, a Member or Visa Scheme Processor that no longer uses a BIN must do all of the following:

- Submit to Visa a BIN Release Request (Exhibit 4E-1)
- Continue to meet its obligations for the BIN, including all financial obligations, until the reassignment or recall is complete
- Not use a recalled BIN after the effective recall date
- If a BIN is recalled, continue to meet its obligations under its BIN License Agreement until 6 calendar months after one or more of the following:
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.

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.

2.3.2.4 Use of Numeric ID

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.

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
Visa Product and Service Rules

Licensing and Numerics Management

BIN License and Administration

- 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.

2.3.2.5 Client Directory Data Submission

Effective through 13 October 2017

A Member or VisaNet Processor assigned a BIN to use on Cards and through Interchange must submit to Visa a completed Visa Interchange Directory Update Form.

If any of the required Client Directory information changes, a Member or VisaNet Processor must submit online to Visa all directory updates through the Visa Client Directory at least 10 business days before the effective date.

Effective 14 October 2017

A Member or VisaNet Processor assigned a BIN to use on Cards and through Interchange must submit online to Visa all directory data through the Visa Client Directory within 10 business days of BIN implementation.

If any of the required Client Directory information changes, a Member or VisaNet Processor must submit online to Visa all directory updates through the Visa Client Directory at least 10 business days before the effective date.

2.3.2.6 Plus Directory Update Form – Submission

Effective through 13 October 2017

A Plus Program Participant, or processor acting on behalf of a Plus Program Participant, that has been assigned a BIN must submit to Visa a completed Plus Directory Update Form.
If any of the required *Plus Directory* information changes, a Plus Program Participant or processor must submit to Visa a new *Plus Directory Update Form* with any updates at least 10 business days before the effective date for distribution to other Plus Program Participants and processors.

### 2.3.4 Account Range and BIN Use

#### 2.3.4.1 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

#### 2.3.4.2 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

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

An Issuer must not combine the following Visa Card programs on a single BIN:\(^1\)

- 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.

1 This does not apply to Members in Brazil for Visa Agro Cards.

2.3.4.5 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.

2.3.5 Use and Disclosure of BIN Information

2.3.5.1 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.

2.3.5.2 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.

2.3.5.3 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 2.3.5.2, “Disclosure of BIN or Other Product Data Information to Merchants – US Region and US Territories,” to its Merchant or Agent must ensure that both:

- The Merchant or Agent complies with the substance of Section 2.3.5, “Use and Disclosure of BIN Information”
2.3.5.4 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.”

2.3.5.5 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.

2.4 Marks License

2.4.1 Marks License Grant

2.4.1.1 License Grant for Visa-Owned Marks

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

\(^1\) And, in the Europe Region, royalty-free
2.4.1.2 License Grant for Plus Program Marks

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 2017 | Last Updated: Oct 2014

2.4.1.3 License for Plus Card Acceptance – US Region

Visa grants a US 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 US Member granted such a license acknowledges that Visa owns the Plus Program Marks.

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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.

2.6 Product-Specific BIN Requirements

2.6.1 Visa Consumer Products

2.6.1.1 Visa Debit BIN Requirements – Canada Region

A Canada 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.

A Canada Issuer must not reclassify a BIN to represent a product other than Visa Debit Category Card without prior permission from Visa.

2.6.1.4 Visa Signature Preferred Card Account Number/BIN Requirements – US Region

A US 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
2.6.1.5 Visa Prepaid Card BIN Requirements – US Region

A US 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

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2.6.1.6 Visa Check Card Requirements – US Region

A US Issuer must use a unique check card BIN assigned to it by Visa for its Visa Check Card program.

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2.6.2 Visa Commercial Products

2.6.2.1 Visa Commercial Card Program BIN Requirements

An Issuer may establish multiple Visa Commercial Card programs within the same BIN.

An Issuer may use the same BIN for each of the following Visa Card program combinations:

- Silver and gold Visa Business Cards
- Silver and gold Visa Corporate Cards

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2.6.2.2 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.
2.6.2.3 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**.

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2.6.2.4 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 2017 | Last Updated: Oct 2014

2.6.2.5 Visa Business Debit Card BIN Requirements – Canada Region

A Canada 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.

A Canada 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 2017 | Last Updated: Oct 2014

2.6.2.6 Enhanced Data BIN Requirements – Europe Region

A Europe 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

2.6.2.7 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.


2.6.2.8 Visa Corporate Debit Card BIN Requirements – LAC Region

An LAC 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

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2.6.2.9 Visa Cargo Card BIN Requirements – LAC Region

An LAC Issuer must use a specific BIN or a separate and unique BIN/account range for its Visa Cargo Card.

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2.6.2.10 Visa Agro BIN Requirements – LAC Region

An LAC 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

An Issuer of Visa Agro Cards in Brazil 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 2017 | Last Updated: Oct 2015

2.6.2.12 Visa Meetings Card BIN Requirements – US Region

A US 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

2.6.2.13 Visa Purchasing Card BIN/Account Range Requirements – US Region
A US Visa Purchasing Card Issuer must use a BIN from the BIN/account range designated for Visa Purchasing Cards.

ID# 0004216

2.6.2.14 Enhanced Data BIN Requirements – US Region
A US 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

2.6.2.15 Visa Fleet Card BIN Requirements – Canada Region and US Region
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

2.6.2.16 Visa Large Purchase Advantage BIN Requirements – US Region
A US 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
2.6.3 Visa Prepaid Cards

2.6.3.1 Visa Prepaid Card BIN Requirements – Europe Region

A Europe Issuer, to ensure compliance with anti-money laundering legislation, must notify Visa of BIN ranges used for new or existing anonymous Visa Prepaid Card programs.


2.7 Visa Membership Management

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 2017 | 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
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.”

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

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 Card¹
- 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-Transaction²
- 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.
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.

This requirement does not apply to discounts, offers, or in-kind incentives offered by the Merchant.

---

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.

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.

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)
Visa Product and Service Rules

Use of Marks

Visa Core Rules and Visa Product and Service Rules

- Any other entity that Visa deems competitive

Upon Notification from Visa, a Member must correct any improper use of the partnership or Sponsorship Marks.

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.

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.
Visa Product and Service Rules

Use of Marks

Use of Marks

3.2.1.2 V PAY Brand Mark Use

The V PAY Brand Mark is a Visa-Owned Mark. Implementation of the V PAY Product and use of the V PAY Brand Mark outside the Europe Region is subject to approval and trademark availability. The V PAY Brand Mark must appear exactly as specified in the Visa Product Brand Standards.


3.2.1.3 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

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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.
3.2.2.2 Non-Member Marks on Collateral Material – 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 Canada Cardholders.

This does not apply to the Marks of the Interac Association.

3.2.2.3 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 Canada Merchant has been signed by, or represents the interests of, a particular Canada Member.

3.2.2.4 Use of Visa Gold Product Name – Canada Region

A Canada Member must use the product name "Visa Gold" in all communications regarding the Visa Gold program, including solicitations, advertising, and promotions.

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
3.2.3.2 Unembossed Visa Electron Cards

A Visa Electron Issuer (except a Europe Visa Electron Issuer) may temporarily print the Visa Brand Mark with the Electron Identifier on the back of an unembossed Visa Card only if the Card is issued within 5 years of the initial unembossed Visa Card program offering.

ID# 0004059

3.2.3.3 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).

A Europe Member must provide Visa with details of the exact functionality of the Functional Type or Functional Graphic.

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Edition: Apr 2017 | Last Updated: Apr 2017

3.2.3.4 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

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Marks</th>
<th>Allowed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Card that primarily accesses a line of credit</td>
<td>Interlink Program Marks</td>
<td>No</td>
</tr>
<tr>
<td>US Covered Visa Debit Card</td>
<td>Marks of a non-Visa general purpose payment card network</td>
<td>Yes</td>
</tr>
<tr>
<td>US Covered Visa Debit Card</td>
<td>Non-Visa-owned brand Marks</td>
<td>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.</td>
</tr>
<tr>
<td>US Covered Visa Debit Card</td>
<td>Marks that are specifically related to bank card programs and/or services related to those programs</td>
<td>Yes</td>
</tr>
<tr>
<td>US Covered Visa Debit Card</td>
<td>Marks of the American Express Company, Discover Financial Services, MasterCard Worldwide (including</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Use of Marks

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

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Marks</th>
<th>Allowed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maestro) or the subsidiaries or affiliates of these entities deemed competitive by Visa</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>US Covered Visa Debit Card bearing the Plus Symbol</td>
<td>Marks of entities deemed competitive by Visa</td>
<td>Yes</td>
</tr>
<tr>
<td>Card not defined as US Covered Visa Debit Card</td>
<td>Marks that are specifically related to bank card programs and/or services related to those programs, unless the Visa Rules expressly allow them</td>
<td>No</td>
</tr>
</tbody>
</table>

---

### 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.

---

### 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.
Visa Product and Service Rules

Use of Marks

Point-of-Transaction Display of Marks

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.

3.4.1.3 Display of Marks at Point-of-Sale

Effective 22 April 2017

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

3.4.1.4 Merchant Display of Marks and Acceptance Signage – Canada Region

A Canada Acquirer must ensure that both:

- Its Merchant that accepts all Visa Cards displays the appropriate Visa-Owned Marks to indicate which Cards it accepts for payment
- Where required by Visa, its Visa Debit Acceptor displays Visa-approved signage

3.4.1.5 Visa Marks Display Requirements – US Region and US Territories

In the US Region or a US Territory, a Merchant is not required to display the Visa Marks in a size at least as large as every other payment brand mark that is displayed.

3.4.1.6 Display of Marks Acquirer Requirements – Europe Region and US Region

In the Europe Region and US Region, an Acquirer must ensure that:

- A Limited Acceptance Merchant displays Visa-approved signage representing the Limited Acceptance category it has selected

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ID# 0026491 Edition: Apr 2017 | Last Updated: Oct 2014

ID# 0030002 Edition: Apr 2017 | Last Updated: New

ID# 0002337 Edition: Apr 2017 | Last Updated: Apr 2017

ID# 0008380 Edition: Apr 2017 | Last Updated: Oct 2014

ID# 0026491 Edition: Apr 2017 | Last Updated: Oct 2014
Visa Core Rules and Visa Product and Service Rules

- A Merchant does not display the Visa-Owned Marks indicating acceptance of all Visa Cards if it has selected Limited Acceptance.
- In the Europe Region, its Mail/Phone Order Merchant informs the Cardholder at the time of the Transaction which Product Category(ies) is accepted as payment.

---

3.5 Visa Product and Service Rules: Use of Marks – Related Forms

3.5.1 Forms Related to Visa Product and Service Rules: Use of Marks

3.5.1.1 Visa Product and Service Rules: Use of Marks – Related Forms

Table 3-2: Use of Marks – Related Forms

<table>
<thead>
<tr>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Design Member Self-Certification Form – Europe Region</td>
</tr>
</tbody>
</table>

---
Visa Product and Service Rules

Use of Marks

Visa Product and Service Rules: Use of Marks – Related Forms
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.
- 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.

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.

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

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.
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
- 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.

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

4.1.1.4 Issuer Requirements for a Credit Authorization on Returned Purchases

**Effective 14 October 2017**

An Issuer must both:

- Be prepared to receive and respond to an Authorization Request for a Credit Transaction
- Process the Credit Transaction so that Cardholder-facing applications are updated with the pending credit information in the same timeframe as a purchase Transaction

1 This does not apply to Non-Reloadable Visa Prepaid Cards. Issuers of Non-Reloadable Visa Prepaid Cards may choose whether or not to support the Authorization Request or update Cardholder-facing applications.

4.1.1.5 Issuance of Domestic Use-Only Visa Cards

An LAC 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
Effective 14 October 2017

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, or Uruguay
  - A Card issued in Argentina, Barbados, Chile, Colombia, Jamaica, or Trinidad

With prior Visa approval, an Issuer may issue a Visa Prepaid Card that is restricted to use only in the country of issuance.

4.1.1.6 Issuer Minimum Manual Cash Disbursement Amount

An Issuer must not establish a minimum Manual Cash Disbursement amount.

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.
4.1.1.8 Product Category Identification Requirements – Europe Region

A Europe 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 4-1, “Product Category Identification - Europe Region.”

A Europe Issuer may identify a Card issued outside the EEA by the correct Product Category, as specified in the Visa Product Brand Standards and Table 4-1, “Product Category Identification - Europe Region.”

**Table 4-1: Product Category Identification – Europe Region**

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Debit</th>
<th>Credit (including Deferred Debit)</th>
<th>Commercial</th>
<th>Prepaid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interchange Fee</td>
<td>Consumer Immediate</td>
<td>Consumer Credit</td>
<td>Commercial</td>
<td>Consumer Immediate Debit or Commercial</td>
</tr>
<tr>
<td>Category</td>
<td>Debit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIN Category</td>
<td>Debit</td>
<td>Credit or Deferred Debit</td>
<td>Commercial</td>
<td>Prepaid</td>
</tr>
</tbody>
</table>

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

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.
4.1.1.11 Card Verification Value 2 (CVV2) Issuer Requirements – US Region

A US Issuer must provide Visa with valid CVV2 encryption keys and test Account Numbers with CVV2 values and expiration dates.

ID# 0000672

4.1.1.12 Positioning, Acceptance, and Accounts – US Region

A US 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 7.1.1.6, “Non-Visa Debit Transaction Disclosure Requirements – US Region”\(^1\)
- 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

\(^1\) 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

4.1.1.13 Marketing Materials for Visa Products

An Issuer must receive written approval from Visa before distribution of marketing materials, as follows:

Table 4-2: Marketing Materials Approvals for Visa Products

<table>
<thead>
<tr>
<th>Applicable Products</th>
<th>Issuer Region</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| Visa Signature     | AP Region, CEMEA Region, and US Region | • In the AP Region, includes all Cardholder communication materials  
• In the CEMEA Region, includes all marketing materials  
• In the US Region, includes Visa Signature marketing materials, customer communications, terms and conditions, and/or disclosures |
### Issuance

#### General Issuance

<table>
<thead>
<tr>
<th>Applicable Products</th>
<th>Issuer Region</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Signature Preferred</td>
<td>US Region</td>
<td>Includes Visa Signature Preferred marketing materials, customer communications, terms and conditions, and/or disclosures</td>
</tr>
<tr>
<td>Visa Infinite</td>
<td>All Regions</td>
<td>- Includes Merchant partnership and emergency services material</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Additionally in the AP and Canada Regions, includes all Cardholder communication materials</td>
</tr>
<tr>
<td>Visa Infinite Privilege</td>
<td>Canada Region</td>
<td>Includes marketing materials for its Cardholders with terms and conditions and/or disclosures</td>
</tr>
<tr>
<td>Visa Platinum Business</td>
<td>CEMEA Region</td>
<td>All Cardholder communication material</td>
</tr>
<tr>
<td>Visa Signature Business</td>
<td>AP Region and CEMEA Region</td>
<td>- In the AP Region, includes Cardholder communication material relating to Merchant partnership or emergency services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- In the CEMEA Region, includes all marketing materials</td>
</tr>
<tr>
<td>Visa Infinite Business</td>
<td>AP Region and Canada Region</td>
<td>- In the AP Region, includes all Cardholder communication materials</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Effective 15 October 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td>In the Canada Region, includes Cardholder communication material relating to Merchant partnership or emergency services</td>
</tr>
<tr>
<td>Visa Infinite Corporate</td>
<td>LAC Region</td>
<td>Includes Merchant partnership and emergency services material for the Cardholders</td>
</tr>
</tbody>
</table>

**4.1.1.14 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.¹

¹ Optional for Visa Electron, Visa Classic, and Non-Reloadable Cards
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

4.1.2.2 Visa Consumer Product Core Card Benefits – LAC Region

An LAC 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 4-3: Visa Consumer Product Core Card Benefits – LAC Region

<table>
<thead>
<tr>
<th>Core Benefit</th>
<th>Visa Classic$^{1,2}$</th>
<th>Visa Gold</th>
<th>Visa Platinum</th>
<th>Visa Signature</th>
<th>Visa Infinite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Information Services</td>
<td>Worldwide</td>
<td>Worldwide</td>
<td>Worldwide</td>
<td>Worldwide</td>
<td>Worldwide</td>
</tr>
<tr>
<td>Price Protection</td>
<td>Up to USD 200 per account, per year</td>
<td>Up to USD 400 per account, per year</td>
<td>USD 500 per item up to USD 2,000 per account, per year</td>
<td>USD 500 per item up to USD 2,000 per account, per year</td>
<td>Up to USD 4,000 per account, per year</td>
</tr>
<tr>
<td>Purchase Protection</td>
<td>N/A</td>
<td>Up to USD 1,000 per account, per year</td>
<td>USD 5,000 per item up to USD 10,000 per account, per year</td>
<td>USD 5,000 per item up to USD 10,000 per account, per year</td>
<td>USD 10,000 per item up to USD 20,000 per account, per year</td>
</tr>
<tr>
<td>Extended Warranty</td>
<td>N/A</td>
<td>Up to USD 5,000 per account, per year</td>
<td>USD 5,000 per item up to USD 10,000 per account, per year</td>
<td>USD 5,000 per item up to USD 10,000 per account, per year</td>
<td>USD 5,000 per item up to USD 25,000 per account, per year</td>
</tr>
</tbody>
</table>
## Visa Product and Service Rules

### Issuance

#### General Issuance

<table>
<thead>
<tr>
<th>Core Benefit</th>
<th>Visa Classic(^1(^,(^2)))</th>
<th>Visa Gold</th>
<th>Visa Platinum</th>
<th>Visa Signature</th>
<th>Visa Infinite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Rental Insurance</td>
<td>N/A</td>
<td>Worldwide, including country of residence(^3)</td>
<td>Worldwide, including country of residence</td>
<td>Worldwide, including country of residence</td>
<td>Worldwide, including country of residence</td>
</tr>
<tr>
<td>Travel Accident Insurance</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 500,000</td>
<td>Up to USD 1,000,000</td>
<td>Up to USD 1,500,000</td>
</tr>
<tr>
<td>International Emergency Medical Services</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 150,000</td>
<td>Up to USD 200,000</td>
<td>Up to USD 200,000</td>
</tr>
<tr>
<td>Baggage Delay</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 100 per hour of delay, up to USD 500 per beneficiary, per event, after 4 hours of delay</td>
<td>Up to USD 100 per hour of delay, up to USD 600 per beneficiary, per event, after 4 hours of delay</td>
</tr>
<tr>
<td>Baggage Loss</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 1,000 per beneficiary, per event</td>
<td>Up to USD 3,000 per beneficiary, per event</td>
</tr>
<tr>
<td>Missed Connection</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Trip Delay</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Trip Cancellation</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Insured Journey</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Personal Concierge Service</td>
<td>N/A</td>
<td>N/A</td>
<td>Provided through Visa</td>
<td>Provided through Visa</td>
<td>Provided through Visa</td>
</tr>
<tr>
<td>Priority Pass Membership</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

---

1. This does not apply to Visa Classic debit Cards in Mexico.
2. This does not apply to Visa Classic Cards issued in Brazil.
4.1.3 Visa Charge Card Issuance

4.1.3.1 Visa Charge Card Classification – AP Region and US Region

A US 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, a Malaysia Issuer must identify a Visa Charge Card and distinguish it from a Visa Credit Card by using a separate BIN.

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.

4.1.3.3 Visa Charge Card Issuer Registration – AP Region and US Region

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.
4.1.4 Visa Debit Card Issuance

4.1.4.1 Visa Debit Card Issuer Cash-Back Requirements – US Region

A US 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.”


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.

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4.1.4.3 Consumer Visa Deferred Debit Card Equivalent – US Region

A US 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 US Consumer Visa Deferred Debit Card is treated as a Visa credit Card only for Limited Acceptance purposes.

ID# 0004153 Edition: Apr 2017 | Last Updated: Oct 2015

4.1.4.4 Visa Debit Category Transaction Identification – Canada Region

A Canada 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 2017 | Last Updated: Oct 2014
4.1.4.5 Visa Debit Category Issuer Chip Requirements – Canada Region

A Canada 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 2017 | Last Updated: Oct 2014

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 2017 | 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 2017 | 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 2017 | 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.

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

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\(^1,2\)
Deemed to be a competitor of Visa

If a Europe Affinity/Co-Brand partner is a retailer, its Merchant Outlets must accept Visa Cards.

Effective 19 January 2017

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.

1 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.”

2 This does not apply in the AP Region in Japan, to Cards issued with multiple Magnetic Stripes.

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:1

- 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

1 In the AP Region, this does not apply to mortgage originator programs, pastoral companies, and superannuation funds in Australia.
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 7.1.1.6, “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 in Japan, to Cards issued with multiple Magnetic Stripes
- Europe Region, to Cards issued with 2 or more payment scheme brands

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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 LAC Region, as specified in Section 4.1.2.1, “Second Line of Credit for On-Us Transactions – LAC Region.”

This requirement does not apply in the AP Region in Japan, to Cards issued with multiple Magnetic Stripes.

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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.
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 2017 | Last Updated: Oct 2015

4.1.6.12  BIN Requirements for Airline Co-Brand Programs – CEMEA Region

A CEMEA 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 2017 | Last Updated: Apr 2016

4.1.6.13  Co-Brand Partner Contract Requirements – Europe Region

A Europe 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.


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
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.

4.1.7.5 Card Activation Stickers – US Region

With the exception of a Card activation sticker, a US 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

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

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.

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.

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
4.1.9 Issuer Disclosures

4.1.9.1 Issuer Disclosure of Authorization Request Amounts

Effective 15 October 2016 for the AP, Canada, CEMEA, LAC, and US Regions

Effective 22 April 2017 for the Europe Region

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.

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.

4.1.9.3 Disclosure of Responsibility for Charges – AP Region

An AP 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.

4.1.9.4 Issuer Contact Disclosure – Canada Region

A Canada 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.
4.1.9.5 Issuer Disclosure of Fees and Charges – CEMEA Region

A CEMEA 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:
General Issuance

- The identity of the Issuer
- The purposes of the processing for which 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 as otherwise required or permitted by applicable laws or regulations
- That the transfer and disclosure of personal data may take place worldwide
- 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 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 or convenient by the Member
  - A contact point for data protection-related enquiries
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:

- Contactless Transactions
- Transactions at an Unattended Cardholder-Activated Terminal with no Cardholder input interface

4.1.9.8 Communication of Change of Card Details – Europe Region

A Europe 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
  - Effective 14 October 2017
    An agreement to store the Cardholder’s Stored Credential

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


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

4.1.9.11 Disclosure of Provision of Cardholder Data – US Region

A US 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.

4.1.9.12 Disclosure of Card Features and Services – US Region

A US 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.

4.1.9.13 Communication of Cardholder Assistance Telephone Number – US Region

A US 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.

4.1.10 Confidentiality of Cardholder Information

4.1.10.1 Cardholder Information Privacy Requirements – Canada Region

A Canada 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.

4.1.10.2 Contest and Promotion Privacy Requirements – Canada Region

A Canada 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.

4.11 PIN Requirements

4.11.1 PIN as Cardholder Verification Method in India – Issuer Requirements – AP Region

In the AP Region, an India 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.
4.1.11.2 PIN for Emergency Card Replacement – CEMEA Region and Europe Region

In the CEMEA Region and Europe Region, an Issuer that issues an Emergency Card Replacement is not required to issue a PIN.


4.1.11.3 PIN Verification Service Request – Europe Region

A Europe Issuer must submit a written request to Visa at least 90 calendar days before implementing the PIN Verification Service.


4.1.11.4 PIN Verification Service – Issuer Requirements – US Region

If a US 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.

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4.1.11.6 PIN Issuance for Visa Signature and Visa Signature Preferred Cards – US Region

A US 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

A US Issuer whose internal systems support customer PIN selection must offer the availability of PINs to all of its Cardholders.

A US 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.

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4.1.12 Data Retention and Transmission

4.1.12.1 Cardholder Data Provision for Prize Awards – US Region

A US 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

4.1.12.2 Enriched Transaction Data – US Region

A US 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

4.1.12.3 Issuer Requirements for Reporting Linked Consumer Credit Accounts – US Region

A US 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
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

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account:</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP</td>
<td>Visa Infinite</td>
<td>Within 24 hours of notification of a Cardholder dispute</td>
<td>The Issuer must do all of the following:</td>
</tr>
<tr>
<td></td>
<td>Visa Infinite Business</td>
<td></td>
<td>● Place the disputed Transaction amount in a suspense account until the dispute is resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>● If the Merchant disputes the Chargeback, inform the Cardholder and attempt to resolve the dispute</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>● Send letter of explanation to the Cardholder when the dispute is resolved</td>
</tr>
<tr>
<td>Visa Signature</td>
<td></td>
<td>Within 24 hours of notification of a Cardholder dispute</td>
<td>The Issuer must place the disputed Transaction amount in a suspense account until the dispute is resolved.</td>
</tr>
<tr>
<td>Visa Ultra High Net Worth</td>
<td>Within 24 hours of notification of a Cardholder dispute</td>
<td>The Issuer must not assess finance charges on the disputed amount.</td>
<td></td>
</tr>
<tr>
<td>All other Cards</td>
<td></td>
<td>Within 5 business days of notification, unless the Issuer determines that additional investigation is warranted</td>
<td>N/A</td>
</tr>
<tr>
<td>Canada</td>
<td>Visa Debit Category</td>
<td>Within 2 business days of notification of a dispute or unauthorized Transaction, unless any of the following apply:</td>
<td>The Issuer must charge back the disputed amount if any of the following conditions apply:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● The Issuer determines the need for special investigation</td>
<td>● The dispute relates to an Electronic Commerce or Mail/Phone Order Transaction.</td>
</tr>
</tbody>
</table>
### Issuance

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

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>● Transaction type or prior account history warrants a delay</td>
<td>● The Merchant has not refunded the Cardholder within 30 days of the Cardholder’s attempt to resolve the dispute.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● The nature of the Transaction justifies a delay in crediting the Cardholder’s account</td>
<td>● The Cardholder is not expected to receive a refund from any other entity, fund, or source for the disputed Transaction.</td>
</tr>
</tbody>
</table>

All other Cards

When both of the following are confirmed:

● The dispute meets the Chargeback criteria

● The dispute is determined to be legitimate

If the Issuer does not charge back the disputed Transaction amount as required, the credit to the Cardholder’s account must be final.

The Issuer may reverse a provisional credit only if it properly initiated a Chargeback that is determined by Visa to be invalid, except where the Chargeback 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.

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEMEA</td>
<td>Visa Ultra High Net Worth</td>
<td>Within 24 hours of notification of a Cardholder dispute</td>
<td>The Issuer must not assess finance charges on the disputed amount.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAC</td>
<td>Visa Infinite Visa Infinite Business Visa Platinum Visa Platinum Business Visa Premium Corporate Visa Signature Visa Signature Business</td>
<td>Within 24 hours of notification of a Cardholder dispute</td>
<td>The Issuer must place the disputed Transaction amount in a suspense account until the dispute is resolved.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td>US</td>
<td>Visa Business Check Visa Debit, except for ATM Cash Disbursements</td>
<td>Within 5 business days of notification of an unauthorized Transaction, unless the Issuer determines that additional investigation is warranted and allowed by applicable laws or regulations</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Visa Infinite</td>
<td>Immediately</td>
<td>The Issuer must do all of the following:</td>
</tr>
</tbody>
</table>

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### Issuance

#### General Issuance

<table>
<thead>
<tr>
<th>Issuer Region</th>
<th>Product Type</th>
<th>Provisional credit must be provided to a Cardholder’s account:</th>
<th>Additional Requirements / Allowances</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Ensure that the disputed amount is not calculated as part of the total balance or displayed on Cardholder statements or account summaries</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• If the Merchant disputes the Chargeback, inform the Cardholder and attempt to resolve dispute</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Send letter of explanation to the Cardholder when the dispute is resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Notify the Cardholder before the Transaction is reposted to the account if the Chargeback is reversed¹</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Not assess any finance charges on the disputed amount for the period of the dispute</td>
</tr>
</tbody>
</table>

¹ For a Member that participates in Enhanced Dispute Resolution, applies if the Issuer is responsible for the Dispute amount

---

**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.

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**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:
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- 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. 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

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 an the Issuer may contact the Cardholder
- Emergency Cash Disbursement amount requested, if applicable

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 or Visa U.S.A. Card Benefits Rules and Regulations Guide
4.1.14.4 Emergency Cash Disbursement or Emergency Card Replacement Delivery Timeframes

An Issuer must ensure that the delivery of an Emergency Cash Disbursement and Emergency Card Replacement provided by itself, through an agent, or through Visa Global Customer Card Services (GCCS) complies with the applicable timeframes, as follows:

Table 4-6: Timeframes for Delivery of Emergency Cash Disbursement to Eligible Cardholders

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Within the Canada Region and US Region</th>
<th>Outside the Canada Region and US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Classic, Visa Electron, Visa Debit, Visa Prepaid</td>
<td>1 business day</td>
<td>1 business day</td>
</tr>
<tr>
<td>Visa Gold/Premier, Visa Rewards, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing</td>
<td>24 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>Visa Infinite, Visa Signature, Visa Infinite Privilege, Visa Ultra High Net Worth</td>
<td>24 hours</td>
<td>24 hours</td>
</tr>
</tbody>
</table>

1 A Canada Visa Infinite Privilege Issuer must provide Emergency Cash Disbursement for a lost, stolen, or damaged Card reported by the Cardholder.
2 A US Visa Infinite Card Issuer must provide an Emergency Cash Disbursement for a lost, stolen, or damaged Card reported by the Cardholder.
3 Effective 15 October 2016

Applies to Visa Signature Business and Visa Infinite Business Cards issued in the LAC Region

Table 4-7: Timeframes for Delivery of Emergency Card Replacements to Eligible Cardholders

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Within the Canada Region and US Region</th>
<th>Outside the Canada Region and US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Classic, Visa Electron, Visa Debit, Visa Prepaid</td>
<td>1 business day</td>
<td>3 business days</td>
</tr>
<tr>
<td>Visa Gold/Premier, Visa Rewards, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing</td>
<td>24 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>Visa Infinite, Visa Signature, Visa Infinite Privilege, Visa Ultra High Net Worth</td>
<td>24 hours</td>
<td>24 hours</td>
</tr>
</tbody>
</table>

1 Effective 15 October 2016

Applies to Visa Signature Business and Visa Infinite Business Cards issued in the LAC Region
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
- 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, 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)

1 For a US Visa Infinite Card, 30 minutes
2 For a Europe Card, either the last day of the month following the month of issuance or a date no later than one year from the issuance date

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
- For a US Visa Infinite Card, issue a Chip-enabled replacement Card if the Issuer or agent supports Chip technology
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

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

<table>
<thead>
<tr>
<th>Product</th>
<th>Cardholder Inquiry Service</th>
<th>Emergency Cash Disbursement</th>
<th>Emergency Card Replacement</th>
<th>Lost/Stolen Card Reporting</th>
<th>Exception File Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Classic</td>
<td>Required</td>
<td>Optional</td>
<td>Optional</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Gold/Premier</td>
<td>Required</td>
<td>Required^2</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Platinum</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Rewards</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Signature</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Infinite</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Corporate</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required^1</td>
</tr>
<tr>
<td>Visa Business</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Purchasing</td>
<td>Required</td>
<td>Optional</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Electron</td>
<td>Required</td>
<td>Optional</td>
<td>Optional</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Business Electron</td>
<td>Required</td>
<td>Optional^4</td>
<td>Optional</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Virtual Account</td>
<td>Required^7</td>
<td>Prohibited^5</td>
<td>Prohibited^5</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Visa Prepaid Card</td>
<td>Required</td>
<td>Optional^6</td>
<td>Optional^6</td>
<td>Required</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>
4.1.14.10 Visa Global Customer Assistance Services and Core Benefit Services – AP Region

In addition to Section 4.1.14.9, “Visa Global Customer Assistance Services Program Requirements,” an AP 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

---

1 A CEMEA Issuer may provide this service at its discretion.
2 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.
3 This does not apply to Visa Platinum Prepaid Cards.
4 A CEMEA Issuer must provide Emergency Cash Disbursement service to its Visa Business Electron Cardholders.
5 A CEMEA Issuer may provide this service for its Virtual Account Cardholders.
6 A Visa Corporate Prepaid Card Issuer must have the ability to offer these services if requested.
7 This does not apply in the Europe Region.
8 Effective 15 October 2016
   This apply to Visa Platinum Business, Visa Signature Business, and Visa Infinite Business Cards issued in the LAC Region.
9 Effective 15 January 2017
   An LAC Issuer must provide Emergency Cash Disbursement service to its Visa TravelMoney Student Cardholders.
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


4.1.14.14 Visa Global Customer Assistance Services Program – Canada Region

A Canada 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 Disbursement¹
  – Lost/Stolen Card Reporting
  – Cardholder Inquiry Service
  – Exception File Updates

¹ This does not apply to Visa Classic and Visa Purchasing Cards.

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4.1.14.15 Visa Cardholder Benefit Requirements by Product – Canada Region

A Canada Issuer must, at minimum, provide the following product-specific Cardholder benefits:

Table 4-10: Cardholder Benefits by Product Type – Canada Region

<table>
<thead>
<tr>
<th>Product</th>
<th>Auto Rental Collision/Damage Waiver</th>
<th>Legal Referral Assistance and Cash Disbursement</th>
<th>Medical Referral Assistance and Cash Disbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Visa Gold</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Visa Platinum</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Visa Infinite</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>
4.1.14.16 Visa Global Customer Assistance Services Program Contacts – Canada Region

A Canada Issuer must not designate to Visa Global Customer Care Services more than 4 contacts per Visa Global Customer Assistance Services Program request.

4.1.14.17 Cardholder Charges for Visa Global Customer Assistance Services – Canada Region

A Canada Issuer must not assess supplemental charges to an Eligible Cardholder for the required Visa Global Customer Assistance Services.

4.1.14.18 Visa Infinite Business Card Replacement and Emergency Cash Disbursement – Canada Region

A Canada Visa Infinite Business Card Issuer must provide to an Eligible Cardholder an Emergency Cash Disbursement or an Emergency Card Replacement, directly or through an agent, within the following timeframes:

- Within the Canada Region and US Region, within 24 hours
- Outside the Canada Region and US Region, within one business day
4.1.14.19 Visa Global Customer Assistance Program – Issuer Participation – CEMEA Region and Europe Region

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

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
- 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.

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

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.

4.1.17 Visa Payment Controls

4.1.17.1 Visa Payment Controls and Consumer Transaction 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
Visa Product and Service Rules

Issuance

General Issuance

- 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
  - 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

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

4.1.18 V PAY

4.1.18.1 V PAY Card Issuance – CEMEA Region

In the CEMEA Region, an Issuer must not issue V PAY Cards.

4.1.19 Verified by Visa/3-D Secure

4.1.19.1 Visa Debit Category Verified by Visa Participation – Canada Region

A Canada Visa Debit Category Issuer must ensure that its Visa Debit Category BINs participate in Verified by Visa.

4.1.19.2 Issuer Use of 3-D Secure – Europe Region

A Europe Issuer that submits Secure Electronic Commerce Transactions must use 3-D Secure.
4.1.19.3 Fulfillment of 3-D Secure Enrollment Requests – Europe Region

A Europe Issuer must fulfill a Cardholder’s enrollment request for 3-D Secure within the timeframes specified in “3-D Secure Enrollment Timeframes – Europe Region:”

Table 4-18: 3-D Secure Enrollment Timeframes – Europe Region

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Fulfillment Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Gold</td>
<td>24 hours</td>
</tr>
<tr>
<td>Visa Infinite</td>
<td>24 hours</td>
</tr>
<tr>
<td>Visa Platinum</td>
<td>24 hours</td>
</tr>
<tr>
<td>All other Cards</td>
<td>3 days</td>
</tr>
</tbody>
</table>

4.1.19.4 Visa-Recognized Payment Authentication Method – Issuer Requirements – Europe Region

A Europe 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.

4.1.19.5 Verified by Visa Participation in Brazil – LAC Region

In the LAC Region, a Brazil Issuer must ensure that Visa Debit Card BINs and Visa Electron Card BINs participate in Verified by Visa.
4.1.20 Visa Checkout

4.1.20.1 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.

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4.1.20.2 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.

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4.1.21 Visa Token Service / Visa Europe Payment Token Service

4.1.21.1 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 maintaining payment Tokens
- Compliance with terms and conditions

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4.1.21.2 Visa Token Service – Visa Use of Participating Issuer Data

A Member that uses the Visa Token Service agrees and acknowledges that Visa may access, use, store, update, or disclose 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
- Process, support, and resolve customer inquiries or disputes
- Prevent or reduce actual or potential fraud, unauthorized Transactions, claims, or liability
Visa Token Service – Issuer Use of Token Requestor Data

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

1 Includes disclosure to Visa employees, subsidiaries, affiliates, counsel, and agents as necessary
4.1.21.4 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.

An Electronic Commerce Transaction initiated with a payment Token must be classified with Electronic Commerce Indicator 7.

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.

4.1.21.5 Visa Europe Payment Token Service Issuer Requirements – Europe Region

To participate in the Visa Europe Payment Token Service, a Europe Issuer must register with Visa and all of the following:

- Provide information to Visa to show both:
  - Which of its Cards are eligible to be associated with a payment Token by Visa on the Issuer's behalf
  - Which Token Requestors are eligible to request a payment Token from Visa to be associated with the Issuer's Cards
- Ensure that a payment Token both:
  - Maintains the exact characteristics of the Card represented by that payment Token
  - Is presented to the Cardholder as a Visa product or service
- Ensure that no third-party Token Service Provider associates a payment Token with an Account Number in an account range assigned to the Visa Europe Payment Token Service
- Include all information required under applicable data protection legislation in the terms and conditions to be agreed between the Issuer and a Cardholder, including without limitation the purposes for which the Cardholder's personal data (which may include identification and contact details, device data, and Card details) may be processed. The terms and conditions must include without limitation both:
  - The provision and management of the Visa Europe Payment Token Service and the use of that data by Visa
  - When fully anonymized, that the Cardholder's personal data may be used for billing, improvement, and testing of the Visa Europe Payment Token Service
Visa reserves the right to establish minimum terms and conditions, to be agreed between an Issuer and a Cardholder, or the principle thereof, in order to participate in the Visa Europe Payment Token Service.

Visa reserves the right to decline, on an Issuer’s behalf, a Transaction initiated with a payment Token, where that payment Token does not satisfy domain control requirements specified in the EMV Payment Tokenization Specification.

If an Issuer chooses to act as a Token Requestor for Cards it has not issued, the Issuer must comply with the requirements of the Visa Digital Enablement Program.

If an Issuer acts as a Token Requestor through a mobile payment application deployed by the Issuer, it 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.

4.1.22 Visa FeatureSelect

4.1.22.1 Visa FeatureSelect Issuer Participation – US Region

A US 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 Feature Select-compatible format
Visa Product and Service Rules

Issuance

General Issuance

- In Australia and New Zealand, all Reloadable Cards (except Visa TravelMoney Cards)
- In New Zealand, all Visa debit Cards

4.1.23.3 Cash-Back Services on Visa Debit Chip Cards in Australia – AP Region

In the AP Region, an Australia Issuer must offer Cash-Back services on its Visa debit Chip Cards.

4.1.23.4 Chip Card Issuing Requirement in India – AP Region

In the AP Region, an India 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).

4.1.23.5 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.

4.1.23.6 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.

### 4.1.23.7 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.

### 4.1.23.8 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 from any and all Claims or losses resulting from 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.

### 4.1.23.9 Contactless Issuer Requirements

A Contactless Payment Device Issuer must comply with the following:

**Table 4-19: Contactless Payment Device Issuer Requirements**

<table>
<thead>
<tr>
<th>Applies to Contactless Payment Devices issued or replaced on or after:</th>
<th>Region/Country</th>
<th>Required VCPS Version</th>
<th>Support for qVSDC Transaction Path</th>
<th>Support for MSD Transaction Path</th>
<th>Form Factor Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 January 2012, all, excluding US</td>
<td>2.0 or later</td>
<td>Required</td>
<td>Optional</td>
<td>Not applicable</td>
<td></td>
</tr>
<tr>
<td>1 January 2012, US</td>
<td>Any</td>
<td>Optional</td>
<td>Required</td>
<td>Not applicable</td>
<td></td>
</tr>
<tr>
<td>1 April 2015, AP, excluding Japan</td>
<td>2.1 or later</td>
<td>Required</td>
<td>Not permitted, except for Mobile</td>
<td>Required</td>
<td></td>
</tr>
</tbody>
</table>
## Issuance

### General Issuance

<table>
<thead>
<tr>
<th>Applies to Contactless Payment Devices issued or replaced on or after:</th>
<th>Region/Country</th>
<th>Required VCPS Version</th>
<th>Support for qVSDC Transaction Path</th>
<th>Support for MSD Transaction Path</th>
<th>Form Factor Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CEMEA, excluding: Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates</td>
<td></td>
<td></td>
<td>Payment Devices</td>
<td></td>
</tr>
<tr>
<td>1 April 2015</td>
<td>Japan</td>
<td>2.1 or later</td>
<td>Required</td>
<td>Not permitted, except:</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Optional for Mobile Payment Devices</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Optional for Issuers that issued a Contactless Payment Device before 1 April 2015</td>
<td></td>
</tr>
<tr>
<td>1 July 2015</td>
<td>All other CEMEA countries</td>
<td>2.1 or later</td>
<td>Required</td>
<td>Not permitted, except for Mobile Payment Devices</td>
<td>Required</td>
</tr>
<tr>
<td>1 October 2015</td>
<td>All, excluding Canada and US</td>
<td>2.1 or later</td>
<td>Required</td>
<td>Not permitted, except for Mobile Payment Devices</td>
<td>Required</td>
</tr>
<tr>
<td>1 October 2015</td>
<td>Canada and US</td>
<td>2.1 or later</td>
<td>Required</td>
<td>Optional</td>
<td>Required</td>
</tr>
<tr>
<td>31 December 2015</td>
<td>Canada and US</td>
<td>2.1 or later</td>
<td>Required</td>
<td>For a Contactless</td>
<td>Required</td>
</tr>
</tbody>
</table>

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A Europe 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 4-20: Contactless Payment Device Issuer Requirements – Europe Region

<table>
<thead>
<tr>
<th>Applies to:</th>
<th>Required VCPS Version</th>
<th>Support for qVSDC Transaction Path</th>
<th>Support for MSD Transaction Path</th>
<th>Form Factor Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Contactless Payment Devices (except Mobile Payment Devices)</td>
<td>2.1</td>
<td>Required</td>
<td>Not permitted&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Required</td>
</tr>
<tr>
<td>All Contactless Payment Devices (except Mobile Payment Devices) that are Visa Prepaid Cards</td>
<td>2.1.1</td>
<td>Required</td>
<td>Not permitted&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Required</td>
</tr>
<tr>
<td>All Contactless Payment Devices with an X2X Service Code</td>
<td>2.1.1 or later</td>
<td>Required</td>
<td>Not permitted&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Required</td>
</tr>
</tbody>
</table>

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

A Europe Issuer must decline any Authorization Request using the Contactless MSD transaction path.

4.1.23.10 Visa Contactless Authentication Issuer Requirement

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 contactless Chip Cards issued in the US Region.

This does not apply to a Europe Transaction that uses a cloud-based payments Mobile Application, except if the Transaction is a Variable Fare Transaction.
4.1.23.11 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

4.1.23.12 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, except Visa Prepaid devices (a Contactless Payment Device may be assigned a different Account Number)
- Is issued with a PIN for use at ATMs, if the Issuer supports Visa payWave contactless ATM Transactions
- In the AP Region and CEMEA Region, if issued on or after 1 April 2015, both:
  - Is personalized with the application program ID
  - Supports offline data authentication for Online Authorization

1 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).
2 This does not apply to Issuers in South Korea.
3 For Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and United Arab Emirates, 1 July 2015
4.1.23.15 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.

The Issuer of a Chip Card bearing a Payment Application must comply with Table 4-21, “Chip Card Issuer Cardholder Verification Method Requirements.” This does not apply to Mobile Payment Devices.

Table #--#:

<table>
<thead>
<tr>
<th>Region/Country</th>
<th>Applies to Contactless Payment Devices issued on or after:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP</td>
<td>1 April 2015</td>
</tr>
<tr>
<td>Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates</td>
<td>1 July 2015</td>
</tr>
<tr>
<td>Other CEMEA countries</td>
<td>1 April 2015</td>
</tr>
</tbody>
</table>

In the AP Region and CEMEA Region, a Contactless Payment Device must include a Cardholder Verification Method to facilitate Contactless Payment Transactions, as follows:
4.1.23.16 Cardholder Verification Method List – Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that the 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

4.1.23.18 Additional Cardholder Authentication for Token Issuance – Canada Region

When a Canada 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.

4.1.23.20 Card Verification Value Requirements

An Issuer must be capable of receiving the POS Entry Mode code and processing the Card Verification Value.¹

At the Issuer's option, the Card Verification Value contained in the Magnetic-Stripe Image (track 2 equivalent data) on the Chip (Chip Card Verification Value-iCVV) may differ from the Card Verification Value encoded on the Card's Magnetic Stripe.

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.
In the Europe Region, the Chip Card Verification Value-iCVV must differ from the Card Verification Value.

1 A Europe Issuer may verify the CVV itself, or may use its Visa Scheme Processor.

4.1.23.21 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

4.1.23.22 Parameters to Enable Offline Chip Authorization

An Issuer of the following Chip Cards must define parameters to enable Offline Chip Authorization:

- In the AP, Canada, CEMEA, LAC, and US Regions, 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, a Europe Issuer may exempt Visa Purchasing Cards from this requirement.

4.1.23.23 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.
4.1.23.24 Consecutive Offline Chip Authorization Counters Requirement – AP Region

An AP 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 4-24: Domestic Contactless Transaction Offline Authorization Limits – AP Region

<table>
<thead>
<tr>
<th>Country</th>
<th>Cumulative Offline Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hong Kong</td>
<td>HKD 1,000</td>
</tr>
<tr>
<td>Indonesia</td>
<td>IDR 500,000</td>
</tr>
<tr>
<td>Japan</td>
<td>JPY 50,000</td>
</tr>
<tr>
<td>Malaysia</td>
<td>MYR 400</td>
</tr>
<tr>
<td>Philippines</td>
<td>PHP 5,000</td>
</tr>
<tr>
<td>Singapore</td>
<td>SGD 200</td>
</tr>
<tr>
<td>Taiwan</td>
<td>NTD 10,000</td>
</tr>
<tr>
<td>Thailand</td>
<td>THB 4,500</td>
</tr>
</tbody>
</table>

4.1.23.25 Cardholder Name on Chip

For all Contactless Payment Devices issued on after 1 October 2015, 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

1 In the AP Region and CEMEA Region, 1 April 2015
2 In the CEMEA Region, for Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, and United Arab Emirates, 1 July 2015

4.1.23.26 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.
4.1.23.27  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.


4.1.23.28  Integrated Circuit Card Verification Value (iCVV) Requirements – AP Region

An AP 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.

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4.1.23.29  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.

4.1.23.30 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.

4.1.23.31 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.

4.1.23.32 Mobile Payment Devices – Cardholder Verification Method Requirements

An Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device 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.

1 Except a Visa Micro Tag

4.1.23.33 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
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- A Visa-approved cloud-based payments Visa Mobile Payment Application. A US 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\(^1\) 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.

\(^1\) In the AP Region, for Issuers in Japan, the expiration date of the account must not exceed 5 years.

4.1.23.34 Smart Payment Application Options

An Issuer must define the Payment Application options for its Visa Smart Payment program.

4.1.23.35 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.

4.1.23.36 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).
4.1.23.37 Dynamic Data Authentication (DDA) Issuer Requirement

**Effective through 30 September 2018**

All Chip Cards issued on or after 1 October 2015\(^1\) that do not have contactless functionality and that support offline Authorization must both:

- Support Dynamic Data Authentication (DDA)\(^2\) (support for combined DDA/application cryptogram generation is optional)
- Not support static data authentication\(^3\)

**Effective 1 October 2018**

All Chip Cards that do not have contactless functionality and that support offline Authorization must both:

- Support DDA\(^2\) (support for combined DDA/application cryptogram generation remains optional)
- Not support static data authentication\(^4\)

---

\(^1\) In the AP Region for Australia and New Zealand, 1 January 2012, for Japan, 1 October 2018

\(^2\) Online-only Chip Cards that do not have contactless functionality or any type of offline data authentication are still permitted.

\(^3\) In the LAC Region for Brazil, 1 October 2016

\(^4\) In the AP Region for Australia and New Zealand, 1 January 2016, for Japan, 1 October 2023

---

4.1.23.38 Visa payWave Application Requirement in Australia, Malaysia and United States – AP Region and US Region

In the AP Region and US Region, an Issuer in Australia\(^1\), Malaysia\(^2\), and the United States that issues a Visa Card with contactless payment capability must enable the Visa payWave Application on the Card.

An Australia Issuer must also do both of the following for a Visa Card with multiple contactless payment applications:

- Designate and retain the Visa payWave Application as the highest priority application
- Not modify the priority of the Visa payWave Application after issuance

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\(^1\) Effective for Cards issued on or after 23 April 2013

\(^2\) Effective for Cards issued on or after 15 April 2016
4.1.23.39 PIN as Cardholder Verification Method in Australia and New Zealand – Issuer Requirements – AP Region

In the AP Region, in Australia and New Zealand, all newly issued or reissued Visa Cards must be issued with a PIN as the preferred Cardholder Verification Method (CVM).¹

In 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 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.

¹ This does not apply to non-PIN-preferring Cards issued to accommodate specific individual Cardholder needs, as required by applicable laws or regulations.

4.1.23.40 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.

4.1.23.41 Chip Card Online/Offline Data Authentication – Canada Region and Europe Region

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.
4.1.23.42 Chip Card Script Message Length – Canada Region

A Canada 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.

4.1.23.44 Chip Card Issuing Requirements in Liechtenstein – Europe Region

In the Europe Region, a Liechtenstein Issuer may issue Cards using card applications that comply with the EMV'16 specifications only if the Issuer satisfies the Visa approval requirements for the use of the EMV'16 specifications.

4.1.23.45 Chip Card Issuing Requirements in Luxembourg – Europe Region

In the Europe Region, a Luxembourg 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.

4.1.23.46 Identification of a Chip Card – Europe Region

A Europe 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.

4.1.23.47 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.
4.1.23.48  Contactless Payment Device Issuance Requirements – Europe Region

Effective 31 December 2016

In the Europe Region, in countries in which 50% or more of the Point-of-Transaction Acceptance Devices accept Contactless Payment Devices, a Visa Card issued on or after 31 December 2016 must be Contactless or be issued in conjunction with a Visa Micro Tag or a Mobile Payment Device.

This does not apply to:

- Visa Prepaid Cards
- Visa Commercial Cards
- Cards that request Online Authorization for every Transaction
- ATM access-only Cards that are not used at Point-of-Transaction Acceptance Devices
- Cards issued to Cardholders that choose to opt out of being issued a Contactless Payment Device

As of 30 December 2016: Cyprus, the Czech Republic, Hungary, Poland, Slovakia, Spain, Switzerland, and the United Kingdom


4.1.23.49  Issuer Liability for Visa Smart Payment – Europe Region

A Europe 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.


4.1.23.51  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.

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4.1.23.52 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

4.1.23.53 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, 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.

1 This does not apply to the Visa US Common Debit Application Identifier when personalized on a non-Visa Card.

4.1.23.54 Contactless Card Application Transaction Counter – US Region

A US 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.

4.1.23.55 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. 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
4.1.23.56 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
- 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.

1 This does not apply in the Europe Region.

4.1.23.57 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.

4.1.23.58 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.
General Issuance

- 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.

4.1.23.59 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.

4.1.23.60 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.
4.1.23.61 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.

4.1.23.62 Liability in Card-Present Environment – Canada Region

A Canada 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
- Canada Acquirer has complied with all Card acceptance requirements

4.1.24 Pass-Through Digital Wallet Requirements

4.1.24.1 Pass-Through Digital Wallet Requirements

**Effective 21 January 2017**

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
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:

Effective through 20 April 2017

- ATM access
- Manual Cash Disbursements
- 100% Authorization and electronic Transaction processing for Domestic and International Transactions
- Signature or PIN verification
- Optional use for Electronic Commerce Transactions

Effective 21 April 2017

- Use for International Transactions\(^1\) and Domestic Transactions
- Use for Electronic Commerce Transactions and other Card-Absent Environment Transactions\(^2\)
- For Card-Present Environment Transactions (including ATM and Manual Cash Disbursements), both:
  - Signature or PIN verification
  - 100% Online Authorization

---

\(^1\) Except as specified in Section 4.1.1.5, “Issuance of Domestic Use-Only Visa Cards”

\(^2\) This does not apply in the Europe Region or in the LAC Region to Visa Electron Cards issued in Argentina, Brazil, Chile, Colombia, Mexico, or Trinidad.

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
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 Chargeback requirements that apply for a Visa Transaction.

4.2.1.5 Visa Electron Card BIN Requirements – Europe Region

A Europe Visa Electron Card Issuer must both:

- 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

4.3 Visa Check Card

4.3.1 Visa Check Card – Issuer Requirements

4.3.1.1 Card Accessing Cardholder Funds on Deposit – US Region

A US 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.

4.3.1.2 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:
Visa Product and Service Rules

Issuance

Visa Check Card

- 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.

4.3.1.3 Visa Check Card Activation – US Region

A US 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

4.3.1.4 Visa Check Card Point-of-Sale Balance Inquiry – US Region

A US 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.

4.3.2 Secured Card – Issuer Requirements

4.3.2.1 Secured Card Security Deposit Requirement – US Region

A US 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.

4.3.2.2 Secured Visa Card Solicitations – US Region

A US 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
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- 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

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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

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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.

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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.

4.4.3 Visa Gold – Features and Benefits

4.4.3.1 Visa Gold Card Product Requirements in Japan – AP Region

Effective 1 April 2017

In the AP Region, a Japan 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 4-25: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits in 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 4-25: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits in Japan

<table>
<thead>
<tr>
<th></th>
<th>Travel accident insurance</th>
<th>Total benefit value from the four categories of insurance, retail, travel, and lifestyle, per year</th>
<th>Rewards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit</td>
<td>USD 500,000</td>
<td>USD 70</td>
<td>50 basis points</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>USD 150</td>
<td>50 basis points</td>
</tr>
<tr>
<td></td>
<td>USD 500,000</td>
<td>N/A</td>
<td>100 basis points</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>USD 50</td>
<td>100 basis points</td>
</tr>
<tr>
<td>Debit</td>
<td>USD 500,000</td>
<td>N/A</td>
<td>50 basis points</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>USD 20</td>
<td>50 basis points</td>
</tr>
</tbody>
</table>

4.4.3.2 Visa Gold Card Auto Rental Collision Damage Waiver – Canada Region

A Canada 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.

### 4.5 Visa Platinum

#### 4.5.1 Visa Platinum – Card Requirements

##### 4.5.1.2 Visa Platinum Debit Product Name Requirements in Australia – AP Region

In the AP Region, an Australia 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

#### 4.5.2 Visa Platinum – Customer Service Requirements

##### 4.5.2.1 Visa Platinum Card Customer Service Telephone Number – Europe Region

A Europe 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.
4.5.3 Visa Platinum – Issuer Requirements

4.5.3.3 Visa Platinum Card Issuance Requirements – Canada Region

A Canada Visa Platinum Card Issuer must comply with all requirements related to Visa Gold Cards.

4.5.4 Visa Platinum – Features and Benefits

4.5.4.4 Visa Platinum Card Core Services – Europe Region

A Europe 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.
4.5.4.6 Visa Platinum Card Travel Rewards Program – LAC Region

An LAC 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.

4.5.5 Visa Platinum Prepaid – Issuer Requirements

4.5.5.3 Visa Platinum Prepaid Card Program Issuance Requirements – Canada Region

A Canada 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 payWave 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
4.6 Visa Rewards

4.6.3 Visa Rewards – Features and Benefits

4.6.3.2 Visa Rewards Product Benefits Requirements in Australia – AP Region

An Australia Visa Rewards Product Issuer must provide its Visa Rewards Cardholders with all of the following benefits:

Table 4-31: Visa Rewards Product Benefits – AP Region

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder Insurance</td>
<td>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.</td>
</tr>
<tr>
<td>Concierge Services</td>
<td>Offer concierge services and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>Minimum Spending Limit</td>
<td>Offer a Minimum Spending Limit of X</td>
</tr>
</tbody>
</table>
| Rewards Program               | Provide a rewards program for its Visa Rewards Product Cardholders and provide a minimum rewards currency of 65 basis points for its Visa Rewards Product credit Cards 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. Communicate both of the following to its Visa Rewards Cardholders:  
  • Visa benefits of the Visa Rewards Card at least twice per year  
  • New benefits or changes to existing benefits at least 2 months before the effective date |

1 Effective 22 April 2017
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Issuer may instead offer an alternative Cardholder benefit, as specified in Section 4.1.15.1, “Alternative Cardholder Benefits in Australia, Myanmar, and New Zealand – AP Region.”</td>
<td></td>
</tr>
</tbody>
</table>

4.6.4 Visa Traditional Rewards – Issuer Requirements

4.6.4.1 Visa Traditional Rewards Product Requirements – US Region

A US Visa Traditional Rewards Card Issuer must comply with Visa Traditional product requirements, including, but not limited to, core service requirements.

4.6.4.3 Issuer Rewards Program Registration – US Region

A US Issuer must both:

- Register its Visa Traditional Rewards program with Visa

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.

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
Visa Product and Service Rules

Issuance

Visa Signature

- Notify Cardholders, at least quarterly, of their Rewards Currency via a stand-alone communication piece,

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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

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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
- Access to web services specific to Visa Signature Cardholders
- A Card design specific to a Visa Signature Card

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4.7.1.4 Visa Signature Card Point-of-Sale Spend Requirement – AP Region and CEMEA Region

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 4.7.1.3, “Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region”
- Section 4.7.1.6, “Visa Signature Card Point-of-Sale Spend Qualification Threshold – CEMEA Region”

Spend qualification assessment methodology may be defined by Visa within the specific country.

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
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.

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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 2017 | 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

ID# 0003907 Edition: Apr 2017 | Last Updated: Oct 2014

4.7.4 Visa Signature and Visa Signature Preferred – Features and Benefits

4.7.4.7 Visa Signature Card Travel Rewards Program – LAC Region

An LAC 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.

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4.7.4.8 Visa Signature and Visa Signature Preferred Spending Limits and Payment Options – US Region

A US 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.

4.7.4.9 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

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

A US Visa Infinite Issuer must use Account Level Processing to support BIN designation for its Visa Infinite portfolio.
4.8.1.2 Visa Infinite Card Spending Limits

An Issuer must offer its Visa Infinite Cardholders either:

- A no pre-set limit, excluding Emergency Card Replacements
- A minimum spending limit of X (or local currency equivalent) 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:
  - USD X (or local currency equivalent) for accounts with no pre-set spending limit
  - USD X for accounts with a pre-set spending limit
- For Visa Charge Cards, USD X

1 This requirement does not apply to Visa Infinite debit Card Issuers in China.
2 Effective 15 October 2016
This requirement does not apply to Visa Infinite debit Card Issuers in Singapore.

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

4.8.1.5 Visa Infinite Debit Card Issuance Requirements in China and Singapore – AP Region

In the AP Region, a China 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.
Effective 15 October 2016

In the AP Region, a Singapore 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.

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.

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.
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

4.8.3.7 Visa Infinite Privilege Program Compliance with Visa Infinite Rules – Canada Region

A Canada Visa Infinite Privilege Card Issuer must comply with all requirements related to the Visa Infinite Card program.

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.

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
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.


4.8.3.15 Visa Infinite Card BIN Requirements – Europe Region

A Europe 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


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.


4.8.3.19 Visa Infinite Requirement to Provide Cardholder Disclosure – US Region

A US 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.

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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.

Effective through 14 October 2016

In the AP Region, an Issuer in Singapore must ensure that the rewards currency enables Cardholders to redeem an equivalent to 150 basis points per dollar for International Transactions and 100 basis points per dollar for Domestic Transactions.

Effective 15 October 2016

In the AP Region, an Issuer in Singapore 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.

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
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- 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.

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

4.8.4.15 Visa Infinite Card Core Features – Europe Region

A Europe 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
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 US 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

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.
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\(^1\) 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

\(^1\) In the US Region, the number must be a toll-free telephone number.


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.\(^1\)

A Visa Prepaid Card program type must be issued in a separate BIN or 9-digit account range within a BIN.

\(^1\) This requirement does not apply in the LAC Region.

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4.11.4 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.

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

4.11.6 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
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.

4.11.1.13 Visa Prepaid Card Transaction Data Requirements – LAC Region

In the LAC Region, an Issuer of a Visa Prepaid Card in Brazil 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.

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 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
- 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

1 This does not apply to travel Visa Prepaid Cards issued in foreign currency and Visa Commercial Card Issuers.
2 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

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\(^1\) 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

\(^1\) This does not apply in the Europe Region.
4.11.3 Prepaid – Affinity/Co-Branding

4.11.3.1 Additional Permitted Member Identification for Prepaid Cards

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

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 4.11.1.14, “Visa Prepaid Cards – Reseller Organization Requirements.”
4.11.4 Prepaid – Cross-Border Remittance

4.11.4.4 Issuer Requirements for the Distribution of Visa Prepaid Cards Outside the Country of Issuance

To distribute Visa Prepaid Cards outside the country of issuance, a Visa Prepaid Card Issuer must both:

- Submit all required documentation for prior written approval from Visa for each of its Visa Prepaid Card programs that it enables for distribution in a different country
- Not engage in any activity that amounts to active solicitation and issuance outside its principal country of business

4.11.4.5 Limitation of 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 a Visa Member in the country where the multinational corporation has its principal place of business
- 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
- 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
- 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 may be 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:

- Ensure that no more than 25% of the total beneficiaries of the government disbursements under the specified government program reside outside the country of the Issuer
- Ensure that the government entity is located within the same country as the Issuer
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.

4.11.5.2 Partial Authorization Service for Visa Prepaid Card Issuers


In the Canada Region and US Region, a Visa Prepaid Card Issuer and its VisaNet Processor must support Partial Authorization Transactions.

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, “Visa Prepaid Partner Agreement Requirements – General,” 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.
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

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

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:

Effective through 14 January 2017

- Emergency services through Visa’s GCAS services, including full participation requirements
  - Lost/Stolen Card Reporting
  - Cardholder Inquiry Service
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- Emergency Cash Disbursement
- Emergency Card Replacement
  - Travel accident insurance with accidental death benefit coverage of USD 250,000 (or local currency equivalent)
  - Rental car insurance, including country of residence
  - Travel and emergency assistance services
  - Visa Purchase Protection

Effective 15 January 2017

- 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

4.11.9.5 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.

4.11.9.6 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.¹
4.11.9.8 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.

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.

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
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)

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

4.11.13.2 Visa Mobile Prepaid Issuer Requirements – AP Region, CEMEA Region, and LAC Region

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
Issuance

Prepaid

- 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

4.11.13.3 Visa Mobile Prepaid Quarterly Reporting – AP Region, CEMEA Region, and LAC Region

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.

4.11.13.4 Visa Mobile Prepaid Companion Card Requirements – AP Region, CEMEA Region, and LAC Region

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

4.11.13.5 Visa Mobile Money Operator Requirements – AP Region, CEMEA Region, and LAC Region

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

4.11.13.6 Visa Mobile Prepaid Processing Requirements – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, all Visa Mobile Prepaid Transactions completed on a Visa BIN must be processed through VisaNet.

4.11.13.7 Visa Mobile Money Operator Authentication Requirements – AP Region, CEMEA Region, and LAC Region

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

4.11.13.8 Mobile Money Agent Authentication – AP Region, CEMEA Region, and LAC Region

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

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.


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

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.
4.11.15 Prepaid – Visa Vale

4.11.15.1 Visa Vale Issuer Participation – LAC Region

In the LAC Region, an Issuer in Argentina and Brazil that participates in the Visa Vale program must authorize and settle Visa Vale Transactions.

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
Visa Commercial Products

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\(^1\)\(^2\) 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

\(^1\) This requirement does not apply in the US Region to Visa Business Check Cards used to pay debt.
\(^2\) A Europe 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.

4.12.1.2 Commercial Products Core Feature Requirements

A Visa Commercial Card Issuer must provide the core features specified as follows. A description of each core feature is provided below the table.
This does not apply in the Europe Region. A Europe Visa Commercial Card Issuer must comply with the *Visa Europe Commercial Program Guide*.

**Table 4-49: Visa Commercial Card Core Feature Requirements**

<table>
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<tr>
<th>Core Feature</th>
<th>Visa Business Card and Visa Business Electron Card&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Visa Corporate Card&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Visa Purchasing Card&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Visa Platinum Business Card and Visa Signature Business Card&lt;sup&gt;2,3&lt;/sup&gt;</th>
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<tr>
<td>Charge Card&lt;sup&gt;8&lt;/sup&gt;</td>
<td>X&lt;sup&gt;5&lt;/sup&gt;</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Limited Corporate Liability&lt;sup&gt;8&lt;/sup&gt;</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Management Information Reporting&lt;sup&gt;6,9&lt;/sup&gt;</td>
<td>X&lt;sup&gt;4&lt;/sup&gt;</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Flexible Transaction Authorization&lt;sup&gt;6,7,8&lt;/sup&gt;</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Individual Memo Statements&lt;sup&gt;10&lt;/sup&gt;</td>
<td>X</td>
<td>X&lt;sup&gt;5&lt;/sup&gt;</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<sup>1</sup> Does not apply to Visa Business Electron Cards, Visa Corporate Electron Cards, and Visa Purchasing Electron Cards issued in the LAC Region

<sup>2</sup> Applies to Visa Platinum Business Cards and Visa Signature Business Cards issued in the CEMEA Region

<sup>3</sup> Applies to Visa Signature Business Cards and Visa Infinite Business Cards issued in the LAC Region

<sup>4</sup> Applies to Visa Corporate debit Cards in the LAC Region

<sup>5</sup> Core features required for Visa Purchasing Cards in the US Region

<sup>6</sup> Also applies to Visa Agro Cards issued in the LAC Region

<sup>7</sup> Does not apply to Visa Commercial Cards issued in the US Region

<sup>8</sup> Does not apply to Visa Corporate Prepaid Cards

<sup>9</sup> In the AP Region, also applies to Visa Signature Business Charge Cards and Visa Infinite Business Charge Cards in Malaysia

<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.

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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.

PSR-228  Visa Public  22 April 2017
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Table 4-50: Visa Commercial Card Mandatory Core Services

<table>
<thead>
<tr>
<th>Mandatory Core Services</th>
<th>Visa Business Card¹</th>
<th>Visa Corporate Card</th>
<th>Visa Purchasing Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer support services, as specified in Section 4.1.14.9, “Visa Global Customer Assistance Services Program Requirements”</td>
<td>X</td>
<td>X⁴</td>
<td>X</td>
</tr>
<tr>
<td>Medical referral, medical assistance, and emergency services²,³</td>
<td>X⁵</td>
<td>X</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Legal referral, legal assistance, and cash disbursement services²,³</td>
<td>X⁴</td>
<td>X</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Free 24-hour telephone number to obtain emergency services (Issuer must communicate the telephone number to the Cardholder at least once each year)</td>
<td>X</td>
<td>X⁴</td>
<td>X</td>
</tr>
</tbody>
</table>

¹ Visa Business Electron Cards must comply with the Visa Global Customer Assistance Services Program requirements for Visa Electron Cards specified in Section 4.1.14.9, “Visa Global Customer Assistance Services Program Requirements.”
² An exception to this requirement applies to Cards issued in the Europe Region.
³ This is an optional service for Visa Corporate Prepaid Cards.
⁴ Also applies to Visa Corporate Prepaid Cards
⁵ Effective 15 October 2016

In the Canada Region, medical referral, medical assistance, legal referral, and legal assistance are optional services for Visa Business Cards.
4.12.1.6  Requirements for Visa Commercial Cards that are Direct (Immediate) Debit Cards – Europe Region

A Europe 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. 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.


4.12.1.7  Visa Commercial Card Transaction Data Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards in Brazil 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.

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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.

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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.¹
- Offer electronic management information reports² 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
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, Canada, CEMEA, LAC, and US Regions, 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

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.

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.
Visa Product and Service Rules

Issuance

Visa Commercial Products

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.

4.12.1.18 Visa Commercial Card Product Types – US Region

A US 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
- GSA Visa Corporate Card
- Visa Purchasing Card

1 Visa Travel Card is for use by public sector or non-profit entities that are not corporations.

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
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- 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 and holds harmless Visa from and against all Claims and Liabilities arising out of a Client Organization’s use of such tools and services.

This does not apply in the Europe Region.

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.

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.
4.12.2.4 Use and Disclosure of Card-Specific Enhanced Data – US Region

A US 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.

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.

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.
4.12.2.11 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.¹

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.

¹ This does not apply to Visa Drive Cards that are "extra" Cards, which must not be issued as Enhanced Data products with VAT accreditation.

4.12.2.12 Visa IntelliLink Spend Management Participation – Europe Region

To participate in Visa IntelliLink Spend Management, a Europe 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

4.12.2.13 Visa Commercial Card Enhanced Data Fee – Europe Region

A Europe Visa Commercial Card Issuer that has configured its BIN or associated account ranges to receive Enhanced Data must pay a Europe Acquirer a fee for providing Enhanced Data for each Visa Commercial Card Transaction.

¹ This does not apply to Visa Drive Cards that are "extra" Cards, which must not be issued as Enhanced Data products with VAT accreditation.
4.12.2.14 Data Field Processing Requirement – Europe Region

A Europe 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.

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

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
4.12.4 Visa B2B Virtual Payments Program

4.12.4.1 Visa B2B Virtual Payments Product – Issuance Requirements

Effective 22 April 2017 in the AP, CEMEA, Europe, LAC, and US Regions

Effective 15 July 2017 in the Canada Region

An Issuer participating in the Visa B2B Virtual Payments Program must comply with all of the following:

- Obtain Visa approval prior to participating in the program
- Submit a BIN licensing agreement to Visa to register the product
- Complete a separate Credit Card Schedule of the regional Operating Certificate to report product activity
- Use the account only as a credit Card account within the commercial product type
- 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

1 Not available in countries or Regions where Visa does not process Domestic Transactions, or does not set the Interchange Reimbursement Fee.

4.12.4.2 Visa B2B Virtual Payments Program BIN

Effective 22 April 2017 in the AP, CEMEA, Europe, LAC, and US Regions

Effective 15 July 2017 in the Canada Region

An Issuer participating in the Visa B2B Virtual Payments Program must designate a Visa Corporate Card or Visa Purchasing Card credit BIN for the program, and either:
Visa Product and Service Rules

Issuance

Visa Small Business Product-Specific Issuance

- 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

4.13 Visa Small Business Product-Specific Issuance

4.13.1 Visa Business – Card Requirements


In the US Region, a Visa Business Card Issuer must provide ATM access.


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)

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:
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- Actual debiting of funds from the business asset account occurs periodically rather than daily
- These periods are at least X days apart


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.

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

4.13.4 Visa Business – Features and Benefits

4.13.4.3 Visa Business Card Core Benefits – LAC Region

An LAC 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:

Table 4-52: Visa Business Card Core Benefits – LAC Region

<table>
<thead>
<tr>
<th>Core Benefit</th>
<th>Visa Platinum Business</th>
<th>Visa Signature Business</th>
<th>Visa Infinite Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Assistance Services</td>
<td>Worldwide</td>
<td>Worldwide</td>
<td>Worldwide</td>
</tr>
<tr>
<td>Price Protection</td>
<td>Up to USD 2,000 per year</td>
<td>Up to USD 2,000 per year</td>
<td>Up to USD 4,000 per year</td>
</tr>
<tr>
<td>Purchase Protection</td>
<td>Up to USD 25,000 per year</td>
<td>Up to USD 25,000 per year</td>
<td>Up to USD 25,000 per year</td>
</tr>
<tr>
<td>Extended Warranty</td>
<td>Up to USD 10,000 per year</td>
<td>Up to USD 10,000 per year</td>
<td>Up to USD 25,000 per year</td>
</tr>
</tbody>
</table>
## Visa Product and Service Rules

### Issuance

#### Visa Platinum Business

<table>
<thead>
<tr>
<th>Auto Rental Collision Damage Waiver</th>
<th>Worldwide</th>
<th>Worldwide</th>
<th>Worldwide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Accident Insurance with accidental death benefit</td>
<td>Up to USD 500,000</td>
<td>Up to USD 1,000,000</td>
<td>Up to USD 1,500,000</td>
</tr>
<tr>
<td>International Emergency Medical Services</td>
<td>Up to USD 150,000</td>
<td>Up to USD 200,000</td>
<td>Up to USD 200,000</td>
</tr>
<tr>
<td>Baggage Delay</td>
<td>N/A</td>
<td>Up to USD 500</td>
<td>Up to USD 600</td>
</tr>
<tr>
<td>Baggage Loss</td>
<td>N/A</td>
<td>Up to USD 1,000</td>
<td>Up to USD 3,000</td>
</tr>
<tr>
<td>Missed Connection</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 300</td>
</tr>
<tr>
<td>Trip Delay</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 300</td>
</tr>
<tr>
<td>Trip Cancellation</td>
<td>N/A</td>
<td>N/A</td>
<td>Up to USD 3,000</td>
</tr>
<tr>
<td>Insured Journey</td>
<td>N/A</td>
<td>Up to USD 50,000</td>
<td>Up to USD 100,000</td>
</tr>
<tr>
<td>Personal Concierge Service</td>
<td>Provided through Visa</td>
<td>Provided through Visa</td>
<td>Provided through Visa</td>
</tr>
<tr>
<td>Visa Luxury Hotel Collection</td>
<td>Provided through Visa</td>
<td>Provided through Visa</td>
<td>Provided through Visa</td>
</tr>
<tr>
<td>Priority Pass Membership</td>
<td>N/A</td>
<td>N/A</td>
<td>Complimentary membership for Core Priority Pass programs</td>
</tr>
</tbody>
</table>

### 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

A CEMEA 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:
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- 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.

4.15.1.4 Visa Platinum Business Cardholder Spending Limit – CEMEA Region

A CEMEA 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

4.15.1.5 Visa Platinum Business Card – Card Design Requirements – CEMEA Region

The product name “Visa Platinum Business” must appear on the front of the Card.

A CEMEA 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.

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.
Visa Product and Service Rules

Issuance

Visa Platinum Business

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.

4.15.2 Visa Platinum Business – Customer Service Requirements

4.15.2.1 Visa Platinum Business Card – Customer Service Requirements – CEMEA Region

A CEMEA 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

4.15.2.2 Visa Platinum Business Card Global Customer Assistance Services – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must participate in all of the following Visa Global Customer Assistance Services:

- Lost/Stolen Card Reporting Service
- Cardholder Inquiry Service
- Emergency Cash Service
- Emergency Card Replacement Service

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
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.

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

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

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
Visa Product and Service Rules

Issuance

Visa Platinum Business

- Other Cardholder assets available through the Issuer

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4.15.3.6 Visa Platinum Business Card Fraud Management – LAC Region

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.

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4.15.4 Visa Platinum Business – Features and Benefits

4.15.4.2 Visa Platinum Business Cardholder Spend Reporting – CEMEA Region

A CEMEA 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

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4.15.4.3 Visa Platinum Business Card Additional Core Services – CEMEA Region

A CEMEA 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
Visa Signature Business

4.16.1 Visa Signature Business – Card Requirements

4.16.1.3 Visa Signature Business Card BIN Requirements – CEMEA Region

A CEMEA 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.

4.16.1.4 Visa Signature Business Cardholder Spending Limit – CEMEA Region

A CEMEA 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
Visa Product and Service Rules

Issuance

Visa Signature Business

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

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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.

A CEMEA 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.

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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.

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4.16.1.7 Visa Signature Business Card Account Types and Credit Limit – LAC Region

With prior approval from Visa, an LAC Visa Signature Business Issuer must offer the Card with credit or debit functionality.

In the LAC Region, a Visa Signature Business credit Card Issuer must both:
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

- 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.

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.

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

4.16.2 Visa Signature Business – Customer Service Requirements

4.16.2.2 Visa Signature Business Card – Customer Service Requirements – CEMEA Region

A CEMEA 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
Visa Product and Service Rules

Issuance

Visa Signature Business

- Identify action plans to improve customer service

4.16.2.3 Visa Signature Business Card Global Customer Assistance Services – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must participate in all of the following Visa Global Customer Assistance Services:

- Lost/Stolen Card Reporting Service
- Cardholder Inquiry Service
- Emergency Cash Service
- Emergency Card Replacement Service

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

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
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

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4.16.4 Visa Signature Business – Features and Benefits

4.16.4.3 Visa Signature Business Cardholder Spend Reporting – CEMEA Region

A CEMEA 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

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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 Cardholder Spending Limit – AP Region

An AP 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

The Issuer must allow a Visa Infinite Business Cardholder the option to either:

- Pay in full each statement cycle
Visa Product and Service Rules

Issuance

Visa Infinite Business, Visa Infinite Privilege Business

- 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.

4.17.1.3 Visa Infinite Business Card Point-of-Sale Spend Qualification Threshold in Australia – AP Region

In the AP Region, an Australia 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.

4.17.1.4 Visa Infinite Business Card Account Types and Credit Limit – LAC Region

With prior approval from Visa, an LAC Visa Infinite Business Issuer must offer the Card with credit or debit functionality.

In the LAC Region, 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

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.

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 addition to the requirements specified in Section 4.1.14.3, “Emergency Cash Disbursement Limit Guide,” an AP 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.

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
4.17.2.3 Visa Infinite Business Core Services and Benefits – Canada Region


4.17.3 Visa Infinite Business, Visa Infinite Privilege Business – Issuer Requirements

4.17.3.1 Issuer Choice of Visa Infinite Business Card Name – AP Region

An AP Visa Infinite Business Card Issuer must ensure that the name assigned to its Visa Infinite Business Card products is distinct from and clearly differentiates them from other products offered by the Issuer.

The 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

4.17.3.2 Visa Infinite Business Card Web Services – AP Region

An AP 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 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
Visa Infinite Business Cardholder Notification and Complaints – AP Region and Canada Region

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\(^1\)
- Make customer complaint information available to Visa\(^1\)

\(^1\) This does not apply in the AP Region

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.

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.
4.17.3.6  Visa Infinite Business Card Operating Certificate Requirements – Canada Region


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4.17.3.7  Visa Infinite Business Card Issuer Rewards Program Requirements – Canada Region

A Canada 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

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4.17.3.8  Visa Infinite Business Account Level Processing in Australia – AP Region

In the AP Region, an Australia Issuer must not use Account Level Processing to upgrade its existing Visa Cardholders to the Visa Infinite Business product.

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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 Region and Canada Region

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

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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

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
Visa Product and Service Rules

Issuance
Visa Infinite Business, Visa Infinite Privilege Business

- Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback on the product or website

ID# 0025622

4.17.4.5 Visa Infinite Business Issuer Rewards Program in Australia – AP Region

In the AP Region, an Australia 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

A US Issuer must offer Visa SavingsEdge to Cardholders of the following Visa products:

- Visa Business credit Card
- Visa Business Check Card
- Visa Signature Business Credit

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.

1 In the US Region, an Issuer of Visa Signature Business Credit Cards must not opt out of Visa SavingsEdge participation.

4.18.1.2 Visa SavingsEdge Participating Issuer Obligations – US Region

In the US Region, an Issuer participating in the SavingsEdge program

- Use the program name only in connection with the SavingsEdge program

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:
Visa Purchasing

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

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

4.19.1.3 Visa Purchasing Card Selective Authorization – US Region

A US 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
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\(^1\) for its Visa Fleet Card program.

\(^1\) In the LAC Region, a Visa Purchasing Card Issuer may issue Visa Fleet Cards as either Visa or Visa Electron Cards.

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\(^1\)
- 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\(^2\)
- 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.

A Canada 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.
Visa Product and Service Rules

Issuance

Visa Large Purchase Advantage

A CEMEA 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

1 This does not apply in the AP Region, LAC Region, and US Region.
2 This does not apply in the AP Region, CEMEA Region, and LAC Region.

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.

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.
4.21.2 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

In addition to the restrictions listed above, to qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee, the Transaction must comply with Section 9.10.1.1, "Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – US Region."

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.

4.22.1.3 Visa Meetings Card Authorization Processing – US Region

A US 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
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.

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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.

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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.

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

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
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

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

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
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.

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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.

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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.

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Visa Product and Service Rules

Issuance

Visa Premium Corporate

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.

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:

Table 4-56: Visa Premium Corporate Card Core Product Benefits – LAC Region

<table>
<thead>
<tr>
<th>Core Product Enhancements</th>
<th>Visa Platinum Corporate</th>
<th>Visa Signature Corporate</th>
<th>Visa Infinite Corporate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Global Customer Assistance Services</td>
<td>Global</td>
<td>Global</td>
<td>Global</td>
</tr>
<tr>
<td>Travel Accident Insurance</td>
<td>USD 500,000</td>
<td>USD 1,000,000</td>
<td>USD 1,500,000</td>
</tr>
<tr>
<td>Auto Rental Insurance</td>
<td>Global</td>
<td>Global</td>
<td>Global</td>
</tr>
<tr>
<td>Visa International Emergency Medical Services</td>
<td>Plan Platinum up to USD 150,000</td>
<td>Plan Infinite up to USD 200,000</td>
<td>Plan Infinite up to USD 200,000</td>
</tr>
<tr>
<td>Insured Journey/24 Hour AD&amp;D</td>
<td>USD 25,000</td>
<td>USD 50,000</td>
<td>USD 100,000</td>
</tr>
<tr>
<td>Visa Concierge</td>
<td>Global</td>
<td>Global</td>
<td>Global</td>
</tr>
<tr>
<td>Baggage Delay</td>
<td>USD 0</td>
<td>USD 500</td>
<td>USD 600</td>
</tr>
<tr>
<td>Baggage Loss</td>
<td>USD 750</td>
<td>USD 1,000</td>
<td>USD 3,000</td>
</tr>
<tr>
<td>Trip Delay</td>
<td>USD 0</td>
<td>USD 0</td>
<td>USD 300</td>
</tr>
<tr>
<td>Trip Cancellation</td>
<td>USD 0</td>
<td>USD 0</td>
<td>USD 3,000</td>
</tr>
</tbody>
</table>
### Visa Product and Service Rules

#### Issuance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Core Product Enhancements</th>
<th>Visa Platinum Corporate</th>
<th>Visa Signature Corporate</th>
<th>Visa Infinite Corporate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed Connection</td>
<td>USD 0</td>
<td>USD 0</td>
<td>USD 2,000</td>
</tr>
<tr>
<td>Hotel Burglary $1000</td>
<td>USD 0</td>
<td>USD 500</td>
<td>USD 1,000</td>
</tr>
<tr>
<td>Priority Pass</td>
<td>Optional</td>
<td>Optional</td>
<td>Yes</td>
</tr>
<tr>
<td>Corporate Liability Waiver Insurance (CLW)</td>
<td>USD 15,000</td>
<td>USD 15,000</td>
<td>USD 15,000</td>
</tr>
<tr>
<td>ATM Assault–Coverage in case of Death</td>
<td>USD 0</td>
<td>USD 0</td>
<td>USD 10,000</td>
</tr>
<tr>
<td>ATM Assault–Cash Stolen</td>
<td>USD 0</td>
<td>USD 0</td>
<td>Up to USD 3,000</td>
</tr>
<tr>
<td>Program Membership Rewards</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Visa Luxury Hotel Collection</td>
<td>Global</td>
<td>Global</td>
<td>Global</td>
</tr>
</tbody>
</table>

### 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.

### 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.
4.25.1.5 Visa Premium Corporate Cards Fraud Management – LAC Region

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.

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

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.

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.

4.25.1.9 Visa Premium Corporate Cards Performance Standards – LAC Region

An LAC 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.
An LAC 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 4-57: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region**

<table>
<thead>
<tr>
<th>Stage</th>
<th>Action/Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grace Period</strong> – One calendar month (begins the calendar month following the first violation for under-performance)</td>
<td>Written notification of under-performance and recommended corrective actions</td>
</tr>
</tbody>
</table>
| **Observation Period** – Two calendar months (begins at completion of Grace Period) | • Fees imposed as specified above  
• Member has 2 calendar months to apply corrective actions |
| **Probation Period** – Three calendar months (begins at completion of Observation Period) | • Fees imposed as specified above  
• Visa may audit Member at Member’s expense |
| **De-certification Period** - Begins at completion of Probation Period | • Member prohibited from issuing or reissuing Visa Premium Corporate Cards  
• Fees imposed and doubled for each calendar month as specified above  
• Visa reserves its right to resolve Authorization Requests via the PCAS-Full Service system |

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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.

4.25.1.11 Visa Premium Corporate Emergency Cash Disbursement and Emergency Card Replacement – LAC Region

In the LAC Region, an Emergency Cash Disbursement or an Emergency Replacement for Visa Premium Corporate Cards must be delivered to the Cardholder within 24 hours.
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.

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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.

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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.

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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.

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
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.

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.”
Visa Agro – Issuer Requirements

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

Visa Cargo

Visa Cargo – Card Requirements

Visa Cargo Issuer Requirements – LAC Region

An LAC 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.

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)
Visa Drive Card

<table>
<thead>
<tr>
<th>Element</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Device</td>
<td>May be any of the following:</td>
</tr>
<tr>
<td></td>
<td>• A physical Card</td>
</tr>
<tr>
<td></td>
<td>• A Contactless Chip Card</td>
</tr>
<tr>
<td></td>
<td>• A Contactless Payment Device</td>
</tr>
<tr>
<td></td>
<td>• A Virtual Account</td>
</tr>
<tr>
<td>Types</td>
<td>May be one or more of the following:</td>
</tr>
<tr>
<td></td>
<td>• &quot;Standard&quot; Card</td>
</tr>
<tr>
<td></td>
<td>• &quot;Extra&quot; Card</td>
</tr>
<tr>
<td></td>
<td>• &quot;Open&quot; Card</td>
</tr>
<tr>
<td>Issuance</td>
<td>May be issued to either:</td>
</tr>
<tr>
<td></td>
<td>• One Cardholder</td>
</tr>
<tr>
<td></td>
<td>• A specific vehicle, which may have multiple individuals associated with it</td>
</tr>
<tr>
<td>BINs</td>
<td>• An &quot;open&quot; Card must be issued on a dedicated BIN.</td>
</tr>
<tr>
<td></td>
<td>• A &quot;standard&quot; Card and an &quot;extra&quot; Card may be issued on the same BIN, but</td>
</tr>
<tr>
<td></td>
<td>each Card must have a dedicated account range.</td>
</tr>
<tr>
<td></td>
<td>• Cards that are issued to a Cardholder and Cards that are issued to a</td>
</tr>
<tr>
<td></td>
<td>specific vehicle must be issued on separate account ranges within the</td>
</tr>
<tr>
<td></td>
<td>same BIN.</td>
</tr>
<tr>
<td>Data</td>
<td>Must provide Visa with Visa-specified data for Visa Drive Card Transactions</td>
</tr>
<tr>
<td></td>
<td>upon Visa request</td>
</tr>
</tbody>
</table>
Visa Product and Service Rules

Issuance

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Element</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIN Changes</td>
<td>Must provide the capability for a Cardholder or an authorized individual to change a PIN at an ATM.</td>
</tr>
</tbody>
</table>
| "Standard" Card Requirements | • Must ensure that the Card is configured to be used only in a Closed Loop  
• Must provide the Cardholder with terms and conditions including, but not limited to:  
  – Using the Card at a Point-of-Transaction Acceptance Device inside the Closed Loop for that Issuer  
  – PIN management |
| "Extra" Card Requirements | • Must comply with general requirements for Visa Commercial Cards  
• Must ensure that the Card is configured to be used only at Point-of-Transaction Acceptance Devices:  
  – Within a Closed Loop  
  – With a Merchant with which the Issuer has a Privately Contracted Agreement  
• For a Transaction at a Merchant with whom the Issuer has a Privately Contracted Agreement, must request Online Authorization, except for the following MCCs:  
  – 4784 (Tolls and Bridge Fees)  
  – 7523 (Parking Lots, Parking Meters and Garages)  
• Must provide evidence of Privately Contracted Agreements upon Visa request  
• Is solely responsible for the management of a Privately Contracted Agreement  
• Must provide the Cardholder with terms and conditions including, but not limited to:  
  – 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  
  – PIN management |
| "Open" Card Requirements | • Must comply with general requirements for Visa Commercial Cards  
• Must comply with the core feature requirements for the Card it is licensed to issue  
• Must provide the Cardholder with terms and conditions including, but not limited to:  
  – The Cardholder Verification Method (CVM) allowed for a Card issued for a specific vehicle |
4.31 Visa SimplyOne

4.31.1 Visa SimplyOne Card

4.31.1.1 Visa SimplyOne Card Issuer Requirements – Europe Region

A Europe Visa SimplyOne Card Issuer must comply with all of the following:

- Issue the Card as a Visa Card or Visa Electron Card
- 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
- 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

1 This does not apply in 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

A Europe 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

4.33 V PAY

4.33.1 V PAY – Europe Region

4.33.1.1 V PAY Use for Electronic Commerce Transactions – Europe Region

In the Europe Region, if a Card bearing the V PAY Brand Mark is used at an Electronic Commerce Merchant and the Issuer generates an Authorization Response, liability and Chargeback rights are the same for the equivalent Transaction using a Card bearing the Visa Brand Mark.

ID# 0029824
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, Sponsored Merchant, or retailer signed by a Staged Digital Wallet Operator. 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)\(^1\)
- Telephone number (not required for Sponsored Merchants)\(^4\)
- Acquirer-assigned Merchant ID
- Card acceptor identification\(^2\)
- Merchant business registration number or tax identification number\(^3\)
- Payment Facilitator name (for Sponsored Merchants only)

In the US Region, an Acquirer must provide to Visa monthly notification of all new Contactless Acceptance Device deployments.

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\(^1\) In the US Region, the 9-digit zip code

\(^2\) For Sponsored Merchants, the Payment Facilitator’s Card acceptor identification is acceptable.

\(^3\) 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)

\(^4\) Effective 14 October 2017

This does not apply in the Canada Region.
5.1.1.2 Contactless Transaction Reporting – AP Region

An AP Member that processes Contactless Transactions must provide to Visa a quarterly summary of all Contactless Transactions.

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5.1.1.4 Acquirer Compliance with Privacy Legislation – Canada Region

A Canada 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.

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5.1.1.5 T&E Transaction Reporting – Europe Region

A Europe 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.


5.1.1.6 Visa Drive Card – Merchant Requirement for "Extra" Cards – Europe Region

If a Europe Merchant establishes a Privately Contracted Agreement with an Issuer, the Merchant must notify its Acquirer.

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.

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5.2.1.2 Due Diligence Review of Prospective Merchant or Sponsored Merchant

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.

A Europe 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.


5.2.1.3 Acquirer Monitoring of Merchant Bankruptcy or Regulatory Proceedings – US Region

A US 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 Chargeback process


5.2.1.5 Terminated Merchant File Query – US Region

A US 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.

5.2.1.6 Acquirer Allowance of Terminal Processing by Competitors – US Region

A US 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.

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, Canada, CEMEA, LAC, or US Region and must demonstrate compliance with the Visa Charter Documents.

Before beginning acquiring activity under MMAP in a country, the Acquirer must both:

- Demonstrate compliance with MMAP Acquirer qualification criteria
- Obtain Visa approval (in writing) for activity in that country

To process MMAP Transactions, the MMAP Acquirer must do all of the following:

- Register a Merchant participant with Visa, certifying and demonstrating that the Merchant is both:
  - Compliant with all qualification criteria in the Multinational Merchant Acceptance Program (MMAP) Merchant Registration Form
  - Allowed by the Visa Rules to locate a Merchant Outlet in the registered countries
- Use a unique BIN for MMAP Transactions
- Process all International Transactions and Domestic Transactions through VisaNet
- Ensure that at least 90% of its monthly MMAP Transaction volume in each country takes place in a Card-Absent Environment
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

- Settle all qualifying Transactions through the National Net Settlement Service, except if the currency of the Merchant Outlet country is a Settlement Currency

1 Merchant Outlet locations must be in the AP, Canada, CEMEA, LAC, or US Region.

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, all of the following:
  - List the countries from which the Acquirer will accept Transactions
  - Specify Authorization support procedures for each country
  - Require the Airline to comply with all laws and regulations, and Visa Rules, applicable to each Merchant Outlet and Merchant country

- For Multinational Merchant Acceptance Program participants, both:
  - List the countries from which the Acquirer will accept Transactions
  - Require the Merchant to comply with all laws, regulations, and Visa Rules, applicable to each of its Merchant Outlets and Merchant Outlet country

- In the Canada Region, both:
  - Specify if the Merchant has elected to be a Visa Debit Acceptor and 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

Acceptance

**Acquirer Responsibilities Related to Merchants**

- 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 as otherwise required or permitted by applicable laws or regulations
- That the transfer and disclosure of personal data may take place worldwide
- 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 or convenient by the Member
- A contact point for data protection enquiries
- 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 Product Category, unless the Merchant requests in writing that the pricing information be provided in a different format.
- For an Electronic Commerce Transaction processed using 3-D Secure, include the Issuer-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
- 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:
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

- 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
  - 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

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:
Acceptance

Acquirer Responsibilities Related to Merchants

- 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.

5.2.1.10 Provision of Merchant Invoices – Europe Region

A Europe 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
  - V PAY Card
5.2.1.11 Communication of Interchange Reimbursement Fee (IRF) Rates – Europe Region

A Europe 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.

5.2.1.12 Notifying Merchants of Card Acceptance Options – Europe Region

A Europe Acquirer must inform its Merchant that the Merchant may contract with the Acquirer to accept any of the following:

- Visa Card
- Visa Electron Card
- V PAY Card
- A competing card of another payment scheme

5.2.1.13 Requirement to Certify for Visa Commercial Card Acceptance – Europe Region

A Europe Acquirer that plans to contract with Merchants to accept and process Visa Commercial Card Transactions must certify with Visa.

5.2.1.14 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
Acceptance

Acquirer Responsibilities Related to Merchants

- 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

5.2.1.15 Merchant Agreement Specification of Limited Acceptance Options – US Region

In the US Region, for each new Merchant, a Merchant Agreement must clearly 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

An existing Merchant Agreement must be revised to include the Limited Acceptance options and distinguish all Card acceptance-related fees when either:

- The existing Merchant Agreement is renewed.
- The Merchant indicates to its Acquirer that it wants Limited Acceptance.

5.2.1.16 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.
5.2.1.17 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 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
  - Chargeback and Representment records

The Acquirer must correct non-compliant Merchant names or those causing Cardholder confusion.

1 For Electronic Commerce Transactions, the website address may be used, unless the website address is not directly related to the Merchant name.
2 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.
5.3 Payment Facilitators and Staged Digital Wallet Operators

5.3.1 Acquirer Responsibilities and Liabilities in Payment Facilitator Agreements

5.3.1.1 Required Content of Payment Facilitator Agreement or Staged Digital Wallet Operator 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 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)
5.3.1.2 Acquirer Responsibility 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.

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.

Visa reserves the right to determine whether an entity is a Payment Facilitator 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

An entity that acts as both a Payment Facilitator and a Merchant must comply with Payment Facilitator rules when acting as a Payment Facilitator and with Merchant rules when acting as a Merchant.
Visa Product and Service Rules

Acceptance

Payment Facilitators and Staged Digital Wallet Operators

- 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.¹

- If the Payment Facilitator’s annual Transaction 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 Merchants²

- Enter into a direct Merchant Agreement with a Sponsored Merchant that exceeds USD 100,000 in annual Transaction volume. The Payment Facilitator may continue to provide payment services (including settlement) to the Merchant.²

- Not allow its Payment Facilitator to provide payment services to the following merchant types:¹,²
  - 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 Chargeback 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

- 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(ies) 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

1 This does not apply to Acquirers in the Europe Region.
2 This does not apply to Acquirers in Brazil.

5.3.4 Acquirer Liability for Merchant Deposits – Canada Region

A Canada 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.

5.3.5 Acquirer Liability for Settlement – Europe Region

In the Europe Region, if the business of a Payment Facilitator fails, its Acquirer is liable for ensuring Settlement with the Sponsored Merchants of the Payment Facilitator.

5.3.2 Payment Facilitator Responsibilities and Requirements

5.3.2.1 Assignment of Payment Facilitator or Staged Digital Wallet Operator 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 additional Payment Facilitator locations only if all of the following occur in each country:

- 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.
Visa Product and Service Rules

Acceptance

Payment Facilitators and Staged Digital Wallet Operators

- 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.

Effective 21 January 2017

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 as the country where all of the following occur:

- 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.

1 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.
2 An exception applies to Payment Facilitator and SDWO locations within the Europe Region, as specified in the Visa Merchant Data Standards Manual or Visa Europe Merchant Data Standards, as applicable.
5.3.3 Acquirer Responsibility for Staged Digital Wallet Operators

5.3.3.1 Staged Digital Wallet Operator Requirements

Effective 21 January 2017

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)¹
- 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 SDWO²
- 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
Acceptance

Payment Facilitators and Staged Digital Wallet Operators

- 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

- Ensure that all Transactions using a Staged Digital Wallet:
  - Include the MVV\(^2\)
  - **Effective 22 April 2017**
    - Contain a business application indicator of WT\(^1\)
  - **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

Table 5-1: Staged Digital Wallet Transaction Processing Requirements

<table>
<thead>
<tr>
<th>Use(^4)</th>
<th>MCC</th>
<th>Transaction Indicator</th>
<th>Merchant Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding the wallet before the Cardholder makes the purchase</td>
<td>Any of the following:</td>
<td>Both:</td>
<td>Name of DWO</td>
</tr>
<tr>
<td></td>
<td>- For account funding, MCC 6051 (Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)</td>
<td>• AFT</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If the funds will be used for a High-Brand Risk Transaction, the applicable High-Brand Risk MCC</td>
<td>• Appropriate Card-Absent Environment indicator or Electronic Commerce Indicator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If the funds are used for a gambling Transaction, the applicable gambling MCC</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Visa Core Rules and Visa Product and Service Rules

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

A Canada Merchant that accepts Visa Cards must accept any valid Visa Card issued by a non-Canada Issuer, as specified in the Visa Rules.

5.4.1.2 Uniform Services Merchant Requirement – US Region

A US Merchant must process Transactions with its Acquirer’s Cardholders and other Members’ Cardholders in exactly the same manner. The Merchant’s normal discount rates, controls, regulations, and procedures apply.

This requirement does not apply to a Merchant that provides Cardholders with a discount, promotional offer, or in-kind incentive at the Point-of-Transaction that is not available for other Visa Cards.
5.4.2 Conditions of Card Acceptance and Cardholder Rights

5.4.2.1 Visa payWave 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.

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.

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.
### 5.4.2.4 Disclosure to Cardholders of Return, Refund, and Cancellation Policies

A Merchant must disclose to a Cardholder its return, refund, and cancellation policies, as follows:

**Table 5-2: Proper Disclosure of Return, Refund, and Cancellation Policies**

<table>
<thead>
<tr>
<th>Policy</th>
<th>Required Disclosure</th>
<th>Location of Disclosure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant does not:</td>
<td>&quot;No Refund&quot; &quot;No Exchanges&quot; &quot;All Sales Final&quot;</td>
<td>Transaction Receipt (all copies, near the Cardholder signature area or in an area easily seen by the Cardholder)</td>
</tr>
<tr>
<td>• Accept merchandise as a return or exchange</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>• Issue a refund to a Cardholder</td>
<td></td>
<td>In the Europe Region, on the screen of a UCAT used to conduct gambling Transactions</td>
</tr>
<tr>
<td>Merchant accepts merchandise in exchange for merchandise of equal value to the original Transaction amount</td>
<td>&quot;Exchange Only&quot;</td>
<td></td>
</tr>
<tr>
<td>Merchant accepts merchandise in exchange for an in-store credit document that both:</td>
<td>&quot;In-Store Credit Only&quot;</td>
<td></td>
</tr>
<tr>
<td>• Equals the value of the returned merchandise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Must be used at the Merchant location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All return/refund policies and other purchase terms and conditions of an Electronic Commerce Merchant</td>
<td>Full return and refund policies</td>
<td>Merchant website or application, both:</td>
</tr>
<tr>
<td>• Either of the following:</td>
<td></td>
<td>• Not solely a link to a separate page¹</td>
</tr>
<tr>
<td>– In the sequence of pages before final checkout, a &quot;click to accept&quot; or other acknowledgement button, checkbox, or location for an Electronic Signature</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– On the checkout screen near the &quot;submit&quot; button</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cancellation policy and other terms and conditions for Guaranteed Reservations</td>
<td>All of the following:</td>
<td>Either or both:</td>
</tr>
<tr>
<td>• That the Merchant agrees to hold the reservation unless it is cancelled according to the agreed cancellation policy</td>
<td></td>
<td>• Merchant website or application, both:</td>
</tr>
<tr>
<td>• The date and time the stay or rental will begin</td>
<td></td>
<td>– One or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• In the sequence of pages before final checkout, a &quot;click to accept&quot; or other acknowledgement button, checkbox, or location for an Electronic Signature</td>
</tr>
</tbody>
</table>
### Policy

- The Merchant location where the accommodations, merchandise, or services will be provided
- Cancellation policy, including, but 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
- That, if the Merchant cannot honor the reservation, the Merchant will 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

### Required Disclosure

- On the checkout screen near the "submit" button
- A "click to book" or other similar confirmation button
- Not solely a link to a separate page
- Written notice provided through mail, email, or text message

### Location of Disclosure

| Cancellation policy and other terms and conditions for all other Transactions | Full cancellation policy | One or more of the following:
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Merchant website or application, both:</td>
<td>• One or more of the following:</td>
<td>• One or more of the following:</td>
</tr>
</tbody>
</table>
## Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Policy</th>
<th>Required Disclosure</th>
<th>Location of Disclosure</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>• In the sequence of pages before final checkout, a “click to accept” or other acknowledgement button, checkbox, or location for an Electronic Signature</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• On the checkout screen near the “submit” button</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• A “click to book” or other similar confirmation button</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Not solely a link to a separate page¹</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Written notice provided through mail, email, or text message</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• In the Europe Region, on the screen of a UCAT used to conduct gambling Transactions</td>
</tr>
</tbody>
</table>

¹ 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.

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### 5.4.2.5 Prohibition against Requiring Cardholder or Account Data – US Region

A US Merchant or its agent must not:

- Require a Cardholder to complete a postcard or similar device that includes any of the following in plain view when mailed:
  - Cardholder’s Account Number
  - Card expiration date
  - Signature
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
- **Effective 22 April 2017 through 13 April 2018**
  In the AP, Canada, CEMEA, Europe, and LAC Regions, 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
- **Effective 22 April 2017**
  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 October 2017**
  Use a Stored Credential only as agreed with the Cardholder
- **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

1 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.
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:
  - 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.

1 This does not apply in the Europe Region.

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
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

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 5-3: Card and Cardholder Validation in a Face-to-Face Environment

<table>
<thead>
<tr>
<th>Description</th>
<th>Manual Cash Disbursements and Quasi-Cash Transactions</th>
<th>All Other Face-to-Face Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check one or more Card security features (for example: hologram)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>If the Card bears a photograph intended for identification:</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>• Verify that the Cardholder resembles the person depicted in the photograph</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Note on the Transaction Receipt that the Cardholder’s identity was verified by the photograph on the Card (for example: &quot;photo card presented&quot;)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If the Card does not bear a photograph intended for identification:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Review the Cardholder’s identification (for example: an unexpired passport, unexpired driver’s license with photo)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Describe the positive identification on the Transaction Receipt</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Description** | **Manual Cash Disbursements\(^1\) and Quasi-Cash Transactions\(^2\)** | **All Other Face-to-Face Transactions**
---|---|---
• In the US Region, if the Cardholder name is different than the embossed or printed name, record the Cardholder name and address

In Australia, if the Cardholder is unable to provide primary identification, the Acquirer may request any 2 of the following forms of secondary identification:
• Any other identity card bearing the Cardholder’s photograph
• Another signed debit or credit card
• Another signed document (for example: employee identity card, union card, student card)
• A pensioner card

In Sweden, for a Transaction amount of SEK 200 or more, the Cardholder’s identification number must be noted on the Transaction Receipt or any other written documentation directly related to the Transaction.

Except where ID is required by local law or regulation, these requirements do not apply to PIN- or CDCVM-authenticated Manual Cash Disbursements if the Transaction amount is either of the following:
• For a Chip Transaction, USD 500 or less (or local currency equivalent)
• For a US Domestic Transaction, any amount

In the Europe Region in Estonia and the US Region, verify the last 4 digits of the Card with an Account-Number-Verifying Terminal

Verify that the signature on the Card matches the signature on the Transaction Receipt and on any identification required and presented\(^3\)

This requirement does not apply to:
• Transactions in which:
  • The Card or payment device does not have a signature panel
  • A PIN is used
• Anonymous Visa Prepaid Card Transactions
• Visa Commercial Card Transactions
• Vehicle-Specific Fleet Card Transactions
• Visa Easy Payment Service (VEPS) Transactions
• In the Europe Region, Small Ticket Transactions

\(^1\) All Manual Cash Disbursements, except those transacted in cashless environments.

\(^2\) Includes all Quasi-Cash Transactions.

\(^3\) Includes皮片 authentication transactions that are manually transmitted to the card transaction processor.

\(^4\) In the Europe Region, Small Ticket Transactions.
Visa Product and Service Rules

Acceptance

Merchant Verification of Card and Cardholder

<table>
<thead>
<tr>
<th>Description</th>
<th>Manual Cash Disbursements(^1) and Quasi-Cash Transactions(^2)</th>
<th>All Other Face-to-Face Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process the PIN, if applicable</td>
<td>X</td>
<td>X(^4)</td>
</tr>
<tr>
<td>Process the Consumer Device Cardholder Verification Method (CDCVM), if applicable</td>
<td></td>
<td>X(^4)</td>
</tr>
</tbody>
</table>

---

1. This does not apply to Visa Mobile Prepaid Transactions.
2. This does not apply to PIN-Authenticated Visa Debit Transactions in the US Region.
3. This signature may be different from the name embossed or printed on the Card.

---

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. The Merchant must not ask the Cardholder to reveal the PIN.

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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. 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.

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 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.

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.

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.

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.

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 5-4, “Surcharge Disclosure - US Region and US Territories”:

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Point-of-Entry</th>
<th>Point-of-Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-Face Transaction</td>
<td>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</td>
<td>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</td>
</tr>
<tr>
<td>Electronic Commerce Transaction</td>
<td>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</td>
<td>Checkout page, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text</td>
</tr>
<tr>
<td>Mail order Transaction</td>
<td>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</td>
<td>Mail order form, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text</td>
</tr>
<tr>
<td>Telephone order Transaction</td>
<td>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</td>
<td>Verbal notice from the telephone order clerk, including US Credit Card Surcharge amount</td>
</tr>
<tr>
<td>Unattended Cardholder-Activated Terminal</td>
<td>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</td>
<td>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</td>
</tr>
</tbody>
</table>

5.6.1.6 Surcharges in Australia – AP Region

In the AP Region, if an Australia 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.
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

- 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

1 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)

5.6.1.7 Surcharge Disclosure Requirements in Australia – AP Region

In the AP Region, an Australia 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 in Australia 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 5-5, “Surcharge Disclosure - Australia”:

**Table 5-5: Surcharge Disclosure – Australia**

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Point-of-Entry</th>
<th>Point-of-Sale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-Face Transaction</td>
<td>Not applicable</td>
<td>Every Customer check-out or payment location, in a minimum 16-point Arial font</td>
</tr>
<tr>
<td>Electronic Commerce</td>
<td>The first page that references credit card brands accepted, in a minimum 10-point Arial font</td>
<td>Checkout page, in a minimum 10-point Arial font</td>
</tr>
<tr>
<td>Transaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mail order Transaction</td>
<td>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.</td>
<td>Mail order form, in a minimum 8-point Arial font</td>
</tr>
<tr>
<td>Telephone order Transaction</td>
<td>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.</td>
<td>Verbal notice from the telephone order clerk, including Surcharge amount</td>
</tr>
<tr>
<td>Unattended Transaction</td>
<td>Not applicable</td>
<td>On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font</td>
</tr>
</tbody>
</table>
5.6.2 Convenience Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

5.6.2.1 Convenience Fees – AP Region, CEMEA Region, and US Region

In the AP Region, CEMEA Region (Russia only), and US Region, a Merchant that charges a Convenience Fee must ensure that the fee is assessed as follows:

Table 5-6: Convenience Fee Requirements

<table>
<thead>
<tr>
<th>Convenience Fee Requirement</th>
<th>AP Region</th>
<th>Russia</th>
<th>US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Added only to a Transaction completed in a Card-Absent Environment</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Not charged if the Merchant operates exclusively in a Card-Absent Environment</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Added only to a domestic Unattended Transaction, excluding Transactions at Automated Fuel Dispensers, Telephone Service Transactions, or ATM Cash Disbursements</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charged only by the Merchant that provides goods or services to the Cardholder</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Applicable to all forms of payment accepted in the payment channel</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Disclosed clearly to the Cardholder:</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>• As a charge for the alternative payment channel convenience</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Before the completion of the Transaction. The Cardholder must be given the opportunity to cancel.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A flat or fixed amount, regardless of the value of the payment due</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>In the AP Region, an ad valorem amount is allowed as required by applicable laws or regulations. In Russia, the amount must not exceed:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RUB 35 for Transactions processed with MCC 4814</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RUB 60 for Transactions processed with MCC 4900</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RUB 48 for all other Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Included as part of the total amount of the Transaction and not collected separately</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
### Conveniences Fee Requirement

<table>
<thead>
<tr>
<th>Convenience Fee Requirement</th>
<th>AP Region</th>
<th>Russia Region</th>
<th>US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not charged in addition to a surcharge</td>
<td>X</td>
<td>N/A¹</td>
<td>X</td>
</tr>
<tr>
<td>Not charged on a Recurring Transaction or an Installment Transaction</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

¹ Surcharging is not allowed.

### 5.6.2.2 Acceptance Device Disclosure Requirements for Convenience Fees in Russia – CEMEA Region

In the CEMEA Region, if a Russia 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

### 5.6.3 Service Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

#### 5.6.3.1 Service Fee Assessment Requirements – Canada Region, CEMEA Region, and US Region

In the Canada Region, CEMEA Region (Egypt and Russia only), and US Region, a Merchant, Acquirer, or third party that charges a Service Fee must assess the fee as follows:
### Table 5-7: Service Fee Assessment Requirements

<table>
<thead>
<tr>
<th></th>
<th>Canada Region</th>
<th>CEMEA Region (Egypt and Russia only)</th>
<th>US Region</th>
</tr>
</thead>
</table>
| 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:  
  - Is registered with Visa to assess a Service Fee  
  - In Russia, also includes its assigned Merchant Verification Value in the Authorization Request and Clearing Record | A government agency or education Merchant, or its third party, that complies with all of the following:  
  - Accepts Visa in all channels where payments are accepted  
  - Is registered with Visa  
  - Is assigned a unique Merchant Verification Value  
  - If a government taxing authority or its third party, is authorized to process tax payment Transactions |

Allowed MCCs are:

- 4900 (Utilities – Electric, Gas, Water, Sanitary)
- 6513 (Real Estate Agents and Managers – Rentals)
- 9222 (Fines)
- 9311 (Tax Payments)
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8211 (Elementary and Secondary Schools)
- 8351 (Child Care Services)

In Egypt:

- 4900 (Utilities – Electric, Gas, Water, Sanitary)
- 5541 (Service Stations)
- 5542 (Automated Fuel Dispensers)
- 8211 (Elementary and Secondary Schools)
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8241 (Correspondence Schools)

- 9211 (Court Costs)
- 9222 (Fines)
- 9311 (Tax Payments)
- 9399 (Government Services [Not Elsewhere Classified])
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8211 (Elementary and Secondary Schools)
- 8244 (Business and Secretarial Schools)
- 8249 (Vocational and Trade Schools)
Visa Product and Service Rules

Acceptance

Surcharges, Convenience Fees, and Service Fees

<table>
<thead>
<tr>
<th>Canada Region</th>
<th>CEMEA Region (Egypt and Russia only)</th>
<th>US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• 8244 (Business and Secretarial Schools)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 8249 (Vocational and Trade Schools)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 8299 (Schools and Educational Services [Not Elsewhere Classified])</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9211 (Court Costs, Including Alimony and Child Support)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9222 (Fines)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9223 (Bail and Bond Payments)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9311 (Tax Payments)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9399 (Government Services [Not Elsewhere Classified])</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9402 (Postal Services – Government Only)</td>
<td></td>
</tr>
<tr>
<td>In Russia:</td>
<td>• 9211 (Court Costs, Including Alimony and Child Support)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9222 (Fines)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9223 (Bail and Bond Payments)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9311 (Tax Payments)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 9399 (Government Services [Not Elsewhere Classified])</td>
<td></td>
</tr>
</tbody>
</table>

PSR-316

Visa Public

22 April 2017

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## Visa Product and Service Rules

### Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>A Service Fee may be assessed on only:</th>
<th>Canada Region</th>
<th>CEMEA Region (Egypt and Russia only)</th>
<th>US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable goods or services purchased in a Card-Absent Environment</td>
<td>• Qualifying government-related charges, where applicable laws and regulations explicitly state that payment must be received in full and without deductions&lt;br&gt;• In Egypt, fuel charges, except for a Transaction using a Card issued in the Europe Region</td>
<td>• Applicable goods or services&lt;br&gt;• For tax payments, either or both:&lt;br&gt;  – Federal and state personal and small business income taxes&lt;br&gt;  – Real estate/property taxes</td>
<td></td>
</tr>
</tbody>
</table>

| The Transaction must be completed with only the following: | Visa Card | Either:<br>• Visa Card<br>• Visa Electron Card | Either:<br>• Visa Consumer Card<br>• Commercial Visa Product |

| The Service Fee must be disclosed: | • As a fee assessed by the Merchant or third party, with the assessor of the Service Fee disclosed to the Cardholder<br>• Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty. | • Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty. | • As a fee assessed by the Merchant or third party<br>• Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty. |

| The Service Fee amount: | • Must be assessed only on the final Transaction amount, after all discounts and rebates have been applied during the Transaction<br>• Must be flat or variable<br>• Must be a reasonable reflection of the costs associated with completing the Transaction<br>• Must not be greater than any of the following: | | • Must be processed as a separate Transaction |
## Acceptance Devices

### 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>
<thead>
<tr>
<th>Canada Region</th>
<th>CEMEA Region (Egypt and Russia only)</th>
<th>US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Must not be greater than the Service Fee charged on a similar Transaction completed with a similar form of payment</td>
<td>– The value of the payment</td>
<td>● 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.</td>
</tr>
<tr>
<td>● Must be the same as any Service Fee charged to any other Issuer’s similar card products</td>
<td>– Any fixed or variable fee charged for a government payment completed with any other payment card or device</td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td>– In Egypt, EGP 40</td>
<td></td>
</tr>
<tr>
<td>● If assessed by a third party, may be processed as a separate Transaction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table 5-8: Acceptance Device Requirements

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| All                    | - Act upon Service Codes or request Online Authorization  
                          - Accept all 16-digit Account Numbers  
                          - Display the appropriate acceptance Mark  
                          - Use the proper POS Entry Mode code  
                          - **Effective 22 April 2017**  
                            If not Chip-enabled, be able to process a key-entered Transaction  
                          - In the AP Region and CEMEA Region, support contact Chip-initiated Transactions (excluding ATMs in the AP Region)  
                          - In Australia and New Zealand, for devices in a Face-to-Face Environment, activate the PIN pad to enable PIN Transactions  
                          - In the Europe Region, all of the following:  
                            - For a device that supports electronic signature capture, accept PINs  
                            - For devices with a PIN Entry Device, all of the following:  
                              - If deployed after 30 April 2014 in a Face-to-Face Environment or a Semi-Attended Environment, comply with the *Payment Card Industry (PCI) POS PIN Entry Device Security Requirements Version 2.0 or later*  
                              - **Effective 1 January 2021**  
                                For devices not in a Face-to-Face Environment or a Semi-Attended Environment, comply with the *Payment Card Industry (PCI): POS PIN Entry Device Security Requirements Version 2.0 or later*  
                                - Be a Chip-Reading Device  
                                - **Effective through 30 December 2019**  
                                  Accept Contactless Transactions, if deployed at a new Merchant or as an upgrade for an existing Merchant  
                                - **Effective 31 December 2019**  
                                  Accept Contactless Transactions  
                                - Accept all 11-19 digit Account Numbers that contain a valid BIN  
                          - In the US Region, if deployed after 15 May 2007 at a Merchant Outlet that receives or accepts tips, not be programmed to include an estimated tip amount in the Authorization Request |
| ATM                    | Comply with all requirements specified in the Visa Product and Service Rules: ATM |
| Contact Chip           | - Be EMV-Compliant and approved by EMVCo  
                          - Complete testing, as specified in Section 5.7.2.1, “Chip Acceptance Device Testing Requirements” |
## Acceptance

### Acceptance Devices

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Accept and process VIS and Common Core Definition Chip Cards</td>
</tr>
<tr>
<td></td>
<td>• Be able to read a Magnetic Stripe and complete a Magnetic Stripe-read Transaction</td>
</tr>
<tr>
<td></td>
<td>• Support Fallback Transactions$^1$</td>
</tr>
<tr>
<td></td>
<td>• 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:$^1$</td>
</tr>
<tr>
<td></td>
<td>– The Chip is not EMV-Compliant.</td>
</tr>
<tr>
<td></td>
<td>– The Chip reader is inoperable.</td>
</tr>
<tr>
<td></td>
<td>– 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.)</td>
</tr>
<tr>
<td></td>
<td>– The Chip Transaction cannot be completed due to the absence of a mutually supported Application Identifier (AID).</td>
</tr>
<tr>
<td></td>
<td>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.$^6$</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• Read an EMV-Compliant and VIS-Compliant Chip and not allow override of Chip Authorization controls by prompting for a Magnetic Stripe read$^2$</td>
</tr>
<tr>
<td></td>
<td>• Support terminal action codes</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• Act on the Cardholder Verification Method list$^3$</td>
</tr>
<tr>
<td></td>
<td>• If using an active PIN pad, both:</td>
</tr>
<tr>
<td></td>
<td>– Comply with Visa encryption standards</td>
</tr>
<tr>
<td></td>
<td>– Be active for Visa Chip-initiated Transactions if it is active for other Chip-enabled payments</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• 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$^3$</td>
</tr>
</tbody>
</table>
### Acceptance Requirements

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Have the capability to have its Visa Public Keys replaced in an acceptable method by any Visa-specified date</td>
</tr>
<tr>
<td></td>
<td>- Perform Terminal Risk Management if the device is either:</td>
</tr>
<tr>
<td></td>
<td>- In the AP, Canada, CEMEA, LAC, and US Regions, Online-capable and offline-capable</td>
</tr>
<tr>
<td></td>
<td>- In the Europe Region, Online-capable</td>
</tr>
<tr>
<td></td>
<td>- Support Post-Issuance Application commands</td>
</tr>
<tr>
<td></td>
<td>- 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)</td>
</tr>
<tr>
<td></td>
<td>- 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</td>
</tr>
<tr>
<td></td>
<td>- Support &quot;Plaintext Offline PIN&quot; if it supports &quot;Enciphered Offline PIN&quot;</td>
</tr>
<tr>
<td></td>
<td>- In Australia, all of the following:</td>
</tr>
<tr>
<td></td>
<td>- Accept both Online and Offline PIN</td>
</tr>
<tr>
<td></td>
<td>- For international Transactions support PIN bypass</td>
</tr>
<tr>
<td></td>
<td>- Ensure that a Domestic Transaction uses a PIN, except for:</td>
</tr>
<tr>
<td></td>
<td>- A Transaction initiated with a Card that is not a PIN-Preferring Chip Card</td>
</tr>
<tr>
<td></td>
<td>- An Unattended Transaction, including an Unattended Transaction that does not qualify as a Visa Easy Payment Service (VEPS) Transaction</td>
</tr>
<tr>
<td></td>
<td>- A VEPS Transaction</td>
</tr>
<tr>
<td></td>
<td>- In Brazil, if deployed after 18 November 2013, support Offline PIN Verification (except UCATs in parking lots/garages and vending machines)</td>
</tr>
<tr>
<td></td>
<td>- In the Canada Region, support both:</td>
</tr>
<tr>
<td></td>
<td>- &quot;Plaintext Offline PIN&quot;</td>
</tr>
<tr>
<td></td>
<td>- &quot;Enciphered Offline PIN&quot;</td>
</tr>
<tr>
<td></td>
<td>- In the CEMEA Region:</td>
</tr>
<tr>
<td></td>
<td>- Support both:</td>
</tr>
<tr>
<td></td>
<td>- For an Offline-Capable Chip-Reading Device, support both &quot;Plaintext Offline PIN&quot; and &quot;Enciphered Offline PIN&quot;</td>
</tr>
<tr>
<td></td>
<td>- For an Online-only Chip-Reading Device, support either</td>
</tr>
<tr>
<td></td>
<td>- &quot;Enciphered Online PIN&quot;</td>
</tr>
<tr>
<td></td>
<td>- Both &quot;Plaintext Offline PIN&quot; and &quot;Enciphered Offline PIN&quot;</td>
</tr>
</tbody>
</table>
## Acceptance Devices

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>– Chip-Reading Devices may suppress their PIN capability for VEPS Transactions</td>
<td></td>
</tr>
<tr>
<td>• Effective for Acceptance Devices deployed in Australia and Malaysia after 15 April 2016</td>
<td></td>
</tr>
<tr>
<td>• Effective 1 January 2018 for all Acceptance Devices in Australia and Malaysia</td>
<td></td>
</tr>
<tr>
<td>– If the device supports Cardholder application selection, do all of the following:</td>
<td></td>
</tr>
<tr>
<td>• Display to the Cardholder all mutually supported application names (application label or application preferred name) on the Card</td>
<td></td>
</tr>
<tr>
<td>• Display the application names in the order of the application priority set on the Card and use them to select the corresponding Payment Application</td>
<td></td>
</tr>
<tr>
<td>• If unable to display the application names in full, display at least the first 4 positions of the application names</td>
<td></td>
</tr>
<tr>
<td>– If the device does not support Cardholder application selection, the Merchant must inform the Cardholder of the selected application before completing the Transaction</td>
<td></td>
</tr>
<tr>
<td>• In the Europe Region, all of the following:</td>
<td></td>
</tr>
<tr>
<td>– For Manual Cash Disbursements, all of the following:</td>
<td></td>
</tr>
<tr>
<td>• Support “signature” if present in the Cardholder Verification Method list</td>
<td></td>
</tr>
<tr>
<td>• Not support “No CVM Required” if present in the Cardholder Verification Method list</td>
<td></td>
</tr>
<tr>
<td>• Support either “Enciphered PIN Verified Online,” or both “Plaintext PIN Verified Offline” and “Enciphered PIN Verified Offline”</td>
<td></td>
</tr>
<tr>
<td>• Support EMV-Online Card Authentication Cryptogram</td>
<td></td>
</tr>
<tr>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td>– Support the terminal action codes and facilitates access to multiple accounts on a Chip Card</td>
<td></td>
</tr>
<tr>
<td>– Support Static Data Authentication and Dynamic Data Authentication (optional for Online-only devices)</td>
<td></td>
</tr>
<tr>
<td>– Either:</td>
<td></td>
</tr>
<tr>
<td>• For an Online-only device that does not support both “Plaintext Offline PIN” and “Enciphered Offline PIN,” support “Enciphered PIN Verified Online”</td>
<td></td>
</tr>
<tr>
<td>• For an Online-capable device, support “Plaintext PIN Verified Offline” and “Enciphered PIN Verified Offline”</td>
<td></td>
</tr>
<tr>
<td>– If deployed after 1 July 2008, accept PINs. This does not apply to the following:</td>
<td></td>
</tr>
<tr>
<td>• A Merchant assigned MCC 4784 (Tolls and Bridge Fees)</td>
<td></td>
</tr>
</tbody>
</table>
### Visa Product and Service Rules

#### Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- 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</td>
</tr>
<tr>
<td></td>
<td>- A UCAT that accepts only Contactless Payment Devices</td>
</tr>
<tr>
<td></td>
<td>- 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</td>
</tr>
<tr>
<td>Contactless Chip</td>
<td>- Be approved by EMVCo or Visa</td>
</tr>
<tr>
<td></td>
<td>- If deployed after 1 May 2013, not limit the Transaction amount of a Contactless Transaction in a Face-to-Face Environment</td>
</tr>
<tr>
<td></td>
<td>- If deployed on or after 16 October 2015, forward to Visa the form factor indicator field, when provided by a Contactless Payment Device</td>
</tr>
<tr>
<td></td>
<td>- In Australia, for International Transactions support PIN bypass</td>
</tr>
<tr>
<td></td>
<td>- In the AP, Canada, CEMEA, and LAC Regions, if deployed on or before 1 January 2012, comply with the <em>Visa Contactless Payment Specification 2.0</em> or later and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</td>
</tr>
<tr>
<td></td>
<td>- <strong>Effective for Contactless Acceptance Devices deployed in the AP and CEMEA Regions after 1 April 2015</strong></td>
</tr>
<tr>
<td></td>
<td>- <strong>Effective 1 January 2018 for all Contactless Acceptance Devices in the AP and CEMEA Regions</strong></td>
</tr>
<tr>
<td></td>
<td>All of the following:</td>
</tr>
<tr>
<td></td>
<td>- Comply with the <em>Visa Contactless Payment Specification 2.1.3</em> or later or the equivalent EMV contactless kernel 3</td>
</tr>
<tr>
<td></td>
<td>- Be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</td>
</tr>
<tr>
<td></td>
<td>- Disable the device's Contactless Transaction limit</td>
</tr>
<tr>
<td></td>
<td>- Enable the device's applicable Cardholder Verification Method (CVM) Transaction limit</td>
</tr>
<tr>
<td></td>
<td>- Enable the device's applicable Contactless Chip Floor Limit</td>
</tr>
<tr>
<td></td>
<td>- Support the application program ID (APID)</td>
</tr>
<tr>
<td></td>
<td>- Include the form factor indicator in the Authorization Request and Clearing Record when provided by the Contactless Payment Device</td>
</tr>
<tr>
<td></td>
<td>- Not support the MSD transaction path</td>
</tr>
</tbody>
</table>
## Acceptance

### Acceptance Devices

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
</table>
|                        | - In the Canada and LAC Regions, if deployed after 1 April 2014, comply with the *Visa Contactless Payment Specification 2.1.1* 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.  
- In the Europe Region, all of the following:  
  - Comply with the *Visa Europe Contactless Terminal Requirements and Implementation Guide Version 1.3*  
  - If not Contactless-only, support Online Authorization  
  - Process a Transaction using the qVSDC path  
  - Allow the Acquirer to update the following data fields:  
    - “Reader Contactless Floor Limit”  
    - “Reader Contactless Transaction Limit”  
    - “Reader CVM Required Limit”  
  - Comply with either:  
    - The *Visa Contactless Payment Specification Version 2.1.1*  
    - The *EMV Contactless Specification for Payment Systems Book C-3*  
  - If compliant with the *Visa Contactless Payment Specification Version 2.1* or later or the *EMV Contactless Specification for Payment Systems Book C-3*, do all of the following:  
    - Set the “Reader CVM Required Limit” to the applicable Cardholder Verification Limit  
    - Set the “Reader Contactless Floor Limit” to the applicable Proximity Payment Floor Limit  
    - Not configure the “Reader Contactless Transaction Limit”  
  - Process Transactions above the Cardholder Verification Limit only if Cardholder Verification was successful  
  - Include the form factor indicator in the Authorization Request and Clearing Record when provided by the Contactless Payment Device  
  - Be capable of processing a Transaction for an amount above the Cardholder Verification Limit  
  - If an ATM, support only Online Authorization  
  - If not Contactless-only, support Online Authorization  
  - Be approved by Visa to process Contactless Transactions  
  - Comply with the *Visa Europe Contactless Terminal Requirements and Implementation Guide Version 1.3* |
## Visa Product and Service Rules

### Acceptance

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Effective through 11 October 2018</strong>&lt;br&gt;Not process a Transaction using the MSD transaction path</td>
</tr>
<tr>
<td></td>
<td><strong>Effective 12 October 2018</strong>&lt;br&gt;Not accept a Transaction using the MSD transaction path</td>
</tr>
<tr>
<td></td>
<td><strong>Effective through 30 December 2019</strong>&lt;br&gt;Comply with VCPS 2.1.1 or later, if deployed at a new Merchant or as an upgrade for an existing Merchant</td>
</tr>
<tr>
<td></td>
<td><strong>Effective 1 January 2018 for Hungary and Poland</strong>&lt;br&gt;<strong>Effective 31 December 2019 for all other Europe Region countries</strong>&lt;br&gt;Comply with VCPS 2.1.1 or later</td>
</tr>
<tr>
<td></td>
<td>For all Contactless Acceptance Devices in the US Region, both:</td>
</tr>
<tr>
<td></td>
<td>Comply with the <em>Visa Contactless Payment Specification 2.1.1 or later</em></td>
</tr>
<tr>
<td></td>
<td>Actively enable the qVSDC transaction path, if the Merchant Outlet has enabled the processing of EMV-Compliant contact Chip Transactions</td>
</tr>
<tr>
<td>Contactless-Only</td>
<td>Comply with Section 5.7.2.3, “Deployment of Contactless-Only Acceptance Devices”</td>
</tr>
<tr>
<td>Magnetic Stripe</td>
<td>Transmit the entire unaltered contents of all data encoded on track 1 or track 2 of the Magnetic Stripe</td>
</tr>
<tr>
<td>Magnetic Stripe</td>
<td>Not erase or alter any Magnetic-Stripe encoding on a Card</td>
</tr>
<tr>
<td>Magnetic Stripe</td>
<td>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</td>
</tr>
<tr>
<td>Magnetic Stripe</td>
<td>In Australia and New Zealand, allow PIN bypass for Domestic Transactions</td>
</tr>
<tr>
<td>Mobile Payment</td>
<td>In the Europe Region, all of the following:</td>
</tr>
<tr>
<td>Acceptance Solution</td>
<td>Include a hardware accessory that must comply with all of the following:</td>
</tr>
<tr>
<td></td>
<td>Be able to capture Cardholder and Card data</td>
</tr>
<tr>
<td></td>
<td>Have an integrated Chip reader that is EMV-Compliant</td>
</tr>
<tr>
<td></td>
<td>Have an integrated Magnetic Stripe-reader</td>
</tr>
<tr>
<td></td>
<td>Support secure PIN entry</td>
</tr>
<tr>
<td></td>
<td>Include “signature” in the Cardholder Verification Method</td>
</tr>
<tr>
<td></td>
<td>Comply with the <em>Payment Card Industry (PCI) POS PIN Entry Device Security Requirements Version 2.0 or later</em>, including the additional Secure Read and Exchange of Data (SRED) module requirements</td>
</tr>
<tr>
<td></td>
<td>Ensure the SRED module is enabled for point-to-point Cardholder data encryption</td>
</tr>
<tr>
<td></td>
<td>Not read or capture account data except via the hardware accessory</td>
</tr>
<tr>
<td></td>
<td>Identify the Transaction in the Authorization Request and Clearing Record</td>
</tr>
</tbody>
</table>
## Acceptance

### Acceptance Devices

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| QR Code                |  ● Be deployed only in the US Region  
  ● Comply with the Visa QR Code Payment Specification (VQRPS)  
  ● Use POS Entry Mode code 03  
  ● Transmit Full-Chip Data to VisaNet |
| Unattended Cardholder-Activated Terminal (UCAT) |  ● Identify each Transaction as initiated by a UCAT  
  ● Display the Merchant name and customer service telephone number  
  ● If PIN-accepting, be capable of conveying an "invalid PIN – re-enter" message to the Cardholder  
  ● In the Europe Region, all of the following:  
    - Support Fallback Transactions only if the UCAT has an integrated Chip and Magnetic Stripe-reader and Card capture capability  
    - If capable of accepting PINs, both:  
      ▪ Accept PINs  
      ▪ Be capable of conveying all of the following messages to the Cardholder:  
        ▪ Card invalid for this service  
        ▪ Service unavailable now  
        ▪ Invalid PIN – re-enter  
    - If the UCAT does not accept PINs, support "No CVM (Cardholder Verification Method) required"  
    - For a Chip-reading-only UCAT, all of the following:  
      ▪ Be EMV-Compliant  
      ▪ Ensure that Magnetic Stripe-only Cardholders are able to conduct Transactions at the same location  
      ▪ 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)  
  ● If Online-capable, for Chip-initiated and Contactless Transactions, support "No CVM required"  
  ● Require PIN or Consumer Device Cardholder Verification Method for Quasi-Cash Transactions  
  ● If used for the purchase of gambling services, all of the following:  
    - Display the Merchant location  
    - Display the terms and conditions (including rules of play, odds of winning, and pay-out ratios) |
### Visa Product and Service Rules

#### Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>– Before initiating the Transaction, allow the Cardholder to cancel the Transaction</td>
</tr>
<tr>
<td></td>
<td>● Follow all applicable Point-of-Transaction Card acceptance requirements when accepting payment for goods or services, and follow ATM requirements when dispensing cash</td>
</tr>
</tbody>
</table>

1. This does not apply to ATMs in Japan.
2. This does not apply to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.
3. This requirement does not apply if compliance is inherently impractical (for example: at road tolls, for transit applications) or in situations where a Cardholder would not expect interaction with a Chip-Reading device.
4. This requirement does not apply to Visa Touch readers deployed in Japan.
5. In the AP Region for Japan, 1 October 2018
6. 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.
7. 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.
8. **Effective through 31 December 2017**
   - This does not apply in the Europe Region to the incidental like-for-like replacement of devices compliant with Payment Card Industry (PCI) POS PIN Entry Device Security Requirements 1.0

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#### 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

---

#### 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 5-9: Chip Acceptance Device Testing Requirements

<table>
<thead>
<tr>
<th>Acceptance Device Type</th>
<th>Testing Tool</th>
<th>When Required</th>
<th>Submission Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chip-Reading Device</td>
<td>Acquirer Device Validation Toolkit (ADVT)</td>
<td>● Before deploying or upgrading a Chip-Reading Device</td>
<td>● Submit test results using the Chip Compliance Reporting Tool (CCRT)&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>● Not submit ADVT test results for a device containing a kernel or interface module (IFM) that has expired</td>
</tr>
<tr>
<td>Contactless Chip-Reading Device</td>
<td>Either:</td>
<td>Before deploying either a:</td>
<td>Submit test results using either:</td>
</tr>
<tr>
<td></td>
<td>● Contactless Device Evaluation Toolkit (CDET)</td>
<td>● New Contactless Chip-Reading Device</td>
<td>● CCRT&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>● In the Europe Region, Visa payWave Test Tool (VpTT)</td>
<td>● Existing Contactless Chip-Reading Device that has undergone a significant hardware or software upgrade</td>
<td>● In the Europe Region, VpTT</td>
</tr>
<tr>
<td>Mobile Payment Acceptance Solution in the Europe Region</td>
<td>● Acquirer Device Validation Toolkit (ADVT)</td>
<td>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</td>
<td>● Submit test results with the word &quot;Mobile&quot; in the test result description</td>
</tr>
<tr>
<td></td>
<td>● Visa payWave Test Tool (VpTT)</td>
<td></td>
<td>● Submit PCI Secure Read and Exchange of Data (SRED) certification details</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>● For devices with a Contactless reader, submit the VpTT results</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>● Provide device to Visa for testing</td>
</tr>
</tbody>
</table>

<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 US Chip Acquirer Self Accreditation program.
5.7.2.2 Acquirer Responsibility for Chip-Reading Devices

An Acquirer is responsible for the actions of a Chip-Reading Device that provides improper information and processing decisions to the Chip.

5.7.2.3 Deployment of Contactless-Only Acceptance Devices

If a Merchant deploys a Contactless-only Acceptance Device, it must comply with all of the following:

- If used for transit services, all of the following:
  - Be assigned one of the following MCCs:
    - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
    - 4112 (Passenger Railways)
    - 4131 (Bus Lines)
  - Deploy the device only at a turnstile, fare gate, or point of boarding
  - If it configures the device to always perform offline data authentication before allowing a Cardholder to access its transit services, do all of the following:
    - Configure all of its devices in the same transit mode or network to perform offline data authentication
    - Support either real-time or deferred Online Authorization at all turnstiles, fare gates, or points of boarding
    - Support Visa contactless static data authentication and Dynamic Data Authentication
- Ensure that the Acceptance Device has only a Contactless Chip reader. A Contactless-only Acceptance Device must not have either of the following:
  - A disabled contact Chip reader or Magnetic Stripe reader
  - An empty slot for a contact Chip reader or Magnetic Stripe reader
- Ensure that all Cards are accepted at the Merchant Outlet. This requirement does not apply to Merchant Outlets that are transit passenger vehicles (for example: buses, ferries, trains).
- Obtain Authorization for the full Transaction amount before Clearing for a Transaction at the device
- Include the following values in the Authorization Request and Clearing Record:
  - POS Entry Mode code 07
  - Terminal type 3/UCAT indicator 1 or 3
  - POS terminal entry capability 8
• In the Europe Region, both:
  – Conduct only Transactions with a Transaction amount of EUR 20 or less (or local currency equivalent)
  – Not be assigned any of the following MCCs:
    ▪ 4784 (Toll Bridges and Fees)
    ▪ 5542 (Automated Fuel Dispensers)
    ▪ 7523 (Parking Lots, Parking Meters and Garages)
    ▪ If used for vending services, all of the following:
      ▪ 4829 (Wire Transfer – Money Orders)
      ▪ 6011 (Financial Institutions – Automated Cash Disbursements)
      ▪ 6012 (Financial Institutions-Merchandise and Services)
      ▪ 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [Not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
      ▪ 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)

1 This does not apply in the Europe Region.
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:

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 5.7.2.3, “Deployment of Contactless-Only Acceptance Devices.”
- The Transaction is any of the following:
  - A Cash-Back Transaction
  - A Fallback Transaction
  - An In-Transit Transaction
  - A Mail/Phone Order Transaction
  - A No-Show Transaction
  - **Effective through 13 October 2017**
    - A Recurring Transaction
  - **Effective 14 October 2017**
    - A Transaction that uses a Stored Credential and that is initiated by the Merchant
Acceptance

Merchant Authorization Requirements

- A V PAY Transaction
- A Visa Electron Card Transaction
- An Aggregated Transaction
- An Automated Fuel Dispenser Transaction
- An Electronic Commerce Transaction
- Initiated using a Mobile Payment Acceptance Solution
- Initiated using a cloud-based payments Visa Mobile Payment Application
- The purchase of a Visa Prepaid Card at an Unattended Cardholder-Activated Terminal
  - **Effective 14 April 2018**
    A Credit Transaction
- In Australia and New Zealand, a domestic PIN-bypass Magnetic-Stripe Transaction
- In the Europe Region, all of the following:
  - A Small Ticket Transaction
  - An Unattended Transaction, except where that Unattended Transaction is:
    - **Effective through 13 October 2017**
      A Contactless Transaction of EUR 20 or less (or local currency equivalent)
    - **Effective 14 October 2017**
      A Contactless Transaction of EUR 20 or less (or local currency equivalent), unless a Zero Floor Limit applies as specified in Table 5-11, “Country-Specific Floor Limits”
    - A Chip-initiated Transaction of EUR 20 or less (or local currency equivalent) with one of the following MCCs:
      - 4111 (Local and Suburban Commuter Passenger Transportation, including Ferries)
      - 4112 (Passenger Railways)
      - 4131 (Bus Lines)
      - 4784 (Tolls and Bridge Fees)
      - 7523 (Parking Lots, Parking Meters and Garages)
    - **Effective 14 October 2017**
      8398 (Charitable and Social Service Organizations)
  - A Contactless Transaction at a Merchant assigned with one of the following:
    - **Effective 22 April 2017**
      MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
Visa Product and Service Rules

Acceptance
Visa Core Rules and Visa Product and Service Rules

- **Effective 14 October 2017**  
  MCC 5451 (Dairy Products Stores)
- MCC 5921 (Package Stores – Beer, Wine, and Liquor)
- MCC 5994 (News Dealers and News Stands)
- MCC 7297 (Massage Parlours)

1 Offline Authorization is allowed for Chip-initiated Transactions provided that the Transaction amount does not exceed the Merchant's Floor Limit.
2 This does not apply to a domestic Contactless Transaction in the AP Region (excluding Japan) if the Transaction amount is less than or equal to the domestic Contactless Transaction limit.
3 For a domestic Contactless Transaction in Japan, for amounts above the domestic Floor Limit, Authorization must be Online.
4 Authorization must be Online.
5 In the Europe Region, Authorization must be Online.
6 Except in the Netherlands and Spain where a Zero Floor Limit applies for all MCCs.

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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 any of the following apply:

- The Merchant is in the US Region.
- The Transaction is completed at a Contactless-only Acceptance Device.
- Transaction occurs at a Chip-Reading Device and qualifies for the EMV liability shift.

---

5.8.2.3 **Acquirer Participation in a Card Recovery Bulletin Service – Europe Region**

A Europe Acquirer that participates in a Card Recovery Bulletin Service must do all of the following:

- Instruct Merchants on the correct use of a Card Recovery Bulletin
- Handle Merchant calls when a Cardholder presents a Card whose Account Number is listed on a Card Recovery Bulletin
- Handle a compromised Deposit-Only Account Number
5.8.3 Non-Standard Authorizations

5.8.3.1 Authorization Amount Requirements

Effective through 21 April 2017

A Merchant must not use an arbitrary amount to obtain Authorization.

A Merchant may use an amount in the Authorization Request that differs from the final Transaction amount only if it complies with Table 5-14, “Special Authorization Request Allowances and Requirements.”

A Merchant must obtain Authorization on the Transaction Date, except for the following, as specified in the Visa Rules:

- Car Rental Merchant Transactions
- Cruise Line Transactions
- Electronic Commerce Transactions
- In-Transit Transactions
- Lodging Merchant Transactions
- Mail/Phone Order Transactions
- Transactions completed at a Contactless-only Acceptance Device
- In the Europe Region, Variable Fare Transactions

Effective 22 April 2017

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”

ID# 0029803
<table>
<thead>
<tr>
<th>Merchant / Transaction Type</th>
<th>Allowed Type and Amount of First or Only Authorization Request</th>
<th>Incremental Authorization Request(s) Allowed?</th>
<th>Other Requirements and Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective 22 April 2017</td>
<td>Estimated Authorization Request</td>
<td>Yes</td>
<td>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: • That the Authorization Request is not final and that there may be subsequent Authorization Requests • Of the amount of the Estimated Authorization Request</td>
</tr>
<tr>
<td>Any of the following Merchants: • Aircraft rental • Bicycle rental • Boat rental • Equipment rental • Motor home rental • Motorcycle rental • Trailer park or campground</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated Fuel Dispenser (AFD) Transactions (MCC 5542)</td>
<td>Effective through 21 April 2017 Permitted Status Check Authorization amount Effective 22 April 2017 One of the following: • Status Check Authorization • 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 • An amount not exceeding USD 150 (or local currency equivalent)</td>
<td>No</td>
<td>A Status Check Authorization is equivalent to an Approval Response for an amount up to and including: • For a Transaction in Japan, JPY 15,000 • For a Transaction in the US Region, either: – For a Visa Fleet Card Transaction, USD 150 – For all other Transactions, USD 100 • For other Transactions, either: – For a Chip-initiated Transaction with a PIN, USD 100 (or local currency equivalent)</td>
</tr>
</tbody>
</table>
### Visa Product and Service Rules

**Acceptance**

**Merchant Authorization Requirements**

<table>
<thead>
<tr>
<th>Merchant / Transaction Type</th>
<th>Allowed Type and Amount of First or Only Authorization Request</th>
<th>Incremental Authorization Request(s) Allowed?</th>
<th>Other Requirements and Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>For a Transaction at a Europe Merchant, an amount based on the Merchant’s maximum dispensable fuel amount, not exceeding EUR 150 (or local 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.</td>
<td>No</td>
<td>– For all other Transactions, USD 75 (or local currency equivalent)</td>
<td></td>
</tr>
<tr>
<td>Card-Absent Environment Transactions (except Installment Transactions, prepayments, and Recurring Transactions)</td>
<td>Price of merchandise or services, including shipping costs and applicable taxes</td>
<td>No</td>
<td>An additional Authorization is not required if the Transaction amount is within 15% of the authorized amount.7,8</td>
</tr>
</tbody>
</table>
### Merchant / Transaction Type
### Allowed Type and Amount of First or Only Authorization Request
### Incremental Authorization Request(s) Allowed?
### Other Requirements and Restrictions

<table>
<thead>
<tr>
<th>Merchant / Transaction Type</th>
<th>Allowed Type and Amount of First or Only Authorization Request</th>
<th>Incremental Authorization Request(s) Allowed?</th>
<th>Other Requirements and Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cruise Lines Lodging Merchants</td>
<td>Effective 14 October 2017 Estimated Authorization Request¹</td>
<td>Yes¹⁰</td>
<td>The Merchant must not include an amount to cover potential damage or an insurance deductible.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>When submitting the first Estimated Authorization Request, the Merchant must inform the Cardholder both:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• That the Authorization Request is not final and that there may be subsequent Authorization Requests</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Of the amount of the Estimated Authorization Request</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The Merchant is not required 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.⁷</td>
</tr>
<tr>
<td>Merchants classified with MCC:</td>
<td>An amount equal to the final Transaction amount (excluding an expected tip or service amount)</td>
<td>No</td>
<td>An additional Authorization is not required if the final Transaction amount (including tip or service amount) is within 20%⁸ of the authorized amount.</td>
</tr>
<tr>
<td>● 4121 (Taxicabs and Limousines)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 5814 (Fast Food Restaurants)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 7230 (Beauty and Barber Shops)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 7298 (Health and Beauty Spas)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
# Visa Product and Service Rules

## Acceptance

### Merchant Authorization Requirements

<table>
<thead>
<tr>
<th>Merchant / Transaction Type</th>
<th>Allowed Type and Amount of First or Only Authorization Request</th>
<th>Incremental Authorization Request(s) Allowed?</th>
<th>Other Requirements and Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchants classified with MCC:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 5812 (Eating Places and Restaurants)</td>
<td>Effective through 21 April 2017 Cost of merchandise or services (including applicable taxes). The Authorization Request must not be for an estimated amount.</td>
<td>Yes, only for additional goods or services ordered(^3)</td>
<td>An Incremental Authorization Request or additional Authorization Request is not required if the final Transaction amount (including tip or service amount) is within 20(^7%) 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(^7%) of the authorized amount.</td>
</tr>
<tr>
<td>● 5813 (Drinking Places (Alcoholic Beverages – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques))</td>
<td>Effective 22 April 2017 Either:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• An amount equal to the final Transaction amount (excluding an expected tip or service amount)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Initial Authorization Request(^2) for an amount equal to what the Cardholder has ordered (excluding expected tip or service amount)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estimated Authorization Request(^2)</td>
<td>Yes(^3)</td>
<td>When submitting the first Estimated Authorization Request, the Merchant must inform the Cardholder both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• That the Authorization Request is not final and that there may be subsequent Authorization Requests</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Of the amount of the Estimated Authorization Request</td>
<td></td>
</tr>
<tr>
<td>Either:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Unattended Transaction at a turnstile, fare gate, or point of boarding at Merchants classified with MCC:</td>
<td>Initial Authorization Request(^6) equal to the price of the cheapest journey a Cardholder can take</td>
<td>Yes(^10)</td>
<td>The total amount of the Initial Authorization Request and any Incremental Authorization Requests must not exceed USD 25 (or local currency equivalent) (in the US Region, USD 15).</td>
</tr>
<tr>
<td>Merchant / Transaction Type</td>
<td>Allowed Type and Amount of First or Only Authorization Request</td>
<td>Incremental Authorization Request(s) Allowed?</td>
<td>Other Requirements and Restrictions</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>– 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)</td>
<td>An amount not exceeding USD 10 (or local currency equivalent)</td>
<td>No</td>
<td>The Merchant must notify the Cardholder of the Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.</td>
</tr>
<tr>
<td>– 4112 (Passenger Railways)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– 4131 (Bus Lines)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• In the Europe Region, Variable Fare Transit Merchants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unattended Transactions at Merchants classified with MCC 7211 (Laundries – Family and Commercial)</td>
<td>An amount not exceeding USD 10 (or local currency equivalent)</td>
<td>No</td>
<td>The Merchant must notify the Cardholder of the Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.</td>
</tr>
<tr>
<td>Unattended Transactions at Merchants classified with MCC:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 7338 (Quick Copy, Reproduction, and Blueprinting Services)</td>
<td>An amount not exceeding USD 15 (or local currency equivalent)</td>
<td>No</td>
<td>The Merchant must notify the Cardholder of the Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.</td>
</tr>
<tr>
<td>• 7542 (Car Washes)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merchant / Transaction Type</td>
<td>Allowed Type and Amount of First or Only Authorization Request</td>
<td>Incremental Authorization Request(s) Allowed?</td>
<td>Other Requirements and Restrictions</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>• 7841 (DVD/Video Tape Rental Stores)</td>
<td>An amount not exceeding USD 5 (or local currency equivalent)</td>
<td>No</td>
<td>The Merchant must notify the Cardholder of the Authorization Request amount and give the Cardholder the opportunity to cancel the Transaction.</td>
</tr>
</tbody>
</table>
| Unattended Transactions for the sale of food or beverages | Cost of Cardholder’s intended rental period, plus taxes and mileage rates | Yes | The Merchant must comply with both of the following:  
  - Must not include charges that cover potential damage or an insurance deductible amount  
  - Must obtain a final or an additional Authorization if the final Transaction amount is both of the following:  
    - Above the Floor Limit  
    - The greater of either:  
      - The sum of the authorized amounts plus 15%  
      - The sum of the authorized amounts plus USD 75 (or local currency equivalent) (if the Transaction does not involve a Europe Member) |

Effective through 13 October 2017 Car Rental Merchants
<table>
<thead>
<tr>
<th>Merchant / Transaction Type</th>
<th>Allowed Type and Amount of First or Only Authorization Request</th>
<th>Incremental Authorization Request(s) Allowed?</th>
<th>Other Requirements and Restrictions</th>
</tr>
</thead>
</table>
| Effective 14 October 2017 Vehicle Rental Merchants | Estimated Authorization Request | Yes | 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:  
- That the Authorization Request is not final and that there may be subsequent Authorization Requests  
- Of the amount of the Estimated Authorization Request  
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:  
- The sum of the authorized amounts plus 15%  
- The sum of the authorized amounts plus USD 75 (or local currency equivalent) |

---

1. This does not apply to a Visa Purchasing Card enrolled in Authorization and Settlement Match.
2. Effective 22 April 2017 The Merchant must use the Estimated/Initial Authorization Request indicator.
4. This does not apply to a Transaction involving a Europe Merchant.
5. In the US Region, a different Transaction limit applies for Interchange Reimbursement Fee qualification purposes, as specified in Section 9.4.2.3, “CPS/Automated Fuel Dispenser Interchange Reimbursement Fee (IRF) Transaction Limit – US Region.”
6. This does not apply to a Transaction involving a US Merchant.
7. This does not apply if the last Authorization obtained was a Partial Authorization.
8. This does not apply if the Transaction is a Commercial Payables Transaction completed with a Visa Purchasing Card.
10. Effective through 13 October 2017 In the US Region, for Car Rental Merchants, Cruise Lines, and Lodging Merchants, the Merchant must use the Incremental Authorization Request indicator and the same Transaction Identifier for all Authorization Requests.
### Merchant Authorization Requirements

<table>
<thead>
<tr>
<th>Merchant / Transaction Type</th>
<th>Allowed Type and Amount of First or Only Authorization Request</th>
<th>Incremental Authorization Request(s) Allowed?</th>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Effective 14 October 2017</td>
</tr>
</tbody>
</table>

The Merchant must use the Incremental Authorization Request indicator and the same Transaction Identifier for all Authorization Requests.

---

**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.

---

#### 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
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.

5.8.4.4 Authorization Time Limit for In-Transit Transactions

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.

If Authorization data is stored for processing until arrival at the final destination, it must be encrypted and kept in a secure location with access limited to authorized personnel.

5.8.4.5 Approval Response Validity Timeframes

Effective 22 April 2017

An Approval Response is valid for a Transaction completed as follows:
### Table 5-15: Approval Response Validity Periods

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Approval Response is valid for a Transaction Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregated Transaction in a Card-Absent Environment</td>
<td>No later than 7 calendar days (in the US Region, 3 calendar days) from the date on which the first Authorization Request received an Approval Response</td>
</tr>
<tr>
<td>In-Transit Transaction</td>
<td>Within 24 hours of the Approval Response (Authorization may occur after the Transaction is completed)</td>
</tr>
<tr>
<td>Installment Transaction</td>
<td>That is the day of the Approval Response</td>
</tr>
<tr>
<td>Prepayment</td>
<td></td>
</tr>
<tr>
<td>Recurring Transaction</td>
<td></td>
</tr>
<tr>
<td><strong>Effective 14 October 2017</strong></td>
<td></td>
</tr>
<tr>
<td>Unscheduled Credential-on-File Transaction</td>
<td></td>
</tr>
<tr>
<td>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</td>
<td>Effective through 13 October 2017 No later than 7 calendar days (in the US Region, 3 calendar days) from the first Authorization Effective 14 October 2017 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.</td>
</tr>
<tr>
<td>Transaction initiated with an Estimated Authorization Request at any of the following Merchants:</td>
<td>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.</td>
</tr>
<tr>
<td>• Aircraft rental</td>
<td></td>
</tr>
<tr>
<td>• Bicycle rental</td>
<td></td>
</tr>
<tr>
<td>• Boat rental</td>
<td></td>
</tr>
<tr>
<td>• Equipment rental</td>
<td></td>
</tr>
<tr>
<td>• Motor home rental</td>
<td></td>
</tr>
<tr>
<td>• Motorcycle rental</td>
<td></td>
</tr>
<tr>
<td>• Trailer parks and campgrounds</td>
<td></td>
</tr>
<tr>
<td><strong>Effective 14 October 2017</strong></td>
<td></td>
</tr>
<tr>
<td>Transaction initiated with an Estimated Authorization Request at any of the following Merchants:</td>
<td>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.</td>
</tr>
</tbody>
</table>
### Transaction Type

<table>
<thead>
<tr>
<th>Approval Response is valid for a Transaction Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Card-Absent Environment Transactions</td>
</tr>
<tr>
<td>Other Card-Present Environment Transactions</td>
</tr>
</tbody>
</table>

As specified in Section 7.8.1.2, “Transaction Date Limits”

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:

**Effective through 21 April 2017**

Table 5-16: Authorization Reversal Requirements

<table>
<thead>
<tr>
<th>Reversal Reason</th>
<th>Reversal Amount</th>
<th>Environment</th>
<th>Reversal Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the Transaction is not completed</td>
<td>Authorization amount</td>
<td>Card-Present</td>
<td>Within 24 hours of the original Authorization</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Card-Absent</td>
<td>Within 72 hours of the original Authorization</td>
</tr>
<tr>
<td>If the final Transaction amount is less than the Authorization amount</td>
<td>Difference between the final Transaction amount and Authorization amount</td>
<td>Card-Present</td>
<td>Within 24 hours of the original Authorization</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Card-Absent</td>
<td>Within 72 hours of the original Authorization</td>
</tr>
<tr>
<td>For a Transaction involving an estimated or incremental Authorization at a transit Merchant (MCC 4111, 4112, or 4131), if the final Transaction amount is less than the Authorization amount</td>
<td>Difference between the final Transaction amount and Authorization amount</td>
<td>Card-Present</td>
<td>Within 24 hours of the final Authorization</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Card-Absent</td>
<td></td>
</tr>
<tr>
<td>For Car Rental Merchant Transactions, Cruise Line Transactions, and Lodging Transactions involving an estimated Authorization, if the final Transaction amount is more than 15% below the Authorization amount</td>
<td>Difference between the final Transaction amount and Authorization amount</td>
<td>Card-Present</td>
<td>Within 24 hours of check-out, disembarkation, or rental return date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Card-Absent</td>
<td></td>
</tr>
</tbody>
</table>
Effective 22 April 2017

Table 5-17: Authorization Reversal Requirements

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Reversal Amount</th>
<th>Reversal Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>Difference between the final Transaction amount and sum of the authorized amounts</td>
<td>Within 24 hours of Transaction completion</td>
</tr>
<tr>
<td>For all other completed Transactions, if the final Transaction amount is less than the sum of the authorized amounts</td>
<td>Difference between the final Transaction amount and sum of the authorized amounts</td>
<td>Within 24 hours of Transaction completion</td>
</tr>
<tr>
<td>For all other Approval Responses, if a Transaction is not completed</td>
<td>Authorized amount or amounts</td>
<td>Within 24 hours of the earlier of either:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● When the Transaction was cancelled or the Cardholder decided to pay by other means</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● The end of the Approval Response validity period, as specified in Section 5.8.4.5, “Approval Response Validity Timeframes”</td>
</tr>
</tbody>
</table>

1 These requirements do not apply to Automated Fuel Dispenser Transactions in the US Region or in the Europe Region.

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.


5.8.4.7 Prohibition of Magnetic Stripe-Read Visa Debit Authorization Requests – Canada Region

A Visa Debit Acquirer in Canada must not process a Magnetic Stripe-read Authorization Request from a domestic Visa Debit Category Card.

ID# 0025968                                                                   Edition: Apr 2017 | Last Updated: Oct 2014
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

5.8.4.8 Excessive Authorization Requests – Europe Region

For Intraregional Transactions, a Europe Acquirer must ensure that a Merchant does not submit excessive Authorization Requests following an Authorization Request for a Cardholder payment that has received a Decline Response.

5.8.4.9 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

5.9 Specific Acceptance Environments and Procedures

5.9.1 Cash, Cash Equivalents, and Prepaid

5.9.1.1 Merchant or Payment Facilitator Transaction Deposit Conditions

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

- The Transaction is completed.
Visa Product and Service Rules

Acceptance

Specific Acceptance Environments and Procedures

- The merchandise or services are shipped or provided. This does not apply if the Cardholder has paid a partial or full prepayment.
- **Effective through 13 October 2017**
  Cardholder consent is obtained for a Recurring Transaction.
- **Effective 14 October 2017**
  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.

5.9.1.2 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.

5.9.1.4 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, to Acquirers in Australia and Thailand
- In the Canada Region
- In the LAC Region, to Acquirers in Puerto Rico
- In the US Region

If an Acquirer assesses an Access Fee on a Manual Cash Disbursement, it must do all of the following:
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

- 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

5.9.1.5 Cash-Back Requirements

In addition to requirements in Table 5-18, “Country-Specific 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

A Member must not process a credit refund or Credit Transaction Receipt for the Cash-Back component of a Transaction.

Table 5-18: Country-Specific Cash-Back Requirements

<table>
<thead>
<tr>
<th>Country</th>
<th>Cash-Back without Purchase</th>
<th>Amount Limits</th>
<th>Allowed Product Types</th>
<th>Transaction Requirements</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Must be available</td>
<td>USD 998 (or local currency equivalent)</td>
<td>Only debit Chip Cards</td>
<td>- Must contain a PIN¹</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- Must not be a Fallback Transaction</td>
<td></td>
</tr>
</tbody>
</table>
## Visa Product and Service Rules

### Acceptance

### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Country</th>
<th>Cash-Back without Purchase</th>
<th>Amount Limits</th>
<th>Allowed Product Types</th>
<th>Transaction Requirements</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>Not allowed</td>
<td>USD 200 (or local currency equivalent)</td>
<td>Reloadable Chip Cards</td>
<td>Must contain a PIN</td>
<td>Must participate in Partial Authorization</td>
</tr>
<tr>
<td>India</td>
<td>Must be available</td>
<td>Cash-Back disbursements must not exceed the daily Cash-Back limit per Card specified by the Reserve Bank of India</td>
<td>Only products permitted by the Reserve Bank of India</td>
<td>Not applicable</td>
<td>Not applicable</td>
</tr>
<tr>
<td>South Africa</td>
<td>Allowed</td>
<td>Cash-Back Transaction amount must not exceed ZAR 1,500</td>
<td>Debit Card, Visa Prepaid Card, or credit Card</td>
<td>Must contain a PIN</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Europe Region</td>
<td>Not allowed</td>
<td>Country-specific</td>
<td>Debit Card or credit Card</td>
<td>Must contain a PIN</td>
<td>Not applicable</td>
</tr>
<tr>
<td>US Region</td>
<td>Must be available (^1)</td>
<td>USD 200</td>
<td>Visa debit product or a Visa Prepaid Card</td>
<td>Must contain a PIN</td>
<td>Must participate in Partial Authorization</td>
</tr>
<tr>
<td>Other countries (only with Visa permission)</td>
<td>Not allowed</td>
<td>USD 200 (or local currency equivalent)</td>
<td>As agreed with Visa</td>
<td>Not applicable</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

\(^1\) **Effective through 30 April 2019**

Except Transactions authorized through Stand-In Processing

\(^2\) Except as specified in Section 4.11.12.4, “Visa Prepaid Card Cash Access Restrictions For Employee Benefit Programs – US Region”

### 5.9.1.6 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
## 5.9.1.7 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

A US Acquirer must not add to the Transaction amount any surcharge, commission, or fee.

## 5.9.1.9 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

## 5.9.1.10 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
Specific Acceptance Environments and Procedures

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

5.9.1.11 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.

A US Acquirer must participate in the Point-of-Sale Balance Inquiry and/or Point-of-Sale Balance Return Service.
5.9.1.15 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.

This does not apply in the Europe Region.

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\(^1\)\(^2\) and process VIS and Common Core Definitions Chip Cards, or disable Chip functionality in all Chip-Reading Devices connected to its host system.

1. In the AP Region for Australia and New Zealand, an Acquirer must certify its host system's support of Full-Chip Data.
2. In the Europe Region, an Acquirer must certify its host system's support of Full-Chip Data and process all EMV-Compliant Cards.

5.9.2.2 Acquirer Liability for Fallback Transactions

Transactions accepted as Fallback Transactions are the liability of the Acquirer if all of the following apply:

- 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
  - In the Europe Region, Account Number was resident on an Exception File with a Decline Response on the Processing Date of the Chargeback, and was on an Exception File for a total period of at least 60 calendar days from the date of listing
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 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

1 This does not apply to a Europe Member.

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.

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.

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.”

5.9.2.7 Acquirer Requirements for PIN Acceptance and Processing in India – AP Region

In the AP Region, an India 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
5.9.2.8 Acquirer Liability for Chip Transactions in Card-Present Environment – Canada Region

A Canada 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 Chargeback, and is on the Exception File for a total period of at least 60 calendar days from the date of listing

5.9.2.10 Payment Application Security Requirements – Europe Region

A Europe Acquirer must do all of the following:

- Ensure that its Merchant migrates or upgrades to a Payment Application that does not store sensitive authentication data within 6 months of identification
- Ensure that a Merchant that uses a vulnerable Payment Application, within 6 months of identification as vulnerable, either:
  - Upgrades the Payment Application to remove the identified vulnerability
  - Use a Payment Application that complies with the Payment Application Data Security Standard (PA-DSS)
- Verify that a new Merchant uses a PCI DSS-compliant Payment Application
5.9.2.11 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.

5.9.3 QR Code

5.9.3.1 QR Code Acquirer Data Requirements – US Region

A US 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)
- The country of the Merchant Outlet, assigned as specified in Section 1.5.1.2, “Assignment of Merchant Outlet Location,”\(^\text{1,2}\) clearly and prominently, 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.\(^\text{3}\)
- The address for Cardholder correspondence
- Policy for delivery of multiple shipments
- Security capabilities and policy for transmission of payment card details
Return/refund policies, cancellation policies, and other purchase terms and conditions, either:
  - In the sequence of final web pages before checkout, a "click to accept" or other
    acknowledgement button, checkbox, or location for an Electronic Signature
  - On the checkout screen near the "submit" button

A link to a separate web page does not meet this requirement.³

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 minors
  - 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 identifier⁴

In addition, in the Europe Region, the Merchant's consumer data privacy policy

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¹ In the AP, Canada, CEMEA, LAC, and US Regions, 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.

² 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.

³ 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.

⁴ Except in the Europe Region, specified by Visa

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5.9.4.2 Electronic Commerce Account Number Security

An Electronic Commerce Merchant must not display the full Account Number to the Cardholder online.

5.9.4.3 Acquirer Support of Verified by Visa or 3-D Secure or Visa Checkout

An Acquirer must do all of the following:
Acceptance

Visa Core Rules and Visa Product and Service Rules

- Notify its Electronic Commerce Merchant of the availability of Verified by Visa (or, in the Europe Region, 3-D Secure)
- Provide Verified by Visa (or, in the Europe Region, 3-D Secure) to its Electronic Commerce Merchant as requested
- Comply with Table 5-19, “Acquirer Support of Verified by Visa or 3-D Secure by Region/Country - Requirements”

Table 5-19: Acquirer Support of Verified by Visa or 3-D Secure by Region/Country – Requirements

<table>
<thead>
<tr>
<th>Region/Country</th>
<th>Requirement</th>
</tr>
</thead>
</table>
| Australia      | Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa or an equivalent Visa-approved authentication method if the Merchant exceeds one of the following fraud thresholds in any quarter:  
  - 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.  
  - 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.  
  If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery. |
| India          | Effective through 28 February 2017  
  - Ensure that its electronic commerce Merchant processes Electronic Commerce Transactions using Verified by Visa  
  - Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa  
  Effective 1 March 2017  
  - Ensure that its Electronic Commerce Merchant processes Electronic Commerce Transactions using Verified by Visa or Visa Checkout¹  
  - Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa or Visa Checkout¹ |
| New Zealand    | Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa or an equivalent Visa-approved authentication method, if either of the following:  
  - The Merchant exceeds USD 10,000 in Visa Transaction volume in any quarter and is assigned one of the following MCCs:  
    - MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services) |
## Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Region/ Country</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>– MCC 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)</td>
</tr>
<tr>
<td></td>
<td>– MCC 5732 (Electronics Stores)</td>
</tr>
<tr>
<td></td>
<td>– MCC 5734 (Computer Software Stores)</td>
</tr>
<tr>
<td></td>
<td>– MCC 5941 (Sporting Goods Stores)</td>
</tr>
<tr>
<td></td>
<td>– MCC 5944 (Jewelry Stores, Watches, Clocks, and Silverware Stores)</td>
</tr>
<tr>
<td></td>
<td>– MCC 5947 (Gift, Card, Novelty and Souvenir Shops)</td>
</tr>
<tr>
<td></td>
<td>– MCC 6300 (Insurance Sales, Underwriting, and Premiums)</td>
</tr>
<tr>
<td></td>
<td>– MCC 7399 (Business Service [Not Elsewhere Classified])</td>
</tr>
<tr>
<td></td>
<td>– MCC 9399 (Government Services [Not Elsewhere Classified])</td>
</tr>
<tr>
<td></td>
<td>• The Merchant exceeds one of the following fraud thresholds in any quarter:</td>
</tr>
<tr>
<td></td>
<td>– 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.</td>
</tr>
<tr>
<td></td>
<td>– 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.</td>
</tr>
<tr>
<td></td>
<td>If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Region/ Country</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEMEA Region</td>
<td>Process Electronic Commerce Transactions using Verified by Visa</td>
</tr>
<tr>
<td>Nigeria</td>
<td>Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa</td>
</tr>
<tr>
<td>Europe Region</td>
<td>All of the following:</td>
</tr>
<tr>
<td></td>
<td>• Process Secure Electronic Commerce Transactions using 3-D Secure</td>
</tr>
<tr>
<td></td>
<td>• Support 3-D Secure and Verified by Visa for its Electronic Commerce Merchants</td>
</tr>
<tr>
<td></td>
<td>• Ensure that all High Brand-Risk Merchants and High Brand-Risk Sponsored Merchants process Electronic Commerce Transactions using a Visa-approved payment Authentication Method</td>
</tr>
</tbody>
</table>

1 This applies only to Visa Checkout Transactions less than or equal to INR 2,000.
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, Canada, CEMEA, LAC, and US Regions, 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

A Europe Acquirer must comply with the risk policy for Online Gambling Merchants established by Visa.

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.
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

5.9.4.8 Electronic Commerce Merchant Requirements – Europe Region

A Europe Acquirer must ensure that its Electronic Commerce Merchants that conduct fewer than 1,000,000 Electronic Commerce Transactions per year either:

- Use a Payment Facilitator that is Payment Card Industry Data Security Standard (PCI DSS)-certified for processing, transmitting, and storing account information or Transaction Information
- Demonstrate, and provide evidence to Visa upon request, that they are Payment Card Industry Data Security Standard (PCI DSS)-compliant
5.9.4.10  Acquirer Registration – Cross-Border Acquired Electronic Commerce – Europe Region

A Europe Acquirer may contract with an Electronic Commerce Merchant located in, or operating in, a different country within the Europe Region if it both:

- Complies with the requirements of the Visa Electronic Commerce Acquiring Program
- Has passported its license to the country of the Electronic Commerce Merchant, as specified in Section 2.10.1.1, “EU Passporting – Member Requirements – Europe Region”

5.9.4.12  Verified by Visa Chargeback Protection Limitations – US Region

A US 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) 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, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
  - 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.

1 For a Member that participates in Enhanced Dispute Resolution, Dispute condition 10.4: Other Fraud – Card-Absent Environment
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.

5.9.5.2 Mail/Phone Order Merchant Acceptance Requirements – US Region

A US Mail/Phone Order Merchant must both:

- During the payment process, advise the Cardholder that it accepts all Visa Cards for payment or that it accepts Cards that are in the Limited Acceptance category it has selected
- Display, in its catalog or other selling material, either the:
  - Visa Brand Mark in full color, if it accepts all Visa Cards for payment
  - Visa-approved signage representing the Limited Acceptance category it has selected

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:

- Consist only of purchases made from a single Merchant with a single trading name
- Consist only of purchases made using the same Account Number
- Not include purchases made more than 7 calendar days apart or, in the US Region, more than 3 calendar days apart
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

- 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:

- Before a Cardholder’s first purchase, inform the Cardholder of all of the following:
  - That Transaction aggregation may occur
  - The Transaction aggregation terms, including the maximum number of calendar days and Transaction value
  - In the US Region, for an electronic commerce Transaction, that the Issuer may hold available funds of up to USD 15 for 3 calendar days
  - 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
- In the Europe Region, obtain from Visa information on domestic Interchange Reimbursement Fees

An Acquirer must notify Visa if it acquires an Airline Merchant Outlet that is in a country not specified in the business plan.
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
  - Car Rental Merchant
  - Aircraft rental Merchant
  - Bicycle rental Merchant
  - Boat rental Merchant
  - Equipment rental Merchant
  - Motor home rental Merchant
  - Motorcycle rental Merchant
  - Truck and trailer 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.
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 5-20: Conditions for Amended Amounts and Delayed Charges

<table>
<thead>
<tr>
<th>Eligible Merchant types</th>
<th>Amended Amounts</th>
<th>Delayed Charges for Loss, Theft, or Damage</th>
<th>All Other Delayed Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>● Aircraft rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Bicycle rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Boat rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● <strong>Effective through 13 October 2017</strong> Car Rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Cruise Line</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Equipment rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Lodging Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Motor home rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Motorcycle rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Trailer parks and campgrounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● <strong>Effective through 13 October 2017</strong> Truck and trailer rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● <strong>Effective 14 October 2017</strong> Vehicle Rental Merchant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The charge must:

- Be directly related to both:
  - The merchandise or services provided by the Merchant to the Cardholder (for example: insurance or rental fees)
  - A Transaction in which the Cardholder participated

- Comply with all of the following:
  - Be directly related to the merchandise or services provided by the Merchant to the Cardholder during the rental period
  - Be the actual cost for replacement/repair of damage to the Merchant’s property or for an insurance deductible, whichever is less

- Be directly related to both:
  - The merchandise or services provided by the Merchant to the Cardholder (for example: tolls or parking tickets)
  - A Transaction in which the Cardholder participated

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## Visa Product and Service Rules

### Acceptance

#### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Amended Amounts</th>
<th>Delayed Charges for Loss, Theft, or Damage</th>
<th>All Other Delayed Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>To support the charge, the Merchant must provide to the Cardholder:</td>
<td>The amended Transaction Receipt</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Explains the charge and connects the charge to the Cardholder’s use of the merchandise or services during the rental period</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Includes any accident, police, or insurance report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• For damage to a rental vehicle, provides at least 2 quotes from entities that are legally permitted to perform repairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Both:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The Transaction Receipt for the delayed charge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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)</td>
</tr>
<tr>
<td>Amended Amounts</td>
<td>Delayed Charges for Loss, Theft, or Damage</td>
<td>All Other Delayed Charges</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------</td>
<td>---------------------------</td>
</tr>
</tbody>
</table>
| The Cardholder must expressly approve the charge before the Merchant processes the Transaction (except in the Europe Region): | In the AP, Canada, CEMEA, LAC, and US Regions, 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. In the Europe Region:  
  - The Cardholder may, within 10 business days of receiving this confirmation, and at no cost to the Merchant, provide an alternative written estimate for the cost of repairing the damage.  
  - 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. | No |

1. 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.
### Amended Amounts

<table>
<thead>
<tr>
<th>Delayed Charges for Loss, Theft, or Damage</th>
<th>All Other Delayed Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 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.</td>
<td></td>
</tr>
</tbody>
</table>

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

#### 5.9.7.4 Rental Merchant Charges for Damages – Europe Region

When a Europe 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
5.9.8 Dynamic Currency Conversion

5.9.8.1 Dynamic Currency Conversion (DCC) – Acquirer Requirements

Before processing a Dynamic Currency Conversion Transaction, an Acquirer must both:

- Comply with the Dynamic Currency Conversion registration and certification requirements specified in the International Transactions Guide (or, in the Europe Region, DCC Acquirer and Merchant Standards Manual)
- Ensure that each Merchant Outlet conducting Dynamic Currency Conversion complies with the Visa Rules and International Transactions Guide (or, in the Europe Region, DCC Acquirer and Merchant Standards Manual)

5.9.8.3 Dynamic Currency Conversion (DCC) – Merchant Requirements

A Merchant offering Dynamic Currency Conversion must comply with all of the following:

- Be registered with Visa and use a solution that has been certified by Visa as compliant with the Visa Rules, as specified in the International Transactions Guide (or, in the Europe Region, DCC Acquirer and Merchant Standards Manual)
- Inform the Cardholder that DCC is optional
- 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 use any language or procedures that may cause the Cardholder to choose DCC by default
- Not misrepresent, either explicitly or implicitly, that its DCC service is a Visa service
- Not convert a Transaction amount in the local currency that has been approved by the Cardholder into an amount in the Cardholder’s billing currency after the Transaction has been completed but not yet entered into Interchange
- Ensure that the Cardholder expressly agrees to a DCC Transaction, as specified in Section 5.10.3.3, “Required Transaction Receipt Content for Specific Transaction Types”
Specific Acceptance Environments and Procedures

- In the US Region or a US Territory, include the US Credit Card Surcharge amount, if assessed, in the conversion.
- In Australia, include any Surcharge amount, if assessed, in the conversion.
- In the Europe Region, inform the Cardholder before obtaining Authorization that DCC is a service provided by the Merchant or Acquirer.

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.

1 In the Europe Region, the Cardholder must expressly agree to or decline DCC by either checking a single box displayed to agree to DCC or by checking one of 2 boxes displayed, one to agree to DCC, the other to decline DCC.

5.9.8.6 Multi-Currency Priced Transaction Requirements

In a Multi-Currency Priced Transaction, the displayed price and currency selected by the Cardholder must be the same price and currency charged to the Cardholder, printed on the Transaction Receipt, and entered into Interchange by the Acquirer.

5.9.9 Prepayments, Repeated Payments, and Deferred Payments

5.9.9.1 Requirements for Prepayments and Transactions Using Stored Credentials

Effective through 13 October 2017

A Merchant that processes partial and full prepayments, Installment Transactions, and Recurring Transactions must comply with Table 5-21, “Requirements for Prepayments and Repeated Payments (Effective through 13 October 2017).”

Effective 14 October 2017

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 5-22, “Requirements for Prepayments and Transactions Using Stored Credentials (Effective 14 October 2017).”

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 7.3.7.1, “Preauthorized Transaction Decline Response”

Table 5-21: Requirements for Prepayments and Repeated Payments (Effective through 13 October 2017)

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Installment Transaction</th>
<th>Recurring Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Purchases</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any</td>
<td>Any of the following:</td>
<td>Any</td>
<td>Any</td>
</tr>
<tr>
<td></td>
<td>● T&amp;E</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Custom merchandise or services</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Recreational services or activities related to tourism and travel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Disclosure to Cardholder and Cardholder Consent

The Merchant must provide, and the Cardholder must consent to, all of the following in writing at the time of the first or only partial prepayment:
- Description of promised merchandise or services
- Terms of service

The Merchant must provide, and the Cardholder must consent to, all of the following in writing at the time of the full prepayment:
- Description of promised merchandise or services
- Terms of service
- Timing of delivery to Cardholder

The Merchant must provide, and the Cardholder must consent to, all of the following in writing at the time of the first Transaction:
- Terms of service
- Timing of delivery to Cardholder
- Transaction amount
- Total purchase price

The Cardholder must consent to periodic charges for recurring merchandise or services at the time of the first Transaction. This permission must include at least all of the following, in writing, and must be provided to the Cardholder:
# Visa Product and Service Rules

## Acceptance

### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Installment Transaction</th>
<th>Recurring Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Timing of delivery to Cardholder</td>
<td>• Transaction amount</td>
<td>• Terms of future payments, including the dates, amounts, and currency</td>
<td>• The Transaction amount, unless the Recurring Transactions are for varying amounts</td>
</tr>
<tr>
<td>• Transaction amount</td>
<td>• Refund policies</td>
<td>• Cancellation and refund policies</td>
<td>• The frequency of the recurring charges (in the Europe Region, the fixed dates on or intervals at which the Recurring Transactions will be processed)</td>
</tr>
<tr>
<td>• Total purchase price</td>
<td>• Date and time that any refund privileges expire without prepayment forfeiture</td>
<td>• Any associated charges, including shipping and handling charges and any applicable tax</td>
<td>• The duration for which Cardholder permission is granted</td>
</tr>
<tr>
<td>• Terms of final payment, including the amount and currency</td>
<td>• Any associated charges</td>
<td></td>
<td>• Acknowledgement of the Merchant’s cancellation and refund policies</td>
</tr>
<tr>
<td>• Cancellation and refund policies</td>
<td></td>
<td></td>
<td>• Where surcharging is permitted, acknowledgement of any surcharge assessed and the associated disclosures</td>
</tr>
<tr>
<td>• Date and time that any cancellation privileges expire without prepayment forfeiture</td>
<td></td>
<td>The Merchant must retain the Cardholder’s permission for the duration of the recurring merchandise or services.</td>
<td></td>
</tr>
<tr>
<td>• Any associated charges</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Amount

<table>
<thead>
<tr>
<th>Prepayment amount must be less than the cost of the merchandise or services purchased and must be applied to the total obligation.</th>
<th>The prepayment amount must be equal to the cost of the merchandise or services purchased.</th>
<th>An Installment Transaction amount must be less than the total price of the merchandise or services purchased (and may include interest charges, except in the US Region) and must be applied to the total obligation.</th>
<th>A Recurring Transaction amount must not:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Include partial payment for merchandise or services purchased in a single Transaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Include finance charges</td>
</tr>
</tbody>
</table>
## Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Transaction Processing Requirements</th>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Installment Transaction</th>
<th>Recurring Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 other means.</td>
<td>The Merchant must comply with all requirements applicable to the Transaction type.</td>
<td>Zero Floor Limit (Authorization required) 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 other means. A Merchant 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: • 7 calendar days • In the US Region, the monthly anniversary of the shipment date Except as specified in the <em>Visa International Certificate of Incorporation and By-Laws</em>, Visa assumes no liability for an Installment Transaction processed more than 30 calendar days from the Authorization date.</td>
<td>Zero Floor Limit (Authorization required) for each Transaction. The amount authorized must be no more than the amount of the individual Transaction.</td>
<td></td>
</tr>
</tbody>
</table>

### Cancellation Procedure
## Visa Product and Service Rules

### Acceptance

#### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Installment Transaction</th>
<th>Recurring Transaction</th>
</tr>
</thead>
</table>
| 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:  
- Cancellation or refund confirmation in writing  
- Credit Transaction Receipt for the amount specified in the cancellation policy | | | The Merchant must:  
- Provide an online cancellation procedure if the Cardholder’s request for merchandise or services was initially accepted online  
- Not complete a Recurring Transaction beyond the duration expressly authorized by the Cardholder or if it receives either a cancellation notice from the Cardholder or a Decline Response |

### Retention of Payment

| If the Cardholder does not pay the balance and 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. | If the Cardholder does not cancel within the 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. | None | None |

### Merchant Responsibility to Refund an Amount and Provide a Comparable Substitute

| The Merchant must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service.  
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. | The Merchant must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service. | | |
### Table 5-22: Requirements for Prepayments and Transactions Using Stored Credentials (Effective 14 October 2017)

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Transaction Using a Stored Credential</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligible Purchases</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any</td>
<td>Any of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● T&amp;E</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Custom merchandise or services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Recreational services or activities related to tourism and travel</td>
<td></td>
</tr>
<tr>
<td><strong>Disclosure to Cardholder and Cardholder Consent</strong></td>
<td><strong>Disclosure to Cardholder and Cardholder Consent</strong></td>
<td><strong>Disclosure to Cardholder and Cardholder Consent</strong></td>
</tr>
<tr>
<td>The Merchant must provide, and the Cardholder must consent to, (^1) all of the following in writing at the time of the first or only partial prepayment:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Description of promised merchandise or services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Terms of service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Timing of delivery to Cardholder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Merchant must provide, and the Cardholder must consent to, (^1) all of the following in writing at the time of the full prepayment:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Description of promised merchandise or services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Terms of service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Timing of delivery to Cardholder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To store a Stored Credential, the Merchant or its agent, the Payment Facilitator, or the Digital Wallet Operator must establish an agreement with the Cardholder (^1) that contains all of the following:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● How the Cardholder will be notified of any changes to the agreement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● How the Stored Credential will be used The expiration date of the agreement, if applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\(^1\) 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.
## Visa Product and Service Rules

### Acceptance

#### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Transaction Using a Stored Credential</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Transaction amount</td>
<td>• Transaction amount</td>
<td>In addition, before processing an Installment Transaction, Recurring Transaction, or Unscheduled Credential-on-File Transaction, the Merchant or its agent must establish an agreement with the Cardholder that contains all of the following:</td>
</tr>
<tr>
<td>• Total purchase price</td>
<td>• Refund policies</td>
<td>• Cancellation and refund policies</td>
</tr>
<tr>
<td>• Terms of final payment, including the amount and currency</td>
<td>• Date and time that any refund privileges expire without prepayment forfeiture</td>
<td>• The location of the Merchant Outlet</td>
</tr>
<tr>
<td>• Cancellation and refund policies</td>
<td>• Any associated charges</td>
<td>• The Transaction amount (including all associated taxes and charges) or a description of how the Transaction amount will be determined</td>
</tr>
<tr>
<td>• Date and time that any cancellation privileges expire without prepayment forfeiture</td>
<td></td>
<td>• Where surcharging is permitted, acknowledgement of any surcharge assessed and the associated disclosures</td>
</tr>
<tr>
<td>• Any associated charges</td>
<td></td>
<td>• In addition, for Installment Transactions, both:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Total purchase price</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Terms of future payments, including the dates, amounts, and currency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• In addition, for Recurring Transactions, the fixed dates or intervals on which the Transactions will be processed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• In addition, for Unscheduled Credential-on-File Transactions, the event that will prompt the Transaction (for example: if the Cardholder’s balance falls below a certain amount)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The Merchant or its agent, the Payment Facilitator, or the Digital Wallet Operator must retain the Cardholder’s agreement for the duration of the agreement and provide it to the Issuer upon request.</td>
</tr>
</tbody>
</table>

### Amount

<table>
<thead>
<tr>
<th>A prepayment amount must be less than the cost of the merchandise or services purchased and must be applied to the total obligation.</th>
<th>The prepayment amount must be equal to the cost of the merchandise or services purchased.</th>
<th>The amount:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The amount:</td>
<td></td>
<td>• For an Installment Transaction, may include interest charges, except in the US Region</td>
</tr>
<tr>
<td>• For a Recurring Transaction or an Unscheduled Credential-on-File Transaction, must not include finance charges</td>
<td></td>
<td>• For a Recurring Transaction or an Unscheduled Credential-on-File Transaction, must not include finance charges</td>
</tr>
</tbody>
</table>

### Transaction Processing Requirements

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## Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Transaction Using a Stored Credential</th>
</tr>
</thead>
</table>
| 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 other means. | The Merchant must comply with all requirements applicable to the Transaction type. | Zero Floor Limit (Authorization required) for each Transaction. The amount authorized must be no more than the amount of the individual Transaction. For a Transaction using a Stored Credential initiated by the Cardholder, the Merchant or its agent must validate the Cardholder’s identity (for example: with a login ID and password) before processing each Transaction. For an Installment Transaction, all of the following:   
- 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.   
- 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:     
  - 7 calendar days     
  - In the US Region, the monthly anniversary of the shipment date   
- Except as specified in the Visa International Certificate of Incorporation and By-Laws, Visa assumes no liability for an Installment Transaction processed more than 30 calendar days from the Authorization date. |

### Cancellation Procedure

| 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:   
- Cancellation or refund confirmation in writing | 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:   
- Cancellation or refund confirmation in writing | The Merchant or its agent must both:   
- Provide a simple cancellation procedure, and, if the Cardholder’s order was initially accepted online, at least an online cancellation procedure   
- Not complete a Transaction:     
  - Beyond the duration expressly agreed by the Cardholder     
  - If the Cardholder requests that the Merchant or its agent change the payment method     
  - If the Cardholder cancels according to the agreed cancellation policy |

22 April 2017

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### Acceptance

#### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Prepayment (Partial)</th>
<th>Prepayment (Full)</th>
<th>Transaction Using a Stored Credential</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Credit Transaction Receipt for the amount specified in the cancellation policy</td>
<td>- Credit Transaction Receipt for the amount specified in the cancellation policy</td>
<td>- If it receives a Decline Response</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cancellation or refund confirmation in writing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Credit Transaction Receipt for the amount specified in the cancellation policy</td>
</tr>
</tbody>
</table>

#### Retention of Payment

| If the Cardholder does not pay the balance and 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. | If the Cardholder does not cancel within the 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. | None |

#### Merchant Responsibility to Refund an Amount and Provide a Comparable Substitute

The Merchant must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service.

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.

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.

---

1 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.
5.9.9.2 Cardholder Permission for Recurring and Mail/Phone Order Transactions – Europe Region

In the Europe Region, Cardholder written permission for a Recurring Transaction or a Mail/Phone Order Transaction must contain all of the following:

- Account Number
- Transaction Date
- Transaction amount
- Authorization Code, if any
- Cardholder signature
- Merchant name
- Merchant location
- Description of merchandise or services

5.9.9.3 Additional Merchant Requirements for Transactions Using a Stored Credential – Europe Region

**Effective through 13 October 2017**

If a Europe Merchant does not process a Recurring Transaction or Installment Transaction at the time of entering an agreement with a Cardholder, the Merchant must both:

- Submit an Account Number Verification Transaction
- Identify the Account Number Verification Transaction as a Recurring Transaction or Installment Transaction in the Authorization Request

If the Account Number Verification Transaction is not approved, the Merchant must not submit any subsequent Transactions under that agreement with the Cardholder.

**Effective 14 October 2017**

When initiating a Transaction using a Stored Credential, a Merchant must:

- Identify the initial Transaction with an indicator that shows that the Transaction is a Recurring Transaction, Installment Transaction, Unscheduled Credential-on-File Transaction, or other Transaction using a Stored Credential in both the Authorization Request and Clearing Record
- Identify any subsequent Transaction, in both the Authorization Request and in the Clearing Record:
Acceptance

Specific Acceptance Environments and Procedures

- With an indicator that shows that the Transaction is using a Stored Credential
- With a POS Entry Mode code 10
- With the Transaction Identifier of the initial Transaction

- Request Authorization for the initial and all subsequent Transactions or, where a Merchant does not take any payment at the time of entering into an agreement, the Merchant must submit an Account Number Verification Transaction
- State whether the amount of the Transaction is fixed or variable
- In addition, for an Installment Transaction that is associated with the repayment of a loan, use MCC 6012 (Financial Institutions – Merchandise and Services)

If the Account Number Verification Transaction is not approved, the Merchant must not submit any subsequent Transactions under that agreement with the Cardholder.

5.9.9.4 Merchant Communication Requirements for Recurring and Unscheduled Credential-on-File Transactions – Europe Region

A Europe 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
- Effective 14 October 2017
  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
Visa Core Rules and Visa Product and Service Rules

At the same time as providing this notification, the Merchant must advise the Cardholder how to cancel the agreement with the Merchant.

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 5-23: VEPS Qualifying Criteria

<table>
<thead>
<tr>
<th>Transaction Element</th>
<th>Qualifying Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Types</td>
<td>The Transaction must be conducted in a Card-Present Environment. The Transaction must not be any of the following:</td>
</tr>
<tr>
<td></td>
<td>● A Fallback Transaction</td>
</tr>
<tr>
<td></td>
<td>● An Account Funding Transaction</td>
</tr>
<tr>
<td></td>
<td>● An ATM Cash Disbursement Transaction</td>
</tr>
<tr>
<td></td>
<td>● A Cash-Back Transaction</td>
</tr>
<tr>
<td></td>
<td>● A Manual Cash Disbursement</td>
</tr>
<tr>
<td></td>
<td>● A Quasi-Cash Transaction</td>
</tr>
<tr>
<td></td>
<td>● A Prepaid Load Transaction</td>
</tr>
<tr>
<td></td>
<td>● A Transaction where Dynamic Currency Conversion is performed</td>
</tr>
<tr>
<td>Cardholder Verification Method</td>
<td>Not required</td>
</tr>
</tbody>
</table>
| Transaction Amount    | The Transaction amount (including taxes, if applicable, and surcharge, if permitted) must not exceed the limit specified in Section 5.9.10.2, “Visa Easy Payment Service (VEPS) Maximum Transaction Amounts.”
| Prohibited MCCs       | The Transaction must not contain any of the following MCCs:                                                                                        |
|                       | ● 5542 (Automated Fuel Dispensers)                                                                                                                  |
|                       | ● 5965 (Direct Marketing – Combination Catalog and Retail Merchants)                                                                               |
|                       | ● 5969 (Direct Marketing/Direct Marketers [Not Elsewhere Classified])                                                                               |
|                       | ● 6011 (Automated Cash Disbursements)                                                                                                               |
|                       | ● 6012 (Financial Institutions – Merchandise and Services)                                                                                           |
|                       | ● 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)                                       |
|                       | ● 9405 (Intra-Government Purchases)                                                                                                                 |
### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th><strong>Transaction Element</strong></th>
<th><strong>Qualifying Criteria</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Required MCCs</strong></td>
<td><strong>Effective through 31 December 2016</strong></td>
</tr>
<tr>
<td></td>
<td>In the AP Region, a Japan Domestic Transaction that is not a Contactless Transaction must contain one of the following MCCs:</td>
</tr>
<tr>
<td></td>
<td>● 4011 (Railroads)</td>
</tr>
<tr>
<td></td>
<td>● 4112 (Passenger Railways)</td>
</tr>
<tr>
<td></td>
<td>● 4784 (Tolls and Bridge Fees)</td>
</tr>
<tr>
<td></td>
<td>● 5311 (Department Stores)</td>
</tr>
<tr>
<td></td>
<td>● 5411 (Grocery Stores and Supermarkets)</td>
</tr>
<tr>
<td></td>
<td>● 5499 (Miscellaneous Food Store – Convenience Stores and Specialty Markets)</td>
</tr>
<tr>
<td></td>
<td>● 5541 (Filling Stations – Automotive Gasoline)</td>
</tr>
<tr>
<td></td>
<td>● 5542 (Automated Fuel Dispensers)</td>
</tr>
<tr>
<td></td>
<td>● 5983 (Fuel Dealers – Fuel Oil, Wood, Coal, and Liquefied Petroleum)</td>
</tr>
<tr>
<td></td>
<td>● 7523 (Parking Lots, Parking Meters and Garages)</td>
</tr>
<tr>
<td></td>
<td>● 7832 (Motion Picture Theaters)</td>
</tr>
<tr>
<td></td>
<td>● 7992 (Public Golf Courses)</td>
</tr>
<tr>
<td></td>
<td>● 7996 (Amusement Parks, Circuses, Carnivals, and Fortune Tellers)</td>
</tr>
<tr>
<td></td>
<td>● 7997 (Membership Clubs)</td>
</tr>
<tr>
<td></td>
<td>● 7998 (Aquariums, Seaquariums, and Dolphinariums)</td>
</tr>
<tr>
<td></td>
<td>● 7999 (Recreational Facilities [Not Elsewhere Classified])</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Transaction Processing Requirements</strong></th>
<th>The Transaction must both:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>● Be authorized</td>
</tr>
<tr>
<td></td>
<td>● Contain POS Entry mode of 05, 07, 90, or 91</td>
</tr>
</tbody>
</table>

5.9.10.3 Small Ticket Transactions – Europe Region

In the Europe Region, a Small Ticket Transaction must comply with all of the following requirements:

<table>
<thead>
<tr>
<th><strong>Table 5-25: Small Ticket Transaction Requirements – Europe Region</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transaction Element</strong></td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td><strong>Allowed MCCs</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
## Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Transaction Element</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• For Face-to-Face or semi-attended Transactions, any of the following:</td>
<td></td>
</tr>
<tr>
<td>– 4111 (Local and Suburban Commuter Passenger Transportation, including Ferries)</td>
<td></td>
</tr>
<tr>
<td>– 4121 (Taxicabs and Limousines)</td>
<td></td>
</tr>
<tr>
<td>– 4131 (Bus Lines)</td>
<td></td>
</tr>
<tr>
<td>– 4784 (Tolls and Bridge Fees)</td>
<td></td>
</tr>
<tr>
<td>– 5311 (Department Stores)</td>
<td></td>
</tr>
<tr>
<td>– 5499 (Miscellaneous Food Store – Convenience Stores and Specialty Markets)</td>
<td></td>
</tr>
<tr>
<td>– 5812 (Eating Places and Restaurants)</td>
<td></td>
</tr>
<tr>
<td>– 5814 (Fast Food Restaurants)</td>
<td></td>
</tr>
<tr>
<td>– 5912 (Drug Stores and Pharmacies)</td>
<td></td>
</tr>
<tr>
<td>– 5993 (Cigar Stores and Stands)</td>
<td></td>
</tr>
<tr>
<td>– 5994 (News Dealers and Newsstands)</td>
<td></td>
</tr>
<tr>
<td>– 7211 (Laundries – Family and Commercial)</td>
<td></td>
</tr>
<tr>
<td>– 7216 (Dry Cleaners)</td>
<td></td>
</tr>
<tr>
<td>– 7338 (Quick Copy, Reproduction, and Blueprinting Services)</td>
<td></td>
</tr>
<tr>
<td>– 7523 (Parking Lots, Parking Meters and Garages)</td>
<td></td>
</tr>
<tr>
<td>– 7542 (Car Washes)</td>
<td></td>
</tr>
<tr>
<td>– 7832 (Motion Picture Theaters)</td>
<td></td>
</tr>
<tr>
<td>– 7841 (DVD/Video Tape Rental Stores)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prohibited Transactions</th>
<th>The Transaction must not be any of the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Account Funding Transactions</td>
<td></td>
</tr>
<tr>
<td>• ATM Transactions</td>
<td></td>
</tr>
<tr>
<td>• Fallback Transactions</td>
<td></td>
</tr>
<tr>
<td>• Manual Cash Disbursements</td>
<td></td>
</tr>
<tr>
<td>• Prepaid Load Transactions</td>
<td></td>
</tr>
<tr>
<td>• Quasi-Cash Transactions</td>
<td></td>
</tr>
<tr>
<td>• Transactions where Dynamic Currency Conversion (DCC) is performed</td>
<td></td>
</tr>
<tr>
<td>• Transactions that include Cash-Back</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transaction Processing Requirements</th>
<th>The Transaction must comply with all of the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be authorized</td>
<td></td>
</tr>
</tbody>
</table>
## Visa Product and Service Rules

### Acceptance

#### Specific Acceptance Environments and Procedures

<table>
<thead>
<tr>
<th>Transaction Element</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>● Contain POS Entry mode of 05, 07, 90, or 91</td>
</tr>
<tr>
<td></td>
<td>● 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</td>
</tr>
<tr>
<td></td>
<td>● Must not exceed applicable Transaction limits</td>
</tr>
</tbody>
</table>

### 5.9.11 Debt Repayment

#### 5.9.11.1 Repayment of Existing Debt – Europe Region

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 and Services)
  - Is a member of its recognized professional body or association
  - Obtains Online Authorization
  - Identifies the Transaction using a debt repayment indicator
  - 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
5.9.11.2 Repayment of Debt – US Region

Effective through 14 October 2016

In addition to the requirements in Section 1.5.5.4, “Payment of Existing Debt,” a US Merchant or Acquirer may accept a Card to collect or refinance existing debt only if it complies with all of the following, as applicable:

- If a Merchant is registered as a Limited Acceptance Merchant of eligible Visa Debit Category Cards (including Visa Prepaid Cards) in all channels where payments are accepted. The Merchant may accept all Visa Cards for any of its other lines of business that do not collect payments on existing debt.
- Is assigned MCC 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
- Accepts payment for any type of debt, excluding debt representing payday lending
- If accepting payment for debt that is considered uncollectible, all of the following:
  - Is assigned MCC 6012 (Financial Institutions – Merchandise and Services)
  - Does not conduct Recurring Transactions to collect the uncollectible debt
  - Is able to collect the debt in a lawsuit

Effective 15 October 2016

A US Merchant may accept a Visa Card to repay a debt only if the Merchant:

- Is assigned to MCC 6012 (Financial Institutions – Merchandise and Services) or MCC 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
- 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.
- 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.
- Includes the debt repayment indicator in the Authorization Request and Clearing Record of all debt repayment transactions
- 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

22 April 2017

Visa Public

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Visa Product and Service Rules

Acceptance

Specific Acceptance Environments and Procedures

- Time-barred debt

1 An advance of money borrowed by one party (debtor) from a third party (creditor). Debt is not a direct payment to a merchant for goods and services whether paid in full, in installments, or at a later date.

2 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 and Services).

3 Debt that exceeds the statute of limitations and is no longer collectible in a lawsuit.

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.

5.9.12.2 Acquirer Participation in Healthcare Auto-Substantiation – US Region

To process a Healthcare Auto-Substantiation Transaction, a US 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.

5.9.12.3 Merchant Participation in Healthcare Auto-Substantiation – US Region

A US Merchant that participates in Healthcare Auto-Substantiation must comply with all of the following:

• Be licensed and certified by SIGIS

5.9.13 Visa Fleet Card

5.9.13.1 Visa Fleet Card Acquirer and Merchant Requirements – Canada Region and CEMEA Region

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.

In the Canada Region and CEMEA Region, 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

5.9.13.2 Visa Fleet Card Merchant Requirements – US Region

A US 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
5.9.15 Up-Selling and Negative Option Merchants

5.9.15.1 Up-Selling Merchant Requirements

An up-selling Merchant 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.

1 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.

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)
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

- 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.


5.9.16 Toll and Bridge Merchants

5.9.16.1 Toll and Bridge Merchant PIN Acceptance – Europe Region

A Europe Merchant using MCC 4784 (Toll and Bridge Fees) is not required to be able to accept a PIN.


5.9.17 Variable Fare Transit

5.9.17.1 Variable Fare Transit Merchant Authorization Requirements – Europe Region

A Variable Fare Transit Merchant must submit an Online Authorization Request at the end of a Travel Day if any of the following apply:

- The Card was used for the first time at the Merchant
- The Chip on the Card requested Online Authorization at any point during the Travel Day
- More than 14 calendar days have elapsed since Online Authorization was last requested for the Account Number by the Merchant
- The Transaction amount for that Travel Day exceeds any of the following:
  - GBP 15 for Transactions initiated at a Merchant Outlet in the United Kingdom
  - EUR 20 (or local currency equivalent) for Transactions initiated at a Merchant Outlet located outside the United Kingdom.
  - The cumulative value of Variable Fare Transactions since the last Online Authorization Request by the Merchant for the Account Number is equal to or greater than either:
    - GBP 15 for Transactions initiated at a Merchant Outlet in the United Kingdom
Visa Product and Service Rules

Acceptance

Specific Acceptance Environments and Procedures

- EUR 20 (or local currency equivalent) for Transactions initiated at a Merchant Outlet located outside the United Kingdom

5.9.17.2 Variable Fare Transit Merchant Requirements – Europe Region

An Acquirer must ensure that its Variable Fare Transit Merchant does all of the following:

- Registers with Visa
- Deploys Contactless-only Acceptance Devices
- Submits an Account Verification when a Card is first used at the Merchant
- Blocks a Card from being used for travel if it receives either:
  - A Decline Response
  - An Issuer response to an Account Verification indicating that the Transaction should not be completed with that Card
- Resets the Variable Fare 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, provides 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 on that Travel Day, including the start and end time of each journey
  - Final Transaction Date
  - Any discounts applied

To obtain an Approval Response, the Merchant must request Online Authorization using either of the following amounts:

- If no debt 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 1 hour and the Authorization Request must be reversed.
- The amount of any outstanding debt. Upon receipt of an Approval Response, the travel block must be removed within 1 hour.
1 If a Merchant does not perform Offline Data Authentication, the Acquirer must notify Visa before the Merchant may accept Variable Fare Transactions.

5.9.18 Gambling

5.9.18.1 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.

5.10 Transaction Receipt Requirements

5.10.1 Transaction Receipt Delivery to Cardholders

Effective through 21 April 2017

A completed Transaction Receipt must be provided to a Cardholder, as follows:

### Table 5-28: Transaction Receipt Delivery to Cardholders

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Transaction Receipt Required</th>
<th>Transaction Receipt Format</th>
<th>When Transaction Receipt Must Be Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Transactions at Unattended Cardholder Activated Terminals (UCAT) of either:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>− USD 15 or less¹</td>
<td>No</td>
<td>Not applicable</td>
<td>Not applicable</td>
</tr>
<tr>
<td>− In the Europe Region, EUR 20 or less¹</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● In the AP Region, Transactions at vending machines² in Australia and New Zealand of USD 25 or less</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Transaction Receipt Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Transaction Receipt Required</th>
<th>Transaction Receipt Format</th>
<th>When Transaction Receipt Must Be Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In the CEMEA Region, ATM Cash Disbursements at ATMs that do not have a printer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• In the Europe Region, either:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– ATM Cash Disbursements at ATMs that do not routinely produce a Transaction Receipt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Transactions at either vending machines or UCATs that perform only Telephone Service Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Straight Through Processing Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Transactions at Unattended Cardholder Activated Terminals above USD 15</td>
<td>At Cardholder request</td>
<td>Paper, unless the Cardholder indicates the preference to receive it electronically&lt;sup&gt;4&lt;/sup&gt;</td>
<td>If requested, at the time of the Transaction</td>
</tr>
<tr>
<td>• In the AP Region, Transactions at vending machines&lt;sup&gt;2&lt;/sup&gt; in Australia and New Zealand above USD 25</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Automated Fuel Dispenser Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ATM Cash Disbursements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Visa Easy Payment Service Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Transactions at Contactless-only Acceptance Devices&lt;sup&gt;3&lt;/sup&gt;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• In the Europe Region, Small Ticket Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• In the US Region, Visa Large Purchase Advantage Transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Deferred Payment Transactions</td>
<td>Yes</td>
<td>Either:</td>
<td>At the time of billing</td>
</tr>
<tr>
<td>• Recurring Transactions</td>
<td></td>
<td>• Paper</td>
<td></td>
</tr>
<tr>
<td>• Electronic Commerce Transactions</td>
<td>Yes</td>
<td>• Electronic Format&lt;sup&gt;4&lt;/sup&gt;</td>
<td>At the time merchandise or services are delivered</td>
</tr>
</tbody>
</table>

<sup>2</sup> Includes the sale of an automobile, boat, or airplane with a direct delivery of the vehicle to the customer.

<sup>3</sup> Includes the sale of an automobile, boat, or airplane with a direct delivery of the vehicle to the customer.

<sup>4</sup> Format must be consistent with the offer of electronic receipt delivery at the time of the transaction.

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## Visa Product and Service Rules

### Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Transaction Receipt Required</th>
<th>Transaction Receipt Format</th>
<th>When Transaction Receipt Must Be Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effective through 21 April 2017</strong> Priority check-out or express-return Transactions</td>
<td>Yes</td>
<td>Either:</td>
<td>At, or within 3 business days of, the Cardholder's departure, check-out, disembarkation, or rental return</td>
</tr>
<tr>
<td><strong>Effective 22 April 2017</strong></td>
<td></td>
<td>• Paper</td>
<td></td>
</tr>
<tr>
<td>• Expedited exit Transactions at an amusement park</td>
<td></td>
<td>• Electronic Format</td>
<td></td>
</tr>
<tr>
<td>• Express-return Transactions at a rental Merchant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Priority check-out Transactions at a Cruise Line or Lodging Merchant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>A Transaction for an amended amount</strong></td>
<td>Yes</td>
<td>Paper. Also, Electronic Format</td>
<td>At the time of the Transaction for the amended amount</td>
</tr>
<tr>
<td><strong>All other Transactions</strong></td>
<td>Yes</td>
<td>Cardholder Receipt</td>
<td>At the time merchandise or services are delivered</td>
</tr>
<tr>
<td></td>
<td></td>
<td>if the Cardholder requests it and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>the Merchant is capable of</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>providing it</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Paper, unless the Cardholder</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>indicates the preference to</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>receive it electronically</td>
<td></td>
</tr>
<tr>
<td>1 This does not apply to ATMs or AFDs.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Assigned MCC 5441, 5499, or 5993</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 At the time of the Transaction, the Merchant must communicate to the Cardholder how to receive a Transaction Receipt. In the US Region, this is permitted only for Transactions of USD 15 or less.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 The Merchant must make the receipt available to the Cardholder for at least 24 hours after the Transaction is completed.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Effective 22 April 2017**

A Merchant or Acquirer must provide a completed Transaction Receipt to a Cardholder, as follows:
## Visa Product and Service Rules

### Acceptance

#### Transaction Receipt Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Transaction Receipt Required</th>
<th>When Transaction Receipt Must Be Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Merchant initiates the Transaction, including any of the following:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Deferred Payment Transactions</td>
<td>Yes</td>
<td>At the time of the Transaction</td>
</tr>
<tr>
<td>• Recurring Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Installment Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Unscheduled Credential-on-File Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Cardholder initiates the Transaction, and any of the following:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The Transaction Receipt contains a restricted return, refund, or exchange policy</td>
<td>Yes</td>
<td>At the time of the Transaction</td>
</tr>
<tr>
<td>• The Merchant requires the Transaction Receipt if the Cardholder returns merchandise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The Transaction is a Dynamic Currency Conversion Transaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Transaction is any of the following:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Expedited exit Transactions at an amusement park</td>
<td>Yes</td>
<td>Within 3 business days of a Cardholder’s departure, check-out, disembarkation, or rental return</td>
</tr>
<tr>
<td>• Express-return Transactions at a rental Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Priority check-out Transactions at a Cruise Line or Lodging Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• An Automated Fuel Dispenser Transaction</td>
<td>At Cardholder request</td>
<td>At the time of the Transaction</td>
</tr>
<tr>
<td>• A Transaction conducted at a Merchant that uses a Visa-approved “quick Chip” processing solution</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>An Unattended Cardholder Activated Terminal Transaction, excluding an Automated Fuel Dispenser Transaction, that is either:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• For an amount less than or equal to one of the following:</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>– In the AP Region, in Australia, AUD 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– In the AP Region, in New Zealand, NZD 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– USD 15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• In the Europe Region, a Telephone Service Transaction with MCC 4814 (Telecommunication Service)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>For all other Transactions</strong></td>
<td>At Cardholder Request</td>
<td>At the time of the Transaction</td>
</tr>
</tbody>
</table>
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

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:

- **Effective through 21 April 2017**
  Inform the Cardholder of the delivery method (for example: email, wirelessly delivered message, link in a wirelessly delivered message) of the receipt and when it will be sent

- **Effective through 21 April 2017**
  Make the receipt available to the Cardholder for at least 24 hours after the Transaction is completed

- **Effective through 21 April 2017**
  If a link to a website is provided, provide clear instructions to the Cardholder for accessing the receipt on the website

- **Effective 22 April 2017**
  If a link to a website 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

- **Effective through 21 April 2017**
  Provide instructions to enable the Cardholder to obtain the receipt if the Cardholder does not receive it

- **Effective through 21 April 2017**
  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
Visa Product and Service Rules

Acceptance
Transaction Receipt Requirements

- 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

5.10.2 Transaction Receipt Retention Period

5.10.2.1 Transaction Receipt Retention Period

Effective through 21 April 2017

A Merchant must retain a Transaction Receipt, as follows:

Table 5-30: Transaction Receipt Retention Period

<table>
<thead>
<tr>
<th>Retrieval Request/Transaction Type</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>T&amp;E Document</td>
<td>6 months after the Processing Date</td>
</tr>
<tr>
<td>Recurring Transaction</td>
<td>13 months after the Processing Date of the last Transaction</td>
</tr>
<tr>
<td>In the LAC Region, a Domestic Transaction or Intraregional Transaction</td>
<td>12 months after the Processing Date</td>
</tr>
<tr>
<td>All other Transactions</td>
<td>13 months after the Processing Date</td>
</tr>
</tbody>
</table>

Effective 22 April 2017

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.

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
5.10.3.2 Required Transaction Receipt Content for All Transactions

A Transaction Receipt must include all of the following elements:

Table 5-31: Required Transaction Receipt Content for All Transactions

<table>
<thead>
<tr>
<th>Required Element</th>
<th>Additional Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number or payment Token(^1)</td>
<td>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.</td>
</tr>
<tr>
<td>Authorization Code</td>
<td>Applies only to Transactions that were authorized by the Issuer(^1)</td>
</tr>
<tr>
<td>Card network name</td>
<td>Must contain &quot;Visa&quot;</td>
</tr>
<tr>
<td><strong>Effective through 21 April 2017</strong> Cardholder name</td>
<td>This applies only to manually imprinted Transaction Receipts at a Europe Merchant Outlet</td>
</tr>
<tr>
<td><strong>Effective through 21 April 2017</strong> Space for Cardholder signature(^2,4)</td>
<td>This does not apply to:</td>
</tr>
<tr>
<td></td>
<td>• An electronically delivered Transaction Receipt</td>
</tr>
<tr>
<td></td>
<td>• A PIN Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Card-Absent Environment Transaction</td>
</tr>
<tr>
<td><strong>Effective 22 April 2017</strong> Cardholder signature on Merchant/Acquirer Copy</td>
<td>This applies only to a Transaction that requires a signature.</td>
</tr>
<tr>
<td><strong>Effective through 21 April 2017</strong> Card-Reading Technology</td>
<td>In the Europe Region, indication if the Transaction is a Contactless Transaction</td>
</tr>
</tbody>
</table>
## Transaction Receipt Requirements

<table>
<thead>
<tr>
<th>Required Element</th>
<th>Additional Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of goods or services&lt;sup&gt;1&lt;/sup&gt;</td>
<td><strong>Effective through 21 April 2017</strong></td>
</tr>
<tr>
<td></td>
<td>Description of the purchase. This does not apply to Cash Disbursements.</td>
</tr>
<tr>
<td></td>
<td><strong>Effective 22 April 2017</strong></td>
</tr>
<tr>
<td></td>
<td>Description of the purchase</td>
</tr>
<tr>
<td>Merchant or Digital Wallet Operator (DWO) location&lt;sup&gt;1&lt;/sup&gt;</td>
<td>• City and state/province of the Merchant Outlet</td>
</tr>
<tr>
<td></td>
<td>• For an ATM Transaction, the location or street address of the ATM</td>
</tr>
<tr>
<td>Merchant, Acquirer, or DWO name</td>
<td>• For an ATM Transaction, the name of the ATM Acquirer</td>
</tr>
<tr>
<td></td>
<td>• For a Transaction involving a Payment Facilitator or High-Risk Internet Payment Facilitator, the Payment Facilitator and Sponsored Merchant name (or an abbreviation)</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• For all other Transactions, the name the Merchant uses to identify itself to its customers</td>
</tr>
<tr>
<td>Return and refund policies</td>
<td>As specified in Section 5.4.2.4, &quot;Disclosure to Cardholders of Return, Refund, and Cancellation Policies&quot;</td>
</tr>
<tr>
<td>Transaction amount and Transaction currency symbol&lt;sup&gt;2&lt;/sup&gt;</td>
<td>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.</td>
</tr>
<tr>
<td>Transaction Date</td>
<td>• <strong>Effective through 21 April 2017</strong></td>
</tr>
<tr>
<td></td>
<td>In the Europe Region, for an Aggregated Transaction for accumulated journeys at a Merchant assigned MCC 4111, 4112, or 4131, the date of the last Transaction</td>
</tr>
<tr>
<td></td>
<td>• In the US Region, for a Visa Fleet Card, including the time of the Transaction</td>
</tr>
<tr>
<td>Transaction type&lt;sup&gt;1&lt;/sup&gt;</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>• ATM Cash Disbursement</td>
</tr>
<tr>
<td></td>
<td>• Cash-Back with no purchase</td>
</tr>
<tr>
<td></td>
<td>• Credit</td>
</tr>
<tr>
<td></td>
<td>• Manual Cash Disbursement</td>
</tr>
<tr>
<td></td>
<td>• Prepaid Load</td>
</tr>
<tr>
<td></td>
<td>• Purchase</td>
</tr>
<tr>
<td>Other details embossed on Card&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Applies only to the Merchant copy of a manually imprinted Transaction Receipt</td>
</tr>
</tbody>
</table>

---

<sup>1</sup> This does not apply to a Visa Easy Payment Service Transaction or a Small Ticket Transaction.

<sup>2</sup> **Effective through 21 April 2017**
Visa Product and Service Rules

Acceptance

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Required Element</th>
<th>Additional Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Acquirer may reproduce the Cardholder signature obtained using an electronic signature capture device in response to a Retrieval Request.</td>
<td></td>
</tr>
<tr>
<td>If the currency symbol or identification is not on the Transaction Receipt, the Transaction Currency is the local currency of the Transaction Country.</td>
<td></td>
</tr>
<tr>
<td>Effective through 21 April 2017</td>
<td></td>
</tr>
<tr>
<td>This applies only to a Transaction that requires a signature.</td>
<td></td>
</tr>
</tbody>
</table>

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 5-32: Required Transaction Receipt Content for Specific Transactions |
|-----------------------------|-------------------------------------------------------------------|
| Transaction Type            | Required Content                                                   |
| Aggregated Transaction      | • Amount of each individual purchase                              |
|                             | • Date of each individual purchase                                |
|                             | • Description of each individual purchase                         |
| Airline Transaction         | For ticket purchases, itinerary data                              |
| ATM Cash Disbursement       | • Balance<sup>1</sup>                                              |
|                             | • Type of account accessed                                         |
|                             | • If an Access Fee is charged:                                    |
|                             |   − The words "ATM Fee," "Terminal Fee," or "Access Fee"²         |
|                             |   − In the US Region and Canada Region, identification of the Acquirer as the recipient of the fee |
|                             | • In addition, in the Europe Region, all of the following:         |
|                             |   − ATM or Load Device Acquirer name and/or name of affiliated domestic or regional network |
|                             |   − ATM or Load Device street location or location code            |
|                             |   − ATM or Load Device city                                        |
## Visa Product and Service Rules

### Acceptance

#### Transaction Receipt Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Required Content</th>
</tr>
</thead>
</table>
| **Effective through 21 April 2017** Car Rental Merchant Transaction | - Daily rental rate  
- Any applicable taxes  
- Dates of pick-up and return  
- Description of additional costs |
| **Effective 22 April 2017** Transaction at a rental Merchant |                                                                               |
| Cash-Back Transaction                                 | Cash-back amount shown separately to purchase amount                              |
| Chip Transaction (Europe Region)                      | - Dedicated File Name (for a Chip-initiated Transaction or a Contactless Transaction)\(^1\)  
- Application Preferred Name\(^3\) or Application Label\(^3\) (if present on the Card)  
- Indication of a Contactless Transaction (either “Visa Contactless” or an image to indicate a Contactless Transaction)  
- For a Visa Prepaid Card Transaction, available balance |
| Cruise Line Transaction\(^4\)                         | - Cabin rate  
- Dates of embarkation and disembarkation |
| Debt Repayment Transaction (Europe Region)            | Type of repayment (for example: “loan,” “mortgage,” “credit card,” “goods,” “services”) |
| Dynamic Currency Conversion Transaction               | - Transaction amount, with currency symbols, in:  
- Merchant’s local Currency  
- Transaction Currency  
- Words “Transaction Currency” next to the Transaction amount  
- Currency Conversion Rate  
- Currency conversion commission, fees, or markup on the exchange rate over a wholesale rate or government-mandated rate  
- In the AP, Canada, CEMEA, LAC, and US Regions, statement that the Cardholder has been offered a choice of currencies for payment and expressly agrees to the Transaction Receipt information by marking an “accept” box on the Transaction Receipt  
- In the Europe Region, 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 that the currency selected by the Cardholder is the Transaction Currency |
## Visa Product and Service Rules

**Acceptance**

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Required Content</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Statement that Dynamic Currency Conversion is conducted by the Merchant and, in the Europe Region, is not associated with or endorsed by Visa</td>
</tr>
<tr>
<td>Electronic Commerce</td>
<td>• Customer service contact</td>
</tr>
<tr>
<td>Transaction</td>
<td>• Merchant country</td>
</tr>
<tr>
<td></td>
<td>• Merchant online address</td>
</tr>
<tr>
<td></td>
<td>• Conditions of sale, including return and cancellation policy</td>
</tr>
<tr>
<td>Visa Fleet Card Transaction</td>
<td>• In the US Region:</td>
</tr>
<tr>
<td></td>
<td>– Fuel product code</td>
</tr>
<tr>
<td></td>
<td>– Fuel quantity</td>
</tr>
<tr>
<td></td>
<td>– Fuel type</td>
</tr>
<tr>
<td></td>
<td>– Fuel unit price</td>
</tr>
<tr>
<td></td>
<td>– Odometer reading</td>
</tr>
<tr>
<td></td>
<td>• In the Canada Region and CEMEA Region, for a Merchant that supports a Visa Fleet Transaction through the Visa Fleet Card Application Identifier:</td>
</tr>
<tr>
<td></td>
<td>– Fuel product code</td>
</tr>
<tr>
<td></td>
<td>– Fuel quantity</td>
</tr>
<tr>
<td></td>
<td>– Fuel type</td>
</tr>
<tr>
<td></td>
<td>– Fuel unit price</td>
</tr>
<tr>
<td></td>
<td>– Odometer reading</td>
</tr>
<tr>
<td>Load Transaction</td>
<td>• Prepaid Partner name</td>
</tr>
<tr>
<td></td>
<td>• Prepaid Partner location address and identification code</td>
</tr>
<tr>
<td></td>
<td>• For a Load Transaction at an ATM (except in the Europe Region), all of the following:</td>
</tr>
<tr>
<td></td>
<td>– The Load Transaction Amount</td>
</tr>
<tr>
<td></td>
<td>– An ATM Access Fee, if one is assessed</td>
</tr>
<tr>
<td></td>
<td>– The account balance, if provided by the Issuer</td>
</tr>
<tr>
<td></td>
<td>• In the Europe Region, all of the following:</td>
</tr>
<tr>
<td></td>
<td>– The amount added to the Card</td>
</tr>
<tr>
<td></td>
<td>– Load Device Acquirer name and/or name of affiliated domestic or regional network</td>
</tr>
<tr>
<td></td>
<td>– Load Device street location or location code</td>
</tr>
<tr>
<td></td>
<td>– Load Device city</td>
</tr>
<tr>
<td></td>
<td>– Type of account accessed</td>
</tr>
</tbody>
</table>
### Transaction Receipt Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Required Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lodging Merchant Transaction</td>
<td>4 Dates of check-in and check-out&lt;br&gt;● Daily room charge&lt;br&gt;● Any applicable taxes&lt;br&gt;● Description and dates of individual purchases&lt;br&gt;● Effective through 21 April 2017 Authorization dates, amounts, and approval codes (if applicable)</td>
</tr>
<tr>
<td>Manual Cash Disbursement</td>
<td>4 Effective through 16 October 2021&lt;br&gt;● 4 digits printed below the Card number (if present)&lt;br&gt;● Type of secondary identification (for example: passport, driver’s license) without including the number or any other identifying information&lt;br&gt;● Effective 22 April 2017&lt;br&gt;● Clerk’s signature&lt;br&gt;● Effective 22 April 2017&lt;br&gt;● The words “Cash Disbursement”</td>
</tr>
<tr>
<td>No-Show Transaction</td>
<td>4 Daily room charge or rental rate&lt;br&gt;● Taxes&lt;br&gt;● Agreed start date of the accommodation or rental&lt;br&gt;● The words &quot;No Show&quot;</td>
</tr>
<tr>
<td>Preauthorized Healthcare</td>
<td>Transaction in the US Region, the words “Preauthorized Healthcare”</td>
</tr>
<tr>
<td>Prepayment Transaction</td>
<td>4 For a full prepayment:&lt;br&gt;● Full cancellation and refund policy, including the date and time that any refund privileges expire without prepayment forfeiture&lt;br&gt;● Prepayment amount&lt;br&gt;● Scheduled start date or delivery date of the merchandise or services&lt;br&gt;● The word &quot;Prepayment&quot; For a partial prepayment:&lt;br&gt;● Full cancellation and refund policy, including the date and time that any refund privileges expire without prepayment forfeiture&lt;br&gt;● Prepayment amount&lt;br&gt;● The word(s) &quot;Deposit&quot; or &quot;Partial Payment&quot; if there is a balance outstanding&lt;br&gt;● For balance payments, the word &quot;Balance&quot; if the full remaining cost of the goods or services has been paid</td>
</tr>
</tbody>
</table>
## Visa Product and Service Rules

### Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Required Content</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For cancellations, cancellation confirmation</td>
</tr>
<tr>
<td>Quasi-Cash</td>
<td><strong>Effective through 16 October 2021</strong>&lt;br&gt;4 digits printed below the Card number (if present)</td>
</tr>
<tr>
<td></td>
<td>Type of secondary identification (for example: passport, driver's license) without including the number or any other identifying information</td>
</tr>
<tr>
<td><strong>Effective through 13 October 2017</strong>&lt;br&gt;Recurring Transaction</td>
<td>The words “Recurring Transactions”</td>
</tr>
<tr>
<td></td>
<td>Frequency of Recurring Transactions</td>
</tr>
<tr>
<td></td>
<td>Duration of Recurring Transaction period</td>
</tr>
<tr>
<td>Transaction on which a fee is assessed</td>
<td>Shown separately and clearly:</td>
</tr>
<tr>
<td></td>
<td>• Convenience Fee</td>
</tr>
<tr>
<td></td>
<td>• Service Fee</td>
</tr>
<tr>
<td></td>
<td>• Surcharge. This must not be identified as a Visa-imposed charge. The amount 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.</td>
</tr>
<tr>
<td></td>
<td>• Any other fees (for example: Access Fees)</td>
</tr>
<tr>
<td><strong>Effective through 21 April 2017</strong>&lt;br&gt;Unattended Transaction</td>
<td>Acceptance Device location (city and country)</td>
</tr>
<tr>
<td>Visa Integrated Redemption Transaction (US Region)</td>
<td>• Discounted Transaction amount</td>
</tr>
<tr>
<td></td>
<td>• Offer Amount</td>
</tr>
<tr>
<td></td>
<td>• Offer Code</td>
</tr>
<tr>
<td></td>
<td>• Offer Description</td>
</tr>
<tr>
<td></td>
<td>• Offer Receipt Text</td>
</tr>
<tr>
<td>Visa Mobile Prepaid Transaction (confirmation message)</td>
<td>Available balance in the Visa Mobile Prepaid account</td>
</tr>
<tr>
<td>Visa Prepaid Card Transaction</td>
<td>In the Europe Region, for a Merchant that can receive a Point-of-Sale Balance Return, available balance</td>
</tr>
<tr>
<td>Wire Transfer Money Order Transaction</td>
<td>Wire Transfer Money Order Fee, if assessed</td>
</tr>
</tbody>
</table>

1. In the Europe Region, required only for a Visa Prepaid Card Transaction
2. Except in the Europe Region
Acceptance

Transaction Receipt Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Required Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Not required for a Small Ticket Transaction</td>
</tr>
<tr>
<td>4</td>
<td>Only for Transactions in which the actual lodging is a component</td>
</tr>
</tbody>
</table>

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5.10.4 Substitute Transaction Receipt Data and Format Requirements

5.10.4.1 Required Substitute Transaction Receipt Content

Effective for Transactions completed through 21 April 2017

A Substitute Transaction Receipt must contain all of the following, as applicable:

Table 5-33: Substitute Transaction Receipt/Fulfillment Document Requirements

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Card-Absent Environment</th>
<th>T&amp;E</th>
<th>Small Ticket – Europe Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number or payment Token</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Authorization Code(s)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Authorization dates and amounts</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Card network name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confirmation that the Cardholder made a Transaction using a Card</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Daily room/rental charge</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Description of merchandise or services</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

For a T&E Transaction, all of the following, as applicable:

- For Car Rental Merchants, daily rental rate, taxes, dates of pick-up and return, and description of additional costs
- For Airlines, either:
  - Airline flight information
  - For an Ancillary Purchase Transaction, a general description of merchandise or services
## Visa Product and Service Rules

### Acceptance

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Transaction Type</th>
<th>Card-Absent Environment</th>
<th>T&amp;E</th>
<th>Small Ticket – Europe Region</th>
</tr>
</thead>
</table>

- For Lodging Merchants or Cruise Lines, dates of check-in/embarkation and check-out/disembarkation
- In the US Region, for passenger railway Merchants, either:
  - Railway Ticket Identifier
  - For an Ancillary Purchase Transaction, a general description of merchandise or services

<table>
<thead>
<tr>
<th>Merchant location</th>
<th>X²</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant name</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>For No-Show Transactions, the words &quot;No Show&quot;</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other details embossed on the Card (for a Manual Transaction Receipt only)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return and refund policies (if applicable)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&quot;Ship to&quot; address (if applicable), except in the Europe Region</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction amount in Transaction Currency (including currency symbol)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Transaction Date</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Transaction type</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. If any
2. In the Europe Region, for an Electronic Commerce Transaction, must be the Merchant's online address
5.11 Returns, Credits, and Refunds

5.11.1 Merchant Processing

5.11.1.1 Merchant Processing of Credits to Cardholders

At the time that a Merchant processes a credit to a Cardholder for a valid Transaction that was previously processed, the Merchant must do all of the following:

- Identify the original Transaction on the Transaction Receipt
- Deliver a completed Credit Transaction Receipt to the Cardholder
- **Effective 14 April 2018**
  Send an Authorization Request for the amount of the credit
- In the Europe Region, deposit the Credit Transaction Receipt within 5 calendar days from the date the credit was issued
- 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

1 A US Merchant may provide any of the following alternate forms of credit:
  - Cash refund for a Visa Easy Payment Service Transaction
  - Cash refund or other form of credit to the recipient of a gift (instead of to the Cardholder)
  - Cash refund or store credit for a Visa Prepaid Card Transaction, if the Cardholder states that the Visa Prepaid Card has been discarded

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.


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5.11.1.3 Prohibition of Resubmission of Returned Transaction – US Region

A US 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.

5.12 Acquirer Requirements for Non-Visa General Purpose Payment Network in Brazil – LAC Region

In the LAC Region, a Brazil Acquirer must not discriminate against any non-Visa general purpose payment network.

A Brazil 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, Money Orders [Not Wire Transfer], Stored Value Card/Load, and Travelers Cheques) 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)
6.1.1  Plus Program Issuer Participation Requirements

6.1.1.1  Plus Program Issuer Participation

Issuer participation in the Plus Program is optional. To issue a Card bearing the Plus Symbol, 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

In the US Region, an Issuer may participate in the Plus Program by becoming a member of the Plus System, Inc. and issuing Plus Cards.

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.¹

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.

¹ This does not apply in the Europe Region.

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:¹
Visa Product and Service Rules

ATM

Visa Global ATM Network

- American Express Company
- Discover Financial Services
- 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.

1 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.
2 This does not apply in the US Region to Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

6.1.2.3 Plus Symbol Displayed at an ATM

The Plus Symbol must be displayed at an ATM that accepts Cards bearing the Plus Symbol for ATM services.

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

Issuer participation in the Visa Global ATM Network is optional. Rules regarding Visa Issuer participation in the Visa Global ATM Network apply to all Visa Cards.

Before participating in the network, an Issuer must successfully complete certification with Visa.
6.2.1.2 Visa Consumer Card Issuer ATM Network Participation – US Region

In the US Region, a Visa Consumer Card Issuer must both:

- Participate in the Visa ATM Network
- Submit to Visa an original, signed copy of the **Issuer Option Selection Form** 45 calendar days before implementation, indicating the Issuer’s decision to participate, its processing options, and working keys

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 Chargebacks

6.2.3 Visa Global ATM Network Acquirer Participation Requirements

6.2.3.1 Visa Global ATM Network Acquirer Participation

Acquirer participation in the Visa Global ATM Network is optional. A Member has complete discretion over whether all, some, or none of its ATMs participate in the network.

Only an 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.”

In the US Region, an Acquirer that participates in the Visa ATM Network must also do all of the following:
Visa Product and Service Rules

ATM

Visa Global ATM Network

- Ensure that all of its ATMs that participate in other regional or national ATM networks also participate in the Visa Global ATM Network
- Become a member of the Plus System, Inc.
- Display Visa ATM and Plus acceptance Marks on all ATMs within 30 days from the date the Acquirer begins accepting Visa Cards and Cards bearing the Plus Symbol
- Accept all Visa Cards for all Transaction functions provided by the Acquirer’s participating ATM

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 Proprietary Card bearing the Plus Symbol, and/or a Card enabled on the Plus network

The ATM Cash Disbursement must comply with all of the following:

- Be in local currency or display the type of currency or travelers cheques dispensed
- Dispense the same currency 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

1 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).
2 This does not apply to ATMs located in the Europe Region, if the ATM Cash Disbursement is processed using Dynamic Currency Conversion (DCC).

6.2.3.3 ATM Card Acceptance

An ATM must accept all valid Cards.

This does not apply to a Canada Member that participated in the Visa Global ATM Network as of 13 June 2013.

All ATM Acquirers in Canada 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 Cards bearing the Plus Symbol 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.

6.2.3.4 ATM Message Display – US Region

In the US Region, an ATM must be capable of communicating all of the following information, if applicable:

- Card invalid for this service
- Service unavailable now
- Invalid PIN – Re-enter
- Card retained
- Access Fee will be assessed

6.2.4 ATM Operator and Agent Requirements

6.2.4.1 Display of Member Name on Non-Member ATM – LAC Region

An LAC ATM Acquirer must ensure that the name of the Member that operates or sponsors the ATM is prominently displayed on every non-Member ATM.

6.2.4.2 ATM Operator Agreement Requirements – US Region

A US ATM Acquirer must have a written ATM Operator agreement with each of its ATM Operators 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:
6.2.4.3 Acquirer Requirements for ATM Operators – US Region

Before entering into an ATM Operator agreement, a US ATM Acquirer must determine that a prospective ATM Operator has no significant derogatory background information about any of its principals. The ATM Acquirer must:

- 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)

1 A US ATM Acquirer may allow its Agents to execute ATM Operator agreements on its behalf and conduct due diligence reviews.

6.2.4.4 ATM Operator Prohibitions – US Region

In the US Region, Visa may permanently prohibit an ATM Operator from providing services with respect to Visa Products for good cause, such as:
Visa Product and Service Rules

ATM

Visa Core Rules and Visa Product and Service Rules

- Fraudulent activity
- Activity that causes the ATM Acquirer to repeatedly violate the Visa Rules
- Activity that violates applicable laws or regulations
- Operating in an unsound, unsafe manner
- Activity that may result in undue economic hardship or damage to the goodwill of the Visa system

6.2.5 PIN Requirements

6.2.5.2 Chip-Reading ATM Acquirer Requirements

An ATM Acquirer must ensure that a Chip-reading ATM:

- Requests “Online PIN”
- Does not support "Signature" or "No CVM (Cardholder Verification Method) required"
- In the Europe Region, both:
  - If deployed after 1 January 2006, is EMV-Compliant
  - Does not support "Offline PIN"

6.2.6 Display of Visa Marks at an ATM

6.2.6.1 Display of Visa-Owned Marks at ATMs – Europe Region and US Region

In the Europe Region, an ATM must display the V PAY Brand Mark if it either:

- Displays the Visa Brand Mark
- Was deployed after 1 July 2009

In the US Region, only ATMs and Acquirers that participate in the Visa ATM Network may display the Visa Flag Symbol or Visa Brand Mark.

A US Acquirer must not display the Visa Flag Symbol or Visa Brand Mark on or surrounding an ATM unless that ATM accepts all Visa Cards.
6.2.7 ATM Processing Requirements

6.2.7.1 ATM Acquirer Certification

Before acting as an ATM Acquirer, an Acquirer must successfully complete certification and comply with all applicable licensing and processing requirements.

6.2.7.2 ATM Acquirer Processing

An ATM Acquirer (including an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must both:

- Be certified to participate in either the:
  - Single Message System
  - 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.

1 All US ATM Acquirers 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.

6.2.7.4 ATM Misdispense

For a misdispense, an ATM Acquirer must process an ATM confirmation message for the actual amount dispensed.

A US 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

6.2.7.5 ATM Transaction Reversal
The Reversal amount must be the original Transaction amount.

6.2.7.6 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.

6.2.7.7 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.¹

- In the Europe Region, both:
  - The Acquirer is able to process an ATM Transaction initiated with a V PAY Card.
  - A PIN change is not initiated by a Contactless Payment Device.

6.2.7.8 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
6.2.7.9 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.

6.2.7.10 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.

6.2.7.12 ATM Transaction Timeout Time Limit

An ATM and its host system must not timeout a Transaction in less than 45 seconds.

6.2.7.13 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”
6.2.7.14 Accidental Card Retention at an ATM

If a hardware or software failure causes mistaken or accidental Card retention, 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, the ATM Acquirer must follow Card retention rules as specified in Section 6.2.7.13, “Card Retention at an ATM,” and must not submit a Fee Collection Transaction for Recovered Card handling fee/reward (reason code 0150).

In the US Region, an ATM Acquirer must obtain the Issuer's authorization to return the Card to the Cardholder as follows:

- If the Cardholder requests a Manual Cash Disbursement, Authorization for the Cash Disbursement is considered as the Issuer's authorization to return the Card to the Cardholder.
- If the Cardholder does not request a Cash Disbursement, the Acquirer must contact the Issuer's Authorizing Processor for Authorization to return the Card to the Cardholder.

1 In the Europe Region, within 7 business days

6.2.7.17 Visa Mobile Prepaid Acceptance for ATM Transactions – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, an ATM Acquirer:

- 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
6.2.7.18 ATM Triple Data Encryption Standard (Triple DES) Requirements – Canada Region

In the Canada Region, all ATMs must be Triple DES-capable. All Online PIN-based Transactions initiated at ATMs must be Triple DES-encrypted end-to-end using double-length keys.

1 The data encryption standard defined in American National Standards Institute X3.92-1981 for encrypting and decrypting binary coded data.

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6.2.7.19 ATM Scrip Terminal Prohibition – US Region

In the US Region, an Unattended Cardholder-Activated Terminal that prints Scrip must not participate in the Visa ATM Network.

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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


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.

### 6.4 ATM Fees

#### 6.4.1 ATM Access Fees

##### 6.4.1.1 Visa Rights Pertaining to ATM Access Fees

Visa reserves the right to request any of the following from an ATM Acquirer:

- 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 international ATM Cash Disbursements
- Message display and language disclosure related to Access Fees on international ATM Cash Disbursements
- Any other information required by applicable laws or regulations

##### 6.4.1.2 Acquirer Imposition of ATM Access Fees

An ATM Acquirer may impose an Access Fee on an international ATM Cash Disbursement if all of the following:

- It imposes an Access Fee on all other international 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 international Transactions through any other network at the same ATM.
- The Access Fee is a fixed and flat fee.
The ATM Acquirer must include 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 must be separately identified.

### 6.4.1.3 ATM Message Display for Access Fees
If an ATM Acquirer imposes an Access Fee on an international ATM Cash Disbursement, the ATM Acquirer must do all of the following at the ATM:

- 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:
  - Be in English and the local language equivalent
  - Be as high a contrast or resolution as any other graphics on the terminal
  - 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."
- Identify the recipient of the Access Fee
- Inform the Cardholder of the Access Fee amount
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the ATM Transaction

### 6.4.1.4 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.

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 and to the requirements specified in Section 6.4.1.1, "Visa Rights Pertaining to ATM Access Fees."

This does not apply in the AP Region to ATM Acquirers in Australia and Thailand, in the Canada Region, in the Europe Region, in the LAC Region to ATM Acquirers in Panama and Puerto Rico, and in the US Region.
6.4.1.5 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.

6.4.1.7 ATM Access Fee Disclosure – Canada Region and US Region

In the Canada Region and US Region, if an ATM Acquirer imposes an Access Fee on an ATM Cash Disbursement, the ATM Acquirer must do all of the following at the ATM:

- Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the Issuer
- Inform the Cardholder of the Access Fee amount
- Identify the ATM Acquirer as the recipient of the Access Fee
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the Transaction

In addition, in the US Region, the disclosure must comply with all of the following:

- Be readily visible to the Cardholder in the Cardholder’s line of sight
- Be as high a contrast or resolution as any other graphics on the ATM
- Be a minimum of 4” x 4” and have both:
  - A heading of at least an 18-point type font
  - Text of at least a 14-point type font
- Contain one of the following notices:
  - Fee Notice "(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."
Visa Product and Service Rules

ATM

ATM Fees

- Fee Notice "(Member Name) charges a (USD amount) fee 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."

- Fee Notice "(Member Name) may assess a fee to Cardholders for transactions. 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.”

- Fee Notice "(Member Name) may assess a fee for transactions. 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."

6.4.1.8 Domestic ATM Access Fees in Russia – CEMEA Region

Effective through 14 February 2017

In the CEMEA Region, a Domestic Transaction completed in a non-domestic currency by a Russia ATM Acquirer may be subject to an Access Fee added to the Transaction amount if all of the following conditions are met:

- The Access Fee is applied only to a Domestic Transaction
- The ATM dispenses both RUB and foreign currency
- The Cardholder is given the opportunity to cancel the Transaction and/or change the requested amount to be disbursed in RUB without incurring additional charges

Effective 15 February 2017

In the CEMEA Region, an ATM Acquirer in Russia 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.

6.4.1.9 Visa Rights Pertaining to ATM Access Fees – US Region

Visa reserves the right to request any of the following from an ATM Acquirer in the US Region:

- Notice of intent to impose an Access Fee on 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 an ATM Cash Disbursements

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.
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\(^1\). However, a Member may choose to submit:

- Domestic ATM Cash Disbursements
- Domestic Manual Cash Disbursements

This does not apply to the Europe Region.

\(^1\) This does not apply to Nigeria Domestic Transactions

\(^2\) Effective 9 June 2016

This does not apply to Canada Domestic Transactions.

7.1.1.3 Required Use of VisaNet for Processing – AP Region

In the AP Region, a Member in Australia, Malaysia, Philippines, Singapore, Thailand, or Vietnam must authorize, clear, and settle all Domestic Transactions through VisaNet.

In Australia, this does not apply to:
Visa Product and Service Rules
Transaction Processing
VisaNet Systems Use

- 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 Malaysia, Philippines, Singapore, Thailand, and 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 Malaysia, Philippines, Singapore, Thailand, and Vietnam, this includes:

- On-Us Transactions
- Transactions processed through a VisaNet Processor or any other Agent

7.1.1.4 Visa Debit Transactions – Canada Region

A Canada Visa Debit Acquirer must process all Visa Debit Transactions through VisaNet.

7.1.1.5 Required Use of VisaNet for Processing – Canada Region and US Region

In the Canada Region\(^1\) and US Region, a Member must process Authorization Requests and Clearing Records for all Visa Transactions through VisaNet by one of the following:

- Directly
- Through a Clearing Processor
- By other means approved by Visa

A Member that wants to process Transactions by a means other than through VisaNet must submit to Visa a *VisaNet Processing Exception Request*.

A Member must submit to VisaNet as Collection-Only all Transactions, Chargebacks, and Representments processed by other means approved by Visa.

\(^1\) This does not apply to Transactions on a co-badged Visa Debit Card where Visa is not the selected debit network.
7.1.1.6 Non-Visa Debit Transaction Disclosure Requirements – US Region

A US 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.

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 US Member using Direct Exchange (DEX).

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:
Visa Product and Service Rules

Transaction Processing

Access to Visa Systems

- Providing a location that meets Visa requirements for installing Visa Extended Access on the Member’s premises
- 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
- 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
- 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

This rule does not apply to a Europe Member. Where a Europe 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 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.

1 This does not apply to a US Member using Direct Exchange (DEX).

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 US Member using Direct Exchange (DEX).
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.


7.2.2 Clearing Processors

7.2.2.1 Clearing Processor Termination or Downgrade

If a 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.

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7.3 Authorization

7.3.1 Currency Requirements

7.3.1.1 Authorization Currency – CEMEA Region and Europe Region

A CEMEA or a Europe Member must both:

- Submit Authorization Requests in the Transaction Currency
- Receive Authorization Requests in its Billing Currency

7.3.2 Authorization Routing

7.3.2.1 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.

7.3.2.2 Chip Transaction Routing Requirement in Australia and Malaysia – AP Region

In the AP Region, an Australia Acquirer must route an Authorization Request to VisaNet if a Visa payWave or VIS-based Payment Application was selected to complete a Transaction.

A Malaysia Acquirer must ensure that Merchant choice is respected and accordingly must route an Authorization request to VisaNet if a Visa payWave or VIS-based Payment Application was selected to complete a Transaction.
7.3.3 Authorization Service Participation

7.3.3.1 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.

7.3.4 Member Provision of Authorization Services

7.3.4.1 Authorization Service Requirements

A Member must participate in the Card Verification Service\(^1\) 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.

\(^1\) This does not apply to a Europe Member. Where a Europe 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.
null
7.3.5 Authorization Request Time Limits

7.3.5.1 Authorization Requests – Maximum Time Limit for Response

The maximum time limit for an Issuer to respond to an Authorization Request is as follows:

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>AP, Canada, CEMEA, and LAC Regions</th>
<th>Europe Region</th>
<th>US Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>POS (including PIN at POS and Unattended Cardholder-Activated Terminals where PIN is present)</td>
<td>15 seconds</td>
<td>5 seconds</td>
<td>10 seconds</td>
</tr>
<tr>
<td>ATM Cash Disbursement (MCC 6011 only)</td>
<td>30 seconds</td>
<td>5 seconds</td>
<td>25 seconds</td>
</tr>
</tbody>
</table>

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.

7.3.6 Use of the Exception File

7.3.6.1 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.
7.3.6.2 Exception File Notification – Europe Region

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.

7.3.7 Declines and Referrals

7.3.7.1 Preauthorized Transaction Decline Response

Unless otherwise specified, a Recurring Transaction, an Installment Transaction, a Preauthorized Healthcare Transaction, or an Unscheduled Credential-on-File Transaction\(^1\) 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.

This does not apply in the Europe Region.

\(^1\) Effective 14 October 2017

7.3.7.2 Conversion of Pickup Responses for Contactless Transactions – Europe Region

For a Contactless Transaction, a Europe Acquirer must process a Pickup Response as a Decline Response.

\(^1\) Effective 14 October 2017
7.3.7.3 Missing Card Verification Value 2 (CVV2) Decline Response – Europe Region

Effective through 13 October 2017

A Europe Issuer must not send a Decline Response based on a missing Card Verification Value 2 if the Authorization Request is for a second or subsequent Recurring Transaction.

Effective 14 October 2017

A Europe Issuer must not send a Decline Response based 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.

7.3.8 Authorization Reversals and Authorization Holds

7.3.8.1 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.

7.3.9 Visa Debit with PIN

7.3.9.1 Visa Debit with PIN Transactions – Preauthorization Transactions – US Region

A US 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.

7.3.10 Partial Authorization

7.3.10.1 Partial Authorization Service Participation – Acquirer Requirements

To participate in the Partial Authorization service, an Acquirer and its Processor must both:

- Support Partial Authorization Transactions and Authorization Reversals
7.3.10.2  Partial Authorization Service Acquirer Participation – US Region

A US Acquirer must do all of the following:

- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization transactions
- Support an Authorization Request message for terminals that have been programmed to accept a Partial Authorization Response
- Include the Partial Authorization indicator in the Authorization Request
- Support partial approval amounts and Partial Authorization Responses (Response code 10) from an Issuer for terminals that have been programmed to accept Partial Authorization Responses
- Accept and forward to Visa an Authorization Reversal received after a Partial Authorization Response
- Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

7.3.10.4  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

A Europe Automated Fuel Dispenser Merchant must participate in the Partial Authorization Service.

7.3.10.5  Partial Authorization Service Acquirer Participation – Canada Region

A Canada 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)
Visa Product and Service Rules

Transaction Processing

Authorization

- 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

7.3.10.6 Partial Authorization Service – Issuer Requirements

To participate in the Partial Authorization service, an Issuer and its Processor must support Partial Authorizations and Authorization Reversals.

7.3.11 Authorization Response Standards

7.3.11.2 Minimum Monthly Approval Rate Requirements – US Region

Effective through 13 October 2017

A US Issuer must maintain the minimum monthly approval rates specified in Table 7-5, “Minimum Monthly Approval Rates - Visa Consumer Card Programs - US Region” and Table 7-6, “Minimum Monthly Approval Rates - Commercial Visa Products - US Region.” The approval rate is the number of positive Responses as a percentage of all Authorization Requests processed.
Table 7-5: Minimum Monthly Approval Rates – Visa Consumer Card Programs – US Region

<table>
<thead>
<tr>
<th>Category</th>
<th>Visa Traditional</th>
<th>Visa Signature, Visa Signature Preferred, and Visa Infinite</th>
<th>Consumer Visa Check Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airlines/Car Rental Merchants</td>
<td>92%</td>
<td>99%</td>
<td>92%</td>
</tr>
<tr>
<td>Lodging Merchants/ Cruise Lines</td>
<td>95%</td>
<td>99%</td>
<td>95%</td>
</tr>
<tr>
<td>Manual Cash Disbursements</td>
<td>Not applicable</td>
<td>95%</td>
<td>Not applicable</td>
</tr>
<tr>
<td>All Merchants (including those listed above)</td>
<td>95%</td>
<td>99%</td>
<td>95%</td>
</tr>
<tr>
<td>International Transactions</td>
<td>Not applicable</td>
<td>For Visa Infinite only 98%</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

Table 7-6: Minimum Monthly Approval Rates – Commercial Visa Products – US Region

<table>
<thead>
<tr>
<th>Category</th>
<th>Visa Business</th>
<th>Visa Signature Business</th>
<th>Visa Corporate</th>
<th>Visa Purchasing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airlines/Car Rental Merchants</td>
<td>96%</td>
<td>99%</td>
<td>98%</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Lodging Merchants/Cruise Lines</td>
<td>97%</td>
<td>99%</td>
<td>98%</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Manual Cash Disbursements</td>
<td>Not applicable</td>
<td>Not applicable</td>
<td>Not applicable</td>
<td>Not applicable</td>
</tr>
<tr>
<td>All Merchants (including those listed above)</td>
<td>96%</td>
<td>99%</td>
<td>98%</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

7.3.12 Account Verification

7.3.12.1 Account Verification Processing – Europe Region

A Europe Issuer must be able to respond to Account Verification requests by sending a response code that indicates either:

- No reason to decline
Visa Product and Service Rules
Transaction Processing
Processing of Specific Transaction Types

- Non-approval

A Europe 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.

7.3.13 Member Reporting Requirements

7.3.13.1 Member Reporting Requirements – Europe Region

A Europe 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.

A Europe Issuer must report a Chargeback within 15 calendar days of the Processing Date of the Chargeback.

A Europe Acquirer must report a Representment within 15 calendar days of the Processing Date of the Representment.

7.4 Processing of Specific Transaction Types

7.4.1 Account Funding Transactions

7.4.1.1 Account Funding Transaction Requirements

In the AP, Canada, CEMEA, LAC, and US Regions, an Account Funding Transaction must comply with all of the following:

- Not represent both:
  - Payment for goods or services
Funding of a Merchant account

- Be processed with the Account Funding Transaction indicator in the Authorization Request and Clearing Records
- **Effective through 21 April 2017**
  - In the US Region, be an Electronic Commerce Transaction

In the Europe Region, an Account Funding Transaction must comply with all of the following:

- Be processed as a purchase Transaction
- Not represent a payment to a Merchant or to any entity that, in the opinion of Visa, is operating as a Merchant
- If authorized, identify the Account Funding Transaction in the Authorization and Clearing Record

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

1 In the Europe Region, except in the case of Merchant sales of foreign currency or travelers cheques

7.4.3 Automated Fuel Dispenser Transactions

7.4.3.1 Automated Fuel Dispenser Real-Time Clearing Transaction Processing – US Region


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.

7.4.3.2 Automated Fuel Dispenser Transaction Issuer Requirements – Europe Region

Effective 1 May 2017

A Europe 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

7.4.4 Bill Payment Transactions

7.4.4.1 ATM Bill Payments – LAC Region

In the LAC Region, a Brazil Acquirer must not use Deferred Settlement when processing a domestic Bill Payment Transaction at an ATM.

7.4.4.2 Bill Payment Transaction Data – US Region

A US Acquirer must identify a Bill Payment Transaction in the Authorization Request and Clearing Record.
7.4.6 Online Gambling Transactions

7.4.6.1 Quasi-Cash/Online Gambling Transaction Indicator

For a Quasi-Cash Transaction, the Quasi-Cash/Online Gambling Transaction indicator must appear in both the Authorization Request and Clearing Record.

In the Europe Region, a Quasi-Cash Transaction must be identified as a Quasi-Cash Transaction in the Authorization Request and Clearing Record.

This does not apply in the CEMEA Region to Members in South Africa.

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

This rule does not apply to a Europe Member. Where a Europe 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.

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.

### 7.4.9 Recurring Transactions

#### 7.4.9.1 Recurring Transaction Indicator Use – Europe Region

A Europe Acquirer must identify a Recurring Transaction in the Clearing Record.

#### 7.4.9.2 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.

### 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.
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.

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7.4.11.2 Visa Fleet Card Enhanced Data Requirements – US Region

A US 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)

A US Acquirer that processes Visa Fleet Card Transactions must provide both Cardholder-supplied data and supplemental Transaction data for these Transactions.

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7.4.12 Visa Commercial Card Transactions

7.4.12.1 Visa Commercial Cards – Enhanced Data – Europe Region

If a Europe Merchant provides Enhanced Data in the Authorization Request and Clearing Record, its Acquirer must provide the Enhanced Data to the Issuer.


7.4.12.2 Visa Commercial Card Data Requirements – Europe Region

A Europe Acquirer must provide the following data to the Issuer:

- All tax details, as agreed by Visa and the national fiscal authorities
Visa Product and Service Rules
Transaction Processing

Processing of Specific Transaction Types

- Unique customer reference data, if supplied by the Client Organization

A Europe 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.

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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.

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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.

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7.4.14 In-Transit Transactions

7.4.14.1 In-Transit Merchant Information Requirements – Europe Region

A Europe Acquirer must include at least all of the following in the Clearing Record of an In-Transit Transaction:

- The Merchant’s primary place of business or country of incorporation in the Merchant country field
- The Merchant’s customer service telephone number and the Merchant country in the Merchant city field
- The word “In-Transit” following the Merchant name in the Merchant name field
7.4.14.2 In-Transit Gambling Merchant Requirements – Europe Region

A Europe Gambling Merchant must ensure that an In-Transit Transaction for the purchase of gambling is processed as a Quasi-Cash Transaction.

7.5 Clearing

7.5.1 File Processing

7.5.1.1 Acquirer Responsibility for Visa Transactions – US Region

A US 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.

7.5.1.2 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.

This rule does not apply to a Europe Member. Where a Europe 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.

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.

This rule does not apply to a Europe Member. Where a Europe 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.
7.5.3 PIN-Authenticated Visa Debit Adjustments

7.5.3.1 PIN-Authenticated Visa Debit Transaction Adjustments – US Region

If a US 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

A US 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 Chargeback.

7.5.4 Reversals

7.5.4.1 Requirements for Handling Duplicate or Erroneous Data – Europe Region

If a Europe Member detects duplicate or erroneous data before sending it to Visa, the Member must correct the duplicate or erroneous data before transmission.

If a Reversal submitted by a Member to correct duplicate or erroneous data results in a foreign exchange loss to Visa or another Member due to currency fluctuation between the Processing Date of the Transaction and the Processing Date of the Reversal, Visa assesses a fee to the submitting Member.

An Issuer must reverse the Transaction relating to the duplicate or erroneous data from its Cardholder records upon receipt of the Reversal information.
7.5.4.2 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

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 Manuals.
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

7.5.5.3 Visa Commercial Card and Visa Prepaid Card Data Requirements – LAC Region

In the LAC Region, a Brazil 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

7.5.5.4 Credit Vouchers for Airline/Railway Tickets – US Region

For a CPS/Passenger Transport Credit Voucher Transaction that originates in the US Region, an Acquirer must provide the following data associated with the original Transaction, as applicable:

- Airline Ticket Identifier
- Railway Ticket Identifier
- For an Ancillary Purchase Transaction, a general description of goods and services

ID# 0006542

7.6 Online Financial and Deferred Clearing

7.6.1 Online Financial and Deferred Clearing Requirements

7.6.1.1 Online Financial Transaction Authorization Requests

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 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.

7.6.1.2 Clearing Reversals for Online Financial and Deferred Clearing Transactions – US Region

A US Acquirer must process a Clearing Reversal for an Online Financial or Deferred Clearing Transaction if either the:

• Acquirer, Merchant, or terminal did not receive an Authorization Response
• Transaction is subsequently voided or cancelled

7.7 Single Message System (SMS)

7.7.1 Single Message System Requirements

7.7.1.1 PIN-Authenticated Visa Debit Transaction Single Message System Processing Requirement – US Region

A US Acquirer must ensure that a PIN-Authenticated Visa Debit Transaction is processed as an Online Financial Transaction through the Single Message System.

7.8 Transaction Processing Time Limits and Dates

7.8.1 Processing Time Limits

7.8.1.1 Acquirer Processing Timeframes

An Acquirer must process Transactions within the following timeframes:
### Table 7-7: Acquirer Processing Timeframe Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Maximum Processing Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Electron and ATM&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Within 5 calendar days of the Transaction Date</td>
</tr>
<tr>
<td>Visa Prepaid Load Service (in the US Region, Visa ReadyLink)</td>
<td>Within 2&lt;sup&gt;1&lt;/sup&gt; calendar days of the Transaction Date</td>
</tr>
</tbody>
</table>
| All Other Transactions                        | Within 8<sup>2</sup> calendar days of the Transaction Date  
|                                               | In Japan, within 30 calendar days of the Transaction Date                                   |
|                                               | In Malaysia, for domestic Automated Fuel Dispenser Transactions, within 2 local business days of the Transaction Date |
|                                               | In the Europe Region, for intraregional Contactless Transactions, within 2 calendar days of the Transaction Date |
|                                               | In the US Region, for merchandise returns and credits, within 5<sup>2</sup> calendar days of the Transaction Date |

<sup>1</sup> In the US Region, ATM Transactions and Visa ReadyLink Transactions must be processed through the Single Message System.

<sup>2</sup> 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.

---

**7.8.1.2 Transaction Date Limits**

For a Deferred Payment Transaction, the Transaction Date must be the billing date, which must be no later than 90 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.

In the Europe Region, for a Variable Fare Transaction, the Transaction Date must be the day on which the travel began.
Effective through 21 April 2017

Table 7-8: Determination of Transaction Date

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Transaction Date</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregated</td>
<td>Date of the final Transaction</td>
<td>All</td>
</tr>
<tr>
<td>Airline and passenger railway</td>
<td>Ticket-issuing date</td>
<td>US</td>
</tr>
<tr>
<td>Cruise Line</td>
<td>The earlier of either:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● The payment date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Within 24 hours of disembarkation</td>
<td></td>
</tr>
<tr>
<td>Deferred Payment</td>
<td>Billing date, which must be no later than 90 days from the initial shipment date</td>
<td>All</td>
</tr>
<tr>
<td>In-Transit</td>
<td>The earlier of either the:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● Date the Transaction Receipt is issued, if the Transaction is submitted by the Acquirer while the vehicle is in transit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Any time within 24 hours of arrival of the transport vehicle</td>
<td></td>
</tr>
<tr>
<td>Lodging</td>
<td>The earlier of either the check-out date or prepayment date</td>
<td>All</td>
</tr>
<tr>
<td>Preauthorized Health Care</td>
<td>Date on which the Health Care Merchant receives notice of adjudication from the Cardholder’s insurance company</td>
<td>US</td>
</tr>
<tr>
<td>Prepayment</td>
<td>Date of prepayment</td>
<td>All</td>
</tr>
<tr>
<td>Rental of merchandise, services, equipment</td>
<td>The earlier of either the return date or prepayment date</td>
<td>All</td>
</tr>
<tr>
<td>Transaction in which merchandise is shipped</td>
<td>Shipment date. A Merchant must not obtain Authorization more than 7 calendar days before the merchandise is shipped.</td>
<td>All</td>
</tr>
</tbody>
</table>
7.9 Settlement

7.9.2 National Net Settlement Service (NNSS) Requirements

7.9.2.1 Use of National Net Settlement Service (NNSS)

In the AP, Canada, CEMEA, LAC, and US Regions, 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, a Japan Member that is not a Principal-Type Member
- A Canada 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

In the LAC Region, a Member in Brazil or Venezuela must process all Domestic Transactions 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.

This rule does not apply to a Europe Member. Where a Europe 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.
7.9.3 Settlement Requirements – AP Region

7.9.3.2 Member Responsibility for Settlement Obligations – AP Region

An AP 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.

7.9.4 Settlement Requirements – Europe Region

7.9.4.3 Visa Responsibility for Settlement – Europe Region

In the Europe Region, without prejudice to any Issuer’s or Acquirer’s obligations in Section 7.9.4.2, “Liability for Payment Obligations – Europe Region,” 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.
7.9.4.11 Indemnity – Europe Region

In the Europe Region, each Issuer and each Acquirer indemnify Visa for any liability, loss, claim, damages, cost, or expense, whatsoever, (each an indemnifiable loss) which Visa may incur at any time 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 indemnifiable losses for which such Issuer or Acquirer may be liable, including, without limitation, to fund Visa’s relevant legal expenses.

7.9.4.12 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 7.9.4.11, “Indemnity – Europe Region.”

A Europe Principal Member is jointly and severally liable for the obligations of each of its Sponsored Issuers/Acquirers under Section 7.9.4.11, “Indemnity – Europe Region.”

In the Europe Region, Visa will seek to recover any indemnifiable loss:

- First, from the Issuer or Acquirer that Visa deems liable under Section 7.9.4.11, “Indemnity – Europe Region”
- Second, from any Group Member and/or Principal Member that Visa deems liable under this section

Nothing in this section will:

- Create a duty of care from Visa to any entity
- Oblige Visa:
  - To institute proceedings or exhaust its rights to recover an indemnifiable loss from any entity before claiming against another entity in the order of priority
  - To pro-rate or apportion its claims between different entities
- Render an Issuer’s/Acquirer’s obligation to pay Visa under this section conditional upon any other entity’s payment or agreement to pay
7.9.6 Settlement Requirements – US Region

7.9.6.5 Member Responsibility for Settlement Financial Obligations – US Region

A US 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 2017 | Last Updated: Oct 2014

7.9.6.6 Prohibition against Transferring Obligation to Pay – US Region

A US 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.

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7.9.6.7 Requirement for Funds Held by Acquirer – US Region

A US Acquirer holding funds as security to ensure proper Merchant performance must hold the funds in an account in the Merchant's name.

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7.9.7 Member Readiness for Settlement

7.9.7.1 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.

This rule does not apply to a Europe Member. Where a Europe 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.

7.10  System Use – Europe Region

7.10.1  Default Infrastructure

7.10.1.1  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.

7.11  Authorization and Clearing Transaction Content

7.11.1  Transaction Message Content

7.11.1.1  Use of Transaction Identifier – Europe Region

In the Europe Region, if an Authorization Request contains a Transaction Identifier, the Transaction Identifier must be included in any related Transaction.

If a Transaction is completed Offline, a Transaction Identifier must be assigned during Clearing and included in any related Transaction.

7.11.1.2  Use of POS Entry Mode – Europe Region

In the Europe Region, the correct POS Entry Mode code must be used to identify that the Transaction must be processed as one of the following:

- Chip Transaction
- Magnetic Stripe Transaction
- Contactless Transaction

A Europe Member must include the POS Entry Mode code in both the Clearing Record and the fraud advice report.
7.11.2 Payment Stop Service

7.11.2.1 Use of Payment Stop Instructions – Europe Region

A Europe 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
- **Effective through 21 April 2017**
  Ensures that the stop instruction is only placed against a Recurring Transaction or an Installment Transaction
- **Effective 22 April 2017**
  Ensures that the stop instruction is only placed against a Recurring Transaction, an Installment Transaction, or an Unscheduled Credential-on-File Transaction
- Correctly identifies the a stop instruction

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7.12 Visa Product and Service Rules: Transaction Processing – Related Forms

7.12.1 Forms Related to Visa Product and Service Rules: Transaction Processing – Related Forms

7.12.1.1 Visa Product and Service Rules: Transaction Processing – Related Forms

**Table 7-10: Transaction Processing – Related Forms**

<table>
<thead>
<tr>
<th>Related Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds Transfer Instruction Form – Europe Region</td>
</tr>
<tr>
<td>Visa System Letter of Agreement (Exhibit SA) – Europe Region</td>
</tr>
</tbody>
</table>

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ID# 0029698  Edition: Apr 2017 | Last Updated: Oct 2016
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

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

This rule does not apply to a Europe Member. Where a Europe 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.

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.
8.1.3 VisaNet Access Point Security

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.

This rule does not apply to a Europe Member. Where a Europe 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.

8.1.4 VisaNet Access Point Restrictions – AP Region

An AP Member may use a VisaNet Access Point only for V.I.P. System and BASE II processing.

AP Members must not share a VisaNet Access Point without the prior written consent of Visa. If Visa permits Members to share a VisaNet Access Point for BASE II transmissions, Visa may schedule the sequence and processing times of the transmissions.

8.2 Visa Merchant Direct Exchange

8.2.1 Visa Merchant Direct Exchange Transaction Delivery

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

This rule does not apply to a Europe Member. Where a Europe 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.
8.1.3 System Changes

8.1.3.1 Member Responsibilities Related to System Changes – Europe Region

A Europe Member must do all of the following:

- Respond to and implement, in a timely manner, any system changes required by Visa
- Ensure 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

8.1.3.2 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 Europe 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 Europe Members

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\(^1\) must obtain the necessary consents from all Cardholders and Merchants.

This does not apply in the Europe Region.

\(^1\) Rewards and services available to Members to enhance their proprietary loyalty programs.
8.2.1.2 Visa Loyalty Platform Services Rewards Fulfillment

An Issuer that participates in the Visa Loyalty Platform Services must both:

- Within X days of receiving the Funds Disbursement from Visa, credit to the participating Cardholder’s account the amount of the discount received for qualifying purchases at a participating Merchant
- Not change the originating Merchant name and city information before posting this information to a Cardholder’s statement

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.

This does not apply in the Europe Region.

8.3.2 VisaVue Online

8.3.2.1 VisaVue Online Member Participation Requirements

To use VisaVue Online, an optional web-based Visa Transaction reporting and analytic tool that enables Members to analyze and benchmark their VisaNet Transaction data, a Member must sign a VisaVue Member Participation Agreement.
Visa Product and Service Rules
Processing Products
Visa Core Rules and Visa Product and Service Rules

This does not apply in the Europe Region.

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.

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
- In the Europe Region, notify Visa before starting to process Original Credit Transactions

8.4.1.3 Original Credit Transaction Verification of Posting

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.

This does not apply in the Europe Region.
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
- In the Europe Region, Cardholder did not complete the Transaction

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.

This does not apply in the Europe Region.

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\(^1\) of receipt, or charge back the OCT\(^2\) 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 Chargeback processed for an OCT, only initiate a Chargeback Reversal within one calendar day of the Chargeback Processing Date
Visa Product and Service Rules

Processing Products

Visa Core Rules and Visa Product and Service Rules

- 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

1 In the Europe Region, for an Intraregional Transaction, on the same business day. The funds must be made available on the same business day.

2 For a Member that participates in Enhanced Dispute Resolution, initiate a Dispute for the Original Credit

### 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

### 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**

<table>
<thead>
<tr>
<th>Region</th>
<th>Recipient Member must process as Fast Funds an incoming Original Credit Transaction if the Recipient Member:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP</td>
<td>Supports the receipt of Online Financial Transactions or Authorization Requests in the enhanced format</td>
</tr>
<tr>
<td>CEMEA</td>
<td>Is a Visa Reloadable Prepaid Card Issuer or its processor</td>
</tr>
<tr>
<td>Canada</td>
<td>Is a Visa Reloadable Prepaid Card Issuer or its processor</td>
</tr>
<tr>
<td>LAC</td>
<td><strong>Effective through 13 April 2018</strong>&lt;br&gt;Is a new Visa Debit Card or Visa Prepaid Card Issuer or its processor</td>
</tr>
<tr>
<td></td>
<td><strong>Effective 14 April 2018</strong>&lt;br&gt;Is a Visa Debit Card or Visa Prepaid Card Issuer or its processor</td>
</tr>
</tbody>
</table>
Recipient Member must process as Fast Funds an incoming Original Credit Transaction if the Recipient Member:

<table>
<thead>
<tr>
<th>Region</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>US</td>
<td>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.</td>
</tr>
</tbody>
</table>

This does not apply in the Europe Region.

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.

8.4.5 Original Credit Transactions – General Requirements

8.4.5.1 Original Credit Transaction Requirements – Europe Region

In the Europe Region, if an Original Credit Transaction is a transfer between individual Cardholders, both:

- The Transaction must be classified with one of the following MCCs:
  - 6012 (Financial Institutions – Merchandise and Services)
  - 4829 (Wire Transfer Money Orders [WTMOs])
- Stand-In Processing must not be used to process Authorization Requests for the Transaction.

8.5 Visa Processing Services

8.5.1 Visa Account Updater

8.5.1.1 Acquirer Use of Visa Account Updater (VAU) – Europe Region

An Acquirer that uses Visa Account Updater (VAU) must do all of the following:

- Enroll its Merchants that process Recurring Transactions
Visa Product and Service Rules

Processing Products

Visa Core Rules and Visa Product and Service Rules

- Ensure that its enrolled Merchants both:
  - Refresh Card details using VAU at least monthly
  - Act on information provided by VAU before requesting Authorization


8.5.1.2 Use of Visa Account Updater – Europe Region

In the Europe Region, Issuers in the following countries must enroll all of their licensed BINs in VAU:

- Greece
- Italy
- Republic of Ireland
- United Kingdom

A Europe Issuer must comply with all data protection requirements. Visa will comply with all applicable data protection laws in regards to the personal data it or its subcontractors stores and processes on behalf of Members participating in the Visa Account Updater.

Issuers and Acquirers must comply with their data protection obligations as specified in the Visa Account Updater Member Implementation Guide and Visa Account Updater Terms of Use.

An Issuer that participates in Visa Account Updater must provide to Visa all of the following:

- A file of all Account Numbers in issuance on the date the service is implemented and at least the 6 months before Issuer implementation
- At least weekly, a file of all of the following:
  - Changed Account Numbers and expiration dates
  - New Account Number
  - Closed or suspended Account Numbers
- Daily details of all Cardholder requests to cancel:
  - A Recurring Transaction
  - Effective 14 October 2017
  - An Unscheduled Credential-on-File Transaction

When an Issuer provides a replacement Account Number, that Account Number must be linked to the Account Number that it is replacing.
8.5.1.3 Use of Visa Account Updater (VAU) – Canada Region and US Region

In the Canada Region and US Region, an Issuer that uses Visa Account Updater (VAU) must submit the following updates for Cards under its enrolled BINs:

Table 8-2: VAU Update Requirements

<table>
<thead>
<tr>
<th>VAU Update Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number and Expiration Date change</td>
<td>• Permitted only if both:</td>
</tr>
<tr>
<td></td>
<td>– The Account Number has been activated.</td>
</tr>
<tr>
<td></td>
<td>– An Authorization Request using the updated data can be approved.</td>
</tr>
<tr>
<td></td>
<td>• Must be submitted within 2 business days of Account Number activation</td>
</tr>
<tr>
<td>&quot;Closed Account&quot; advice and &quot;Contact Cardholder&quot; advice</td>
<td>Permitted only if any of the following apply:</td>
</tr>
<tr>
<td></td>
<td>• The account is closed, has been reported as lost or stolen, or is not maintained.</td>
</tr>
<tr>
<td></td>
<td>• The Cardholder requests that specific new information not be provided.</td>
</tr>
<tr>
<td></td>
<td>• The Issuer cannot or will not provide specific information.</td>
</tr>
</tbody>
</table>

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

An Issuer that uses VAU agrees and acknowledges that Visa may use, store, update, or disclose the Issuer's data in compliance with applicable laws or regulations to do the following in connection with the Issuer's use of VAU:

- Facilitate the use of VAU by an Acquirer or a Merchant
- Support other Visa services

A US Issuer must enroll all of its licensed BINs in VAU. This does not apply to Visa Commercial Card or Visa Prepaid Card BINs, or to BINs licensed for use in a US Territory.
Effective 14 October 2017

A Canada Issuer must enroll all of its licensed BINs in VAU. This does not apply to Visa Commercial Card BINs, Visa Prepaid Card BINs, or licensed BINs for Cards that are ATM only.

8.6 Visa Software

8.6.1 Software License

8.6.1.3 Indemnification Related to Licensed Software

A Member agrees to indemnify, and hold Visa harmless from, all losses, liabilities, costs, damages, and expenses, including reasonable attorney’s fees, to which Visa may be subject or that may be incurred by Visa in connection with any Claims or actions by any party or parties arising from, or in connection with, a software license, the software, or the use thereof.

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
- 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

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9 Interchange

9.1 General Interchange Requirements

9.1.1 Core Principles

9.1.1.1 Paying or Receiving Interchange

Participating Acquirers and Issuers pay or receive interchange every time a Visa product is used. For example, Acquirers pay interchange to Issuers for purchase Transactions and Issuers pay interchange to Acquirers for cash Transactions and credit vouchers. In the case of a credit or a Chargeback, interchange flows in reverse.

9.1.1.2 What is Interchange?

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.

This does not apply in the Europe Region.
9.1.3 Visa Determines and Publishes IRF

Interchange Reimbursement Fees are determined by Visa and provided on Visa’s published fee schedule, or may be customized where Members have set their own financial terms for the Interchange of a Visa Transaction or Visa has entered into business agreements to promote acceptance and Card usage.

This does not apply in the Europe Region.

9.1.2 Interchange Requirements

9.1.2.3 Terminal Without a Printer Interchange Reimbursement Fee – LAC Region

In the LAC Region, a Transaction completed at an Acceptance Device connected to a telephone line for obtaining verbal Authorizations, for which the Transaction Receipt is completed manually, and that fulfills the requirements specified in Section 9.1.2.2, “Electronic Rate Qualification,” is an Electronic Transaction and qualifies for the Electronic Interchange Reimbursement Fee.

9.1.2.9 Original Credit Transaction Interchange Reimbursement Fee

A Member that originates or receives an Original Credit Transaction is subject to, or eligible for, the Original Credit Transaction Interchange Reimbursement Fee if the Original Credit Transaction is processed in accordance with the requirements specified in the Visa Rules.

This does not apply in the Europe Region.

9.1.2.10 Interchange Reimbursement Fee for Original Credit Transaction Fast Funds

A Recipient Member that participates in the Fast Funds service for an incoming Original Credit Transaction qualifies for the Original Credit Transaction Fast Funds Interchange Reimbursement Fee if the Transaction meets the qualification requirements specified in the Visa Rules.

This does not apply in the Europe Region.
9.1.2.11 Global B2B Virtual Payments Program Interchange

Effective 22 April 2017 in the AP, CEMEA, Europe, LAC, and US Regions

Effective 15 July 2017 in the Canada Region

An Acquirer is assessed the Global B2B Virtual Payments Program Interchange Reimbursement Fee if the Transaction it submits into Interchange meets the qualification criteria of the Visa B2B Virtual Payments Program, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide or the applicable Regional/Country Interchange Reimbursement Fee Guide.

9.2 Cash Disbursement Fees

9.2.1 Cash Disbursement Fee Payment Flow – US Region

9.2.1.1 Cash Disbursement – US Region

In the US Region, for any Cash Disbursement, the Issuer pays to the Acquirer a Cash Disbursement Interchange Reimbursement Fee. This Acquirer is the Member making the Cash Disbursement.

9.2.2 ATM Cash Disbursement Fees

9.2.2.1 International ATM Cash Disbursement Fee

An ATM Acquirer will receive the international\(^1\) ATM Cash Disbursement Fee only if both the:

- Acquirer is certified to participate in either:
  - The Single Message System
  - Custom Payment Services/ATM
- ATM Transaction meets all tier II requirements

\(^1\) For the Europe Region, interregional
9.3 Interchange Reimbursement Fees – US Region

9.3.1 General Interchange Reimbursement Fee Requirements – US Region

9.3.1.1 Interchange Reimbursement Fee Requirements – US Region

In the US Region, a Transaction must meet the qualifications defined in the Visa Rules and the US Interchange Reimbursement Fee Rate Qualification Guide to qualify for a particular Interchange Reimbursement Fee.

9.3.1.2 Inappropriate Interchange Reimbursement Fees – US Region

A US Acquirer must request the correct Interchange Reimbursement Fee when submitting Transactions into Interchange. Non-compliance assessments will be assessed to any Acquirer that requests an inappropriate Interchange Reimbursement Fee, per Merchant Outlet, as specified in Section 12.6.1.3, “Non-Compliance Assessment for Inappropriate Interchange Reimbursement Fee – US Region.”

9.3.1.3 ReadyLink Interchange Reimbursement Fee – US Region

In the US Region, the Visa ReadyLink Interchange Reimbursement Fee applies to load Transactions that are authorized and settled through VisaNet. The Visa Prepaid Card Issuer pays an Interchange Reimbursement Fee to the Acquirer of the Visa ReadyLink Transaction.

9.3.2 Standard and Electronic Interchange Reimbursement Fee Requirements – US Region

9.3.2.1 Standard Interchange Reimbursement Fee Eligibility – US Region

In the US Region, a Transaction that does not qualify for any other Interchange Reimbursement Fee is cleared at the Standard Interchange Reimbursement Fee.

A Transaction effected by the following Merchants is eligible only for the Standard Interchange Reimbursement Fee:

- High-Risk Merchant
High-Brand Risk Merchant assigned a Merchant Category Code of 5962, 5966, or 5967

Non-Secure Transactions are eligible only for the Standard Interchange Reimbursement Fee.

A Transaction using any of the following is eligible only for the Standard Interchange Reimbursement Fee:

- V.I.P. System emergency Authorization procedures
- "Code 10" Authorization procedures

9.3.2.2 Electronic Interchange Reimbursement Fee – General Qualification – US Region

In the US Region, Electronic Interchange Reimbursement Fee qualifications are:

- Transaction must be entered into VisaNet, as specified in the applicable VisaNet Manuals
- Transaction must be authorized
- Authorization Request contains the information specified in the applicable VisaNet Manuals
- Clearing Record contains all data elements specified in the applicable VisaNet Manuals
- Transaction processing time limits meet requirements specified in Section 9.3.2.3, “Interchange Reimbursement Fee Qualification Processing Holidays – US Region”

Visa will process Transactions that do not meet the requirements for the Electronic Interchange Reimbursement Fee rate specified in this section under the Standard Interchange Reimbursement Fee rate.

9.3.2.3 Interchange Reimbursement Fee Qualification Processing Holidays – US Region

To qualify for Interchange Reimbursement Fees in the US Region, the Processing Date of the Transaction must not exceed the number of calendar days from the Transaction Date specified in Section 9.4.1.3, "Processing Time Limits for Custom Payment Services (CPS) Programs – US Region,” or Table 9-2, “Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee - US Region.”

When calculating days, exclude the Transaction Date, Processing Date, Sundays, and the following US holidays:

- New Year’s Day
Visa Product and Service Rules
Interchange
Interchange Reimbursement Fees – US Region

- Martin Luther King, Jr. Day
- Presidents’ Day (Observed)
- Good Friday
- Memorial Day (Observed)
- Independence Day
- Labor Day
- Columbus Day (Observed)
- Veterans Day
- Thanksgiving Day
- Christmas Day

Table 9-2, “Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee - US Region,” specifies the last qualifying central processing day for a given Transaction day.

Table 9-2: Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region

<table>
<thead>
<tr>
<th>Transaction Day</th>
<th>Central Processing Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>Thursday</td>
</tr>
<tr>
<td>Monday</td>
<td>Friday</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Saturday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Monday</td>
</tr>
<tr>
<td>Thursday</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Friday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Saturday</td>
<td>Thursday</td>
</tr>
</tbody>
</table>

9.3.2.4 Non-Member-Owned Terminal – US Region

In the US Region, Transactions captured by an Acceptance Device owned or controlled by a non-Member VisaNet Processor or credit or charge card issuer (including their subsidiaries and affiliates) qualify only for the Standard Interchange Reimbursement Fee if either:

- The entity directly or indirectly discriminates against Visa or any of its Members in availability or pricing of services
9.3.2.5 Competitor-Owned Terminal – US Region

In the US Region, Transactions captured by a terminal that is owned or controlled by an Issuer of a credit or charge card deemed competitive by Visa are eligible only for the Standard Interchange Reimbursement Fee, unless the US Acquirer:

- Has a Merchant Agreement with the US Merchant
- Maintains full responsibility and control over the US Merchant

9.4 Custom Payment Services

9.4.1 Custom Payment Services (CPS) Requirements – US Region

9.4.1.1 Custom Payment Services (CPS) Overview – US Region

In the US Region, Visa offers Custom Payment Services for a variety of segments. These services include:

- CPS/Account Funding
- CPS/Automated Fuel Dispenser
- CPS/Card Not Present
- CPS/e-Commerce Basic
- CPS/e-Commerce Preferred Hotel and Car Rental
- CPS/e-Commerce Preferred Passenger Transport
- CPS/e-Commerce Preferred Retail
- CPS/Hotel and Car Rental Card Not Present
- CPS/Hotel and Car Rental Card Present
- CPS/Passenger Transport
- CPS/Restaurant
- CPS/Retail
9.4.1.2 Basic Custom Payment Services (CPS) Requirements – US Region

In the US Region, a Custom Payment Services (CPS) Transaction must:

- Comply with:
  - The Visa Rules
  - Applicable VisaNet Manuals
- Be authorized through the V.I.P. System
- Be submitted through VisaNet, as specified in the applicable VisaNet Manuals
- Meet qualification criteria specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*

CPS Transactions submitted into VisaNet qualify individually as Custom Payment Service (CPS) Transactions.

9.4.1.3 Processing Time Limits for Custom Payment Services (CPS) Programs – US Region

In the US Region, to qualify for the Custom Payment Services (CPS) program's Interchange Reimbursement Fee, the Processing Date of the CPS Transaction must comply with Table 9-3, “Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions - US Region.”
Table 9-3: Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions – US Region

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Processing Date must be no more than:</th>
<th>Exclude the following when counting days:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/Retail</td>
<td>2 calendar days from the Transaction Date</td>
<td>Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, &quot;Interchange Reimbursement Fee Qualification Processing Holidays – US Region&quot;</td>
</tr>
<tr>
<td>CPS/Retail Key-Entry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Restaurant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Service Station</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Not Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Card Not Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser</td>
<td>Completion Message with the final Transaction amount must be sent within X hours of the preauthorization</td>
<td>N/A</td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser processed as Real-Time Clearing</td>
<td>Completion Message with the final Transaction amount must be sent within X hours of the preauthorization</td>
<td></td>
</tr>
<tr>
<td>CPS/Retail 2</td>
<td>3 calendar days from the Transaction Date</td>
<td>Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, &quot;Interchange Reimbursement Fee Qualification Processing Holidays – US Region&quot;</td>
</tr>
<tr>
<td>CPS/Passenger Transport</td>
<td>8 calendar days from the Transaction Date</td>
<td>Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, &quot;Interchange Reimbursement Fee Qualification Processing Holidays – US Region&quot;</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Passenger Transport</td>
<td>8 calendar days from the Transaction Date</td>
<td>Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, &quot;Interchange Reimbursement Fee Qualification Processing Holidays – US Region&quot;</td>
</tr>
<tr>
<td>CPS/e-Commerce Basic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Hotel and Car Rental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Small Ticket</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Supermarket</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9.4.1.4 CPS Ineligible Transactions – US Region

The following Transactions are not eligible for Custom Payment Services (CPS) Interchange Reimbursement Fees:
Visa Product and Service Rules

Interchange

Custom Payment Services

- Cash Disbursements
- Quasi-Cash Transactions conducted in a non-Face-to-Face Environment
- Quasi-Cash Transactions conducted in a Face-to-Face Environment with either:
  - Visa Consumer Credit
  - Visa Commercial Cards, excluding Visa Business Check Card
- Transactions effected by High-Risk Merchants
- Transactions performed by High-Brand Risk Merchants assigned a Merchant Category Code of 5962, 5966, or 5967
- Transactions using any of the following:
  - V.I.P. System emergency Authorization procedures
  - “Code 10” Authorization procedures

9.4.1.5 CPS Processing Days – US Region

Table 9-4, “Processing Days - Custom Payment Services Transactions - US Region,” specifies the last qualifying central processing day for a given Custom Payment Services (CPS) Transaction day in the US Region.

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>CPS/Retail 2</th>
<th>CPS/Passenger Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/Retail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Retail Key-Entry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Restaurant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Service Station</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Not Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Card Not Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Account Funding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Basic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Hotel and Car Rental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Small Ticket</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Card Not Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Account Funding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Basic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Hotel and Car Rental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Small Ticket</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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9.4.1.6 CPS Transaction Amount – Authorization and Clearing – US Region

In the US Region, the cleared Custom Payment Services (CPS) Transaction amount must equal the authorized amount for CPS/Retail, CPS/Supermarket, and CPS/Account Funding Transactions completed with a Visa Check Card, excluding the following:

- Transactions completed with any of the following:
  - MCC 4121 (Taxicabs and Limousines)
  - MCC 5813 (Drinking Places [Alcoholic Beverages] – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques)
  - MCC 7230 (Beauty and Barber Shops)
  - MCC 7298 (Health and Beauty Spas)
  - **Effective 22 April 2017**
    MCC 7996 (Amusement Parks, Circuses, Carnivals, and Fortune Tellers)
- Split Transactions completed in a Card-Absent Environment using a Multiple Clearing Sequence Number

The Transaction amount transmitted in the Authorization Request and in the Clearing Record must be in the same currency.
9.4.1.7 CPS Clearing Record Requirements – US Region

Except as specified otherwise for the following Transaction types, in the US Region, Visa allows only one Clearing Record message per Approval Response:

- CPS/Passenger Transport Transaction
- CPS/e-Commerce Preferred Passenger Transport Transaction
- Split Transactions completed in a Card-Absent Environment using a Multiple Clearing Sequence Number

9.4.1.8 CPS Electronic Commerce Transactions – US Region

Custom Payment Services (CPS) program availability and qualification requirements applicable to Electronic Commerce Transactions are as follows:

Table 9-5: Electronic Commerce Transaction Qualification – US Region

<table>
<thead>
<tr>
<th>Custom Payment Services</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/e-Commerce Basic</td>
<td>Available for retail Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail</td>
<td>Available for retail, either:</td>
</tr>
<tr>
<td></td>
<td>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</td>
</tr>
<tr>
<td></td>
<td>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Hotel and Car Rental</td>
<td><strong>Effective through 13 October 2017</strong></td>
</tr>
<tr>
<td></td>
<td>Available for Electronic Commerce Transactions originating from a Lodging Merchant, Cruise Line, or Car Rental Merchant that are either:</td>
</tr>
<tr>
<td></td>
<td><strong>Effective 14 October 2017</strong></td>
</tr>
<tr>
<td></td>
<td>Available for Electronic Commerce Transactions originating from a Lodging Merchant, Cruise Line, or Vehicle Rental Merchant that are either:</td>
</tr>
<tr>
<td></td>
<td>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</td>
</tr>
<tr>
<td></td>
<td>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Passenger Transport</td>
<td>Available for Electronic Commerce Transactions originating from Airline or passenger railway Merchants, or their agents, and that are either:</td>
</tr>
<tr>
<td></td>
<td>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</td>
</tr>
</tbody>
</table>
9.4.1.9 CPS Authorization and Clearing Requirements – US Region

In the US Region, an Authorization Request for a Custom Payment Services (CPS) Transaction must meet the requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* for the CPS program and as follows:

Table 9-6: Authorization Request Requirements for Custom Payment Services Transactions – US Region

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Acceptance Device</th>
<th>Reads/Transmits Full Data</th>
<th>POS Entry Mode Code is 05, 07, 90, 91</th>
<th>Visa or Visa Electron Card is Present</th>
<th>Signature is Obtained</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/Supermarket</td>
<td>X</td>
<td>X¹</td>
<td>X</td>
<td>X²</td>
<td>X²</td>
</tr>
<tr>
<td>CPS/Retail</td>
<td>X</td>
<td>X¹</td>
<td>X</td>
<td>X²</td>
<td>X²</td>
</tr>
<tr>
<td>CPS/Retail Key-Entry</td>
<td>X¹,³</td>
<td></td>
<td>X</td>
<td>X¹</td>
<td>X¹</td>
</tr>
<tr>
<td>CPS/Retail 2</td>
<td>X⁴</td>
<td></td>
<td>X</td>
<td>X²</td>
<td>X²</td>
</tr>
<tr>
<td>CPS/Service Station</td>
<td>X</td>
<td>X¹</td>
<td>X</td>
<td>X²</td>
<td>X²</td>
</tr>
<tr>
<td>CPS/Restaurant</td>
<td>X</td>
<td>X¹</td>
<td>X</td>
<td>X²</td>
<td>X²</td>
</tr>
</tbody>
</table>
### Transaction Type

| Transaction Type                                      | Acceptance Device | Reads/Transmits Full Data | POS Entry Mode Code is 05, 07, 90, 91 | Visa or Visa Electron Card is Present | Signature is Obtained
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/Hotel and Car Rental Card Not Present</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must acknowledge in the Authorization Request that it may forfeit certain Representment rights.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Present</td>
<td>$X$</td>
<td>$X^{1}$</td>
<td>$X^{6}$</td>
<td>$X$</td>
<td>$X$</td>
</tr>
<tr>
<td>CPS/Passenger Transport</td>
<td><strong>Effective through 21 April 2017</strong></td>
<td>An Acquirer may perform an Address Verification Service inquiry at the time of the Authorization Request.</td>
<td><strong>Effective 22 April 2017</strong></td>
<td>An Acquirer may perform an Address Verification Service inquiry at the time of the Authorization Request, except for a Magnetic Stripe-read or Chip-initiated Transaction in a Face-to-Face Environment.</td>
<td></td>
</tr>
<tr>
<td>CPS/Card Not Present</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request for each Transaction, except as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must perform an Address Verification Service and Card Verification Value 2 inquiry at the time of the Authorization Request, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Account Funding</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request, except as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Basic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request, except as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must meet the Authorization requirements, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>, and must perform an Address Verification Service inquiry at the time of the Authorization Request.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Hotel and Car Rental</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must meet the Authorization requirements, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>, and may perform an Address Verification Service inquiry at the time of the Authorization Request.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Passenger Transport</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Acquirer must meet the Authorization requirements, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>, and may perform an Address Verification Service inquiry at the time of the Authorization Request.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPS/Small Ticket</td>
<td>$X^{2}$</td>
<td>$X$</td>
<td>$X$</td>
<td>$X$</td>
<td>$X$</td>
</tr>
</tbody>
</table>

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9.4.1.10 CPS Authorization Code Requirements – US Region

A US Acquirer must obtain an Authorization Code for each Custom Payment Services (CPS) Transaction, as follows:

Table 9-7: Custom Payment Services Authorization Code Requirements

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Authorization Code Requirements for Each Transaction</th>
</tr>
</thead>
</table>
| CPS/Retail             | **Effective through 21 April 2017**  
  | Exactly one, obtained on the Transaction Date         | Effective 22 April 2017  
  | Either:                                                | For a Transaction initiated with an Estimated  
  |                                                        | Authorization Request or Initial Authorization  
  |                                                        | Request, at least one. The Acquirer may obtain  
  |                                                        | multiple Authorization Codes for a Transaction.  
  |                                                        | • For all other Transactions, exactly one, obtained  
  |                                                        | on the Transaction Date                          |
| CPS/Retail Key-Entry   | Exactly one, obtained on the Transaction Date         |
| CPS/Retail 2           | Exactly one, obtained on the Transaction Date         |
## Transaction Type

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Authorization Code Requirements for Each Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/Restaurant</td>
<td>Effective through 21 April 2017</td>
</tr>
<tr>
<td></td>
<td>Exactly one, obtained on the Transaction Date</td>
</tr>
<tr>
<td></td>
<td>Effective 22 April 2017</td>
</tr>
<tr>
<td></td>
<td>At least one. The Acquirer may obtain multiple</td>
</tr>
<tr>
<td></td>
<td>Authorization Codes for a Transaction.</td>
</tr>
<tr>
<td>CPS/Service Station</td>
<td>Exactly one, obtained on the Transaction Date</td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Not Present</td>
<td>At least one. The Acquirer may obtain multiple</td>
</tr>
<tr>
<td></td>
<td>Authorization Codes for a Transaction.</td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Present</td>
<td>At least one. The Acquirer may obtain multiple</td>
</tr>
<tr>
<td></td>
<td>Authorization Codes for a Transaction.</td>
</tr>
<tr>
<td>CPS/Passenger Transport</td>
<td>Exactly one</td>
</tr>
<tr>
<td>CPS/Card Not Present</td>
<td>Exactly one</td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser</td>
<td>Either:</td>
</tr>
<tr>
<td></td>
<td>• At least one. The Acquirer may obtain one</td>
</tr>
<tr>
<td></td>
<td>Authorization Code for an approved Status Check</td>
</tr>
<tr>
<td></td>
<td>Authorization and, if required, an additional</td>
</tr>
<tr>
<td></td>
<td>Authorization Code for the full Transaction</td>
</tr>
<tr>
<td></td>
<td>amount.</td>
</tr>
<tr>
<td></td>
<td>• For a Real-Time Clearing Transaction, exactly one</td>
</tr>
<tr>
<td>CPS/Account Funding</td>
<td>Exactly one, obtained on the Transaction Date</td>
</tr>
<tr>
<td>CPS/e-Commerce Basic</td>
<td>Exactly one</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail</td>
<td>Exactly one</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Hotel and Car Rental</td>
<td>At least one. The Acquirer may obtain multiple</td>
</tr>
<tr>
<td></td>
<td>Authorization Codes for a Transaction.</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Passenger Transport</td>
<td>Exactly one</td>
</tr>
<tr>
<td>CPS/Small Ticket</td>
<td>Exactly one, obtained on the Transaction Date</td>
</tr>
</tbody>
</table>

### 9.4.2 CPS/Automated Fuel Dispenser – US Region

#### 9.4.2.1 CPS/Automated Fuel Dispenser – Merchant Requirements – US Region

To be eligible to submit CPS/Automated Fuel Dispenser Transactions, a US Merchant must:
Complete the required business certification prior to submitting Transactions into Interchange

Maintain a "velocity-check" program to monitor the volume and frequency of Transactions

The Merchant must not exceed the CPS/Automated Fuel Dispenser fraud or Chargeback thresholds specified by Visa.

9.4.2.2 Additional Authorization Requirements – CPS/Automated Fuel Dispenser – US Region

A US Merchant must either:

- Perform a Status Check Authorization for a CPS/Automated Fuel Dispenser Transaction
- For a Real-Time Clearing Transaction, estimate the Authorization amount based on the Merchant's good faith estimate of the final Transaction amount, taking into account, among other factors, typical spending patterns at the Merchant location, not to exceed USD 500. The CPS/Automated Fuel Dispenser Interchange Reimbursement Fee does not apply if the Completion Message with the final Transaction amount is not sent within X hours of the preauthorization request.

9.4.2.3 CPS/Automated Fuel Dispenser Interchange Reimbursement Fee (IRF) Transaction Limit – US Region

In the US Region, to qualify for the CPS/Automated Fuel Dispenser IRF, the Transaction amount must not exceed the following:

- USD 500 for a Real-Time Clearing Transaction
- USD 125 for all other Transactions

9.4.3 CPS/Supermarket – US Region

9.4.3.1 CPS/Supermarket Qualification – US Region

In the US Region, the CPS/Supermarket Interchange Reimbursement Fee qualification requirements apply only to those Supermarket Incentive Program Transactions with all of the following characteristics:

- Transaction is completed in a Face-to-Face Environment
● Full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted

● Merchant is assigned Merchant Category Code 5411 (Grocery Stores and Supermarkets)

● Merchant is a non-membership retail store primarily engaged in selling food for home preparation and consumption

● Merchant offers a complete line of food merchandise, including self-service groceries, meat, produce, and dairy products

● Merchant has monthly sales of perishables representing at least 45% of the value of total monthly sales volume, as measured in USD. Perishable goods include the following:
  – Bakery – in store (service)
  – Bread and baked goods – fresh
  – Dairy – butter, margarine, cottage cheese, sour cream, toppings, dough products, eggs, juices/drinks – refrigerated, milk, pudding, desserts, snacks, spreads, dips, and yogurt
  – Deli – in store (service)
  – Deli – refrigerated (self-service)
  – Frozen foods – baked goods, breakfast foods, desserts, fruits, toppings, frozen novelties, ice, ice cream, juices, drinks, meal starters, pizza, snacks, hors d’oeuvres, prepared foods, unprepared meat, poultry, seafood, vegetables
  – Meat, fish, poultry – fresh
  – Packaged meat – deli
  – Fresh produce
  – Floral

● Merchant accepts Visa Cards for the purchase of all goods and services sold in the store at all check-out lanes that accept checks

● Transaction complies with the US Interchange Reimbursement Fee Rate Qualification Guide

### 9.4.4 CPS/Rewards – US Region

#### 9.4.4.1 Custom Payment Services – Traditional Rewards Card and Visa Signature Card Transactions – US Region

In the US Region, a Transaction completed with a Visa Traditional Rewards Card or Visa Signature Card may qualify for either:

- CPS/Rewards 1 Interchange Reimbursement Fee
Visa Product and Service Rules

Interchange

Visa Core Rules and Visa Product and Service Rules

- CPS/Rewards 2 Interchange Reimbursement Fee

The CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Traditional Rewards Card Transactions that meet the requirements for either of the following Custom Payment Services (CPS) programs:

- CPS/Retail
- CPS/Supermarket

The CPS/Rewards 2 Interchange Reimbursement Fee is available for Transactions completed with a Visa Traditional Rewards Card that meet the requirements for one of the following Custom Payment services (CPS) programs:

- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/Hotel and Car Rental Card Present
- CPS/Hotel and Car Rental Card Not Present
- CPS/Passenger Transport
- CPS/Restaurant
- CPS/e-Commerce Basic
- CPS/e-Commerce Preferred Hotel and Car Rental
- CPS/e-Commerce Preferred Passenger Transport

The CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs or are completed by a Merchant qualified for the applicable performance threshold program:

- CPS/Retail
- CPS/Retail Performance Threshold I
- CPS/Retail Performance Threshold II
- CPS/Retail Performance Threshold III
- CPS/Supermarket
- CPS/Supermarket Performance Threshold I
- CPS/Supermarket Performance Threshold II
- CPS/Supermarket Performance Threshold III

The CPS/Rewards 2 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs:

- CPS/Card Not Present
9.4.4.2 CPS/Rewards 1 and CPS/Rewards 2 for Visa Signature Card Transactions – US Region

In the US Region, the CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs or are completed by a Merchant qualified for the applicable performance threshold program:

- CPS/Retail, CPS/Retail Performance Threshold I, CPS/Retail Performance Threshold II, CPS/Retail Performance Threshold III
- CPS/Supermarket, CPS/Supermarket Performance Threshold I, CPS/Supermarket Performance Threshold II, CPS/Supermarket Performance Threshold III

The CPS/Rewards 2 Interchange Reimbursement Fee is available to Visa Infinite Card or Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs:

- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/e-Commerce Basic

9.4.5 CPS/Small Ticket – US Region

9.4.5.1 CPS/Small Ticket Merchant Category Codes – US Region

In the US Region, a Visa Easy Payment Service (VEPS) Transaction does not qualify for the CPS/Small Ticket Interchange Reimbursement Fee if the Transaction is one of the following:

- Visa Signature Preferred Transaction
- Visa Commercial Card Transaction
- Visa Consumer credit Card (including Visa Signature Card) Transaction at a Merchant that is eligible for the Performance Threshold Interchange Reimbursement Fee Program. An exception applies to Transactions with MCC 5812 (Eating Places and Restaurants) or MCC 5814 (Fast Food Restaurants).
9.5 Industry-Specific Merchant Programs

9.5.1 Industry-Specific Merchant Program Requirements – US Region

9.5.1.1 Industry-Specific Merchant Incentive Programs – US Region

In the US Region, Visa offers incentive programs for Transactions completed by Merchants in specific Merchant segments. Visa reserves the right to disqualify a Merchant from participation in, or to modify or discontinue a Merchant incentive program at any time.

9.5.1.2 Visa Utility Program Interchange Reimbursement Fee Qualification – US Region

In the US Region, only Visa Consumer Card Transactions or Visa Business Card Transactions (including Visa Signature Business Card) completed by a Merchant registered with the Visa Utility Interchange Reimbursement Fee Program may qualify for the Visa Utility Program Interchange Reimbursement Fee. Utility Transactions involving registered Visa Merchants properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) receive the utility Interchange Reimbursement Fee by meeting certain business requirements. Credit Voucher Transactions are not eligible for this program.

To qualify for the Visa Utility Interchange Reimbursement Fee Program, a US Merchant must:

- Contract directly with an Acquirer to be a Merchant, and the Merchant Outlet must be properly identified in the Authorization and Clearing Records
- Be properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary)
- Accept Visa as a means of payment in all channels where payments are accepted (for example: Face-to-Face Environments and Card-Absent Environments, as applicable)
- Visually represent the Visa Flag Symbol or Visa Brand Mark or Visa Brand Name on its website and/or application
- Not charge a Convenience Fee to a Cardholder for processing a Visa Transaction. This restriction also applies to a Third Party Agent that processes Transactions for a utility Merchant.
- Feature the opportunity to pay with Visa at least as prominently as all other payment methods
- Be registered with Visa by its Acquirer

Transactions completed by a Merchant providing telecommunication or cable services are not eligible to participate in the Visa Utility Interchange Reimbursement Fee Program (Merchant Category Code 4900 is not applicable to such Merchants).
Visa reserves the right to disqualify a Merchant from participation in or to modify or discontinue the Visa Utility Interchange Reimbursement Fee Program at any time.

An Acquirer must register the Visa Utility Payment Program Merchant, as specified in the Visa Utility Interchange Reimbursement Fee Program Guide.

9.5.1.3 Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, Visa Debt Repayment Incentive Interchange Program Transactions completed by a registered Visa Merchant qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee by meeting the applicable business requirements specified in the Visa U.S. Debt Repayment Incentive Interchange Program Guide and the US Interchange Reimbursement Fee Rate Qualification Guide.

Transactions must have the following characteristics:

- Transaction is completed with a Visa Debit Card, including Visa Prepaid Cards
- Merchant is properly assigned Merchant Category Code 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Transaction is a US Domestic Transaction
- The bill payment and existing debt indicators are included in the Authorization Request and Clearing Record

To qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee, the Merchant must:

- Not assess any fee, including a Convenience Fee, to a Cardholder for processing the Visa Transaction. This restriction also applies to a Third Party Agent that processes Transactions for a Visa Debt Repayment Incentive Interchange Program Merchant.
- Comply with Section 9.4.1.2, “Basic Custom Payment Services (CPS) Requirements – US Region”
- Be registered by its Acquirer, as specified in the Visa U.S. Debt Repayment Incentive Interchange Program Guide
9.5.1.4 Debit Tax Payment Interchange Reimbursement Fee Qualification – US Region

In the US Region, Tax Payment Transactions from a qualified Tax Payment Merchant qualify for the Debit Tax Payment Interchange Reimbursement Fee by meeting the applicable business requirements specified in the Visa Government and Education Payment Program Guide and the US Interchange Reimbursement Fee Rate Qualification Guide.

Transactions must have the following characteristics:

- Transaction is completed with a Visa Debit Card
- Merchant is properly assigned Merchant Category Code 9311 (Tax Payments)
- Transaction is completed in a Card-Absent Environment
- Merchant complies with the requirements specified in Section 5.6.3.1, “Service Fee Assessment Requirements – Canada Region, CEMEA Region, and US Region”

The Acquirer must register the Tax Payment Merchant, as specified in the Visa Government and Education Payment Program Guide.

The following Transactions are not eligible for the Debit Tax Payment Program Interchange Reimbursement Fee:

- Transactions completed with a Visa Consumer Credit Card or Visa Commercial Card
- Credit Voucher

Visa reserves the right to disqualify a Tax Payment Merchant from participation in, modify, or discontinue the Debit Tax Payment Interchange Reimbursement Fee program at any time.

9.5.1.5 GSA Large Ticket Interchange Reimbursement Fee Qualification – US Region

In the US Region, the GSA Large Ticket Interchange Reimbursement Fee program supports the GSA requirements for enhanced processing of GSA Large Ticket Transactions. These Transactions take place at external suppliers (non-government Merchants) and are authorized, cleared, and settled for up to a maximum individual amount of USD 10 million.

To qualify for the GSA Purchasing Card Large Ticket Interchange Reimbursement Fee program, a Transaction must have the following characteristics:

- Completed using a GSA Visa Purchasing Card
- Meet the qualification requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide
9.5.1.6 GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification – US Region

In the US Region, under the GSA Government-to-Government Program, federal government-to-government Transactions from eligible Visa Merchants will receive the GSA Government-to-Government (G2G) Interchange Reimbursement Fee by meeting certain processing requirements, as specified in the Visa Government-to-Government (G2G) Program Guide.

The GSA Government-to-Government (G2G) Interchange Reimbursement Fee applies to GSA Visa Purchasing Card original Transactions and related Chargebacks, Representments, and Clearing Reversals. Credit Vouchers are not eligible for this program.

To qualify for the GSA Government-to-Government Program, a Transaction must be completed by a qualified Merchant and have the following characteristics:

- Completed with a GSA Visa Purchasing Card
- Merchant is properly assigned one of the following Merchant Category Codes:
  - 9399 (Government Services [Not Elsewhere Classified])
  - 9402 (Postal Services – Government Only)
- Merchant Verification Value (MVV) is present, valid, and matches the MVV and Acquirer BIN relationship
- Registered with Visa
- CPS-qualified
- Not completed by a Travel Service Category or Passenger Transport Service Category Merchant

9.5.1.7 GSA Government-to-Government Disqualification – US Region

In the US Region, Visa reserves the right to disqualify a Merchant from participation in, modify, or discontinue the GSA Government-to-Government Program at any time.
9.6 Interchange Reimbursement Fee Programs

9.6.1 Credit Voucher Program – US Region

9.6.1.1 Credit Voucher Program Qualification – US Region

In the US Region, Interchange Reimbursement Fees are paid by the Issuer to the Acquirer on merchandise credits, or Credit Vouchers. The Interchange Reimbursement Fee for a Credit Voucher Transaction will be determined by the following combinations of Card type and Merchant segment:

- Transactions on all Visa credit Card types with Passenger Transport Service Category MCCs (3000-3299, 4112, and 4511)
- Transactions involving Visa Consumer Credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Transactions involving Visa Business credit and Visa Corporate credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Transactions involving Visa Purchasing credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Consumer credit Mail/Phone Order Transactions and Electronic Commerce Transaction Credit Vouchers if the Merchant meets the eligibility requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide. These Transactions must not take place at a Passenger Transport Merchant location (MCCs 3000-3299, 4112, and 4511) or a High-Brand Risk Merchant location (MCCs 5962, 5966, and 5967).
- Transactions involving all Visa Debit Cards

9.6.1.2 Credit Voucher Interchange Reimbursement Fee for Mail/Phone Order and Electronic Commerce Merchants – US Region

In the US Region, Transactions completed with a Visa Consumer Card qualify for the applicable Credit Voucher Interchange Reimbursement Fee if 70% or more of the Merchant’s cumulative Visa Consumer Card sales volume during the previous calendar-year quarter was processed using one of the following programs:

- CPS/Card Not Present Interchange Reimbursement Fee
- CPS/e-Commerce (Basic or Preferred) Interchange Reimbursement Fee

The following Transaction types are not eligible:

- Account Funding Transactions
Visa Product and Service Rules

Interchange

Interchange Reimbursement Fee Programs

- Visa Commercial Card Transactions
- Quasi-Cash Transactions
- Transactions originating from High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Transactions originating from Passenger Transport Service Category Merchants

An Acquirer may apply the Credit Transaction Interchange Reimbursement Fee beginning 30 days or less after the quarter end in which the Merchant meets eligibility requirements.

9.6.2 Performance Threshold Interchange Reimbursement Fees – US Region

9.6.2.1 Performance Threshold Interchange Reimbursement Fee – Visa Consumer Credit – US Region

In the US Region, the Performance Threshold Interchange Reimbursement Fee Program – Consumer Credit provides incentive Interchange Reimbursement Fee rates to Retail Merchant and supermarket Transactions meeting certain performance threshold requirements. Transactions from eligible Merchants receive incentive Interchange Reimbursement Fee rates on Transactions that would otherwise be eligible for CPS/Retail and CPS/Supermarket Interchange Reimbursement Fee Programs.

Transactions from qualified Merchants that meet the performance threshold requirements must have the following characteristics:

- Completed with a Visa Traditional or Visa Traditional Rewards Card
- US Domestic Transaction
- CPS-qualified using the fee edit criteria for CPS/Retail or CPS/Supermarket

US Merchant eligibility for the Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit will be determined by Visa annually. The performance thresholds specified in the US Interchange Reimbursement Fee Rate Qualification Guide apply to qualified Visa Consumer Credit Card original Transactions and related Chargebacks, Representments, and Clearing Reversals.

Visa Signature CPS/Retail and CPS/Supermarket Transactions are ineligible for Performance Threshold Interchange Reimbursement Fees. Such Transactions may qualify for the CPS/Rewards 1 Interchange Reimbursement Fee.
Performance Threshold Interchange Reimbursement Fee eligibility requirements are based on annual volume criteria as specified by Visa. Additionally, Visa will determine the timing and manner of implementation for the Performance Threshold Interchange Reimbursement Fees available to Acquirers related to the Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit.

9.6.3 Visa Debt Repayment Incentive Interchange Program – US Region

9.6.3.1 Qualification for Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, a Visa Debit Card Transaction may qualify as a Visa Debt Repayment Incentive Interchange Program Transaction if it meets the requirements specified in:

- Section 9.6.3.4, “Merchant Requirements for Visa Debt Repayment Incentive Interchange Program – US Region”
- Visa U.S. Debt Repayment Incentive Interchange Program Guide

A Visa Debt Repayment Incentive Interchange Program Transaction may qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee.

9.6.3.2 Visa Right to Terminate Participation in Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, Visa may at any time:

- Disqualify a Visa Debt Repayment Incentive Interchange Program Merchant from participation
- Modify or discontinue the Visa Debt Repayment Incentive Interchange Program

9.6.3.3 Acquirer Requirements for Visa Debt Repayment Incentive Interchange Program – US Region

To participate in the Visa Debt Repayment Incentive Interchange Program, an Acquirer must register the Visa Debt Repayment Incentive Interchange Program Merchant and be provided with a Merchant Verification Value, as specified in the Visa U.S. Debt Repayment Incentive Interchange Program Guide.
For a US Merchant to be eligible for the Visa Debt Repayment Incentive Interchange Program, the Acquirer must ensure that the Merchant:

- Is registered as a Limited Acceptance Merchant of Visa Debit Category Cards (including Visa Prepaid Cards) as a means of payment in all channels where payments are accepted (that is, Card-Absent Environments and Card-Present Environments, as applicable). A Merchant may accept all Visa Cards for any of its other lines of businesses that do not participate in the Visa Debt Repayment Incentive Interchange Program.
- Is properly assigned Merchant Category Code 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Submits the debt repayment indicator for all Visa Debt Repayment Incentive Interchange Program Transactions, as specified in the applicable VisaNet Manuals
- Includes the Merchant Verification Value (MVV) in all Visa Debt Repayment Incentive Interchange Program Transactions
- Ensures that the opportunity to pay with a Visa Debit Card (including Visa Prepaid Cards) is at least as prominently featured as all other accepted payment methods
- Only processes Visa Debt Repayment Incentive Interchange Program Transactions for an existing consumer debt that has not been deemed uncollectible and is an approved debt type, as specified in Section 5.9.11.2, “Repayment of Debt – US Region.” The Merchant must not process Visa Debt Repayment Incentive Interchange Program Transactions representing payment for business debt (small business loans, loans to sole proprietors, or other types of business-related loans).
- Complies with the Visa U.S. Debt Repayment Incentive Interchange Program Guide

A US Merchant that accepts Visa Cards for payments of existing consumer debt outside the Visa Debt Repayment Incentive Interchange Program must comply with the requirements specified in Section 5.9.11.2, “Repayment of Debt – US Region.”
9.7 Visa Signature Preferred Interchange Reimbursement Fees

9.7.1 Visa Signature Preferred Interchange Reimbursement Fee Requirements – US Region

9.7.1.1 Visa Signature Preferred Interchange Reimbursement Fee Qualification – US Region

In the US Region, Visa Signature Preferred Card Transactions may be CPS-qualified under one of the consumer programs as defined in the Visa Rules and as specified in the US Interchange Reimbursement Fee Rate Qualification Guide.

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9.7.1.2 Visa Signature Preferred Standard Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Transaction that does not qualify for any Custom Payment Services (CPS) program may only be eligible for the Visa Signature Preferred Standard Interchange Reimbursement Fee.

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9.7.1.3 Visa Signature Preferred Electronic Interchange Reimbursement Fee – US Region

To qualify for the Visa Signature Preferred Electronic Interchange Reimbursement Fee, the Visa Signature Preferred Transaction must be conducted at a Travel Service Category Merchant and must be CPS-qualified, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide.

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9.7.1.4 Visa Signature Preferred Retail Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Consumer Credit Card Transaction that originates at a non-Travel Service Category Merchant Outlet may qualify for the Visa Signature Preferred Retail Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, occur at a Retail Merchant, and meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.

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9.7.1.5 Visa Signature Preferred Card Not Present Interchange Reimbursement Fee – US Region

In the US Region, a Mail/Phone Order Transaction, Electronic Commerce Transaction, or a Transaction completed by a Merchant in a select developing market as defined in the US Interchange Reimbursement Fee Rate Qualification Guide (excluding Travel Service Category Transactions) may qualify for the Visa Signature Preferred Card CPS/Card Not Present Interchange Reimbursement Fee.

9.7.1.6 Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Transaction completed at a non-Travel Service Category Merchant Outlet may qualify for the Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide, and occur at a Merchant Outlet properly assigned a business-to-business Merchant Category Code as specified in the Visa Merchant Data Standards Manual.

9.7.1.7 Visa Signature Preferred Fuel Interchange Reimbursement Fee – US Region

A Visa Signature Preferred Transaction completed at an Automated Fuel Dispenser or service station may qualify for the Signature Preferred Fuel Interchange Reimbursement Fee. The Transaction must be CPS-qualified for CPS/Automated Fuel Dispenser, CPS/Retail Service Station, or CPS/Small Ticket.

9.7.1.8 Visa Signature Preferred Utility Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Card Transaction conducted at a Merchant properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) may be eligible to receive the Visa Utility Interchange Reimbursement Fee, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide and the Visa Utility Interchange Reimbursement Fee Program Guide.
9.8 Commercial Interchange Reimbursement Fees

9.8.1 Commercial Interchange Reimbursement Fees and Programs – US Region

9.8.1.1 Commercial Card Standard Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions that do not qualify for CPS and do not meet the Level II Enhanced Data requirement will qualify for the Commercial Card Standard Interchange Reimbursement Fee program, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide, and are assessed the Commercial Card Standard Interchange Reimbursement Fee rate.

9.8.1.2 Commercial Card Electronic Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions are eligible for the Electronic Interchange Reimbursement Fee, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide. The following Visa Commercial Card Transactions are specifically excluded:

- High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Non-Secure Transactions

9.8.1.3 Commercial Card – Non-Travel Service, Level II Interchange Reimbursement Fee – US Region

In the US Region, the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee is available for taxable Visa Commercial Card Transactions that are CPS-qualified and meet certain additional data requirements, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide. Tax-exempt Visa Commercial Card Transactions and Visa Commercial Card Transactions using the CPS/Account Funding program are not eligible for the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee.
9.8.1.4 Purchasing Card Electronic with Data Interchange Reimbursement Fee – US Region

In the US Region, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Electronic with Data Interchange Reimbursement Fee is available to Visa Large Purchase Advantage Card Transactions that do not qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee rate but satisfy the data requirements for Visa Purchasing Cards. Visa Purchasing Card Transactions or Visa Large Purchasing Advantage Card Transactions that use the CPS/Account Funding program are not eligible for the Purchasing Card Electronic with Data Interchange Reimbursement Fee.

9.8.1.5 Purchasing Card Level III (Non-Travel Service Category) – US Region

In the US Region, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Level III (non-Travel Service Category) Interchange Reimbursement Fee is available to:

- Visa Purchasing Card Transactions that are CPS-qualified and meet certain additional data requirements
- Visa Large Purchase Advantage Card Transactions that do not qualify for Visa Large Purchase Advantage Interchange Reimbursement Fee rate but are eligible for Visa Purchasing Card rates

Visa Purchasing Card Transactions or Visa Large Purchase Advantage Transactions that use the CPS/Account Funding program are not eligible for the Purchasing Card Level III (non-Travel Service Category) Interchange Reimbursement Fee.

9.8.1.6 Utility Business Program – US Region

In the US Region, Visa Business Card or Visa Signature Business Card Transactions conducted at a Merchant properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) may be eligible to receive the Utility Business Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. 
9.8.1.7 Commercial Card Retail Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions completed at a non-Travel Service Category Merchant Outlet that do not meet the Level II Enhanced Data requirement may qualify for the Commercial Retail Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified for certain CPS programs, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide, and occur at a Retail Merchant Outlet.

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9.8.1.8 Commercial Card – Card Not Present Interchange Reimbursement Fee – US Region

In the US Region, Mail/Phone Order Transactions, Electronic Commerce Transactions, or Transactions completed by a Merchant in a select developing market as defined in the US Interchange Reimbursement Fee Rate Qualification Guide (excluding Travel Service Category Transactions) and that do not meet the Level II Enhanced Data requirement may qualify for the Commercial Card – Card Not Present rate. To qualify for this program, the Transaction must be CPS-qualified for certain CPS programs, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide.

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In the US Region, Visa Commercial Card Transactions that do not meet the Level II Enhanced Data requirement will qualify for the Commercial Business-to-Business Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, as specified in the US Interchange Reimbursement Fee Rate Qualification Guide, and be completed at a Merchant properly assigned a business-to-business Merchant Category Code, as specified in the Visa Merchant Data Standards Manual.

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9.9 Visa Purchasing Large Ticket Interchange Reimbursement Fee

9.9.1 Visa Purchasing Large Ticket Interchange Reimbursement Fee – General – US Region

9.9.1.1 Visa Purchasing Large Ticket Interchange Reimbursement Fee Qualification – US Region

In the US Region, the Visa Purchasing Large Ticket Interchange Reimbursement Fee program supports the requirements for enhanced processing of non-General Services Administration (GSA) Large Ticket Transactions. These Transactions are authorized, cleared, and settled for up to a maximum individual amount of USD 10 million.

A Visa Large Purchase Advantage Transaction that does not meet the Visa Large Purchase Advantage Interchange Reimbursement Fee qualification criteria may qualify for the Visa Purchasing Large Ticket Interchange Reimbursement Fee.

To qualify for the Visa Purchasing Large Ticket Interchange Reimbursement Fee program, the Transaction must have the following characteristics:

- Submitted by an eligible Merchant, other than a Travel Service Category or Passenger Transport Service Category Merchant, that has been registered with Visa
- Completed with a non-GSA Visa Purchasing Card
- US Domestic Transaction
- Meets the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide

9.10 Visa Large Purchase Advantage Interchange Reimbursement Fee

9.10.1 Visa Large Purchase Advantage Interchange Reimbursement Fee – General – US Region

9.10.1.1 Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – US Region

In the US Region, a Visa Large Purchase Advantage Transaction may be authorized, cleared and settled up to a maximum Transaction amount of USD 10 million.
To qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee, the Transaction must be:

- Associated with a BIN or account range registered for Visa Large Purchase Advantage
- A US Domestic Transaction
- For an amount greater than USD 10,000
- Qualified for an eligible Custom Payment Service (CPS) that supports Card-not-present Transaction processing, as specified in the \textit{US Interchange Reimbursement Fee Rate Qualification Guide} for the CPS program
- Submitted by an eligible Merchant, other than Travel Service Category Merchant, properly registered with Visa
- Cleared within 8 calendar days from the Transaction Date

A Visa Large Purchase Advantage Transaction that does not meet the Clearing timeframe or the CPS qualification criteria will be returned to the Acquirer. An Acquirer must resubmit the Transaction to request an applicable Visa Purchasing Interchange Reimbursement Fee.
Visa Interchange Reimbursement Fee Adjustments

- 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.

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

This does not apply in the Europe Region.

9.12.1.2 Interchange Reimbursement Fee Adjustment Process

Interchange Reimbursement Fee adjustments will be processed as follows:

- Visa will notify the Members that will receive a correcting Transaction.
- Visa will initiate 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.

This does not apply in the Europe Region.
9.13 Interchange Reimbursement Fee Compliance

9.13.1 Interchange Reimbursement Fee (IRF) Compliance

9.13.1.1 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.
- The violating Transactions were processed through VisaNet.
- The violating Transactions do not involve a Europe Member.¹
- 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*.

This does not apply in the Europe Region.

¹ For a violation involving a Europe Member, a Member must obtain permission from Visa to initiate the Intercompany Interchange Reimbursement Fee Compliance Process.
Visa Product and Service Rules

Interchange

Interchange Reimbursement Fee Compliance
10 Risk

10.1 Corporate Risk Reduction

10.1.1 Acquirer Risk Responsibilities

10.1.1.2 Acquirer Risk Policies – US Region

A US 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.

10.1.1.3 Acquirer Responsibility for Agents and Merchants – US Region

A US 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
10.1.2 Electronic Commerce Merchant Requirements

10.1.2.1 Electronic Commerce Transaction Type Prohibition

Effective through 7 March 2017

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, 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.

Effective 8 March 2017

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.

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
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- There is a link-checker on the Merchant or Sponsored Merchant's website, 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.

10.1.2.3 Online Storage and File-Sharing Merchants – Europe Region

A Europe 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.

10.1.2.4 Yearly Review of Electronic Commerce Merchant – US Region

At least once each year, a US 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.
Visa Product and Service Rules

Risk

Corporate Risk Reduction

- 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.

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.

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.

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.
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- 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 against any loss or liability whatsoever (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 Liability or Claim arising 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

A Europe 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

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:
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- 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

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:¹

- 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 server²
- 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.

¹ This rule does not apply to a Europe Member. Where a Europe 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.

² This does not apply to a US or CEMEA Member using Direct Exchange.

10.2.1.3 VisaNet Processor, Payment Facilitator, and Staged Digital Wallet Operator Agreement – LAC Region

In the LAC Region, in Brazil a VisaNet Processor, 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.
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

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
- 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
- Conduct from time to time an on-site inspection of the business premises 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
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- 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.

1 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.
2 Except when a VisaNet Processor or Visa Scheme Processor is a Member or special Licensee
3 In the Europe Region, within 5 business days

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.

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, 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
### Risk

#### Agents and Processors

- 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.

1. 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.

#### 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

#### 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.¹ 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.

¹ This does not apply if the VisaNet Processor is a Member or special Licensee.

#### 10.2.1.10 VisaNet Processor Acting as Clearing Processor

A Member must ensure that its Clearing Processor:

- Provides access to Cardholder, Merchant, Sponsored Merchant, Payment Facilitator, Digital Wallet Operator, and Member data
Visa Core Rules and Visa Product and Service Rules

- Withholds or redirects Settlement funds, as required by Visa

10.2.1.11 Visa Collection of Funds from a Member or VisaNet Processor

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

This does not apply in the Europe Region.

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.

If a US 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.

A US Member from which Visa collects amounts due must continue to honor its obligations to Merchants and Sponsored Merchants.

A VisaNet Processor must not charge a US 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

Visa is not required to exhaust its remedies in collecting from one US Member or VisaNet Processor before collecting from another Member.

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
Visa Product and Service Rules

Risk

Agents and Processors

- 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.

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.
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
Visa Product and Service Rules

Risk

Agents and Processors

- 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.

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.

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.

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”

• **Effective through 13 October 2017**
  Ensure that the Third Party Agent has access to and uses the information contained in the current Visa Interchange Directory, if the Member uses the Third Party Agent for processing any of the following:
  – Chargebacks
  – Arbitration cases
  – Compliance cases
  – Authorizations
  – Fraud reporting cases
  – Settlement

• **Effective 14 October 2017**
  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:
  – Chargebacks
  – 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

• 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.
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.

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.

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.

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 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.
Visa Product and Service Rules

Risk

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

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
Visa Product and Service Rules

Risk
Agents and Processors

- 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

10.2.2.13 Third Party Agent Operational Review – US Region

A US Acquirer that does not meet the capital requirements specified in Section 5.3.1.3, “Acquirer Responsibilities Regarding 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.

10.2.2.14 Use of Third Party Agents by a Participant-Type Member – US Region

A US 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.

10.2.2.15 Competitors as Agents – US Region

A US 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

10.2.2.16 Agent Prohibitions Related to Visa-Owned Marks – US Region

An Agent of a US 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
10.2.3 Member Requirements Related to Third Parties

10.2.3.1 Third Party Contract Requirements – Europe Region

A Europe 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

10.2.4 Independent Sales Organizations – Europe Region

10.2.4.1 Requirements for Use of Independent Sales Organizations – Europe Region

A Europe 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
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*\(^1\) 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.

\(^1\) 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*, 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
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants
- 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

1 In the Europe Region, *What To Do If Compromised: Visa Europe Data Compromise Procedures*
2 In the US Region, may be reported on behalf of a Member by its agent or by a Merchant or its agent

10.3.1.3 Account Information Security Program Assessment – Europe Region

A Europe 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.
Risk

Account and Transaction Information Security

- 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.

10.3.1.5 Compromise at Member’s Contractors or Agents – US Region

A US 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.

10.3.1.6 Security Standards for Materials Containing Account Information – US Region

A US 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.
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.

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 US 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.

10.3.3 Data Protection – Europe Region

10.3.3.1 Data Protection Provisions – Europe Region

Depending on the service and as specified for such service, a Europe Member must understand and accept that it is either:
A data controller, as specified by European Data Protection legislation, with regard to all 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

or that the Member is:

A joint data controller together with Visa, as specified by European Data Protection legislation, with regard to all 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

10.3.3.2 Data Protection Provisions – Member Responsibility as Sole Data Controller – Europe Region

If a Europe Member is the sole data controller in respect of a service, 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, processes, and transfers

Ensure that it has a valid legal basis (such as a standard contractual clause 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

Provide consent for Visa 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
10.3.3.3 Data Protection Provisions – Member and Visa Responsibilities as Joint Data Controllers – Europe Region

If a Europe Member and Visa are joint data controllers in respect of a service, 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, processes, and transfers
- Ensure that it has a valid legal basis (such as a binding, standard contractual clause 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

A Member must do all of the following:

- Provide appropriate prior information to the Cardholder or Merchant 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
- 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
- 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
- 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

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
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 subcontractors, 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, 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 any personal data at the end of the relevant retention period
- Adopt appropriate technical and organizational security measures 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) have a valid legal basis

10.3.3.5 Data Protection Provisions – Member Provision to Visa of Cardholder Data – Europe Region

A Europe 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
Visa Product and Service Rules

Risk
Visa Core Rules and Visa Product and Service Rules

- Indemnify and hold Visa harmless against all liability, cost, expense, damage, and loss (including but not limited to any direct, indirect, or consequential loss) resulting from or in a connection with a breach of such warranty

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.

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

1 In the Europe Region, 1 business day
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 Chargebacks or Fraud Activity will be subject to monitoring programs.

10.4.1.4 Merchant Activity Monitoring and Reporting Requirements – Europe Region

A Europe 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 Chargebacks
- 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 Chargebacks
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

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Exceeds</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>An individual Transaction value</td>
<td>The daily average Transaction value for the individual Merchant Outlet</td>
<td>% threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The total number of Transactions deposited daily</td>
<td>The normal daily average number of Transactions for the individual Merchant Outlet</td>
<td>% threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The total value of Transactions deposited daily</td>
<td>The normal daily average value deposited for the individual Merchant Outlet</td>
<td>% threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The number and value of Transactions processed on the same Cardholder account in one or more Merchants</td>
<td>A threshold defined by the Acquirer</td>
<td>N/A</td>
</tr>
<tr>
<td>The number and value of incoming Retrieval Requests and Chargebacks processed</td>
<td>A predetermined ratio or threshold defined by the Acquirer</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Visa Product and Service Rules

#### Risk

**Activity and Compliance Monitoring**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Exceeds</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>The daily total value of key-entered Transactions processed in a Merchant Outlet</td>
<td>Exceeds the normal daily average total of key-entered Transactions for the Merchant Outlet</td>
<td>% threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The daily number of key-entered Transactions processed in a Merchant Outlet</td>
<td>Exceeds the normal daily average number of key-entered Transactions for the Merchant Outlet</td>
<td>% threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The percentage of Transactions processed below a Merchant’s Floor Limit</td>
<td>The normal daily average number of Transactions below the Merchant’s Floor Limit</td>
<td>% threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The total number and value of Transactions on the same Issuer BIN at the same Merchant Outlet on the same day</td>
<td>A threshold defined by the Acquirer</td>
<td>N/A</td>
</tr>
<tr>
<td>The value of credits (refunds) processed</td>
<td>The normal daily average value of credits for the individual Merchant Outlet</td>
<td>A threshold defined by the Acquirer</td>
</tr>
<tr>
<td>The number of credits (refunds) processed</td>
<td>The normal daily average number of credits for the individual Merchant Outlet</td>
<td>A threshold defined by the Acquirer</td>
</tr>
<tr>
<td>A deposit is received from a Merchant that has not processed any Transaction activity in a specified period</td>
<td>N/A</td>
<td>Within the last 3 months or by a time period specified by the Acquirer</td>
</tr>
<tr>
<td>A deposit is processed for a Merchant after the Merchant Agreement was terminated</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

If Visa determines that:

- The parameters defined in Table 10-1, “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
10.4.1.6 Acquirer Provision of Fraud Advice Reports – Europe Region

A Europe Acquirer must provide its Merchant with fraud advice reports upon Merchant request.


10.4.1.7 Merchant Exception Reports – US Region

Beginning with Merchant Outlet Deposit activity processed on the 31st calendar day from the first Deposit, a US 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 Chargebacks
- 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

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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.

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10.4.3 Chargeback Monitoring

10.4.3.1 Visa Chargeback Monitoring Program (VCMP)

Visa monitors Merchant Outlets\(^1\) that generate an excessive level of Chargebacks through the Visa Chargeback Monitoring Program (VCMP).
Visa will identify a Merchant Outlet under the VCMP standard program if it meets or exceeds both of the following monthly program thresholds:

- 100 Chargeback count
- 1% ratio of Chargebacks-to-sales Transaction count

Visa will monitor a Merchant Outlet identified in the VCMP 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 VCMP monthly excessive Chargeback threshold of both:
  - 500 Chargeback count
  - 2% ratio of Chargebacks-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.

Monitoring includes all Chargeback reason codes except reason code 93 (Visa Fraud Monitoring Program).

Except for certain markets, 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 Chargeback 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 Chargeback threshold will not be moved to the VCMP standard program, regardless of whether its performance drops below the monthly excessive Chargeback 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 Chargeback or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VCMP.

A Merchant Outlet will exit the VCMP if it is below the program thresholds for 3 consecutive months.

1 In the Europe Region, the program applies at the Merchant level.
2 For a Member that participates in Enhanced Dispute Resolution, includes all Dispute conditions except 10.5: Visa Fraud Monitoring Program.

3 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

<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
</table>
| Program Month 1 – Notification| • Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must do all of the following:  
  – Notify the Merchant  
  – Review Merchant activity and research the cause of the excessive Chargebacks  
  – Provide Visa with the specific information requested | After receipt of Notification that a Merchant has met or exceeded the thresholds, review Merchant activity. |
| Program Month 2 – 4 – Workout Period| • Month 2: within 10 calendar days of date on the Notification, submit to Visa all of the following:  
  – Acceptable Chargeback remediation plan  
  – Copy of Merchant application, if requested  
  – Copy of Merchant contract, if requested  
  • From month 2 onwards: implement a Chargeback remediation plan | Implement plans to reduce Chargebacks at identified Merchants and provide Visa with the plans. |
Program Status | Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region | Acquirer Actions – Europe Region
---|---|---
Program Month 5 – 11 – Enforcement Period | • From month 5 onwards:  
  – Fees are applicable  
  – Continue working with Merchant to ensure that the Chargeback remediation plan is fully implemented and is effectively reducing Chargebacks  
  – Adjust the Chargeback remediation plan as required and provide updates to Visa  
  • 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 Chargebacks below the program thresholds by month 12  
  • From month 10 onwards: review fees are applicable | • Fees are applicable  
  • Continue to implement and provide to Visa the reduction plan, adjusting it as necessary to effectively reduce Chargebacks  
  • Notify Merchant that it may lose Visa acceptance privileges if it fails to reduce its Chargebacks below the program thresholds

Program Month 12 – Enforcement Period (and, in the Europe Region subsequent months) | • Non-compliance assessments and fees are applicable  
• Review fees are applicable  
• Merchant Outlet is eligible for disqualification | • Fees are applicable  
• Continue to implement and provide to Visa the reduction plan, adjusting it as necessary to effectively reduce Chargebacks  
• Merchant is eligible for disqualification

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 | • Non-compliance assessments and fees are applicable | • Fees are applicable  
• Review Merchant activity
<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Review Merchant activity and determine the cause of the excessive Chargebacks</td>
<td>• Implement plans to reduce Chargebacks at identified Merchants and provide Visa with the plans</td>
</tr>
<tr>
<td></td>
<td>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Notify the Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Provide Visa with the specific information requested and an acceptable Chargeback remediation plan</td>
<td></td>
</tr>
<tr>
<td>Program Month 2 – 5 – Enforcement Period</td>
<td>• Non-compliance assessments and fees are applicable</td>
<td>• Fees are applicable</td>
</tr>
<tr>
<td></td>
<td>• Work with Merchant to ensure that the Chargeback remediation plan is fully implemented and is effectively reducing Chargebacks</td>
<td>• Continue to implement plans to reduce Chargebacks at identified Merchants and provide Visa with the plans</td>
</tr>
<tr>
<td></td>
<td>• Provide to Visa a written monthly status on the Acquirer’s progress to reduce the Merchant’s Chargebacks</td>
<td></td>
</tr>
<tr>
<td>Program Month 6 – 11 – Enforcement Period</td>
<td>• Non-compliance assessments and fees are applicable</td>
<td>• Fees continue to be applicable</td>
</tr>
<tr>
<td></td>
<td>• Provide written monthly status to Visa on the Acquirer’s progress to reduce the Merchant’s Chargebacks</td>
<td>• Continue to provide to Visa written updates on the Acquirer’s progress to reduce the Merchant’s Chargebacks</td>
</tr>
<tr>
<td></td>
<td>• Month 6: provide Visa with a copy of the Acquirer’s notification to the Merchant that excessive Chargebacks may lead to disqualification</td>
<td>• Notify the Merchant that it may lose Visa acceptance privileges</td>
</tr>
<tr>
<td></td>
<td>• From month 7 and onwards: review fees are applicable</td>
<td></td>
</tr>
<tr>
<td>Program Month 12 – Enforcement Period (and, in the Europe)</td>
<td>• Non-compliance assessments and fees are applicable</td>
<td>• Fees are applicable</td>
</tr>
<tr>
<td></td>
<td>• Review fees are applicable</td>
<td>• Continue to provide to Visa written updates on the Acquirer’s progress to reduce the Merchant’s Chargebacks</td>
</tr>
</tbody>
</table>
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\(^1\) 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\(^1\) 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\(^1\) 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.

\(^1\) In the Europe Region, Merchant

10.4.3.4 Merchant Chargeback Activity Monitoring

An Acquirer must monitor the Chargeback-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 Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume
10.4.4 Acquirer Chargeback and Fraud Monitoring

10.4.4.1 Visa Acquirer Monitoring Program (VAMP)

Visa monitors Acquirers that generate an excessive level of Chargebacks 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 Chargebacks or Fraud Activity:

- **Chargeback Monitoring:**
  - 750 Chargeback count
  - 1% ratio of Chargebacks-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 Chargebacks 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, only International Transactions are included in VAMP monitoring.

Visa may require the Acquirer or its Merchant to deploy appropriate Chargeback 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.

1 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.

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

<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
</table>
| Month 1 – Enforcement Period | • Non-compliance assessments apply  
• Review portfolio activity and determine the cause of the excessive Chargebacks or Fraud Activity  
• Within 10 calendar days of the date on the Notification, submit to Visa both:  
  – Acceptable Chargeback/Fraud Activity remediation plan  
  – Any documentation requested by Visa | • Fees apply  
• Upon Notification, review Merchant Chargeback / Fraud Activity levels  
• Implement remediation plans and submit the plans to Visa |
| Month 2 – 11 – Enforcement Period | • Non-compliance assessments apply  
• Implement a Chargeback/Fraud Activity remediation plan  
• Provide to Visa a written monthly status on the Acquirer’s progress to reduce the portfolio’s Chargebacks/Fraud Activity | • Fees apply  
• Continue to implement and submit to Visa remediation plans to bring performance to within acceptable levels, as defined by the program thresholds |
| Month 12 – Enforcement Period (and, in the Europe Region, subsequent months) | • Non-compliance assessments apply  
• If received from Visa, communicate any pending terminations to the Merchant(s) /Third Party Agent(s)  
• Provide to Visa a final, written recap of portfolio’s performance and Chargeback/Fraud Activity remediation initiatives | • Fees apply  
• Continue to implement and submit to Visa remediation plans to bring performance to within acceptable levels, as defined by the program thresholds  
• Provide Visa with a formal report of Merchant activity  
• Visa may disqualify the Acquirer. |

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### 10.4.5 Merchant Fraud Monitoring

#### 10.4.5.1 Visa Fraud Monitoring Program (VFMP)

Visa monitors Merchant Outlets¹ that generate an excessive level of fraud through the Visa Fraud Monitoring Program (VFMP).
Visa will identify a Merchant Outlet 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 1 July 2017 through 31 October 2020**
  For US 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 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**
    For US 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.

Monitoring includes all fraud reported by Issuers and all sales Transactions submitted by the Acquirer on behalf of a Merchant Outlet for the preceding calendar month.

Except for certain markets, 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\(^1\) will exit the VFMP if it is below the program thresholds for 3 consecutive months.

If a Europe 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.

\(^{1}\) In the Europe Region, the program applies at the Merchant level.

\(^{2}\) 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.

### 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

<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
</table>
| Program Month 1 – Notification | • Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must both:  
  – Notify the Merchant  
  – Provide Visa with the specific information requested  
  • Review Merchant activity and research the cause of the excessive fraud | After receipt of Notification that a Merchant has met or exceeded the thresholds, the Acquirer must review the Merchant’s activity. |
## Program Status

<table>
<thead>
<tr>
<th>Program Month 2 – 4 – Workout Period</th>
<th><strong>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</strong></th>
<th><strong>Acquirer Actions – Europe Region</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>● Month 2: submit all of the following to Visa within 10 calendar days of date on the Notification:</td>
<td>Implement a fraud remediation plan and submit the plan to Visa</td>
<td></td>
</tr>
<tr>
<td>● Month 2: submit all of the following to Visa within 10 calendar days of date on the Notification:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Acceptable fraud remediation plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Copy of Merchant application, if requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Copy of Merchant contract, if requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● From month 2 onwards: implement a fraud remediation plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● From month 3 onwards: provide written updates to the fraud remediation plan within 10 calendar days of the date on the Notification</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Month 5 – 11 – Enforcement Period</th>
<th><strong>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</strong></th>
<th><strong>Acquirer Actions – Europe Region</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>● From month 5 onwards:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Continue working with the Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Adjust the fraud remediation plan as required and provide updates to Visa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Chargeback reason code 93(^1) liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Month 12 – Enforcement Period (and, in the Europe Region, subsequent months)</th>
<th><strong>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</strong></th>
<th><strong>Acquirer Actions – Europe Region</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>● Merchant Outlet is eligible for disqualification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Chargeback reason code 93(^1) liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Continue to implement and submit to Visa the fraud remediation plan, adjusting as necessary to effectively reduce fraud</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Notify the Merchant that it may lose Visa acceptance privileges if it remains in the program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Chargeback reason code 93(^1) liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Continue to implement and submit to Visa the fraud remediation plan, adjusting as necessary to effectively reduce fraud</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Merchant is eligible for disqualification</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Visa Product and Service Rules

**Risk**

**Activity and Compliance Monitoring**

<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Actions – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
</table>
| **Program Month 1 – Enforcement Period** | • Non-compliance assessments are applicable\(^2\)  
• Chargeback reason code 93\(^1\) liability is applicable to the fraud Transactions associated with the current Merchant identification  
• 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:  
  – Notify the Merchant  
  – Review Merchant activity and research the cause of the excessive fraud  
  – Provide Visa with the specific information requested and an acceptable fraud remediation plan | • Fees are applicable  
• After receipt of Notification that a Merchant has met or exceeded the thresholds, review the Merchant’s activity  
• Implement a fraud remediation plan and submit the plan to Visa  
• Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification |
| **Program Month 2 – 5 – Enforcement Period** | • Non-compliance assessments are applicable\(^2\)  
• Chargeback reason code 93\(^1\) liability is applicable to the fraud Transactions associated with the current Merchant identification  
• Work with Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud | • Fees are applicable  
• 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  
• Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification |

Table 10-6: VFMP High-Risk Program Timeline

<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Responsibility – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
</table>
| **Program Month 1 – Enforcement Period** | • Non-compliance assessments are applicable\(^2\)  
• Chargeback reason code 93\(^1\) liability is applicable to the fraud Transactions associated with the current Merchant identification  
• 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:  
  – Notify the Merchant  
  – Review Merchant activity and research the cause of the excessive fraud  
  – Provide Visa with the specific information requested and an acceptable fraud remediation plan | • Fees are applicable  
• After receipt of Notification that a Merchant has met or exceeded the thresholds, review the Merchant’s activity  
• Implement a fraud remediation plan and submit the plan to Visa  
• Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification |
| **Program Month 2 – 5 – Enforcement Period** | • Non-compliance assessments are applicable\(^2\)  
• Chargeback reason code 93\(^1\) liability is applicable to the fraud Transactions associated with the current Merchant identification  
• Work with Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud | • Fees are applicable  
• 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  
• Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification |
### Visa Product and Service Rules

#### Risk

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Program Status</th>
<th>Acquirer Responsibility – AP Region, Canada Region, CEMEA Region, LAC Region, US Region</th>
<th>Acquirer Actions – Europe Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Month 6 – 11 – Enforcement Period</td>
<td>• Provide written monthly status to Visa on the Acquirer’s progress to reduce the Merchant’s fraud</td>
<td>• Fees are applicable</td>
</tr>
<tr>
<td></td>
<td>• Non-compliance assessments are applicable&lt;sup&gt;2&lt;/sup&gt;</td>
<td>• Continue to provide written updates to Visa, with information about the plan’s effectiveness in reducing fraud levels</td>
</tr>
<tr>
<td></td>
<td>• Chargeback reason code 93&lt;sup&gt;1&lt;/sup&gt; liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
<td>• Notify the Merchant that it may lose Visa acceptance privileges</td>
</tr>
<tr>
<td></td>
<td>• Provide written monthly status to Visa on the Acquirer’s progress to reduce the Merchant’s fraud</td>
<td>• Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
</tr>
<tr>
<td></td>
<td>• Month 6: provide Visa with a copy of the Acquirer’s notification to the Merchant that excessive fraud may lead to disqualification</td>
<td>• Merchant is eligible for disqualification</td>
</tr>
<tr>
<td>Program Month 12 – Enforcement Period (and, in the Europe Region, subsequent months)</td>
<td>• Non-compliance assessments are applicable&lt;sup&gt;2&lt;/sup&gt;</td>
<td>• Fees are applicable</td>
</tr>
<tr>
<td></td>
<td>• Chargeback reason code 93&lt;sup&gt;1&lt;/sup&gt; liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
<td>• Continue to provide written updates to Visa, with information about the plan’s effectiveness in reducing fraud levels</td>
</tr>
<tr>
<td></td>
<td>• Merchant Outlet is eligible for disqualification</td>
<td>• Chargeback reason code 93 liability is applicable to the fraud Transactions associated with the current Merchant identification</td>
</tr>
</tbody>
</table>

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<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

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**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:

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Risk

Activity and Compliance Monitoring

- 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.

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
10.4.6.2 High-Brand Risk Merchant Registration – US Region

Before accepting Transactions from a High-Brand Risk Merchant, a US 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)

10.4.7 High-Brand Risk Merchant Monitoring

10.4.7.1 High-Brand Risk Merchant Monitoring – US Region

A US 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

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 Chargebacks
- Average elapsed time between the Transaction Date and Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days
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 Chargebacks
- 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

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 Chargebacks
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- 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

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

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

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.
10.4.7.8 Merchant Disqualification from the Visa Program – US Region

Visa may disqualify a US 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 Chargeback 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.

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
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 2017 | Last Updated: Oct 2014

10.4.8.3 Compliance with High-Risk Internet Payment Facilitator Registration Requirements – US Region

A US 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.

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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 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 2017 | Last Updated: Apr 2017

10.4.8.5 Visa Right to Prohibit or Disqualify Sponsored Merchants – US Region

Visa may require a US 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 (Chargebacks 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.

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.

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

<table>
<thead>
<tr>
<th>Cross-Border Fraud Issuer Monitoring Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components</td>
</tr>
<tr>
<td>• Intraregional Issuer component (Issuer and Acquirer within the Europe Region)</td>
</tr>
<tr>
<td>• Interregional Issuer component (Issuer within the Europe Region, Acquirer outside the Europe Region)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Entry Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Intraregional Issuer component (Issuer and Acquirer within the Europe Region)</td>
</tr>
<tr>
<td>• Interregional Issuer component (Issuer within the Europe Region, Acquirer outside the Europe Region), if they fulfil both of the following criteria:</td>
</tr>
<tr>
<td>- 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</td>
</tr>
<tr>
<td>- Fraud losses greater than EUR 100,000</td>
</tr>
</tbody>
</table>
## Cross-Border Fraud Issuer Monitoring Program

<table>
<thead>
<tr>
<th>Inclusion Criteria</th>
<th>Based on exceeding either of the components (intraregional or interregional)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Program Phases</th>
<th><strong>Initial Phase</strong>&lt;br&gt;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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Fee Phase</td>
<td>- If an Issuer is listed in the program report for a fourth consecutive month, it may be subject to a monthly non-compliance assessment.&lt;br&gt;- A non-compliance assessment may be assessed for each subsequent month until exit from the program.</td>
</tr>
<tr>
<td>Mandatory Action Phase</td>
<td>- 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.&lt;br&gt;- The increased monthly non-compliance assessment may be assessed for each subsequent month until exit from the program.&lt;br&gt;- 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.&lt;br&gt;- 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.</td>
</tr>
</tbody>
</table>

| Exit Criteria | The Issuer must not be listed on the report for 3 consecutive months. |

### Exit Criteria

- The Issuer must not be listed on the report for 3 consecutive months.

## 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, Canada, CEMEA, LAC, and US Regions, any of the following:
10.5.1.2 Global Brand Protection Program – Europe Region

For the purposes of administering Merchant compliance under the Global Brand Protection Program, if an Acquirer submits Interchange for a single Merchant Outlet under multiple names, Visa may group the Merchant activity and notify the Acquirer.

Visa may evaluate Payment Facilitator performance by aggregating all Interchange activity or aggregating Interchange activity at the level of the Sponsored Merchant.

A Merchant that changes Acquirers while in the Global Brand Protection Program will be assigned the equivalent status in the program with the new Acquirer.

A Merchant placed in the Global Brand Protection Program must be below the Chargeback thresholds for 3 consecutive months to be able to exit the program.

10.6 Fraud Reporting

10.6.1 Fraud Reporting Requirements

10.6.1.1 Prepaid Clearinghouse Service (PCS) Participation – US Region

A US 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 including, but not limited to, providing to Members any Visa service or product
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- Submit all records in accordance with the Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements and the Prepaid Clearinghouse Service (PCS) Message Layout

US Prepaid Card Issuers or Agents optionally subscribing to use PCS must:

- Execute a PCS Participation Agreement
- Have authorization to access PCS for fraud prevention purposes

10.6.1.2 Fraud Activity Reporting Time Limit – AP Region, CEMEA Region, and LAC Region

An AP, CEMEA, and LAC Issuer must report all confirmed fraudulent Transactions immediately upon detection, but no later than either:

- 60 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 60-calendar-day period

1 Except in the LAC Region for fraud type 03 (Fraudulent Application) and type 05 (Miscellaneous, Account Take Over)

10.6.1.3 Fraud Activity Reporting Compliance – AP Region

An AP Member must do all of the following:

- Report at least 90% of confirmed fraud activity
- Report at least 90% of fraud within 60 calendar days of the Transaction Date
- Use correct fraud types for at least 90% of reported fraud
- Populate all mandatory TC 40 fields

10.6.1.4 Skimming Counterfeit Fraud Data Collection – Europe Region

On fraud advice reports, a Europe Member must identify skimmed counterfeit fraud Transactions with POS Entry Mode code 90.
10.6.1.5 Reporting of Chip Card Capability in Fraud Advice Records – Europe Region

A Europe 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 Chargeback reason codes related to the EMV liability shift, until the problem is corrected.


10.6.1.6 Fraud Activity Reporting Compliance – LAC Region

An LAC 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.

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10.6.1.7 Result of Issuer Non-Compliance – AP Region

An AP 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)

ID# 0001760 Edition: Apr 2017 | Last Updated: Apr 2017
10.6.1.8 Fraud Alert Requirements – Canada Region

A Canada Member must comply with the CoFAS Procedures for Reporting Credit Skimming Incidents.

10.6.2 Fraud Losses and Investigations

10.6.2.1 Skimming at a Common Purchase Point – AP Region

An AP Issuer experiencing 3 or more incidents of skimming at a common purchase point must notify the AP Acquirer and Visa after both:

- Confirming that Fraud Activity occurred either:
  - Within 30 calendar days
  - During testing for active Account Numbers
- Determining if a legitimate Account Number was skimmed by using the following criteria:
  - POS Entry Mode code was 90
  - Card Verification Value (CVV) transmitted in the Transaction matched the CVV for the compromised Account Number
  - Card was in possession of the Cardholder at the time of the Transaction
  - Possibility of other type of fraudulent activity has been eliminated

In the notification, the Issuer must provide all of the following:

- Account Number used in the Transaction
- Details of the Transaction suspected of being the point of compromise
- Status of fraud detected
- Additional information or rationale to support its suspicions

10.6.2.2 Preliminary Report of Fraud at Common Purchase Point – AP Region

An AP Acquirer notified by an AP Issuer or Visa of fraud occurring at a common purchase point must investigate the circumstances surrounding the fraudulent Transaction and provide the Issuer and Visa with a preliminary report of its investigation within 10 calendar days.
10.6.2.3 Final Report of Fraud at Common Purchase Point – AP Region

An AP Acquirer must complete and forward its final investigative report to Visa within 30 calendar days of notification and include all of the following information:

- Plan of action, including the following, if determined:
  - Individual(s) responsible for the Fraud Activity
  - If the Account Number was compromised
  - How the Account Number was compromised
- Confirmation that the appropriate authorities were notified to enable proper investigation and prosecution by law enforcement agencies
- Corrective action taken to prevent similar occurrences at the same Merchant Outlet

10.6.4 Internal Data Compromise Disclosure – AP Region

An AP Member must disclose to Visa all incidents of internal compromise of data that would facilitate the defrauding of Card or Merchant accounts of the Member or other Members. Visa will distribute this information and its analysis, if warranted, to other Members and relevant parties in the AP Region in order to advise them of potential corrective action, while maintaining the confidentiality of the reporting Member.

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 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
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)

A Europe 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\(^1\) 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 Chargeback and the fraud information message.

\(^1\) 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.
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.

**10.7.2.3 Acquirer Recovered Card Procedures – Additional Notification Requirement – US Region**

Effective through 16 October 2021

A US 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.

**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
Visa Product and Service Rules

Risk

Lost or Stolen Cards

- 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”

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10.7.4 Card Recovery Bulletin (CRB)

10.7.4.1 Card Recovery Bulletin (CRB) Chargeback Rights

An Acquirer may be subject to a Chargeback for below-Floor Limit Transactions if the Account Number appears on the Card Recovery Bulletin (CRB). Chargeback rights begin on the effective date of the CRB in which the Account Number is listed.


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

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10.8.1.2 Issuer Notification of Lost or Stolen Card

A Member must do all of the following:
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- 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

10.9 PIN Security Requirements

10.9.1 PIN Requirements

10.9.1.1 Visa PIN Security Program Requirements

In the AP, Canada, CEMEA, LAC, and US Regions, 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.

10.10 Global Compromised Account Recovery (GCAR)

10.10.1 Global Compromised Account Recovery (GCAR) Program

10.10.1.1 Global Compromised Account Recovery (GCAR) Program Overview

An Issuer may recover a portion of its estimated Incremental Counterfeit Fraud losses and operating expenses resulting from an Account Data Compromise Event involving a compromise of Magnetic-Stripe Data, and PIN data for events that also involve PIN compromise, under the Global Compromised Account Recovery (GCAR) program from an Acquirer(s) to whom liability for such loss has been assigned under the GCAR program.

Visa has authority and discretion to determine Account Data Compromise Event qualification, as well as estimated Counterfeit Fraud Recovery and 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 event.
10.10.1.2 Acquirer Safe Harbor for Registered Agents – Europe Region

A Europe 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, 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
- Liable for any losses resulting from the Global Compromised Account Recovery Program
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- A key-entered Transaction that occurs at a Merchant Outlet in a Face-to-Face Environment
- For a POS Entry Mode code 00 Transaction, unless the Acquirer demonstrates that the Authorization Request was submitted by fax or telephone from a Merchant that does not have a Magnetic-Stripe Terminal

A Merchant with excessive counterfeit Transactions processed with POS Entry Mode code 00 and 01 must install a Magnetic-Stripe Terminal.

10.12 Terminated Merchants

10.12.1 Required Use of Terminated Merchant Database

10.12.1.1 Terminated Merchant Listing on Terminated Merchant Database – Payment Facilitator

An Acquirer must ensure that a terminated Sponsored Merchant or terminated Payment Facilitator is added to the Visa Merchant Trace System, Terminated Merchant File, Visa Merchant Alert Service, or, where available, equivalent terminated Merchant database.

10.12.1.2 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.

10.12.1.3 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 Chargebacks received
- All Acquirer/Merchant correspondence
Visa Product and Service Rules

Risk
Terminated Merchants

- 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

10.12.1.4 Common Terminated Merchant Database Requirements – Canada Region

A Canada 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

10.12.1.5 Terminated Merchant File Listing Requirements – US Region

A US 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 Chargebacks due to the Merchant’s business practices or procedures.

10.12.1.6 Terminated Merchant File Information Requirements – US Region

A US Acquirer must add a Merchant to the Terminated Merchant File within 24 hours of determining that:
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- The Merchant was terminated for reasons other than those listed in Section 10.12.1.5, “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.

10.12.1.7 Terminated Merchant File Compliance – US Region

A US 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.

10.12.1.8 Deletion from or Correction Request for Terminated Merchant File – US Region

Only the US 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.
10.13 Visa Risk Products

10.13.1 Address Verification Service (AVS)

10.13.1.1 Address Verification Service (AVS) Results Code Population – Canada Region

A Canada 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.

10.13.1.2 Address Verification Service (AVS) Participation – US Region

A US Issuer must:

- Participate in the Address Verification Service
- Perform address verification for each Address Verification Service inquiry

10.13.1.3 Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals – US Region

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 prompt for AVS information other than postal code, and not prompt for any additional information (for example: CVV2)
- Not implement AVS for only 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
10.13.1.4 Address Verification Service Eligible Transactions

A Merchant may use Address Verification Service only for the following Transactions:

- A Transaction in a Card-Absent Environment
- In the US Region:
  - A Custom Payment Service Transaction, as specified in Section 9.4.1.9, “CPS Authorization and Clearing Requirements – US Region”
  - Effective through 21 April 2017
    - A Face-To-Face Environment Transaction if the Merchant has been qualified by Visa to use the Address Verification Service (ZIP-only inquiry)
  - 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)

10.13.2 Card Verification Value 2 (CVV2)

10.13.2.1 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 Merchant that participates in Verified by Visa
- A Transaction involving a Visa Commercial Card Virtual Account
- A Transaction conducted through Visa Checkout

An Acquirer in Australia, Hong Kong, or New Zealand must correctly process CVV2 response codes.
10.13.2.2 Card Verification Value 2 (CVV2) Requirements – Canada Region

A Canada 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.

10.13.2.3 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.
- 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).
- 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 originating from Visa Checkout
- **Effective through 13 October 2017**
  Any ensuing Installment Transaction or Recurring Transaction after the first Transaction
- **Effective 14 October 2017**
  A second or ensuing Transaction using a Stored Credential, where the first Transaction included the CVV2
- **Effective 22 April 2017**
  A Mail/Phone Order Transaction where the CVV2 data is captured manually and provided in written form
10.13.2.4 Card Verification Value 2 (CVV2) Acquirer Requirements – US Region

A US Acquirer must be certified as able to send, and receive responses to, Authorization Requests containing the values for Card Verification Value 2.

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10.14 Advanced Authorization

10.14.1 Visa Advanced Authorization

10.14.1.1 Visa Advanced Authorization Participation

To implement Visa Advanced Authorization\(^1\), 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.

\(^1\) A real-time risk management tool that delivers risk data to Issuers in the Authorization Request to aid early fraud detection.


10.15 Transaction Alerts

10.15.1 Transaction Alerts Requirements

10.15.1.1 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

A Europe Issuer that participates in the Visa Alerts Data Feed Service must register with Visa.
Effective through 30 September 2017

A US 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
- Interlink transactions routed through the Interlink Network
- Plus transactions routed through the Plus Network

Effective 1 October 2017

In the 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.

10.15.1.2 Visa Alerts Service Participation Requirements – Europe Region

A Europe 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:
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- 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.

10.16 National Card Recovery File

10.16.1 National Card Recovery File – US Region

10.16.1.1 National Card Recovery File Card Verification Requirements – US Region

A US 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.

10.17 Verified by Visa/3-D Secure

10.17.1 Verified by Visa/3-D Secure General Participation Requirements

10.17.1.1 Verified by Visa Participation Requirements

A Member that participates in Verified by Visa must:

- Complete the Verified by Visa enrollment process
Visa Product and Service Rules

Risk
Verified by Visa/3-D Secure

- If the Member is a Sponsored Member, obtain permission from its Principal-Type Member
- As applicable, implement product security measures
- Ensure that its Verified by Visa components have successfully met the requirements of the Visa 3-D Secure Vendor Compliance Testing Program
- Not use a Digital Certificate issued by or associated with Visa as an Authentication Mechanism for a non-Visa product or service

10.17.2 Verified by Visa Issuer Participation Requirements

10.17.2.1 Issuer Enrollment Server (ES) and Access Control Server (ACS) Security Requirements

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.

10.17.2.2 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.

10.17.2.3 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
Risk

Visa Core Rules and Visa Product and Service Rules

- 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

If a US 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 Cardholder Authentication Verification Value (CAVV).

10.17.2.4  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.
- Either:
  - In the AP, Canada, CEMEA, LAC, or US Region, the Transaction is attempted with a Card where the Cardholder is anonymous, such as a Visa Gift Card.
  - In the Europe Region, the Transaction is attempted with a Non-Reloadable Card.

10.17.2.5  Verified by Visa Issuer Requirements in Australia and New Zealand – AP Region

In Australia and New Zealand, all of the following must be enrolled in Verified by Visa:

- Visa credit and debit Cards
- Reloadable Cards

1 This does not apply to Non-Reloadable Cards or Virtual Accounts associated with Visa Commercial Cards.
10.17.2.6 Verified by Visa Issuer Requirements in China – AP Region

An AP Issuer in China 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.

An Issuer that fails to comply will be subject to a non-compliance assessment for each month of non-compliance.

ID# 0025711

10.17.2.7 Verified by Visa Issuer Requirements in India – AP Region

In the AP Region, an Issuer in India that processes Electronic Commerce Transactions must ensure that its Visa credit, debit, and Reloadable Cards are enrolled in Verified by Visa.

An Issuer must authorize only a domestic Electronic Commerce Transaction with an Electronic Commerce Indicator 5 (Secure Electronic Commerce Transaction).

ID# 0026539

10.17.2.8 Verified by Visa Issuer Requirements in Nigeria – CEMEA Region

In the CEMEA Region, a Nigeria Issuer must participate in Verified by Visa if it offers Electronic Commerce functionality to its Cardholders.

ID# 0004447

10.17.3 Verified by Visa Acquirer and Merchant Participation Requirements

10.17.3.1 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).

ID# 0004616

10.17.3.2 Electronic Commerce Authentication Data Prohibitions – US Region

In an Authorization Request, a US Electronic Commerce Merchant must not transmit Authentication Data specific to one Transaction with another Transaction, except when either:
Visa Product and Service Rules

Risk

Visa Core Rules and Visa Product and Service Rules

- Two Transactions are related due to a partial prepayment.
- All items of an order cannot be shipped at the same time.

10.17.3.3 Electronic Commerce Indicator Requirement for High-Risk Merchants – US Region

A US 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 US Merchant enables Verified by Visa while identified in the Visa Chargeback Monitoring Program.

10.17.4 Use of Visa Authentication Technology

10.17.4.1 Verified by Visa Authentication Technology Use

Effective 22 July 2017

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.
10.18 Credit Bureau Reporting

10.18.1 Credit Bureau Reporting – US Region

10.18.1.1 Credit Bureau Reporting Requirements – US Region

A US Issuer must report all Visa Consumer Credit Card accounts to at least one credit reporting bureau and comply with the reporting requirements.

A US 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.

A US Issuer must report primary Cardholder payment information to a credit bureau using B2 Segment data, unless it is already reporting B3 Segment data.

A US 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

10.18.1.2 Delinquent Account Reporting – US Region

A US Issuer must report to a credit bureau as delinquent an account that is 2 payments past due (30 days delinquent).

A US 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.
10.18.1.3 Designated Agent for Credit Bureau Interface – US Region

A US 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

10.21 Visa Merchant Alert Service

10.21.1 Visa Merchant Alert Service – Europe Region

10.21.1.1 Acquirer Participation in the Visa Merchant Alert Service – Europe Region

A Europe 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
Visa Product and Service Rules

Risk

Fraud Detection Systems

- Provide assistance to an enquiring Member as to the reasons for listing the Merchant
- Pay all associated fees
- In 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.

10.22 Fraud Detection Systems

10.22.1 Fraud Detection Systems – Europe Region

10.22.1.1 Issuer Requirements Relating to Fraud Detection Systems – Europe Region

A Europe 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.
11 Dispute Resolution

11.1 Chargebacks and Representments

11.1.1 Member Responsibilities for Dispute Resolution

11.1.1.1 Mutual Assistance Between Members

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.

11.1.1.2 Issuer Responsibilities to Cardholders for Dispute Resolution – US Region

For a US Domestic Transaction, 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.¹ 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.

¹ An Issuer must establish enhanced customer support practices to service Visa Signature, Visa Signature Preferred, and Visa Infinite Cardholders during the dispute resolution process.
11.1.2 Use of Visa Systems

11.1.2.1 Use of Visa Systems for Dispute Processing

A Member must use VisaNet to process a Chargeback or Representment.\(^1\) 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\(^2\)
- 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\(^3\)
- 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.

\(^1\) This rule does not apply to a Europe Member. Where a Europe 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.

\(^2\) A Response to Retrieval Request reason code 27 (Healthcare Auto-substantiation Request) must not be processed using Visa Resolve Online.

\(^3\) 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.
11.1.3 Retrieval Request and Fulfillment

11.1.3.1 Retrieval Request Data Requirements

Effective for Transactions completed through 21 April 2017

An Issuer must use one of the codes in Table 11-1, “Retrieval Request Reason Codes,” when requesting a Transaction Receipt copy or Substitute Transaction Receipt:

Effective for Transactions completed on or after 22 April 2017

An Issuer must use one of the codes in Table 11-1, “Retrieval Request Reason Codes,” when requesting a Transaction Receipt copy:

Table 11-1: Retrieval Request Reason Codes

<table>
<thead>
<tr>
<th>Request Reason for Copy</th>
<th>Request Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for copy bearing signature¹</td>
<td>28</td>
</tr>
<tr>
<td>Cardholder request due to dispute</td>
<td>30</td>
</tr>
<tr>
<td>Fraud analysis request</td>
<td>33</td>
</tr>
<tr>
<td>Legal process request</td>
<td>34</td>
</tr>
</tbody>
</table>

¹ 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.

11.1.3.2 Retrieval Request Fulfillment Requirements

Effective for Transactions completed through 21 April 2017

To fulfill a Retrieval Request, an Acquirer must provide the documentation specified in Table 11-2, “Fulfillment Types,” within 30 days of receipt of the Retrieval Request.

Table 11-2: Fulfillment Types

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Fulfillment Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-Face Environment</td>
<td>The Merchant or Acquirer copy of the Transaction Receipt bearing the signature that was used to verify the Cardholder</td>
</tr>
<tr>
<td>Transaction</td>
<td></td>
</tr>
<tr>
<td>T&amp;E Transaction</td>
<td>All of the following:</td>
</tr>
</tbody>
</table>
Visa Product and Service Rules

Dispute Resolution

Chargebacks and Representations

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Fulfillment Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A copy of the Transaction Receipt or a Substitute Transaction Receipt</td>
</tr>
<tr>
<td></td>
<td>• Card Imprint, if available</td>
</tr>
<tr>
<td></td>
<td>• Cardholder signature, if available</td>
</tr>
<tr>
<td></td>
<td>• T&amp;E Document, if applicable</td>
</tr>
<tr>
<td>Preauthorized Health Care</td>
<td>In the US Region, a copy of the Order Form</td>
</tr>
<tr>
<td>Transaction</td>
<td></td>
</tr>
<tr>
<td>Card-Absent Environment Transaction</td>
<td>A Substitute Transaction Receipt</td>
</tr>
<tr>
<td>Credit Transaction</td>
<td>For a Transaction involving a Europe Member, a log indicating that the Credit</td>
</tr>
<tr>
<td></td>
<td>Transaction has been processed to the Card Account Number</td>
</tr>
<tr>
<td></td>
<td>For a Transaction not involving a Europe Member, a log indicating that the</td>
</tr>
<tr>
<td></td>
<td>Credit Transaction has been processed for the same Cardholder</td>
</tr>
</tbody>
</table>

Effective for Transactions completed through 21 April 2017

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\(^1\) 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\(^1\)

A Nonfulfillment Message must also identify the reason for nonfulfillment using one of the following reasons:

• Invalid Request: Incorrect Account Number
• Invalid Request: Not a valid Acquirer Reference Number
• Item could not be located – Chargeback
• Acquirer will not fulfil – Chargeback
• Transaction Receipt not required or previously fulfilled

Effective for Transactions completed through 21 April 2017

An Acquirer may send a Nonfulfillment Message only for one of the following:
Visa Product and Service Rules

Dispute Resolution

Visa Core Rules and Visa Product and Service Rules

- A Retrieval Request that is received later than the Transaction Receipt retention period specified in Section 5.10.2, “Transaction Receipt Retention Period”
- A Transaction type specified in Table 11-3, “Retrieval Request - Invalid Transaction Types”

<table>
<thead>
<tr>
<th>Region</th>
<th>Invalid Transaction Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>• An ATM Transaction</td>
</tr>
<tr>
<td></td>
<td>• An Unattended Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Visa Easy Payment Service Transaction&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>• An EMV PIN Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Contactless Transaction in which a PIN was used&lt;sup&gt;3&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>• A Transaction in which a Consumer Device Cardholder Verification Method (CDCVM) was used&lt;sup&gt;3&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>• A T&amp;E Transaction that contains all required enhanced data in the Clearing Record</td>
</tr>
<tr>
<td>Canada Region</td>
<td>• 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:</td>
</tr>
<tr>
<td></td>
<td>– Processing full data through VisaNet</td>
</tr>
<tr>
<td></td>
<td>– Supporting plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs as set out in Chip Specifications</td>
</tr>
<tr>
<td></td>
<td>• A Straight Through Processing Transaction</td>
</tr>
<tr>
<td>LAC Region</td>
<td>• A Brazil Domestic Transaction that is one of the following:</td>
</tr>
<tr>
<td></td>
<td>• A Chip-initiated Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Magnetic Stripe-read Transaction with PIN Verification</td>
</tr>
<tr>
<td></td>
<td>• A Magnetic Stripe-read Transaction at a Chip-Reading Device</td>
</tr>
<tr>
<td></td>
<td>• A Contactless Payment Transaction</td>
</tr>
<tr>
<td></td>
<td>• A manual or key-entered Transaction</td>
</tr>
<tr>
<td></td>
<td>• An Installment Transaction, except for the first Installment Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Card-Absent Environment Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Transaction under BRL 15</td>
</tr>
<tr>
<td>US Region</td>
<td>• A Straight Through Processing Transaction</td>
</tr>
<tr>
<td></td>
<td>• A Visa Large Purchase Advantage Transaction</td>
</tr>
</tbody>
</table>

<sup>1</sup> This does not apply in the US Region to a copy request for an Intraregional Healthcare Auto-Substantiation Transaction.
<sup>2</sup> This does not apply in the Europe Region.
<sup>3</sup> This does not apply to a Retrieval Request for a T&E Transaction, Manual Cash Disbursement, or Quasi-Cash Transaction.
Effective 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 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\textsuperscript{1} 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\textsuperscript{1}

An Acquirer may send a Nonfulfillment Message for a Transaction specified in Table 11-4, “Retrieval Request – Allowable Nonfulfillment Transaction Types”

<table>
<thead>
<tr>
<th>Region</th>
<th>Invalid Transaction Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Any Transaction for which the Issuer received a signed Transaction Receipt through the Visa Merchant Purchase Inquiry system</td>
</tr>
<tr>
<td>Canada Region</td>
<td>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</td>
</tr>
<tr>
<td>LAC Region</td>
<td>A Brazil Domestic Transaction</td>
</tr>
<tr>
<td>US Region</td>
<td>A Visa Large Purchase Advantage Transaction</td>
</tr>
</tbody>
</table>
In the US Region, this does not apply to a copy request for an Intraregional Healthcare Auto-Substantiation Transaction.

11.1.3.3 Chargeback and Representment Rights Following Retrieval Request

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.

11.1.3.4 Required Content for Retrieval Requests

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
11.1.4 Dispute Amount

11.1.4.1 Chargeback Amount

The Issuer must charge back in the Billing Currency\(^1\) for either:

- 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.

\(^1\) In Venezuela, for an International Transaction, must be in either the Transaction Currency or the Issuer’s Settlement Currency

11.1.4.2 Minimum Chargeback Amounts

Minimum Chargeback amounts apply as follows:

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Applicable Chargeback Reason Code</th>
<th>Minimum Chargeback Amount</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| T&E              | All except the following Chargeback reason codes:  
|                  | ● 62  
|                  | ● 75\(^1\)  
|                  | ● 85, condition 3  
|                  | ● 90  
|                  | ● 93  
|                  | USD 25 (or local currency equivalent)\(^2\)  
|                  | All  
| **Effective for Chargebacks processed through 13 October 2017** T&E | All | GBP 20 (or local currency equivalent) | UK Domestic  
| Automated Fuel Dispenser | Reason code 81 | USD 10 (or local currency equivalent) | All excluding Transactions involving a Europe Member |
## Dispute Resolution

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Applicable Chargeback Reason Code</th>
<th>Minimum Chargeback Amount</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective for Chargebacks processed on or after 16 July 2016 through 13 April 2018 All</td>
<td>Reason code 62 condition 2</td>
<td>USD 25</td>
<td>US Domestic</td>
</tr>
<tr>
<td>Unattended</td>
<td>Reason code 81 condition 3 (if a PIN-Preferring Chip Card was used)</td>
<td>EUR 25</td>
<td>UK Domestic</td>
</tr>
</tbody>
</table>

1. In the US Region, a USD 25 minimum amount applies to US Domestic Transactions.
2. In the Europe Region, the minimum amount does not apply to VPAY Transactions.
3. For Chargebacks submitted by the Issuer into the Single Message System, 22 July 2016

### 11.1.4.3 Representment Amount

For a Representment, the Representment amount field 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

1. In Venezuela, must be in VEF

### 11.1.4.4 Currency Conversion Difference

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.
11.1.5 Chargeback Rights and Restrictions

11.1.5.1 Transaction Chargeback Method

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.

11.1.5.2 ATM Cash Disbursement Chargeback Eligibility

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)
11.1.5.3 Inclusion of Token in Chargeback

An Issuer that charges back a Transaction that contains a payment Token must include the payment Token in the Chargeback.

11.1.6 Chargeback Processing Requirements

11.1.6.1 Responsibility for Merchandise Held by a Customs Agency

For Chargeback reason codes 30, 53, and 85, a Merchant is responsible for merchandise held in a customs agency, as follows:

<table>
<thead>
<tr>
<th>Location of Customs Agency</th>
<th>Chargeback Reason Code/Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any country except the Cardholder’s country</td>
<td>30</td>
</tr>
<tr>
<td>The Merchant’s country</td>
<td>53 (conditions 1, 2, 3, 6)</td>
</tr>
<tr>
<td></td>
<td>85 (condition 2)</td>
</tr>
<tr>
<td>Any country</td>
<td>53 (condition 5)</td>
</tr>
</tbody>
</table>

11.1.6.2 Minimum Cardholder Letter Requirements

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:

- 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 11-7, “Cardholder Letter - Required Issuer Documentation.”

In the Europe Region, each separate communication from a Cardholder reporting the fraudulent use of a Card or Account Number requires a separate certification.
### Table 11-7: Cardholder Letter – Required Issuer Documentation

<table>
<thead>
<tr>
<th>Certification Method</th>
<th>Required Issuer Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure Online Banking</td>
<td>All of the following:</td>
</tr>
<tr>
<td></td>
<td>- A document containing all of the following:</td>
</tr>
<tr>
<td></td>
<td>- Cardholder’s complete or partial Account Number</td>
</tr>
<tr>
<td></td>
<td>- Merchant name(s)</td>
</tr>
<tr>
<td></td>
<td>- Transaction Amount</td>
</tr>
<tr>
<td></td>
<td>- The unique identity</td>
</tr>
<tr>
<td></td>
<td>- Issuer certification that the unique identity represents the Cardholder’s signature</td>
</tr>
<tr>
<td>Secure Telephone Banking(^1)</td>
<td>All of the following in the Visa Resolve Online Questionnaire or Dispute Resolution Form:</td>
</tr>
<tr>
<td></td>
<td>- The date and time of the call</td>
</tr>
<tr>
<td></td>
<td>- 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</td>
</tr>
<tr>
<td></td>
<td>- In the Europe Region, the name of the Issuer’s representative who responded to the call (if available)</td>
</tr>
</tbody>
</table>

\(^1\) 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.

\(^2\) In the Europe Region, the facility to obtain Cardholder certification of fraud in a secure telephone banking environment may be withdrawn if the Issuer does not comply with the specified requirements.

### 11.1.6.3 Issuer Processing Requirements

On or before the Chargeback Processing Date, an Issuer must take the actions described in Table 11-8, “Issuer Processing Requirements by Chargeback Condition,” for the Chargeback conditions shown:

<table>
<thead>
<tr>
<th>Action</th>
<th>Chargeback Reason Code/Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close the Cardholder Account(^1)</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>1,3,4</td>
</tr>
</tbody>
</table>

\(^1\) 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.

\(^2\) In the Europe Region, the facility to obtain Cardholder certification of fraud in a secure telephone banking environment may be withdrawn if the Issuer does not comply with the specified requirements.
Dispute Resolution

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Action</th>
<th>Chargeback Reason Code/Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days&lt;sup&gt;1,2&lt;/sup&gt;</td>
<td>All</td>
</tr>
<tr>
<td>Report the Fraud Activity through VisaNet</td>
<td>3</td>
</tr>
<tr>
<td>Report the Fraud Activity through VisaNet using fraud type codes 0, 1, or 2</td>
<td>3</td>
</tr>
<tr>
<td>Report the Fraud Activity through VisaNet using fraud type code 4</td>
<td>All</td>
</tr>
</tbody>
</table>

<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.

### 11.1.7 Time Limits

#### 11.1.7.1 Chargeback Time Limit

A Chargeback must be processed according to the time limit specified in Table 11-9, “Chargeback Time Limits.”

The Chargeback time limit begins on the calendar day following the Transaction Processing Date.

#### Table 11-9: Chargeback Time Limits

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Chargeback Description</th>
<th>Time Limit (calendar days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>Services Not Provided or Merchandise Not Received</td>
<td>120&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td>41</td>
<td>Cancelled Recurring Transaction</td>
<td>120</td>
</tr>
<tr>
<td>53</td>
<td>Not as Described or Defective Merchandise</td>
<td>120&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td>57</td>
<td>Fraudulent Multiple Transactions</td>
<td>120</td>
</tr>
<tr>
<td>62</td>
<td>Counterfeit Transaction</td>
<td>120</td>
</tr>
<tr>
<td>70</td>
<td>Card Recovery Bulletin or Exception File</td>
<td>75</td>
</tr>
</tbody>
</table>
### Chargebacks and Representments

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Chargeback Description</th>
<th>Time Limit (calendar days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>Declined Authorization</td>
<td>75</td>
</tr>
<tr>
<td>72</td>
<td>No Authorization</td>
<td>75</td>
</tr>
<tr>
<td>73</td>
<td>Expired Card</td>
<td>75</td>
</tr>
<tr>
<td>74</td>
<td>Late Presentment</td>
<td>120</td>
</tr>
<tr>
<td>75</td>
<td>Transaction Not Recognized</td>
<td>120</td>
</tr>
<tr>
<td>76</td>
<td>Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation</td>
<td>120</td>
</tr>
<tr>
<td>77</td>
<td>Non-Matching Account Number</td>
<td>75</td>
</tr>
<tr>
<td>78</td>
<td>Service Code Violation</td>
<td>75</td>
</tr>
<tr>
<td>80</td>
<td>Incorrect Transaction Amount or Account Number</td>
<td>120</td>
</tr>
<tr>
<td>81</td>
<td>Fraud – Card-Present Environment</td>
<td>120</td>
</tr>
<tr>
<td>82</td>
<td>Duplicate Processing</td>
<td>120</td>
</tr>
<tr>
<td>83</td>
<td>Fraud – Card-Absent Environment</td>
<td>120</td>
</tr>
<tr>
<td>85</td>
<td>Credit Not Processed</td>
<td>120¹</td>
</tr>
<tr>
<td>86</td>
<td>Paid by Other Means</td>
<td>120</td>
</tr>
<tr>
<td>90</td>
<td>Non-Receipt of Cash or Load Transaction Value at ATM or Load Device</td>
<td>120</td>
</tr>
<tr>
<td>93</td>
<td>Visa Fraud Monitoring Program</td>
<td>120¹</td>
</tr>
</tbody>
</table>

¹ Unless otherwise specified in the reason code

11.1.7.2 Representment Time Limit

An Acquirer must process a Representment within 45 calendar days\(^1\)\(^2\)\(^3\) of the Chargeback Processing Date. If applicable, the Acquirer must allow 5 calendar days\(^4\) 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.

---

1 For a Nigeria domestic POS Transaction, 5 business days. For a Nigeria domestic ATM Transaction, 3 business days
2 For an Egypt domestic ATM Transaction, for Chargeback reason codes 82 and 90, 10 calendar days
3 For an India domestic ATM Transaction, for Chargeback reason codes 82 and 90, 6 calendar days
11.1.7.3 Chargeback or Representment Documentation Submission Time Limit

A Member must send Chargeback or Representment documentation within 5 calendar days\(^1\) of the Processing Date of the Chargeback or Representment, as applicable.

\(^1\) For a Nigeria Domestic Transaction, 3 calendar days

11.1.8 Representment Processing Requirements

11.1.8.1 Return of Same Reason Code in Representment

An Acquirer must return the same reason code in the Representment that was received in the Chargeback Clearing Record.

11.1.8.2 Representment Processing Requirements

To process a Representment, an Acquirer must provide the Member message text and supporting documentation or certification, as follows:

<table>
<thead>
<tr>
<th>Representment Condition</th>
<th>Applicable Reason Code</th>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification</th>
</tr>
</thead>
</table>
| A credit, Reversal, or, for reason code 76 condition 5, a Reversal or an adjustment was processed. | All | As applicable:
- CRED MMDDYY ARN X...X (23 or 24 digits)
- REVERSAL MMDDYY
- ADJUSTMENT/CREDIT MMDDYY | 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 |
## Visa Product and Service Rules
### Dispute Resolution
#### Chargebacks and Representations

<table>
<thead>
<tr>
<th>Representment Condition</th>
<th>Applicable Reason Code</th>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer or Originating Member can remedy the Chargeback.</td>
<td>All</td>
<td>See Chargeback reason code</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can provide Compelling Evidence.</td>
<td>30, 53, 76, 81, 83</td>
<td>None required</td>
<td>Both:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Compelling Evidence</td>
</tr>
</tbody>
</table>

1 Does not apply in the Europe Region

### 11.1.8.3 Use of Compelling Evidence

An Acquirer may submit Compelling Evidence at the time of Representment, as follows:

Table 11-11: Allowable Compelling Evidence

<table>
<thead>
<tr>
<th>Item #</th>
<th>Allowable Compelling Evidence</th>
<th>Applicable Chargeback Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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</td>
<td>X X X X</td>
</tr>
</tbody>
</table>
| 2      | For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following:  
     • Cardholder signature on the pick-up form  
     • Copy of identification presented by the Cardholder  
     • Details of identification presented by the Cardholder | 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 match of Y or M. A signature is not required as evidence of delivery. | X     X                             |

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### Vispa Product and Service Rules

#### Dispute Resolution

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Item #</th>
<th>Allowable Compelling Evidence(^1)</th>
<th>Applicable Chargeback Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>4</td>
<td>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:</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>• Purchaser's IP address and the device geographical location at the date and time of the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Device ID number and name of device (if available)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Purchaser's name and email address linked to the customer profile held by the Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Proof that the Merchant's website or application was accessed by the Cardholder for merchandise or services on or after the Transaction Date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Evidence that the same device and Card used in the disputed Transaction were used in any previous Transaction that was not disputed</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>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.</td>
<td>X</td>
</tr>
<tr>
<td>6</td>
<td>For a Mail/Phone Order Transaction, a signed order form</td>
<td>X</td>
</tr>
<tr>
<td>7</td>
<td>For a passenger transport Transaction, evidence that the services were provided and any of the following:</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>• Proof that the ticket was received at the Cardholder's billing address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Evidence that the ticket or boarding pass was scanned at the gate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 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</td>
<td></td>
</tr>
</tbody>
</table>
## Dispute Resolution

### Chargebacks and Representments

<table>
<thead>
<tr>
<th>Item #</th>
<th>Allowable Compelling Evidence</th>
<th>Applicable Chargeback Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>8</td>
<td>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</td>
<td>X</td>
</tr>
<tr>
<td>9</td>
<td>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</td>
<td>X</td>
</tr>
<tr>
<td>10</td>
<td>For a T&amp;E Transaction, evidence that the services were provided and either: 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</td>
<td>X</td>
</tr>
<tr>
<td>11</td>
<td>Evidence that the Transaction was completed by a member of the Cardholder’s household or family</td>
<td>X</td>
</tr>
<tr>
<td>12</td>
<td>Evidence that the person who signed for the merchandise was authorized to sign for the Cardholder or is known by the Cardholder</td>
<td>X</td>
</tr>
<tr>
<td>13</td>
<td>Evidence of one or more non-disputed payments for the same merchandise or service</td>
<td>X</td>
</tr>
<tr>
<td>14</td>
<td>For a Recurring Transaction, all of the following: Evidence of a legally binding contract held between the Merchant and the Cardholder</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Proof the Cardholder is using the merchandise or services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Evidence of a previous Transaction that was not disputed</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>For a Dynamic Currency Conversion (DCC) Transaction not involving a Europe Member, both:</td>
<td>X</td>
</tr>
</tbody>
</table>
Visa Product and Service Rules

Dispute Resolution

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Item #</th>
<th>Allowable Compelling Evidence</th>
<th>Applicable Chargeback Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>30</td>
</tr>
</tbody>
</table>
|        | ● 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.  
   ● A statement from the Acquirer confirming that DCC choice was made by the Cardholder and not by the Merchant. |     |     | X  | X  |     |
| 16     | In the Europe Region, evidence that the Cardholder has been compensated for the value of the merchandise or services through another method. | X   | 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  |

1 In the Europe Region, an Acquirer may present Compelling Evidence not listed in this table.
2 A Merchant must not require positive identification as a condition of Card acceptance, unless it is required or permitted elsewhere in the Visa Rules.

11.1.8.4 Intercompany Chargeback Process for Visa Easy Payment Service (VEPS) and Small Ticket Transactions

For a Visa Easy Payment Service Transaction, Visa will pay in lieu of an Acquirer for a Chargeback received from a Europe Issuer 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.
11.1.9 Chargeback Reason Codes

11.1.9.1 Reason Code Table Format

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>
<thead>
<tr>
<th>Country/Region Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>The rule applies to a Transaction between Members anywhere in the world.</td>
</tr>
<tr>
<td>All excluding Europe</td>
<td>The rule applies only to a Transaction that does not involve a Europe Member.</td>
</tr>
</tbody>
</table>
| Europe and Interregional including Europe | The rule applies to both:  
- A Transaction in the Europe Region  
- An Interregional Transaction between a Member outside the Europe Region and a Member in the Europe Region. |
| [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 or Domestic Transaction in the AP Region). |
11.1.10 Chargeback Reason Code 30 – Services Not Provided or Merchandise Not Received

11.1.10.1 Chargeback Conditions – Reason Code 30

Table 11-13: Chargeback Conditions – Reason Code 30

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 30</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
</tr>
</tbody>
</table>

11.1.10.2 Chargeback Rights and Limitations – Reason Code 30

Table 11-14: Chargeback Rights and Limitations – Reason Code 30

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 30</th>
</tr>
</thead>
</table>
| General              | • The Chargeback amount is limited to the portion of services or merchandise not received.  
• Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.                                                                                                  |
|                       | 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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**Chargebacks and Representments**

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 30</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Applies only if the Merchant is placed into liquidation or receivership</td>
<td>France Domestic</td>
</tr>
</tbody>
</table>

### Table 11-15: Invalid Chargebacks – Reason Code 30

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 30</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>● A Transaction in which merchandise is being held by the Cardholder's country's customs agency</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>● A Transaction that the Cardholder states is fraudulent</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>● A dispute regarding the quality of merchandise or service rendered</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>● A partial prepayment(^1) when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>● The Cash-Back portion of a Visa Cash-Back Transaction</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>● An Automated Fuel Dispenser Transaction</td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>

\(^1\) Processed as specified in Section 5.9.9.1, “Requirements for Prepayments and Transactions Using Stored Credentials”

### Table 11-16: Chargeback Time Limit – Reason Code 30

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Time Limit – Reason Code 30</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>If applicable, before initiating a Chargeback, an Issuer must wait 15 calendar days from either: (^1)</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified</td>
<td>All</td>
</tr>
</tbody>
</table>

\(^1\) If applicable, before initiating a Chargeback, an Issuer must wait 15 calendar days from either the Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified.
Visa Product and Service Rules

Dispute Resolution

Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Time Limit – Reason Code 30</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>● The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A Chargeback must be processed no later than either:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 120 calendar days from the Transaction Processing Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>If a Europe 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</td>
<td>Europe</td>
</tr>
</tbody>
</table>

1 Unless the waiting period would cause the Chargeback to exceed the Chargeback timeframe

### 11.1.10.5 Chargeback Processing Requirements – Reason Code 30

Table 11-17: Chargeback Processing Requirements – Reason Code 30

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 30</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General
As applicable:
● SERVICES NOT RENDERED MMDDYY
● MERCH NOT RECEIVED MMDDYY | Visa Resolve Online Questionnaire or Dispute Resolution Form stating any of the following, as applicable:
● Services were not rendered by the expected date
● Merchandise was not received
● Expected arrival date of the merchandise
● Merchandise not received at agreed location (Issuer must specify)
● Cardholder attempted to resolve with Merchant
● Merchandise was returned MMDDYY | All |
## Chargebacks and Representments

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 30</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>General</strong>&lt;br&gt;As applicable:</td>
<td><strong>Europe</strong>&lt;br&gt;Both:&lt;br&gt;● Unless prohibited by applicable laws or regulations, Dispute Resolution Form stating both:&lt;br&gt;– An explanation of the attempt to resolve the dispute with the bonding authority/insurance scheme&lt;br&gt;– The date of the letter or advice from the bonding authority/insurance scheme&lt;br&gt;● 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</td>
<td></td>
</tr>
</tbody>
</table>

### 11.1.10.6 Representment Processing Requirements – Reason Code 30

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 30</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback&lt;br&gt;<strong>General</strong>&lt;br&gt;● None required</td>
<td>Visa Resolve Online Questionnaire or Dispute Resolution Form and either:&lt;br&gt;● Documentation to prove that the Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date&lt;br&gt;● 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</td>
<td>All</td>
</tr>
</tbody>
</table>
11.1.11 Chargeback Reason Code 41 – Cancelled Recurring Transaction

11.1.11.1 Chargeback Conditions – Reason Code 41

Table 11-19: Chargeback Conditions – Reason Code 41

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 41</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Cardholder withdrew permission to charge the account for a Recurring Transaction or, in the Europe Region, an Installment Transaction.</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>All</td>
</tr>
</tbody>
</table>
| 3         | 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:  
  - Did not notify the Cardholder in writing at least 10 calendar days before the Transaction Date  
  - Notified the Cardholder at least 10 calendar days before the Transaction Date but the Cardholder did not consent to the charge | US Domestic    |

11.1.11.2 Chargeback Rights and Limitations – Reason Code 41

Table 11-20: Chargeback Rights and Limitations – Reason Code 41

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 41</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>The Chargeback amount is limited to the unused portion of the service or merchandise.¹</td>
<td>All</td>
</tr>
</tbody>
</table>

¹ In the Europe Region, this does not apply to an Installment Transaction.
11.1.11.3 Invalid Chargebacks – Reason Code 41

Table 11-21: Invalid Chargebacks – Reason Code 41

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 41</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Chargeback is invalid for any of the following:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td></td>
<td>All</td>
</tr>
<tr>
<td>● An Installment Transaction¹</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Effective 22 April 2017 An Unscheduled Credential-on-File Transaction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ Does not apply in the Europe Region

11.1.11.4 Chargeback Processing Requirements – Reason Code 41

Table 11-22: Chargeback Processing Requirements – Reason Code 41

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 41</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>● CH CANCELLED MMDDYY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>● NOTIFICATION ACCT CLOSED MMDDYY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>None required</td>
<td>Europe</td>
</tr>
<tr>
<td>● ACCOUNT CLOSED MMDDYY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● FACILITIES WITHDRAWN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● CARDHOLDER DECEASED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td>None required</td>
<td>US Domestic</td>
</tr>
<tr>
<td>● TX AMT EXCEEDS CH PREAUTHD RANGE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11.1.11.5 Representment Processing Requirements – Reason Code 41

Table 11-23: Representment Processing Requirements – Reason Code 41

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 41</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback. General • None required</td>
<td>Both: • Visa Resolve Online Questionnaire or Dispute Resolution Form • Either: – Documentation to prove that the service was not cancelled – Documentation to prove that the Acquirer or Merchant was not notified that the account was closed</td>
<td>All</td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback. General • None required</td>
<td>Both: • Visa Resolve Online Questionnaire • Documentation to prove that the Transaction was not previously charged back</td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>


11.1.12 Chargeback Reason Code 53 – Not as Described or Defective Merchandise

11.1.12.1 Chargeback Conditions – Reason Code 53

Table 11-24: Chargeback Conditions – Reason Code 53

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Merchandise or services did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase.</td>
<td>All excluding France Domestic</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>Canada Domestic US Domestic Canada/US Interregional</td>
</tr>
</tbody>
</table>
## Chargeback Conditions – Reason Code 53

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>The merchandise received by the Cardholder was damaged or defective.</td>
<td>All excluding France Domestic</td>
</tr>
<tr>
<td>4</td>
<td>The Cardholder disputes the quality of the merchandise or services.</td>
<td>All excluding France Domestic</td>
</tr>
<tr>
<td>5</td>
<td>The merchandise was identified as counterfeit by:</td>
<td>All excluding France Domestic</td>
</tr>
<tr>
<td></td>
<td>● The owner of the intellectual property or its authorized representative</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● A customs agency, law enforcement agency, or other governmental agency</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● A neutral bona fide expert</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The Cardholder claims that the terms of sale were misrepresented by the Merchant.</td>
<td>All excluding France Domestic</td>
</tr>
</tbody>
</table>

### 11.1.12.2 Chargeback Rights and Limitations – Reason Code 53

#### Table 11-25: Chargeback Rights and Limitations – Reason Code 53

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>• The Chargeback amount is limited to the unused portion of the service or value of the returned merchandise.</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>• The Chargeback amount must not exceed the original Transaction amount.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant’s liquidator.</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 1, 2, 3, 4</td>
<td>Before the Issuer may initiate a Chargeback, the Cardholder must return or attempt to return the merchandise or cancel the services.</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>Chargeback Condition 1, 3, 4</td>
<td>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.</td>
<td>Europe and Interregional including Europe</td>
</tr>
</tbody>
</table>
## Chargeback Rights and Limitations – Reason Code 53

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chargeback Condition 1, 4, 6</strong></td>
<td>Europe</td>
</tr>
<tr>
<td>For a VPAY Transaction, the Chargeback applies only to Electronic Commerce Transactions and Mail/Phone Order Transactions.</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 5</strong></td>
<td>All</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 6</strong></td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>
| The Chargeback applies for any of the following:  
  - A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees\(^1\)  
  - A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:\(^2\)  
    - Debt consolidation  
    - Credit repair/counseling  
    - Mortgage repair/modification/counseling  
    - Foreclosure relief services  
    - Credit card interest rate reduction services  
  - Computer software, including anti-virus software that is sold using inaccurate online advertisements or that contains malicious software downloads  
  - 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  
  - A Transaction where a Merchant advises the Cardholder that they can recover the Cardholder’s funds and fails to provide services  
  - A Transaction at an outbound telemarketing Merchant | |

---

\(^1\) Timeshare reseller fees: Fees paid to a Merchant who is a timeshare reseller or a timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees.

\(^2\) Financial products or services: Debt consolidation, credit repair/counseling, mortgage repair/modification/counseling, foreclosure relief services, and credit card interest rate reduction services.
### Chargeback Rights and Limitations – Reason Code 53

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>– 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 6</strong></td>
<td>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.</td>
<td>Europe</td>
</tr>
</tbody>
</table>

1. This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.
2. This condition is based on the type of merchandise or services sold and not solely on the MCC.

### 11.1.12.3 Invalid Chargebacks – Reason Code 53

#### Table 11-26: Invalid Chargebacks – Reason Code 53

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **General**          | • The Cash-Back portion of a Visa Cash-Back Transaction  
                      • A dispute regarding Value-Added Tax (VAT) | All |
| **Chargeback Condition 1, 2, 3, 4** | A Transaction in which the returned merchandise is held by any customs agency except the Merchant’s country’s customs agency | All |
| **Chargeback Condition 2** | Either:  
• A Transaction in which the returned merchandise is held by any customs agency except the Merchant’s country’s customs agency  
• 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 that sells any of the following merchandise or services:  
  – Debt consolidation  
  – Credit repair/counseling  
  – Mortgage repair/modification/counseling  
  – Foreclosure relief service | Canada Domestic  
US Domestic  
Canada/US Interregional |
## Chargeback Time Limit – Reason Code 53

### Table 11-27: Chargeback Time Limit – Reason Code 53

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Time Limit – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General              | Unless otherwise specified, a Chargeback must be processed no later than 120 calendar days from one of the following:  
  - The Transaction Processing Date  
  - For merchandise or services purchased or provided on, before, or after the Transaction Processing Date, the date the Cardholder received the merchandise or services  
  - For a partial prepayment,\(^1\) the Processing Date of the balance portion of the Transaction | All |
| Chargeback Condition 1, 2, 3, 4 | Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder returned or attempted to return the merchandise 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. | All |
| Chargeback Condition 2, 4 | 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:  
  - There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.  
  - The negotiations occurred within 120 days of the Transaction Processing Date.  
  - The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date. | All |

---

1. For a partial prepayment, the chargeback processing date is determined as follows:  
   - For a partial prepayment, the balance portion of the partial prepayment is subject to the same chargeback time limit as the original charge.
Chargeback Condition 5
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.

Chargeback Condition 6
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.

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:

- There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute
- The negotiations occurred within 120 days of the Transaction Processing Date
- The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date

1 Processed as specified in Section 5.9.9.1, “Requirements for Prepayments and Transactions Using Stored Credentials”

11.1.12.5 Chargeback Processing Requirements – Reason Code 53

Table 11-28: Chargeback Processing Requirements – Reason Code 53

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1, 2, 3, 4, 4</td>
<td>Visa Resolve Online Questionnaire stating the following, as applicable:</td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td>• An explanation of what was not as described or defective or information regarding the quality-related issue</td>
<td></td>
</tr>
<tr>
<td>• NOT AS DESCRIBED</td>
<td>• The date the Cardholder received the merchandise or services</td>
<td></td>
</tr>
<tr>
<td>• DEFECTIVE MERCHANDISE</td>
<td>• That the Cardholder attempted to resolve the dispute with the Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The date the Cardholder returned or attempted to return the merchandise or cancelled services.</td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>
# Visa Product and Service Rules

## Dispute Resolution

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

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A detailed explanation of how and when the Cardholder attempted to return the merchandise</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The disposition of the merchandise</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The name of the shipping company</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• An invoice/tracking number (if available)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The date the Merchant received the merchandise</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 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</td>
<td></td>
</tr>
</tbody>
</table>

### Chargeback Condition 1, 3, 4

As applicable:
- NOT AS DESCRIBED
- DEFECTIVE MERCHANDISE

Both:
- Visa Resolve Online Questionnaire or Dispute Resolution Form stating the following, as applicable:
  - An explanation of what was not as described or defective or information regarding the quality related issue
  - The date the Cardholder received the merchandise or services
  - That the Cardholder attempted to resolve the dispute with the Merchant
  - The date the Cardholder returned, or attempted to return the merchandise or cancelled services
  - A detailed explanation of how and when the Cardholder attempted to return the merchandise
  - The disposition of the merchandise, if applicable
  - The name of the shipping company
  - An invoice/tracking number (if available)
  - The date the Merchant received the merchandise
- 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

<table>
<thead>
<tr>
<th>Chargeback Condition 5</th>
<th>Visa Resolve Online Questionnaire or Dispute Resolution Form including all of the following</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>• COUNTERFEIT MERCHANDISE</td>
<td></td>
<td>All</td>
</tr>
</tbody>
</table>
## Dispute Resolution

### Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 53</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Certification that the Cardholder received notification from one of the entities listed under Chargeback Condition 5 that the merchandise is counterfeit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The date the Cardholder received the merchandise or received notification that the merchandise was counterfeit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● A description of the counterfeit merchandise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The disposition of the merchandise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 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, and validation that the person or entity is qualified to provide the notification</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Chargeback Condition 6

**TERMS OF SALE MISREPRESENTED**

<table>
<thead>
<tr>
<th>Both:</th>
<th></th>
<th>All excluding Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Visa Resolve Online Questionnaire stating all of the following, as applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The date the merchandise was returned or the service was cancelled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The name of the shipping company</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The invoice/tracking number (if available)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The date the Merchant received the merchandise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● That the Cardholder attempted to resolve the dispute with the Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● An explanation of what was not as described or defective</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The date the Cardholder received the merchandise or services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Chargeback Condition 6

- **TERMS OF SALE MISREPRESENTED**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 53</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| Both: | Visa Resolve Online Questionnaire or Dispute Resolution Form stating all of the following as applicable:  
- The date the merchandise or the service was cancelled  
- The date the Merchant received the merchandise  
- That the Cardholder attempted to resolve the dispute with the Merchant  
- The date the Cardholder received the merchandise or services  
- Documentation from the Cardholder describing how the Merchant's written representations do not match the terms of sale to which the Cardholder agreed | Europe and Interregional including Europe |

### 11.1.12.6 Representment Processing Requirements – Reason Code 53

#### Table 11-29: Representment Processing Requirements – Reason Code 53

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 53</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| **The Acquirer can remedy the Chargeback**  
**Chargeback Condition 2**  
- RETURNED MDSE NOT RECEIVED (if applicable) | All of the following:  
- Visa Resolve Online Questionnaire  
- Documentation to prove that the merchandise or service matched what was described  
- Merchant rebuttal addressing the Cardholder’s claims  
- If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise | Canada Domestic US Domestic Canada/US Interregional |

| **The Acquirer can remedy the Chargeback**  
**Chargeback Condition 1, 3, 4**  
- RETURNED MDSE NOT RECEIVED (if applicable) | All of the following:  
- Visa Resolve Online Questionnaire or Dispute Resolution Form  
- Documentation to prove that the merchandise or service matched what was described  
- Merchant rebuttal addressing the Cardholder’s claims  
- If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise | All |
Visa Product and Service Rules

Dispute Resolution

Chargebacks and Representments

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 53</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| The Acquirer can remedy the Chargeback Chargeback Condition 5 | Both:  
- Visa Resolve Online Questionnaire or Dispute Resolution Form  
- Documentation to support the Merchant’s claim that the merchandise was not counterfeit | All |
| The Acquirer can remedy the Chargeback Chargeback Condition 6 | Both:  
- Visa Resolve Online Questionnaire or Dispute Resolution Form  
- Documentation to prove that the terms of sale of the merchandise or services were not misrepresented | All |

11.1.13 Chargeback Reason Code 57 – Fraudulent Multiple Transactions

11.1.13.1 Chargeback Conditions – Reason Code 57

Table 11-30: Chargeback Conditions – Reason Code 57

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 57</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| 1         | All of the following:  
- All of the disputed Transactions occurred at the same Merchant Outlet.  
- The Cardholder acknowledges participating in at least one Transaction at the same Merchant Outlet.  
- The Cardholder denies authorizing or participating in the disputed Transaction.  
- The Card was in the Cardholder’s possession at the time of the disputed Transaction. | All |
### 11.1.13.2 Invalid Chargebacks – Reason Code 57

**Table 11-31: Invalid Chargebacks – Reason Code 57**

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 57</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>- A Card-Absent Environment Transaction</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>- A delayed charge or an amended amount processed as specified in Section 5.9.7.3, “Conditions for Assessing Amended Amounts or Delayed Charges”</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- An Emergency Cash Disbursement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- An EMV PIN Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A Contactless Transaction in which a PIN was used</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A Transaction in which a Consumer Device Cardholder Verification Method (CDCVM) was used</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- <strong>Effective 22 April 2017</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A Visa B2B Virtual Payments Program Transaction</td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>General</td>
<td>A PIN-Authenticated Visa Debit Transaction</td>
<td>US Domestic</td>
</tr>
<tr>
<td>General</td>
<td>A VPAY Transaction</td>
<td>Europe</td>
</tr>
</tbody>
</table>

**ID# 0007492**

Edition: Apr 2017 | Last Updated: Apr 2017

### 11.1.13.3 Chargeback Processing Requirements – Reason Code 57

**Table 11-32: Chargeback Processing Requirements – Reason Code 57**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 57</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>All of the following:</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td></td>
<td>- <em>Visa Resolve Online Questionnaire</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- In lieu of documentation, Issuer certification</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- In lieu of documentation, Issuer certification that the acknowledged Transaction was not processed, if applicable</td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>All of the following:</td>
<td>Europe and Interregional</td>
</tr>
</tbody>
</table>

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## Visa Product and Service Rules
### Dispute Resolution
#### Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 57</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>None required</td>
<td>Visa Resolve Online Questionnaire or Dispute Resolution Form, A Cardholder letter, If the acknowledged Transaction was not processed, the Issuer must supply the Cardholder copy of the Transaction Receipt</td>
<td>including Europe</td>
</tr>
</tbody>
</table>

The Acquirer can remedy the Chargeback

### 11.1.13.4 Representment Processing Requirements – Reason Code 57

Table 11-33: Representment Processing Requirements – Reason Code 57

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 57</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback General</td>
<td>All of the following, if applicable: Visa Resolve Online Questionnaire or Dispute Resolution Form, Irrefutable evidence to demonstrate that the Cardholder participated in the disputed Transactions, Evidence to show that the Chargeback was invalid</td>
<td>All</td>
</tr>
</tbody>
</table>

### 11.1.14 Chargeback Reason Code 62 – Counterfeit Transaction


Table 11-34: Chargeback Conditions – Reason Code 62

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 62</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All of the following: The Transaction was completed with a Counterfeit Card in a Card-Present Environment. The Cardholder denies authorizing or participating in the Transaction. Online Authorization was obtained without transmission of the entire unaltered data on track 1 or track 2, or Full-Chip Data.</td>
<td>All</td>
</tr>
</tbody>
</table>
### Chargeback Conditions – Reason Code 62

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 62</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| 2         | The Transaction qualifies for the EMV liability shift, as specified in Section 1.11.1.3, “EMV Liability Shift Participation,” and all of the following:  
  - The Transaction was completed with a Counterfeit Card in a Card-Present Environment.  
  - The Cardholder denies authorizing or participating in the Transaction.  
  - The Card is a Chip Card (first digit of the Service Code is 2 or 6).  
  - Either:  
    - The Transaction did not take place at a Chip-Reading Device (terminal entry capability code was not 5).  
    - For a Transaction that does not involve a Europe Member, 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. | All |

**Effective for Transactions completed through 14 October 2016**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 62</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| 3         | All of the following:  
  - The Transaction was completed with a Counterfeit Card in a Card-Present Environment.  
  - The Cardholder denies authorizing or participating in the Transaction.  
  - The Transaction was a Manual Cash Disbursement or a Quasi-Cash Transaction completed in a Face-to-Face Environment.  
  - The Merchant or Member did not both:  
    - Compare the first 4 digits of the embossed or printed Account Number with the 4 digits printed above or below the Account Number  
    - Record on the Transaction Receipt the digits printed above or below the Account Number | All |

### 11.14.2 Invalid Chargebacks – Reason Code 62

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 62</th>
<th>Country/Region</th>
</tr>
</thead>
</table>

The Chargeback is invalid for any of the following:
## Chargebacks and Representments

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 62</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>● An Emergency Cash Disbursement</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● <strong>Effective 22 April 2017</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A Visa B2B Virtual Payments Program Transaction</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 1</strong></td>
<td>Either:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● The CVV was not encoded on the Card.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● The Transaction was completed with a Proprietary Card bearing the Plus Symbol.</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 1, 3</strong></td>
<td>A VPAY Transaction</td>
<td>Europe</td>
</tr>
<tr>
<td><strong>Chargeback Condition 2</strong></td>
<td>Any of the following:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● The Transaction was a Chip-initiated Transaction (POS Entry Mode code 05 or 07).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● The Transaction was a Fallback Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● The CVV was in the Authorization Request but CVV verification was not performed or the Authorization record indicates that the CVV failed verification.</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 2</strong></td>
<td>A Transaction that contained a payment Token</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td><strong>Chargeback Condition 2</strong></td>
<td>A Small Ticket Transaction</td>
<td>Europe</td>
</tr>
<tr>
<td><strong>Effective for Transactions completed through 13 April 2018 Chargeback Condition 2</strong></td>
<td>A Transaction on an Account Number for which the Issuer has initiated more than 10 Chargebacks within the previous 120 calendar days</td>
<td>US Domestic</td>
</tr>
</tbody>
</table>
Invalid Chargebacks – Reason Code 62

Either:

- A Transaction conducted using a Mobile Payment Device
- A Transaction completed with a Proprietary Card bearing the Plus Symbol

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective for Transactions completed through 14 October 2016</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.14.3 Chargeback Processing Requirements – Reason Code 62

Table 11-36: Chargeback Processing Requirements – Reason Code 62

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 62</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1 As applicable:</td>
<td></td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>• For an ATM Transaction: None required</td>
<td>• For an ATM Transaction: None required</td>
<td></td>
</tr>
<tr>
<td>• For all other Transactions, all of the following, as applicable:</td>
<td>• For all other Transactions, all of the following, as applicable:</td>
<td></td>
</tr>
<tr>
<td>– Visa Resolve Online Questionnaire</td>
<td>– Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td>– Certification that the CVV was encoded on the Card</td>
<td>– Certification that the CVV was encoded on the Card</td>
<td></td>
</tr>
<tr>
<td>– Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</td>
<td>– Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</td>
<td></td>
</tr>
<tr>
<td>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td>– Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</td>
<td>– Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</td>
<td></td>
</tr>
<tr>
<td>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</td>
<td>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</td>
<td></td>
</tr>
<tr>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td></td>
</tr>
</tbody>
</table>

| Chargeback Condition 1 As applicable: | | Europe and Interregional including Europe |
| • For an ATM Transaction: None required | • For an ATM Transaction: None required | |
| • For all other Transactions, all of the following, as applicable: | • For all other Transactions, all of the following, as applicable: | |
| – Visa Resolve Online Questionnaire or Dispute Resolution Form | – Visa Resolve Online Questionnaire or Dispute Resolution Form | |
### Chargebacks and Representations

#### Member Message Text

- For an ATM Transaction:
  - CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT

#### Supporting Documentation/Certification – Reason Code 62

- Certification that the CVV was encoded on the Card
- Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization
- 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:
  - Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction
  - Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4
  - Certification of the date the Account Number was listed on the Exception File
- 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

#### Chargeback Condition 2

- EMV CARD, NON EMV DEVICE

All of the following:
- Visa Resolve Online Questionnaire
- Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction
- Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)
- Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4
- Certification of the date the Account Number was listed on the Exception File

#### Chargeback Condition 2

- EMV CARD, NON EMV DEVICE

All of the following:
- Visa Resolve Online Questionnaire or Dispute Resolution Form

<table>
<thead>
<tr>
<th>Country/Region</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe and Interregional including Europe</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country/Region</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All excluding Europe</td>
<td></td>
</tr>
</tbody>
</table>
## Visa Core Rules and Visa Product and Service Rules

### Dispute Resolution

#### Member Message Text

<table>
<thead>
<tr>
<th>Supporting Documentation/ Certification – Reason Code 62</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>● 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 equivalent), all of the following:</td>
<td></td>
</tr>
<tr>
<td>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</td>
<td></td>
</tr>
<tr>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td>● 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</td>
<td></td>
</tr>
<tr>
<td>● Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td>● A legible Transaction Receipt copy</td>
<td></td>
</tr>
<tr>
<td>● For a Transaction with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following:</td>
<td></td>
</tr>
<tr>
<td>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</td>
<td></td>
</tr>
<tr>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td></td>
</tr>
</tbody>
</table>

**Effective for Transactions completed through 14 October 2016**

**Chargeback Condition 3**

- For a Manual Cash Disbursement or Quasi-Cash Transaction: **EMBOSSED/PRINTED DIGITS NOT COMPARED**
### Visa Product and Service Rules

**Dispute Resolution**

**Chargebacks and Representments**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 62</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Cardholder letter denying authorization of or participation in the Transaction or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 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), a Cardholder letter denying authorization of or participation in the Transaction</td>
<td></td>
</tr>
</tbody>
</table>


#### Table 11-37: Representment Rights and Limitations – Reason Code 62

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Representment Rights and Limitations – Reason Code 62</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>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.</td>
<td>All</td>
</tr>
</tbody>
</table>

**11.1.14.5 Representment Processing Requirements – Reason Code 62**

#### Table 11-38: Representment Processing Requirements – Reason Code 62

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 62</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Issuer did not meet the applicable Chargeback conditions</td>
<td>As applicable</td>
<td>All</td>
</tr>
<tr>
<td>Member Message Text</td>
<td>Supporting Documentation/ Certification – Reason Code 62</td>
<td>Country/ Region</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td><strong>Chargeback Condition 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● AUTH DATE MMDDYY CODE X...X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● POS XX (Specify POS Entry Mode code value)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● AUTHENTICATION CRYPT IN AUTH</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Issuer did not meet the applicable Chargeback conditions</strong></td>
<td></td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● EMV DEVICE, POS 90, NON CHIP SVCE CODE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Effective for Transactions completed through 14 October 2016</strong></td>
<td></td>
<td>All</td>
</tr>
<tr>
<td>The Issuer did not meet the applicable Chargeback conditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Acquirer can remedy the Chargeback</strong></td>
<td></td>
<td>All</td>
</tr>
<tr>
<td>● X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11.1.15 Chargeback Reason Code 70 – Card Recovery Bulletin or Exception File

11.1.15.1 Chargeback Conditions – Reason Code 70

Table 11-39: Chargeback Conditions – Reason Code 70

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 70</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All of the following:</td>
<td>All excluding US Domestic</td>
</tr>
<tr>
<td></td>
<td>- The Transaction was below the Merchant’s Floor Limit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The Merchant did not obtain Authorization.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 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.</td>
<td></td>
</tr>
</tbody>
</table>

11.1.15.2 Chargeback Rights and Limitations – Reason Code 70

Table 11-40: Chargeback Rights and Limitations – Reason Code 70

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 70</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>The Chargeback applies whether or not a specific Account Number in a blocked BIN appears in the Card Recovery Bulletin or Exception File.</td>
<td>All excluding US Domestic</td>
</tr>
<tr>
<td>Chargeback Condition 1</td>
<td>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.</td>
<td>All excluding US Domestic</td>
</tr>
</tbody>
</table>

11.1.15.3 Invalid Chargebacks – Reason Code 70

Table 11-41: Invalid Chargebacks – Reason Code 70

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 70</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>A Transaction authorized through the Emergency Payment Authorization Service</td>
<td>All excluding US Domestic</td>
</tr>
</tbody>
</table>
### Chargeback Condition

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 70</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>A Transaction completed at a Contactless-only Acceptance Device</td>
<td></td>
</tr>
</tbody>
</table>

### Chargeback Condition 1

- A Transaction that both:
  - Occurred at a Chip-Reading Device
  - Qualifies for the EMV liability shift, as specified in Section 1.11.1.3, “EMV Liability Shift Participation”

<table>
<thead>
<tr>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>All excluding US Domestic</td>
</tr>
</tbody>
</table>

### 11.1.15.4 Chargeback Processing Requirements – Reason Code 70

**Table 11-42: Chargeback Processing Requirements – Reason Code 70**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 70</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1</td>
<td>None required</td>
<td>All excluding US Domestic</td>
</tr>
</tbody>
</table>

| Listed CRB Date MMDDYY CRB Region XX |

### 11.1.15.5 Representment Processing Requirements – Reason Code 70

**Table 11-43: Representment Processing Requirements – Reason Code 70**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 70</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable</td>
<td>All excluding US Domestic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Acquirer can remedy the Chargeback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1</td>
</tr>
<tr>
<td>As applicable:</td>
</tr>
<tr>
<td>• ACCT NUM NOT ON CRB TRAN DATE MMDDYY</td>
</tr>
<tr>
<td>• CHECK-IN DATE MMDDYY</td>
</tr>
<tr>
<td>• RENTAL DATE MMDDYY</td>
</tr>
<tr>
<td>• EMBARK DATE MMDDYY</td>
</tr>
</tbody>
</table>
11.1.16 Chargeback Reason Code 71 – Declined Authorization

11.1.16.1 Chargeback Conditions – Reason Code 71

Table 11-44: Chargeback Conditions – Reason Code 71

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 71</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>An Authorization Request received a Decline or Pickup Response and the Merchant completed the Transaction</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>All of the following:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>• An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response, or a Pickup Response</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A subsequent Authorization was obtained by a means other than Voice Authorization.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Merchant completed the Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Transaction was initiated with a Counterfeit Card.</td>
<td></td>
</tr>
</tbody>
</table>

11.1.16.2 Chargeback Rights and Limitations – Reason Code 71

Table 11-45: Chargeback Rights and Limitations – Reason Code 71

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 71</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• At a United Kingdom Merchant, GBP 6</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Europe</td>
<td></td>
</tr>
</tbody>
</table>

ID# 0007525

ID# 0007529
11.1.16.3 Invalid Chargebacks – Reason Code 71

Table 11-46: Invalid Chargebacks – Reason Code 71

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 71</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Chargeback is invalid for any of the following:</td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>• A Transaction that was authorized by Stand-In Processing</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>• A Transaction that was authorized through the Emergency Payment Authorization Service</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 1</td>
<td>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 or was submitted more than 12 hours¹ after the submission of the first Authorization Request.</td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td>A VPAY Transaction</td>
<td>Europe</td>
</tr>
</tbody>
</table>

¹ The 12-hour limit does not apply in the Europe Region.

11.1.16.4 Chargeback Processing Requirements – Reason Code 71

Table 11-47: Chargeback Processing Requirements – Reason Code 71

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 71</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1 • AUTH DECLINED MMDDYY</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 2 • ISS CERT TX COUNTERFEIT</td>
<td>Both: • Visa Resolve Online Questionnaire or Dispute Resolution Form • Issuer certification that the approved Transaction was Counterfeit and both the initial and subsequent</td>
<td>All</td>
</tr>
</tbody>
</table>
### 11.1.16.5 Representment Processing Requirements – Reason Code 71

#### Table 11-48: Representment Processing Requirements – Reason Code 71

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 71</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Acquirer can remedy the Chargeback General</strong>&lt;br&gt;As applicable:&lt;br&gt;● AUTH DATE MMDDYY CODE X...X&lt;br&gt;● TRAN IS MMDDYY NOT MMDDYY</td>
<td>All of the following:&lt;br&gt;● <em>Visa Resolve Online Questionnaire</em> or Dispute Resolution Form&lt;br&gt;● For a dispute involving special Authorization procedures, <em>Certification of Special Authorization Representment Amount (Exhibit 3C)</em>. This does not apply to a US Domestic Transaction.&lt;br&gt;● Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.17 Chargeback Reason Code 72 – No Authorization

11.1.17.1 Chargeback Conditions – Reason Code 72

Table 11-49: Chargeback Conditions – Reason Code 72

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 72</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| 1         | Effective for Transactions completed through 21 April 2017  
The Transaction exceeded the Floor Limit and Authorization was not obtained on the Transaction Date  
Effective for Transactions completed on or after 22 April 2017  
The Transaction exceeded the Floor Limit and Authorization was not obtained on the date specified in Section 5.8.4.5, “Approval Response Validity Timeframes.” | 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 |

11.1.17.2 Chargeback Rights and Limitations – Reason Code 72

Table 11-50: Chargeback Rights and Limitations – Reason Code 72

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 72</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General              | • The Chargeback is limited to the amount above the applicable Floor Limit for a Chip-initiated, Offline-Approved Transaction  
• If Authorization was obtained for an amount less than the Transaction amount, the Chargeback is limited to either:  
  − The amount that was not authorized  
  − The difference between the Transaction amount and the amount for which Authorization was required, as specified in Section 5.8.3.1, “Authorization Amount Requirements”  
• 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. | 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 |
## Chargebacks and Representations

### Chargeback Rights and Limitations – Reason Code 72

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 72</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **Chargeback Condition 2** | ● The Chargeback applies for the entire Transaction amount.  
● 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. | All |

### Invalid Chargebacks – Reason Code 72

#### Table 11-51: Invalid Chargebacks – Reason Code 72

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 72</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **General**          | A Transaction for which Partial Authorization was obtained and both:  
● The Partial Authorization indicator was present in the Authorization Request.  
● The Transaction amount does not exceed the amount in the Partial Authorization Response. | US Domestic |
| **Chargeback Condition 1** | A Transaction that both:  
● Is processed with a Visa Drive Card that is an “extra” Card which has a Privately Contracted Agreement associated to it  
● Contains either of the following MCCs:  
  – 4784 (Tolls and Bridge Fees)  
  – 7523 (Parking Lots, Parking Meters and Garages) | Europe |

### Chargeback Processing Requirements – Reason Code 72

#### Table 11-52: Chargeback Processing Requirements – Reason Code 72

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 72</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **Chargeback Condition 1**  
As applicable: | None required | All |
## Visa Product and Service Rules

### Dispute Resolution

*Visa Core Rules and Visa Product and Service Rules*

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 72</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO AUTHORIZATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMV CARD, NO AUTH, EXCD CHIP FLOOR LIMIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMV CARD, INVALID Fallback DATA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAN EXCEEDS AUTH AMOUNT</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Chargeback Condition 2**
- **AUTH OBTAINED USING INVALID DATA**
  - *Visa Resolve Online Questionnaire*
  - 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

**Chargeback Condition 2**
- **AUTH OBTAINED USING INVALID DATA**
  - *Visa Resolve Online Questionnaire* or Dispute Resolution Form
  - Documentation to support the Issuer’s claim that the Transaction would have been declined if Transaction data had been provided in the Authorization Request

|-------------|-------------------|------------------------|

### 11.1.17.5  Representment Processing Requirements – Reason Code 72

**Table 11-53:** Representment Processing Requirements – Reason Code 72

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 72</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Issuer did not meet the applicable Chargeback conditions General</td>
<td>As applicable</td>
<td>All</td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● EMV CARD, VALID Fallback DATA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● NOT AN EMV CARD, NON EMV DEVICE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Chargebacks and Representments

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 72</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| The Acquirer can remedy the Chargeback Chargeback Condition 1 As applicable:         | Effective for Transactions completed through 21 April 2017 for applicable Merchants, excluding Lodging Merchants, Cruise Lines, or Car Rental Merchants  
Effective for Transactions completed through 13 October 2017 for Lodging Merchants, Cruise Lines, or Car Rental Merchants  
Both:  
  - Visa Resolve Online Questionnaire or Dispute Resolution Form  
  - For a dispute involving special Authorization procedures, both:  
    - Certification of Special Authorization Representment Amount (Exhibit 3C) or Dispute Resolution Form.  
      This does not apply to a US Domestic Transaction.  
    - For a T&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  
Effective for Transactions completed on or after 22 April 2017 for applicable Merchants, excluding Lodging Merchants, Cruise Lines, or Car Rental Merchants  
Effective for Transactions completed on or after 14 October 2017 for Lodging Merchants, Cruise Lines, or Vehicle Rental Merchants  
Both:  
  - Visa Resolve Online Questionnaire or Dispute Resolution Form  
  - For a dispute involving special Authorization procedures where all of the following apply:  
    - The first Authorization Request included the Initial/Estimated Authorization Request indicator.  
    - Subsequent Authorization Requests included the Incremental Authorization Request indicator.  
    - The same Transaction Identifier was used in all Authorization Requests.  
    - Clearing Records were submitted within the timeframes specified in Section 5.8.4.5, “Approval Response Validity Timeframes.”  
Both: | All |
## Chargeback Reason Code 73 – Expired Card

### Chargeback Conditions – Reason Code 73

Table 11-54: Chargeback Conditions – Reason Code 73

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 73</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A Merchant completed a Transaction with a Card that expired before the Transaction Date and did not obtain Authorization</td>
<td>All</td>
</tr>
</tbody>
</table>

### Chargeback Rights and Limitations – Reason Code 73

Table 11-55: Chargeback Rights and Limitations – Reason Code 73

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 73</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td><em>Effective for Transactions completed through 21 April 2017</em>&lt;br&gt;The Transaction Date is the date on which the Transaction occurred or one of the following:</td>
<td>All</td>
</tr>
</tbody>
</table>
## 11.1.18.3 Invalid Chargebacks – Reason Code 73

### Table 11-56: Invalid Chargebacks – Reason Code 73

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 73</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>A Transaction authorized through the Emergency Payment Authorization Service</td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td>A Chip-initiated Transaction</td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>A Recurring Transaction</td>
<td>Europe</td>
</tr>
<tr>
<td>General</td>
<td>A VPAY Transaction</td>
<td></td>
</tr>
</tbody>
</table>

## 11.1.18.4 Chargeback Processing Requirements – Reason Code 73

### Table 11-57: Chargeback Processing Requirements – Reason Code 73

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 73</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required</td>
<td>All</td>
</tr>
</tbody>
</table>
11.1.18.5 Representment Processing Requirements – Reason Code 73

Table 11-58: Representment Processing Requirements – Reason Code 73

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 73</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Both:</td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td>• Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td>• One of the following:</td>
<td></td>
</tr>
<tr>
<td>• AUTH DATE MMDDYY</td>
<td>– The Merchant’s Authorization log</td>
<td></td>
</tr>
<tr>
<td>• CARD NOT EXPIRED ON TRA DATE</td>
<td>– Documentation to prove that the Card was not expired on the Transaction Date</td>
<td></td>
</tr>
<tr>
<td>• CHECK-IN DATE MMDDYY</td>
<td>– Evidence that the Transaction was Chip-initiated and offline-authorized</td>
<td></td>
</tr>
<tr>
<td>• RENTAL DATE MMDDYY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• EMBARK DATE MMDDYY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11.1.19 Chargeback Reason Code 74 – Late Presentment

11.1.19.1 Chargeback Conditions – Reason Code 74

Table 11-59: Chargeback Conditions – Reason Code 74

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 74</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Both:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>• The Transaction was not processed within the required time limit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Account Number was not in good standing on the Chargeback Processing Date</td>
<td></td>
</tr>
</tbody>
</table>
### Chargeback Conditions – Reason Code 74

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 74</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>The Transaction Date is more than 180 calendar days before the Processing Date</td>
<td>All</td>
</tr>
</tbody>
</table>

#### 11.19.2 Chargeback Rights and Limitations – Reason Code 74

**Table 11-60: Chargeback Rights and Limitations – Reason Code 74**

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 74</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **General**          | **Effective for Transactions completed through 21 April 2017**  
For a T&E Transaction, the Transaction Date is:  
- For a Lodging Merchant, the check-out date  
- For a Car Rental Merchant, the return date  
- For a Cruise Line, the disembarkation date | All |
| **Chargeback Condition 1** | The Chargeback applies only if the Transaction Processing Date is more than:  
- For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date  
- For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date  
- For all other Transactions, 8 calendar days after the Transaction Date | All excluding Malaysia Domestic and Transactions acquired in Japan |
| **Chargeback Condition 1** | For and ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date  
- For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date  
- For all other Transactions, 30 calendar days after the Transaction Date | Transactions acquired in Japan |
| **Chargeback Condition 1** | The Chargeback applies only if the Transaction Processing Date is more than:  
- For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date  
- For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date  
- For an Automated Fuel Dispenser Transaction, 6 calendar days after the Transaction Date  
- For all other Transactions, 8 calendar days after the Transaction Date | Malaysia Domestic |
11.1.19.3 Invalid Chargebacks – Reason Code 74

Table 11-61: Invalid Chargebacks – Reason Code 74

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 74</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>A VPAY Transaction</td>
<td>Europe</td>
</tr>
</tbody>
</table>

The Chargeback is invalid for any of the following:

<table>
<thead>
<tr>
<th>General</th>
<th>A VPAY Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe</td>
<td></td>
</tr>
</tbody>
</table>

ID# 0030005 Edition: Apr 2017 | Last Updated: New

11.1.19.4 Chargeback Processing Requirements – Reason Code 74

Table 11-62: Chargeback Processing Requirements – Reason Code 74

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required</td>
<td>US Domestic</td>
</tr>
<tr>
<td></td>
<td>• For a PIN-Authenticated Visa Debit Transaction:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– TRAN MORE THAN 10 DAYS LATE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• For an ATM Transaction or a Load Transaction, ACCOUNT STATUS CODE (supply the appropriate code in the last position in the text)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– C = Credit Problem (also NSF for an ATM Transaction or a Load Transaction Adjustment)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– F = Other Fraud (lost, stolen, not received)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– X = Counterfeit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– O = Account Closed</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 1</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>• ACCOUNT STATUS CODE __ (Supply the appropriate code in the last position of the text)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– X=Counterfeit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– O=Account Closed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– C=Account Problem (in the US Region, includes NSF)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– F=Other Fraud (lost, stolen, not received)</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>None required</td>
<td>All</td>
</tr>
</tbody>
</table>
### 11.1.19.5 Representment Processing Requirements – Reason Code 74

Table 11-63: Representment Processing Requirements – Reason Code 74

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 74</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Both: • Visa Resolve Online Questionnaire or Dispute Resolution Form • The Transaction Receipt or other documentation with a Transaction Date that disproves late Presentment</td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• CORRECT TRAN DATE MMDDYY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 11.1.20 Chargeback Reason Code 75 – Transaction Not Recognized

11.1.20.1 Chargeback Conditions – Reason Code 75

Table 11-64: Chargeback Conditions – Reason Code 75

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 75</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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</td>
<td>All</td>
</tr>
</tbody>
</table>
11.1.20.2 Chargeback Rights and Limitations – Reason Code 75

Table 11-65: Chargeback Rights and Limitations – Reason Code 75

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 75</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>The Chargeback applies only for key-entered Transactions and Unattended Transactions.</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.20.3 Invalid Chargebacks – Reason Code 75

Table 11-66: Invalid Chargebacks – Reason Code 75

The Chargeback is invalid for any of the following:

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 75</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General              | - A Transaction for which the Issuer used Retrieval Request reason code 33 (fraud analysis request) or Retrieval Request reason code 34 (legal process request)  
                      - **Effective for Transactions completed through 21 April 2017**  
                        A Transaction for which the Acquirer supplies a Fulfillment with all required data specified in Section 5.10.4.1, “Required Substitute Transaction Receipt Content”  
                      - **Effective for Transactions completed on or after 22 April 2017**  
                        A Transaction for which the Acquirer supplies a copy of the Transaction Receipt containing all the required content  
                      - A Transaction for which the No-Show indicator in the Clearing Record is 1  
                      - A Transaction that the Cardholder states is fraudulent  
                      - A Telephone Service Transaction  
                      - A T&E Transaction that contains required enhanced data in the Clearing Record | All            |
| General              | - A Transaction for which the Acquirer provided evidence of an Imprint  
                      - A Visa Easy Payment Service Transaction                                                                                 | All excluding Europe |
<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 75</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>An Electronic Commerce Transaction that was processed with Electronic Commerce Indicator value 6</td>
<td>Effective for Transactions processed through 21 April 2017 All excluding Brazil Domestic and US Domestic Effective for Transactions processed on or after 22 April 2017 All excluding US Domestic</td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>An Electronic Commerce Transaction that was processed with Electronic Commerce Indicator value 5</td>
<td>All excluding US Domestic</td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>A Transaction for which the Acquirer provided evidence of an Imprint and a signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>A Contactless Payment Transaction</td>
<td>Canada Domestic</td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A Variable Fare Transaction</td>
<td>Europe</td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A VPAY Transaction</td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A CPS/Passenger Transport Transaction</td>
<td>US Domestic</td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A CPS/Automated Fuel Dispenser Transaction</td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A PIN-Authenticated Visa Debit Transaction</td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value 5 in the Authorization Request, if both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The Issuer responded to an Authentication Request with an Authentication Confirmation using Verified by Visa.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– A Cardholder Authentication Verification Value was included in the Authorization Request.</td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>● A Non-Authenticated Security Transaction processed with Electronic Commerce Indicator value 6 in the Authorization Request, if either:</td>
<td></td>
</tr>
</tbody>
</table>
Chargeback Condition | Invalid Chargebacks – Reason Code 75 | Country/Region
--- | --- | ---
- The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response using Verified by Visa.  
- Both:  
  - A Cardholder Authentication Verification Value was included in the Authorization Request.  
  - A Cardholder Authentication Verification Value was not included in the Authorization Request and the Verified Enrollment Response is N.  
- A Transaction that is not an anonymous Visa Prepaid Card Transaction

### 11.1.20.4 Chargeback Processing Requirements – Reason Code 75

**Table 11-67: Chargeback Processing Requirements – Reason Code 75**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 75</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>- None Required</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 11.1.20.5 Representment Processing Requirements – Reason Code 75

**Table 11-68: Representment Processing Requirements – Reason Code 75**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 75</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| The Acquirer can remedy the Chargeback General  
- None required | Visa Resolve Online Questionnaire or Dispute Resolution Form and both:  
  - A copy of the Transaction Receipt or a detailed description of the merchandise or services purchased | All            |
Member Message Text | Supporting Documentation/Certification – Reason Code 75 | Country/Region
--- | --- | ---
• 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) |  | 

11.1.21 Chargeback Reason Code 76 – Incorrect Currency or Transaction Code

11.1.21.1 Chargeback Conditions – Reason Code 76

Table 11-69: Chargeback Conditions – Reason Code 76

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 76</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Transaction code is incorrect.</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>The Transaction Currency is different than the currency transmitted through VisaNet.</td>
<td>All</td>
</tr>
<tr>
<td>3</td>
<td>The Cardholder was not advised that Dynamic Currency Conversion would occur or was refused the choice of paying in the Merchant's local currency.</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>4</td>
<td>Dynamic Currency Conversion occurred and the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice.</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>5</td>
<td>The Merchant processed a credit refund and did not process a Reversal or an Adjustment for a Transaction Receipt processed in error.</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.21.2 Chargeback Rights and Limitations – Reason Code 76

Table 11-70: Chargeback Rights and Limitations – Reason Code 76

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 76</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1</td>
<td>For a Transaction processed with an incorrect Transaction code, the Chargeback amount is double the Transaction amount when either:</td>
<td>All</td>
</tr>
</tbody>
</table>
### Chargeback Rights and Limitations – Reason Code 76

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>A credit was processed as a debit.</td>
<td>All</td>
</tr>
<tr>
<td>A debit was processed as a credit.</td>
<td>All</td>
</tr>
<tr>
<td>The Chargeback applies for the entire Transaction amount.</td>
<td>All</td>
</tr>
<tr>
<td>The Chargeback must be limited to the difference between the Credit Transaction and the original debit.</td>
<td>All</td>
</tr>
</tbody>
</table>

#### 11.1.21.3 Invalid Chargebacks – Reason Code 76

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 76</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Chargeback is invalid for any of the following:</td>
<td>A Transaction originating at a non-US ATM connected to the Plus System, Inc. and settled in USD</td>
<td>All</td>
</tr>
<tr>
<td>A VPAY Transaction</td>
<td>Europe</td>
<td></td>
</tr>
</tbody>
</table>

#### 11.1.21.4 Chargeback Processing Requirements – Reason Code 76

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 76</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1 As applicable:</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>CREDIT POSTED AS DEBIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEBIT POSTED AS CREDIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PURCHASE POSTED AS CASH</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 76</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CASH POSTED AS PURCHASE</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td><strong>Chargeback Condition 2</strong></td>
<td>All of the following:</td>
<td></td>
</tr>
<tr>
<td>• TRAN CURRENCY IS XXX NOT XXX (XXX = numeric Currency Code value)</td>
<td>Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– A copy of the Cardholder’s Transaction Receipt (if available)</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 3</strong></td>
<td>All of the following:</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>As applicable:</td>
<td>Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td>• DCC -- CARDHOLDER NOT ADVISED</td>
<td>Issuer certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice</td>
<td></td>
</tr>
<tr>
<td>• DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY</td>
<td>All excluding Europe</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 4</strong></td>
<td>Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td>Issuer certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice</td>
<td></td>
</tr>
<tr>
<td>• DCC -- CARDHOLDER DID NOT AGREE TO DCC</td>
<td>All excluding Europe</td>
<td></td>
</tr>
<tr>
<td>• DCC -- CARDHOLDER DID NOT MAKE ACTIVE CHOICE</td>
<td>Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 5</strong></td>
<td>Evidence of the original Transaction and the Credit Transaction</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>• CREDIT INSTEAD OF REVERSAL</td>
<td>Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 5</strong></td>
<td>All of the following as applicable:</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>• CREDIT INSTEAD OF REVERSAL</td>
<td>Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>An explanation of why the Credit Transaction was processed in error</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Evidence of the original Transaction and the Credit Transaction</td>
<td></td>
</tr>
</tbody>
</table>
### 11.1.21.5 Representment Rights and Limitations – Reason Code 76

Table 11-73: Representment Rights and Limitations – Reason Code 76

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Representment Rights and Limitations – Reason Code 76</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| Chargeback Condition 3 | • 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.  
  • 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). | Europe and Interregional including Europe |
| Chargeback Condition 4 | • For a valid Chargeback, either:  
  – 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.  
  – 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.  
  • 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). | All excluding Europe |
### 11.1.21.6 Representment Processing Requirements – Reason Code 76

Table 11-74: Representment Processing Requirements – Reason Code 76

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 76</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>• For an ATM Transaction, none required</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 1</td>
<td>• For all other Transactions, both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Transaction Receipt or other record that proves that the Transaction code was correct</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Both:</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>• Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Transaction Receipt or other record that proves that the Transaction currency was correct</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Both:</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 3, 4</td>
<td>• Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 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</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Both:</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 5</td>
<td>• Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Explanation of why a Credit Transaction was processed instead of a Reversal or an Adjustment</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can provide Compelling Evidence¹</td>
<td>All of the following:</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>Chargeback Condition 4</td>
<td>• Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Compelling Evidence</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Acquirer certification confirming that Dynamic Currency Conversion was chosen by the Cardholder and not by the Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A copy of the Transaction Receipt</td>
<td></td>
</tr>
</tbody>
</table>
11.1.22 Chargeback Reason Code 77 – Non-Matching Account Number

11.1.22.1 Chargeback Conditions – Reason Code 77

Table 11-75: Chargeback Conditions – Reason Code 77

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 77</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.22.2 Invalid Chargebacks – Reason Code 77

Table 11-76: Invalid Chargebacks – Reason Code 77

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 77</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>A VPAY Transaction</td>
<td>Europe</td>
</tr>
</tbody>
</table>
## 11.1.22.3 Chargeback Processing Requirements – Reason Code 77

### Table 11-77: Chargeback Processing Requirements – Reason Code 77

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 77</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| Chargeback Condition 1  
As applicable:  
● NO SUCH ACCT NUMBER | None required | All |
| Chargeback Condition 2  
As applicable:  
● ACCOUNT CLOSED  
● ACCOUNT NOT ON FILE | None required | All |

ID# 0007605  

## 11.1.22.4 Representment Processing Requirements – Reason Code 77

### Table 11-78: Representment Processing Requirements – Reason Code 77

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 77</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| The Acquirer can remedy the Chargeback  
Chargeback Condition 1  
● AUTH DATE MMDDYY CODE X...X (if applicable) | Both:  
● Visa Resolve Online Questionnaire or Dispute Resolution Form  
● Legible Transaction Receipt or other documentation (for example: Transaction log) to prove that the Account Number was processed correctly | All |
| The Originating Member can remedy the Chargeback  
Chargeback Condition 2  
● X...X (Specify the reason) | None required | All |

ID# 0007607  
11.1.23 Chargeback Reason Code 78 – Service Code Violation

11.1.23.1 Chargeback Conditions – Reason Code 78

Table 11-79: Chargeback Conditions – Reason Code 78

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 78</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A Merchant did not obtain Authorization and completed a Magnetic Stripe-read Transaction on one of the following:</td>
</tr>
<tr>
<td></td>
<td>- A Visa Electron Card</td>
</tr>
<tr>
<td></td>
<td>- A Visa Card in a registered positive Authorization (X2X Service Code) account range</td>
</tr>
<tr>
<td></td>
<td>- In the Europe Region, a Card with a Service Code that indicated either:</td>
</tr>
<tr>
<td></td>
<td>- The Card was invalid for the Transaction type.</td>
</tr>
<tr>
<td></td>
<td>- Online Authorization was required.</td>
</tr>
<tr>
<td></td>
<td>Country/Region</td>
</tr>
<tr>
<td></td>
<td>All excluding US Domestic</td>
</tr>
</tbody>
</table>

11.1.23.2 Chargeback Processing Requirements – Reason Code 78

Table 11-80: Chargeback Processing Requirements – Reason Code 78

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 78</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required</td>
<td>All excluding US Domestic</td>
</tr>
<tr>
<td></td>
<td>None required</td>
<td></td>
</tr>
</tbody>
</table>

11.1.23.3 Representment Processing Requirements – Reason Code 78

Table 11-81: Representment Processing Requirements – Reason Code 78

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 78</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback General</td>
<td>Visa Resolve Online Questionnaire or Dispute Resolution Form and either:</td>
</tr>
<tr>
<td></td>
<td>- Documentation to prove that either:</td>
</tr>
<tr>
<td></td>
<td>- The Service Code was valid for the Transaction.</td>
</tr>
</tbody>
</table>
### 11.1.24 Chargeback Reason Code 80 – Incorrect Transaction Amount or Account Number

#### 11.1.24.1 Chargeback Conditions – Reason Code 80

Table 11-82: Chargeback Conditions – Reason Code 80

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Transaction amount is incorrect or an addition or transposition error occurred.</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>The Merchant altered the Transaction amount after the Transaction was completed without the consent of the Cardholder</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>3</td>
<td>The Account Number processed through VisaNet does not match the Account Number on the Transaction Receipt.</td>
<td>All</td>
</tr>
<tr>
<td>4</td>
<td>The Acquirer processed an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction and one of the following:</td>
<td>US Domestic</td>
</tr>
<tr>
<td></td>
<td>• The Adjustment contains either:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• An incorrect Account Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A non-matching Account Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Adjustment posted to a “closed” or “non-sufficient funds” account and the Adjustment was processed more than 10 days after the Transaction Date.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Adjustment was processed more than 45 days from Transaction Date.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• An Adjustment was processed more than once for the same Transaction.</td>
<td></td>
</tr>
</tbody>
</table>
### Chargeback Conditions – Reason Code 80

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• The Cardholder disputes the validity of the Adjustment because of the Adjustment amount or because the original Transaction was cancelled or reversed.</td>
<td></td>
</tr>
</tbody>
</table>

### Chargeback Rights and Limitations – Reason Code 80

Table 11-83: Chargeback Rights and Limitations – Reason Code 80

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| Chargeback Condition 1 | • 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.  
• The Chargeback amount is limited to the difference in the amounts. | All |
| Chargeback Condition 2 | The Chargeback amount is limited to the difference in the amounts | Europe and Interregional including Europe |

### Invalid Chargebacks – Reason Code 80

Table 11-84: Invalid Chargebacks – Reason Code 80

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Chargeback is invalid for any of the following:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Chargeback Condition 1 | • A T&E Transaction in which there is a difference between the quoted price and the actual charges made by the Merchant  
• A No-Show Transaction or prepayment¹ | All |
|                         | • Effective for Chargebacks processed through 21 April 2017  
A Chip-initiated Transaction containing a valid Cryptogram | |
| Chargeback Condition 2 | • A No-Show Transaction or prepayment¹  
• If the Merchant has the right to alter the Transaction Receipt | Europe and Interregional including Europe |
Chargebacks and Representations

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Effective for Chargebacks processed through 21 April 2017</td>
<td></td>
</tr>
<tr>
<td></td>
<td>An EMV PIN Transaction containing a valid Cryptogram</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td>A Chip-initiated Transaction containing a valid Cryptogram</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td>A Transaction that contains a payment Token</td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>

1 Processed as specified in Section 5.9.9.1, “Requirements for Prepayments and Transactions Using Stored Credentials”

### 11.1.24.4 Chargeback Time Limit – Reason Code 80

**Table 11-85: Chargeback Time Limit – Reason Code 80**

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Time Limit – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 4</td>
<td>120 calendar days from the Transaction Date of the Adjustment</td>
<td>US Domestic</td>
</tr>
</tbody>
</table>

### 11.1.24.5 Chargeback Processing Requirements – Reason Code 80

**Table 11-86: Chargeback Processing Requirements – Reason Code 80**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chargeback Condition 1</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• TRAN AMT XXXX NOT XXXX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ERROR IN AMOUNT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>Both:</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>• ALTERED FROM XXXX AMT TO XXXX AMT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A copy of the Cardholder’s Transaction Receipt showing different Transaction amounts</td>
<td></td>
</tr>
<tr>
<td>Member Message Text</td>
<td>Supporting Documentation/ Certification – Reason Code 80</td>
<td>Country/ Region</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------------------------------------------------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>
| Chargeback Condition 3  
• INCORRECT ACCT NUMBER | None required | All |
| Chargeback Condition 4  
As applicable:  
• INCORRECT ACCT NO  
• NON-MATCHING ACCT NO  
• INVALID (specify reason)  
• ACCT CLOSED  
• NSF  
• ADJ PROCESSED PAST 45 DAYS  
• FIRST ADJ DATED MMDDYY  
• ADJ AMT $XXXX NOT $XXXX  
• ORIG TRANS CNCLD OR REVERSED | None required | US Domestic |

11.1.24.6 Representment Processing Requirements – Reason Code 80

Table 11-87: Representment Processing Requirements – Reason Code 80

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 80</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| The Acquirer can remedy the Chargeback  
Chargeback Condition 1, 3  
• None required | Both:  
• Visa Resolve Online Questionnaire or Dispute Resolution Form  
• Transaction Receipt or other record to prove that the Transaction amount or the Account Number was correct | All |
| The Acquirer can remedy the Chargeback  
Chargeback Condition 2  
• None required | Both:  
• Visa Resolve Online Questionnaire or Dispute Resolution Form  
• Documentation to prove one of the following: | Europe and Interregional including Europe |
### Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 80</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>– The Transaction Receipt was not altered</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The Cardholder agreed to the altered amount</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The Merchant is permitted or required to alter the Transaction amount</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback Chargeback Condition 4</td>
<td>None required</td>
<td>US Domestic</td>
</tr>
<tr>
<td></td>
<td>• ORIG TRAN DATE MMDDYY TRACE NUMBER XXXXXX</td>
<td></td>
</tr>
</tbody>
</table>

#### 11.1.25 Chargeback Reason Code 81 – Fraud – Card-Present Environment

#### 11.1.25.1 Chargeback Conditions – Reason Code 81

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Cardholder did not authorize or participate in a Card-Present Environment Transaction.</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>All</td>
</tr>
</tbody>
</table>
| 3         | The Transaction qualifies for the EMV liability shift, as specified in Section 1.11.1.3, “EMV Liability Shift Participation,” and all of the following:  
  - The Transaction was completed in a Card-Present Environment.  
  - The Cardholder did not authorize or participate in the Transaction.  
  - The Card is a PIN-Preferring Chip Card.  
  - One of the following:  
    - The Transaction did not take place at a Chip-Reading Device.  
    - A Chip-initiated Transaction took place at a Chip-Reading Device that was not EMV PIN-compliant. | All            |
11.1.25.2 Chargeback Rights and Limitations – Reason Code 81

Table 11-89: Chargeback Rights and Limitations – Reason Code 81

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| Chargeback Condition 1, 2 | For a Transaction that does not involve a Europe Member, the Transaction was Chip-initiated without online PIN and both:  
  ▪ The Transaction was authorized Online.  
  ▪ The Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request. | All excluding Europe |
| Chargeback Condition 1, 2 | The Issuer must request a copy of the Transaction Receipt before initiating a Chargeback unless the Transaction is either:  
  ● An Unattended Transaction  
  ● A Visa Easy Payment Service Transaction | Interregional including Europe |

11.1.25.3 Invalid Chargebacks – Reason Code 81

Table 11-90: Invalid Chargebacks – Reason Code 81

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General | An Emergency Cash Disbursement Transaction  
  • Effective 22 April 2017  
  A Visa B2B Virtual Payments Program Transaction | All |
### Chargebacks and Representations

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>A Variable Fare Transaction</td>
<td>Europe</td>
</tr>
</tbody>
</table>
| **Chargeback Condition 1, 2** | • A Transaction where either of the following was obtained:  
  – For a Face-to-Face Environment Transaction, an Electronic Imprint  
  – 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)  
  • A VEPS Transaction  
  • An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application) | All excluding Europe |
| **Chargeback Condition 1, 2** | • A Transaction where both of the following were obtained:  
  – A legible Imprint  
  – A signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)  
  • A Magnetic-Stripe or contact Chip Small Ticket Transaction  
  • A Contactless Transaction that qualifies as a Small Ticket Transaction or a VEPS Transaction | Europe and Interregional including Europe |
| **Chargeback Condition 1** | An Unattended Transaction that does not qualify as a VEPS Transaction and that either:  
  • Was an Online-authorized Chip-initiated Transaction \(^1\)  
  • Both:  
    – Originated with a Counterfeit Card  
    – Received an Approval Response that included POS Entry Mode code 05, 07, 90, or 91 | All |
| **Chargeback Condition 1** | • Effective for Transactions completed through 14 April 2018  
  A Transaction that:  
  – Contains a signature  
  – Meets the criteria for CVV2 to be considered an Imprint, as specified in Section 5.8.4.9, “Card Verification Value 2 (CVV2) as an Imprint – US Region”  
  • A CPS/Retail Transaction  
  • A Vehicle-Specific Fleet Card Transaction, if an Imprint was obtained | US Domestic |
## Visa Product and Service Rules

**Dispute Resolution**

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

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective for Chargebacks processed through 13 October 2017</td>
<td>An Automated Fuel Dispenser Transaction that both:</td>
<td>UK Domestic</td>
</tr>
<tr>
<td>Chargeback Condition 1</td>
<td>- Originated with a Counterfeit Card</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Received an Approval Response that included POS Entry Mode code 90 or 91</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>An Automated Fuel Dispenser Transaction</td>
<td>AP</td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td>- A Transaction where both of the following were obtained:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>- A legible Imprint</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- PIN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If the Device is EMV PIN-Compliant and the Transaction was correctly processed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A Contactless Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A VEPS Transaction or, in the Europe Region, a Small Ticket Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A Fallback Transaction</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td>A VPAY Transaction</td>
<td>Europe</td>
</tr>
<tr>
<td>Effective for Chargebacks processed through 13 October 2017</td>
<td>A Transaction for a delayed charge or an amended amount</td>
<td>UK Domestic</td>
</tr>
<tr>
<td>Chargeback Condition 4</td>
<td>- A Chip-initiated Transaction containing a valid Cryptogram with either a:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- PIN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Cardholder certificate</td>
<td></td>
</tr>
</tbody>
</table>

1. In the Europe Region, this does not apply to Transactions conducted at a UCAT that is not required to accept a PIN.
11.1.25.4 Chargeback Processing Requirements – Reason Code 81

Table 11-91: Chargeback Processing Requirements – Reason Code 81

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chargeback Condition 1</strong></td>
<td>All of the following:</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>● RR DATE MMDDYY</td>
<td>● <strong>Visa Resolve Online Questionnaire</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the date Fraud Activity was reported through VisaNet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the date that either:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The payment Token was deactivated</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 1</strong></td>
<td>All of the following:</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>● RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</td>
<td>● <strong>Visa Resolve Online Questionnaire</strong> or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the date the Fraud Activity was reported through VisaNet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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</td>
<td></td>
</tr>
<tr>
<td>Member Message Text</td>
<td>Supporting Documentation/Certification – Reason Code 81</td>
<td>Country/Region</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>--------------------------------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td><strong>Chargeback Condition 1</strong></td>
<td>All of the following:</td>
<td>Sweden Domestic</td>
</tr>
<tr>
<td></td>
<td>● Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● For a Transaction amount equal to or less than EUR 25 (or local currency equivalent), all of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the date the Fraud Activity was reported through VisaNet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Certification of the date the Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● For a Transaction amount greater than EUR 25 (or local currency equivalent), Cardholder letter denying authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● For bundled fraudulent Unattended Transactions, Dispute Resolution Form, including the summary of all fraudulent Transactions</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 2</strong></td>
<td>Both:</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>As applicable:</td>
<td>● Visa Resolve Online Questionnaire</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the date Fraud Activity was reported through VisaNet</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 3</strong></td>
<td>Both:</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>As applicable:</td>
<td>● Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the date Fraud Activity was reported through VisaNet</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 3</strong></td>
<td>All of the following:</td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>
## Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 81</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● PIN PREFERING CHIP CARD, DEVICE NON PIN COMP</td>
<td>● <em>Visa Resolve Online Questionnaire</em></td>
<td></td>
</tr>
<tr>
<td>● EMV CARD, NON EMV DEVICE</td>
<td>● Issuer certification that the Card was a PIN-Preferring Chip Card</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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])</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Certification of the date that either:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The payment Token was deactivated</td>
<td></td>
</tr>
</tbody>
</table>

**Chargeback Condition 3**

As applicable:

- PIN PREFERING CHIP CARD, DEVICE NON PIN COMP
- EMV CARD, NON EMV DEVICE

All of the following:

- *Visa Resolve Online Questionnaire* or Dispute Resolution Form
- Issuer certification that the Card was a PIN-Preferring Chip Card
- 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:
  - Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction
  - Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not Received as Issued [NRI])
  - Certification of the date the Account Number was listed on the Exception File

Europe and Interregional including Europe
Visa Core Rules and Visa Product and Service Rules

11.1.25.5 Representment Processing Requirements – Reason Code 81

Table 11-92: Representment Processing Requirements – Reason Code 81

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Visa Resolve Online Questionnaire and one of the following:</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>Chargeback Condition 1, 2 As applicable:</td>
<td>Evidence of both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– An Imprint</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For a below-Floor Limit Transaction, both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– For an Unattended Transaction, evidence of PIN or CDCVM</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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:</td>
<td></td>
</tr>
</tbody>
</table>
## Chargebacks and Representments

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification –Reason Code 81</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Evidence that the Merchant is the owner of the operating system for the subject electronic device</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Customer name linked to the customer profile on record at the Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Evidence that the customer password was re-entered on the Merchant’s website or application at the time of purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● <strong>Effective for Chargebacks processed on or after 22 April 2017</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For a Transaction involving an initial Card-Present Environment Transaction and one or more ensuing key-entered Transactions, both:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Evidence that all Transactions occurred during the same stay, trip, or rental period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-Present Environment Transaction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The Acquirer can remedy the Chargeback*  
Visa Resolve Online Questionnaire or Dispute Resolution Form and one of the following:  
Europe and Interregional
<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification –Reason Code 81</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| **Chargeback Condition 1, 2**<sup>1</sup>  
As applicable:<sup>2</sup>  
- CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)  
- AUTH DATE MMDDYY CODE X...X | Evidence of a legible Imprint<sup>2</sup> and either:  
  - Signature<sup>3</sup>, PIN, or Consumer Device Cardholder Verification Method (CDCVM)  
  - For an Unattended Transaction, PIN or CDCVM  
  - Effective for Chargebacks processed on or after 22 April 2017  
  - For a Transaction involving an initial Card-Present Environment Transaction and one or more ensuing key-entered Transactions, both:  
    - Evidence that all Transactions occurred during the same stay, trip, or rental period  
    - Evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-Present Environment Transaction | including Europe |

| **The Acquirer can remedy the Chargeback**  
**Chargeback Condition 3**<sup>3</sup>  
As applicable:  
- X...X (Specify the reason)  
- EMV PIN COMPL DVCE, NON PIN PREF CD  
- NO PED, MAG STRIPE READ  
- PIN BYPASS, CVM/IAC FOLLOWED  
- EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD | Visa Resolve Online Questionnaire or Dispute Resolution Form and one of the following:  
- Evidence of both:  
  - A legible Imprint for the Transaction  
  - A PIN  
- Evidence that the Transaction was a Contactless Transaction  
- Other, as applicable | All |

| **The Acquirer can remedy the Chargeback**  
**Chargeback Condition 3**<sup>3</sup>  
- None required | 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.
11.1.26 Chargeback Reason Code 82 – Duplicate Processing

11.1.26.1 Chargeback Conditions – Reason Code 82

Table 11-93: Chargeback Conditions – Reason Code 82

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 82</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A single Transaction was processed more than once using the same Account Number</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.26.2 Chargeback Rights and Limitations – Reason Code 82

Table 11-94: Chargeback Rights and Limitations – Reason Code 82

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 82</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>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</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.26.3 Invalid Chargebacks – Reason Code 82

Table 11-95: Invalid Chargebacks – Reason Code 82

The Chargeback is invalid for any of the following:

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 82</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| 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:  
  ● Date of call  
  ● Number of minutes of the call  
  ● Telephone number called  
  ● Transaction amount in the Transaction Currency | All excluding US Domestic |
| General              | Transactions completed by different Merchants | All           |
11.1.26.4 Chargeback Processing Requirements – Reason Code 82

Table 11-96: Chargeback Processing Requirements – Reason Code 82

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 82</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required&lt;sup&gt;1&lt;/sup&gt;</td>
<td>All</td>
</tr>
</tbody>
</table>

<sup>1</sup> In the AP Region, for an India domestic ATM Transaction, an Issuer must not submit supporting documentation or certification.

11.1.26.5 Representment Processing Requirements – Reason Code 82

Table 11-97: Representment Processing Requirements – Reason Code 82

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 82</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td></td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• None required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• For an ATM Transaction, both:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- A copy of the ATM Cash Disbursement Transaction or Load Transaction record containing at least the following:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Account Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Transaction time or sequential number identifying the individual Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Indicator that confirms that the ATM Cash Disbursement or Load Transaction values were successful</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Visa Product and Service Rules

Dispute Resolution

Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 82</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>• For all other Transactions, Visa Resolve Online Questionnaire or Dispute Resolution Form and either:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Two separate signed or imprinted Transaction Receipts or other record to prove that separate Transactions were processed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– 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</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ID# 0007665

11.1.27 Chargeback Reason Code 83 – Fraud – Card-Absent Environment

11.1.27.1 Chargeback Conditions – Reason Code 83

Table 11-98: Chargeback Conditions – Reason Code 83

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 83</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Cardholder did not authorize or participate in a Transaction conducted in a Card-Absent Environment</td>
<td>All</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>All</td>
</tr>
</tbody>
</table>

ID# 0007669

11.1.27.2 Chargeback Rights and Limitations – Reason Code 83

Table 11-99: Chargeback Rights and Limitations – Reason Code 83

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 83</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>For a Mail/Phone Order Transaction or an Electronic Commerce 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.</td>
<td>Canada Domestic</td>
</tr>
</tbody>
</table>
Table 11-100: Invalid Chargebacks – Reason Code 83

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 83</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>An Emergency Cash Disbursement</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>A Transaction for which both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The CVV2 result code in the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Authorization message is U (Issuer not participating in CVV2 program).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The CVV2 presence indicator in the Authorization Request is one of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 (CVV2 value is present)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 (CVV2 value is on the Card but is illegible)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9 (Cardholder states CVV2 is not present on the Card)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value 5 in the Authorization Request, if both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Issuer responded to an</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Authentication Request with an Authentication Confirmation (PARes value Y) using Verified by Visa.</td>
<td></td>
</tr>
</tbody>
</table>
## Chargeback Condition

### Invalid Chargebacks – Reason Code 83

- The Cardholder Authentication Verification Value was included in the Authorization Request.
- **Effective 22 April 2017**
  A Visa B2B Virtual Payments Program Transaction

### General

- A Non-Authenticated Security Transaction processed with Electronic Commerce Indicator value 6 if one of the following:
  - The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with a Non-Participation Message (VERes value N).
  - A Cardholder Authentication Verification Value was not included in the Authorization Request and the verified enrollment response (VERes) was N.
  - Both:
    - 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.
    - A Cardholder Authentication Verification Value was included in the Authorization Request.
  - A Transaction that is not an anonymous Visa Prepaid Card Transaction

### General

- A Transaction authorized through the Emergency Payment Authorization Service

### General

- An Account Number on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application)

### General

- A Transaction for which an Authorization was obtained, if both:
  - The Acquirer attempted to authenticate the Cardholder through Address Verification Service.
  - The Issuer is not an Address Verification Service participant.

### General

- All of the following:
  - The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).
  - The Card Verification Value 2 results code in the Authorization message is N (No match).
  - The Authorization request was approved.

### General

- The AVS result code is U and the Authorization Request contained address data.
### Chargeback Condition

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 83</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **General**           | • A Mail/Phone Order Transaction or an Electronic Commerce Transaction, if both:  
  – The merchandise was shipped or delivered, or services were purchased.  
  – 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.  
• An Airline or passenger railway Transaction, if either:  
  – The Issuer response to an Address Verification Service inquiry was Y and tickets were mailed to the Cardholder billing address on the Issuer file.  
  – The Issuer was not a participant in the Address Verification Service on the Transaction Date.  
• A Non-Authenticated Security Transaction processed with Electronic Commerce indicator value 6 in the Authorization Request, if both:  
  – 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.  
  – The Transaction is not an anonymous Visa Prepaid Card Transaction and either:  
    ▪ A Cardholder Authentication Verification Value was included in the Authorization Request.  
    ▪ A Cardholder Authentication Verification Value was not included in the Authorization Request and the verified enrollment response was N. | **US Domestic** |
| **Chargeback Condition 1** | An Electronic Commerce Transaction in which all of the following apply:  
• The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).  
• The CVV2 results code in the Authorization message is N (No match).  
• The Authorization Request was approved. | **AP CEMEA** |
| **Chargeback Condition 2** | A Transaction for which an Authorization was obtained | **All** |
11.1.27.4 Chargeback Processing Requirements – Reason Code 83

Table 11-101: Chargeback Processing Requirements – Reason Code 83

<table>
<thead>
<tr>
<th>Chargeback Condition 1</th>
<th>Supporting Documentation/Certification – Reason Code 83</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>As applicable:</strong></td>
<td><strong>Visa Resolve Online Questionnaire</strong> and all of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Certification of the Card status based on Issuer investigation (for example: lost, stolen, counterfeit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Certification of the date Fraud Activity was reported through VisaNet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Certification of the date that either:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The Account Number was listed on the Exception File</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The payment Token was deactivated</td>
<td></td>
</tr>
<tr>
<td><strong>All excluding Europe</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Europe and Interregional including Europe</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Chargeback Condition 1**

As applicable:

- **RR DATE MMDDYY**, if the Transaction Receipt request was not fulfilled
- **UNABLE TO AUTHENTICATE RESPONSE**
- **AUTHENTICATION DENIAL**
- **CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH**
- **SEE 3-D SECURE RESPONSE SENT MMDDYY**

**Visa Resolve Online Questionnaire** or **Dispute Resolution Form** and all of the following:

- 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:
  - Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction
  - Certification of the date the Fraud Activity was reported through VisaNet
  - Certification of the date that either:
    - The Account Number was listed on the Exception File
    - The payment Token was deactivated
- 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
<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 83</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| **Chargeback Condition 2**  
As applicable:  
  - NO SUCH CARD  
  - FICTITIOUS ACCOUNT NUMBER  
  - RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled) | Both:  
  - Visa Resolve Online Questionnaire  
  - Certification of the date Fraud Activity was reported through VisaNet | All excluding Europe |
| **Chargeback Condition 2**  
As applicable:  
  - NO SUCH CARD  
  - FICTITIOUS ACCOUNT NUMBER  
  - RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled) | Visa Resolve Online Questionnaire or Dispute Resolution Form | Interregional including Europe |
| **General**  
As applicable:  
  - UNABLE TO AUTHENTICATE RESPONSE  
  - AUTHENTICATION DENIAL  
  - CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH  
  - SEE 3-D SECURE RESPONSE SENT MMDDYY | Visa Resolve Online Questionnaire or Dispute Resolution Form and all of the following:  
  - For a Transaction amount equal to or less than EUR 25 (or local currency equivalent), all of the following:  
    - Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction  
    - Certification of the date the Fraud Activity was reported through VisaNet  
    - Certification of the date that either:  
      - The Account Number was listed on the Exception File  
      - The payment Token was deactivated  
  - For a Transaction amount greater than EUR 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction | Europe |
11.1.27.5 Representment Rights and Limitations – Reason Code 83

Table 11-102: Representment Rights and Limitations – Reason Code 83

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Representment Rights and Limitations – Reason Code 83</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>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 account¹, the Acquirer must provide information/documentation to support this claim.</td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td>The Acquirer may represent if the Transaction Receipt contains an Electronic Imprint (POS Entry Mode code 02, 05, 07, 90, or 91)² or a Manual Imprint.</td>
<td>All excluding Europe</td>
</tr>
</tbody>
</table>
| General              | • 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.  
• The Acquirer may represent if the Merchant attempted to authenticate the Cardholder using 3-D Secure but the Cardholder was not participating. | Europe and Interregional including Europe |

¹ Effective 15 October 2016  
The Issuer is not required to close the Cardholder Account for a Transaction that contains a payment Token.

² In the US Region, this also applies to a QR code Transaction (POS Entry Mode 03) containing Full-Chip Data.
<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 83</th>
<th>Country/ Region</th>
</tr>
</thead>
</table>
| • AUTH MMDDYY CODE X...X | • Effective for Chargebacks processed on or after 22 April 2017  
For a Transaction involving an initial Card-Present Environment Transaction and one or more ensuing key-entered Transactions, both:  
– Evidence that all Transactions occurred during the same stay, trip, or rental period  
– Evidence of a valid Imprint and signature, PIN, or CDCVM for the initial Card-Present Environment Transaction  
• 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 | |
| The Acquirer can remedy the Chargeback General | For a Secure Electronic Commerce Transaction, both:  
• Visa Resolve Online Questionnaire  
• A Verified by Visa Authentication history log proving that the Cardholder was authenticated | US Domestic |
| The Acquirer can remedy the Chargeback General | Visa Resolve Online Questionnaire and either:  
• 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.  
• 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:  
– Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program  
– Evidence that the Merchant is the owner of the operating system for the subject electronic device  
– 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 | All excluding Europe |
# Visa Product and Service Rules

## Dispute Resolution

## Chargebacks and Representations

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 83</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>– Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Customer name linked to the customer profile on record at the Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Evidence that the customer password was re-entered on the Merchant’s website or application at the time of purchase</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback General</td>
<td>As applicable</td>
<td>AP CEMEA</td>
</tr>
<tr>
<td>• CVV2 NON MATCH; ISSR AUTH’D; CVV2 CHECKED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback Chargeback Condition 2</td>
<td>Both:</td>
<td></td>
</tr>
<tr>
<td>• AUTH MMDDYY CODE X...X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Visa Resolve Online Questionnaire or Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Information to prove that the Transaction was properly authorized</td>
<td></td>
</tr>
</tbody>
</table>

1 A pencil rubbing or photocopy of a Card is not considered a valid Imprint.
2 “Signature on file” notation is not an acceptable signature.
### 11.1.28 Chargeback Reason Code 85 – Credit Not Processed

#### 11.1.28.1 Chargeback Conditions – Reason Code 85

**Table 11-104: Chargeback Conditions – Reason Code 85**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 85</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Cardholder received a credit or voided Transaction Receipt that was not processed</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>2</td>
<td>All of the following:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● The Cardholder cancelled or returned merchandise, cancelled services, cancelled a timeshare Transaction, or cancelled a Guaranteed Reservation.¹</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● The Merchant did not process a credit or voided Transaction Receipt.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Either:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– 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.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>An Original Credit Transaction was not accepted because either:</td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>● The recipient refused the Original Credit Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Original Credit Transactions are prohibited by applicable laws or regulations.</td>
<td></td>
</tr>
</tbody>
</table>

¹ For a France Domestic Transaction, the Chargeback is valid only for timeshare Transactions and No-Show Transactions.
### 11.1.28.2 Chargeback Rights and Limitations – Reason Code 85

**Table 11-105: Chargeback Rights and Limitations – Reason Code 85**

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 85</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| **General**          | • The Chargeback applies if a "void" or "cancelled" notation appears on the Transaction Receipt.  
                        • The Chargeback must not exceed the original Transaction amount.  
                        • If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received. | All |
| **Chargeback Condition 2** | • The Chargeback amount is limited to either:  
                        – The value of the unused portion of the cancelled service  
                        – The value of the returned merchandise  
                        • The Chargeback applies if the returned merchandise is refused by the Merchant.  
                        • The Chargeback applies for a timeshare Transaction processed with an incorrect MCC.  
                        • 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 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.  
                        • 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.  
                        • 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.  
                        • 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. | All |
| **Chargeback Condition 2** | 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.  
The cancellation period for off-premises, distance selling does not apply to contracts for goods or services where any of the following apply:  
• Price is dependent on fluctuations in the financial market. | Europe |
### Chargeback Conditions

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 85</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Made to measure goods are supplied.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Goods are liable to deteriorate or expire rapidly.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sealed goods, subject to health and safety provisions, are supplied.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Goods are not received in physical form (software download).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Transaction is a T&amp;E Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Merchant Outlet is based in Israel, Switzerland, or Turkey.</td>
<td></td>
</tr>
</tbody>
</table>

### Invalid Chargebacks – Reason Code 85

#### General
- A dispute regarding the quality of the service rendered or the quality of merchandise, unless a Credit Transaction Receipt is provided
- The Cash-Back portion of a Visa Cash-Back Transaction
- A dispute regarding Value-Added Tax (VAT) unless a Credit Transaction Receipt is provided

#### General
- An Automated Fuel Dispenser Transaction

#### Chargeback Condition 2
- A Transaction in which returned merchandise is held by a customs agency other than the Merchant’s country’s customs agency

1 In the Europe Region, this does not apply to an off-premises, distance selling Transaction.
### 11.1.28.4 Chargeback Time Limit – Reason Code 85

**Table 11-107: Chargeback Time Limit – Reason Code 85**

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Time Limit – Reason Code 85</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| Chargeback Condition 1 | 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. A Chargeback must be processed no later than 120 calendar days from any of the following:  
- The Transaction Processing Date  
- The date on the Credit Transaction Receipt  
- The date of the Cardholder letter, if the Credit Transaction Receipt is undated  
- The date the Issuer received the Cardholder letter, if both the Credit Transaction Receipt and the Cardholder letter are undated | Europe and Interregional including Europe |
| Chargeback Condition 2 | 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:  
- The Transaction Processing Date  
- The date the Cardholder received or expected to receive the merchandise or services | All |
| Chargeback Condition 3 | 120 calendar days from the Transaction Processing Date | All |

### 11.1.28.5 Chargeback Processing Requirements – Reason Code 85

**Table 11-108: Chargeback Processing Requirements – Reason Code 85**

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 85</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| Chargeback Condition 1  
- CREDIT NOT PROCESSED | Both:  
- Visa Resolve Online Questionnaire or Dispute Resolution Form  
- A copy of the Credit Transaction Receipt or voided Transaction Receipt\(^1\)\(^2\) | Europe and Interregional including Europe |
<table>
<thead>
<tr>
<th>Chargeback Condition 2</th>
<th>Supporting Documentation/ Certification – Reason Code 85</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>As applicable:</td>
<td>For a Timeshare Transaction: None required</td>
<td>All excluding Europe</td>
</tr>
<tr>
<td>TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date, if applicable)</td>
<td>For all other Transactions, both:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Visa Resolve Online Questionnaire stating all of the following, as applicable:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The date the merchandise or service was cancelled or returned</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The name of the shipping company, if applicable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The invoice/tracking number, if available</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The date the Merchant received the merchandise, if available</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– That the Merchant billed a No-Show Transaction for more than one day’s accommodation or rental</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– That the Cardholder properly cancelled the Guaranteed Reservation and one of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ The Merchant processed a No-Show Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ The Merchant did not accept a cancellation or provide a cancellation confirmation.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* 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</td>
<td></td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td>For a Timeshare Transaction: None required</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>As applicable:</td>
<td>For all other Transactions, both:</td>
<td></td>
</tr>
<tr>
<td>TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date, if applicable)</td>
<td>* Visa Resolve Online Questionnaire or Dispute Resolution Form stating all of the following, as applicable:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The date the merchandise or service was cancelled or returned</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The name of the shipping company, if applicable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– The invoice/tracking number, if available</td>
<td></td>
</tr>
<tr>
<td>Member Message Text</td>
<td>Supporting Documentation/Certification – Reason Code 85</td>
<td>Country/Region</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>– The date the Merchant received the merchandise, if available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– That the Merchant billed a No-Show Transaction for more than one day’s accommodation or rental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– That the Cardholder properly cancelled the Guaranteed Reservation and one of the following:</td>
<td>• The Merchant processed a No-Show Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Merchant did not accept a cancellation or provide a cancellation confirmation.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</td>
<td></td>
</tr>
<tr>
<td>• 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• For a Transaction in the Europe Region related to off-premises, distance selling contracts, both:</td>
<td>– Proof of the start date of the off-premises, distance selling contract</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Proof that the Cardholder canceled the Transaction within the 14-day cancellation period</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeback Condition 3</strong></td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RECIPIENT REFUSES CREDIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• NOT ALLOWED BY LOCAL LAW</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 For an Interregional Transaction involving a Europe Member, a refund acknowledgement or credit letter does not qualify as a Credit Transaction Receipt unless it contains all required data.

2 A lost ticket application or a refund application is not considered a Credit Transaction Receipt.
11.1.28.6 Representment Processing Requirements – Reason Code 85

Table 11-109: Representment Processing Requirements – Reason Code 85

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 85</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>None required</td>
<td>Europe and Interregional including Europe</td>
</tr>
<tr>
<td>Chargeback Condition 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>Both:</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RETURNED MDSE NOT RECEIVED (if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• CH AGREED TO CANC POLICY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Originating Member can remedy the Chargeback</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>Chargeback Condition 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• X...X (Specify the reason)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


11.1.29 Chargeback Reason Code 86 – Paid by Other Means

11.1.29.1 Chargeback Conditions – Reason Code 86

Table 11-110: Chargeback Conditions – Reason Code 86

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 86</th>
<th>Country/ Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Cardholder paid for the same merchandise or service by other means</td>
<td>All</td>
</tr>
</tbody>
</table>

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11.1.29.2 Chargeback Rights and Limitations – Reason Code 86

Table 11-111: Chargeback Rights and Limitations – Reason Code 86

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 86</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General              | - 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.  
- The Chargeback applies when the same Transaction was processed through different payment networks on the same Account Number.  
- Before the Issuer may initiate the Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.¹ |
|                      | All                                                 |                |

¹ The requirement to resolve a dispute with the Merchant’s liquidator does not apply in the Europe Region.

11.1.29.3 Invalid Chargebacks – Reason Code 86

Table 11-112: Invalid Chargebacks – Reason Code 86

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 86</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| General              | - A partial prepayment¹ if the balance payment is not authorized and the balance was not paid by other means  
- 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&E Merchant) |
|                      | All                                                 |                |

¹ Processed as specified in Section 5.9.9.1, “Requirements for Prepayments and Transactions Using Stored Credentials”
11.1.29.4 Chargeback Processing Requirements – Reason Code 86

Table 11-113: Chargeback Processing Requirements – Reason Code 86

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 86</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>All of the following:</td>
<td></td>
</tr>
<tr>
<td>● None required</td>
<td>- Visa Resolve Online Questionnaire stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Evidence that the Merchant received payment by other means, including:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The Acquirer Reference Number or other Transaction information, if paid by a Visa Card</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A statement, if paid by another card</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A cash receipt or a copy of the front and back of a cancelled check</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 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)</td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td>All of the following:</td>
<td></td>
</tr>
<tr>
<td>● None required</td>
<td>- Visa Resolve Online Questionnaire or Dispute Resolution Form stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Evidence that the Merchant received payment by other means, including:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A statement, if paid by another card</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A cash receipt or a copy of the front and back of a cancelled check</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 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)</td>
<td></td>
</tr>
</tbody>
</table>
11.1.29.5 Representment Processing Requirements – Reason Code 86

Table 11-114: Representment Processing Requirements – Reason Code 86

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 86</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback General</td>
<td>Both: ● Visa Resolve Online Questionnaire or Dispute Resolution Form ● Documentation to prove that the Merchant did not receive payment by other means for the same merchandise or service</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.30 Chargeback Reason Code 90 – Non-Receipt of Cash or Load Transaction Value at ATM

11.1.30.1 Chargeback Conditions – Reason Code 90

Table 11-115: Chargeback Conditions – Reason Code 90

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 90</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Cardholder participated in the Transaction and did not receive cash or Load Transaction value, or received a partial amount.</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.30.2 Chargeback Rights and Limitations – Reason Code 90

Table 11-116: Chargeback Rights and Limitations – Reason Code 90

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Rights and Limitations – Reason Code 90</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>The Chargeback is limited to the amount not received</td>
<td>All</td>
</tr>
</tbody>
</table>

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11.1.30.3 Invalid Chargebacks – Reason Code 90

Table 11-117: Invalid Chargebacks – Reason Code 90

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 90</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>The Chargeback is invalid if the Cardholder states that the Transaction was fraudulent or the Transaction was processed more than once</td>
<td>All</td>
</tr>
</tbody>
</table>

11.1.30.4 Chargeback Processing Requirements – Reason Code 90

Table 11-118: Chargeback Processing Requirements – Reason Code 90

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 90</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required(^1)</td>
<td>All</td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASH/VALUE NOT RECEIVED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASH/VALUE AMT $XXXX RECD $XXXX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>Both:</td>
<td>Europe</td>
</tr>
<tr>
<td>As applicable:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASH/VALUE NOT RECEIVED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASH/VALUE AMT $XXXX RECD $XXXX</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dispute Resolution Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
</tr>
</tbody>
</table>

\(^1\) In the AP Region, for an India Domestic Transaction, an Issuer must not submit supporting documentation or certification.
11.1.30.5 Representment Processing Requirements – Reason Code 90

Table 11-119: Representment Processing Requirements – Reason Code 90

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/Certification – Reason Code 90</th>
<th>Country/Region</th>
</tr>
</thead>
</table>
| The Acquirer can remedy the Chargeback General  
  - X...X (Specify the reason) | Both:  
  - Visa Resolve Online Questionnaire or Dispute Resolution Form  
  - A copy of the ATM Cash Disbursement Transaction or Load Transaction record containing at least the following:  
    - Account Number  
    - Transaction time or sequential number identifying the individual Transactions  
    - Indicator that confirms that the ATM Cash Disbursements or Load Transaction values were successful | All |

ID# 0007702


11.1.31 Chargeback Reason Code 93 – Visa Fraud Monitoring Program

11.1.31.1 Chargeback Conditions – Reason Code 93

Table 11-120: Chargeback Conditions – Reason Code 93

<table>
<thead>
<tr>
<th>Condition</th>
<th>Chargeback Conditions – Reason Code 93</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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</td>
<td>All</td>
</tr>
</tbody>
</table>

ID# 0007704

11.1.31.2 Invalid Chargebacks – Reason Code 93

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Invalid Chargebacks – Reason Code 93</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>The Chargeback is invalid for an Emergency Cash Disbursement.</td>
<td>All</td>
</tr>
</tbody>
</table>


11.1.31.3 Chargeback Time Limit – Reason Code 93

<table>
<thead>
<tr>
<th>Chargeback Condition</th>
<th>Chargeback Time Limit – Reason Code 93</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>120 calendar days from the date of the identification by the Visa Fraud Monitoring Program</td>
<td>All</td>
</tr>
</tbody>
</table>


11.1.31.4 Chargeback Processing Requirements – Reason Code 93

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 93</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>FMP RPT DT MMDDYY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


11.1.31.5 Representment Processing Requirements – Reason Code 93

<table>
<thead>
<tr>
<th>Member Message Text</th>
<th>Supporting Documentation/ Certification – Reason Code 93</th>
<th>Country/Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Acquirer can remedy the Chargeback</td>
<td>None required</td>
<td>All</td>
</tr>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


22 April 2017 Visa Public PSR-701
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11.2 Arbitration and Compliance

11.2.1 Pre-Arbitration

11.2.1.1 Pre-Arbitration Filing Requirements

Before filing for Arbitration, a Member must make a pre-Arbitration attempt for any of the conditions specified as follows:

<table>
<thead>
<tr>
<th>Pre-Arbitration Condition</th>
<th>Certification Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>New documentation or information is being provided to the opposing Member about the dispute.</td>
<td>Not applicable</td>
</tr>
<tr>
<td>The Acquirer represented with Compelling Evidence.</td>
<td>In the Europe Region, the Issuer must both:</td>
</tr>
<tr>
<td></td>
<td>- Contact the Cardholder to review the Compelling Evidence</td>
</tr>
<tr>
<td></td>
<td>- Provide documentation detailing how the Compelling Evidence has been addressed by the Cardholder and why the Cardholder continues to dispute the Transaction</td>
</tr>
<tr>
<td>For all other Transactions, the Issuer must both:</td>
<td>For Transactions not involving a Europe Member, for reason codes 81 or 83, the Issuer must either:</td>
</tr>
<tr>
<td></td>
<td>- 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</td>
</tr>
</tbody>
</table>
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.

### 11.2.1.2 Pre-Arbitration Time Limits

A Member must not exceed the time limits specified for pre-Arbitration, as follows:

**Table 11-126: Pre-Arbitration Time Limits**

<table>
<thead>
<tr>
<th>Process Step</th>
<th>Time Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make pre-Arbitration attempt</td>
<td>Within 29 calendar days from the Representment Processing Date</td>
</tr>
<tr>
<td>• Reply to pre-Arbitration attempt</td>
<td>30 calendar days from the pre-Arbitration attempt date</td>
</tr>
<tr>
<td>• Accept financial responsibility and credit requesting Member for the last amount received by the requesting Member</td>
<td></td>
</tr>
</tbody>
</table>

### 11.2.2 Arbitration

#### 11.2.2.1 Arbitration Filing Conditions

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.

11.2.2.2 Arbitration Filing Authority

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.

11.2.2.3 Arbitration Time Limits

A Member must not exceed the time limits specified for Arbitration, as follows:

<table>
<thead>
<tr>
<th>Table 11-127: Arbitration Time Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Step</td>
</tr>
</tbody>
</table>
| 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\(^1\) from the Chargeback Processing Date  
Issuer: 60 calendar days\(^1\) from the Representment Processing Date |
| Reply                                  | 7 calendar days from the Visa acknowledgement date |
| Withdraw case\(^2\)                    |                                                                 |
| Accept financial responsibility\(^2\) |                                                                 |
| Collect disputed amount from the responsible Member | 60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee |

\(^1\) Plus 30 calendar days for a Group Member
Visa Core Rules and Visa Product and Service Rules

### Dispute Resolution

<table>
<thead>
<tr>
<th>Process Step</th>
<th>Time Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 In the Europe Region, the responsible Member will be notified of its financial responsibility for the disputed Transaction.</td>
<td></td>
</tr>
</tbody>
</table>

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| 11.2.2.4 Documentation Required for Arbitration |

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.¹

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

¹ In the Europe Region, a Member must provide definitions for the relevant data fields contained in the supporting documentation.


| 11.2.2.5 Use of V.I.P. System Authorization System Records in Arbitration |

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.

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| 11.2.3 Compliance |

| 11.2.3.1 Compliance Filing Conditions |

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.¹
- The Member would not have incurred the financial loss had the violation not occurred.¹
- 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\(^2\)
- Specific violation of the Visa Rules

\(^1\) This does not apply to a US Credit Card Surcharge violation, as specified in Section 11.2.3.5, “Compliance Right for Improperly Assessed Surcharge – US Region and US Territories.”

\(^2\) A Europe 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.

### 11.2.3.2 Data Compromise Recovery

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.

### 11.2.3.3 Compliance Filing Authority

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.

### 11.2.3.4 Compliance Conditions and Required Documentation

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. A Europe 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 11-128: Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data

<table>
<thead>
<tr>
<th>Compliance Condition</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Chargeback Reduction Service returned a valid Chargeback or</td>
<td>Resulting from a Member transmitting invalid data.</td>
</tr>
<tr>
<td></td>
<td>Representment resulting from a Member transmitting invalid data.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Required Documentation</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Both:</td>
<td>Evidence of incorrect or invalid data</td>
<td>Evidence that the Member was able to meet Chargeback or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Representment conditions</td>
</tr>
</tbody>
</table>

Table 11-129: Chargeback Reduction Service Returned Transaction with Valid Authorization

<table>
<thead>
<tr>
<th>Compliance Condition</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Chargeback Reduction Service returned a Transaction with a</td>
<td>Valid Authorization.</td>
</tr>
<tr>
<td></td>
<td>Proof that the Transaction received an Authorization</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Evidence of the Chargeback Reduction Service return</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Required Documentation</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All of the following:</td>
<td>The Transaction Receipt</td>
<td>Proof that the Transaction received an Authorization</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Evidence of the Chargeback Reduction Service return</td>
</tr>
</tbody>
</table>

Table 11-130: Unauthorized Signature

<table>
<thead>
<tr>
<th>Compliance Condition</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A Cardholder’s account was charged for a Transaction and all of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Cardholder denies authorizing or participating in the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Card that was lost or stolen, and recovered, was used in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the disputed Transaction.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The first initial of the first name or the last name of the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>signature on the Transaction Receipt is not spelled the same as</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the signature on the Card signature panel.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Transaction was not one of the following:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Vehicle-Specific Fleet Card Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Emergency Cash Disbursement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Priority check-out Transaction at a Lodging Merchant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>– Transaction using a Contactless Device that is not a standard</td>
<td></td>
</tr>
<tr>
<td></td>
<td>plastic Card</td>
<td></td>
</tr>
</tbody>
</table>
Visa Product and Service Rules

Dispute Resolution

Arbitration and Compliance

An Emergency Travelers Cheque Refund

Required Documentation

- A completed Visa Resolve Online Questionnaire certifying that the Cardholder denies authorizing or participating in the Transaction
- Issuer certification, completed Visa Resolve Online Questionnaire, or Unauthorized Signature – Issuer Certification (Exhibit 2G), stating that the recovered Card signature panel was unaltered and describing the Card recovery circumstances
- 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
- Transaction Receipt
- Copy of the front and back of the recovered Card

Table 11-132: 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

One of the following:

- Evidence that the signed Cardholder letter is required for legal proceedings (for example: court order or subpoena)
- For a Transaction not involving a Europe Member, evidence that the Cardholder letter is required for a law enforcement investigation
- For a Transaction involving a Europe Member, Acquirer certification that the signed Cardholder letter is required for a law enforcement investigation or is required by applicable laws or regulations

Table 11-133: Copy of Transaction Receipt

Compliance Condition

Effective for pre-Compliance attempts made through 21 April 2017

An Issuer or a Cardholder requires a copy of the Transaction Receipt for legal proceedings or a law enforcement investigation and the Retrieval Request was made within 13 months of the Transaction Processing Date.

Effective for pre-Compliance attempts made on or after 22 April 2017

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.
Effective for pre-Compliance attempts made through 21 April 2017
For a Transaction not involving a Europe Member, an Issuer may file a pre-Compliance case if it has made a valid Retrieval Request for a copy bearing signature within 13 months 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:
- Reported Fraud Activity for the Transaction
- Listed the Account Number on the Exception File on or after the Transaction Date

Effective for pre-Compliance attempts made on or after 22 April 2017
For a Transaction not involving a Europe Member, 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:
- Reported Fraud Activity for the Transaction
- Listed the Account Number on the Exception File on or after the Transaction Date

Required Documentation
For a Transaction involving a Europe Member, both:
- Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena)
- A written statement from the Issuer stating that the Transaction Receipt is required for a law enforcement investigation
For a Transaction not involving a Europe Member, either:
- 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
- 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

Table 11-134: Authorization Obtained Using Incorrect Data – US Region

<table>
<thead>
<tr>
<th>Compliance Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Required Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of the Authorization log and Transaction Receipt to support the discrepancy</td>
</tr>
</tbody>
</table>

Table 11-135: Electronic Commerce Transaction

<table>
<thead>
<tr>
<th>Compliance Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

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A Cardholder requires additional information about an Electronic Commerce Transaction coded with ECI value 6 and both:
- The Cardholder did not assert that the Transaction was fraudulent.
- The Acquirer did not respond to the Retrieval Request with a Fulfillment or responded with a Nonfulfillment Message code 03 or 04.

This condition does not apply to a US Domestic Transaction.

**Required Documentation**

Cardholder letter requesting additional information about the Transaction

### Table 11-136: No Valid Form of Identification for Sweden Domestic Transactions – Europe Region

**Compliance Condition**

In the Europe Region, for a Sweden Domestic Transaction, a Cardholder’s account was charged for a Transaction and all of the following:
- The Cardholder denies authorizing or participating in the Transaction.
- The Transaction amount is greater than SEK 200.
- No Cardholder identification number was noted on the Transaction Receipt or any other written documentation directly related to the Transaction.
- The Issuer reported Fraud Activity to Visa for the Transaction.

This does not apply to any of the following:
- If a PIN was obtained
- If the Transaction was an Unattended Transaction
- If a Cardholder name or Card identification was not required
- To a Transaction completed with a Counterfeit Card

**Required Documentation**

All of the following:
- Cardholder letter denying authorization of or participation in the Transaction
- Issuer certification of the fraud status reported to Visa
- Evidence that an identification check was not performed

### 11.2.3.5 Compliance Right for Improperly Assessed Surcharge – US Region and US Territories

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:
Visa Product and Service Rules

Dispute Resolution

Visa Core Rules and Visa Product and Service Rules

- 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 1.5.4.17, “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.”

Pre-Compliance and Compliance Time Limits

A Member must not exceed the time limits specified for pre-Compliance, as follows:

<table>
<thead>
<tr>
<th>Process Step</th>
<th>Time Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make pre-Compliance Attempt</td>
<td>At least 30 calendar days before filing for Compliance</td>
</tr>
<tr>
<td>Accept financial responsibility and credit requesting Member</td>
<td>30 calendar days from the pre-Compliance attempt date</td>
</tr>
</tbody>
</table>
A Member must not exceed the time limits specified for Compliance, as follows:

**Table 11-138: Compliance Time Limits**

<table>
<thead>
<tr>
<th>Process Step</th>
<th>Time Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make Compliance attempt</td>
<td>No less than 30 calendar days from the date of the pre-Compliance attempt</td>
</tr>
<tr>
<td>Filing for a Transaction not involving a fraudulent credit</td>
<td>90 calendar days(^1) from either:</td>
</tr>
<tr>
<td></td>
<td>● Processing Date</td>
</tr>
<tr>
<td></td>
<td>● 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(^2)</td>
</tr>
<tr>
<td>Filing for a Transaction involving a fraudulent credit</td>
<td>90 calendar days(^1) from the later of any of the following:</td>
</tr>
<tr>
<td></td>
<td>● Processing Date of credit Reversal</td>
</tr>
<tr>
<td></td>
<td>● Processing Date of the fraudulent sale or ATM Cash Disbursement</td>
</tr>
<tr>
<td></td>
<td>● In the Europe Region, Processing Date of the withdrawal from the account of the funds that relate to the fraudulent Credit Transactions</td>
</tr>
<tr>
<td>Filing for other violations</td>
<td>90 calendar days(^1) 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.</td>
</tr>
<tr>
<td>• Reply</td>
<td>7 calendar days from the Visa acknowledgement date</td>
</tr>
<tr>
<td>• Withdraw case(^3)</td>
<td></td>
</tr>
<tr>
<td>• Accept financial responsibility(^3)</td>
<td></td>
</tr>
<tr>
<td>Collect disputed amount from the responsible Member</td>
<td>60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee</td>
</tr>
<tr>
<td>File an appeal</td>
<td>60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee</td>
</tr>
</tbody>
</table>

\(^1\) Plus 30 calendar days for a Group Member

\(^2\) A Member must provide evidence that this was the date on which the financial loss was discovered.

\(^3\) In the Europe Region, the responsible Member will be notified of its financial responsibility for the disputed Transaction.
11.2.3.7 Use of V.I.P. System Authorization System Records in Compliance

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.

11.2.4 Appeals

11.2.4.1 Conditions for an Appeal to the Arbitration and Compliance Committee

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).

11.2.4.2 Appeal Time Limit

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.

11.2.4.3 Appeal Filing Fee

The requesting Member must not collect the filing fee from the opposing Member if the original decision is reversed.
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 in Russia – CEMEA Region

In the CEMEA Region, a Russia 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.

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

<table>
<thead>
<tr>
<th>Occurrence</th>
<th>Warning Letter</th>
<th>Suspension of Fraud Chargeback Rights</th>
<th>Non-Compliance Assessment (Minimum Amount)</th>
<th>Onsite Member Audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>Yes</td>
<td>Not applicable</td>
<td>USD 0</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Second</td>
<td>Yes</td>
<td>Not applicable</td>
<td>USD 0</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Third</td>
<td>Not applicable</td>
<td>90 calendar days</td>
<td>USD 25,000</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Fourth</td>
<td>Not applicable</td>
<td>180 calendar days</td>
<td>USD 25,000(^1)</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Issuance Non-Compliance Assessments

<table>
<thead>
<tr>
<th>Occurrence¹</th>
<th>Warning Letter</th>
<th>Suspension of Fraud Chargeback Rights²</th>
<th>Non-Compliance Assessment (Minimum Amount)</th>
<th>Onsite Member Audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fifth</td>
<td>Not applicable</td>
<td>Indefinite until compliance achieved</td>
<td>Visa decision based on reevaluation</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

¹ In the Europe Region, after the first occurrence applies to consecutive calendar quarters
² Chargeback reason codes will be determined by Visa.
³ In the Europe Region, USD 50,000

In addition, in the Europe Region, Visa may monitor the Issuer for 8 quarters

---

### 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 the Chip Interoperability Compliance Program” or, in the Europe Region, Table 12-3, “Member Non-Compliance Assessments for 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
- 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 Program²**

<table>
<thead>
<tr>
<th>Violation</th>
<th>Month</th>
<th>Visa Action, Notification, or Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial identification and confirmation of a violation</td>
<td>Month 1</td>
<td>Member receives Notification that Visa will take action if the situation is not addressed to the satisfaction of Visa within 30 calendar days</td>
</tr>
<tr>
<td>Unaddressed violation</td>
<td>Month 2</td>
<td>Visa discontinues any Member incentives associated with deployment of products that have been identified as contributors to interoperability problems. Visa</td>
</tr>
</tbody>
</table>
Visa Product and Service Rules
Fees and Non-Compliance Assessments
Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Violation</th>
<th>Month</th>
<th>Visa Action, Notification, or Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unaddressed violation</td>
<td>Months 4-5</td>
<td>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.</td>
</tr>
<tr>
<td>Unaddressed violation</td>
<td>Month 6 and subsequent months</td>
<td>Member is assessed USD 25,000 per month</td>
</tr>
<tr>
<td>Unaddressed violation</td>
<td>Month 6 and subsequent months</td>
<td>Member is assessed USD 50,000 per month</td>
</tr>
</tbody>
</table>

Table 12-3: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region

<table>
<thead>
<tr>
<th>Violation</th>
<th>Action or Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial identification and confirmation of a Chip interoperability problem.</td>
<td>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.</td>
</tr>
<tr>
<td>Either:</td>
<td>EUR 10,000 non-compliance assessment</td>
</tr>
<tr>
<td>● Agreed resolution plan not provided to Visa</td>
<td>EUR 50,000 non-compliance assessment</td>
</tr>
<tr>
<td>● Agreed resolution plan not followed within 30 calendar days of initial notification</td>
<td>EUR 100,000 non-compliance assessment</td>
</tr>
<tr>
<td>Either:</td>
<td>EUR 100,000 non-compliance assessment</td>
</tr>
<tr>
<td>● Agreed resolution plan not provided to Visa</td>
<td>EUR 100,000 per subsequent month and the case will be reviewed for further action at Visa’s discretion</td>
</tr>
<tr>
<td>● Agreed resolution plan not followed within 90 calendar days of initial notification</td>
<td>EUR 100,000 per subsequent month and the case will be reviewed for further action at Visa’s discretion</td>
</tr>
<tr>
<td>Either:</td>
<td>EUR 100,000 per subsequent month and the case will be reviewed for further action at Visa’s discretion</td>
</tr>
<tr>
<td>● Agreed resolution plan not provided to Visa</td>
<td>EUR 100,000 per subsequent month and the case will be reviewed for further action at Visa’s discretion</td>
</tr>
<tr>
<td>● Agreed resolution plan not followed within 120 calendar days of initial notification</td>
<td>EUR 100,000 non-compliance assessment</td>
</tr>
</tbody>
</table>

1 In the Europe Region, including provision of progress reports to Visa
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.

Transactions involving Europe Acquirers will be subject to a non-compliance assessment of EUR 1 per Fallback Transaction.

1 This does not apply in the AP Region to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.

12.3.2 High-Risk Internet Payment Facilitator Non-Compliance Assessments

12.3.2.1 High-Risk Internet Payment Facilitator Registration Non-Compliance Assessments

In the AP, Canada, CEMEA, LAC, and US Regions, 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
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

<table>
<thead>
<tr>
<th>Violation</th>
<th>Visa Action, Notification, or Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warning</td>
<td>Notification of violation with specific date for correction, not to exceed 3 months</td>
</tr>
<tr>
<td>Uncorrected Violation (Month 4)</td>
<td>Acquirer assessed USD 5,000 non-compliance assessment per Merchant identified</td>
</tr>
<tr>
<td>Uncorrected Violation (Month 5)</td>
<td>Acquirer assessed USD 10,000 non-compliance assessment per Merchant identified</td>
</tr>
<tr>
<td>Uncorrected Violation (Months 6-12)</td>
<td>Acquirer assessed USD 25,000 non-compliance assessment per Merchant identified</td>
</tr>
<tr>
<td>Uncorrected Violation (Months 13-18)</td>
<td>Visa may suspend the Merchant from participation in the Visa Program</td>
</tr>
<tr>
<td>Uncorrected Violation (Month 19 and subsequent months)</td>
<td>Visa may permanently disqualify the Merchant from participation in the Visa Program</td>
</tr>
</tbody>
</table>

1 Or, in the Europe Region, a Payment Facilitator

12.3.4 Chip Card Non-Compliance Assessments

12.3.4.1 Visa Debit Processing Non-Compliance Assessments – Canada Region

A Canada 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.”

12.3.4.2 Visa Debit Acquirers Compliance Program – Canada Region

A Canada 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.

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 6.4.1.1, “Visa Rights Pertaining to ATM Access Fees”
- Populate the Access Fee amount, if any, in the appropriate field of the Authorization and Clearing Record
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 12.7.9, “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:

- 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.


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.

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12.6 Interchange Non-Compliance Assessments

12.6.1 Interchange Reimbursement Fee Non-Compliance Assessments

12.6.1.1 Non-Compliance Assessment for Failure to Qualify for Supermarket Classification – US Region

A US Acquirer whose Merchant Outlet is identified as failing to meet the qualification requirements for classification with MCC 5411 (Supermarkets), as specified for the Supermarket Incentive Program, is subject to a non-compliance assessment per Merchant Outlet, until the qualification requirements are met.

12.6.1.2 Non-Compliance Assessment for Inappropriate Credit Transaction Interchange Reimbursement Fee – US Region

A US Acquirer whose Merchant Outlet is identified during 2 consecutive months as receiving an inappropriate Interchange Reimbursement Fee for Credit Transactions is subject to a non-compliance assessment equal to 3 times the US dollar value of the fees that were due to the Issuer during the previous 12-month period.

12.6.1.3 Non-Compliance Assessment for Inappropriate Interchange Reimbursement Fee – US Region

A US Acquirer whose Merchant Outlet is identified for 4 or more months as receiving an Interchange Reimbursement Fee not meeting the Interchange Reimbursement Fee processing requirements is subject to a non-compliance assessment per Merchant Outlet, as follows:

Table 12-10: Non-Compliance Assessments for a Merchant Outlet Receiving an Inappropriate Interchange Reimbursement Fee – US Region

<table>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fourth month</td>
<td>USD 1,000</td>
</tr>
<tr>
<td>Fifth month</td>
<td>USD 5,000</td>
</tr>
<tr>
<td>Each month after the fifth month</td>
<td>USD 10,000</td>
</tr>
</tbody>
</table>
12.7 Risk Non-Compliance Assessments

12.7.1 Account and Transaction Information Security Non-Compliance Assessments

12.7.1.1 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 12-11: Non-Compliance Assessments for the Account Information Security Program – AP, Canada, CEMEA, LAC, and US Regions

<table>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First violation</td>
<td>Up to USD 50,000</td>
</tr>
<tr>
<td>Second violation</td>
<td>Up to USD 100,000</td>
</tr>
<tr>
<td>Third or any subsequent violation</td>
<td>Up to USD 200,000</td>
</tr>
</tbody>
</table>

Table 12-12: Non-Compliance Assessments for the Account Information Security Program – Europe Region

<table>
<thead>
<tr>
<th>Violation</th>
<th>Visa Action or Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First violation of rule</td>
<td>Warning letter with specific date for correction and USD 500 non-compliance assessment</td>
</tr>
<tr>
<td>Second violation of same rule in a 12-month period after date of correction specified in Notification of first violation</td>
<td>USD 5,000 non-compliance assessment</td>
</tr>
<tr>
<td>Third violation of same rule in a 12-month period after date of correction specified in Notification of first violation</td>
<td>USD 10,000 non-compliance assessment</td>
</tr>
<tr>
<td>Fourth violation of same rule in a 12-month period after date of correction specified in Notification of first violation</td>
<td>USD 25,000 non-compliance assessment</td>
</tr>
<tr>
<td>Five or more violations of same rule in a 12-month period after date of correction specified in Notification of first violation</td>
<td>At Visa discretion</td>
</tr>
<tr>
<td>If the 12-month period is not violation-free and the non-compliance assessments total USD 25,000 or more</td>
<td>Additional non-compliance assessments equal to all non-compliance assessments levied during that 12-month period</td>
</tr>
</tbody>
</table>
12.7.1.2 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.

A Europe 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)

A Europe 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

12.7.1.6 Transaction Information Loss/Theft Notification Non-Compliance Assessments – US Region

If a US 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.
12.7.2 Anti-Money Laundering Program Non-Compliance Assessments

12.7.2.1 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 Compliance Questionnaire/Certification form, 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 12-17: Non-Compliance Assessments for Member Failure to Return a Completed Anti-Money Laundering/Anti-Terrorist Financing Questionnaire to Visa

<table>
<thead>
<tr>
<th>Date</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due date + one calendar day to 30 calendar days</td>
<td>USD 1,000</td>
</tr>
<tr>
<td>Due date + 31 calendar days to 60 calendar days</td>
<td>USD 2,500</td>
</tr>
<tr>
<td>Due date + 61 calendar days to 90 calendar days</td>
<td>USD 5,000</td>
</tr>
<tr>
<td>Due date + 91 calendar days and every 30 calendar days thereafter</td>
<td>USD 10,000</td>
</tr>
</tbody>
</table>

This does not apply in the Europe Region.

12.7.3 Authentication Non-Compliance Assessments

12.7.3.1 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 12-18: PIN Security Non-Compliance Assessments

<table>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial violation and each month of unaddressed violations, up to 4 months after the initial violation</td>
<td>USD 10,000 per month</td>
</tr>
<tr>
<td>Violations after 4 months and each month thereafter</td>
<td>USD 25,000 per month</td>
</tr>
</tbody>
</table>

1 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.

### 12.7.4 Visa Acquirer Monitoring Program Non-Compliance Assessments

#### 12.7.4.1 Visa Acquirer Monitoring Program (VAMP) Non-Compliance Assessments

Visa assesses the following non-compliance assessments if an Acquirer’s monthly Chargeback 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>
<thead>
<tr>
<th>Month</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month 1 – 3</td>
<td>USD 25,000 (or local currency equivalent) per month</td>
</tr>
<tr>
<td>Month 4 – 6</td>
<td>USD 50,000 (or local currency equivalent) per month</td>
</tr>
<tr>
<td>Month 7 – 12 (and, in the Europe Region, subsequent months)</td>
<td>USD 100,000 (or local currency equivalent) per month</td>
</tr>
</tbody>
</table>

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 Chargeback or Fraud Activity volumes.
1 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.

### 12.7.5 Chargeback Monitoring Fees and Non-Compliance Assessments

#### 12.7.5.1 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 12-21, “Fees for Visa Chargeback Monitoring Program - Standard Program,” and Table 12-22, “Fees for Visa Chargeback Monitoring Program - High-Risk Program.”

Table 12-21: Fees for Visa Chargeback Monitoring Program – Standard Program

<table>
<thead>
<tr>
<th>Event</th>
<th>Visa Action/Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.4.3.1, “Visa Chargeback Monitoring Program (VCMP),” in months 1-4 (month 1 = initial notification).</td>
<td></td>
</tr>
</tbody>
</table>
|       | • Workout Period²  
|       | • No fee |
| Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.4.3.1, “Visa Chargeback Monitoring Program (VCMP),” in months 5-9. |  
|       | • A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback³ for every month the Merchant meets or exceeds the program thresholds.⁴ |
| Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.4.3.1, “Visa Chargeback Monitoring Program (VCMP),” beyond month 9. |  
|       | • A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback³ for every month the Merchant meets or exceeds the program thresholds.⁴  
|       | • The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.  
|       | • Visa may initiate Merchant disqualification processes against a Merchant Outlet¹ and/or its principals. |

¹ In the Europe Region, the program applies at the Merchant level.  
² The Workout Period does not apply to High-Risk Merchants or High-Brand Risk Merchants.  
³ VCMP non-compliance assessments and program fees apply to domestic and international Chargebacks 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 Chargebacks.  
⁴ Visa allocates a portion of this fee to the Issuer via a funds disbursement. This does not apply in the Europe Region.
### Visa Product and Service Rules

#### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

<table>
<thead>
<tr>
<th>Event</th>
<th>Visa Action/Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant Outlet(^1) meets or exceeds the Chargeback activity thresholds specified in Section 10.4.3.1, “Visa Chargeback Monitoring Program (VCMP),” in months 1-6.</td>
<td>• A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback(^2) for every month the Merchant meets or exceeds the program thresholds.(^3)</td>
</tr>
</tbody>
</table>
| Merchant Outlet\(^1\) meets or exceeds the Chargeback activity thresholds specified in Section 10.4.3.1, “Visa Chargeback Monitoring Program (VCMP),” beyond month 6. | • A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback\(^2\) for every month the Merchant meets or exceeds the program thresholds.\(^3\)  
• The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule. |
| Merchant Outlet\(^1\) meets or exceeds the Chargeback activity thresholds specified in Section 10.4.3.1, “Visa Chargeback Monitoring Program (VCMP),” beyond month 11. | • A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback\(^2\) for every month the Merchant meets or exceeds the program thresholds.\(^3\)  
• The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.  
• Visa may initiate Merchant disqualification processes against a Merchant Outlet\(^1\) and/or its principals. |

---

1. In the Europe Region, Merchant
2. VCMP non-compliance assessments and program fees apply to domestic and international Chargebacks 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 Chargebacks.
3. Visa allocates a portion of this fee to the Issuer via a funds disbursement. This does not apply in the Europe Region.

Non-compliance assessments and fees for Chargeback activity under the VCMP standard program or VCMP high-risk program may continue to be assessed to the Acquirer:

- For all Trailing Chargeback 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 Chargeback volumes.

12.7.5.2 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 or Merchant data in any way to circumvent the Visa Chargeback Monitoring Program (VCMP), Visa may impose a non-compliance assessment of USD 10,000 (or local currency equivalent) per Merchant Outlet, per month, to the Acquirer.

12.7.6 High-Risk/High-Brand Risk Acquirer Non-Compliance Assessments

12.7.6.1 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.

12.7.6.2 High-Risk Registration Non-Compliance Assessment – Europe Region

A Europe 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.
12.7.7 Fraud Monitoring and Reporting Non-Compliance Assessments

12.7.7.1 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 12-25: Non-Compliance Assessments for VFMP – High-Risk Program

<table>
<thead>
<tr>
<th>Month</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month 1 – 3</td>
<td>USD 10,000 per month</td>
</tr>
<tr>
<td>Month 4 – 6</td>
<td>USD 25,000 per month</td>
</tr>
<tr>
<td>Month 7 – 9</td>
<td>USD 50,000 per month</td>
</tr>
<tr>
<td>Month 10 – 12 (and, in the Europe Region, subsequent months)</td>
<td>USD 75,000 per month</td>
</tr>
</tbody>
</table>

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.

12.7.7.2 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\(^1\) per Merchant Outlet, per month, to the Acquirer.

\(^1\) In the Europe Region, or local currency equivalent
12.7.7.5 Non-Compliance Assessments for Failure to Report Fraud – LAC Region

An LAC 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.

12.7.8 Terminated Merchant Non-Compliance Assessments

12.7.8.1 Terminated Merchant Non-Compliance Assessments – Canada Region

If a Canada Acquirer fails to comply with Section 10.12.1.4, “Common Terminated Merchant Database Requirements – Canada Region,” Visa may assess a non-compliance assessment of CAD 2,500 per violation.

12.7.9 Global Brand Protection Program Non-Compliance Assessments

12.7.9.2 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.

12.7.9.3 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 Chargeback received for Interregional Transactions at any of the Merchant’s Merchant Outlets.
Visa Product and Service Rules

Fees and Non-Compliance Assessments

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.

12.7.9.4 Incorrectly Identified Online Gambling Transactions Non-Compliance Assessments – Europe Region

In the Europe Region, an Acquirer that incorrectly identifies an Online Gambling Transaction, as specified in Section 12.5.1.1, “Online Gambling Transaction Identification Non-Compliance Assessment,” must correct the violation within 7 days of receiving Notification from Visa.

If the violation is not corrected within 7 days, the Acquirer may be subject to non-compliance assessments, as follows:

Table 12-30: Online Gambling Audit Program Non-Compliance Assessments – Europe Region

<table>
<thead>
<tr>
<th>Violation</th>
<th>Visa Action or Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First violation</td>
<td>USD 10,000 non-compliance assessment per Merchant URL or Sponsored Merchant URL identified</td>
</tr>
<tr>
<td>Second violation within a 12-month period</td>
<td>USD 25,000 non-compliance assessment per Merchant URL or Sponsored Merchant URL identified</td>
</tr>
<tr>
<td>Third violation within a 12-month period</td>
<td>USD 50,000 non-compliance assessment per Merchant URL or Sponsored Merchant URL identified</td>
</tr>
<tr>
<td>Four or more violations within a 12-month period</td>
<td>Visa may require the Acquirer to terminate its agreement with the Merchant or Sponsored Merchant and may permanently disqualify the Merchant or Sponsored Merchant from participation in Visa</td>
</tr>
</tbody>
</table>

12.7.9.6 Illegal or Prohibited Transactions Non-Compliance Assessments – Europe Region

A Europe Acquirer that processes illegal or prohibited Transactions may be subject to non-compliance assessments, as specified in Table 12-32, “Illegal or Prohibited Transaction Non-Compliance Assessments - Europe Region.”

Within 5 business days of Notification of a suspected violation, the Acquirer must provide either:
Visa Core Rules and Visa Product and Service Rules

- Evidence that the suspected violation has been remedied
- Documentary evidence refuting the suspected violation

Remedying the violation may not eliminate non-compliance assessment liability.

Table 12-32: Illegal or Prohibited Transaction Non-Compliance Assessments – Europe Region

<table>
<thead>
<tr>
<th>Violation</th>
<th>Visa Action or Non-Compliance Assessment</th>
</tr>
</thead>
</table>
| First violation                                     | Member is subject to a non-compliance assessment of EUR 25,000 for either of the following, per calendar month of non-compliance:  
  ● Per Merchant or Sponsored Merchant  
  ● Per Merchant URL or Sponsored Merchant URL        |
| Subsequent violation after Notification of first violation | Member is subject to a non-compliance assessment of EUR 50,000 either:  
  ● Per Merchant or Sponsored Merchant  
  ● Per Merchant URL or Sponsored Merchant URL        |
  This non-compliance assessment will increase by EUR 25,000 for each subsequent calendar month of non-compliance, to a maximum of EUR 100,000.  
  Non-compliance may also result in the Acquirer being subject to corporate risk reduction measures, as specified in the Visa Rules, which may include revocation of acquiring privileges.

12.7.10 Corporate Risk Reduction Non-Compliance Assessments

12.7.10.1 Acquirer Responsibility for Merchants Non-Compliance Assessments – US Region

A US Acquirer that fails to comply with the requirements of Section 7.5.1.1, “Acquirer Responsibility for Visa Transactions – US Region,” is subject to a non-compliance assessment of X, termination of its membership, or both.

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12.7.11 Merchant Agreement with Prohibited Merchant Non-Compliance Assessments – US Region

12.7.11.1 Non-Compliance Assessments for Merchant Agreement with Prohibited Merchant – US Region

Visa imposes a non-compliance assessment to a US 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 12-33: Acquirer Non-Compliance Assessments for Merchant Agreement with a Prohibited Merchant – US Region

<table>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First violation in a 5-year period</td>
<td>USD 10,000</td>
</tr>
<tr>
<td>Second violation in a 5-year period</td>
<td>USD 20,000</td>
</tr>
<tr>
<td>Third violation in a 5-year period</td>
<td>USD 50,000</td>
</tr>
<tr>
<td>4 or more violations in a 5-year period</td>
<td>At the discretion of Visa</td>
</tr>
</tbody>
</table>

Visa imposes an additional non-compliance assessment of USD 10,000 for each 30-calendar-day period, or portion thereof, during which the US Acquirer fails to terminate the Merchant Agreement.

12.7.13 Non-Compliance Assessments Related to Agents

12.7.13.1 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.

### 12.7.13.2 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>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First occurrence</td>
<td>USD 10,000</td>
</tr>
<tr>
<td>Second occurrence in a rolling 60-month period</td>
<td>USD 25,000</td>
</tr>
<tr>
<td>Third occurrence in a rolling 60-month period</td>
<td>USD 50,000</td>
</tr>
<tr>
<td>Four or more occurrences in a rolling 60-month period</td>
<td>USD 100,000</td>
</tr>
</tbody>
</table>

For repeated violations in a rolling 60-month period, Visa may impose non-compliance assessments in addition to those specified in Table 12-36, “Non-Compliance Assessments Related to Third Party Agents,” at Visa discretion. Non-compliance assessments are cumulative.

This does not apply in the Europe Region.
12.8 Fees – General

12.8.1 Fee Assessment and Responsibility

12.8.1.1 Responsibility for Charges – US Region

All charges imposed by Visa, whether in the form of fees, exchange rates, or otherwise, are charges imposed on a US Member or a VisaNet Processor or an Agent operating on behalf of a US Member. A US Member or VisaNet Processor or Agent operating on behalf of a US 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).

12.8.2 Global Compromised Account Recovery (GCAR) Fees

12.8.2.1 Global Compromised Account Recovery (GCAR) – Appeal Fee

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012

Visa will collect from the Acquirer through the Global Member Billing System a Global Compromised Account Recovery (GCAR) appeal fee, as specified in the applicable Fee Schedule.

12.8.2.2 Global Compromised Account Recovery (GCAR) – Non-Cooperation Analysis Fee

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012

Visa assesses to the Acquirer through the Global Member Billing System a Global Compromised Account Recovery (GCAR) program non-cooperation analysis fee, as specified in the applicable Fee Schedule, 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.
12.9 Member-to-Member Fees

12.9.2 Automated Clearing House Service

12.9.2.1 Automated Clearing House Collections Made in Error – US Region

Visa is not liable for US automated clearing house collections made in error, except through intentional misconduct.

12.9.2.2 Automated Clearing House Service Authorization Agreement – US Region

Visa will provide a US 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

12.9.2.3 Automated Clearing House Service Requirements – US Region

Upon Visa request, a US 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
12.9.2.4 Automated Clearing House Service Requirements for Principal-Type or Associate-Type Members – US Region

Upon Visa request, a US Principal-type or Associate-type Member or an applicant for Principal-type or Associate-type membership must comply with Section 12.9.2.3, “Automated Clearing House Service Requirements – US Region,” for the purpose of collecting fees and disbursing funds through the automated clearing house service.

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12.9.2.5 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.

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12.9.2.6 Non-Use of Automated Clearing House Service – US Region

A US 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 2017 | Last Updated: Oct 2014

12.9.2.7 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:

- US Member did not comply with Section 12.9.2.3, “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 2017 | Last Updated: Oct 2014
12.9.3 Member-to-Member Fee Collection and Funds Disbursement

12.9.3.2 Fee Collection Time Limit

Unless otherwise specified, a Member must collect fees or disburse funds within either:

- 180 calendar days from the related event
- For a US Domestic Transaction, 45 calendar days from the related event

12.9.3.4 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.

This rule does not apply to a Europe Member. Where a Europe 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 US 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).

12.9.3.5 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.
A US 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)

### 12.9.3.6 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 12.9.3.3, “Fee Collection Returns,” and Section 12.9.3.4, “Resubmission of Returned Fee Collection.”

### 12.9.3.7 Fee Collection/Funds Disbursement Process – US Region

When a US 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 12.9.3.3, “Fee Collection Returns,” Section 12.9.3.4, “Resubmission of Returned Fee Collection,” and Section 12.9.3.1, “Data and Documentation Requirements for Fee Collections and Funds Disbursements.”

No other use of the Fee Collection Transaction/Funds Disbursement Transaction process is permitted.

### 12.9.4 Incentive Fulfillment Fees

#### 12.9.4.1 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
- **Effective for Transactions completed through 21 April 2017** Substitute Transaction Receipt does not include the required data
- Request resulted from an incorrect Merchant description or a zero-filled or incorrect Transaction Date in the VisaNet transmission
- For a US Domestic Transaction, both:
Visa Product and Service Rules

Fees and Non-Compliance Assessments

Visa Core Rules and Visa Product and Service Rules

- Requested copy was illegible
- Acquirer did not properly supply the required Healthcare Auto-Substantiation Transaction detail

12.9.5 Investigative Services Fees

12.9.5.1 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.

12.9.6 Rewards for Recovered Cards

12.9.6.1 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, an Australia 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.

12.9.6.2 Acquirer Recovered Card Handling and Reward Collection – US Region

If a US 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.

12.10 Other Non-Compliance Assessments

12.10.1 Willful Violations – Europe Region

12.10.1.1 Willful Violation Non-Compliance Assessments – Europe Region

A Europe Member who 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>
<thead>
<tr>
<th>Violation</th>
<th>Non-Compliance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First violation of regulation</td>
<td>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)</td>
</tr>
<tr>
<td>Second violation of the same regulation in a 12-month period after notification of first violation</td>
<td>EUR 100,000</td>
</tr>
<tr>
<td>Monthly increase thereafter for non-correction of same violation</td>
<td>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</td>
</tr>
<tr>
<td>Eight or more violations of the same regulation in a 12-month period after notification of first violation</td>
<td>Visa discretion</td>
</tr>
<tr>
<td>Violation</td>
<td>Non-Compliance Assessment</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------</td>
</tr>
<tr>
<td>If the 12-month period is not violation-free and the non-compliance assessments total EUR 250,000 or more</td>
<td>Additional non-compliance assessment equal to all non-compliance assessments levied during that 12-month period</td>
</tr>
</tbody>
</table>
Fees and Non-Compliance Assessments

Other Non-Compliance Assessments
Part 3: Appendices
# Visa Supplemental Requirements

## Visa Supplemental Requirements (Enforceable Documents and Websites)

### Visa Supplemental Requirements List

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3-D Secure and Verified by Visa</strong></td>
<td></td>
</tr>
<tr>
<td>3-D Secure Functional Requirements – Access Control Server</td>
<td>All</td>
</tr>
<tr>
<td>3-D Secure Functional Requirements – Merchant Server Plug-in</td>
<td>All</td>
</tr>
<tr>
<td>3-D Secure Protocol Specification Core Functions</td>
<td>All</td>
</tr>
<tr>
<td>3-D Secure Security Requirements – Enrollment Servers and Access Control Servers</td>
<td>All</td>
</tr>
<tr>
<td>3-D Secure U.S. Region Supplemental Functional Requirements – Access Control Server</td>
<td>US</td>
</tr>
<tr>
<td>Verified by Visa Dispute Resolution Guide</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Verified by Visa Dispute Resolution Guide (Europe)</td>
<td>Europe</td>
</tr>
<tr>
<td>Verified by Visa Issuer Implementation Guide</td>
<td>All</td>
</tr>
<tr>
<td>Verified by Visa Merchant and Acquirer Implementation Guide</td>
<td>All</td>
</tr>
<tr>
<td><strong>Acceptance</strong></td>
<td></td>
</tr>
<tr>
<td>DCC Acquirer and Merchant Standards Manual</td>
<td>Europe</td>
</tr>
<tr>
<td>International Transactions Guide</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Transaction Acceptance Device Requirements</td>
<td>All</td>
</tr>
<tr>
<td>Visa Europe Merchant Data Standards</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Europe Transit Terminal Requirements and Implementation Guide</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Merchant Data Standards Manual</td>
<td>All except Europe</td>
</tr>
</tbody>
</table>
## Visa Supplemental Requirements

### Brand

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Product Brand Standards</td>
<td>All</td>
</tr>
</tbody>
</table>

### Card / Payment Device Technology

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMV Contactless Specification for Payment Systems Book C-3</td>
<td>Europe</td>
</tr>
<tr>
<td>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</td>
<td>All</td>
</tr>
<tr>
<td>Global Chip Fallback Monitoring Program Guide</td>
<td>All</td>
</tr>
<tr>
<td><strong>Effective through 30 June 2017</strong></td>
<td>All</td>
</tr>
<tr>
<td>Global Security Validation Requirements for Over-the-Air Secure Element Personalization Vendors</td>
<td>All</td>
</tr>
<tr>
<td>Visa Canada Debit Card – Technical Specifications</td>
<td>Canada</td>
</tr>
<tr>
<td>Visa Chip Security Program – Security Testing Process</td>
<td>All</td>
</tr>
<tr>
<td>Visa Cloud-Based Payments Contactless Specifications</td>
<td>All</td>
</tr>
<tr>
<td>Visa Cloud-Based Payments Program Minimum Requirements and Guidelines</td>
<td>All</td>
</tr>
<tr>
<td>Visa Contactless Payment Service – Visa Asia Pacific Reader Interface Specification</td>
<td>AP</td>
</tr>
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<td>AP</td>
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<tr>
<td>Visa Contactless Payment Service – Visa Asia Pacific Terminal Specification</td>
<td>AP</td>
</tr>
<tr>
<td>Visa Contactless Payment Specification</td>
<td>All</td>
</tr>
<tr>
<td>Visa EMV Application Selection Requirements and Recommendations</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Europe Contactless Terminal Requirements and Implementation Guide</td>
<td>Europe</td>
</tr>
<tr>
<td><strong>Effective through 30 June 2017</strong></td>
<td>All</td>
</tr>
<tr>
<td>Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers</td>
<td>All</td>
</tr>
<tr>
<td>Visa Integrated Circuit Card Specification (VIS)</td>
<td>All</td>
</tr>
<tr>
<td>Visa Mobile Contactless Payment Specification (VMCPs)</td>
<td>All</td>
</tr>
<tr>
<td>Visa Mobile Gateway Issuer Update Functional Specification</td>
<td>All</td>
</tr>
<tr>
<td>Visa Mobile Gateway Issuer Update Protocol Specification</td>
<td>All</td>
</tr>
<tr>
<td>Visa Mobile Gateway Logical and Physical Security Requirements</td>
<td>All</td>
</tr>
<tr>
<td>Visa Mobile Gateway Secure Channel Functional Specification</td>
<td>All</td>
</tr>
<tr>
<td>Visa Mobile Gateway Secure Channel Protocol Specification</td>
<td>All</td>
</tr>
<tr>
<td>Visa QR Code Payment Specification (VQRPS)</td>
<td>US</td>
</tr>
</tbody>
</table>
# Appendix A

## Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations</td>
<td>US</td>
</tr>
<tr>
<td>Visa Smart Debit/Credit System Technical Manual</td>
<td>All</td>
</tr>
<tr>
<td><strong>Dispute Resolution</strong></td>
<td></td>
</tr>
<tr>
<td>Enhanced Dispute Resolution Rules</td>
<td>All</td>
</tr>
<tr>
<td><strong>Encoding and PINs</strong></td>
<td></td>
</tr>
<tr>
<td>Payment Technology Standards Manual</td>
<td>All</td>
</tr>
<tr>
<td><strong>Fee Schedules</strong></td>
<td></td>
</tr>
<tr>
<td>Visa Asia Pacific Fee Schedule</td>
<td>AP</td>
</tr>
<tr>
<td>Visa Canada Fee Schedule</td>
<td>Canada</td>
</tr>
<tr>
<td>Visa CEMEA Fee Schedule</td>
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</tr>
<tr>
<td>Visa Europe Fee Schedule</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa LAC Fee Schedule</td>
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</tr>
<tr>
<td>Visa U.S.A. Fee Schedule</td>
<td>US</td>
</tr>
<tr>
<td><strong>Interchange Reimbursement Fees (IRF)</strong></td>
<td></td>
</tr>
<tr>
<td>AP Intraregional IRF Guide and AP Domestic IRF Guides, as applicable</td>
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<tr>
<td>CEMEA Intraregional IRF Guide and CEMEA Domestic IRF Guides, as applicable</td>
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</tr>
<tr>
<td>Europe Region Intraregional IRF Guide and Europe Domestic IRF Guides, as applicable</td>
<td>Europe</td>
</tr>
<tr>
<td>Interchange Reimbursement Fee Compliance Process Guide</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Interregional Interchange Guide</td>
<td>All</td>
</tr>
<tr>
<td>LAC Intraregional IRF Guide and LAC Domestic IRF Guides, as applicable</td>
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</tr>
<tr>
<td>US Interchange Reimbursement Fee Rate Qualification Guide</td>
<td>US</td>
</tr>
<tr>
<td>Visa Canada Interchange Guide</td>
<td>Canada</td>
</tr>
<tr>
<td>Visa Government and Education Payment Program Guide</td>
<td>US</td>
</tr>
<tr>
<td>Visa Government-to-Government (G2G) Program Guide</td>
<td>US</td>
</tr>
<tr>
<td>Visa U.S. Debt Repayment Incentive Interchange Program Guide</td>
<td>US</td>
</tr>
<tr>
<td>Visa U.S.A. Interchange Reimbursement Fees</td>
<td>US</td>
</tr>
<tr>
<td>Visa Utility Interchange Reimbursement Fee Program Guide</td>
<td>US</td>
</tr>
</tbody>
</table>
## Visa Supplemental Requirements

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Payment Card Industry Security Standards Council (PCI SSC)</strong></td>
<td></td>
</tr>
<tr>
<td>Payment Application Data Security Standard (PA-DSS)</td>
<td>All</td>
</tr>
<tr>
<td>Payment Card Industry (PCI) Card Production and Provisioning – Logical Security Requirements</td>
<td>All</td>
</tr>
<tr>
<td>Payment Card Industry (PCI) Card Production and Provisioning – Physical Security Requirements</td>
<td>All</td>
</tr>
<tr>
<td>Payment Card Industry Data Security Standard (PCI DSS)</td>
<td>All</td>
</tr>
<tr>
<td>Payment Card Industry (PCI) PIN Security Requirements</td>
<td>All</td>
</tr>
<tr>
<td>Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements</td>
<td>All</td>
</tr>
<tr>
<td>Payment Card Industry (PCI) POS PIN Entry Device Security Requirements</td>
<td>Europe</td>
</tr>
<tr>
<td>Payment Card Industry (PCI) P2PE Solution Requirements and Testing Procedures</td>
<td>Europe</td>
</tr>
<tr>
<td><strong>Products and Services</strong></td>
<td></td>
</tr>
<tr>
<td>Accelerated Connection Platform Acquirer Merchant Activation Guide</td>
<td>All, where available</td>
</tr>
<tr>
<td>Accelerated Connection Platform Client Implementation Guide</td>
<td>All, where available</td>
</tr>
<tr>
<td>VPAY Card and Acceptance Device Technical Specifications</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Account Updater Member Implementation Guide (Europe)</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Account Updater Terms of Use (Europe)</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Europe Commercial Program Guide</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Europe Prepaid Card Products Member Implementation Guidelines</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Europe Prepaid Cards Retail Channel Guidelines</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa International Prepaid Retail Channel Guidelines</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Visa Mobile Prepaid Implementation Guide</td>
<td>All, where available</td>
</tr>
<tr>
<td>Visa Multinational Program Guide</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Visa Multinational Program Guide (Visa Europe)</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa ReadyLink Service Description and Implementation Guidelines</td>
<td>US</td>
</tr>
</tbody>
</table>
## Appendices

### Appendix A

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Settlement Match (VSM) Implementation Guide</td>
<td>All, where available[^1]</td>
</tr>
<tr>
<td><strong>Risk</strong></td>
<td></td>
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<tr>
<td>Account Information Security (AIS) Program Guide</td>
<td>All</td>
</tr>
<tr>
<td>CoFAS Procedures for Reporting Credit Skimming Incidents</td>
<td>Canada</td>
</tr>
<tr>
<td>Fraud Reporting System (FRS) User’s Guide</td>
<td>All</td>
</tr>
<tr>
<td>Guidelines for Terminated Merchant Databases</td>
<td>Europe</td>
</tr>
<tr>
<td>Third Party Agent Due Diligence Risk Standards</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Visa Europe Card Vendor Programme Guide</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Global Acquirer Risk Standards</td>
<td>All</td>
</tr>
<tr>
<td>Visa Global Brand Protection Program Guide for Acquirers</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Visa Global Brand Protection Programme Guide for Acquirers (Visa Europe)</td>
<td>Europe</td>
</tr>
<tr>
<td>Visa Global Compromised Account Recovery (GCAR) Guide</td>
<td>All except Europe</td>
</tr>
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<td>Europe</td>
</tr>
<tr>
<td>Visa Global Instant Card Personalization Issuance Security Standards</td>
<td>All</td>
</tr>
<tr>
<td>Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors</td>
<td>All</td>
</tr>
<tr>
<td>Visa PIN Security Program Guide</td>
<td>All</td>
</tr>
<tr>
<td>Visa Prepaid Issuer Risk Program Standards Guide</td>
<td>All</td>
</tr>
<tr>
<td>What To Do If Compromised</td>
<td>All except Europe</td>
</tr>
<tr>
<td>What To Do If Compromised: Visa Europe Data Compromise Procedures</td>
<td>Europe</td>
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<td><strong>Risk Products</strong></td>
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<tr>
<td>Card Recovery Bulletin Service (CRB) User’s Guide</td>
<td>All</td>
</tr>
<tr>
<td>Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements</td>
<td>US</td>
</tr>
<tr>
<td>Visa Advanced ID Solutions (VAIS) User Guide and Best Practices</td>
<td>US</td>
</tr>
</tbody>
</table>

[^1]: Visa Settlement Match (VSM) Implementation Guide is applicable in all regions where available.
## Appendices

### Appendix A

### Visa Supplemental Requirements

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Settlement</strong></td>
<td></td>
</tr>
<tr>
<td>National Net Settlement Service Description</td>
<td>All¹</td>
</tr>
<tr>
<td>Visa Settlement Funds Transfer Guide</td>
<td>All except Europe</td>
</tr>
<tr>
<td>Visa Europe Settlement Funds Transfer Guide</td>
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<tr>
<td><strong>Transaction Processing</strong></td>
<td></td>
</tr>
<tr>
<td>Visa Direct Original Credit Transaction (OCT) Global Implementation Guide</td>
<td>All</td>
</tr>
<tr>
<td>Visa Partial Authorization Service Description and Implementation Guide</td>
<td>All¹</td>
</tr>
<tr>
<td><strong>VisaNet Manuals</strong></td>
<td></td>
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<tr>
<td>BASE II Clearing Data Codes</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing Edit Package Messages</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing Edit Package Operations Guide</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing Interchange Formats, TC 01 to TC 48</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing Interchange Formats, TC 50 to TC 92</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing PC Edit Package for Windows User’s Guide</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing Services</td>
<td>All¹</td>
</tr>
<tr>
<td>BASE II Clearing System Overview</td>
<td>All¹</td>
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<tr>
<td>BASE II Clearing VML Developer Handbook</td>
<td>All¹</td>
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<tr>
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<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System BASE I Technical Specifications, Volume 1</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System BASE I Technical Specifications, Volume 2</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System Overview</td>
<td>All¹</td>
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<tr>
<td>V.I.P. System Services, Volume 1</td>
<td>All¹</td>
</tr>
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<td>V.I.P. System Services, Volume 2</td>
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<tr>
<td>V.I.P. System SMS ATM Processing Specifications (International)</td>
<td>All¹</td>
</tr>
</tbody>
</table>
### Appendix A

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Title</th>
<th>Applicable in Visa Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>V.I.P. System SMS ATM Technical Specifications, Volume 1</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS ATM Technical Specifications, Volume 2</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS Interlink Client Implementation Guide</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS Interlink Technical Specifications</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS POS (Visa &amp; Visa Electron) Processing Specifications (International)</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS POS (Visa &amp; Visa Electron) Technical Specifications, Volume 1</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS POS (Visa &amp; Visa Electron) Technical Specifications, Volume 2</td>
<td>All¹</td>
</tr>
<tr>
<td>V.I.P. System SMS Processing Specifications (U.S.)</td>
<td>All¹</td>
</tr>
<tr>
<td>Visa Europe System Manuals</td>
<td>Europe (VisaNet users only)</td>
</tr>
<tr>
<td>VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications</td>
<td>All¹</td>
</tr>
<tr>
<td>VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports</td>
<td>All¹</td>
</tr>
</tbody>
</table>

¹ This does not apply to a Europe Member. Where a Europe 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.
Part 4: Glossary
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-9</td>
<td></td>
</tr>
<tr>
<td>3-D Secure</td>
<td>A Visa-approved Authentication Method that is the global authentication standard for Electronic Commerce Transactions.</td>
</tr>
<tr>
<td>3-D Secure Specification</td>
<td>A software protocol that enables secure processing of Transactions over the Internet and other networks. The 3-D Secure Specification includes:</td>
</tr>
<tr>
<td></td>
<td>- 3-D Secure Protocol Specification Core Functions</td>
</tr>
<tr>
<td></td>
<td>- 3-D Secure Functional Requirements Access Control Server</td>
</tr>
<tr>
<td></td>
<td>- 3-D Secure Functional Requirements Merchant Server Plug-in</td>
</tr>
<tr>
<td></td>
<td>- 3-D Secure Security Requirements Enrollment Servers and Access Control Servers</td>
</tr>
<tr>
<td></td>
<td>- In the US Region, 3-D Secure US Region Supplemental Functional Requirements – Access Control Server</td>
</tr>
<tr>
<td>Acceptance Device</td>
<td>A Card-reading device managed by a Member or a Merchant for the purpose of completing a Visa Transaction.</td>
</tr>
<tr>
<td>Access Fee</td>
<td>A fee that is assessed by an Acquirer to a Cardholder for a Cash Disbursement.</td>
</tr>
<tr>
<td>Account Data Compromise Event</td>
<td>An event in which account data is put at risk.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Account Funding Transaction</td>
<td>A Transaction that transfers funds from a Visa account to another Visa or non-Visa account. In the Europe Region, a Transaction that transfers funds from a Cardholder’s account to another Cardholder account.</td>
</tr>
</tbody>
</table>
| Account Information Security Program      | A program managed by Visa that defines the standards of due care and enforcement for protecting sensitive Cardholder information and supports both:  
  ● Payment Card Industry Data Security Standard (PCI DSS)  
  ● Payment Card Industry Payment Application Data Security Standard (PA-DSS)                                                                                                                                                                                                        |
| Account Level Processing – AP Region, Canada Region, and CEMEA Region | An optional service provided by Visa that enables an Issuer:  
  ● To manage select product-based services at the 16-digit Account Number level instead of the BIN level  
  ● To dynamically move Card products up and down the product spectrum without having to change the associated Account Number                                                                                                                                                 |
| Account Number                            | An Issuer-assigned number that identifies an account in order to post a Transaction.                                                                                                                                                                                                                                                      |
| Account Number Verification               | 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.                                                                                                                                                                                                 |
| Account-Number-Verifying Terminal         | An Acceptance Device that:  
  ● May be required at specified high-risk locations  
  ● Reads the Account Number encoded on the Magnetic Stripe or Chip  
  ● Compares the last 4 digits of the encoded Account Number to the key-entered last 4 digits of the embossed or printed Account Number                                                                                                                                                     |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Verification – Europe Region</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Acquirer                                                           | 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:  
  • 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  
  • Disburses currency to a Cardholder, except where "Acquirer" is otherwise defined for the Europe Region in the Visa Rules |
<p>| Acquirer Chip Rate                                                  | An Interregional Interchange Reimbursement Fee paid for any Transaction that meets the Electronic Rate requirements and is initiated by a Magnetic-Stripe-only Card at a Chip-Reading Device. |
| Acquirer Confirmation Advice – Europe Region                       | A message sent from an Acquirer to an Issuer confirming the final Transaction Amount.                                                                                                                        |
| Acquirer Confirmation Advice – US Region                           | A message specifying the final Transaction amount for a Status Check Authorization.                                                                                                                         |
| Acquirer Device Validation Toolkit (ADVT)                          | A set of cards or simulated cards and test scenarios used to validate new or upgraded EMV Chip-Reading Devices.                                                                                               |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID#</th>
<th>Edition</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquirer Processor – Canada Region</td>
<td>A Non-Member Agent or Processor that a Member has engaged to support its Visa acquiring business.</td>
<td>0024225</td>
<td>Apr 2017</td>
<td>Apr 2010</td>
</tr>
<tr>
<td>Acquirer Reference Number</td>
<td>An identification number included in a Clearing Record.</td>
<td>0024226</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Acquisition</td>
<td>The purchase of a Member organization by another organization where the acquired Member’s charter remains intact.</td>
<td>0024229</td>
<td>Apr 2017</td>
<td>Oct 2011</td>
</tr>
<tr>
<td>Activation and Load Service – Europe Region</td>
<td>A service that enables the activation of Visa Prepaid Cards, and the activation of funds associated with a Load Transaction to a Visa Prepaid Card, at a Prepaid Partner.</td>
<td>0029702</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Address Verification Service</td>
<td>A VisaNet service through which a Merchant verifies a Cardholder’s billing address.</td>
<td>0024238</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Adjustment</td>
<td>A Single Message System message used to partially or fully negate or cancel a transaction that has been sent through Interchange in error.</td>
<td>0024241</td>
<td>Apr 2017</td>
<td>Apr 2010</td>
</tr>
<tr>
<td>Advanced Resolution Services, Inc. – US Region</td>
<td>A wholly-owned subsidiary of Visa U.S.A. that provides Members with services such as Advanced ID Solutions and Strategic Bankruptcy Solutions.</td>
<td>0024245</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Affiliate – Europe Region</td>
<td>With respect to any entity, any other entity controlling or controlled by or under common Control with such entity.</td>
<td>0029703</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Affinity/Co-Brand</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ID# 0029280</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
<td></td>
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</tr>
<tr>
<td>Agent</td>
<td>An entity that acts as a VisaNet Processor or a Visa Scheme Processor, a Third Party Agent, or both.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aggregated Transaction</td>
<td>A Transaction that combines all purchases made by the same Cardholder on the same Account Number during a defined time period and up to a defined amount into a single Transaction before submitting it for Clearing.</td>
<td></td>
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<tr>
<td>ID# 0024270</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2016</td>
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</tr>
<tr>
<td>Airline</td>
<td>A Merchant that transports passengers on an aircraft.</td>
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<tr>
<td>ID# 0024273</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2016</td>
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</tr>
<tr>
<td>Airline Authorizing Processor</td>
<td>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.</td>
<td></td>
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<tr>
<td>ID# 0024274</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Airline Ticket Identifier</td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>ID# 0024278</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alert – Europe Region</td>
<td>A message sent by a Visa Alerts Service to a Cardholder by email, SMS (Short Message Service), or push notification.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ancillary Purchase Transaction</td>
<td>The purchase of goods and services, other than a passenger ticket, completed at an Airline or a US passenger railway Merchant.</td>
<td></td>
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</tr>
<tr>
<td>ID# 0029155</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Anti-Money Laundering Program – US Region</td>
<td>A program that a Member implements and maintains to prevent money laundering and terrorist financing.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>AP</td>
<td>Asia-Pacific.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Identifier</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Label – Europe Region</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Selection Flag – Canada Region</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Transaction Counter – Europe Region and US Region</td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>Approval Response</td>
<td>An Authorization Response where the Transaction was approved.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arbitration</td>
<td>A process where Visa determines financial liability between Members for Interchange Transactions that are presented and charged back.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arbitration and Compliance Committee</td>
<td>A Visa committee that resolves certain disputes between Members that arise from Chargebacks or from violations of the Visa Rules.</td>
<td></td>
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</tr>
</tbody>
</table>
### Glossary

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

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0024293</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2016</th>
</tr>
</thead>
</table>
| Associate-Type Member     | A Member of Visa with rights and responsibilities, as defined in the applicable Visa Charter Documents, that is either an:  
  ● Associate, as defined in the applicable Visa Charter Documents  
  ● Acquiring Associate, as defined under the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, Section 2.04(e)                               |             |                    |                        |
| ATM Operator – US Region  | 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:  
  ● Receive revenue from the Interchange process or from fees assessed with Transactions  
  ● Manage cryptographic functions or stock ATMs with cash                                           |             |                    |                        |
<p>| Attempt Response          | A message from a Verified by Visa Issuer in response to an Authentication Request, indicating that the Issuer or Cardholder is not participating in Verified by Visa.                                                   |             |                    |                        |
| Authentication            | A cryptographic process that validates the identity and integrity of Chip data.                                                                                                                                 |             |                    |                        |
| Authentication Confirmation| A message from a Verified by Visa Issuer in response to an Authentication Request confirming Cardholder authentication.                                                                                           |             |                    |                        |
| Authentication Data       | All Transaction-related data associated with a Verified by Visa Authentication Request.                                                                                                                                 |             |                    |                        |
| Authentication Denial     | A message sent by a Verified by Visa Issuer in response to an Authentication Request, that denies Cardholder authentication.                                                                                                                                         |             |                    |                        |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Authentication Mechanism | A Visa-approved method that validates a participant's identity in an Electronic Commerce Transaction. Authentication Mechanisms include, but are not limited to:  
  - Password  
  - Digital Certificate |
| ID# 0024309        | Edition: Apr 2017 | Last Updated: Apr 2010 |
| Authentication Method | 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 2017 | Last Updated: Oct 2014 |
| Authentication Record | 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 2017 | Last Updated: Apr 2013 |
| Authentication Request | A request for Cardholder authentication from a Verified by Visa Merchant. |
| ID# 0024313        | Edition: Apr 2017 | Last Updated: Apr 2013 |
| Authentication Response | A response from a Verified by Visa Issuer, or Visa on behalf of an Issuer, in response to an Authentication Request. Authentication Responses include:  
  - Attempt Responses  
  - Authentication Confirmations  
  - Authentication Denials  
  - Unable-to-Authenticate Responses |
| ID# 0026811        | Edition: Apr 2017 | Last Updated: Apr 2013 |
| Authorization | A process where an Issuer, a VisaNet Processor, Visa Scheme Processor, or Stand-In Processing approves a Transaction. This includes Offline Authorization. |
| Term                                                | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
<p>| Authorization and Settlement Match                  | 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 Visa Settlement Match (VSM) Implementation Guide. This rule does not apply to a Europe Member. Where a Europe 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. |
| Authorization Code                                  | 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.                                                                                                                                                                                                                                                                                                                                                       |
| Authorization Preferred Visa Prepaid Card           | 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.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Authorization Request                                | A Merchant or Acquirer request for an Authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Authorization Request Cryptogram                     | An application Cryptogram generated by a Chip Card when requesting Online Authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Authorization Response                               | An Issuer’s reply to an Authorization Request or Account Number Verification that refers to the following types of Authorization Responses: Approval Response, Decline Response, Pickup Response, In the Europe Region, “Restricted Card”                                                                                                                                                                                                                                                                                                                                                                                                                           |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization Reversal</td>
<td>A system message that cancels an Approval Response.</td>
</tr>
<tr>
<td>Authorizing Processor</td>
<td>A Member or its VisaNet Processor or Visa Scheme Processor that provides Authorization services for Merchants or other Members. In the US Region, this definition does not imply or confer membership rights as defined in the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II.</td>
</tr>
<tr>
<td>Auto Rental Collision Damage Waiver</td>
<td>A Visa Card feature that provides Visa Cardholders with collision or loss damage insurance on car rental Transactions.</td>
</tr>
<tr>
<td>Automated Fuel Dispenser</td>
<td>An Unattended Cardholder-Activated Terminal that dispenses only fuel such as gasoline, diesel fuel, or propane.</td>
</tr>
<tr>
<td>Balance Inquiry</td>
<td>A Cardholder request for an account balance that is initiated at an ATM and processed as a separate, non-financial transaction.</td>
</tr>
<tr>
<td>Balance Inquiry Service</td>
<td>An ATM service that allows a Cardholder to check an account balance.</td>
</tr>
</tbody>
</table>
| Bankruptcy Information Service – US Region | A Strategic Bankruptcy Solutions service that identifies both:  
• Visa and non-Visa card applicants  
• Cardholders and non-Visa cardholders who have filed bankruptcy                                                                                                                                                                                                                                          |
| Bankruptcy Retrieval Service – US Region | A service that both:  
• Collects and validates certain data contained in bankruptcy filings obtained from bankruptcy courts                                                                                                                                                                                                                                                  |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0024338</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmits this data on a scheduled basis to the Strategic Bankruptcy Solutions system</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BASE I</td>
<td>A component of the V.I.P. System that provides Authorization-related services for Transactions that are subsequently cleared and settled through BASE II.</td>
<td>ID# 0024343</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2011</td>
</tr>
<tr>
<td>BASE II</td>
<td>A VisaNet system that provides deferred Clearing and Settlement services to Members.</td>
<td>ID# 0024341</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
</tbody>
</table>
| Bill Payment Transaction      | 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:  
- Single payments initiated by the Cardholder in a Face-to-Face Environment, in a Card-Absent Environment, or at an ATM  
- Recurring Transactions  
- Installment Transactions  | ID# 0024350 | Edition: Apr 2017 | Last Updated: Apr 2017 |
<p>| Billing Currency              | The currency in which an Issuer bills and receives payment from a Cardholder for Transactions, or debits the associated Cardholder’s account for Transactions.                                                                                     | ID# 0024349| Edition: Apr 2017 | Last Updated: Oct 2016 |
| BIN                           | 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.                                                        | ID# 0024351| Edition: Apr 2017 | Last Updated: Oct 2016 |
| BIN Licensee                  | 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.                                                  | ID# 0024352| Edition: Apr 2017 | Last Updated: Oct 2016 |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIN User</td>
<td>A Member authorized to use a BIN licensed to its Sponsor, as specified in the Visa Rules.</td>
</tr>
<tr>
<td></td>
<td>ID# 0025530 Edition: Apr 2017</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>One of the following, as applicable:</td>
</tr>
<tr>
<td></td>
<td>• Visa Inc. Board of Directors</td>
</tr>
<tr>
<td></td>
<td>• Visa International Board of Directors</td>
</tr>
<tr>
<td></td>
<td>• Visa U.S.A. Board of Directors</td>
</tr>
<tr>
<td></td>
<td>• Visa Canada Board of Directors</td>
</tr>
<tr>
<td></td>
<td>• Visa Europe Board of Directors</td>
</tr>
<tr>
<td></td>
<td>• Visa International Servicios de Pago España, S.R.L.U. Board of Directors</td>
</tr>
<tr>
<td></td>
<td>• Visa Worldwide Board of Directors</td>
</tr>
<tr>
<td>Branch</td>
<td>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.</td>
</tr>
<tr>
<td>C</td>
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</tr>
<tr>
<td>Campus Card – US Region</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• Bears the Visa Mark</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>ID# 0024358 Edition: Apr 2017</td>
</tr>
<tr>
<td>CAMS</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
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</tr>
<tr>
<td>CAMS Alert</td>
<td>A Notification sent through CAMS to alert Issuers of Account Numbers involved in a potential Account Data Compromise Event.</td>
</tr>
<tr>
<td>CAMS Event</td>
<td>An Account Data Compromise Event where one CAMS Alert or multiple, related CAMS Alerts are sent notifying Issuers of Account Numbers involved in a potential compromise.</td>
</tr>
<tr>
<td>Car Rental Merchant</td>
<td>Effective through 13 October 2017 A Merchant whose primary business is the rental of cars. See Vehicle Rental Merchant.</td>
</tr>
<tr>
<td>Card</td>
<td>A valid Visa Card, Visa Electron Card, or Proprietary Card bearing the Plus Symbol. 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.</td>
</tr>
<tr>
<td>Card Recovery Bulletin</td>
<td>A directory of blocked Account Numbers, intended for distribution to Merchants. It may take one of the following forms:</td>
</tr>
<tr>
<td></td>
<td>- National Card Recovery Bulletin (a special edition that lists domestic Account Numbers in addition to other applicable listings)</td>
</tr>
<tr>
<td></td>
<td>- National Card Recovery File</td>
</tr>
<tr>
<td></td>
<td>- Regional Card Recovery File</td>
</tr>
<tr>
<td>Card Verification Service</td>
<td>A service where a Card Verification Value in an Authorization Request is validated on behalf of an Issuer.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
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</tr>
<tr>
<td>Card Verification Value</td>
<td>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.</td>
</tr>
<tr>
<td>Card Verification Value 2</td>
<td>A unique check value generated using a secure cryptographic process that is displayed either statically or dynamically (referred as dCVV2) on the back of a Visa Card or provided to a Virtual Account owner.</td>
</tr>
</tbody>
</table>
| Card-Absent Environment                    | An environment in which a Transaction is completed under both of the following conditions:  
  • Cardholder is not present  
  • Card is not present                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 0024362 | Apr 2017 | Oct 2015                     |
| Card-Present Environment                  | An environment in which a Transaction is completed under all of the following conditions:  
  • Card is present  
  • Cardholder is present at the Merchant Outlet  
  • Transaction is completed by one of the following:  
    – A representative of the Merchant or Acquirer  
    – The Cardholder directly at an Unattended Cardholder-Activated Terminal  
    – In the Europe Region, the Cardholder in a Semi-Attended Environment                                                                                                                                                                                                                                                                                                                                                                      | 0024363 | Apr 2017 | Oct 2016                     |
<p>| Cardholder                                | An individual who is issued a Visa Card.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 0024372 | Apr 2017 | Oct 2015                     |
| Cardholder Authentication Verification Value | A unique value transmitted in response to an Authentication Request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 0024375 | Apr 2017 | Apr 2013                     |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0024379</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder Inquiry Service</td>
<td>A service that assists Cardholders in reaching their Issuer when calling the Visa Global Customer Care Services for account information.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Maintenance File – US Region</td>
<td>A file containing Cardholder names, addresses, and account information provided to Visa and used for various account-related activities.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Verification</td>
<td>The process of validating a Cardholder’s identity through verification of the Cardholder’s signature or PIN and other methods as required in the Visa Rules.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Verification Limit – Europe Region</td>
<td>The Transaction amount for Contactless Transactions above which Cardholder Verification must be performed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Verification Method</td>
<td>A means of verifying that the person presenting a Card is the legitimate Cardholder.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>For a Chip Card, the hierarchy of preferences for verifying a Cardholder’s identity is encoded within the Chip.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Disbursement</td>
<td>Currency, including travelers cheques and excluding Cash-Back, provided to a Cardholder as follows:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● As a Manual Cash Disbursement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Through an ATM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Disbursement Fee</td>
<td>A fee paid by an Issuer to an Acquirer for performing a Cash Disbursement.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash-Back</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<td></td>
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</tr>
<tr>
<td>CEMEA</td>
<td>Central and Eastern Europe, Middle East, and Africa.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Chargeback</td>
<td>A Transaction that an Issuer returns to an Acquirer. For Members that participate in Enhanced Dispute Resolution, this includes Disputes.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chargeback Reduction Service</td>
<td>A service that screens Presentments and Chargebacks and returns certain invalid items to the Acquirer or Issuer, as appropriate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheque</td>
<td>A traveler’s cheque that a Member has issued and that bears the Visa-Owned Marks.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chip</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chip Specifications – Canada Region</td>
<td>All requirements set out in the EMV, VIS, VSDC, PCI, and Visa PIN Entry Device specifications.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chip-initiated Transaction</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chip-Reading Device</td>
<td>An Acceptance Device capable of reading, communicating, and processing Transaction data from a Chip Card.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td>ID# 0024444</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
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</tr>
<tr>
<td>Clearing</td>
<td>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.</td>
<td>ID# 0026051</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Clearing Processor</td>
<td>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 Visa International Certificate of Incorporation and By-Laws, Article II, in the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, in the Visa Worldwide Supplementary Operating Regulations (for Asia-Pacific), Section 1, or in the Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations (for Latin America &amp; Caribbean), Section 1.</td>
<td>ID# 0026051</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Clearing Record</td>
<td>A record of a Presentment, Chargeback, Representment, Reversal, or Adjustment in the format necessary to clear the Transaction.</td>
<td>ID# 0024446</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
<tr>
<td>Client Directory</td>
<td><strong>Effective 14 October 2017</strong> An online Visa directory containing contact information for Visa, Plus, and Interlink Members and Processors.</td>
<td>ID# 0030015</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: New</td>
</tr>
<tr>
<td>Client Organization</td>
<td>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.</td>
<td>ID# 0026020</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
</tbody>
</table>
| Client Portfolio Management Self-Service Tools | 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 comprising the following:  
  - Visa Membership Management (VMM)  
  - Program Request Management (PRM)  
  - Electronic Client Information Questionnaire (eCIQ)  
  - Visa Client Support Application (VCSA) |
<p>| Closed Loop – Europe Region               | An environment using a Visa Drive Card where the Acquirer and Issuer are the same.                                                                                                                                 |
| Collateral Material                       | 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.  |
| Collection-Only                           | The reporting of data related to a Domestic Transaction that was processed outside of VisaNet and submitted only for informational purposes.                                                                 |
| Commercial Payables – US Region           | 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>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compelling Evidence</td>
<td>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 Section 11.1.8.3, “Use of Compelling Evidence.” Compelling Evidence does not mandate that Visa, the Issuer, or any other person conclude that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction.</td>
</tr>
<tr>
<td>Competition Credit Card Brand – US Region and US Territories</td>
<td>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.</td>
</tr>
<tr>
<td>Competition Credit Card Cost of Acceptance – US Region and US Territories</td>
<td>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.</td>
</tr>
<tr>
<td>Competition Credit Card Product – US Region and US Territories</td>
<td>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.</td>
</tr>
<tr>
<td>Competition Credit Card Product Cost of Acceptance – US Region and US Territories</td>
<td>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.</td>
</tr>
<tr>
<td>Completion Message</td>
<td>A Clearing Record that follows a preauthorization as part of Real-Time Clearing Processing.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
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</tr>
<tr>
<td>Compliance</td>
<td>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.</td>
</tr>
<tr>
<td>Compliant Chip Card – Canada Region</td>
<td>A Chip Card that contains a Visa Smart Payment application capable of processing Full Data and that complies with Chip Specifications.</td>
</tr>
<tr>
<td>Compliant Chip Card Reading Device – Canada Region</td>
<td>An Acceptance Device (excluding an ATM) capable of reading, communicating, and processing full data Transactions¹ from a Compliant Chip Card.</td>
</tr>
</tbody>
</table>

¹ Processed by Acquirers certified by Visa to process full data |
<p>| Confidential Consumer Cardholder Information – US Region | An Account Number or other personally identifiable information relating to a Consumer Cardholder. |
| Confidential Enhanced Merchant-Level Data – US Region | 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. |
| Consumer Device Cardholder Verification Method (CDCVM) | An Issuer-approved, Visa-recognized method for capturing the Cardholder Verification Method on a Mobile Payment Device. |
| Consumer Transaction Controls | 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>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Consumer Visa Check Card – US Region</strong></td>
<td>A Visa Check Card that accesses a consumer’s deposit, investment, or other asset account, including a fiduciary account.</td>
</tr>
<tr>
<td><strong>Contactless</strong></td>
<td>A Visa-approved wireless interface used to exchange information between a Visa Card and an Acceptance Device.</td>
</tr>
<tr>
<td><strong>Control – Europe Region</strong></td>
<td>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).</td>
</tr>
<tr>
<td><strong>Convenience Fee – AP Region, CEMEA Region, and US Region</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Counterfeit Card</strong></td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• An instrument that is printed with the authority of the Issuer and that is subsequently embossed or encoded without the authority of the Issuer</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td><strong>Counterfeit Fraud Recovery</strong></td>
<td>A component of the Global Compromised Account Recovery program that allocates responsibility and reimbursement for a portion of Incremental Counterfeit Fraud losses incurred as a result of a Magnetic-Stripe Data Account Data Compromise Event, including PIN data for events that also involve PIN compromise.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<td>------------------------------------------------</td>
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</tr>
<tr>
<td>Country of Domicile</td>
<td>The country in which a Member has its principal place of business.</td>
</tr>
<tr>
<td>CPS Transaction – US Region</td>
<td>A Transaction that meets the requirements specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em> for any of the available Custom Payment Services (CPS) Transaction categories.</td>
</tr>
<tr>
<td>CPS/Account Funding – US Region</td>
<td>A payment service for Electronic Commerce Transactions where the Cardholder is funding a host-based prepaid product, a brokerage account, or escrow account with a Visa product in a secure Internet environment, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
</tr>
<tr>
<td>CPS/Automated Fuel Dispenser – US Region</td>
<td>A payment service for Transactions that take place at an Automated Fuel Dispenser properly assigned MCC 5542 (Automated Fuel Dispensers), where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
</tr>
<tr>
<td>CPS/Card Not Present – US Region</td>
<td>A payment service for Transactions completed in a Card-Absent Environment, except for Electronic Commerce Transactions, that meet the applicable requirements specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
</tr>
<tr>
<td>CPS/e-Commerce Basic – US Region</td>
<td>A payment service for Electronic Commerce Transactions that meet the applicable requirements specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
</tr>
</tbody>
</table>
| CPS/e-Commerce Preferred Hotel and Car Rental – US Region | Effective through 13 October 2017  
A payment service for Secure Electronic Commerce Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant, are completed using Verified by Visa, and meet the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effective 14 October 2017</strong>&lt;br&gt;A payment service for Secure Electronic Commerce Transactions that originate from a Lodging Merchant, Cruise Line, or Vehicle Rental Merchant, are completed using Verified by Visa, and meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.</td>
<td></td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Passenger Transport – US Region&lt;br&gt;A payment service for Secure Electronic Commerce Transactions that originate from an Airline or passenger railway Merchant or its agent, are completed using Verified by Visa, and meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.</td>
<td></td>
</tr>
<tr>
<td>ID# 0024505 Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
</tr>
<tr>
<td>CPS/e-Commerce Preferred Retail – US Region&lt;br&gt;A payment service for Secure Electronic Commerce Transactions completed using Verified by Visa that meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.</td>
<td></td>
</tr>
<tr>
<td>ID# 0024506 Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
</tr>
<tr>
<td>CPS/Hotel and Car Rental Card Not Present – US Region&lt;br&gt;<strong>Effective through 13 October 2017</strong>&lt;br&gt;A payment service for Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant in a Card-Absent Environment (including key-entered Transactions) where the hotel stay, cruise duration, or length of rental is more than one day and the Point-of-Transaction Terminal application is equipped to provide the additional industry-specific data for the program and that meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.&lt;br&gt;<strong>Effective 14 October 2017</strong>&lt;br&gt;A payment service for Transactions that originate from a Lodging Merchant, Cruise Line, or Vehicle Rental Merchant in a Card-Absent Environment (including key-entered Transactions) where the hotel stay, cruise duration, or length of rental is more than one day and the Point-of-Transaction Terminal application is equipped to provide the additional industry-specific data for the program and that meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.</td>
<td></td>
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<tr>
<td>Term</td>
<td>Definition</td>
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</tbody>
</table>
| CPS/Hotel and Car Rental Card Present – US Region | **Effective through 13 October 2017**  
A payment service for Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant in a Face-to-Face Environment where the hotel stay or length of rental is one or more days, multiple Authorizations may be obtained with industry-specific data, the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.  
**Effective 14 October 2017**  
A payment service for Transactions that originate from a Lodging Merchant, Cruise Line, or Vehicle Rental Merchant in a Face-to-Face Environment where the hotel stay or length of rental is one or more days, multiple Authorizations may be obtained with industry-specific data, the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. |
| CPS/Passenger Transport – US Region       | A payment service for Passenger Transport Service Category Transactions where the Merchant processes the sale of tickets by mail, via the internet, or in a Card-Present Environment using single or multiple Transaction Receipts, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.                                                                                                                                                                                                                     |
| ID# 0024511 | Edition: Apr 2017 | Last Updated: Oct 2014 |
| CPS/Restaurant – US Region                | A payment service for Transactions completed in a Face-to-Face Environment by a Merchant properly assigned MCC 5812 (Eating Places and Restaurants) or MCC 5814 (Fast Food Restaurants) and where the contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and Authorization is obtained and that meet the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.                                                                                                                                 |
| ID# 0024512 | Edition: Apr 2017 | Last Updated: Oct 2014 |
| CPS/Retail – US Region                    | A payment service for Retail Transactions completed in a Face-to-Face Environment where the full contents of track 1 or 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.  
Transactions with one of the following MCCs are ineligible for CPS/Retail:  
<p>|</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| CPS/Retail 2 – US Region                  | An incentive program designed to expand Visa Card acceptance into new industries. Transactions from select Merchant categories may qualify for this program in either a Card-Present Environment or a Card-Absent Environment by meeting the fee edit criteria specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* for one of the following services:  
  - CPS/Retail 2  
  - CPS/Card Not Present  
  - CPS/e-Commerce Basic  
  - CPS/e-Commerce Preferred Retail  
  - CPS/Retail Key-Entry                                                                                                                                                                                                                                                                                                                                                                                                             |
<p>| CPS/Retail Key-Entry – US Region          | A payment service for Transactions completed in a Face-to-Face Environment where a Magnetic-Stripe Terminal is present, but the Magnetic Stripe cannot be read and the Merchant verifies the Cardholder signature, performs an Address Verification Service inquiry, and receives an acceptable response, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.                                                                                                                                                                                                                       |
| CPS/Rewards 1 Interchange Reimbursement Fee – US Region | An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 1 Transactions specified in the Visa Rules.                                                                                                                                                                                                                                                                                                                                                             |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPS/Rewards 2 Interchange Reimbursement Fee – US Region</td>
<td>An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 2 Transactions specified in the Visa Rules.</td>
</tr>
<tr>
<td>CPS/Service Station – US Region</td>
<td>A payment service for Transactions with MCC 5541 (Service Stations) completed in a Face-to-Face Environment where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.</td>
</tr>
<tr>
<td>CPS/Small Ticket – US Region</td>
<td>A payment service for Visa Easy Payment Service Transactions less than or equal to USD 15 that are conducted with a Visa Consumer Card where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted, and that meet the applicable requirements specified in the US Interchange Reimbursement Fee Rate Qualification Guide.</td>
</tr>
<tr>
<td>CPS/Supermarket – US Region</td>
<td>A payment service for Supermarket Incentive Program Transactions that meet the applicable requirements specified in the Visa Rules.</td>
</tr>
<tr>
<td>Credit Bureau – US Region</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Credit Optics – US Region</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>


| **Credit Reporting Improvement Service – US Region**       | A service that supports an Issuer by monitoring the reporting and handling of credit bureau data.                                                                                                                                                                                                                           | ID# 0024526                                                                                           Edition: Apr 2017 | Last Updated: Oct 2014

| **Credit Transaction**                                    | A Transaction representing a Merchant’s refund or price adjustment credited to a Cardholder’s account.                                                                                                                                                                                                                   | ID# 0024527                                                                                           Edition: Apr 2017 | Last Updated: Apr 2016

| **Credit Transaction Receipt**                            | A Transaction Receipt evidencing a Merchant’s refund or price adjustment to be credited to a Cardholder’s account.                                                                                                                                                                                                          | ID# 0024528                                                                                           Edition: Apr 2017 | Last Updated: Apr 2010

| **Credit Voucher – US Region**                            | See Credit Transaction Receipt.                                                                                                                                                                                                                                                                                           | ID# 0024529                                                                                           Edition: Apr 2017 | Last Updated: Oct 2014

| **Cruise Line**                                           | A Merchant that sells tickets for, and provides, travel and overnight accommodations on a ship or boat.                                                                                                                                                                                                                        | ID# 0024532                                                                                           Edition: Apr 2017 | Last Updated: Apr 2016

| **Cryptogram**                                            | A value resulting from a combination of specific key data elements that are used to validate the source and integrity of data.                                                                                                                                                                                                 | ID# 0024533                                                                                           Edition: Apr 2017 | Last Updated: Apr 2010

<p>| <strong>Currency Conversion Rate</strong>                              | 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>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>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. In the Europe Region, one of the following:</td>
<td></td>
</tr>
<tr>
<td>• 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</td>
<td></td>
</tr>
<tr>
<td>• Either:</td>
<td></td>
</tr>
<tr>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td>• Either:</td>
<td></td>
</tr>
<tr>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td>– 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</td>
<td></td>
</tr>
<tr>
<td>• A rate mandated by a government or a governing body in effect for the applicable Processing Date for a Transaction</td>
<td></td>
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</tbody>
</table>

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.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom Payment Services (CPS)</td>
<td>A Visa payment service that accommodates specific payment environments with an identifier that remains with the Transaction throughout its life cycle.</td>
</tr>
<tr>
<td>Debit Card Cost of Acceptance – US Region and US Territories</td>
<td>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.</td>
</tr>
<tr>
<td>Debit Tax Payment Interchange Reimbursement Fee – US Region</td>
<td>An Interchange Reimbursement Fee for Visa Debit Card Tax Payment Transactions completed in a Card-Absent Environment that meet the qualification requirements of the Government and Education Payment Program.</td>
</tr>
<tr>
<td>Decline Response</td>
<td>An Authorization Response where the Transaction was declined.</td>
</tr>
<tr>
<td>Deferred Clearing Transaction</td>
<td>A Transaction or process wherein Transactions are authorized, cleared, and settled in 2 separate messages.</td>
</tr>
<tr>
<td>Deferred Debit Card – Europe Region</td>
<td>A Card linked to an account whereby the Transactions are accumulated with other Transactions on a deferred basis, a statement is issued and the Cardholder is required to pay the outstanding balance in full.</td>
</tr>
<tr>
<td>Deferred Payment Transaction – US Region</td>
<td>A Transaction completed in a Card-Absent Environment for which the Cardholder is billed once, no more than 90 days after the first shipment of merchandise.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Deferred Settlement</td>
<td>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.</td>
</tr>
<tr>
<td>Deposit</td>
<td>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.</td>
</tr>
<tr>
<td>Deposit-Only Account Number</td>
<td>An Account Number established by an Issuer, used exclusively to receive an Original Credit Transaction on behalf of its Cardholder.</td>
</tr>
<tr>
<td>Diamond Design</td>
<td>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 “+.”</td>
</tr>
<tr>
<td>Digital Certificate</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Digital Wallet Operator (DWO) | Effective 21 January 2017
A Third Party Agent that operates a Pass-Through Digital Wallet or Staged Digital Wallet. |
| Direct (Immediate) Debit Card – Europe Region | 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. |
| Dispute | For Members that participate in Enhanced Dispute Resolution, a Transaction that an Issuer returns to an Acquirer. |
## Glossary

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

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID#</th>
<th>Edition: Apr 2017</th>
<th>Last Updated:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dispute Resolution Form – Europe Region</strong></td>
<td>A document or an Electronic Document Transfer Method questionnaire that is used in conjunction with the Electronic Document Transfer Method by Members to provide an opposing Member with information relating to a disputed Transaction. Also known as Dispute Resolution Form (Exhibit 2E).</td>
<td>0029711</td>
<td></td>
<td>Oct 2016</td>
</tr>
<tr>
<td><strong>Dispute Response</strong></td>
<td>For Members that participate in Enhanced Dispute Resolution, a Transaction that an Acquirer returns to an Issuer in response to a Dispute.</td>
<td>0029464</td>
<td></td>
<td>Apr 2017</td>
</tr>
<tr>
<td><strong>Distribution of Visa Prepaid Cards Outside the Country of Issuance</strong></td>
<td>The issuance of Government or Corporate funded Visa Prepaid Cards to non-domestic employees or beneficiaries of multinational corporations or government entities.</td>
<td>0026803</td>
<td></td>
<td>Oct 2014</td>
</tr>
<tr>
<td><strong>Domestic Transaction</strong></td>
<td>A Transaction where the Issuer of the Card used is located in the Transaction Country.</td>
<td>0024568</td>
<td></td>
<td>Apr 2010</td>
</tr>
<tr>
<td><strong>Domiciled Institution – LAC Region</strong></td>
<td>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 Sponsored Merchant for an Acquirer or a Payment Facilitator to deposit payments.</td>
<td>0029506</td>
<td></td>
<td>Apr 2017</td>
</tr>
<tr>
<td><strong>Dual-Issuer Branded Visa Commercial Card</strong></td>
<td>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 <em>Visa Multinational Program Guide</em>.</td>
<td>0026028</td>
<td></td>
<td>Oct 2014</td>
</tr>
<tr>
<td><strong>Dynamic Card Verification Value (dCVV)</strong></td>
<td>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).</td>
<td>0025503</td>
<td></td>
<td>Oct 2015</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Dynamic Currency Conversion</td>
<td>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.</td>
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<tr>
<td>ID# 0024574</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dynamic Data Authentication</td>
<td>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.</td>
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<tr>
<td>ID# 0024575</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
<td></td>
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</tr>
<tr>
<td>Edit Package</td>
<td>The software that Visa supplies to VisaNet Processors to:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Validate Interchange data</td>
<td></td>
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<tr>
<td></td>
<td>● Process Interchange data sent from the VisaNet Processor to Visa</td>
<td></td>
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<tr>
<td></td>
<td>● Process incoming Transactions received from Visa</td>
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<tr>
<td>ID# 0024577</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
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<tr>
<td>Electronic Capability</td>
<td>Point-of-Transaction Capability where all of the following are true:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● 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)</td>
<td></td>
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<tr>
<td></td>
<td>● Authorization Response is obtained Online, or as instructed by the Issuer</td>
<td></td>
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<tr>
<td></td>
<td>● Authorization Response and Transaction Receipt data are captured electronically</td>
<td></td>
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<tr>
<td>ID# 0024582</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2017</td>
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<tr>
<td>Electronic Commerce Indicator</td>
<td>A value used in an Electronic Commerce Transaction to indicate the Transaction's level of authentication and security.</td>
<td></td>
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<tr>
<td>ID# 0026401</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
<td></td>
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</tr>
<tr>
<td>Electronic Commerce Merchant</td>
<td>A Merchant that conducts the sale of goods or services electronically over the internet and other networks.</td>
<td></td>
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<tr>
<td>ID# 0024584</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
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<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Electronic Commerce Merchant Rate</td>
<td>An Interregional Interchange Reimbursement Fee paid for an Electronic Commerce Transaction that is conducted by a Verified by Visa Merchant.</td>
<td>0024586</td>
<td>Apr 2017</td>
<td>Apr 2013</td>
</tr>
<tr>
<td>Electronic Commerce Transaction</td>
<td>A Transaction between a Merchant and Cardholder over the internet or other networks using a terminal, personal computer, or other Cardholder device.</td>
<td>0024587</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
</tbody>
</table>
| Electronic Documentation Transfer Method – Europe Region | An electronic documentation transfer method approved by Visa for use by Europe Members. This method may be either:  
- A web-based application, such as Visa Resolve Online (VROL)  
<p>| Electronic Imprint                        | 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.                           | 0024593   | Apr 2017 | Apr 2017               |
| Electronic Interchange Reimbursement Fee – US Region | An Interchange Reimbursement Fee paid to or received by a Member for a Transaction entered into Interchange through a VisaNet Access Point that meets the qualifications specified in the <em>US Interchange Fee Rate Qualification Guide</em>. | 0024594   | Apr 2017 | Oct 2015               |
| Electronic Rate                           | An Interchange Reimbursement Fee charged when the Transaction meets the requirements specified in Section 9.1.2.2, “Electronic Rate Qualification.”                                                                 | 0024597   | Apr 2017 | Oct 2014               |
| Eligible Cardholder                      | 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.                                        | 0024601   | Apr 2017 | Oct 2014               |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0024610</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Card Replacement</td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>Emergency Cash Disbursement</td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>Emergency Cheque Refund – Europe Region</td>
<td>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.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Emergency Payment Authorization Service</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Refund Location – Europe Region</td>
<td>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.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Emergency Service Location</td>
<td>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.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</td>
<td>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.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
<td>ID#</td>
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<tr>
<td>EMV PIN Transaction</td>
<td>A Chip-initiated Transaction (excluding ATM Transactions) verified utilizing Online or Offline PIN Verification.</td>
<td>0024624</td>
<td>Apr 2017</td>
<td>Apr 2010</td>
</tr>
<tr>
<td>EMV PIN-Compliant</td>
<td>A Chip-Reading Device that complies with the PIN requirements of the Payment Card Industry Security Standards Council.</td>
<td>0024622</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>EMV-Compliant</td>
<td>A Card or terminal application that complies with the requirements specified in the EMV Integrated Circuit Card Specifications for Payment Systems (EMV).</td>
<td>0024617</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Enhanced Data</td>
<td>Data provided through Visa to an Issuer. Such data may include either or both:</td>
<td>0026463</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td></td>
<td>● Enhanced Merchant-Level Data (including data for a Sponsored Merchant or a Payment Facilitator)</td>
<td></td>
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<tr>
<td></td>
<td>● Enhanced Transaction-Level Data</td>
<td></td>
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</tr>
<tr>
<td>Enhanced Dispute Resolution</td>
<td>The Dispute resolution process specified in the <em>Enhanced Dispute Resolution Rules</em>.</td>
<td>0029465</td>
<td>Apr 2017</td>
<td>Apr 2017</td>
</tr>
<tr>
<td>Enhanced Merchant-Level Data</td>
<td>Merchant- or Sponsored Merchant-related data (including Payment Facilitator data) provided through Visa to an Issuer. Such data includes:</td>
<td>0026464</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td></td>
<td>● Merchant street address</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>● Merchant telephone number</td>
<td></td>
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<tr>
<td></td>
<td>● Incorporation status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Owner’s name</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Enhanced Transaction-Level</td>
<td>Transaction-related data provided through Visa to an Issuer. Such data includes:</td>
<td>0026464</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Data</td>
<td>● Accounting code</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>● Sales tax or value-added tax</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<td></td>
</tr>
<tr>
<td>Description of items purchased, cost per unit, number of units</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Vehicle fleet data (vehicle/driver ID, odometer reading)</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detailed itinerary information (Airline, origination/destination, class of travel)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>For an Ancillary Purchase Transaction, all required data elements</td>
<td></td>
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</tr>
</tbody>
</table>

**Estimated Authorization Request**

*Effective 22 April 2017*

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.

**EU Passorting – Europe Region**

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.

**European Economic Area – Europe Region**

The member states of the European Union, and Iceland, Liechtenstein, and Norway.

**Exception File**

A VisaNet file of Account Numbers that a Member accesses Online, for which the Issuer has predetermined an Authorization Response. The Exception File supports:

- Stand-In Processing
- Positive Cardholder Authorization Service
- Production of the Card Recovery Bulletin

In the Europe Region, a file of Account Numbers for which the Issuer has predetermined an Authorization Response, which a Member accesses Online.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0024638</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Apr 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expired Card</td>
<td>A Card on which the embossed, encoded, or printed expiration date has passed.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Face-to-Face Environment        | An environment in which a Transaction is completed under all of the following conditions:  
  - Card or Contactless Payment Device is present  
  - Cardholder is present  
  - Individual representing the Merchant or Acquirer completes the Transaction                                                                                                                                                                                                                                                                                                                                                       |            |                   |                       |
| Fallback Transaction            | 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.                                                                                                                                                                                                                               |            |                   |                       |
| Fast Funds                      | 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.                                                                                                                                                                                                                                                      |            |                   |                       |
| Fee Collection Transaction      | 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.                                                                                                                                                                                                                                                                                                                      |            |                   |                       |
| Fee Schedule                    | One of the following:  
  - Visa Asia-Pacific Fee Schedule  
  - Visa Canada Fee Schedule  
  - Visa CEMEA Fee Schedule  
  - Visa Europe Fee Schedule:                                                                                                                                                                                                                                                                                                                                                                                        |            |                   |                       |
## Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Europe Fee Schedule – Non-EEA</td>
<td></td>
</tr>
<tr>
<td>Visa Europe Fee Schedule – Non-Regulated</td>
<td></td>
</tr>
<tr>
<td>Visa Europe Fee Schedule – Scheme</td>
<td></td>
</tr>
<tr>
<td>• Visa LAC Fee Schedule</td>
<td></td>
</tr>
<tr>
<td>• Visa U.S.A. Fee Schedule</td>
<td></td>
</tr>
<tr>
<td>• Any domestic or local Visa fee schedule</td>
<td></td>
</tr>
</tbody>
</table>

**Floor Limit**

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.

**Fraud Activity**

A Transaction that an Issuer reports as fraudulent when either a:

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

**Fulfillment**

A document image that the Acquirer supplies in response to a Retrieval Request.

**Full-Chip Data**

Data that complies with all of the following:

- Conforms to EMVCo minimum requirements
- Supports cryptographic validation online
- Records the Card and terminal interactions completed during a Transaction
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID#</th>
<th>Edition: Apr 2017</th>
<th>Last Updated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Type</td>
<td>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 be scanned or read by an electronic reader or application enabling access to a membership or website/application).</td>
<td>0029512</td>
<td></td>
<td>Apr 2017</td>
</tr>
<tr>
<td>Funds Disbursement</td>
<td>A transaction used by a Member or Visa to disburse funds to a Clearing Processor.</td>
<td>0024665</td>
<td></td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Funds Transfer Settlement Reporting Entity</td>
<td>An endpoint within a Visa Settlement hierarchy associated with one or more Settlement Reporting Entities.</td>
<td>0026048</td>
<td></td>
<td>Apr 2012</td>
</tr>
<tr>
<td>Gambling Funds Transfer – Europe Region</td>
<td>The electronic transfer of funds for the purpose of performing an Online Gambling Transaction, where the Merchant transfers those funds, directly or indirectly, to the Online Gambling Merchant via an electronic purse.</td>
<td>0029717</td>
<td></td>
<td>Oct 2016</td>
</tr>
<tr>
<td>General Member – Canada Region</td>
<td>A customer of Visa Canada in the category of &quot;General Customer&quot; as defined in Appendix E to the Canada Regional Operating Regulations.</td>
<td>0024671</td>
<td></td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Global Brand Protection Program</td>
<td>A global program that monitors Acquirers, Merchants, Payment Facilitators, Sponsored Merchants, and Digital Wallet Operators to ensure that these entities do not:</td>
<td>0026388</td>
<td></td>
<td>Oct 2016</td>
</tr>
<tr>
<td></td>
<td>• Process illegal Transactions or are not associated with illegal activity</td>
<td></td>
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<td></td>
<td>• Engage in potentially deceptive marketing practices, as defined in the Visa Global Brand Protection Program Guide for Acquirers</td>
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</tr>
<tr>
<td></td>
<td>• Process Transactions that may adversely affect the goodwill of the Visa system</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Global Co-Branded Card</td>
<td>A Card that:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Visa Core Rules and Visa Product and Service Rules</td>
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</tr>
<tr>
<td><strong>Term</strong></td>
<td><strong>Definition</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Global Co-Branding Partner</td>
<td>A non-Member that:</td>
<td></td>
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<td></td>
<td>- Is not eligible for membership in Visa</td>
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<td></td>
<td>- Is a for-profit commercial entity or non-profit organization</td>
<td></td>
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<td></td>
<td>- Has a contractual relationship for the issuance of Global Co-Brand Cards:</td>
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<tr>
<td></td>
<td>- With one or more Issuers</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>- In one or more Visa Regions and countries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Global Compromised Account Recovery</td>
<td>A global Visa fraud recovery program where Visa allocates to affected Members a portion of the Magnetic Stripe counterfeit fraud losses and a portion of the operating expenses that are associated with an Account Data Compromise Event, including events that also involve the compromise of PIN data.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Global Member Billing Solution</td>
<td>The primary billing system used by Visa.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Global Refund Service – Europe Region</td>
<td>A service provided by Visa that assists Cheque purchasers whose Cheques are lost or stolen.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Member</td>
<td>In the AP, Canada, CEMEA, LAC, and US Regions, a Member as defined under the Visa International Certificate of Incorporation and By-Laws Section 2.21.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td>ID#</td>
<td>Edition: Apr 2017</td>
<td>Last Updated:</td>
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<td>----------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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<td>------------------------</td>
</tr>
<tr>
<td>GSA Government-to-Government (G2G) Interchange Reimbursement Fee – US Region</td>
<td>An Interchange Reimbursement Fee paid to, or received by, a Member for a GSA G2G Transaction processed as specified in Section 9.5.1.6, “GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification – US Region.”</td>
<td>0024686</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>GSA Large Ticket Transaction – US Region</td>
<td>A Transaction completed with a Visa Purchasing Card that is issued to federal government agencies by an Issuer contracted with the General Services Administration and that meets the requirements specified in the Visa Rules.</td>
<td>0024689</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Guaranteed Reservation</td>
<td>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.</td>
<td>0029265</td>
<td>Apr 2017</td>
<td>Apr 2016</td>
</tr>
<tr>
<td>Guest Folio</td>
<td>A Lodging Merchant's or Cruise Line’s guest file.</td>
<td>0024691</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
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</tr>
<tr>
<td>Health Care Merchant – US Region</td>
<td>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.</td>
<td>0024698</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Health Reimbursement Arrangement (HRA) – US Region</td>
<td>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.</td>
<td>0024699</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Health Savings Account (HSA) – US Region</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare Auto-Substantiation – US Region</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High-Brand Risk Merchant</td>
<td>A Merchant assigned an MCC considered by Visa to be high-brand risk, as specified in Section 10.4.6.1, “High-Brand Risk MCCs.”</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High-Brand Risk Sponsored Merchant</td>
<td>A Sponsored Merchant required to be classified with an MCC considered by Visa to be high-risk, as specified in Section 10.4.6.1, “High-Brand Risk MCCs,” that contracts with a Payment Facilitator to obtain payment services.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High-Brand Risk Transaction</td>
<td>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 Section 10.4.6.1, “High-Brand Risk MCCs.”</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| High-Risk Internet Payment Facilitator | A Payment Facilitator that:  
- 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  
- Includes one or more Sponsored Merchants required to be classified with an MCC considered to be high-risk, as specified in Section 10.4.6.1, “High-Brand Risk MCCs” |
### Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0029719</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home Country – Europe Region</strong></td>
<td>The country in which a Member has its principal place of business and is authorized under applicable national law to provide payment services.</td>
<td>ID# 0029720</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
</tbody>
</table>

| **Host Country – Europe Region**                    | A country, other than a Home Country, in which a Member has satisfied the requirements of the competent domestic authority to provide payment services.                                                                                                                                                                                   | ID# 0029720 | Edition: Apr 2017 | Last Updated: Oct 2016 |

### I


| **ID Score Plus – US Region**                       | 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.                                                   | ID# 0024711 | Edition: Apr 2017 | Last Updated: Oct 2014 |

| **Imprint**                                         | Cardholder data transferred from a Card to a Transaction Receipt to complete a Transaction. There are 2 kinds of imprints:                                                                                                                                                                                                 | ID# 0024713 | Edition: Apr 2017 | Last Updated: Apr 2010 |
|                                                    | ● Electronic Imprint                                                                                                                                                                                                                                                                                                                                 |            |                    |                        |
|                                                    | ● Manual Imprint                                                                                                                                                                                                                                                                                                                                  |            |                    |                        |

| **In-Transit Transaction**                          | A Transaction reflecting the purchase of merchandise, services, or gambling on board a ship, boat, bus, aircraft, ferry, or train.                                                                                                                                                                                                                   | ID# 0024717 | Edition: Apr 2017 | Last Updated: Apr 2016 |

<p>| <strong>Incremental Authorization Request</strong>               | <strong>Effective 22 April 2017</strong>                                                                                                                                                                                                                                                                                                                      |            |                    |                        |
|                                                    | An Authorization Request that both:                                                                                                                                                                                                                                                                                                                |            |                    |                        |
|                                                    | ● Follows an approved Estimated Authorization Request or Initial Authorization Request                                                                                                                                                                                                                                                             |            |                    |                        |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incremental Counterfeit Fraud</td>
<td>Actual counterfeit fraud reported by Issuers on Account Data Compromise Event accounts that is above a baseline or &quot;expected&quot; level of fraud reported on non-event accounts during an event's Fraud Window.</td>
</tr>
</tbody>
</table>
| Independent Sales Organization – Europe Region | 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:  
  ● Merchant solicitation  
  ● Point-of-Transaction Acceptance Device installation and service  
  ● Transaction Receipt data capture and transmission  
  ● Cardholder solicitation                                                                                                                                                                                                                                                                                                                                                       |
| Initial Authorization Request             | Effective 22 April 2017  
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.                                                                                                                                                                                                                                                                                                                                 |
| Installment Transaction                   | Effective through 21 April 2017  
The single purchase of goods or services billed to an account in multiple segments over a period of time agreed to between a Cardholder and a Merchant.  
Effect 22 April 2017  
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>| Instant Card Personalization              | 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>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate delivery of the Card at the Branch</td>
<td>• Respond immediately to a request for an emergency replacement of a Cardholder’s lost or stolen card</td>
</tr>
<tr>
<td>Instant Card Personalization Issuance Agent</td>
<td>A Third Party Agent that performs instant Card personalization and issuance for an Issuer.</td>
</tr>
<tr>
<td>Integrated Card Verification Value – Europe Region</td>
<td>A unique check value that is calculated, using a secure cryptographic process, from the Magnetic Stripe Image data on a Chip and is used to validate Card information during the process of obtaining Online Authorization. It is a different value to the Card Verification Value to distinguish between Chip-read data and Magnetic Stripe-read data.</td>
</tr>
<tr>
<td>Interchange</td>
<td>The exchange of Clearing Records between Members. The Visa Rules refer to the following types of Interchange:</td>
</tr>
<tr>
<td></td>
<td>• Domestic Interchange</td>
</tr>
<tr>
<td></td>
<td>• International Interchange</td>
</tr>
<tr>
<td>Interchange File</td>
<td>An electronic file containing a Member’s Interchange data.</td>
</tr>
<tr>
<td>Interchange Reimbursement Fee (IRF)</td>
<td>Either of the following:</td>
</tr>
<tr>
<td></td>
<td>• A transfer fee between Acquirers and Issuers in the Clearing and Settlement of an Interchange Transaction</td>
</tr>
<tr>
<td></td>
<td>• A fee that an Issuer pays to an Acquirer for making a Cash Disbursement to the Issuer’s Cardholder</td>
</tr>
<tr>
<td>Intercompany Interchange Reimbursement Fee Compliance Process</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Interlink Program</td>
<td>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 <em>Interlink Network, Inc. Bylaws, Interlink Network, Inc. Operating Regulations</em> and the Visa Rules.</td>
</tr>
<tr>
<td>Interlink Program Marks</td>
<td>The Interlink Mark, or any other service Marks adopted by Visa for use with the Interlink Program.</td>
</tr>
<tr>
<td>Intermediary Bank</td>
<td>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.</td>
</tr>
<tr>
<td>International Airline</td>
<td>Either:</td>
</tr>
<tr>
<td></td>
<td>● 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</td>
</tr>
<tr>
<td></td>
<td>● Its authorized agent that sells airline tickets on behalf of the Airline (except in the Europe Region)</td>
</tr>
<tr>
<td>International Settlement Service</td>
<td>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.</td>
</tr>
<tr>
<td>International Transaction</td>
<td>A Transaction where the Issuer of the Card used is not located in the Transaction Country. 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. In the Europe Region, formerly known as a Country-to-Country Transaction or Visa Europe Transaction.</td>
</tr>
<tr>
<td>Interregional Transaction</td>
<td>A Transaction where the Issuer of the Card is not located in the Visa Region where the Transaction takes place.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Intraregional Transaction</td>
<td>A Transaction where the Issuer of the Card is located in a country other than the Transaction Country, but in the same Visa Region. In the Europe Region, formerly known as a Visa Europe Transaction.</td>
</tr>
<tr>
<td>IRF Compliance</td>
<td>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. This does not apply in the Europe Region.</td>
</tr>
<tr>
<td>Issuer</td>
<td>In the AP, Canada, CEMEA, LAC, and US Regions, a Member that enters into a contractual relationship with a Cardholder for the issuance of one or more Card products. 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.</td>
</tr>
<tr>
<td>Issuer Chip Rate</td>
<td>An Interregional Interchange Reimbursement Fee reimbursed to an Issuer for any Transaction that meets the Electronic Rate requirements and is completed with a Card issued by an Issuer that has converted 50% of a designated BIN(s) or Account Number range of a Visa Card Program or Visa Electron Program to Visa Smart Payment, and is conducted at a Magnetic-Stripe Terminal.</td>
</tr>
<tr>
<td>Issuers' Clearinghouse Service – US Region</td>
<td>A service developed jointly by Visa and MasterCard Worldwide that is designed to reduce Member losses from excessive credit applications and unauthorized use.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
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</tr>
<tr>
<td><strong>No glossary terms available for J.</strong></td>
<td>ID# 0025512 Edition: Apr 2017</td>
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<td><strong>K</strong></td>
<td>ID# 0029319 Edition: Apr 2017</td>
</tr>
<tr>
<td><strong>L</strong></td>
<td>ID# 0024774 Edition: Apr 2017</td>
</tr>
<tr>
<td>LAC</td>
<td>Latin America and Caribbean.</td>
</tr>
<tr>
<td>Lead Bank</td>
<td>A Visa Multinational Program participant that initiates Multi-Country Issuing on behalf of a Multinational Company client.</td>
</tr>
<tr>
<td>Level II Enhanced Data – US Region</td>
<td>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, as specified in the <em>US Interchange Reimbursement Fee Rate Qualification Guide</em>.</td>
</tr>
<tr>
<td>Liability</td>
<td>As specified in the Visa Rules, any liability under any theory or form of action whatsoever, in law or in equity, including, without limitation, contract or tort, including negligence, even if the responsible party has been notified of the possibility of such damages. The term also includes liability for infringement of others’ intellectual property rights or any liability for Claims of third parties.</td>
</tr>
</tbody>
</table>
| Licensee | An entity licensed to participate in the Visa or Visa Electron Program that is neither a:  
- Member  
- Member or owner of a Group Member |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Limited Acceptance – US Region                     | A term describing a Merchant’s option to accept one category of Visa Cards and not another. Categories consist of both:  
  • Visa Credit and Business Category  
  • Visa Debit Category  
  This definition does not apply to Visa Business Check Cards accepted as specified in Section 5.9.11.2, “Repayment of Debt – US Region.” |
| Limited Acceptance Merchant – Europe Region and US Region | In the Europe Region, a Merchant located within the European Economic Area that chooses to accept one or more, but not all, Product Categories.  
  In the US Region, a category of Merchant that accepts either, but not both:  
  • Visa Credit and Business Category Cards  
  • Visa Debit Category Cards                                                                 |
| Load Device – Europe Region                        | An ATM or stand-alone device that a Cardholder uses to add or remove value from a stored value application on a Chip Card.                                                                                     |
| Load Transaction                                   | A means of adding monetary value to a Card (in the Europe Region, only at a Point-of-Transaction Acceptance Device).                                                                                       |
| Lodging Merchant                                   | A Merchant that sells overnight accommodations at a fixed location that are purchased for a limited period of time.                                                                                          |

**Effective through 21 April 2017**

For the purposes of the Visa Rules, Lodging Merchants include establishments such as hotels, motels, inns, bed and breakfast establishments, resorts, cabins, cottages, hostels, and campgrounds and apartments, condominiums, and houses rented as a short-term accommodation.

**Effective 22 April 2017**

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.
## Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lost/Stolen Card Reporting Service – US Region</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Magnetic Stripe</strong></td>
<td>A magnetic stripe on a Card that contains the necessary information to complete a Transaction.</td>
</tr>
<tr>
<td><strong>Magnetic-Stripe Data</strong></td>
<td>Data contained in a Magnetic Stripe and replicated in a Chip.</td>
</tr>
<tr>
<td><strong>Magnetic-Stripe Image</strong></td>
<td>The minimum Chip payment data replicating the Magnetic Stripe information required to process an EMV-Compliant Transaction.</td>
</tr>
<tr>
<td><strong>Magnetic-Stripe Terminal</strong></td>
<td>A terminal that reads the Magnetic Stripe on a Card.</td>
</tr>
<tr>
<td><strong>Mail/Phone Order</strong></td>
<td>Purchase in a Card-Absent Environment where a Cardholder orders goods or services from a Merchant by telephone, mail, or other means of telecommunication.</td>
</tr>
<tr>
<td><strong>Manual Cash Disbursement</strong></td>
<td>A Cash Disbursement obtained with a Visa Card or Visa Electron Card in a Face-to-Face Environment.</td>
</tr>
<tr>
<td><strong>Manual Imprint</strong></td>
<td>An imprint of the embossed data on the front of the Card using a specifically-designed mechanical imprinting device. An impression taken from the Card using pencil, crayon, or other writing instrument does not qualify.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Mark</td>
<td>A word, name, design, symbol, or other device, or any combination thereof, that Visa or any entity adopts to identify its goods or services.</td>
</tr>
<tr>
<td>Maximum Surcharge Cap – US Region and US Territories</td>
<td>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>.</td>
</tr>
<tr>
<td>Member</td>
<td>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. 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.</td>
</tr>
<tr>
<td>Merchant</td>
<td>In the AP, Canada, CEMEA, LAC, and US Regions, 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. 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.</td>
</tr>
<tr>
<td>Merchant Agreement</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td><strong>Merchant Category Code (MCC)</strong></td>
<td>A code designating the principal trade, profession, or line of business in which a Merchant is engaged.</td>
</tr>
</tbody>
</table>
| **Merchant Discount Rate – US Region and US Territories**            | 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:  
  - 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  
  - Any other services for which the Acquirer is paid via the mechanism of the per transaction merchant discount fee.  
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. |
| **Merchant Outlet**                                                  | The Merchant location at which a Transaction is completed.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| **Merchant Service Charge – Europe Region**                         | A fee that is set, and charged, by an Acquirer to a Merchant under a Merchant Agreement.                                                                                                                                                                                                                                                                                                                                                                                                   |
| **Merchant Verification Value (MVV)**                               | An assigned value transmitted in the Transaction message used by Visa to identify an Acquirer or Merchant that is registered with Visa:  
  - To assess specific fees  
  - For other special Interchange treatment  
  - For participation in select acceptance programs  
  - For unique processing criteria  
The MVV consists of 10 digits, the first 6 of which are assigned by Visa.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>This does not apply in the Europe Region.</td>
<td></td>
</tr>
<tr>
<td>Merger</td>
<td>A term used to describe any of the following:</td>
</tr>
<tr>
<td></td>
<td>- Purchase of a Member organization by another organization where the acquired Member's charter is dissolved</td>
</tr>
<tr>
<td></td>
<td>- Merging of two or more organizations into a single entity requiring a new charter</td>
</tr>
<tr>
<td>MIF – Europe Region</td>
<td>Multilaterally agreed interchange fee(s) paid by an Acquirer to a separate Issuer or vice versa.</td>
</tr>
<tr>
<td>MIF Plus Plus – Europe Region</td>
<td>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).</td>
</tr>
<tr>
<td>Minimum Spending Limit</td>
<td>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.</td>
</tr>
<tr>
<td>Mobile Acceptance Device – Europe Region</td>
<td>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.</td>
</tr>
<tr>
<td>Mobile Money Agent – AP Region, CEMEA Region, and LAC Region</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Mobile Money Consumer Authentication – AP Region, CEMEA Region, and LAC Region</td>
<td>A 2-part authentication process conducted by a Mobile Money Operator to verify a Visa Mobile Prepaid account holder.</td>
</tr>
<tr>
<td>ID# 0027678</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Mobile Money Operator – AP Region, CEMEA Region, and LAC Region</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0027167</td>
<td>Edition: Apr 2017</td>
</tr>
</tbody>
</table>
| Mobile Payment Acceptance Solution                                  | A payment acceptance application that uses a portable electronic device. The portable electronic device must exhibit both of the following characteristics:  
  • Not solely dedicated to point-of-sale functions  
  • The ability to wirelessly communicate across open networks  
  The solution may also include a hardware attachment for the purpose of card reading and/or PIN entry.                                                                                                                                                                                                                                                                                                                                                     |
<p>| ID# 0027382                                                        | Edition: Apr 2017 | Last Updated: Oct 2014                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Mobile Payment Device                                               | A Contactless Payment Device that resides in a portable electronic device that can access a wireless network.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| ID# 0026785                                                        | Edition: Apr 2017 | Last Updated: Oct 2014                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Money Transfer Original Credit Transaction                          | 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).                                                                                                                                                                                                                                                                                                                                                                                               |
| ID# 0026081                                                        | Edition: Apr 2017 | Last Updated: Apr 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Multi-Country Issuing                                               | 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 Visa Multinational Program Guide as &quot;Indirect Cross-Border Issuing.&quot;                                                                                                                                                                                                                                                          |
| ID# 0026027                                                        | Edition: Apr 2017 | Last Updated: Oct 2014                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID#</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-Currency Priced Transaction</td>
<td>A Transaction in which a Merchant displays the price of goods or services in a currency or currencies other than, or in addition to, the Merchant's local currency. No Dynamic Currency Conversion is conducted.</td>
<td>0025996</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2011</td>
</tr>
<tr>
<td>Multilateral Agreement – Europe Region</td>
<td>A multi-party agreement between Members pertaining to the process of obtaining an Authorization or Clearing and Settlement of Domestic Transactions.</td>
<td>0029730</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Multinational Company</td>
<td>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 Visa Multinational Program Guide.</td>
<td>0024854</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
</tr>
<tr>
<td>National Organization</td>
<td>In the AP, Canada, CEMEA, LAC, and US Regions, an organization as defined under the Visa International Certificate of Incorporation and By-Laws, Section 16.01.</td>
<td>0024863</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td>ID# 0026394</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
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<tr>
<td>Negative Option Merchant</td>
<td>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.</td>
<td>ID# 0024868</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
</tr>
<tr>
<td>New Channel</td>
<td>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.</td>
<td>ID# 0024869</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2016</td>
</tr>
<tr>
<td>No-Show Transaction</td>
<td>A Transaction resulting from a Cardholder’s failure to cancel or claim a Guaranteed Reservation.</td>
<td>ID# 0024871</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
<tr>
<td>Non-Confidential Enhanced Merchant-Level Data – US Region</td>
<td>Merchant-related data provided through Visa to an Issuer in connection with a Visa Commercial Card, comprising only the following data elements:</td>
<td>ID# 0029313</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Non-Reloadable Card</td>
<td>A Visa Prepaid Card that is funded with monetary value only once.</td>
<td>ID# 0024881</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
<tr>
<td>Non-Secure Transaction</td>
<td>An Electronic Commerce Transaction that has no data protection.</td>
<td>ID# 0026394</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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</tbody>
</table>
| Non-Standard Card                        | A Visa Card or Visa Electron Card that does not comply with the plastic specifications in the *Visa Product Brand Standards*, requires Visa approval, and must both:  
|                                          | • Provide the designated level of utility promised to the Cardholder  
<p>|                                          | • Contain the physical elements and data components required to complete a Transaction                                                                                                                   |
| ID# 0024883                              | Edition: Apr 2017 | Last Updated: Oct 2014                                                                                                                           |
| Non-Visa Debit Transaction – US Region   | 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.                                             |
| ID# 0024885                              | Edition: Apr 2017 | Last Updated: Oct 2014                                                                                                                           |
| Non-Visa-Owned Marks                     | The Marks used in conjunction with a program sponsored by Visa, but owned by a third party.                                                                                                               |
| ID# 0024884                              | Edition: Apr 2017 | Last Updated: Apr 2010                                                                                                                            |
| Nonfulfillment Message                   | A response to a Retrieval Request indicating that the Acquirer will not provide a copy.                                                                                                                  |
| Notification                             | 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.                       |
| ID# 0024887                              | Edition: Apr 2017 | Last Updated: Oct 2014                                                                                                                            |
| Numeric ID                               | 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, and Routing IDs, used to facilitate transaction routing and processing. |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0024898</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Apr 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offline Authorization</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offline PIN Verification</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Us Transaction</td>
<td>A Transaction where an individual Member, represented by one Visa Business ID (BID), both:</td>
<td>ID# 0024907</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
</tr>
<tr>
<td></td>
<td>• Holds an issuing license and has issued the Visa Card used in the Transaction</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Holds an acquiring license and acquired the corresponding Merchant volume</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Online</td>
<td>A method of requesting an Authorization through a communications network other than voice.</td>
<td>ID# 0024910</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
<tr>
<td>Online Card Authentication Cryptogram</td>
<td>A cryptogram generated by a Chip Card during a Transaction and used to validate the authenticity of the Card.</td>
<td>ID# 0024912</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2011</td>
</tr>
<tr>
<td>Online Financial Transaction</td>
<td>A Transaction that is authorized, cleared, and settled in a single online message.</td>
<td>ID# 0024915</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
<tr>
<td>Online Gambling</td>
<td>Any form of gambling provided over the internet or other networks by an Electronic Commerce Merchant, including but not limited to the following:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Betting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Lotteries</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Casino-style games</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Funding an account established by the Merchant on behalf of the Cardholder for the purpose of gambling</td>
<td></td>
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</tr>
</tbody>
</table>
### Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Purchase of value for proprietary payment mechanisms, such as electronic gaming chips</td>
<td>In the AP, Canada, CEMEA, LAC, and US Regions, 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. In the Europe Region, the certificate supplied by each Member to Visa pursuant to Part B of the <em>Visa Europe Membership Regulations</em>.</td>
</tr>
<tr>
<td>Operating Certificate</td>
<td>In the AP, Canada, CEMEA, LAC, and US Regions, 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. In the Europe Region, the certificate supplied by each Member to Visa pursuant to Part B of the <em>Visa Europe Membership Regulations</em>.</td>
</tr>
<tr>
<td>Operating Expense Recovery</td>
<td>A component of the Global Compromised Account Recovery (GCAR) program that allocates responsibility and reimbursement for a portion of Issuers’ estimated operational expenses incurred as the result of a compromise of Magnetic-Stripe Data, and PIN data for Account Data Compromise Events that also involve PIN compromise.</td>
</tr>
<tr>
<td>Optional Issuer Fee</td>
<td>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.</td>
</tr>
<tr>
<td>Order Form – US Region</td>
<td>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: • Mail order form • Recurring Transaction form • Preauthorized Healthcare Transaction form • Email or other electronic record that meets the requirements of applicable laws or regulations</td>
</tr>
<tr>
<td>Original Adjustment – US Region</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------</td>
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</tr>
<tr>
<td>Original Credit Transaction</td>
<td>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.</td>
</tr>
<tr>
<td>Originating Member</td>
<td>A Member that initiates an Original Credit Transaction.</td>
</tr>
<tr>
<td>Partial Authorization</td>
<td>An Authorization for an amount less than the amount requested by a Merchant for a Transaction.</td>
</tr>
<tr>
<td>Participant-Type Member</td>
<td>A Member of Visa characterized as one of the following:</td>
</tr>
<tr>
<td></td>
<td>● Credit Participant, as defined in the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, Section 2.04(h)</td>
</tr>
<tr>
<td></td>
<td>● Debit Participant, as defined in the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, Section 2.04(i)</td>
</tr>
<tr>
<td></td>
<td>● Cash Disbursement Participant, as defined in the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, Section 2.04(j)</td>
</tr>
<tr>
<td></td>
<td>● Participant, as defined in the applicable Visa Charter Documents</td>
</tr>
<tr>
<td>Partner Bank</td>
<td>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.</td>
</tr>
<tr>
<td>Pass-Through Digital Wallet</td>
<td>Effective 21 January 2017 Functionality provided by a Digital Wallet Operator (DWO) that does all of the following:</td>
</tr>
<tr>
<td></td>
<td>● Can be used at more than one Merchant</td>
</tr>
<tr>
<td></td>
<td>● Stores an Account Number or Token supplied by the Cardholder to the DWO</td>
</tr>
</tbody>
</table>
## Glossary

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

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</tr>
</thead>
<tbody>
<tr>
<td>●</td>
<td>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</td>
</tr>
</tbody>
</table>

### ID# 0029533  Edition: Apr 2017 | Last Updated: Oct 2016

### Passenger Transport Service Category – US Region

A Transaction category that provides customized services and procedures for Airlines or passenger railway Merchants or their agents.

ID# 0024932  Edition: Apr 2017 | Last Updated: Oct 2014

### Payment Application

A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction.

ID# 0024933  Edition: Apr 2017 | Last Updated: Apr 2010

### Payment Card Industry Data Security Standard (PCI DSS)

A set of comprehensive requirements that define the standard of due care for protecting sensitive Cardholder information.

ID# 0024934  Edition: Apr 2017 | Last Updated: Apr 2010

### Payment Card Industry Payment Application Data Security Standard (PA-DSS)

A data security standard that specifies security requirements for third-party Payment Application software that stores, processes, or transmits Cardholder data.

ID# 0024935  Edition: Apr 2017 | Last Updated: Oct 2012

### Payment Facilitator Agreement

An agreement between a Payment Facilitator and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer’s Visa Program.

ID# 0026430  Edition: Apr 2017 | Last Updated: Oct 2014

### Payment Services Directive (PSD) – Europe Region

The European Parliament and Council directive 2007/64/EC and any subsequent changes.


### Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit – US Region

A Visa program that permits Acquirers to qualify for Interchange Reimbursement Fees for consumer Visa credit Card Transactions based on Merchant Outlet volume criteria and other qualifications.

ID# 0024938  Edition: Apr 2017 | Last Updated: Oct 2014
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup Response</td>
<td>An Authorization Response where the Transaction is declined and confiscation of the Card is requested.</td>
</tr>
<tr>
<td>PIN</td>
<td>A personal identification numeric code that identifies a Cardholder in an Authorization Request.</td>
</tr>
<tr>
<td>PIN Entry Device (PED) – Europe Region</td>
<td>A device used for secure PIN entry and processing, as specified in the Payment Card Industry PED Security Requirements.</td>
</tr>
<tr>
<td>PIN Management Requirements Documents</td>
<td>A suite of PIN security documents that includes:</td>
</tr>
<tr>
<td></td>
<td>● Payment Card Industry (PCI) – PIN Security Requirements</td>
</tr>
<tr>
<td></td>
<td>● Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements</td>
</tr>
<tr>
<td>PIN Verification</td>
<td>A procedure used to verify Cardholder identity when a PIN is used in an Authorization Request.</td>
</tr>
<tr>
<td>PIN Verification Service</td>
<td>A service that Visa provides for the verification of Cardholder PINs transmitted with Authorization Requests.</td>
</tr>
<tr>
<td>PIN Verification Value</td>
<td>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.</td>
</tr>
<tr>
<td>PIN-Authenticated Visa Debit Transaction – US Region</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PIN-Preferring Chip Card</td>
<td>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).</td>
</tr>
<tr>
<td>Plus ATM</td>
<td>An ATM that displays the Plus Symbol and not the Visa Brand Mark.</td>
</tr>
<tr>
<td>Plus Card</td>
<td>A card that bears the Plus Symbol.</td>
</tr>
<tr>
<td>Plus Program</td>
<td>A program through which a Plus participant provides ATM services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.</td>
</tr>
<tr>
<td>Plus Program Participant</td>
<td>An entity participating in the Plus Program, as specified in the Visa International Certificate of Incorporation and By-Laws, Section 2.09 (or, in the Europe Region, Visa Europe Membership Regulations, Section 2.5).</td>
</tr>
<tr>
<td>Plus Symbol</td>
<td>The Visa-Owned Mark that represents the Plus Program and that complies with the specifications in the Visa Product Brand Standards.</td>
</tr>
<tr>
<td>Plus System, Inc.</td>
<td>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.</td>
</tr>
</tbody>
</table>
### Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0025553</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point-of-Sale Balance Inquiry</td>
<td>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.</td>
<td>ID# 0025554</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2010</td>
</tr>
<tr>
<td>Point of Transaction</td>
<td>The physical location or online address where a Merchant or Acquirer completes a Transaction.</td>
<td>ID# 0024974</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
</tr>
<tr>
<td>POS Entry Mode</td>
<td>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).</td>
<td>ID# 002934</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Post-Issuance Application Change – Europe Region</td>
<td>A method that enables an Issuer to modify or block an application already residing on a Chip.</td>
<td>ID# 0029735</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Post-Issuance Application Load – Europe Region</td>
<td>A method that enables an Issuer to add an application or service to the contents of a Chip without reissuing a Card.</td>
<td>ID# 0029734</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Post-Issuance Updates</td>
<td>A method that enables an Issuer to do either of the following without requiring reissuance of a Chip Card:</td>
<td>ID# 0029735</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td>ID#</td>
<td>Edition</td>
<td>Last Updated</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------</td>
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<td>--------------------</td>
</tr>
<tr>
<td>Preauthorized Health Care Transaction – US Region</td>
<td>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.</td>
<td>0024991</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Preauthorized Payment Cancellation Service</td>
<td>A service that enables Visa Card Issuers to stop payment on preauthorized Transactions.</td>
<td>0026230</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Prepaid Account</td>
<td>An account established by an Issuer, with previously deposited, authorized, or transferred funds, which is decreased by purchase Transactions, Cash Disbursements, or account fees.</td>
<td>0024994</td>
<td>Apr 2017</td>
<td>Apr 2010</td>
</tr>
<tr>
<td>Prepaid Clearinghouse Service</td>
<td>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.</td>
<td>0029068</td>
<td>Apr 2017</td>
<td>Apr 2016</td>
</tr>
<tr>
<td>Prepaid Partner</td>
<td>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.</td>
<td>0024998</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Prepaid Partner Agreement</td>
<td>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.</td>
<td>0024999</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
</tbody>
</table>
### Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentment</td>
<td>A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Chargeback (a Representment).</td>
</tr>
<tr>
<td>ID# 0025001</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Primary Mark</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025004</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Principal Place of Business</td>
<td>The fixed location at which a Merchant’s or Payment Facilitator’s executive officers direct, control, and coordinate the entity’s activities.</td>
</tr>
<tr>
<td>ID# 0029549</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Principal-Type Member</td>
<td>A Member of Visa characterized as one of the following:</td>
</tr>
<tr>
<td></td>
<td>- Principal Member, as defined in the Visa Charter Documents</td>
</tr>
<tr>
<td></td>
<td>- Acquirer Member, as defined in the applicable Visa Charter Documents</td>
</tr>
<tr>
<td></td>
<td>- Administrative Member, as defined in the Visa <em>U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, Section 2.04(c)</em></td>
</tr>
<tr>
<td></td>
<td>- Debit Interchange Member, as defined in the Visa <em>U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II, Section 2.04(g)</em></td>
</tr>
<tr>
<td></td>
<td>- Group Member, as defined in the applicable Visa Charter Documents</td>
</tr>
<tr>
<td></td>
<td>- Merchant Acquirer Member, as defined in the applicable Visa Charter Documents</td>
</tr>
<tr>
<td></td>
<td>- Cash Disbursement Member, as defined in the applicable Visa Charter Documents</td>
</tr>
<tr>
<td>Private Agreement</td>
<td>A bilateral agreement between Members, or the operating regulations of a Group Member, pertaining to Authorization or Clearing and Settlement of Domestic Transactions.</td>
</tr>
<tr>
<td>ID# 0025013</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Private Arrangement</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025014</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Private Label Card</td>
<td>A merchant's proprietary card that is accepted only at its own locations, or a multi-use non-Visa-branded Card.</td>
</tr>
<tr>
<td>Privately Contracted Agreement – Europe Region</td>
<td>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.</td>
</tr>
<tr>
<td>Processing Date</td>
<td>The date (based on Greenwich Mean Time) on which the Member submitted, and Visa accepted, Interchange data. Equivalents to the Processing Date are:</td>
</tr>
<tr>
<td></td>
<td>• In BASE II, the central processing date</td>
</tr>
<tr>
<td></td>
<td>• 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)</td>
</tr>
<tr>
<td></td>
<td>• If cleared under a Private Agreement, the date on which a Member processes outgoing Interchange</td>
</tr>
<tr>
<td></td>
<td>• Endorsement date, if the Interchange data was accepted by Visa on the same date on which it was first submitted by the Acquirer</td>
</tr>
<tr>
<td></td>
<td>• The date on which Visa accepted an action processed through Visa Resolve Online (VROL)</td>
</tr>
<tr>
<td>Product Category – Europe Region</td>
<td>Any of the following:</td>
</tr>
<tr>
<td></td>
<td>• Debit</td>
</tr>
<tr>
<td></td>
<td>• Credit</td>
</tr>
<tr>
<td></td>
<td>• Commercial</td>
</tr>
<tr>
<td></td>
<td>• Prepaid</td>
</tr>
<tr>
<td>Proprietary Card</td>
<td>A Card that does not bear the Visa Brand Mark, Visa Brand Mark with the Electron Identifier, or V PAY Brand Mark, but may be either or both:</td>
</tr>
<tr>
<td></td>
<td>• Plus-enabled</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Interlink-enabled</td>
<td></td>
</tr>
<tr>
<td>ID# 0025020</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Public Key</td>
<td>The non-secret portion of the cryptographic method used for verification during a Transaction.</td>
</tr>
<tr>
<td>ID# 0025028</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Qualifying CAMS Event</td>
<td>A CAMS Event that qualifies for recovery, through the Global Compromised Account Recovery program, of a portion of affected Members’ losses due to a violation involving at least one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Payment Card Industry Data Security Standard (PCI DSS)</td>
</tr>
<tr>
<td></td>
<td>• PIN Management Requirements Documents</td>
</tr>
<tr>
<td></td>
<td>• Visa PIN Security Program Guide</td>
</tr>
<tr>
<td>ID# 0026065</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Qualifying Purchase – US Region</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• Balance transfers</td>
</tr>
<tr>
<td></td>
<td>• Convenience checks</td>
</tr>
<tr>
<td></td>
<td>• Cash Disbursements</td>
</tr>
<tr>
<td></td>
<td>• Finance charges</td>
</tr>
<tr>
<td></td>
<td>• Quasi-Cash Transactions</td>
</tr>
<tr>
<td></td>
<td>• Any Transaction not authorized by the Cardholder</td>
</tr>
<tr>
<td>ID# 0025031</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Quasi-Cash Transaction</td>
<td>A Transaction representing a Merchant’s or Member’s sale of items that are directly convertible to cash, such as:</td>
</tr>
<tr>
<td></td>
<td>• Gaming chips</td>
</tr>
<tr>
<td></td>
<td>• Money orders</td>
</tr>
<tr>
<td></td>
<td>• Deposits</td>
</tr>
<tr>
<td></td>
<td>• Wire Transfers</td>
</tr>
<tr>
<td></td>
<td>• Travelers cheques</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Prepaid Cards with cash access</td>
<td></td>
</tr>
<tr>
<td>Foreign currency</td>
<td></td>
</tr>
<tr>
<td>Additional Transactions approved by Visa</td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>R</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Railway Ticket Identifier – US Region</td>
<td>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.</td>
</tr>
</tbody>
</table>

ID# 0029156  Edition: Apr 2017 | Last Updated: Oct 2015

<table>
<thead>
<tr>
<th>Real-Time Clearing</th>
<th><strong>Effective through 21 April 2017</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A program for Acquirers and Merchants that allows an Automated Fuel Dispenser Merchant to send an Authorization request for an estimated Transaction amount through the Single Message System.</td>
</tr>
<tr>
<td></td>
<td><strong>Effective 22 April 2017</strong></td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>


| Receiving Member                         | A Member receiving a Transaction through Interchange.                                                                                                                                                      |

ID# 0025038  Edition: Apr 2017 | Last Updated: Apr 2010

| Recipient Member                        | An Issuer that receives an Original Credit Transaction.                                                                                                                                                  |


<table>
<thead>
<tr>
<th>Recurring Transaction</th>
<th><strong>Effective through 21 April 2017</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Multiple Transactions processed at predetermined intervals not to exceed one year between Transactions, representing an agreement between a Cardholder and a Merchant to purchase goods or services provided over a period of time.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effective 22 April 2017</strong></td>
<td>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.</td>
</tr>
<tr>
<td>Reference Card</td>
<td>An item containing relevant account information, such as an Account Number or expiration date, that is provided to a Virtual Account owner.</td>
</tr>
<tr>
<td>Reference Exchange Rate – Europe Region</td>
<td>For the purposes of the Payment Services Directive, the Currency Conversion Rate.</td>
</tr>
<tr>
<td>Refund Claim Number – Europe Region</td>
<td>A number that the Global Refund Service provides to a purchaser of Cheques to verify qualification for a refund of lost or stolen Cheques.</td>
</tr>
<tr>
<td>Region of Domicile</td>
<td>The Visa Region where a Member has its principal place of business.</td>
</tr>
<tr>
<td>Registered Program Identification Number</td>
<td>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.</td>
</tr>
<tr>
<td>Reloadable Card</td>
<td>A Visa Prepaid Card that may be funded more than once.</td>
</tr>
<tr>
<td>Representment</td>
<td>A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Chargeback. For Members that participate in Enhanced Dispute Resolution, this includes Dispute Responses and pre-Arbitration attempts.</td>
</tr>
<tr>
<td>Retail Merchant</td>
<td>A Merchant that is not one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Mail/Phone Order Merchant</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Merchants that process Recurring Transactions for the sale of recurring services</td>
<td></td>
</tr>
<tr>
<td>T&amp;E Merchant (except in the Europe Region)</td>
<td></td>
</tr>
<tr>
<td>Retail Transaction</td>
<td>A Transaction at a Retail Merchant outlet.</td>
</tr>
<tr>
<td>ID# 0025069</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Retrieval Request</td>
<td>An Issuer’s request for a Transaction Receipt, which could include the original, a paper copy or facsimile, or an electronic version thereof.</td>
</tr>
<tr>
<td>ID# 0025070</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Reversal</td>
<td>A Deferred Clearing or Online Financial Transaction used to negate or cancel a transaction that has been sent through Interchange in error.</td>
</tr>
<tr>
<td>Rewards Currency – US Region</td>
<td>A reward denomination defined by an Issuer consisting of air miles, points, or discounts offered in connection with a Visa Traditional Rewards Card.</td>
</tr>
<tr>
<td>ID# 0025073</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>S</td>
<td></td>
</tr>
<tr>
<td>Sample Card Design</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025077</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Screen Image – Europe Region</td>
<td>A Reference Card for a Virtual Account that appears solely on the Virtual Account owner’s screen.</td>
</tr>
<tr>
<td>Scrip</td>
<td>A 2-part paper receipt that is redeemable at a Merchant Outlet for goods, services, or cash.</td>
</tr>
<tr>
<td>ID# 0025079</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Secure Electronic Commerce Rate</td>
<td>An Interregional Interchange Reimbursement Fee paid for a Secure Electronic Commerce Transaction.</td>
</tr>
<tr>
<td>Secure Electronic Commerce Transaction</td>
<td>An Electronic Commerce Transaction that has been authenticated using an Authentication Method.</td>
</tr>
<tr>
<td>Semi-Attended Environment – Europe Region</td>
<td>An environment in which a Transaction is completed under all of the following conditions:</td>
</tr>
</tbody>
</table>
|                                           | ● Card or Contactless Payment Device is present  
|                                           | ● Cardholder is present  
<p>|                                           | ● Cardholder completes the Transaction and, if required, an individual representing the Merchant or Acquirer assists the Cardholder in completing the Transaction | ID# 0025092 | Edition: Apr 2017 | Last Updated: Apr 2010 |
| Sending Member                            | A Member entering a Transaction into Interchange.                                                                                                                                                          | ID# 0025094 | Edition: Apr 2017 | Last Updated: Oct 2014 |
| Service Code                              | 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). | ID# 0025094 | Edition: Apr 2017 | Last Updated: Apr 2010 |
| Settlement                                | The reporting and funds transfer of Settlement Amounts owed by one Member to another, or to Visa, as a result of Clearing.                                                                                     | ID# 0025095 | Edition: Apr 2017 | Last Updated: Apr 2011 |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Settlement Amount</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Settlement Bank</strong></td>
<td>A bank, including a Correspondent Bank or Intermediary Bank, that is both:</td>
</tr>
<tr>
<td></td>
<td>• Located in the country where a Member’s Settlement Currency is the local currency</td>
</tr>
<tr>
<td></td>
<td>• Authorized to execute Settlement of Interchange on behalf of the Member or the Member’s bank</td>
</tr>
<tr>
<td><strong>Settlement Currency</strong></td>
<td>A currency that Visa uses to settle Interchange.</td>
</tr>
<tr>
<td><strong>Settlement Date</strong></td>
<td>The date on which Visa initiates the transfer of Settlement Amounts in the Settlement of Interchange. See Processing Date.</td>
</tr>
<tr>
<td><strong>Settlement Loss – Europe Region</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Settlement Reporting Entity</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Settlement Service</strong></td>
<td>A service that allows Members to consolidate the Settlement functions of the Visa systems into one centralized function and benefit from flexible reporting options.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SIGIS – US Region</td>
<td>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.</td>
</tr>
<tr>
<td>Single Message System</td>
<td>A service that processes Online Financial and Deferred Clearing Transactions through a single VisaNet interface for purchases and ATM Transactions.</td>
</tr>
<tr>
<td>Sponsor</td>
<td>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.</td>
</tr>
<tr>
<td>Sponsored Member</td>
<td>A Member of Visa whose right to participate in Visa is dependent upon another Member, as specified in the applicable Visa Charter Documents. 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 Appendix E to the Canada Regional Operating Regulations and the Visa U.S.A. Inc. Certificate of Incorporation and By-Laws, Article II.</td>
</tr>
<tr>
<td>Sponsored Merchant</td>
<td>An entity for which Visa payment services are provided by a Payment Facilitator.</td>
</tr>
<tr>
<td>Sponsorship Marks</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Staged Digital Wallet| **Effective 21 January 2017** Functionality provided by a Digital Wallet Operator (DWO) that does all of the following:  
  ● Can be used at more than one retailer  
  ● Uses both:
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Account Number or Token provided by the Cardholder to the DWO</td>
<td></td>
</tr>
<tr>
<td>A separate account or accounts assigned by the DWO to the Cardholder</td>
<td></td>
</tr>
<tr>
<td>Is used by the Staged Digital Wallet Operator to complete a Transaction, in any order, as follows:</td>
<td></td>
</tr>
<tr>
<td>Purchase: pays the retailer using the account assigned by the DWO</td>
<td></td>
</tr>
<tr>
<td>Funding: uses the Account Number provided by the Cardholder 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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staged Digital Wallet Operator (SDWO)</td>
<td>Effective 21 January 2017</td>
</tr>
<tr>
<td>A Digital Wallet Operator that operates a Staged Digital Wallet.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand-In Processing (STIP)</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID# 0025122</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Stand-In Processing Account</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID# 0025127</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Standard Interchange Reimbursement Fee</td>
<td>The Interchange Reimbursement Fee available to all Merchant service categories for any Transaction not eligible for any other Interchange Reimbursement Fee.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Stored Credential</td>
<td>Effective 22 April 2017 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 Digital Wallet Operator to process future Transactions.</td>
</tr>
<tr>
<td>Strategic Bankruptcy Solutions – US Region</td>
<td>A Visa service that does all of the following:  • 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  • Files claims and documents on behalf of Members with the bankruptcy courts  • Assists Members in assessing the value of obligations of Cardholders and other individuals who have declared bankruptcy</td>
</tr>
<tr>
<td>Substitute Transaction Receipt</td>
<td>Effective through 21 April 2017 A paper form or record that is not a Transaction Receipt and that a Member or Merchant provides in response to a Retrieval Request, when allowed.</td>
</tr>
<tr>
<td>Summary of Interchange Entries</td>
<td>Data required to accompany domestic Interchange processed under a Private Agreement.</td>
</tr>
<tr>
<td>Supermarket Incentive Program – US Region</td>
<td>A Visa program that permits certain supermarket Merchant Outlets to qualify for a reduced Interchange Reimbursement Fee.</td>
</tr>
<tr>
<td>Surcharge – AP Region</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| T&E | Travel and entertainment. All of the following Merchants and Merchant segments:  
  - Airlines  
  - **Effective through 13 October 2017** Car Rental Merchants  
  - Cruise Lines  
  - Lodging Merchants  
  - Passenger railways located in the US Region  
  - Travel agencies  
  - **Effective 14 October 2017** Vehicle Rental Merchants |
| T&E Document | **Effective through 21 April 2017**  
A photocopy of all documents pertaining to a T&E Transaction originating from a Car Rental Merchant, Lodging Merchant, or Cruise Line, including:  
  - Transaction Receipt  
  - Car rental agreement  
  - Guest Folio (if created)  
  - Card Imprint (if obtained)  
  - Cardholder signature (if obtained) |
| Telephone Service Transaction | A Transaction in which a Cardholder uses a Visa Card to purchase a telephone call. |
| Terminal Risk Management | A process performed by a Chip-Reading Device to protect a Member from fraud by:  
  - Initiating Online Issuer Authorization for above-Floor Limit Transactions  
  - Ensuring random Online processing for below-Floor Limit Transactions |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Core Rules and Visa Product and Service Rules</td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>Perform Transaction velocity checking</td>
<td>- Performing Transaction velocity checking</td>
</tr>
<tr>
<td>ID# 0025154</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Terminated Merchant File – US Region</td>
<td>A file (currently known as “MATCH”) maintained by MasterCard Worldwide that identifies Merchants and principals of Merchants that Acquirers have terminated for specified reasons.</td>
</tr>
<tr>
<td>ID# 0025159</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Third Party Agent</td>
<td>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. No financial institution eligible to become a Principal Member of Visa may serve as a Third Party Agent. A Third Party Agent does not include: - Financial institutions that perform Agent activities - Affinity Co-Brand Partners or Global Co-Branding Partners - Card manufacturers - Card personalizers</td>
</tr>
<tr>
<td>Third-Party Personalizer</td>
<td>A third party that Visa certifies or approves to personalize Cards for Issuers.</td>
</tr>
<tr>
<td>Token</td>
<td>A numeric identifier issued in accordance with the <em>EMV Payment Tokenization Specification</em> that can be used in place of an Account Number to initiate a Transaction.</td>
</tr>
<tr>
<td>Token Requestor</td>
<td>An entity registered with a Token Service Provider to initiate requests for payment Tokens in accordance with the <em>EMV Payment Tokenization Specification</em>.</td>
</tr>
<tr>
<td>ID# 0029519</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Token Service Provider</td>
<td>An entity that provides a payment Token to a Token Requestor.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Tracing Data</td>
<td>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.</td>
</tr>
<tr>
<td>Trade Name</td>
<td>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.</td>
</tr>
<tr>
<td>Trailing Chargeback Activity</td>
<td>Chargeback activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant.</td>
</tr>
<tr>
<td>Transaction</td>
<td>The act between a Cardholder and a Merchant or an Acquirer that results in a Transaction Receipt, if applicable.</td>
</tr>
<tr>
<td>Transaction Country</td>
<td>The country in which a Merchant Outlet is located.</td>
</tr>
<tr>
<td>Transaction Currency</td>
<td>The currency in which a Transaction is originally completed.</td>
</tr>
<tr>
<td>Transaction Date</td>
<td>The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs.</td>
</tr>
<tr>
<td>Transaction Identifier</td>
<td>A unique value assigned to each Transaction and returns 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.</td>
</tr>
<tr>
<td>Transaction Information</td>
<td>Information necessary for processing Transactions, as specified in the Payment Card Industry Data Security Standard (PCI DSS).</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Transaction Receipt</td>
<td>An electronic or paper record of a Transaction (or a copy), generated at the Point-of-Transaction.</td>
</tr>
<tr>
<td></td>
<td>ID# 0025184 Edition: Apr 2017</td>
</tr>
<tr>
<td>Travel Day – Europe Region</td>
<td>A fixed 24-hour period of time as set and used by a Variable Fare Transit Merchant to represent a day.</td>
</tr>
</tbody>
</table>
| Travel Service Category – US Region      | **Effective through 13 October 2017**  
An Interchange Reimbursement Fee category for Lodging Merchants, Cruise Lines, restaurant Merchants, Car Rental Merchants, and travel agencies and tour operators identified by MCC 4722.  

**Effective 14 October 2017**  
An Interchange Reimbursement Fee category for Airlines, Lodging Merchants, Cruise Lines, passenger railway Merchants, restaurant Merchants, Vehicle Rental Merchants, and travel agencies and tour operators identified by MCC 4722. |
| Unable-to-Authenticate Response          | 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. |
|                                          | ID# 0025194 Edition: Apr 2017 | Last Updated: Apr 2013                                                                                                                                                                                  |
| Unattended Cardholder-Activated Terminal | An Acceptance Device that dispenses goods and/or provides services under all of the following conditions:                                                                                               |
|                                          | • Card is present  
• Cardholder is present  
• Individual representing the Merchant or Acquirer is not physically present  
• Authorization, if required is obtained electronically |                                                                                                                                                                                                       |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unattended Transaction</td>
<td>A Transaction conducted at an Unattended Cardholder-Activated Terminal.</td>
</tr>
<tr>
<td>Unauthorized Use</td>
<td>A Transaction that meets one of the following criteria:</td>
</tr>
<tr>
<td></td>
<td>● Is not processed on behalf of a Member</td>
</tr>
<tr>
<td></td>
<td>● Is processed on behalf of a Member by a VisaNet Processor or Visa Scheme</td>
</tr>
<tr>
<td></td>
<td>Processor not designated for processing activities</td>
</tr>
<tr>
<td></td>
<td>● Is processed on behalf of a Member but not within the scope of the</td>
</tr>
<tr>
<td></td>
<td>Member’s category or categories of membership</td>
</tr>
<tr>
<td></td>
<td>● Is not within the scope of activities approved by the Member, the</td>
</tr>
<tr>
<td></td>
<td>Member’s Sponsor, or Visa</td>
</tr>
<tr>
<td></td>
<td>● Is processed using a BIN that has not been designated by the BIN</td>
</tr>
<tr>
<td></td>
<td>Licensee for that Member’s use</td>
</tr>
<tr>
<td>Unscheduled Credential-on-File Transaction</td>
<td>Effective 22 April 2017</td>
</tr>
<tr>
<td></td>
<td>A Transaction using a Stored Credential for a fixed or variable amount</td>
</tr>
<tr>
<td></td>
<td>that does not occur on a scheduled or regularly occurring Transaction</td>
</tr>
<tr>
<td></td>
<td>Date, where the Cardholder has provided consent for the Merchant to</td>
</tr>
<tr>
<td></td>
<td>initiate one or more future Transactions.</td>
</tr>
<tr>
<td>US Covered Visa Debit Card – US Region and US</td>
<td>A Visa Card issued in the US Region or a US Territory that accesses</td>
</tr>
<tr>
<td>Territories</td>
<td>a transaction, savings, or other asset account, regardless of whether</td>
</tr>
<tr>
<td></td>
<td>Cardholder Verification is based on signature, PIN, or other means,</td>
</tr>
<tr>
<td></td>
<td>including a general-use Visa Prepaid Card and Consumer Visa Deferred</td>
</tr>
<tr>
<td></td>
<td>Debit Card, but solely to the extent any such Visa Card is a “debit</td>
</tr>
<tr>
<td></td>
<td>card” as defined in Federal Reserve Board Regulation II, 12 CFR Part</td>
</tr>
<tr>
<td></td>
<td>235.</td>
</tr>
<tr>
<td>US Credit Card Surcharge – US Region and US</td>
<td>A fee assessed to a Cardholder by a Merchant in the US Region or a US</td>
</tr>
<tr>
<td>Territories Region</td>
<td>Territory that is added to a Visa Credit Card Transaction for the</td>
</tr>
<tr>
<td></td>
<td>acceptance of a Visa Credit Card.</td>
</tr>
<tr>
<td>US Territory</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>● American Samoa</td>
</tr>
<tr>
<td></td>
<td>● Guam</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Commonwealth of the Northern Mariana Islands</td>
<td></td>
</tr>
<tr>
<td>Puerto Rico</td>
<td></td>
</tr>
<tr>
<td>US Minor Outlying Islands</td>
<td></td>
</tr>
<tr>
<td>US Virgin Islands</td>
<td></td>
</tr>
</tbody>
</table>

**V**

**V Distribution Program**

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.

**V PAY Brand Mark – Europe Region**

A Visa-Owned Mark for the V PAY product, used as specified in the *Visa Product Brand Standards*.

**V PAY Product**

An unembossed Chip-only Card product that bears the V PAY Brand Mark and is issued only in the Europe Region.

**V.I.P. System**


**VAB Event**

An Account Data Compromise Event where one or more alerts are sent through the Europe Region’s VAB system to notify Europe Issuers of Account Numbers involved in a potential compromise.

**Value Date – Europe Region**

The date on which the Settlement Amount is transferred from the party making the payment to the party receiving the payment.
### Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID# 0029750</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Variable Fare Transaction – Europe Region</strong></td>
<td>A Contactless Transaction with the Transaction amount calculated from the data derived from one or more taps of a Contactless Payment Device at a point of entry or point of exit of a transit network during a Travel Day.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Variable Fare Transit Merchant – Europe Region</strong></td>
<td>A Merchant that is assigned MCC 4111, 4112, or 4131 and completes a Variable Fare Transaction.</td>
<td>ID# 0029751</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Vehicle Rental Merchant</strong></td>
<td>Effective 14 October 2017 A Merchant that rents cars, vans, trucks, trailers, and other similar vehicles (MCCs 3351 – 3500, 7512, 7513).</td>
<td>ID# 0029520</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Vehicle-Specific Fleet Card</strong></td>
<td>A Visa Commercial Card with Visa Fleet service enhancement that is assigned to a specific vehicle.</td>
<td>ID# 0025208</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Verified by Visa</strong></td>
<td>A Visa-approved Authentication Method based on the 3-D Secure Specification.</td>
<td>ID# 0025209</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Virtual Account</strong></td>
<td>Either:</td>
<td>ID# 0025211</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• An account established for an individual or a commercial entity primarily for completing Electronic Commerce Transactions and for which no physical Card is required.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Effective 22 April 2017 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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>VIS-Compliant</strong></td>
<td>A Card application that complies with either:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Visa Integrated Circuit Card Specification (VIS) and has been approved by Visa Approval Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td>ID#</td>
<td>Edition: Apr 2017</td>
<td>Last Updated:</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
<td>-------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Visa</td>
<td>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.</td>
<td>0025217</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Visa Advanced ID Solutions – US Region</td>
<td>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).</td>
<td>0025239</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Visa Agro Card – LAC Region</td>
<td>A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with the agribusiness sector.</td>
<td>0026526</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Visa Alerts Service (VAS) – Europe Region</td>
<td>The Alert processing service provided by Visa to Issuers consisting of the Visa Alerts Data Feed Service.</td>
<td>0029753</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Visa ATM</td>
<td>An ATM that displays the Visa Brand Mark or the Visa Flag Symbol, but not the Plus Symbol.</td>
<td>0025241</td>
<td>Apr 2017</td>
<td>Apr 2010</td>
</tr>
<tr>
<td>Visa Brand Mark</td>
<td>A Visa-Owned Mark that represents the Visa organization and its product and service offerings. It must be used as specified in the Visa Rules and the Visa Product Brand Standards and denotes acceptance for both payment and Cash Disbursement.</td>
<td>0025245</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
</tbody>
</table>
# Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID#</th>
<th>Edition: Apr 2017</th>
<th>Last Updated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Business Card</td>
<td>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.</td>
<td>0025248</td>
<td>Apr 2017</td>
<td>Oct 2016</td>
</tr>
<tr>
<td>Visa Business Debit Card – Canada Region</td>
<td>A Visa Card that accesses a business deposit account or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.</td>
<td>0027282</td>
<td>Apr 2017</td>
<td>Oct 2013</td>
</tr>
<tr>
<td>Visa Buxx – US Region</td>
<td>A Visa Prepaid Card designed for teenagers, with account ownership by a parent or guardian.</td>
<td>0025255</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Visa Canada</td>
<td>Visa Canada Corporation.</td>
<td>0025257</td>
<td>Apr 2017</td>
<td>Apr 2010</td>
</tr>
<tr>
<td>Visa Card</td>
<td>A Card that bears the Visa Brand Mark as specified in the Visa Rules, 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.</td>
<td>0025258</td>
<td>Apr 2017</td>
<td>Oct 2014</td>
</tr>
<tr>
<td>Visa Cargo Card – LAC Region</td>
<td>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: • Visa Commercial Prepaid Product • Visa Business Electron Card</td>
<td>0026071</td>
<td>Apr 2017</td>
<td>Oct 2015</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
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</tr>
<tr>
<td>Visa Cash-Back Service</td>
<td>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. In the Europe Region, the Cash-Back Service. 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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Central Travel Account</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Charge Card – AP Region and US Region</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Check Card – US Region</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Checkout</td>
<td>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 financial and non-financial services.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Checkout Account Holder</td>
<td>A user that has successfully enrolled in Visa Checkout. A Visa Checkout Account Holder may or may not be a Cardholder.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Visa Commercial Cards                               | A physical or virtual Card intended for business expense use and comprising:  
  ● Visa Business Card  
  ● Visa Business Electron Card  
  ● Visa Corporate Card |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Purchasing Card, including Visa Fleet Card</td>
<td></td>
</tr>
<tr>
<td>Visa Agro (This only applies in the LAC Region)</td>
<td></td>
</tr>
<tr>
<td>V Distribution Program Card</td>
<td></td>
</tr>
<tr>
<td>Visa Commercial Data Solutions and Reporting Tools</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Commercial Prepaid Product</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Visa Confidential                         | A classification label (previously referred to as "Member Use Only") assigned to information created by Visa and shared with Members under non-disclosure agreements, the use and handling of which is subject to certain minimum standards of diligence and care to prevent unauthorized disclosure or business harm to Visa. Visa Confidential information requiring higher degree of protection may be further classified as Visa Confidential – Special Handling or Visa Confidential – Personally Identifiable Information (PII) Private. In the Europe Region, Visa Confidential Information does not include information that:  
  - Is or becomes generally available to the public other than as a result of Member disclosure  
  - At the time of disclosure by Visa to the Member, is in the Member’s possession or becomes available to the Member from a non-Visa source that is not prohibited from disclosing such information by contractual, legal, equitable, or fiduciary obligation to Visa  
  - Is independently developed by a third party that did not have access to the Visa Confidential Information                                                                 |

ID# 0025272  Edition: Apr 2017 | Last Updated: Oct 2015
ID# 0026021  Edition: Apr 2017 | Last Updated: Oct 2015
ID# 0024463  Edition: Apr 2017 | Last Updated: Oct 2015
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Consumer Card</td>
<td>A Visa Card other than a Visa Commercial Card issued to individuals for the purchase of goods and services used for personal consumption.</td>
</tr>
<tr>
<td>Visa Corporate Card</td>
<td>A Visa Commercial Card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses.</td>
</tr>
<tr>
<td>Visa Corporate Prepaid Card</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Credit Acceptor – Canada Region</td>
<td>A Merchant that accepts Visa Credit Cards issued by Canadian Issuers.</td>
</tr>
</tbody>
</table>
| Visa Credit and Business Category – US Region | A Card category that consists of all of the following:  
- Consumer Card, other than a Visa Debit Card, issued by a US Issuer  
- Visa Commercial Card product  
- Visa Card issued by a non-US Issuer |
| Visa Credit Card | 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.  
In the Canada Region, a Visa Card other than Visa Debit Category Card. |
| Visa Credit Card Cost of Acceptance – US Region and US Territories | In the US Region or a US Territory, one of the following:  
- 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 |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Credit Card Cost of Acceptance – US Region and US Territories</td>
<td>• If a Merchant cannot determine its Visa Credit Card Cost of Acceptance, the Visa Credit Card 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></td>
</tr>
<tr>
<td></td>
<td>ID# 0027535 Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Credit Card Product Cost of Acceptance – US Region and US Territories</td>
<td>For a Merchant in the US Region or a US Territory, one of the following:</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• 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></td>
</tr>
<tr>
<td></td>
<td>ID# 0027536 Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Credit Card Surcharge Cap – US Region and US Territories</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• Calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding 12 months</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>ID# 0027537 Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Debit Acceptor – Canada Region</td>
<td>A Merchant that accepts Visa Debit Category Cards issued by Canadian Issuers.</td>
</tr>
<tr>
<td></td>
<td>ID# 0025286 Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Debit Card – Canada Region and US Region</td>
<td>In the Canada Region, a Visa Card that accesses a consumer deposit, savings, or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts. 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 includes all of the following:</td>
</tr>
<tr>
<td></td>
<td>• Visa Prepaid Card bearing a Visa TravelMoney wordmark</td>
</tr>
<tr>
<td></td>
<td>ID# 005286 Edition: Apr 2017</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>------</td>
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</tr>
<tr>
<td>Visa Buxx</td>
<td></td>
</tr>
<tr>
<td>Consumer Visa Check Card</td>
<td></td>
</tr>
<tr>
<td>Visa Gift Card</td>
<td></td>
</tr>
<tr>
<td>Visa Incentive Card</td>
<td></td>
</tr>
<tr>
<td>Visa Payroll</td>
<td></td>
</tr>
<tr>
<td>Visa Prepaid Card</td>
<td></td>
</tr>
</tbody>
</table>

**Visa Debit Category – Canada Region**
A category of debit Visa Cards issued by Canadian Issuers that consists of the following:
- Visa Debit Card
- Visa Business Debit Card

**Visa Debit Category – US Region**
A Card category that consists of the following:
- Visa Debit Card issued by a US Issuer
- Visa Card issued by a non-US Issuer

**Visa Debit Transaction – Canada Region**
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.

**Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee – US Region**
An Interchange Reimbursement Fee for Visa Debt Repayment Incentive Interchange Program Transactions that meet the requirements of the Visa Debt Repayment Incentive Interchange Program.

**Visa Debt Repayment Incentive Interchange Program Merchant – US Region**
A Merchant that processes Visa Debt Repayment Incentive Interchange Program Transactions.
### Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>ID#</th>
<th>Edition: Apr 2017</th>
<th>Last Updated: Oct 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Debt Repayment Incentive Interchange Program Transaction – US Region</td>
<td>A Visa Debit Card Transaction completed by a Visa Debit Category Limited Acceptance Merchant that is authorized and processed as specified in the Visa Rules.</td>
<td>0025291</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Directory Server – Europe Region</td>
<td>An infrastructure component required to enable 3-D Secure. It accepts, processes, and provides responses to Merchant requests for verification of Cardholder participation.</td>
<td>0029754</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Drive Card – Europe Region</td>
<td>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.</td>
<td>0029755</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Easy Payment Service (VEPS)</td>
<td>A Visa Point of Transaction service that permits qualified Merchants to process small value Transactions without requiring a Cardholder Verification Method or the issuance of a Transaction Receipt unless requested by the Cardholder. In the Europe Region, see Small Ticket Transaction.</td>
<td>0025697</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Electron Acquirer</td>
<td>A Member that both:</td>
<td>0025294</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Signs a Visa Electron Merchant or disburses currency to a Cardholder using a Visa Electron Card in a Manual Cash Disbursement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Directly or indirectly enters the resulting Transaction Receipt into Interchange</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Electron Card</td>
<td>A Card that bears the Visa Brand Mark with the Electron Identifier.</td>
<td>0025295</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Electron Merchant</td>
<td>A Merchant that both:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Displays the Visa POS graphic with the Electron Identifier or the Visa Brand Mark with the Electron Identifier</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td>ID# 0025299</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
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<td>-------------------------------------------</td>
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</tr>
<tr>
<td>Visa Core Rules and Visa Product and Service Rules</td>
<td>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</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa Electron Payment Application</td>
<td>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 requirements for the Visa Electron Program.</td>
<td>ID# 0025300</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2015</td>
</tr>
<tr>
<td>Visa Electron Program</td>
<td>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.</td>
<td>ID# 0025301</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Apr 2010</td>
</tr>
<tr>
<td>Visa Employee Benefit Card</td>
<td>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.</td>
<td>ID# 0025307</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2014</td>
</tr>
<tr>
<td>Visa EMV Public Key – Europe Region</td>
<td>The Public Keys issued to validate Digital Certificates issued by the Visa EMV Certification Authority.</td>
<td>ID# 0029756</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
<tr>
<td>Visa Europe Clearing and Settlement Service (VECSS) – Europe Region</td>
<td>The system and services for Clearing and Settlement, developed, owned, and operated by Visa in the Europe Region.</td>
<td>ID# 0029758</td>
<td>Edition: Apr 2017</td>
<td>Last Updated: Oct 2016</td>
</tr>
</tbody>
</table>
## Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Visa FeatureSelect – US Region</strong></td>
<td>An optional service that allows US 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.</td>
</tr>
<tr>
<td>ID# 0025586</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td><strong>Visa Flag Symbol – US Region</strong></td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025316</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td><strong>Visa Fleet Card</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Visa Fleet Card Application Identifier – Canada Region and CEMEA Region</strong></td>
<td>A Visa Fleet EMV compliant identifier used for Visa Fleet Cards that specifies a unique payment application contained in a compliant Chip Card.</td>
</tr>
<tr>
<td>ID# 0029232</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td><strong>Visa Flexible Spending Account (FSA) – US Region</strong></td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025320</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td><strong>Visa Gift Card</strong></td>
<td>A Visa Prepaid Card, designed for consumer gift-giving.</td>
</tr>
<tr>
<td><strong>Visa Global ATM Network</strong></td>
<td>The network through which an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.</td>
</tr>
<tr>
<td>ID# 0025322</td>
<td>Edition: Apr 2017</td>
</tr>
</tbody>
</table>
## Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| **Visa Global Customer Assistance Services**          | 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:  
- Cardholder Inquiry Service  
- Emergency Cash Disbursement  
- Emergency Card Replacement  
- Lost/Stolen Card Reporting  
- Exception file updates  
- Visa TravelMoney customer service | ID# 0024678 Edition: Apr 2017 | Last Updated: Oct 2015 |
| **Visa Global Customer Care Services**                | The 24-hour-a-day, 7-day-a-week centers that provide services including:  
- Those specified in the Visa Global Customer Assistance Services Program  
- Information and certain types of non-emergency assistance while traveling | ID# 0025343 Edition: Apr 2017 | Last Updated: Oct 2010 |
| **Visa Higher Priority Payment Application – Europe Region** | The Payment Application with the highest priority on a Visa Multchoice Card and a Visa SimplyOne Card.                                                                                       | ID# 0029759 Edition: Apr 2017 | Last Updated: Oct 2016 |
| **Visa ICS Prescreen Service – US Region**            | 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 2017 | Last Updated: Oct 2014 |
| **Visa Inc.**                                         | A Delaware stock corporation.                                                                                                             | ID# 0025328 Edition: Apr 2017 | Last Updated: Apr 2010 |
| **Visa Incentive Card**                               | 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 2017 | Last Updated: Oct 2010 |
# Visa Core Rules and Visa Product and Service Rules

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Visa Infinite Business Card – Canada Region</strong></td>
<td>A Visa Card targeted to the small business market that has attributes exceeding that of a Visa Business Card.</td>
</tr>
<tr>
<td><strong>Visa Infinite Business Card – LAC Region</strong></td>
<td>A Visa Business Card that has attributes equal to or exceeding those of a Visa Infinite Card and that is targeted to small businesses.</td>
</tr>
<tr>
<td><strong>Visa Infinite Card</strong></td>
<td>A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.</td>
</tr>
<tr>
<td><strong>Visa Infinite Exclusive Privileges</strong></td>
<td>Exclusive privileges made available to Visa Infinite Cardholder through Merchant partnerships.</td>
</tr>
<tr>
<td><strong>Visa Infinite Privilege Card – Canada Region</strong></td>
<td>A Visa Card targeted to the high-affluent consumer that has attributes exceeding those of a Visa Infinite Card.</td>
</tr>
<tr>
<td><strong>Visa IntelliLink Spend Management</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Visa Interchange Directory</strong></td>
<td><strong>Effective through 13 October 2017</strong>&lt;br&gt;A Visa directory containing contact information about Members and processors.</td>
</tr>
</tbody>
</table>
## Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Large Purchase Advantage</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Lower Priority Payment Application – Europe Region</td>
<td>The Payment Application(s) with a lower priority on a Visa Multichoice Card and a Visa SimplyOne Card.</td>
</tr>
<tr>
<td>Visa Meetings Card</td>
<td>A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with business meetings and events.</td>
</tr>
</tbody>
</table>
| Visa Merchant Alert Service – Europe Region | A database of Merchants whose contracts with their Acquirers have been terminated for cause, as follows:  

**Visa Merchant Alert Service Listing Reason Codes – Europe Region**  

<table>
<thead>
<tr>
<th>Listing Reason Code</th>
<th>Description of Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Exceeds objective reporting standards (such as fraud, counterfeit)</td>
</tr>
<tr>
<td>2</td>
<td>Laundering</td>
</tr>
<tr>
<td>3</td>
<td>Excessive Chargebacks</td>
</tr>
<tr>
<td>4</td>
<td>Insolvency</td>
</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>
<tr>
<td>Visa Merchant Direct Exchange</td>
<td>A direct link between a Merchant and VisaNet for Authorization or Online Financial Transaction processing in the V.I.P. System.</td>
</tr>
</tbody>
</table>
## Glossary

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

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Visa Merchant Trace System | A risk management service that allows a participating Member to:  
  • Submit information about a Merchant it has terminated  
  • Verify, before signing, that a Merchant is not listed with the service  
  • Query if a Merchant has been identified as non-compliant with one of the Visa risk management programs  
  • Obtain risk profile information on an MCC and country |
| Visa Mini Card | A miniaturized version of a Visa Card or Visa Electron Card that must both:  
  • Provide the designated level of utility promised to the Cardholder  
  • Contain the physical elements and data components required to complete a Transaction |
<p>| Visa Mobile Payment Application | The payment application that resides in a Mobile Payment Device. |
| Visa Mobile Prepaid – AP Region, CEMEA Region, and LAC Region | 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. |
| Visa Multichoice Card – Europe Region | A Chip Card that includes a combination of two or more Payment Applications on the same account. |
| Visa Multinational Program | A Visa program that supports the delivery of Visa commercial solutions to Multinational Companies. |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Online</td>
<td>A password-protected website that provides Members, VisaNet Processors, and other authorized users with access to Visa information.</td>
</tr>
<tr>
<td>Visa Payables Automation</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Payment Application</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Payment Controls</td>
<td>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).</td>
</tr>
<tr>
<td>Visa Payroll</td>
<td>A Visa Prepaid Card that enables employers to offer employees a Visa Card as an alternative to the disbursement of employment wages or salary via a check.</td>
</tr>
<tr>
<td>Visa payWave Application</td>
<td>A Visa application contained on a Chip that enables a Visa Contactless Payment Specification-compliant Contactless Payment Transaction to be performed.</td>
</tr>
<tr>
<td>Visa Platinum</td>
<td>A Card product that has attributes equal to or exceeding those of a Visa Gold Card.</td>
</tr>
<tr>
<td>Visa Platinum Business Card – CEMEA Region</td>
<td>A Visa Business Card that is issued as specified in Section 4.15, &quot;Visa Platinum Business.&quot;</td>
</tr>
</tbody>
</table>
## Glossary

**Visa Core Rules and Visa Product and Service Rules**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Platinum Business Card – LAC Region</td>
<td>A Visa Business Card that has attributes equal or exceeding those of a Visa Platinum Card and that is targeted to small businesses.</td>
</tr>
<tr>
<td>ID# 0027674</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Premium Corporate Card – LAC Region</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0027754</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Prepaid Card</td>
<td>A Visa Card used to access funds in a Visa Prepaid Account or a Card where monetary value is stored on a Chip.</td>
</tr>
<tr>
<td>ID# 0024996</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Products</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Program</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025377</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Purchasing Card</td>
<td>A Visa Card issued to commercial entities (public and private) that is used for commercial purchases.</td>
</tr>
<tr>
<td>ID# 0025380</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa ReadyLink – US Region</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025384</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Visa ReadyLink Transaction – US Region</td>
<td>A Transaction completed at a Prepaid Partner that facilitates the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account that has been designated for participation in Visa ReadyLink.</td>
</tr>
</tbody>
</table>
| Visa Region                                               | Any of the 6 national or multinational geographic areas, as follows:  
  - Asia-Pacific (AP) Region  
  - Canada (CAN) Region  
  - Central and Eastern Europe, Middle East and Africa (CEMEA) Region  
  - Europe Region  
  - Latin America and Caribbean (LAC) Region  
  - United States of America (US) Region  

ID# 0025385 Edition: Apr 2017 | Last Updated: Oct 2014

<table>
<thead>
<tr>
<th>Visa Reserved BIN Range – Europe Region</th>
<th>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.</th>
</tr>
</thead>
</table>
| Visa Resolve Online                                       | An online Visa service for the retrieval and transmission of dispute resolution information and documentation.  
  In the Europe Region, see Electronic Data Transfer Method.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
<p>| Visa SavingsEdge – US Region                              | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Visa Scheme Processor – Europe Region                    | A Member or a third party that provides Authorization, Clearing, Settlement, or payment-related processing services for Merchants or Members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Secure Electronic Commerce – Europe Region</td>
<td>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.</td>
</tr>
<tr>
<td>Visa Settlement Bank</td>
<td>A bank where Visa maintains its Settlement accounts and performs funds transfer for Settlement.</td>
</tr>
<tr>
<td>ID# 0025391</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Signature Business – CEMEA Region</td>
<td>A Visa Card that is issued as specified in Section 4.16, “Visa Signature Business.”</td>
</tr>
<tr>
<td>ID# 0029188</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Signature Business Card – LAC Region</td>
<td>A Visa Business Card that has attributes equal to or exceeding those of a Visa Signature Card and that is targeted to small businesses.</td>
</tr>
<tr>
<td>ID# 0029980</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Signature Card</td>
<td>A product name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.</td>
</tr>
<tr>
<td>ID# 0025394</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa SimplyOne Card – Europe Region</td>
<td>A Chip Card that includes a combination of two Payment Applications, including duplications of application instances, on two different Account Numbers.</td>
</tr>
<tr>
<td>Visa Smart Payment</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0025397</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Surcharge Cap – US Region and US Territories</td>
<td>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.</td>
</tr>
<tr>
<td>ID# 0027538</td>
<td>Edition: Apr 2017</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Visa Traditional – US Region</td>
<td>A Visa Consumer Credit Card, excluding Visa Signature, Visa Signature Preferred, and Visa Infinite.</td>
</tr>
<tr>
<td><strong>ID# 0025399</strong></td>
<td>**Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Traditional Rewards Card – US Region</td>
<td>A consumer credit product that enables Cardholders, based on their qualifying purchases, to earn units of rewards currency consisting of either:</td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• Air miles that are redeemable for air travel</td>
</tr>
<tr>
<td><strong>ID# 0025400</strong></td>
<td>**Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Transaction Alerts Service</td>
<td>An optional Visa service that enables Cardholder notification of Transactions occurring on their Cards or accounts in near-real time.</td>
</tr>
<tr>
<td><strong>ID# 0025728</strong></td>
<td>**Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa Transaction Information</td>
<td>Any Transaction information or data that is contained in either the Authorization message or Clearing Record.</td>
</tr>
<tr>
<td><strong>ID# 0025402</strong></td>
<td>**Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa US Common Debit Application Identifier – US Region</td>
<td>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.</td>
</tr>
<tr>
<td><strong>ID# 0027582</strong></td>
<td>**Edition: Apr 2017</td>
</tr>
<tr>
<td>Visa US Regulation II Certification Program – US Region and US Territories</td>
<td>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. 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.</td>
</tr>
<tr>
<td><strong>ID# 0026999</strong></td>
<td>**Edition: Apr 2017</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Visa Worldwide Pte. Ltd.</td>
<td>The organization operating the Visa Network in the AP Region.</td>
</tr>
<tr>
<td>Visa-Owned Marks</td>
<td>All trademarks owned by Visa.</td>
</tr>
<tr>
<td>Visa/Plus ATM</td>
<td>An ATM that:</td>
</tr>
<tr>
<td></td>
<td>● Displays the Visa Brand Mark and the Plus Symbol</td>
</tr>
<tr>
<td></td>
<td>● May also display the Visa Brand Mark with the Electron Identifier</td>
</tr>
<tr>
<td>VisaNet</td>
<td>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.</td>
</tr>
<tr>
<td>VisaNet Interchange Center</td>
<td>A Visa facility that operates the VisaNet data processing systems and support networks. This rule does not apply to a Europe Member. Where a Europe 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.</td>
</tr>
<tr>
<td>VisaNet Manuals</td>
<td>A suite of documents that includes:</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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</tr>
<tr>
<td>Visa Net Processor</td>
<td>A Member, or Visa-approved non-Member, that is directly connected to VisaNet and that provides Authorization, Clearing, or Settlement services to Merchants and/or Members. In the Europe Region, see also Visa Scheme Processor.</td>
</tr>
<tr>
<td>Visa Net Settlement Service</td>
<td>The VisaNet system that provides Settlement reporting and funds transfer services to BASE II and V.I.P. System Clearing Processors.</td>
</tr>
<tr>
<td>Voice Authorization</td>
<td>An Approval Response obtained through interactive communication between an Issuer and an Acquirer, or their VisaNet Processors through telephone or facsimile communications.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
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</tr>
<tr>
<td>Waiver</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wire Transfer Money Order – US Region</td>
<td>A check or money order purchased by a Cardholder from a Wire Transfer Money Order Merchant.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wire Transfer Money Order Merchant – US Region</td>
<td>A Merchant that sells money orders by electronic funds transfer.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wire Transfer Money Order Transaction – US Region</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
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</tr>
</thead>
</table>
| Workout Period | 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:  
- High-Brand Risk Merchants, as specified in Section 10.4.6.1, "High-Brand Risk MCCs"  
- Merchants that exceed the excessive Chargeback or Fraud Activity thresholds  
- 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 |

X | No glossary terms available for X. |

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ID# 0025435 Edition: Apr 2017 | Last Updated: Oct 2014
ID# 0025436 Edition: Apr 2017 | Last Updated: Oct 2014
ID# 0025513 Edition: Apr 2017 | Last Updated: Apr 2010
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Y</strong></td>
<td>No glossary terms available for Y.</td>
</tr>
</tbody>
</table>
| **Z** | **Zero Floor Limit**  
A Floor Limit with a currency amount of zero. |
Glossary

Visa Core Rules and Visa Product and Service Rules