



Visa International Operating Regulations

15 October 2013



THIS PAGE INTENTIONALLY LEFT BLANK.

Contents

Contents	iii
Summary of Changes.....	1
Quick Reference.....	1
Overview.....	1
Summary of Changes.....	8
Major Topics.....	8
Variance Topics.....	24
Miscellaneous Topics.....	25
AP Region Major Topics.....	42
Canada Region Major Topics.....	43
CEMEA Region Major Topics.....	45
LAC Region Major Topics.....	45
U.S. Region Major Topics.....	47
Other Revisions.....	48
About the Operating Regulations.....	49
General Overview.....	49
What are Operating Regulations?.....	49
What Do Operating Regulations Include?.....	50
Organization.....	50
Operating Regulations Structure.....	50
Authoring Style.....	52
General Authoring Conventions.....	52

Contents Numbering.....	53
Section Numbering.....	53
Chapter 1: Visa Operating Regulations Governance.....	55
Core Principle 1.1.....	55
The Operating Regulations.....	55
Core Principle 1.2.....	55
Visa Management.....	55
Core Principle 1.3.....	55
Compliance.....	55
Core Principle 1.4.....	56
Consistency.....	56
Core Principle 1.5.....	56
Conflicts.....	56
Core Principle 1.6.....	56
Variances and Waivers.....	56
Use and Application of Bylaws and Operating Regulations.....	57
Obligation to Comply with Bylaws and Visa International Operating Regulations.....	57
Use and Application of Operating Regulations.....	57
Obligation to Comply with Operating Regulations.....	59
Local, Domestic, and Regional Operating Regulations and Private Agreements.....	60
Regional Operating Regulations.....	60
National, Group Members, and Private Agreements.....	60
Extensions to the Operating Regulations.....	61
Publications with Equivalent Authority.....	61

Variances or Waivers to the Operating Regulations.....	61
Variances or Waivers - Procedures.....	61
Confidentiality of Visa Materials.....	63
Confidentiality Requirements.....	63
Visa Right to Monitor, Audit, Inspect, or Investigate.....	64
Visa Right to Monitor, Audit, Inspect, or Investigate.....	64
Member Rights and Obligations.....	65
General Investigation Responsibilities.....	65
Operating Regulations Compliance and Enforcement.....	67
Fines and Penalties - General.....	67
Fines and Penalties Process.....	68
Fines and Penalties for Repetitive and Willful Violation.....	69
Compliance Enforcement Appeals.....	70
Right of Termination of Merchant or Agents.....	71
Visa Rights.....	71
Member Obligations.....	73
Chapter 2: Visa System Participation.....	75
Core Principle 2.1.....	75
Bylaws and Operating Regulations.....	75
Core Principle 2.2.....	75
Third Party Registration.....	75
Core Principle 2.3.....	76
Liabilities and Indemnifications.....	76
Membership.....	76

Member Acquisition.....	76
Operating Certificate.....	78
Online Submission and Electronic Signature.....	79
Acquirer Licensing.....	80
Agents - Third Party and VisaNet Processors.....	81
General Agent Requirements.....	81
VisaNet Processor Requirements.....	84
Third Party/ISO Requirements.....	88
Card Manufacturers and Personalizers.....	97
Fines Related to Agents.....	98
Liabilities and Indemnifications.....	99
Members and Agents.....	99
Visa Systems.....	100
Visa Programs and Products.....	100
Chapter 3: The Visa License.....	103
Core Principle 3.1.....	103
Intellectual Property.....	103
Core Principle 3.2.....	103
Brand and Licensed Technology.....	103
Core Principle 3.3.....	104
BIN Licensing.....	104
Marks License.....	104
Marks License Grant.....	104
Sponsorships/Partnerships Including Olympics.....	106

BIN License and Administration.....	107
License.....	107
Administration.....	107
Mergers and Acquisitions.....	110
Membership Status.....	111
BIN Licensee.....	111
Responsibilities.....	111
BIN Use.....	111
Member Use.....	111
Merchant Use and Disclosure of BIN Information.....	113
Non-Visa BINs.....	117
Non-Visa-Assigned BINs.....	117
Software License.....	118
Ownership and Confidentiality.....	118
Non-Transferability.....	118
Limitations.....	118
Software Enhancements/Modifications.....	119
Enhancements/Modifications.....	119
Use of Visa Systems.....	119
Visa Systems Use.....	119
Use of Visa-Owned Technology.....	122
Use of Visa-Owned Chip Technology - U.S. Region.....	122
Visa U.S. Regulation II Certification Program.....	122
Visa U.S. Regulation II Certification Program - AP Region, LAC Region, and U.S. Region....	122

Chapter 4: The Visa Brand.....	125
Core Principle 4.1.....	125
Brand Prominence.....	125
Core Principle 4.2.....	125
Communications.....	125
Core Principle 4.3.....	125
Visa-Owned Mark on a Payment Device.....	125
Core Principle 4.4.....	126
Corporate Names.....	126
Core Principle 4.5.....	126
Denote and Promote Visa.....	126
Core Principle 4.6.....	126
Card Acceptance Outside of Country of Issuance.....	126
Core Principle 4.7.....	127
Card Acceptance at Point-of-Sale.....	127
Marks.....	127
General Use of Marks and Marketing Materials.....	127
Use of Product Marks.....	134
Corporate Identity.....	135
Use of Brand in Corporate Identity.....	135
Use of Marks on Cards.....	136
Marks Usage Requirements.....	136
Multiple Marks on Card.....	137
Competitive Marks.....	138

General Card Design.....	140
Member Identification.....	141
Member Identification on Card.....	141
Affinity/Co-Branded Card Programs.....	142
Non-Member Marks on Cards.....	142
Global Co-Branded Card Program Requirements.....	143
Affinity/Co-Branded Card Program Requirements.....	144
Brand Positioning.....	148
Card and Product Positioning.....	148
Use of Marks in Promotions, Advertisements, and Solicitations.....	150
Solicitations.....	150
Promotional Material.....	151
Member Sponsorships.....	154
Sponsorships Usage Requirements.....	154
Electron Mark/Identifier.....	155
Electron Marks Usage Requirements.....	155
Interlink Program Marks.....	155
Interlink Program Marks Usage Requirements.....	155
Plus Program Marks.....	156
Plus Program Marks Usage Requirements.....	156
Chapter 5: Visa Products and Services.....	159
Core Principle 5.1.....	159
Issuing and Technology Standards.....	159
Core Principle 5.2.....	159

Issuing and Using Visa Products.....	159
Core Principle 5.3.....	160
Card Design Requirements and Standards.....	160
Card Issuance.....	160
Issuer Responsibilities - General.....	160
Account Range and BIN Use.....	162
Account Number Specifications.....	162
PIN Issuance.....	162
Expiration Date Standards.....	164
Card Manufacture and Delivery.....	165
Card Shipping and Security.....	165
Card Embossing, Printing, Encoding, and Personalization.....	166
Issuer Requirements - General.....	168
Exchange Rates.....	168
Cardholder Liability.....	170
Provisional Credit.....	172
Cardholder Applications.....	173
Confidentiality of Cardholder Information.....	173
Data Retention and Transmission.....	174
Disputed Transactions - Canada Region.....	175
Cardholder Notifications.....	176
Insurance Program - U.S. Region.....	178
Other Issuer Requirements.....	180
Magnetic-Stripe Requirements.....	181

Magnetic-Stripe Encoding.....	181
Chip Card Requirements.....	182
General Chip Card Requirements.....	182
Chip Card Technology Requirements.....	187
Cardholder Verification Method.....	189
Card Authentication Method.....	191
Cardholder Account Selection.....	192
Chip Card Post-Issuance Updates.....	193
Chip Issuer Liability.....	194
EMV Liability Shift.....	196
Proximity/Contactless Cards.....	198
Mobile Payment Devices.....	201
Non-Standard Cards.....	203
Non-Standard Card General Requirements.....	203
Visa Mini Cards.....	203
Visa Micro Tag.....	204
Unembossed Cards.....	204
Virtual Accounts.....	205
Virtual Accounts - General Requirements.....	205
Virtual Accounts - Consumer Programs.....	205
V.me by Visa.....	206
V.me by Visa - General Requirements.....	206
Visa Prepaid Products - Consumer and Commercial Card Requirements.....	206
Visa Prepaid Products - General Requirements.....	206

Visa Mobile Prepaid.....	213
Consumer Products.....	215
Visa Consumer Products - General Requirements.....	215
Visa Classic Cards.....	216
Visa Charge Card.....	216
Visa Traditional Rewards Cards - U.S. Region.....	217
Visa Debit Cards.....	219
Visa Electron Cards.....	220
Visa Gold/Premier Cards.....	221
Visa Infinite Cards.....	224
Visa Infinite Privilege Cards - Canada Region.....	228
Visa Platinum Cards.....	230
Visa Signature Cards.....	233
Visa Signature Preferred Cards - U.S. Region.....	237
Visa Check Cards - U.S. Region.....	239
Secured Cards.....	242
V PAY.....	243
Campus Cards.....	243
Visa Rewards Cards - AP Region and CEMEA Region.....	244
Visa Consumer Prepaid Card Requirements.....	245
Visa Prepaid Load Service.....	248
Visa Prepaid Products - Visa ReadyLink.....	249
Visa TravelMoney.....	251
Original Credit Transaction.....	253

Original Credit Transaction - General Requirements.....	253
Visa Money Transfer.....	254
Money Transfer Original Credit – General Requirements.....	254
Visa Commercial Products.....	255
Visa Commercial Products - General Requirements.....	255
Visa Meetings Card.....	263
Prepaid Commercial.....	265
Visa Agro Card - LAC Region.....	265
Visa Cargo - LAC Region.....	267
Visa Commercial Business Products.....	268
Commercial Business Products General Requirements.....	268
Visa Business Enhanced Cards.....	270
Visa Business Platinum Cards.....	271
Visa Platinum Business Cards - LAC Region.....	271
Visa Signature Business Cards.....	275
Visa Business Check Cards.....	282
Visa Business Electron Cards.....	283
Visa Business Debit.....	283
Visa Business Debit Cards - AP Region.....	285
Visa Infinite Business Cards.....	285
Visa Infinite Business Cards - Canada Region.....	287
Visa Commercial Purchasing Products.....	292
Purchasing Cards - General.....	292
Visa Fleet Cards.....	293

Visa Large Purchase Advantage – U.S. Region	296
Visa Commercial Corporate Products.....	297
Visa Corporate Prepaid Cards.....	297
Visa Premium Corporate Cards - LAC Region.....	298
Visa Corporate Debit - LAC Region.....	308
Commercial Corporate Products - U.S. Region.....	308
Visa Commercial Products Programs and Services.....	309
V Distribution Program.....	309
Centralized Card Issuance.....	310
Authorization Request and Settlement Amount Match – U.S. Region.....	311
Global Support Services.....	312
Visa Global Customer Assistance Services.....	312
Emergency Cash Disbursement and Emergency Card Replacement.....	316
Stand-In Processing.....	320
Lost or Stolen Card Reporting.....	320
Emergency Request Fines and Penalties.....	321
Cardholder Loyalty Program.....	321
Visa Extras - U.S. Region.....	321
Visa Loyalty Platform Services.....	323
Visa Incentive Network - U.S. Region.....	323
Visa SavingsEdge - U.S. Region.....	324
Visa Integrated Redemption Requirements - U.S. Region.....	325
Credit Bureau Reporting - U.S. Region.....	326
Credit Bureau Reporting Requirements - U.S. Region.....	326

Commercial Data Management and Reporting.....	328
Commercial Solutions.....	328
Enhanced Data.....	330
POS Balance Inquiry Service.....	331
POS Balance Inquiry Service Requirements.....	331
Visa POS Solutions Program.....	332
Visa POS Solutions Program Requirements.....	332
Visa PIN Debit Gateway Service - U.S. Region.....	333
Visa PIN Debit Gateway Service Requirements - U.S. Region.....	333
Plus Program.....	333
Plus Program Requirements.....	333
Visa Global ATM Network.....	334
Visa Global ATM Network Requirements.....	334
ATM Operators.....	335
ATM Balance Inquiry Service.....	338
ATM Fees.....	339
Global ATM Network PIN Requirements.....	344
ATM Issuer Requirements - U.S. Region.....	344
ATM Access Fee Fines.....	345
Preauthorized Payment Cancellation Service.....	345
Preauthorized Payment Cancellation Service Requirements.....	345
Visa Payment Controls.....	346
Visa Payment Controls Service Information.....	346
Visa Account Updater.....	347

Visa Account Updater Requirements.....	347
Visa Risk Products and Services.....	348
Visa Advanced Authorization.....	348
MoneyChoices - U.S. Region.....	349
Address Verification Service (AVS).....	349
Card Recovery Bulletin (CRB).....	350
Exception File.....	352
National Card Recovery File - U.S. Region.....	353
Account Number Verification Service.....	353
Verified by Visa.....	355
Verified by Visa Participation Requirements.....	355
Verified by Visa Non-Compliance Penalties.....	358
Cardholder Authentication.....	358
VisaVue Online.....	360
VisaVue Online Requirements.....	360
Visa Online.....	360
Use of Visa Online.....	360
Visa Membership Management.....	361
Client Portfolio Management Self-Service Tools Requirements.....	361
VisaNet Gateway Services - AP Region.....	361
VisaNet Gateway Services Requirements - AP Region.....	361
Visa Transaction Alerts Service.....	362
Visa Transaction Alerts Service Requirements.....	362
Chapter 6: Payment Acceptance.....	363

Core Principle 6.1.....	363
Display of Marks.....	363
Core Principle 6.2.....	363
Honor All Cards Properly Presented.....	363
Core Principle 6.3.....	364
No Surcharging Unless Required by Law.....	364
Core Principle 6.4.....	364
Merchant Qualification Standards.....	364
Merchant Agreement.....	365
General Merchant Requirements.....	365
Required Merchant Information.....	371
Jurisdiction of the Acquirer.....	373
Payment Service Providers and Sponsored Merchants.....	375
International Airline Program.....	376
Acquirer Due Diligence.....	377
Electronic Commerce Acquirer Agreement.....	378
Point-of-Transaction - Display of Marks.....	378
Display of Marks at the Point of Sale.....	378
Display of Marks at an ATM.....	380
Display of Marks Online.....	381
Manual Cash Disbursement.....	382
Point-of-Transaction Terminals.....	382
Point-of-Transaction Terminal General Requirements.....	382
Magnetic-Stripe Terminals.....	383

Chip-Reading Terminals.....	385
Proximity/Contactless Payment Terminals.....	391
Automated Fuel Dispensers.....	396
Unattended Acceptance Terminals.....	398
Electronic Signature Capture Terminals.....	400
Terminals without a Printer.....	400
Mobile Payment Acceptance Solution.....	401
Honoring Cards.....	401
General Acceptance Requirements.....	401
Uniform Services.....	403
Discount at the Point of Sale.....	404
Cardholder Choice.....	405
Limited Acceptance.....	406
Card Acceptance Canada Region.....	407
Card Acceptance Prohibitions.....	408
General Prohibitions.....	408
Other Prohibitions.....	412
Surcharges.....	413
Surcharge Requirements in Australia – AP Region.....	413
U.S. Credit Card Surcharge Requirements - AP Region, LAC Region, and U.S. Region.....	415
Authorization Requirements.....	420
General Authorization Requirements.....	420
ATM Declines.....	424
T&E Authorizations.....	425

Floor Limits.....	428
Partial Authorization.....	430
Authorization Reversals.....	431
Card and Cardholder Verification.....	431
Validation and Verification Requirements.....	431
Address Verification Service.....	437
PIN Verification.....	438
Transaction Receipts.....	439
Transaction Receipt General Requirements.....	439
Transaction Receipt Data Requirements.....	447
Electronic and Manual Transaction Receipts.....	448
Transaction Receipt Delivery to Cardholder.....	450
Transaction Deposits.....	452
General Transaction Deposit Requirements.....	452
Transaction Deposit Time Limits.....	452
Transaction Deposit Restrictions.....	452
Credits and Refunds.....	454
General Credit and Refund Requirements.....	454
Proper Disclosure of Refund Policy.....	455
Transaction Reversals.....	456
Convenience Fees.....	457
Convenience Fee General Requirements.....	457
Chip Card Acceptance.....	460
Chip Card Acceptance General Requirements.....	460

Chip Authorization.....	463
EMV Liability Shift and Fallback.....	464
Visa Easy Payment Service (VEPS) Transactions.....	466
Visa Easy Payment Service (VEPS) - General Requirements.....	466
Card-Not-Present Transactions.....	470
Mail/Phone Order and Electronic Commerce Authorization Requirements.....	470
Mail/Phone Order and Electronic Commerce Merchant Outlet Requirements.....	471
Electronic Commerce General Requirements.....	472
Merchant Website Requirements.....	476
Verified by Visa Participation Requirements.....	477
Electronic Commerce Financial Responsibility.....	479
Payment Service Providers.....	480
Payment Service Providers (PSP) General Requirements.....	480
Payment Service Providers (PSP) Acquirer Requirements.....	481
High-Risk Internet Payment Service Providers.....	484
Up-Selling and Negative Option Transactions.....	486
Up-Selling and Negative Option General Requirements.....	486
Recurring Transactions.....	487
Recurring Transaction General Requirements.....	487
Installment Transactions.....	489
Installment Transaction General Requirements.....	489
Delayed Delivery Transactions.....	490
Delayed Delivery Transaction General Requirements.....	490
Delayed Delivery Transaction Receipt Requirements.....	491

Advance Payment Transactions - U.S. Region.....	491
Advance Payment General Requirements.....	491
Dynamic Currency Conversion.....	493
Dynamic Currency Conversion - Merchant Requirements.....	493
Dynamic Currency Conversion - Acquirer Requirements.....	495
Manual Cash Disbursements.....	495
Manual Cash Disbursements Requirements.....	495
Minimum and Maximum Cash Disbursement Amounts.....	498
Manual Cash Disbursement Restrictions.....	498
Cash-Back Services.....	499
Cash-Back Services General Requirements.....	499
Cash-Back Transaction Requirements.....	503
ATM Transactions.....	503
ATM Transaction General Requirements.....	503
ATM Misdispense.....	507
ATM Transaction Restrictions.....	508
Quasi-Cash Transactions.....	509
Quasi-Cash Transaction General Requirements.....	509
Wire Transfer Money Orders (WTMO).....	510
Scrip.....	512
Sale of Travelers Cheques and Foreign Currency.....	512
Original Credit Transactions.....	513
Original Credit Transaction Processing Requirements.....	513
Money Transfer Original Credit Transactions.....	515

Money Transfer Original Credit Transaction Processing Requirements.....	515
Account Funding Transactions.....	518
Account Funding Transaction Processing Requirements.....	518
Aggregated Transactions.....	519
Aggregated Transaction Requirements.....	519
Deferred Payments - U.S. Region.....	520
Deferred Payment Transactions.....	520
In-Transit.....	521
In-Transit Service - General Requirements.....	521
In-Transit Service - Authorization Requirements.....	522
In-Transit Service - Processing Requirements.....	522
General T&E.....	522
T&E Delayed or Amended Charges.....	522
Airline Merchants.....	524
International Airline Merchant Requirements.....	524
Car Rental Merchants.....	525
Delayed or Amended Charges.....	525
Car Rental Advance Deposit.....	527
Visa Reservation Service for Car Rentals - U.S. Region.....	529
Hotels and Cruise Lines.....	533
Hotel and Cruise Line General Requirements.....	533
Hotel Guaranteed Reservations.....	533
Advance Deposit Service.....	536
Priority Check-Out Service.....	540

Timeshare Merchants.....	541
General Timeshare Merchant Requirements.....	541
Real-Time Clearing - U.S. Region.....	542
Automated Fuel Dispensers Real-Time Clearing - U.S. Region.....	542
Gambling.....	542
Online Gambling.....	542
Gambling Credits.....	545
Debt Repayment Program - U.S. Region.....	545
Debt Repayment Program.....	545
Government and Education Payments.....	547
Tax and Other Government Payments - AP Region.....	547
Government Payment Requirements - CEMEA Region.....	548
Government Payment Service Fee Requirements - CEMEA Region.....	549
Government and Higher Education Payment Program Requirements.....	550
Travelers Cheques.....	552
Travelers Cheque Acceptance and Encashment.....	552
Health Care Transactions.....	553
Preauthorized Health Care Program Requirements - U.S. Region.....	553
Healthcare Auto-Substantiation - U.S. Region.....	554
Easy Pay Transaction - General Requirements - LAC Region.....	555
Easy Pay - Authorization - LAC Region.....	556
Visa Access Token.....	557
General Requirements.....	557
Chapter 7: Transaction Processing.....	559

Core Principle 7.1.....	559
Provide Authorization and Settlement Service.....	559
Core Principle 7.2.....	559
Rules Differ by Acceptance Environments.....	559
Core Principle 7.3.....	559
Financial Responsibility for Processed Transactions.....	559
Core Principle 7.4.....	560
Authorize, Clear, and Settle International Transactions.....	560
Access to Visa Systems.....	560
VisaNet Access.....	560
Data Quality.....	562
Authorization and Clearing Data Requirements.....	562
Account BIN Range.....	568
Account Range Table.....	568
Account Level Processing.....	568
General Authorization Requirements.....	569
Authorization Services.....	569
Authorization Processing.....	569
Issuer Authorization Requirements.....	571
Member Authorization Services.....	572
Authorization Amount.....	573
Manual Authorizations.....	575
Manual Authorization Procedures.....	575
Emergency Authorizations.....	576

Emergency Authorization Procedures.....	576
Partial Authorizations.....	577
Partial Authorization Service Requirements.....	577
Non-Visa Transaction Authorizations.....	578
Processing Requirements.....	578
Stand-In Processing (STIP).....	579
Stand-In Processing Requirements.....	579
Authorization Request Monitoring.....	581
Authorization Request Monitoring Requirements.....	581
Authorization Response Standards.....	582
Approval, Referral, and Decline Rate Standards.....	582
Referral Responses.....	583
Referral Response Requirements.....	583
Authorization Reversals, Rejections, and Declines.....	586
Authorization Reversals and Rejections.....	586
Declined Authorizations.....	587
Decline Response Requirements.....	587
Allowable Decline and Referral Reasons by Product.....	588
VisaNet Clearing.....	588
VisaNet Clearing - General Requirements.....	588
Domestic Interchange.....	591
Interchange Files and Tapes.....	592
Currency Requirements.....	592
ATM Clearing.....	593

Non-Visa Transaction Processing - U.S. Region.....	594
Single Message System (SMS).....	594
General Requirements.....	594
Online Financial and Deferred Clearing.....	595
Online Financial and Deferred Clearing General Requirements - U.S. Region.....	595
Online Financial Transactions.....	595
Clearing Reversals and Adjustments.....	596
Clearing Reversals.....	596
Adjustments.....	597
Duplicate or Erroneous Data.....	598
Duplicate or Erroneous Data Processing Requirements.....	598
Settlement.....	600
General Settlement Requirements.....	600
Settlement Account Requirements.....	601
Late Settlement Fee.....	601
Settlement Financial Obligations.....	601
National Net Settlement.....	602
Payment to Merchants.....	604
Transaction Receipt Processing.....	605
Transaction Receipt Processing Time Limits.....	605
Transaction Receipt Processing - Invalid or Illegible Account Number.....	607
Original Credit.....	608
Original Credit - General.....	608
Money Transfer Original Credit.....	610

Money Transfer Original Credit - General.....	610
Bill Payment - U.S. Region.....	613
Bill Payment - U.S. Region.....	613
Chapter 8: Risk Management.....	615
Core Principle 8.1.....	615
Adherence to Risk and Fraud Controls.....	615
Core Principle 8.2.....	615
Report All Fraud Activity to Visa.....	615
Core Principle 8.3.....	615
Protect Visa Account and Transaction Data.....	615
Core Principle 8.4.....	616
Protect Against Illegal Activities.....	616
Security and Fraud Control Requirements.....	616
General Security and Fraud Control Requirements.....	616
Account and Transaction Information Security.....	618
Data Security.....	618
Confidential Consumer Cardholder Information.....	621
Information Security Programs.....	622
Fines and Penalties.....	625
Corporate Risk Reduction.....	626
Corporate Risk Reduction - General.....	626
Corporate Risk Reduction - Acquirer Requirements.....	627
Anti-Money Laundering.....	629
Anti-Money Laundering Compliance.....	630

Acquirer Risk Program - U.S. Region.....	631
Compliance Monitoring.....	632
Member Activity Monitoring Requirements.....	632
Chargeback Monitoring.....	634
Fraud Monitoring.....	643
High-Brand Risk Merchant Monitoring.....	649
Brand Protection.....	657
Global Brand Protection Program.....	657
Fraud Reporting.....	660
Fraud Reporting Requirements.....	660
Fraud Reporting Compliance.....	662
Fraud Losses and Investigation.....	664
Card Recovery.....	666
Return of Recovered Cards.....	666
Recovered Counterfeit Cards.....	669
Card Recovery at the Point of Sale.....	669
Card Recovery at an ATM.....	670
Recovered Card Handling Fees.....	671
Recovered Card Rewards.....	672
Counterfeit Losses.....	675
Counterfeit Transaction Liability.....	675
Global Compromised Account Recovery (GCAR).....	676
POS Entry Mode Compliance Liability - AP Region.....	681
Authentication Requirements.....	682

PIN Requirements.....	682
Triple DES.....	684
Card Verification Value (CVV).....	685
Card Verification Value 2 (CVV2).....	686
Authentication Fines and Penalties.....	688
Terminated Merchant File.....	689
Terminated Merchants.....	689
Chapter 9: Dispute Resolution.....	693
Core Principle 9.1.....	693
Attempt to Honor/Post all Transactions.....	693
Core Principle 9.2.....	693
Offer Mutual Assistance to Other Participants.....	693
Core Principle 9.3.....	693
Prevent Unjust Enrichment.....	693
Core Principle 9.4.....	694
Visa Acts as Arbitrator.....	694
Dispute Resolution Process.....	694
Cardholder Disputes.....	694
Mutual Assistance.....	695
Visa System Problems.....	695
Transaction Receipt.....	695
Request for Transaction Receipt Copy.....	695
Request and Fulfillment.....	698
VisaNet Copy Request and Fulfillment Service.....	703

Retrieval Fees.....	706
Chargebacks and Representments.....	707
Chargeback and Representation Process.....	707
Reason Codes.....	716
Formatting.....	716
Reason Code 30 Services Not Provided or Merchandise Not Received.....	717
Reason Code 41 Cancelled Recurring Transaction.....	722
Reason Code 53 Not as Described or Defective Merchandise.....	727
Reason Code 57 Fraudulent Multiple Transactions.....	738
Reason Code 62 Counterfeit Transaction.....	743
Reason Code 70 Card Recovery Bulletin or Exception File.....	752
Reason Code 71 Declined Authorization.....	757
Reason Code 72 No Authorization.....	763
Reason Code 73 Expired Card.....	774
Reason Code 74 Late Presentment.....	778
Reason Code 75 Transaction Not Recognized.....	784
Reason Code 76 Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation.....	792
Reason Code 77 Non-Matching Account Number.....	802
Reason Code 78 Service Code Violation.....	806
Reason Code 80 Incorrect Transaction Amount or Account Number.....	809
Reason Code 81 Fraud – Card-Present Environment.....	814
Reason Code 82 Duplicate Processing.....	828
Reason Code 83 Fraud—Card-Absent Environment.....	832
Reason Code 85 Credit Not Processed.....	845

Reason Code 86 Paid by Other Means.....	856
Reason Code 90 Non-Receipt of Cash or Load Transaction Value at ATM.....	861
Reason Code 93 Merchant Fraud Performance Program.....	864
Arbitration.....	868
Arbitration Process.....	868
Filing for Arbitration.....	870
Arbitration Appeal.....	874
Compliance.....	875
Compliance Process.....	875
Compliance Filing Conditions.....	875
Pre-Compliance for Violations.....	876
Compliance for Violations.....	877
Filing for Compliance.....	883
Compliance Appeal Rights.....	886
Interchange Reimbursement Fee Compliance.....	887
Filing Conditions.....	887
Interchange Reimbursement Fee Compliance Screening and Filing.....	888
IRF Pre-Compliance.....	889
IRF Compliance Process.....	890
IRF Compliance Appeal.....	890
Intercompany Interchange Reimbursement Fee Compliance	891
Intercompany Interchange Reimbursement Fee Compliance Process.....	891
Chapter 10: Pricing, Fees and Interchange.....	893
Core Principle 10.1.....	893

Fees for Access and Use of Visa Products and Services.....	893
Core Principle 10.2.....	893
Participants Pay or Receive Interchange for Transactions.....	893
Core Principle 10.3.....	894
Visa Determines Interchange Reimbursement Fees.....	894
Global Interchange.....	894
Interchange Overview.....	894
General Interchange Requirements.....	895
Interchange Reimbursement Fees - U.S. Region.....	895
General Interchange Reimbursement Fee Requirements - U.S. Region.....	895
Standard and Electronic Interchange Reimbursement Fees - U.S. Region.....	896
Custom Payment Services (CPS) - U.S. Region.....	899
Custom Payment Services General - U.S. Region.....	899
CPS/Automated Fuel Dispenser - U.S. Region.....	908
CPS/Hotel and Car Rental - Card Not Present and Card Present - U.S. Region.....	909
CPS/Supermarket - U.S. Region.....	910
CPS/Rewards - U.S. Region.....	911
CPS/Small Ticket - U.S. Region.....	913
Industry-Specific Merchant Programs - U.S. Region.....	913
Industry-Specific Merchant Program Requirements - U.S. Region.....	913
Interchange Reimbursement Fee Programs - U.S. Region.....	917
Credit Voucher Program - U.S. Region.....	917
Performance Threshold Interchange Reimbursement Fees.....	918
ATM Interchange Reimbursement Fees - U.S. Region.....	919

Visa Signature Preferred Interchange Reimbursement Fees - U.S. Region.....	919
Visa Signature Preferred Interchange Reimbursement Fee Requirements - U.S. Region.....	919
Commercial Interchange Reimbursement Fees - U.S. Region.....	921
Commercial Interchange Reimbursement Fees and Programs - U.S. Region.....	921
Visa Purchasing Large Ticket Interchange Reimbursement Fee - U.S. Region.....	924
Visa Purchasing Large Ticket Interchange Reimbursement Fee - General - U.S. Region.....	924
Visa Large Purchase Advantage Interchange Reimbursement Fee – U.S. Region	925
Visa Large Purchase Advantage Interchange Reimbursement Fee – General – U.S. Region	925
Visa Fleet Cards Interchange Reimbursement Fee - U.S. Region.....	926
Visa Fleet Cards Interchange Reimbursement Fee - General - U.S. Region.....	926
Visa Fees - General.....	926
Fee Assessment and Responsibility.....	926
Fee Collection.....	926
Visa Fee Collection and Funds Disbursement.....	926
Member Fee Collection and Funds Disbursement.....	927
Automated Clearing House Service Fee Collection and Funds Disbursement - U.S. Region..	930
Visa Interchange Reimbursement Fee Adjustments.....	932
Interchange Reimbursement Fee Adjustments.....	932
Interchange Reimbursement Fee-Related Fines.....	933
Interchange Reimbursement Fee Fines.....	933
Appendices.....	935
Floor Limits.....	935
Maximum Authorized Floor Limits.....	935
Visa Regions.....	936

Visa Inc. and Visa Europe.....	936
Glossary.....	939
Terms and Definitions.....	939
0-9.....	939
A.....	939
B.....	957
C.....	961
D.....	988
E.....	993
F.....	1000
G.....	1005
H.....	1009
I.....	1011
J.....	1020
K.....	1020
L.....	1020
M.....	1024
N.....	1033
O.....	1038
P.....	1042
Q.....	1060
R.....	1062
S.....	1067
T.....	1076

U.....	1082
V.....	1085
W.....	1133
X.....	1134
Y.....	1134
Z.....	1135

THIS PAGE INTENTIONALLY LEFT BLANK.

Summary of Changes

Quick Reference

Overview

Major Topics

Affinity/Co-Brand Eligibility for Visa Prepaid Cards

Effective 11 April 2013, under certain conditions, eliminates the requirement for Issuers of select Visa Prepaid Cards to obtain a trademark license in order to establish Affinity/Co-Branding partnership with another Visa Member or an otherwise eligible, non-Member financial institution.

Chargeback Rule Reformat Phase II

Effective 16 July 2013, converts the Chargeback reason code language into a table format with no change to the intent of the rules.

Visa Electron Rules Alignment

Effective 15 August 2013, updates references to the Visa Electron brand Marks and aligns regional Visa Electron rules with the *Visa International Operating Regulations*.

Use of National Net Settlement Service (NNSS) for Japanese Domestic Transactions

Effective 8 August 2013, requires the use of the National Net Settlement Service in Japan in order to unify the settlement of Domestic Transactions.

In-Transit and Unattended Cardholder-Activated Terminal (UCAT) Rule Clarifications and Enhancements

Effective upon publication and 12 April 2014, streamlines and consolidates In-Transit Service and Unattended Cardholder-Activated Terminal rules.

Prepaid Card Funds and Reserves Rules Alignment and Updates

Effective 1 January 2014, requires Visa Prepaid Card Issuers to globally maintain adequate controls over Visa Prepaid Card funds.

BIN Licensing Standards Phase I

Effective upon publication, restates BIN licensing requirements for greater clarity, eliminates outdated rules, and removes multiple or redundant references as part of the rules simplification effort.

Fines and Penalties Alignment - Phase I

Effective upon publication, eliminates certain fines and penalties that can be enforced under the General Schedule of Fines and removes obsolete fines and penalties.

Deposit and Processing Timeframe Streamlining

Effective upon publication, simplifies and consolidates processing timeframe requirements and removes Merchant deposit timeframes.

Unattended Cardholder-Activated Terminal (UCAT) Liability and Cardholder Verification Method (CVM) Support Updates

Effective 1 April 2014 and 1 July 2015, changes the Operating Regulations to improve acceptance of Chip products at new and existing UCATs.

Visa Integrated Redemption Name Change (Formerly Visa POS Offers Redemption Platform)

Effective upon publication, reflects the name change of the Visa POS Offers Redemption Platform to Visa Integrated Redemption.

Visa Business Platinum Credit Card and Check Card Obsolete Rule Deletion

Effective 11 April 2013, reflects the deletion of obsolete Visa Business Platinum Credit Card and Check Card rules from the U.S. Regional Operating Regulations.

Dynamic Currency Conversion (DCC) Compliance Program Improvements

Effective 11 April 2013 and 19 October 2013, changes the Dynamic Currency Conversion (DCC) Compliance program to address issues related to DCC Transactions, reduce Cardholder complaints, and protect Member investment.

Visa payWave ATM Transactions

Effective 1 May 2013, permits contactless Transactions at ATMs.

Updates to the Visa Easy Payment Service Limits, Merchant Category Codes and Floor Limit in Japan

Effective 8 August 2013, revises the Visa Easy Payment Service Transaction limits for Visa payWave Transactions, the Merchant Category Codes for domestic Visa payWave Transactions and the Maximum Authorized Floor Limit for all international Proximity Payment Transactions to support the contactless and mobile strategy in Japan.

Visa Review of Marketing and Brand-Related Materials

Effective upon publication, simplifies and streamlines the process for obtaining Visa approval of brand and other marketing-related materials that bear the Visa-Owned Marks.

Increase to Visa Easy Payment Service Transaction Limit for Visa payWave Transactions in Canada

Effective 1 October 2013, increases the Visa Easy Payment Service Transaction Limit in Canada to CAD \$100 for Transactions in all Visa payWave supported Merchant Category Codes.

Visa POS Solutions Program Globalization

Effective 9 May 2013, expands the Visa POS Solutions Program rules to make the program available globally.

Use of Address Verification Service (AVS) at Selected Transit Unattended Cardholder-Activated Terminals (UCATs)

Effective upon publication, permits AVS at UCATs located at certain transit Merchants in the U.S. Region.

Payment Card Industry (PCI) Card Production Security Requirements

Effective 1 January 2014, replaces existing Visa standards with new PCI standards for Card production security.

Global Visa payWave Support Updates

Effective 1 May 2013 and 1 April 2014, establishes standards for Visa payWave issuance and improves Visa payWave acceptance of mobile payments.

ID#: 151013-021013-0027871

Variance Topics

Magnetic-Stripe Account Number Verification Transactions and the Global Chip Fallback Monitoring Program - Japan

Effective 1 October 2013, accommodates Japanese industry requirements for Account Number Verification Transactions.

ID#: 151013-021013-0027872

Miscellaneous Topics

Japan Floor Limit Updates

Effective 1 August 2013, in Japan, establishes domestic Floor Limits, updates Floor Limits for Unattended Transactions at commuter transportation Merchants, and updates international Floor Limits for Transactions in the "Parking Lots, Parking Meters, and Garages" and "Toll and Bridge Fees" Merchant categories.

Revision to U.S. Surcharge Rules - Taxes

Effective 20 June 2013, removes a requirement that any surcharge must be assessed before the application of any tax.

New Zealand PIN Requirements

Effective upon publication, 1 October 2014, and 1 October 2015, defers the requirement for PIN usage in New Zealand from 1 April 2013 to 1 October 2014 for non-restaurant Transactions, and to 1 October 2015 for restaurant Transactions, and limits the requirement to domestic Chip-initiated Transactions.

Original Credit Transaction Chargeback Reversal Time Limit

Effective 16 December 2013, limits the time to reverse an Original Credit Transaction Chargeback to one calendar day.

Transaction Receipt Consolidation and Refinement

Effective 1 October 2013, streamlines and simplifies Transaction Receipt rules.

Updates to Country/Region Listing

Effective upon publication, adds to the *Visa International Operating Regulations* the list of countries that make up the different Visa Inc. regions and the Visa Europe territory.

Visa Approvals

Effective upon publication, eliminates certain rules that specifically require a Member to obtain Visa approval prior to engaging in certain activities.

High-Brand Risk Merchant Expansion

Effective 1 October 2013 and 1 April 2014 (Canada), requires cigarette Merchants that process Card-Absent Environment Transactions to be listed as High-Brand Risk Merchants.

Member-to-Member Fee Rule Simplification

Effective upon publication, simplifies rule language pertaining to Member-to-Member fees, and aligns regional rules and global rules.

Regional Board Reference Updates

Effective 15 October 2013, removes references to Visa Regional Offices and Visa Regional Boards.

Visa PIN Security Program Revisions

Effective 12 September 2013 and 1 January 2014, updates Operating Regulations related to the Visa PIN Security Program.

VisaNet Standards Exhibits

Effective upon publication, removes the VisaNet standards Exhibits from the Visa International Operating Regulations.

Multiple Magnetic StripeCards in Japan

Effective 4 September 2013, streamlines requirements pertaining to the use of service provider names and Marks on multiple Magnetic Stripe Cards in Japan.

Visa Incentive Network (VIN) Program Decommission

Effective 31 December 2013, supports the discontinuance of the U.S. Visa Incentive Network, a program used to support the delivery of Merchant offers to Cardholders via direct mail.

Consolidation of AP Region and CEMEA Region Product Requirements into Extension Documents

Effective 9 May 2013, consolidates certain Visa regional product requirements from the APRegional Operating Regulations and the CEMEAREgional Operating Regulations into newly created extension documents.

Recurring Payment Indicator Clarification

Effective 17 May 2013, clarifies use of the recurring payment indicator for Electronic Commerce Transactions.

Merchant Category Code (MCC) and Merchant Name Rules

Effective 11 April 2014, streamlines and clarifies rules pertaining to the assignment of Merchant Category Codes and Merchant name.

Extensions Consolidation and Cleanup

Effective upon publication, removes obsolete Extension references and makes associated changes.

Visa Right to Audit and Investigate

Effective upon publication, streamlines, clarifies, and combines rules related to Visa's right to audit, inspect, or investigate a Member or its Merchant or agent.

ATM Acceptance in Canada

Effective 14 June 2013, requires new ATM Acquirers in Canada that participate in the Visa Global ATM Network to accept all valid Cards.

ID#: 151013-021013-0027873

AP Region Major Topics

OnlineAuthorization Requirement for VisaTransactions in Australia and New Zealand

Effective 12 April 2014 for Australia and **effective 18 April 2015** for New Zealand, implements a Zero Floor Limit for all Visa Transactions and requires Online Authorization for all Proximity Payment Transactions.

ID#: 151013-021013-0027874

Canada Region Major Topics

Launch of Visa Infinite Privilege and Visa Infinite Privilege Business Cards in Canada

Effective 1 November 2013, introduces new Operating Regulations to support the issuance requirements for the new Visa Infinite Privilege and Visa Infinite Privilege Business products in Canada.

Revisions to Fraud Protection for Domestic Proximity Payment Transactions at Automated Fuel Dispenser Merchants in Canada

Effective 1 October 2013, extends fraud Chargeback protection for domestic Proximity Payment Transactions up to and including CAD \$100 in Canada conducted at Automated Fuel Dispenser Merchants.

New Merchant Agreement Disclosure Requirements and Cancellation Rights for Canada

Effective 12 November 2013, requires Acquirers to comply with new Merchant agreement disclosure requirements and cancellation rights, to ensure compliance with the Commissioner's Guidance 10 issued by the Financial Consumer Agency of Canada, to clarify the application and interpretation of the Voluntary Code of Conduct for the Credit and Debit Card Industry in Canada.

ID#: 151013-021013-0027875

CEMEA Region Major Topics

Government Service Fees in Egypt

Effective 8 June 2013, permits Acquirers and Merchants in Egypt, who process payments for the government, to assess a Service Fee for payments made by Visa Cards for qualifying government Transactions.

ID#: 151013-021013-0027876

LAC Region Major Topics

Introduction of Visa Platinum Business Cards in the LAC Region

Effective 15 April 2013, introduces the new Visa Platinum Business Card to provide Members in the LAC Region with a complete set of premium benefits to the small business segment, that is looking for premium business options to meet their needs.

Introduction of Visa Premium Corporate Products in the LAC Region

Effective 15 May 2013, introduces Operating Regulations to support the issuance requirements for the new set of Visa Premium Corporate products - Visa Platinum Corporate, Visa Signature Corporate and Visa Infinite Corporate in the LAC Region.

ID#: 151013-021013-0027877

U.S. Region Major Topics

Contact and Contactless Chip Updates Phase II

Effective 25 April 2013, updates U.S. Chip Transaction routing rules in support of recent U.S. Federal Reserve financial reforms that require Visa Debit Issuers to give Merchants in the U.S. Region the option of routing domestic debit transactions through at least one non-Visa debit network.

ID#: 151013-021013-0027878

Summary of Changes

Major Topics

Streamlined Operating Regulations (New)

This publication reflects updates to the *Visa International Operating Regulations* as a result of a thorough review of the rule language to identify and eliminate outdated rules, streamline existing language for clarity, remove redundant or multiple references, and enable greater business flexibility for Members.

Specific rule changes associated with the streamlining are described for each applicable topic within this Summary of Changes.

ID#: 151013-031013-0027946

Affinity/Co-Brand Eligibility for Visa Prepaid Cards

Background

Revisions to the *Visa International Operating Regulations* have been approved, to eliminate the current requirement for a financial institution to obtain a trademark license requirement, under certain conditions, and allow Issuers of select Visa Prepaid Card products to establish an Affinity/Co-Brand relationship with another Visa Member or a membership-eligible, non-Member entity.

Effective Date

11 April 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception

Chapter 4: The Visa Brand

- Additional Permitted Member Identification for Prepaid Cards
- Affinity/Co-Brand Partner Eligibility Requirements
- Permitted Member Branding Ownership and Control for Visa Prepaid Cards

ID#: 151013-021013-0027880

Chargeback Rule Reformat Phase II

Background

The *Visa International Operating Regulations* have been revised to convert the Chargeback reason code language into a table format that will make it easier for readers to understand and navigate Chargeback rules. The revisions do not change the intent of the language. Guidelines for use in reading the tables are provided in "Reason Code Tables Format."

Effective Date

16 July 2013

Regulation Changes

Added or revised the following:

Chapter 9: Dispute Resolution

- Topic: Reason Codes

ID#: 151013-021013-0027899

Visa Electron Rules Alignment

Background

The *Visa International Operating Regulations* have been revised to update references to Visa Electron brand Marks and to align regional Visa Electron rules with the *Visa International Operating Regulations*.

Effective Date

15 August 2013

Regulation Changes

Added or revised the following:

Chapter 4: The Visa Brand

- Electron Acquiring Only - U.S. Region

Chapter 5: Visa Products and Services

- Visa Business Electron Card Issuer Requirements
- Visa Business Electron Card Issuer Requirements - CEMEA Region
- Visa Business Electron Card Product Enhancements - LAC Region
- Visa Electron Card Use
- Visa TravelMoney Cards

Chapter 6: Payment Acceptance

- Acceptance of Visa Electron Cards - CEMEA Region
- ATM Marks Color and Size Requirements - U.S. Region
- Card Acceptance Device Installation Requirements - CEMEA Region
- Visa Electron Acceptance in South Africa - CEMEA Region

Chapter 10: Pricing, Fees and Interchange

- Interchange Reimbursement Fee Qualification Requirements

Glossary

- ATM Cash Disbursement
- Comet Design
- Issuer Chip Rate
- Visa Brand Mark with the Electron Identifier
- Visa Business Electron Card
- Visa Electron Card
- Visa Electron Merchant

ID#: 151013-021013-0027903

Use of National Net Settlement Service (NNSS) for Japanese Domestic Transactions

Background

The Operating Regulations are being updated to require the use of the National Net Settlement Service in Japan in order to unify the settlement of Domestic Transactions.

Effective Date

8 August 2013

Regulation Changes

Added or revised the following:

Chapter 7: Transaction Processing

- Japan National Net Settlement Transaction Processing – AP Region

ID#: 151013-021013-0027909

In-Transit and Unattended Cardholder-Activated Terminal (UCAT) Rule Clarifications and Enhancements

Background

As part of the Operating Regulation streamlining effort, obsolete requirements relating to In-Transit Service Transactions have been deleted or consolidated. Further, UCAT and Automated Fuel Dispenser rules and Chargeback protection rights rules have been clarified and enhanced.

Effective Date

Upon publication and 12 April 2014

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Automated Fuel Dispenser Authorization Options
- Automated Fuel Dispenser Partial Authorization Requirements - U.S. Region
- Automated Fuel Dispenser Real-Time Clearing Transaction Processing Requirements - U.S. Region
- Domestic Convenience Fee - CEMEA Region
- In-Transit Transaction - Authorization Time Limit
- Merchant Authorization Requirements

- Transaction Date for In-Transit Transaction
- Unattended Cardholder-Activated Terminal Acquirer General Requirements
- Unattended Cardholder-Activated Terminal Declines
- Unattended Cardholder-Activated Terminal Display and Cardholder Options
- Unattended Cardholder-Activated Terminal Requirements - PIN Acceptance

Chapter 9: Dispute Resolution

- Chargeback Processing Requirements - Reason Code 81
- Chargeback Rights and Limitations - Reason Code 81
- Chargeback Rights and Limitations - Reason Code 83
- Invalid Chargebacks - Reason Code 72
- Transaction Chargeback Method

Chapter 10: Pricing, Fees and Interchange

- Additional Authorization Requirements-CPS/Automated Fuel Dispenser - U.S. Region
- CPS Authorization Code Requirements - U.S. Region

Appendices

- All Exhibits
- Zero Floor Limit Transactions

Glossary

- In-Transit Transaction

ID#: 151013-021013-0027938

Prepaid Card Funds and Reserves Rules Alignment and Updates

Background

To ensure that all Visa Prepaid Card Issuers globally maintain adequate controls over Visa Prepaid Card funds, Operating Regulation revisions have been made to expand and globalize the existing U.S. rules relating to a Visa Prepaid Card Issuer's obligations in regards to funds associated with Prepaid Accounts.

Effective Date

1 January 2014

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Visa Prepaid Card Funds and Reserves
- Visa Prepaid Card Funds and Reserves - U.S. Region

ID#: 151013-021013-0027927

BIN Licensing Standards Phase I

Background

As part of the effort to streamline the *Visa International Operating Regulations* and provide greater flexibility, the BIN and licensing requirements have been revised and restated to remove outdated language, eliminate multiple and/or redundant references, and enhance clarity.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 3: The Visa License

- BIN and Numerics Administration Fees
- BIN Processing
- BIN Release
- BIN Sponsor and Licensee Responsibilities
- BIN Transfer - Member Rights and Responsibilities
- Membership Rights for BIN Licensing - BIN Release or Transfer
- BIN Use after Portfolio Sale or Transfer
- BIN Use and Jurisdiction
- BIN Conversion to Newly Designated VisaNet Processor
- Non-Visa-Assigned BIN Management
- Processor BIN Usage
- Prohibition of BIN Sale or Exchange
- Sponsor Liability - AP Region, CEMEA Region, and LAC Region
- Use of BINs for Non-Visa Purposes
- Use of Numeric ID

- Visa U.S. Regulation II Certification Program Requirements - AP Region, LAC Region, and U.S. Region

Chapter 5: Visa Products and Services

- BIN Assignment for New Visa Card Programs
- Multiple Members on the Same BIN

ID#: 151013-021013-0027922

Fines and Penalties Alignment Phase I

Background

As part of the Operating Regulation streamlining effort, various program-specific fine or penalty tables have been eliminated where enforcement for non-compliance can be administered under the General Schedule of Fines. To further simplify the rules, the changes remove certain regional fines or penalties that can be enforced under existing global rules and remove obsolete fines and penalties.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 2: Visa System Participation

- Third Party Agent Fines

Chapter 7: Transaction Processing

- Acquirer Requirement for Complete and Valid Data

Chapter 8: Risk Management

- Account Information Security Program Fines
- Acquirer Performance Monitoring Program - AP Region and CEMEA Region

ID#: 151013-021013-0027940

Deposit and Processing Timeframe Streamlining

Background

As part of the Operating Regulation streamlining effort, changes to the rules have been made to simplify processing timeframe requirements, remove Merchant deposit timeframe requirements, and consolidate obsolete or redundant rules and defined terms.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Issuer Disclosure of Exchange Rate - U.S. Region
- Visa Prepaid Load Service Acquirer Requirements

Chapter 6: Payment Acceptance

- ATM Misdispense - U.S. Region
- Manual Cash Disbursements - Chargeback Reasons - U.S. Region
- Transaction Deposit Conditions

Chapter 7: Transaction Processing

- Acquirer Processing Timeframes
- Australia Processing Error Advice to Visa – AP Region
- Basic Currency Conversion Rate Application - CEMEA Region
- Issuer Reversal
- Processing Time Limit for Interregional Airline Transactions
- Settlement in Local Currency - LAC Region

Chapter 8: Risk Management

- High-Brand Risk Merchant Exception Reports
- High-Brand Risk Merchant Unusual Activity Reporting - U.S. Region

Chapter 9: Dispute Resolution

- Calculation of Representment Time Limit

Chapter 10: Pricing, Fees and Interchange

- Interchange Reimbursement Fee Qualification Processing Holidays - U.S. Region
- Processing Time Limits for Custom Payment Services (CPS) Programs - U.S. Region

Glossary

- Chargeback Period
- Deposit Date

- Input Date
- Processing Date
- Receipt Date

ID#: 151013-021013-0027936

Unattended Cardholder-Activated Terminal (UCAT) Liability and Cardholder Verification Method (CVM) Support Updates

Background

To improve acceptance of Chip Cards at UCATs, changes have been made to the Operating Regulations to re-assign liability for Online-authorized Chip Transactions to the Issuer and improve acceptance of all Chip products by requiring new and existing UCATs to support the processing of Transactions with no Cardholder Verification where PIN is not supported by the Card.

Effective Date

1 April 2014

1 July 2015

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Chip-Reading Device PIN Requirements
- Unattended Cardholder-Activated Terminal Acquirer General Requirements

Chapter 9: Dispute Resolution

- Invalid Chargebacks - Reason Code 81

ID#: 151013-021013-0027939

Visa Integrated Redemption Name Change (Formerly Visa POS Offers Redemption Platform)

Background

The Visa POS Offers Redemption Platform (VPORP), an optional service in the U.S Region offered by Visa to Acquirers which they may offer to their Merchants providing value-added services to Cardholders at the point of sale, has been renamed Visa Integrated Redemption. The associated extension document, *Visa Integrated Redemption Business Guide for Acquirers* has also been renamed and updated.

Effective Date

Upon publication

Regulation Changes

Added or revised the following:

Chapter 2: Visa System Participation

- Visa Integrated Redemption Indemnification – U.S. Region

Chapter 5: Visa Products and Services

- Visa Integrated Redemption Acquirer Participation – U.S. Region

Glossary

- Visa Integrated Redemption - U.S. Region

ID#: 151013-021013-0027934

Visa Business Platinum Credit Card and Check Card Obsolete Rule Deletion

Background

The Visa Business Platinum credit product references in the U.S. Regional Operating Regulations are obsolete and have been deleted. All Business credit products fit within the current three tier structure of: Visa Business, Visa Business Enhanced, and Visa Signature Business.

Effective Date

11 April 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Commercial Visa Product BIN Requirements - U.S. Region
- Visa Business Platinum Credit and Visa Business Platinum Check Card Customer Service Telephone Number - U.S. Region

Glossary

- Visa Business Platinum Check Card - U.S. Region
- Visa Business Platinum Credit Card - U.S. Region

ID#: 151013-021013-0027886

Dynamic Currency Conversion (DCC) Compliance Program Improvements

Background

Changes to DCC Operating Regulations to address issues related to DCC Transactions, reduce Cardholder complaints and protect Member investment have been made, including:

- A requirement that, when offered, DCC must be in the Cardholder's billing currency to protect Cardholders that use foreign currency-issued Cards
- In recognition of Acquirer and Merchant efforts to ensure proper disclosure and active Cardholder choice, Acquirers may represent a DCC Chargeback in the DCC currency upon provision of Compelling Evidence showing choice was offered
- Miscellaneous clarifications including an update to the defined term for DCC, editorial changes to the *International Transactions Guide* including clarification of Merchant registration and Transaction Receipt active choice requirements.

Effective Date

11 April 2013

19 October 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Dynamic Currency Conversion Acquirer Requirements
- Dynamic Currency Conversion Cardholder Billing Currency
- Dynamic Currency Conversion Merchant Requirements

Chapter 9: Dispute Resolution

- Chargeback Conditions - Reason Code 76
- Overview - Reason Code 76
- Representment Processing Requirements - Reason Code 76
- Representment Rights and Limitations - Reason Code 76
- Use of Compelling Evidence

Glossary

- Compelling Evidence

- Dynamic Currency Conversion

ID#: 151013-021013-0027890

Visa payWave ATM Transactions

Background

To provide a more consistent experience, revisions have been made to the Visa International Operating Regulations to permit contactless Transactions at ATMs. Transactions will follow existing ATM requirements including, but not limited to, Online Authorization and Online PIN Verification.

Effective Date

1 May 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Notification of Proximity Payment Device Risks and Restrictions
- Proximity Payment Device Requirements

Chapter 6: Payment Acceptance

- Proximity Payment Terminal Compliance

ID#: 151013-021013-0027894

Updates to the Visa Easy Payment Service Limits, Merchant Category Code and Floor Limit in Japan

Background

Revisions to the AP Regional Operating Regulations have been made to allow Proximity Payment Transactions up to JPY ¥10,000 to qualify as a Visa Easy Payment Service (VEPS) Transaction. In addition, the restricted list of Merchant Category Codes for VEPS Transactions in Japan will no longer apply to domestic Visa payWave Transactions.

The Maximum Authorized Floor Limit table has been updated to implement a new JPY ¥0 contactless Chip Floor Limit for all international Visa payWave Transactions in Japan.

Effective Date

8 August 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Chip Floor Limit Requirements
- Domestic Proximity Payment Floor Limits in Japan - AP Region
- Japan Visa Easy Payment Service Transaction Merchant Category Codes - AP Region
- Visa Easy Payment Service (VEPS) - General Requirements
- Visa Easy Payment Service (VEPS) Merchant Category Code Exclusions

Appendices

- Country Floor Limits
- Japan (Yen)

ID#: 151013-021013-0027913

Visa Review of Marketing and Brand-Related Materials

Background

The process by which Visa reviews and approves marketing and other materials that bear any of the Visa-Owned Marks has been streamlined and simplified. Rule changes include consolidating current requirements to obtain approval into a single rule, along with a requirement for a Member to submit brand or marketing materials bearing any of the Visa-Owned Marks to Visa upon request..

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 3: The Visa License

- Permitted Uses of Visa Within a Domain Name
- Prohibitions for Using Visa in a Domain Name
- Sponsorship Pass-Through Rights

Chapter 4: The Visa Brand

- Marks Infringement/Denigration

- Merchant Use of Marks
- Offer/Issuance Conditions
- Visa Review of Brand and Marketing-Related Materials

Glossary

- Visa-Owned Marks

ID#: 151013-021013-0027912

Increase to Visa Easy Payment Service Transaction Limit for Visa payWave Transactions in Canada

Background

In order to support the growth of contactless payments in Canada, the Visa Easy Payment Service (VEPS) Transaction limit when no Cardholder Verification Method (CVM) is required will increase from CAD \$50 to CAD \$100 for all Canada acquired Transactions in all Merchant Category Codes (MCC) that support Visa payWave. The increase to VEPS limit will also apply to international contactless Transactions on foreign issued Visa payWave enabled Cards.

Effective Date

1 October 2013

Regulation Changes

Added or revised the following:

Appendices

- Visa Easy Payment Service Country-Level Transaction Limits

ID#: 151013-021013-0027911

Visa POS Solutions Program Globalization

Background

In March 2012, the Visa POS Solutions Program was introduced in the U.S. Region. The *Visa International Operating Regulations* have been revised to expand the program, making it available across all Visa Inc. geographies.

Effective Date

9 May 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Visa Point-of-Sale Solutions Program Fees - U.S. Region
- Visa Point-of-Sale Solutions Program Participation Requirements - U.S. Region

Glossary

- Visa Point-of-Sale Solutions Program - U.S. Region
- Visa POS Solutions Program Guides

ID#: 151013-021013-0027908

Use of Address Verification Service (AVS) at Selected Transit Unattended Cardholder-Activated Terminals (UCATs)

Background

To provide greater flexibility to Members the U.S. Regional Operating Regulations have been revised to allow certain transit Unattended Cardholder-Activated Terminals (UCATs) operating in the U.S. Region to participate in the Address Verification Service (AVS).

Effective Date

Upon publication

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals - U.S. Region

Glossary

- Address Verification Service - U.S. Region

ID#: 151013-021013-0027906

Payment Card Industry (PCI) Card Production Security Requirements

Background

The *Visa International Operating Regulations* have been revised to reflect that the *Payment Card Industry (PCI) Card Production - Logical Security Requirements* and *Payment Card Industry (PCI) Card Production - Physical Security Requirements* will replace the following Visa documents as the recognized standards and security requirements for Card vendors:

- *Global Physical Security Validation Requirements for Card Vendors*
- *Global Logical Security Validation Requirements for Card Personalization Vendors*
- *Visa Global PIN Distribution Requirements via Electronic Methods*
- *Visa Global PIN Printing and Packaging Requirements for Non-Personalized Prepaid Cards*

Effective Date

1 January 2014

Regulation Changes

Added or revised the following:

Chapter 2: Visa System Participation

- Issuer Standards for Approved Manufacturers, Approved Personalizers, and Approved Fulfillment Vendors

Chapter 5: Visa Products and Services

- Card Delivery Security Requirements
- Card Destruction Security Requirements
- Issuer Requirements for Emergency Card Replacement
- Requirements for Returned Cards
- Security at Card Distribution Points
- Visa Product Personalization - Issuer Requirements

Glossary

- Visa Product

ID#: 151013-021013-0027901

Global Visa payWave Support Updates

Background

To provide a consistent contactless Transaction experience for Cardholders, maintain the interoperability of Visa contactless platforms with the most current specifications, and address unique geographical requirements, the rules supporting Visa payWave Transactions have been updated, establishing standards for Visa payWave issuance and improving Visa payWave acceptance of mobile payments.

Effective Date

25 April 2013

1 May 2013

1 April 2014

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Visa payWave Application Requirement in Australia - AP Region

Chapter 6: Payment Acceptance

- Proximity Payment POS Entry Mode Code
- Proximity Payment Terminal Compliance

Glossary

- Visa payWave Application
- Visa payWave Application - U.S. Region

ID#: 151013-021013-0027900

Variance Topics

Magnetic-Stripe Account Number Verification Transactions and the Global Chip Fallback Monitoring Program - Japan

Background

To ensure that Members in Japan are not penalized under the Global Chip Fallback Monitoring Program for complying with a Japan Credit Card Association requirement, variances to the *Visa International Operating Regulations* have been approved to allow Magnetic-Stripe Account Number Verification Transactions conducted on a Chip Card at a Chip terminal and to remove Magnetic-Stripe Account Number Verification Transactions conducted in Japan from Global Chip Fallback Monitoring Program reports.

Effective Date

1 October 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Acquirer Penalty for Global Fallback Monitoring Program Identification
- Chip-Reading Device and Transmission Requirements

ID#: 151013-021013-0027884

Miscellaneous Topics

Japan Floor Limit Updates

Background

To ensure continued alignment with current business practice in Japan, revisions to the *Visa International Operating Regulations* are proposed to establish domestic Floor Limits, to update Floor Limits for Unattended Transactions at commuter transportation Merchants, and to update international floor limits for Transactions in the "Parking Lots, Parking Meters, and Garages" and "Toll and Bridge Fees" Merchant categories.

Effective Date

1 August 2013

Regulation Changes

Added or revised the following:

Appendices

- Japan (Yen)

ID#: 151013-021013-0027879

Revision to U.S. Surcharge Rules - Taxes

Background

The Visa International Operating Regulations have been revised to eliminate the requirement that any U.S. Credit Card Surcharge must be added to the Transaction amount before the application of any tax..

Effective Date

20 June 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- U.S. Credit Card Surcharge Assessment - AP Region, LAC Region, and U.S. Region

ID#: 151013-021013-0027888

New Zealand PIN Requirements

Background

The AP Regional Operating Regulations have been revised to defer the requirement for PIN usage in New Zealand from 1 April 2013 to 1 October 2014 for non-restaurant Transactions, and to 1 October 2015 for restaurant Transactions, and to limit the requirement to domestic Chip-initiated Transactions.

Effective Date

Upon publication

1 October 2014

1 October 2015

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- PIN as Cardholder Verification Method in New Zealand – Issuer Requirements – AP Region

Chapter 8: Risk Management

- PIN as Cardholder Verification Method in New Zealand – Acquirer Requirements – AP Region

ID#: 151013-021013-0027891

Original Credit Transaction Chargeback Reversal Time Limit

Background

The *Visa International Operating Regulations* have been revised to limit the time to reverse an Original Credit Transaction Chargeback to one calendar day.

Effective Date

16 December 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Money Transfer Original Credit Transaction Chargeback Reversal
- Original Credit Transaction Chargeback Reversal

ID#: 151013-021013-0027898

Transaction Receipt Consolidation and Refinement

Background

The *Visa International Operating Regulations* have been revised to more accurately apply Transaction Receipt rules, within a strategy framework, and provide ease of use by consolidating like rules and eliminating those that are obsolete or no longer necessary.

Effective Date

1 October 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Additional Receipt Content for All Transactions
- Advance Deposit Service - Transaction Receipt Completion and Delivery

- Advance Payment Deposit - U.S. Region
- Advance Payment Service Cancellation Procedures - U.S. Region
- Aggregated Transaction Requirements for Electronic Commerce Merchants - U.S. Region
- Car Rental Advance Deposit Transaction Receipts - U.S. Region
- Car Rental No-Show Requirements - U.S. Region
- Credit Transaction Receipt - Merchant Processing Requirements
- Delayed Delivery Transaction Deposit Time Frame
- Delayed or Amended Charges - Signature on File
- Delayed or Amended Charges for Visa Europe - General Requirements
- Deployment of Proximity Payment-Only Terminals
- Domestic Convenience Fee - CEMEA Region
- Easy Pay Patient Enrollment - LAC Region
- Electronic Format Cardholder Receipt Requirements
- Government Payments – Depositing Government Payment Transaction Receipts– CEMEA Region
- Government Payments in Australia - AP Region
- Health Care Merchant Requirements - U.S. Region
- Hotel Estimated Authorization Amount
- Hotel Reservation Room Hold
- Installment Billing Transaction Receipt Deposits - U.S. Region
- Merchant Agreement Provisions - U.S. Region
- Merchant Agreement Requirements
- Merchant Location Identification
- Payment Service Provider Deposit Allowances
- Previous Chargeback - U.S. Region
- Required Receipt Content for All Transactions
- Suppression of Account Information
- T&E Final Authorization
- Transaction Deposit in Transaction Country
- Transaction Receipt - Prohibitions
- Transaction Receipt and Priority Check-Out Agreement Completion
- Transaction Receipt Currency Symbol
- Transaction Receipt Delivery Requirements to Cardholders
- Transaction Receipt Delivery Timing
- Transaction Receipt Deposit Subsequent to an Authorization Reversal
- Transaction Receipt Type

- Transactions Directly Resulting from Other Entities
- Unattended Cardholder-Activated Terminal Acquirer General Requirements
- Visa Money Transfer Service Fees - CEMEA Region
- Written Confirmation of Advance Payment Service Transaction - U.S. Region

Chapter 8: Risk Management

- High-Brand Risk Merchant Exception Reports
- Merchant Exception Reports - U.S. Region
- Terminated Merchant File Listing Requirements - U.S. Region

Chapter 9: Dispute Resolution

- Acquirer Response to a Retrieval Request
- Chargeback Conditions - Reason Code 76
- Issuer Fulfillment Request
- Issuer Retrieval Request
- Overview - Reason Code 76
- Overview - Reason Code 90
- Request for Transaction Receipt Copy and Substitute Transaction Receipt

Glossary

- Deposit
- Deposit Date
- Electronic Format Cardholder Receipt
- Load Transaction Receipt
- Manual Imprinter - U.S. Region
- Substitute Transaction Receipt
- Unattended Environment

ID#: 151013-021013-0027941

Updates to Country/Region Listing

Background

To improve usability, the *Visa International Operating Regulations* have been updated to add a list of the countries that make up the Visa Inc. regions and the Visa Europe territory.

Effective Date

Upon publication

Regulation Changes

Added or revised the following:

Appendices

- Visa Inc. Regions and Visa Europe Territory

Glossary

- Visa Europe Territory
- Visa Region

ID#: 151013-021013-0027935

Visa Approvals

Background

Revisions to the *Visa International Operating Regulations* have been made to delete obsolete or redundant requirements relating to a Member obtaining approval from Visa prior to engaging in certain activities or providing certification to Visa.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 2: Visa System Participation

- Electronic Signature Applicability

Chapter 3: The Visa License

- Non-Disclosure of BIN Information - AP Region
- Non-Disclosure of BIN Information - LAC Region
- Non-Disclosure of BIN or Other Product Data Information - U.S. Region
- Registration/Ownership Denotation
- Use of BIN or Other Product Data Information - AP Region
- Use of BIN or Other Product Data Information - LAC Region
- Use of BIN or Other Product Data Information - U.S. Region

Chapter 5: Visa Products and Services

- Card Recovery Bulletin Conversion to Tape or Paper
- Domestic ATM Access Fees - CEMEA Region
- Open File Delivery Information - U.S. Region
- Preauthorized Payment Cancellation Service Limitations
- Secured Card Promotion - LAC Region
- Verified by Visa Digital Certificate Prohibitions
- Visa File Exchange Service Information - U.S. Region
- Visa Infinite Business BIN Requirements - Canada Region
- Visa Infinite Business Cards Issuer Requirements - Canada Region
- Visa Infinite Business Rewards Program Requirements - Canada Region
- Visa Message Gateway Service Information - U.S. Region
- Visa Mini Card Issuer Requirements
- Visa Resolve Online Information - U.S. Region

Chapter 6: Payment Acceptance

- Cash-Back Product Eligibility
- Non-Member Cash Disbursements - CEMEA Region
- Transactions Above the Floor Limit

Chapter 7: Transaction Processing

- ATM Account Range Table Distribution Prohibition
- Member Requirements for Visa Extended Access

ID#: 151013-021013-0027926

High-Brand Risk Merchant Expansion

Background

To further protect the payment system from illegal Merchant practices, the High-Brand Risk Merchant Category Code designation has been updated to include online cigarette sales. The proposed changes will make it easier for Visa and acquirers to identify brand damaging activity and take actions against acquirers that board merchants that violate applicable laws.

Effective Date

1 October 2013

1 April 2014

Regulation Changes

Added or revised the following:

Chapter 8: Risk Management

- High-Brand Risk Merchant Category Codes
- High-Brand Risk Merchant Registration - U.S. Region

ID#: 151013-021013-0027929

Member-to-Member Fee Rule Simplification

Background

To enhance usability, the Operating Regulations have been revised to simplify rule language pertaining to Member-to-Member fees, and to align regional rules with global rules.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 1: Visa Operating Regulations Governance

- Investigative Services Fee

Chapter 7: Transaction Processing

- Responsibility for Telecommunications Costs

Chapter 8: Risk Management

- Recovered Card Handling Fees
- Recovered Card Rewards - Canada Region
- Recovered Card Rewards in Australia – AP Region
- Recovered Card Rewards Payments - U.S. Region
- Recovered Card Rewards to Tellers and Merchants

Chapter 9: Dispute Resolution

- Arbitration and Compliance Financial Liability

- Compliance and Arbitration Appeal Filing Fee
- Retrieval Request and VisaNet Copy Request and Fulfillment Fees
- Retrieval Request Fee Recovery
- VisaNet Copy Request and Fulfillment Service Fees - U.S. Region
- VisaNet Copy Request and Fulfillment Service Fees in Japan - AP Region

Chapter 10: Pricing, Fees and Interchange

- Data and Documentation Requirements for Fee Collections and Funds Disbursements
- Fee Collection Returns
- Fee Collection Time Limit
- Fee Collection/Funds Disbursement Process - U.S. Region
- Limits of Fee Collection Returns
- Member Fee Collection and Funds Disbursement Limitations
- Resubmission of Returned Fee Collection

Glossary

- Connected Country

ID#: 151013-021013-0027923

Regional Board Reference Updates

Background

To accurately reflect the designation of authority over the *Visa International Operating Regulations*, revisions have been made to remove references to Visa Regional Offices, and Visa Regional Boards.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 1: Visa Operating Regulations Governance

- Termination of Membership - CEMEA Region

Chapter 3: The Visa License

- License, Installation, Training, Maintenance, and Support Fees
- Software License Grant

Chapter 6: Payment Acceptance

- Cash-Back Services
- Country of Domicile and Jurisdiction Requirements
- Refinance Existing Debt

Glossary

- Certification Authority
- Regional Board
- Regional Office
- Visa
- Visa Region

ID#: 151013-021013-0027928

Visa PIN Security Program Revisions

Background

Changes to the Operating Regulations related to the Visa PIN Security Program have been approved to:

- Update PIN security compliance validation processes
- Focus compliance validation activity on entities that process PIN data on behalf of others
- Provide greater transparency into the validation status of PIN program participants
- Allow direct engagement of security assessors by Visa PIN Security Program participants for on-site PIN assessments

Effective Date

12 September 2013 and 1 January 2014

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Third Party Agent ATM Requirements - CEMEA Region

Chapter 8: Risk Management

- Issuer PIN Security Requirements - Canada Region
- PIN Security Non-Compliance Penalties
- PIN Security Requirements

- PIN Security Review Fee - AP Region

ID#: 151013-021013-0027931

VisaNet Standards Exhibits

Background

To ensure that all VisaNet Authorization and Clearing requirements are consistently presented and centrally located, the Exhibits to the Visa International Operating Regulations that set forth selected information related to VisaNet standards have been deleted from the Operating Regulations. Members will be able to continue to reference the applicable VisaNet Manuals and the *Visa Merchant Data Standards Manual*, available in the Visa Publication Center.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Account Number Verification Service - Acquirer Requirements - U.S. Region
- Enriched Transaction Data - U.S. Region

Chapter 6: Payment Acceptance

- Account Funding Transaction Requirements - U.S. Region
- Cash-Back Transaction Requirements
- Electronic Commerce Indicator for Recurring Transactions - U.S. Region
- Electronic Commerce Indicator Requirements
- Government and Higher Education Payment Program Service Fee - U.S. Region
- Government and Higher Education Payment Program Third Parties - U.S. Region
- Merchant Requirements for Debt Repayment Program - U.S. Region
- Merchants Not Participating in Debt Repayment Program - U.S. Region
- Money Transfer Original Credit Transaction Sender Name and Address
- Proximity Payment POS Entry Mode Code
- Recurring Electronic Commerce Transactions
- Sponsored Merchant and Payment Service Provider Billing Name
- Sponsored Merchant Location
- Transaction Receipt Reversal or Adjustment

Chapter 7: Transaction Processing

- Acquirer Requirement for Complete and Valid Data
- Bill Payment Transaction Data Requirements - U.S. Region
- Compliance with Authorization Requirements
- Emergency Authorization for Transactions - Amount Limits - U.S. Region
- Interchange Data Element Requirements
- Money Transfer Original Credit Transaction Processing Requirements - U.S. Region
- Online Gambling Transaction Identification Penalties
- Permitted Use of Clearing Reversals - U.S. Region
- Visa Prepaid Card Transaction Data Requirements

Chapter 9: Dispute Resolution

- Minimum Cardholder Certification Requirements
- Representment Documentation

Chapter 10: Pricing, Fees and Interchange

- Basic Custom Payment Services (CPS) Requirements - U.S. Region
- Electronic Interchange Reimbursement Fee - General Qualification - U.S. Region
- Interchange Reimbursement Fee Qualification Requirements

Appendices

- All Exhibits

Glossary

- Merchant Descriptor - U.S. Region

ID#: 151013-021013-0027930

Multiple Magnetic Stripe Cards in Japan

Background

In 2003, Visa released conditions related to the use of service provider names and Marks on multiple Magnetic Stripe Cards in Japan. These requirements have been incorporated into the Operating Regulations.

Effective Date

4 September 2013

Regulation Changes

Added or revised the following:

Chapter 4: The Visa Brand

- Affinity/Co-Brand Partner Eligibility Requirements
- Affinity/Co-Branded Card Account Access
- Affinity/Co-Branded Card Transaction Processing
- Multiple Magnetic Stripes on Visa Cards in Japan - AP Region

ID#: 151013-021013-0027925

Visa Incentive Network (VIN) Program Decommission

Background

The Operating Regulations have been revised to support the discontinuance of the Visa Incentive Network (VIN) program. The Visa Incentive Network Program enabled Merchants to deliver best-in-class offers to Cardholders. Since the introduction of the Visa Incentive Network platform, Merchant offers increasingly have been deployed via electronic delivery systems; therefore, the Visa Incentive Network has become obsolete.

Effective Date

31 December 2013

Regulation Changes

Added or revised the following:

Chapter 2: Visa System Participation

- Visa Incentive Network Indemnification - U.S. Region

Chapter 5: Visa Products and Services

- Visa Incentive Network Participation Requirements - U.S. Region
- Visa Incentive Network Program Description - U.S. Region
- Visa Incentive Network Program Requirements - U.S. Region
- Visa Incentive Network Qualification - U.S. Region
- Visa Signature Card Visa Incentive Network Participation - U.S. Region
- Visa Signature Preferred Card Visa Incentive Network Participation - U.S. Region
- Visa Traditional Rewards Interchange Reimbursement Fee Requirements - U.S. Region

Glossary

- Cardholder Maintenance File - U.S. Region
- Visa Incentive Network - U.S. Region

ID#: 151013-021013-0027932

Consolidation of AP Region and CEMEA Region Product Requirements into Extension Documents

Background

The AP Regional Operating Regulations and the CEMEA Regional Operating Regulations have been revised to consolidate certain Visa regional product requirements into newly created extension documents.

Effective Date

9 May 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- BIN Requirements for Airline Co-Brand Programs - CEMEA Region
- Failure to Meet Visa Infinite Preferred Card Point-of-Sale Spend Requirement – AP Region
- Failure to Meet Visa Signature Card Point-of-Sale Spend Requirement – AP Region and CEMEA Region
- Requirements for South African Issuers of Visa Electron Cards - CEMEA Region
- Visa Gold and Platinum Cards Issued on Visa Platinum BIN - CEMEA Region
- Visa Gold/Premier Card Issuer Requirements - AP Region and CEMEA Region
- Visa Infinite Card Issuer Requirements - AP Region and CEMEA Region
- Visa Infinite Preferred Card BIN in Singapore – AP Region
- Visa Infinite Preferred Card in Singapore – AP Region
- Visa Platinum Card Issuer Requirements - AP Region and CEMEA Region
- Visa Signature Card Issuer Requirements - AP Region and CEMEA Region

Glossary

- Visa Gold Card Product Standards - AP Region and CEMEA Region

- Visa Infinite Card Product Standards - AP Region and CEMEA Region
- Visa Platinum Card Product Standards - AP Region and CEMEA Region
- Visa Signature Card Product Standards - AP Region and CEMEA Region

ID#: 151013-021013-0027883

Recurring Payment Indicator Clarification

Background

An update has been made to the Operating Regulations to clarify use of the recurring payment indicator for Electronic Commerce Transactions.

Effective Date

17 May 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Electronic Commerce Indicator for Recurring Transactions - U.S. Region
- Recurring Electronic Commerce Transactions

ID#: 151013-021013-0027893

Merchant Category Code (MCC) and Merchant Name Rules

Background

To streamline and clarify rules pertaining to the assignment of Merchant Category Codes and Merchant name, modifications have been made which also consolidate the locations of the requirements in the *Visa International Operating Regulations*.

Effective Date

11 April 2014

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Domestic Convenience Fee - CEMEA Region
- Government and Higher Education Payment Program Service Fee - U.S. Region

- In-Transit Merchant Description
- Recurring Transactions - Acquirer Requirements
- Sponsored Merchant and Payment Service Provider Billing Name

Chapter 7: Transaction Processing

- Merchant Category Code Assignment
- Merchant Name Requirements
- Merchant Name Supplementary Data
- Multiple Merchant Category Code Usage

ID#: 151013-021013-0027918

Extensions Consolidation and Cleanup

Background

As part of the Operating Regulations streamlining effort, revisions to the *Visa International Operating Regulations* have been made to delete obsolete Extension references, make associated changes, and make other minor corrections.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 2: Visa System Participation

- Visa TravelMoney Program Indemnification

Chapter 5: Visa Products and Services

- Access to Commercial Solutions Data and Reporting Tools
- Visa Buxx Card Issuer Implementation Requirements - U.S. Region
- Visa Check Card II Requirements - U.S. Region
- Visa Loyalty Platform Services Participation Requirements
- Visa Mobile Prepaid General Requirements - AP Region, CEMEA Region, and LAC Region
- Visa SavingsEdge Participation Requirements - U.S. Region
- Visa TravelMoney Customer Support Services

Chapter 6: Payment Acceptance

- Acquirer Chip Card Acceptance Requirements
- MPI Certificate Requirements - Canada Region
- Use of Account Number

Glossary

- Strategic Bankruptcy Solutions Documents
- Verified by Visa Implementation Guide

ID#: 151013-021013-0027915

Visa Right to Audit and Investigate

Background

As part of the Operating Regulations streamlining effort, revisions have been made to combine most regulations related to Visa's general right to audit, inspect, or investigate a Member or its Merchant or agent into a single rule, clarify that any such audit is at the Member's expense unless otherwise specified in the applicable regional Fee Guide, and delete redundant language.

Effective Date

Upon Publication

Regulation Changes

Added or revised the following:

Chapter 1: Visa Operating Regulations Governance

- Member Cooperation
- Visa Right to Monitor, Audit, Inspect, and Investigate

Chapter 5: Visa Products and Services

- Issuer Standards for Distribution Channel Vendors
- Use of VisaNet Gateway Services - AP Region
- Visa Platinum Card Performance Standards and Fees - LAC Region
- Visa Product Personalization - Issuer Requirements

Chapter 6: Payment Acceptance

- Merchant Agreement Requirements

ID#: 151013-021013-0027905

ATM Acceptance in Canada

Background

To support the acceptance of Visa and Plus Cards in Canada, a revision has been made to require new ATM Acquirers in Canada participating in the Visa Global ATM Program to accept all valid Cards.

Effective Date

14 June 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- ATM Card Acceptance Requirements

ID#: 151013-031013-0027951

AP Region Major Topics

Online Authorization Requirement for Visa Transactions in Australia and New Zealand

Background

The Operating Regulations have been revised to implement a Zero Floor Limit for all Visa Transactions and to require Online Authorization for all Proximity Payment Transactions in Australia and New Zealand.

Effective Date

12 April 2014

18 April 2015

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Chip Reading Terminal Risk Management in Australia – AP Region
- Domestic Chip Floor Limits in Australia – AP Region

- Domestic Non-Chip Floor Limits in Australia – AP Region
- Proximity Payment Authorization Requirements - AP Region

Appendices

- Australia (Dollar)
- New Zealand (Dollar)

ID#: 151013-021013-0027902

Canada Region Major Topics

Launch of Visa Infinite Privilege and Visa Infinite Privilege Business Card in Canada

Background

New Operating Regulations have been introduced to support the issuance requirements for the new Visa Infinite Privilege and Visa Infinite Privilege Business Cards in Canada.

Effective Date

1 November 2013

ID#: 151013-021013-0027914

New Merchant Agreement Disclosure Requirements and Cancellation Rights for Canada

Background

New Operating Regulations have been approved to reflect the Commissioner's Guidance 10 issued by the Financial Consumer Agency of Canada, to further clarify the application and interpretation of the Voluntary Code of Conduct for the Credit and Debit Card Industry as it relates to inappropriate sales and business practices, disclosure to Merchants in multiple Service Provider agreements and multiple contract cancellation penalties, costs or fees.

Effective Date

12 November 2013

Regulation Changes

Added or revised the following:

Chapter 1: Visa Operating Regulations Governance

- Obligation to Comply with the “Code of Conduct” – Canada Region

Chapter 6: Payment Acceptance

- Merchant Agreement Disclosure Requirements and Cancellation Rights - Canada Region

Glossary

- Service Provider - Canada Region

ID#: 151013-031013-0027950

Revisions to Fraud Protection for Domestic Proximity Payment Transactions at Automated Fuel Dispenser Merchants in Canada

Background

The Canada Regional Operating Regulations have been revised to extend existing protection against the “Fraud-Card-Present Transaction” Chargeback (reason code 81) for Canada domestic Visa payWave Transactions up to and including CAD \$100. This protection was set to expire on 30 September 2013.

Effective Date

1 October 2013

Regulation Changes

Added or revised the following:

Chapter 9: Dispute Resolution

- Minimum Chargeback Amount - Reason Code 81

ID#: 151013-031013-0027949

CEMEA Region Major Topics

Government Service Fees in Egypt

Background

The CEMEA Regional Operating Regulations have been revised to permit Merchants in Egypt, with the specified Merchant Category Codes in the Operating Regulations, who process payments for the Egyptian government, to assess a Service Fee for payments made by Visa Cards for qualifying government Transactions, in accordance with local applicable law.

Effective Date

8 June 2013

Regulation Changes

Added or revised the following:

Chapter 6: Payment Acceptance

- Government Payment Acquirer Requirements in Egypt - CEMEA Region
- Government Payment Acquirer Requirements in Russia - CEMEA Region
- Government Payment Data Requirements in Russia – CEMEA Region
- Government Payment Service Fee Requirements – CEMEA Region
- Government Payments - Visa Rights – CEMEA Region
- Government Payments Transaction Receipt Data Requirements – CEMEA Region
- Surcharges

Glossary

- Government Payment – CEMEA Region
- Service Fee - CEMEA Region

ID#: 151013-021013-0027889

LAC Region Major Topics

Introduction of Visa Platinum Business Cards in the LAC Region

Background

To support the needs of small business owners in the LAC Region, new Operating Regulations for the issuance of the new Visa Platinum Business Card have been introduced to Members in the small business segment looking for premium business options to meet their needs.

Effective Date

15 April 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Subtopic: Visa Platinum Business Cards - LAC Region

Glossary

- Visa Platinum Business Card - LAC Region

ID#: 151013-021013-0027896

Introduction of Visa Premium Corporate Products in the LAC Region

Background

To address the needs of Visa corporate Cardholders in the LAC Region, new Operating Regulations have been introduced to support the issuance requirements for the new set of Visa Premium Corporate products - Visa Platinum Corporate, Visa Signature Corporate and Visa Infinite Corporate.

Effective Date

15 May 2013

Regulation Changes

Added or revised the following:

Chapter 5: Visa Products and Services

- Subtopic: Visa Premium Corporate Cards - LAC Region

Glossary

- Visa Premium Corporate Card - LAC Region

ID#: 151013-021013-0027897

U.S. Region Major Topics

Contact and Contactless Chip Updates Phase II

Background

To enable Visa Debit Card Issuers in the U.S. Region to support multiple debit routing options, as required by Federal Reserve Regulation II, the U.S. Regional Operating Regulations covering Chip Transaction routing have been updated to:

- Revise prohibitions on the use of Visa Chip technology for non-Visa transactions
- Introduce a Visa U.S. Common Debit Application Identifier (AID) to facilitate U.S. domestic debit transactions
- Amend the requirement that all Chip transactions initiated using a Visa-owned AID must be processed through VisaNet to exclude transactions initiated using the Visa U.S. Common Debit Application Identifier
- Require that the Visa AID be the highest priority AID whenever another network's AID is on a Visa-owned Chip application, except if one of the AIDs is the Visa U.S. Common Debit Application Identifier

Effective Date

25 April 2013

Regulation Changes

Added or revised the following:

Chapter 3: The Visa License

- Visa-Owned Chip Technology Use - U.S. Region

Chapter 5: Visa Products and Services

- Application Identifier Priority - U.S. Region
- Chip Card Issuing Requirements - U.S. Region
- Visa payWave Transaction Processing - U.S. Region

Chapter 6: Payment Acceptance

- Chip Transaction Processing Requirements - U.S. Region

Glossary

- Application Identifier - U.S. Region
- Visa U.S. Common Debit Application Identifier - U.S. Region

ID#: 151013-021013-0027907

Other Revisions

Effective Dates

Most effective dates older than six months have been deleted.

ID#: 151013-031013-0027947

Minor Edits, Grammar, Punctuation, and Rephrasing

The *Visa International Operating Regulations* is updated throughout the year and published to support new products, services and programs, and to modify existing rules to respond to changes in the electronic payments industry. Part of this update process includes incorporating minor editorial revisions to ensure consistency and clarity and to delete obsolete or redundant language and exhibits.

ID#: 151013-031013-0027948

About the Operating Regulations

General Overview

What are Operating Regulations?

Purpose

Visa has established regulations that are designed to minimize risks and provide a common, convenient, safe, and reliable global payment experience. The *Visa International Operating Regulations* are set and modified by Visa to support the use and innovation of Visa products and services, and represent a binding contract between Visa and all Members. The Operating Regulations do not constitute a third-party beneficiary contract as to any entity or person, nor do they constitute a contract, promise or representation, or confer any rights, privileges, or claims of any kind as to any third parties.

The *Visa International Operating Regulations* are based on consistent principles around the globe to ensure a common payment experience, while supporting region-specific and domestic regulations that allow for variations and unique marketplace needs. The *Visa International Operating Regulations* are proprietary and confidential to Visa. The *Visa International Operating Regulations* are distributed to Members for use exclusively in managing their Visa programs and must not be duplicated, published, distributed or disclosed, in whole or in part, to Merchants, Cardholders, or any other person without prior written permission from Visa.

The Visa Operating Regulations are updated regularly. You are responsible for obtaining and referring to the current content of the *Visa International Operating Regulations* on the Visa Publication Center at all times.

ID#: 050411-010410-0020308

General Contents

The *Visa International Operating Regulations* specifies standards that all Members must meet to operate and participate in Visa payment services, and contains:

- The International regulations applicable to all Members of Visa International and its subsidiaries
- *AP Regional Operating Regulations* applicable to Members operating in the Asia-Pacific Region, including clients of Visa Worldwide Private Ltd.
- *Canada Regional Operating Regulations* applicable to customers operating in the Canada Region
- *CEMEA Regional Operating Regulations* applicable to Members operating in the Central Europe, Middle East, & Africa Region
- *LAC Regional Operating Regulations* applicable to Members operating in the Latin America & Caribbean Region

- *U.S. Regional Operating Regulations* applicable to Members operating in the U.S. Region

Content unique to a specific region is indicated within titles, language, and system attributes.

Note: As a separate company, Visa Europe independently manages the publication of the *Visa Europe Operating Regulations*. Common regulations that are necessary to ensure the continued interoperability and consistency of the Visa brand, global payment transactions and system interoperability are found in both the *Visa International Operating Regulations* and the *Visa Europe Operating Regulations*.

ID#: 050411-010410-0020309

What Do Operating Regulations Include?

General

The *Visa International Operating Regulations* is organized according to the "Visa International Operating Regulations - Core Principles" that describes the expectations and requirements for participating in the Visa system. These Core Principles are outlined below and are also described at the beginning of each chapter. They are intended to:

- Serve as fundamental policy statements that describe the rules and processes designed to ensure the long-term value and reliability of Visa's products, system and brand
- Be presented in general terms as broad guidelines or statements of intent to guide business discussions, dealings and decisions, absent a specific rule
- Provide global consistency for the integrity of the Visa brand and system

ID#: 010410-010410-0020310

Organization

Operating Regulations Structure

Chapter Descriptions

The Operating Regulations are organized according to the "Visa International Operating Regulations - Core Principles" that describe the expectations and requirements for participating in the Visa system.

Core Principle 1: Visa Operating Regulations Governance - Outlines the scope and application of the *Visa International Operating Regulations*, a Member's requirement to comply with the Operating Regulations, and general fines for non-compliance.

Core Principle 2: Visa System Participation - Specifies minimum requirements for Members, Third Parties and VisaNet Processors, including liability and indemnification provisions.

Core Principle 3: The Visa License - Specifies various license, copyright and trademark provisions.

Core Principle 4: The Visa Brand - Specifies Member requirements for reproduction of the Visa-Owned Marks, including Card production, promotions, sponsorships and responsibilities for non-Card use of the Visa-Owned Marks.

Core Principle 5: Visa Products and Services - Specifies both Issuer requirements for participation in the Visa, Visa Electron and Plus programs, and Acquirers with respect to Acquirer-Merchant contracts, terminal requirements, Electronic Commerce and participation in the Visa Global ATM Program.

Core Principle 6: Visa Payment Acceptance - Specifies requirements for Merchants, including Transaction acceptance, special Merchant payment acceptance services and Transaction Receipt completion and processing.

Core Principle 7: Transaction Processing - Specifies Member requirements for payment processing, including Authorization, Clearing, and Settlement.

Core Principle 8: Risk Management - Specifies general security requirements, the rights and responsibilities of Visa and Members related to risk management and security, counterfeit losses, and the Visa risk management services.

Core Principle 9: Dispute Resolution - Governs the Transaction Receipt retrieval process, as well as a Member's attempts to resolve disputes and the processes available to the Member if its resolution efforts are unsuccessful. These processes include Chargebacks, Representments, Arbitration, and Compliance.

Core Principle 10: Pricing, Fees and Interchange - Specifies international fees applicable to Members, Interchange Reimbursement Fees, and procedures for collection, disbursement, and problem resolution.

Exhibits - Groups exhibits by topic for easy reference.

Maximum Authorized Floor Limits - Lists maximum authorized Floor Limits according to country.

Defined Terms - Lists terms used throughout the *Visa International Operating Regulations* that have a meaning beyond, or in lieu of, their dictionary meaning.

ID#: 010410-010410-0020311

Authoring Style

General Authoring Conventions

Grammar and Usage

The following conventions apply to grammar and usage throughout the *Visa International Operating Regulations*:

- "Visa" refers to any Visa Region, regional office, management or committee as applicable
- "*Visa International Operating Regulations*" refers to content from the *Visa International Operating Regulations* and all Regional Operating Regulations.
- The singular imports the plural, and the plural imports the singular. For example: "A Merchant must ...," implies that "All Merchants must..."
- Combination of Terms:
 - The term "Transaction" when combined with a Merchant type means a Transaction completed at that Merchant Outlet or Branch. For example: "Airline Transaction" means "a Transaction at an Airline."
 - The term "Cardholder" when combined with a Card product name means the Cardholder of that Card type. For example: "Visa Electron Cardholder" or "Visa Classic Cardholder"
 - Other terms may be combined in a similar manner

ID#: 010410-010410-0020313

Symbols and Style

In the *Visa International Operating Regulations*, special symbols and conventions are used as follows:

- Words that appear with initial capitalization have a special meaning beyond, or in lieu of, their dictionary meaning. These terms are specified in "Terms and Definitions."
- References to other documents and sections within the document are included as a hyperlink and either formatted in *italics* or enclosed within quotation marks

ID#: 060412-010410-0020314

Changes to the Operating Regulations

Changes to the *Visa International Operating Regulations* will be 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 International Operating Regulations*, all changes are effective on the publication date.

ID#: 010410-010410-0020315

Contents Numbering

Section Numbering

Unique Regulation Identifiers

Legacy alpha-numeric section numbering designed for traditional book publishing has been replaced with a unique regulation Identification (ID) code more appropriate for dynamic online publication capabilities.

The unique ID remains with each regulation for as long as the regulation remains unchanged. If modified, the regulation ID is updated to reflect the date of change, but a unique 7-digit reference number is retained to allow users to easily track the lifecycle of any given regulation. When searching by section number, or quoting a particular section within the *Visa International Operating Regulations*, the user may use or refer to the final digits in the ID sequence as the regulation number.

ID#: 050411-010410-0020316

Unique Identifier Format

The new regulation ID format includes the date the regulation section was published, its effective date, and a unique 7-digit reference number. The format is as follows:

(Publication date) DDMMYY - (Effective date) DDMMYY - (unique 7-digit reference #) 1234567

Sample: ID# 090909-171009-0003557

ID#: 010410-010410-0020317

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 1: Visa Operating Regulations Governance

Core Principle 1.1

The Operating Regulations

Binding Contract

The Visa Operating Regulations represent a binding contract between Visa and participants in the system.

ID#: 010410-010410-0007750

Core Principle 1.2

Visa Management

Setting the Rules

Visa Operating Regulations are set and modified by Visa management to support the use of Visa products and services for all participants in the electronic payments chain. To protect the Visa system and brand, maintain its leadership position, and deliver competitive value to all system participants, Visa constantly evaluates marketplace trends, technological developments, and opportunities for greater efficiency or innovation, and modifies its rules to respond to business and technology trends.

ID#: 010410-010410-0007751

Core Principle 1.3

Compliance

Monitoring Compliance

Visa actively and reactively monitors compliance with Visa Operating Regulations, for product, brand and technical requirements, merchant acceptance procedures, and industry-wide standards.

ID#: 010410-010410-0007752

Core Principle 1.4

Consistency

Ensuring a Common Experience

Visa Operating Regulations are based on consistent principles around the globe to ensure a common experience, while supporting region-specific and domestic rules that allow for variations and unique marketplace needs.

ID#: 010410-010410-0007753

Core Principle 1.5

Conflicts

Settling Conflicts

In the event of any conflict between the Visa Operating Regulations and any applicable laws or regulations, the requirements of such laws or regulations will govern.

ID#: 150413-010410-0007754

Core Principle 1.6

Variances and Waivers

Granting Variances and Waivers

Visa management may grant variances or temporary waivers to Visa Operating Regulations for unique marketplace conditions and customer needs, including emergency variances that may be granted in the event of a natural disaster.

ID#: 010410-010410-0007755

Use and Application of Bylaws and Operating Regulations

Obligation to Comply with Bylaws and Visa International Operating Regulations

Visa International Bylaws

The *Visa International Certificate of Incorporation and Bylaws* specify the minimum standards with which Members must comply unless Visa specifically grants a Variance or Waiver. Further, the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws, Appendix E to the Canada Regional Operating Regulations*, and the *Visa Worldwide Supplementary Operating Regulations (for Asia-Pacific)* also govern their respective Members.

ID#: 151012-010410-0000342

Appendix E - Canada Region

A Canada Member must comply with *Appendix E to the Canada Regional Operating Regulations*.

ID#: 151012-010410-0003767

Use and Application of Operating Regulations

Applicable Laws (Updated)

A Member must comply with applicable laws or regulations and 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 International Operating Regulations* and any applicable laws or regulations, the requirements of the laws or regulations govern.

ID#: 151013-010410-0000385

Definition of a U.S. Domestic Transaction - U.S. Region

A Transaction is considered a U.S. Domestic Transaction if it occurs inside one of the following:

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

ID#: 010410-010410-0003684

Use of the Visa International Operating Regulations

The *Visa International Operating Regulations* are **only** to be reviewed or used in connection with the 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 International Operating Regulations* govern the relationship between Visa and its Members and their agents. The *Visa International Operating Regulations* do not constitute a third-party beneficiary contract as to any entity or person, nor do they 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 International Operating Regulations* at any time. Changes will be reflected in the next edition of the *Visa International Operating Regulations*.

ID#: 081010-010410-0007428

Use and Application of the U.S. Regional Operating Regulations - U.S. Region

The U.S. Regional Operating Regulations apply only to financial institutions conducting Card issuing and Merchant acquiring activities within the U.S. Region as Members of Visa U.S.A. Inc. and their Agents. As such, the U.S. Regional Operating Regulations govern the relationship between Visa U.S.A. Inc. and its Members and their Agents.

ID#: 010410-010410-0003436

Operating Regulation Violations - Canada Region

A Canada Member must **not** do anything to cause Visa Canada to violate the Canada Regional Operating Regulations or the *Visa International Operating Regulations*.

ID#: 010410-010410-0003760

Obligations Imposed on Visa Canada - Canada Region

A Canada Member must perform obligations imposed on Visa Canada under the Canada Regional Operating Regulations or the *Visa International Operating Regulations* that arise out of Interchange or a Transaction resulting in Interchange, between the Member and a non-Member of Visa Canada.

ID#: 010410-010410-0003768

Obligation to Comply with the "Code of Conduct" – Canada Region (Updated)

In the Canada Region, all Members must abide by the "Code of Conduct for the Credit and Debit Card Industry" as outlined in Appendix 1 as it may be amended from time to time (the "**Code**").

Members acknowledge and agree 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 which the Member is responsible for under the *Visa International Operating Regulations* including participants that interact, directly or indirectly with Merchants or Cardholders (including without limitation, VisaNet Processors and Third Parties) on behalf of the Member must abide by the Code.

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

- By 31 January of each year, an officer's certificate, in the form attached as Schedule A-1, confirming their compliance with the Code.
- By 15 August of each year, a Code of Conduct Compliance Questionnaire in the form required by Visa from time to time.

A Member that fails to submit a completed officer's certificate or questionnaire as required will be subject to a penalty 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.

ID#: 151013-160810-0025973

Obligation to Comply with Operating Regulations

Visa International Operating Regulations Description

Effective through 31 December 2013, the *Visa International Operating Regulations* specify the common rules with which Members must comply when operating and participating in the Visa, Visa Electron, Visa Cash, Plus, Interlink, and Visa TravelMoney Programs, unless Visa specifically grants a variance.

Effective 1 January 2014, the *Visa International Operating Regulations* specify the common rules with which Members must comply when operating and participating in the Visa, Visa Electron, Plus, Interlink, and Visa TravelMoney Programs, unless Visa specifically grants a variance.

ID#: 111011-010410-0000343

Obligation to Comply with Card Design Specifications

Issuers must comply with the following specifications for Card design, as applicable:

- *Visa Product Brand Standards* for all Visa and Visa Electron Cards
- **Effective through 31 December 2013**, *Visa Cash Program Operating Regulations*

ID#: 151012-010410-0007012

Member Responsibilities - U.S. Region

A U.S. Member must perform all obligations imposed on Visa U.S.A. Inc. under the *Visa International Operating Regulations* that arise out of Interchange or a Transaction resulting in Interchange between the Member and a Foreign Licensee.

The Member must **not** do anything to cause Visa U.S.A. Inc. to violate the *Visa International Operating Regulations*.

ID#: 050411-010210-0000349

Local, Domestic, and Regional Operating Regulations and Private Agreements

Regional Operating Regulations

Visa International Operating Regulations - Canada Region

Except as otherwise provided in the Canada Regional Operating Regulations and any Services Agreement, the provisions of the *Visa International Operating Regulations* apply to Canada Members operating in the Canada Region.

ID#: 010410-010410-0000380

National, Group Members, and Private Agreements

Private Processing Arrangements Prohibition — AP Region

Private Processing Arrangements are prohibited in the AP Region for Members in Malaysia, Philippines, Singapore, Thailand and Vietnam.

ID#: 160312-010411-0026202

Private Arrangements Prohibition - U.S. Region

Private Arrangements are prohibited in the U.S. Region.

ID#: 010410-010410-0000384

Extensions to the Operating Regulations

Publications with Equivalent Authority

Authority of Other Publications

The requirements in the Extensions referenced throughout the *Visa International Operating Regulations* have the same authority as the *Visa International Operating Regulations*. They are binding upon participants in the services referenced. The *Visa International Operating Regulations* govern in the event of any inconsistency or contradiction with an Extension, unless Visa specifically grants a Variance or Waiver to the *Visa International Operating Regulations*.

ID#: 151012-010410-0007426

Variations or Waivers to the Operating Regulations

Variations or Waivers - Procedures

Variations or Waivers to the Visa Operating Regulations

Visa may grant a Member's request for a Variance or Waiver to a particular rule or requirement in the *Visa International Operating Regulations* or an Extension if the Member cannot comply for reasons including but not limited to:

- Member is testing a new product or service
- Member is participating in a pilot program
- Member is expanding into new market segments or countries or Visa determines a need for a Variance or a Waiver to expand acceptance, or for other purposes
- Member is unable to comply due to circumstances beyond its control, such as:
 - Natural disasters
 - Acts of war
 - Failure of public infrastructure
 - Government restrictions due to political unrest
 - Government regulation that contravenes *Visa International Operating Regulations* requirements

If a Member cannot comply due to applicable laws or regulations that contravene *Visa International Operating Regulations* requirements, Visa reserves the right to require proof of the specific laws or regulations. If such proof is requested by Visa and the laws or regulations are written in a language other than English, the Member must submit a copy of the applicable laws or regulations accompanied by an English translation.

Visa reserves the right to adopt, amend or repeal any Variance or Waiver.

ID#: 150413-080312-0025926

Variance or Waiver Submission Requirements

A Member that cannot comply with a particular rule or requirement in the *Visa International Operating Regulations* or an Extension must submit a Variance or Waiver request¹ to Visa for approval. The request must:

- Be submitted in writing
- Be completed in English
- Specify the regulation(s) for which the Variance or Waiver is sought
- Contain full details about the nature and circumstances of the requested Variance or Waiver, including, but not limited to:
 - Scope
 - Business justification
 - Impact to Visa and all participants in the Visa system
 - Duration
 - Any other relevant information that would enable Visa to make a sound determination
- Be signed by an officer of the Member

¹ A Variance or Waiver request form is available from Visa upon request.

ID#: 150413-080312-0025927

Variance or Waiver Decision

Visa will notify a Member in writing of its decision on a Variance or Waiver request.

ID#: 150413-080312-0025928

Variance or Waiver Limitations

Each Variance or Waiver granted by Visa is unique and limited only to the specific circumstances of the individual request. A Member must not apply a previously granted Variance or Waiver to any other future programs or services nor consider a previously granted Variance or Waiver as determining the outcome of future requests.

ID#: 150413-080312-0025929

Confidentiality of Visa Materials

Confidentiality Requirements

Visa Confidential Materials

A Visa Member must:

- Maintain Visa Confidential information in strict confidence
- Not disclose any Visa Confidential information¹
- 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

Disclosure to contractors of technical specifications is subject to "Confidentiality of VisaNet Information."

¹ A variance to this requirement applies in the U.S. Region and in U.S. Territories.

ID#: 150413-010410-0000467

Confidentiality of VisaNet Information

VisaNet consists of confidential and proprietary information belonging to Visa. Each Member must take appropriate action, by agreement or otherwise, to ensure that its employees or agents with access to VisaNet are:

- Advised of the confidential and proprietary nature of these systems
- Prohibited from providing access to or disclosing these systems to any third party¹
- Prohibited from using these systems for any purpose not authorized in the *Visa International Operating Regulations*

¹ A variance to this requirement applies in the U.S. Region.

ID#: 150413-010410-0003669

Visa Right to Monitor, Audit, Inspect, or Investigate

Visa Right to Monitor, Audit, Inspect, or Investigate

Visa Right to Monitor, Audit, Inspect, and Investigate (Updated)

At Visa's sole discretion, at any time, Visa may, either itself or through an agent:

- Investigate, review, audit, and inspect a Member, or the Member's agents or Merchants, including by inspecting the premises and auditing the books, records, and procedures of such Member, agent, or Merchant, to ensure that it is complying with the *Visa International Operating Regulations*, Extensions, and applicable brand and security standards and procedures
- Monitor, investigate, review, audit, and inspect the premises, books, records, or procedures of an Approved Manufacturer or Third-Party Personalizer, including security and quality control procedures of each Approved Manufacturer and Third-Party Personalizer
- Obtain from any Approved Manufacturer or Third-Party Personalizer a production-run sample of a Visa Card or Visa Electron Card which includes all security features

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

ID#: 151013-010410-0007121

Right to Request Cards

Visa may, request a functional Visa Card, Visa Electron Card, Plus Card or access to any New Channel associated with any or all BINs owned or used by an Issuer.

Upon written request, an Issuer must:

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

ID#: 160312-130111-0026009

Member Rights and Obligations

Member Cooperation (Updated)

A Member must cooperate fully, and ensure that its Agent or Merchant cooperates fully, with Visa in an investigation, inspection, audit, or review, as specified in "Visa Right to Monitor, Audit, Inspect, and Investigate." This cooperation includes providing access to the premises and to all pertinent records and releasing any information to Visa upon request.

ID#: 151013-010410-0000469

General Investigation Responsibilities

Member Investigation of Suspected Fraud

A Member must comply with the *Global Visa Acquirer Fraud Control Manual*, the *Global Visa Issuer Fraud Control Manual*, and *What To Do If Compromised*, 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

ID#: 150413-010410-0007123

Prevention of Loss or Theft of Information

After completing the investigation, the Member must demonstrate its ability to prevent future loss, theft, or compromise of Visa account or Cardholder information, in accordance with the requirements of the Account Information Security Program and the Payment Card Industry Data Security Standard (PCI DSS).

ID#: 111011-110210-0025605

Additional Investigation

Visa may require a Member or its agent to conduct an additional investigation. If required, the Member or its agent must:

- Cooperate fully with Visa
- Comply with the Visa investigation timeline, as specified in *What To Do If Compromised*
- Provide access to the premises involved in the investigation
- Provide Visa and/or its agent access to all applicable records, including, but not limited to:
 - Computer forensic reports
 - Network diagrams
 - Systems connected directly or indirectly to VisaNet or used to transmit, process, or store account data
- Engage a Payment Card Industry Forensic Investigator (PFI). If the Member or its agent fails to do so, Visa may engage a PFI to perform a forensic investigation and will assess all investigative costs to the Member in addition to any applicable fine.

ID#: 151012-210410-0007124

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 such as:

- 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 Visa Cards or Visa Electron Cards
- Providing information to proper authorities for the possible arrest of suspects, at the Issuer's request
- Performing any other reasonable investigative assistance
- Inspecting the facilities of credit card manufacturers, embossers, encoders, mailers, and chip embedders

ID#: 010410-010410-0007122

Investigative Services Fee (Updated)

A Member that requests investigative services from another member must pay an investigative service fee, as follows:

- US \$50 per hour (payable in half-hour increments)

- US \$0.20 per mile for necessary travel or, in the U.S. Region, the prevailing mileage rate (as permitted by the U.S. government)
- Extraordinary out-of-pocket expenses

A Member that performs investigative services for other Members must prepare an itemized statement for the Member requesting the services.

ID#: 151013-010410-0008484

Member Response Standards - CEMEA Region

A CEMEA Member must respond to a request from another CEMEA Member, Visa, or a law enforcement agency

ID#: 111011-010410-0002249

Operating Regulations Compliance and Enforcement

Fines and Penalties - General

Visa Right to Fine

The *Visa International Operating Regulations* contain enforcement mechanisms that Visa may use for violations of the *Visa International Operating Regulations*. The Operating Regulations also specify the procedure for the allegation and investigation of violations and the rules and schedules for fines and penalties.

Visa may levy fines and penalties as specified in the *Visa International Operating Regulations*. Visa officers will enforce these fines and penalties.

These procedures and fines are in addition to enforcement rights available to Visa under other provisions of the *Visa International Operating Regulations*, the applicable Certificate of Incorporation and Bylaws, or through other legal or administrative procedures.

ID#: 010410-010410-0007280

General Fines Schedule

The fines listed in the table below are in addition to any other fines or penalties specified in the *Visa International Operating Regulations*.

General Schedule of Fines

Violation	Fine
First violation of regulation	Warning letter with specific date for correction and US \$1,000 fine
Second violation of same regulation in a 12-month period after Notification of first violation	US \$5,000 fine
Third violation of same regulation in a 12-month period after Notification of first violation	US \$10,000 fine
Fourth violation of same regulation in a 12-month period after Notification of first violation	US \$25,000 fine
5 or more violations of same regulation in a 12-month period after Notification of first violation	Visa discretion
If the 12-month period is not violation-free and the fines total US \$25,000 or more	Additional fine equal to all fines levied during that 12-month period

ID#: 151012-010410-0000482

Fines and Penalties Process

Determination of Violation

Determination of a violation of the *Visa International Operating Regulations* may be made as follows:

- Based on the response from a Member to a Notification of investigation and other available information, Visa will determine whether a violation of the *Visa International Operating Regulations* has occurred.
- The Member's failure to respond to a Notification of investigation and to provide all information requested may result in a determination that a violation has occurred.

ID#: 010410-010410-0001052

Notification of Determination

Visa will notify a Member if it determines that a violation 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 the:

- Reasons for such determination
- Fines assessed

- Right to appeal the determination and/or the fines assessed for such violation

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

ID#: 160312-010410-0001053

Fine Assessment

All fines imposed by Visa are fines imposed on Members. A Member is responsible for paying all fines, regardless of whether it absorbs the fines, passes them on, or increases them in billing its customer (e.g., Cardholder, Merchant). A Member must **not** represent to its customer that Visa imposes any fine on its customer.

ID#: 010410-010410-0001054

Collection of Fines

Visa will electronically collect all fines through Visa billing statements after notifying the Member.

ID#: 160312-010410-0002449

Notification Response

A Member must respond to and provide information requested by Visa for a *Visa International Operating Regulations* violation that is under investigation.

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

ID#: 160312-150211-0025974

Fines and Penalties for Repetitive and Willful Violation

Repetitive Violations

Repetitive violations of the *Visa International Operating Regulations* incur heavier fines or other actions. A violation of any section qualifies as a repetitive violation only if the violating Member does not correct it by the date specified in the Notification.

ID#: 010410-010410-0003645

Time Period

Penalties increase for repetitive violations 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 regulation.

ID#: 010410-010410-0000478

Willful Violations

In addition to the fines and penalties specified in "Fines and Penalties - General," a Member found to have willfully violated the *Visa International Operating Regulations*, adversely affecting the goodwill associated with the Visa system, brand, products and services, the operation of the Visa Systems, or the operations of other Members, will be subject to a further fine. 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 International Operating Regulations*.

When determining the amount of a fine, in addition to the criteria above, 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

ID#: 160312-010410-0007288

Compliance Enforcement Appeals

Enforcement Appeals

A Member may appeal¹ a determination of a violation or fine 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 fine.
- The appealing Member must submit with the appeal any new or additional information necessary to substantiate its request for an appeal.
- A fee of US \$5,000 will be assessed to the Member upon receipt of the appeal. This fee is refundable if the appeal is upheld.

Visa bases its decision on the new information provided by the requesting Member. Each Member may submit arguments supporting its position. All decisions are final and not subject to any challenge.

¹ Appeal procedures are available from Visa upon request.

ID#: 150413-150211-0025975

Right of Termination of Merchant or Agents

Visa Rights

Visa Right to Contact Merchant

Visa may contact a Merchant, a Sponsored Merchant, or a Payment Service Provider directly, if warranted.

ID#: 151012-010711-0026440

Visa Right to Terminate Merchant, Payment Service Provider, or Sponsored Merchant

Visa may permanently prohibit a Merchant, Payment Service Provider (PSP), Sponsored Merchant, or any other entity, or one of its principals, from participating in the Visa 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 under a new name with the intent to circumvent the provisions of the *Visa International Operating Regulations*
- Activity that causes the Acquirer to repeatedly violate the *Visa International Operating Regulations*
- Activity that has resulted in Visa prohibiting the Merchant, Sponsored Merchant, or Payment Service Provider from participating in the Visa or Visa Electron Program
- Any other activity that may result in undue economic hardship or damage to the goodwill of the Visa system

ID#: 151012-010410-0007120

Revocation of Merchant Privileges

Visa may fine an Acquirer that enters into a Merchant Agreement with a Merchant, Sponsored Merchant, or known principals of a Merchant that Visa has prohibited from participating in the Visa or Visa Electron Program.

ID#: 010410-010410-0005255

Global Merchant Chargeback Monitoring Program - Merchant Disqualification

Visa may disqualify a Merchant that has been placed in the Global Merchant Chargeback Monitoring Program from participation in the Visa Program if the Merchant meets or exceeds the specified Chargeback ratio threshold of 2% without an effective Chargeback reduction plan, and 2 of the following levels of Chargeback activity are reached:

- Merchant's Chargeback ratio is 2 or more times the specified Chargeback ratio in a single month
- Merchant is assessed fees for 3,000 or more Chargebacks in a single month
- Merchant is assessed US \$1 million or more in Global Merchant Chargeback Monitoring Program fees

ID#: 081010-010410-0002445

Termination of Merchant Agreement

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

If the Acquirer has not terminated the Merchant Agreement by the date specified, Visa may assess the Acquirer a fine, in an amount to be determined by the Board of Directors.

ID#: 010410-010410-0008241

Fines for U.S. Merchant Agreement with Prohibited Merchant - U.S. Region

Visa assesses a fine to a U.S. 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 specified in the table below.

Acquirer Fines for Merchant Agreement with a Prohibited Merchant - U.S. Region

Violation	Fine
First violation in a 5-year period	US \$10,000
Second violation in a 5-year period	US \$20,000

Third violation in a 5-year period	US \$50,000
4 or more violations in a 5-year period	At the discretion of Visa

Visa assesses an additional fine of US \$10,000 for each 30-calendar-day period, or portion thereof, during which the U.S. Acquirer fails to terminate the Merchant Agreement.

ID#: 010410-010410-0007118

Member Obligations

Acquirer Responsibility for Costs

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

ID#: 010410-010410-0007117

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 2: Visa System Participation

Core Principle 2.1

Bylaws and Operating Regulations

Following the Rules of Participation

Financial institutions, payment data processors, and other qualified business entities may participate in the Visa system by meeting the conditions outlined in the applicable Visa Bylaws and Operating Regulations. Key information from the Visa Bylaws and Operating Regulations are outlined in these Core Principles.

ID#: 010410-010410-0007756

Core Principle 2.2

Third Party Registration

Using a Third Party

Visa participants are generally financial institutions or other eligible businesses that issue Visa products to consumers or enroll merchants to accept Visa products for payment of goods and services. Participants may also contract with third-parties to facilitate issuing and acquiring activities, including VisaNet processors who have a direct connection to VisaNet. Participants in the Visa system agree to register VisaNet processors and third-parties that facilitate Visa activity. Participants are responsible for all errors, acts and omissions of such third-parties, including their agents and vendors.

ID#: 010410-010410-0007757

Core Principle 2.3

Liabilities and Indemnifications

Taking Responsibility

Visa participants are solely responsible for their issuance of Visa products and acquiring of merchants to accept Visa products, including responsibility for settlement of transactions, compliance with Visa Bylaws and 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.

ID#: 010410-010410-0007758

Membership

Member Acquisition

Member Acquisition Upon Regulatory Closure - Ineligible Assuming Organization - U.S. Region

In the U.S. Region, if an 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, the organization must immediately:

- Cease all use of the Visa-Owned Marks and all other activities reserved for Members of Visa
- Cease exercising the rights and privileges reserved for Members of Visa

ID#: 111011-010100-0025753

Member Acquisition Upon Regulatory Closure - Assuming Organization Failure to Submit Required Materials - U.S. Region

In the U.S. Region, if the assuming organization is not a Member of Visa at the time of its assumption of Visa programs and does not submit the required "Client Licensing Application" agreement within the time frame specified in "Member Acquisition Upon Regulatory Closure - Assuming Organization Membership - U.S. Region," the assuming organization:

- Must cease all operations of the Visa programs and use of the Visa-Owned Marks

- Is liable for all losses, costs, damages, and expenses (including attorneys' fees and expenses) to Visa and its Members resulting from its unauthorized operations

ID#: 111011-010100-0025758

Member Acquisition Upon Regulatory Closure - Assuming Organization Membership - U.S. Region

In the U.S. Region, an assuming organization that is not a Member of Visa at the time of its assumption of Visa programs, and that is eligible for membership must:

- Submit to Visa a "Client Licensing Application" agreement within 10 calendar days after the assuming organization's assumption of the subject 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 organization's assumption of the subject Visa programs, as specified in the:
 - *Visa International Operating Regulations*
 - *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*
- Pay all applicable fees and charges within the time frame specified by Visa

ID#: 111011-010100-0025752

Member Acquisition Upon Regulatory Closure - Membership Category Requirements - U.S. Region

In the U.S. Region, if the Assuming Member is not authorized to engage in one or more of the subject assumed Visa programs, the Assuming Member must comply with **all** of the following:

- Submit the appropriate membership materials within the time frame specified by Visa
- Meet any conditions of membership within 30 calendar days of Assuming Member's assumption of the subject Visa programs, as specified in the:
 - *Visa International Operating Regulations*
 - *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*
- Pay all applicable fees and charges within the time frame specified by Visa

ID#: 111011-010100-0025750

Member Acquisition Regulatory Closure - Failure to Comply - U.S. Region (Updated)

In the U.S. Region, if the Assuming Member does not comply with the obligations specified in "Member Acquisition Upon Regulatory Closure - Confirmation of Responsibilities - U.S. Region" or "Member Acquisition Upon Regulatory Closure - Membership Category Requirements - U.S. Region," Visa may, as it deems appropriate:

- Terminate all or a portion of the assumed Visa programs

- Assess fines and penalties to the Assuming Member, as specified in "General Fines Schedule"

ID#: 151013-010410-0025751

Member Acquisition Upon Regulatory Closure - Assuming Member Responsibilities - U.S. Region

In the event of a regulatory closure, a Member in the U.S. Region that assumes the Visa programs of a failed Member immediately assumes full liability for those Visa programs.

ID#: 081010-010100-0025748

Member Acquisition Upon Regulatory Closure - Confirmation of Responsibilities - U.S. Region

In the U.S. Region, upon verification from the applicable regulatory agency that a Member has assumed the Visa programs of a failed Member institution, Visa will:

- Provide a Notification listing the Visa programs for which Visa understands the Assuming Member is liable as specified in "Member Acquisition Upon Regulatory Closure - Assuming Member Responsibilities - U.S. Region."
- Include in the Notification a request for written confirmation from the Assuming Member that it has assumed **one** of the following:
 - All of the Visa programs listed in the report
 - A specified portion of the Visa programs listed in the report
 - None of the Visa programs listed in the report

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

ID#: 111011-010100-0025749

Operating Certificate

Operating Certificate Filing (New)

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

ID#: 151013-151013-0027829

Operating Certificate Record Retention (New)

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

ID#: 151013-151013-0027825

Exchange Rates for Operating Certificates (Updated)

Each Member (or its Group Member) with non-U.S. dollar Transaction volumes must use an 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 requirement does not apply to a Canada or U.S. Member who 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.

ID#: 151013-010110-0008837

Online Submission and Electronic Signature

Use of Electronic Signature

With the exception of initial contractual agreements establishing rights within the Visa system such as the Membership Application, subsequent forms and requests may be submitted through Visa Online. A request submitted in accordance with the requirements constitutes an Electronic Signature and is considered binding with the same force and authority as a handwritten signature, subject only to applicable conditions and restrictions set out in Visa Online.

ID#: 151012-190209-0008098

Electronic Signature Applicability (Updated)

Unless instructed otherwise, a Member, VisaNet Processor, or designated Agent that has already executed and submitted an initial contractual agreement establishing rights within the Visa system may submit electronically all subsequent documentation that is available on Visa Online, if the Electronic Signature requirements are satisfied, and subject to:

- Availability of the tool via Visa Online
- Applicable terms and restrictions set out in Visa Online

ID#: 151013-190209-0008100

Electronic Signature Enforceability

By submitting via Visa Online, a Member, VisaNet Processor, or designated Agent:

- Attests that the submitted documentation meets the specified requirements
- Agrees that the submitted documentation constitutes a binding commitment with the same legal force and effect as a handwritten signature

ID#: 151012-190209-0008099

Electronic Signature Criteria

To be valid, an Electronic Signature must:

- Be submitted via Visa Online
- Be submitted and validated on the basis of Visa Online user identification and authenticated in accordance with the procedures established by Visa
- Be authorized by the Member, or provide evidence of the Member's authorized user's intent to evidence a binding commitment via the authorized user's acceptance of the click-through notice provided on Visa Online

In addition, a Member, VisaNet Processor, or designated Agent must maintain reasonable safeguards and security controls to limit access to authorized personnel.

ID#: 151012-190209-0007626

Acquirer Licensing

Penalty for Associate Member Merchant Acquiring in Russia - CEMEA Region

In the CEMEA Region, a Russian Principal Member permitting an acquiring agent to acquire Merchant Transactions without a Sponsored Merchant Acquiring License will be assessed a non-compliance fee of US \$20,000 for every 6 months or portion thereof, for each agent that fails to obtain a Sponsored Merchant Acquiring License.

ID#: 111011-010410-0024131

Acquirer Licensing Requirements - LAC Region (New)

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.

ID#: 151013-280813-0027804

Agents - Third Party and VisaNet Processors

General Agent Requirements

Agent Registration

An Acquirer that signs an Agent to solicit High-Brand Risk Merchants must register that Agent as high-risk with Visa, as specified in the *Visa Global Brand Protection Program Guide for Acquirers*.

ID#: 150413-011211-0026347

General Member Responsibilities for VisaNet Processors

A Member that has a contract with a VisaNet Processor must:

- Provide Transaction-related processing instructions directly to its VisaNet Processor
- Distribute written policies and procedures to its VisaNet Processors
- Establish a risk management program to control risks related to the use of VisaNet 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 have the requisite knowledge and experience to successfully perform the contracted services (except when a VisaNet Processor is a Member or special Licensee)
- Conduct from time to time a physical inspection of the business premises (except when a VisaNet Processor is a Member or special Licensee) to:
 - Verify inventory
 - Inspect operational controls
 - Monitor security standards regarding unauthorized disclosure of or access to sensitive Visa data and other payment systems

ID#: 111011-010100-0025880

Use of an Airline Authorizing Processor

Before implementing a direct connection to VisaNet, a Member must ensure that an Airline Authorizing Processor has either:

- Completed and submitted a VisaNet Letter of Agreement (Exhibit 5A) to Visa
- Signed a separate agreement with Visa

A Member acquiring Airline Transactions is not required to submit a VisaNet Letter of Agreement (Exhibit 5A) or a "VisaNet Processor and Third Party Registration and Designation" (Exhibit 5E) when the VisaNet Processor used by the Airline for Authorizations is an Airline Authorizing Processor.

ID#: 111212-010410-0001021

VisaNet Processor Contracts

A Member must execute a written contract with each VisaNet Processor. The contract, to the extent permitted by applicable laws or regulations, must:

- 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 VisaNet Processors to make Cardholder and Merchant information available to Visa and regulatory agencies
 - Contains a notice of termination clause
- Ensure that the VisaNet Processor will comply with:
 - *Visa International Operating Regulations*
 - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Contain at least the substance of the provisions specified in "VisaNet Processor Requirements"
- Ensure that the VisaNet Processor complies with the Payment Card Industry Data Security Standard (PCI DSS)
- Ensure that all VisaNet Processors are properly registered with Visa

ID#: 150413-010410-0025879

VisaNet Processor Systems Agreement

Visa may require a Member's VisaNet Processor to enter into an agreement directly with Visa before the delivery of any of the following:

- V.I.P. System software
- BASE II software
- Visa Extended Access¹
- Other systems as deemed necessary 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 the right to use VisaNet.

¹ This requirement does not apply to U.S. and CEMEA Members using Direct Exchange (DEX).

ID#: 150413-010100-0025882

VisaNet Processor Marketing Materials

A Member must require that its VisaNet 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
- For Visa Prepaid Card distribution, ensures that any Website displaying the Visa-Owned Marks or offering Visa Card services clearly and conspicuously includes the Member name, which must be located within close proximity to the Visa-Owned Marks, as specified in the applicable Visa International Prepaid Program Guidelines and the *Visa Product Brand Standards*.
- 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 on such marketing materials
- In the Canada Region, with the approval of the Member and provided the Acquirer Processor has entered into the form of Trademark License Agreement for Acquirer Processors as prescribed by Visa, a Member's Acquirer Processor may display certain Visa-Owned Marks on its marketing materials without the Member's name or logo in accordance with the terms of the Trademark License Agreement for Acquirer Processors

ID#: 111011-010100-0025885

Agents Used for Solicitation - U.S. Region

A U.S. Member that uses an Agent for Cardholder or Merchant solicitation must:

- Have a written agreement with the Agent, as specified in "Third Party/ISO Requirements - U.S. Region"
- Ensure that any use of the Visa Program Marks by its Agents complies with the *Visa International Operating Regulations*

ID#: 010410-010410-0001165

Competitors as Agents - U.S. Region

A U.S. Member must **not** appoint or permit as its Agent for Cardholder or Merchant solicitation any organization, or its respective subsidiaries or affiliates, that Visa deems to be a competitor, including:

- American Express Company

- Discover Financial Services

ID#: 081010-010410-0001166

Agent Prohibitions Related to Visa-Owned Marks - U.S. Region

An Agent of a U.S. Member must **not**:

- Permit the use of any Visa-Owned Mark by any of its own Agents
- Use any Visa-Owned Mark on any marketing material, including business cards and letterhead on stationery

ID#: 010410-010410-0001168

VisaNet Processor Requirements

VisaNet Processor Registration

Any 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) (available on Visa Online) before using the VisaNet Processor
- Immediately notify Visa if any change occurs in the VisaNet Processor relationship, including termination, change of ownership or business function, or processor
- Complete a contract with the VisaNet Processor, as specified in "VisaNet Processor Contracts"
- Ensure that the VisaNet Processor complies with the applicable provisions of the *Visa International Certificate of Incorporation and Bylaws* and *Visa International Operating Regulations*
- Ensure that any changes to BIN relationships comply with the requirements specified in "BIN Licensing"

ID#: 111212-010100-0025870

VisaNet Letter of Agreement for Non-Members

Any 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.

ID#: 151012-010100-0025871

Liability for Activities of VisaNet Processors

A Member must accept liability for all activities, including both acts and omissions, of its VisaNet Processors, as specified in the "VisaNet Processor and Third Party Registration and Designation" (Exhibit 5E).

ID#: 111212-010100-0025872

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 International Certificate of Incorporation and Bylaws* and *Visa International Operating Regulations*.

ID#: 111011-010100-0025873

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 an annual report to Visa.

The annual report must include, at a minimum:

- Identification of the services provided by the non-Member VisaNet Processor or Clearing Member
- Products and programs supported
- BINs under which the Member's activity is processed

ID#: 111011-010100-0025874

VisaNet Processor Independent Audit

Upon designation of a VisaNet Processor, the sponsoring Member must obtain and review an independent audit of the internal controls that support the VisaNet Processor's VisaNet interface. The audit must be conducted annually and use standard audit practices of the International Audit Standards or other regionally acceptable standards as agreed to by Visa. An audit is not required if the VisaNet Processor is a Member or special Licensee.

ID#: 111011-010100-0025878

VisaNet Processor Requirements Related to Third Parties

A contract between a Member and its VisaNet Processor must require the VisaNet Processor to:

- Ensure that all Third Parties that use a Member's BIN are properly registered with Visa by that Member
- Notify BIN Licensees in writing and receive written approval before allowing any Third Party Agent to use a Member's BIN or granting access to Cardholder information
- Report at least quarterly to the Member and Visa any Third Parties that use its BIN

ID#: 111011-010100-0025881

VisaNet Processor Acting as Clearing Processor

A Member must ensure that a VisaNet Processor acting as a Clearing processor:

- Provides access to Cardholder, Merchant, Sponsored Merchant, and Member data
- Withholds or redirects Settlement funds, as required by Visa

ID#: 111011-010100-0025883

VisaNet Processor Limitations on Liability

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 form is available through either Visa Online or upon request from Visa.

Limitations of liability, as defined in "Unauthorized Use," are effective upon receipt of Member Notification to Visa.

ID#: 111212-010100-0025887

Losses Resulting from Unauthorized Use – VisaNet Processors

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

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

ID#: 111011-010100-0025888

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

ID#: 111011-010100-0025889

VisaNet Processor Payment Disputes

A Member or VisaNet Processor:

- May contest the amount collected by Visa, as specified in Section 10.03 of the *Visa International Certificate of Incorporation and Bylaws*
- Must 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
- Must not withhold payment because the Member or VisaNet Processor disputes its liability for the payment

Visa is:

- 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

ID#: 111011-010100-0025891

Collection of Funds from a Member or VisaNet Processor - U.S. Region

A U.S. Member or VisaNet Processor must remit the total amount owed, as specified in the *Visa International Certificate of Incorporation and Bylaws* and the *Visa International Operating Regulations*.

Visa is not required to exhaust its remedies in collecting from one U.S. Member or VisaNet Processor before collecting from another Member.

If a U.S. 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 U.S. 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 U.S. 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 International Operating Regulations*

ID#: 151013-010410-0025890

Third Party/ISO Requirements

Third Party Agent Registration Program

A Member that uses a Third Party Agent must comply with all of the requirements specified for Third Party Agents. Only a Third Party Agent that has a direct written contract with a Member may perform services on behalf of the Member. A Third Party Agent is exempt from the registration requirements specified in Third Party Agent Registration Requirements and the associated fees if it only provides services on behalf of its affiliates (including parents and subsidiaries) and those affiliates are Members that own and control at least 25% of the Third Party Agent.

ID#: 111011-010100-0025892

Third Party Agent Registration Requirements

To register a Third Party with Visa, a Member must:

- Use the Visa Membership Management application, available through Visa Online
- Complete the appropriate regional forms, available from the appropriate regional risk representative
- 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.

ID#: 111011-010100-0025893

Registration Requirements for Merchant Third Party Agents

A Member must register with Visa any 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:

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

ID#: 111011-010100-0025894

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 available through the Visa Membership Management Application Service on Visa Online or from the appropriate regional contact. Upon Visa request, a Member may be required to provide documentation to confirm compliance with regional due diligence standards.

A Member with currently registered Third Party Agents must:

- Perform an annual review of all Third Party Agents to confirm ongoing compliance with applicable regional due diligence standards available through the Visa Membership Management Application Service on Visa Online or from Visa
- Upon Visa request, provide documentation to confirm compliance with regional due diligence standards

ID#: 111011-010100-0025895

Member Approval of Third Party Agent

A senior officer of a Member must review all documentation and approve a Third Party Agent. Approval must be based on sound business practices that will not compromise the Member or Visa, and must not be based solely on any purported limitation of the Member's financial liability in any agreement with the Third Party Agent.

ID#: 111011-010100-0025896

Third Party Change Notification

A Member must use the Visa Membership Management Application, available through Visa Online, or the appropriate regional form to notify Visa of any change in a Third Party'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, via the Visa Membership Management Application or the appropriate regional form, requests for correction.

ID#: 111011-010100-0025899

Third Party Registration Fee

Visa assesses a registration fee and annual fee for Third Party Agents, as specified in the applicable Fee Guide. The fee for Member registration of each Third Party Agent will be charged directly to the Member, unless otherwise specified by Visa. Visa will waive the annual registration fee for the calendar year in which the agent has been registered, unless otherwise specified.

ID#: 151012-010100-0025900

Third Party Agent Contract Requirements

A Member must execute a written contract with each Third Party Agent that performs Cardholder or Merchant solicitation and/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:

- 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 available to Visa and regulatory agencies Cardholder and Merchant information
 - Contains an appropriate notice of termination clause
 - Permits Visa to determine the necessity of and impose risk conditions on the Third Party Agent
- Ensure that the Third Party Agent will comply with:
 - *Visa International Operating Regulations*
 - Applicable Visa Regional Operating Regulations
 - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Contain at least the substance of the provisions specified for Third Party Agents
- Ensure that the Third Party Agent complies with the Payment Card Industry Data Security Standard (PCI DSS) and with the *Visa International Operating Regulations*

ID#: 150413-010410-0025902

Termination of Third Party Agent Contract

A Third Party Agent contract must include a provision allowing a Member or its Merchant to terminate a contract if the Third Party Agent participates in any of the activities described in “Prohibition of Third Party Agents from Providing Services” or the Member or its Merchant becomes insolvent.

ID#: 111011-010100-0025903

Assignment of Liability for Third Party Agents

If a Member fails to meet its responsibilities regarding Third Party Agents, as specified in the applicable *Visa International Certificate of Incorporation and Bylaws* and the *Visa International Operating Regulations*, Visa assigns liability in the following order of precedence:

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

ID#: 111011-010100-0025904

Losses Resulting from Unauthorized Use of Third Party Agents

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

- Member that caused the loss
- Members using the Third Party Agent

ID#: 111011-010100-0025905

Member Risk Management Responsibilities for Third Party Agents

Before contracting with a Third Party Agent, a Member must:

- Determine that the entity is financially responsible and will comply with the substance of the *Visa International Operating Regulations* and applicable laws or regulations
- Comply with the Third Party Agent Registration Program

The Member must also 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 has been completed.

ID#: 150413-010100-0025906

Third Party Agent On-Site Inspection

In order to register a Third Party Agent, a Member must perform an on-site inspection of the Third Party Agent's business location prior to the initial registration as part of the due diligence requirement to:

- Verify inventory, if applicable
- Review solicitation or sales materials
- Inspect operational controls
- Monitor security standards regarding unauthorized disclosure of, or access to, sensitive Visa Transaction Information and other payment systems' transaction information

Visa may conduct an on-site inspection of any Third Party Agent to validate its compliance with the applicable security requirements.

ID#: 111011-010100-0025907

Third Party Agent Reference File Query Requirement

A Member must review the Visa Membership Management Application or the appropriate regional form each time the Member signs a Third Party Agent to confirm if another Member has discontinued its relationship with a Third Party Agent. Visa refers the inquiring Member to the Member with the former relationship for further information, but the Member with the former relationship is not obligated to disclose information to the inquiring Member.

Visa will not provide an inquiring Member with details of a Third Party Agent's existing relationships with other Members, nor with the Members' identities.

Registration of a Third Party Agent does not represent confirmation by Visa of the Third Party Agent's compliance with any specific requirement.

ID#: 111011-010100-0025908

Member Requirements for Third Party Agents

A Member using a Third Party Agent must:

- Control the approval and review of Merchants, approval of Cardholder applications, and establishment of Merchant fees for Transactions

- 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 following the discontinuance of the Third Party Agent relationship
- Guarantee that it and the Third Party Agent will comply with Third Party Agent requirements and “Account and Transaction Information Security”
- Identify each Third Party Agent and designate the activities that it is authorized to perform on the Member's, or the Member's Merchant's, behalf
- 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
 - Referrals
 - Fraud reporting cases
 - Settlement
- Advise the Third Party Agent that:
 - Such organization or individual 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 requires a separate Third Party Agent registration process for each Member business relationship
- Accept responsibility for any and all losses caused by its Third Party Agent

ID#: 111011-010100-0025909

Member Responsibilities for Third Party Agents

A Member is responsible for all Card activities associated with Visa products and services, whether performed directly or indirectly by the Member or any Third Party Agent. The Member must, at a minimum, guarantee that:

- Its Merchants are paid for proper acceptance of a Card
- Payments received from Cardholders are applied for the purpose for which they were remitted

These obligations must not be waived, abrogated, or superseded in any manner.

ID#: 111011-010100-0025910

Third Party Agent Reporting

A Member must, upon Visa request, submit the detailed quarterly report in the form provided by Visa, regarding the activities and services of each Third Party Agent doing business on its behalf. The quarterly report must be signed by an authorized officer.

Visa may assess a fine if the Member fails to provide this information within 30 calendar days from the end of each quarter.

ID#: 160312-010100-0025911

Third Party Agent Responsibility for Providing Information

Unless prohibited by applicable laws or regulations, if a Member, Visa, its designees, or any regulatory agency requests Cardholder or Merchant information, a Third Party Agent must provide the information in writing as soon as possible, but no later than 7 business days from receipt of a request. If applicable laws or regulations prohibit providing the information, the Third Party Agent must note the exception when the original request is submitted. Requests may include information of any type, including any of the following:

- Organizational structure
- Employee information
- Sales-related data
- Financial information
- Transaction data

ID#: 150413-010100-0025912

Third Party Agent Solicitation and Marketing Materials

A Member must ensure that a Third Party Agent:

- Uses only solicitation materials, such as advertisements, stationery, business cards, sales brochures, and Website promotional content approved by the Member, as specified in the *Visa Product Brand Standards*
- Uses only solicitation materials that prominently identify the registering Member
- Complies with the substance of *Visa International Operating Regulations* regarding any permitted use of the Visa Program Marks

ID#: 111011-010100-0025913

Required Member Identification in Solicitation and Marketing Materials

If a Third Party Agent uses solicitation and marketing materials displaying the Visa-Owned Marks, a Member must ensure that:

- The Member is prominently identified by name and city, in which the headquarters is located, adjacent to the Visa-Owned Marks
- Subsequent Cardholder or Merchant Agreement is between the Member and the individual Cardholder or Merchant
- If Cardholder solicitation material, the Member, not the Third Party Agent, is the Issuer of the Card
- The material does not identify the Third Party Agent, unless such organization or individual is prominently identified as a representative of the Member, as specified in the *Visa Product Brand Standards*

ID#: 150413-010410-0025914

Use of Visa Marks on Third Party Agent Materials

A Member must not permit the use by a Third Party Agent of any Visa-Owned Mark on marketing materials, such as business cards and letterhead on stationery, as specified in the *Visa Product Brand Standards*.

A Third Party Agent must present itself to all current and prospective Cardholders and Merchants under the Trade Name or "doing business as" (DBA) name registered with the Member.

ID#: 111011-010100-0025915

Transaction Information Security for Third Party Agents

A Member must ensure that all Third Party Agents with access to account or Visa Transaction Information comply with Visa Transaction Information security requirements.

ID#: 111011-010100-0025916

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 Third Party Agents, must ensure that the Third Party Agent 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 Third Party Agent either:

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

ID#: 111011-010100-0025917

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 International Operating Regulations*
- Operating in an unsound, unsafe manner
- Any other activities that may result in undue economic hardship or damage to the goodwill of the Visa system, if the Third Party fails to take corrective action

ID#: 111011-010100-0025918

Acquirer Eligibility – Third Party Agent – U.S. Region

Before entering into a Merchant Agreement with Third Party Agent, a U.S. Acquirer must:

- Be in good standing in all Visa risk management programs
- Meet the Acquirer Tier 1 capital requirement of US \$100 million

ID#: 111011-010100-0025898

Third Party Agent Operational Review – U.S. Region

In the U.S. Region, a new or existing Acquirer that does not have the necessary capital, as specified in "Acquirer Eligibility - Third Party Agent - U.S. Region," must undergo an Acquirer Risk Program Operational Review before approval of its first Third Party Agent registration for soliciting Merchants. The cost of the Operational Review is the responsibility of the Acquirer.

ID#: 151011-010100-0025897

Use of Third Party Agents by a Participant-Type Member – U.S. Region

A U.S. Participant-Type Member must not use a Third Party Agent unless authorized, in writing, by its Sponsor. The Sponsor must notify Visa of this authorization.

ID#: 111011-010100-0025919

Card Manufacturers and Personalizers

Issuer Standards for Approved Manufacturers, Approved Personalizers, and Approved Fulfillment Vendors (Updated)

An Issuer that does not perform its own manufacturing, personalization, and/or fulfillment must:

- Use an Approved Manufacturer to manufacture or print Visa Products
- **Effective through 31 December 2013**, ensure that the Approved Manufacturer is posted on the *Visa Approved Card Vendor List* or approved by Visa and complies with the most current version of the *Global Physical Security Validation Requirements for Card Vendors*
- **Effective 1 January 2014**, ensure that the Approved Manufacturer is posted on the *Visa Approved Card Vendor List* and complies with the *Payment Card Industry (PCI) Card Production - Physical Security Requirements*
- **Effective through 31 December 2013**, use an Approved Personalizer to personalize Visa Products unless using an Instant Card Personalization Issuance Agent or another Issuer (an Issuer performing personalization through an Instant Card Personalization Issuance Agent or another Issuer must comply with the requirements specified in "Visa Product Personalization - Issuer Requirements")
- **Effective 1 January 2014**, use an Approved Personalizer or Visa (if applicable) to personalize Visa Products, unless using an Instant Card Personalization Issuance Agent or another Issuer¹
- Ensure that the manufacturing, embossing or printing, and encoding of all Visa Products comply with the most current version of the *Visa Product Brand Standards and Payment Technology Standards Manual*
- **Effective through 31 December 2013**, ensure that the Approved Personalizer is posted on the *Visa Approved Card Vendor List* or approved by Visa and complies with the most current version of the *Global Physical Security Validation Requirements for Card Vendors* and *Global Logical Security Validation Requirements for Card Personalization Vendors*
- **Effective 1 January 2014**, ensure that the Approved Personalizer is posted on the *Visa Approved Card Vendor List* and complies with the following, as applicable:
 - *Payment Card Industry (PCI) Card Production - Physical Security Requirements*
 - *Payment Card Industry (PCI) Card Production - Logical Security Requirements*
 - *Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers*
- Use an Approved Fulfillment Vendor to package, store, or ship Visa Products unless using a Distribution Channel Vendor for pre-manufactured, commercially ready Visa Products (an Issuer performing fulfillment through a Distribution Channel Vendor must comply with the requirements specified in "Issuer Standards for Distribution Channel Vendors")
- Ensure that the Approved Fulfillment Vendor is posted on the *Visa Approved Card Vendor List* and complies with the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*
- Immediately notify Visa if the Approved Manufacturer, Approved Personalizer, and/or Approved Fulfillment Vendor is unable to complete its responsibilities

- **Effective through 31 December 2013**, contract through another Issuer, an Approved Manufacturer, an Approved Personalizer, and/or an Approved Fulfillment Vendor for the production, personalization, and/or fulfillment of Visa Products
- **Effective 1 January 2014**, contract through another Issuer, an Approved Manufacturer, an Approved Personalizer, an Approved Fulfillment Vendor, or Visa (if applicable) for the production, personalization, and/or fulfillment of Visa Products
- Review completed Card products for accuracy, including embossing, printing, and encoding

¹An Issuer performing personalization through an Instant Card Personalization Issuance Agent or another Issuer must comply with "Visa Product Personalization - Issuer Requirements."

ID#: 151013-010410-0025517

Fines Related to Agents

VisaNet Processor Fines and Penalties

A Member using a VisaNet Processor that fails to comply with the *Visa International Operating Regulations* and *Visa International Certificate of Incorporation and Bylaws* is subject to fines and penalties as specified in "General Fines Schedule."

The combined liability of all Members for a VisaNet Processor's failure to comply must **not** be more than the fine or penalty amount for the violation involved.

Visa may assess fines resulting from the activities of a Member performing services on behalf of another Member to the:

- Performing Member
- Member for which the services are performed

The total paid by both Members must **not** be more than the fine or penalty amount for the violation involved.

Visa may impose penalties whether a Member or non-Member is performing services on behalf of another Member.

If a Member acts as a VisaNet Processor for another Member, it is considered a single entity with that other Member in determining repetitive violations.

ID#: 160312-010100-0025886

Third Party Agent Fines (Updated)

Visa assesses fines to a Member that fails to comply with the provisions of "Use of Third Party Agents." A Member is subject to fines for the failure of its Third Party Agents to comply with the substance of the Third Party Agent requirements, including nonpayment of fees to Visa.

A Member that fails to comply with the Third Party Agent requirements is assessed a fine, as specified in the table below:

Fines Related to Third Party Agents	
Violation	Fine
First occurrence	US \$10,000
Second occurrence in a rolling 60-month period	US \$25,000
Third occurrence in a rolling 60-month period	US \$50,000
Four or more occurrences in a rolling 60-month period	US \$100,000

For repeated violations in a rolling 60-month period, Visa may assess fines in additions to those specified in the table above, at management's discretion. Fines are cumulative.

ID#: 151013-130913-0025901

Liabilities and Indemnifications

Members and Agents

Liability at Merchant Outlet (Updated)

To the extent that Visa is insured for the liabilities and losses specified in "General Liabilities and Indemnification Provisions," a Member is not responsible for liabilities and losses incurred in connection with the:

- Location of a VisaNet Access Point at a Merchant Outlet
- Activities of Visa employees, agents, or representatives at the Merchant Outlet

ID#: 151013-050612-0027070

Visa Systems

Indemnification from Processor's Performance (Updated)

Any Member that designates a VisaNet Processor or other entity, whether a Member or a non-Member (including a Visa Merchant Direct Exchange Merchant), to perform activities related to VisaNet on its behalf, or other agent to perform any other services in connection with the operation of the Member's Visa-related business, indemnifies and holds Visa and its Members harmless against all Claims or Liabilities incurred by Visa and its Members arising from the VisaNet Processor's or other entity's performance or non-performance in connection with VisaNet, or other agent's performance or non-performance of services in support of Visa-related business.

This indemnification applies whether or not the performance or non-performance was in connection with services provided by the VisaNet Processor or other entity or agent to the Member, or the person responsible was, or is alleged to have been, authorized or unauthorized.

The liability of Members pursuant to this section is joint and several.

ID#: 151013-050612-0027069

Visa Merchant Direct Exchange Merchant Indemnification (Updated)

Any Member that signs a Visa Merchant Direct Exchange Merchant indemnifies and holds harmless Visa against all Claims and Liabilities suffered by Visa arising from any failure by the Visa Merchant Direct Exchange Merchant to perform as specified in "Restricted Use of VisaNet," and "Software Enhancements/Modifications."

A Member is responsible for and must indemnify Visa against Claims and Liabilities for which Visa is uninsured, incurred in connection with the location of a VisaNet Access Point at a Visa Merchant Direct Exchange Merchant Outlet or the activities of Visa employees, Agents, or representatives at the Visa Merchant Direct Exchange Merchant Outlet.

ID#: 151013-050612-0027071

Visa Programs and Products

Indemnification Related to Visa Payment Controls Service (Updated)

A participating Member, its VisaNet Processor, or Agent indemnifies and holds harmless Visa from and against any and all Claims and Liabilities arising from the Member's, its VisaNet Processor or Agent's participation in the Visa Payment Controls, or caused by any inaccuracies, errors, omissions, or delays associated with Visa Payment Controls.

Visa is not liable for any losses, damages, Claims, or Liabilities incurred by a participating Member, its VisaNet Processor, Agent, or its Cardholders in the event an Authorization Request for a Transaction category blocked in Visa Payment Controls is not declined.

ID#: 151013-200412-0027237

Campus Card Indemnification – U.S. Region (Updated)

A U.S. Campus Card Issuer is responsible for, and indemnifies and holds harmless Visa from and against all Claims and Liabilities arising out of issuance or use of the Campus Card, including without limitation Claims and Liabilities arising out of damage or injury to a Member's Agents or Cardholders.

ID#: 151013-150113-0027550

Visa Integrated Redemption Indemnification – U.S. Region (Updated)

A U.S. Acquirer that participates in Visa Integrated Redemption indemnifies and holds harmless Visa from and against all Claims and Liabilities arising out of participation in Visa Integrated Redemption, including without limitation Claims and Liabilities arising out of damage or injury to a Member's Agents or Cardholders.

ID#: 151013-100113-0027567

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 3: The Visa License

Core Principle 3.1

Intellectual Property

Visa Ownership of Intellectual Property

All participants in the Visa system recognize Visa's ownership of valuable 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 following Visa's applicable rules in all activities, including issuing, acquiring and processing. These rules and the Visa license address appropriate use of the licensed marks, technology, software, hardware, and other valuable intellectual property in conjunction with Visa systems, products and services.

ID#: 010410-010410-0007727

Core Principle 3.2

Brand and Licensed Technology

Using the Visa Brand and Technology

All participants in the Visa system may use the Visa brand and licensed technology to provide payment and other financial services, under the Visa brand, to customers within the geographic locations defined by Visa and as permitted by local banking regulation.

ID#: 010410-010410-0007759

Core Principle 3.3

BIN Licensing

Obtaining a BIN

Visa participants may obtain one or more Bank Identification Numbers (BINs) from Visa for use in all Visa activities. As a BIN licensee, the participant is responsible for all activities associated with any BIN that it licenses.

ID#: 010410-010410-0007760

Marks License

Marks License Grant

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 to use each of the Visa-Owned Marks **only** in conjunction with the applicable Visa Programs that are licensed to the Member.

ID#: 010410-010410-0008906

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#: 010410-010410-0001122

License for Plus Card Acceptance - U.S. Region

Visa grants a U.S. 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 terms and conditions of the applicable sections of the *Plus System, Inc. Bylaws and Operating Regulations*.

A U.S. Member granted such a license acknowledges that Visa owns the Plus Program Marks.

ID#: 010410-010410-0007436

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 request, Visa will provide a current list of both the:

- Countries in which a denotation or legend must be used
- Required denotation or legend

ID#: 050411-010410-0006464

Registration/Ownership Denotation (Updated)

A Member desiring to use a denotation or legend of registration or ownership with any proprietary Mark or Trade Name used in association with, or on the same piece as, any Visa-Owned Mark may do so only if proper trademark attribution is given to the Visa-Owned Mark as follows:

[Visa-Owned Mark] is a trademark owned by Visa International Service Association and used under license.

ID#: 151013-010410-0007431

Infringement Proceedings Regarding Visa Marks

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

ID#: 010410-010410-0006462

Visa Proprietary Rights

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 regulations governing Members, Merchants, agents, and other entities using the Visa-Owned Marks and Visa Brand Name.

ID#: 010410-010410-0007432

Sponsorships/Partnerships Including Olympics

Olympic Marks in Media

Use of Olympic Marks, logos, designations, and authenticating statements in any media with any Visa Program Mark must comply with the *Visa International Operating Regulations*, the *Visa Product Brand Standards*, and the current *Visa Olympic Tool Kit*.

ID#: 010410-010410-0007452

Sponsorship Pass-Through Rights (Updated)

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 partnership or sponsorship agreement, including without limitation those of the Olympics, must comply with the requirements specified in the *Visa International Operating Regulations* and supplemental documents that specify the Marks usage standards that must be maintained for that partnership or sponsorship.

ID#: 151013-010410-0007450

Partnership/Sponsorship Agreement

A partnership or sponsorship agreement governs in the case of ambiguity, conflict, or inconsistency between that agreement and any *Visa International Operating Regulations*, contract, sublicense, agreement, or other arrangements between Visa and a Member, Merchant, or affiliate.

ID#: 010410-010410-0001128

Olympic Marks on Cards/Decals

A Member may use the Olympic Marks on Cards and decals and with other representations of the Visa, Visa Electron, or Visa TravelMoney Program Marks in advertising and on promotional materials.

ID#: 010410-010410-0001581

Compliance with Marks Use Guidelines

Each Member must strictly observe the guidelines for use of the partnership or Sponsorship Marks as specified in governing documents, including, but not limited to:

- *Visa International Operating Regulations*
- The current *Visa Olympic Tool Kit*

ID#: 050411-010410-0007456

Improper Use of Sponsorship/Partnership Marks

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

ID#: 050411-010410-0007453

BIN License and Administration

License

BIN Use and Jurisdiction (Updated)

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 licensed¹

¹A BIN is licensed for use in a single country, except as specified in the *Visa Multinational Program Guide*, the applicable Visa International Prepaid Program Guidelines, or the provisions of the International Airline Program.

ID#: 151013-010410-0001250

Private Label BIN Use

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

ID#: 111011-010410-0001253

Administration

Visa Interchange Directory Update Form - Submission

Each Member or VisaNet Processor assigned a BIN to use on Cards and through Interchange must submit a completed "Visa Interchange Directory Update Form" (available through the Visa Publication Center on Visa Online) to Visa.

If any of the required Visa Interchange Directory information changes, a Member must send a new form with any updates to Visa at least 10 business days before the effective date, for distribution to other Members and VisaNet Processors.

ID#: 160312-010410-0007725

Plus Directory Update Form - Submission

Each 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 send a new "Plus Directory Update Form" with any updates to Visa at least 10 business days before the effective date for distribution to other Plus Program Participants and processors.

ID#: 150413-141111-0026665

Prohibition of BIN Sale or Exchange (Updated)

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

ID#: 151013-010410-0001238

Membership Rights for BIN Licensing - BIN Release or Transfer (Updated)

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"

ID#: 151013-010410-0001241

Use of Numeric ID (Updated)

A Member, VisaNet Processor, or Third Party Agent may request a Numeric ID to support the implementation and tracking of products and services by submitting the appropriate routing ID or "PCR (Processor Control Record)/Station Request" form.

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

An assignee of a Numeric ID is responsible for:

- Notifying Visa of any changes to the Numeric ID, including:
 - Portfolio sale or transfer
 - Merger or Acquisition
 - Cessation of use
 - Modification to service
 - Change in user

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

ID#: 151013-270813-0026469

BIN Conversion to Newly Designated VisaNet Processor (Updated)

If a Member converts a BIN to a newly designated VisaNet Processor, the Member must require the new VisaNet Processor to complete any Chargebacks, Representments, Retrieval Requests, billing, and any other activity associated with the converted BIN.

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

ID#: 151013-010410-0001269

BIN Release (Updated)

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:

- Visa will enter the BIN into recall status for 180 days from the later of:
 - The expiration date on the last Card issued on that BIN or the last date of allowed Card use (as communicated to Cardholders)
 - The date that acquiring activities ceased
- Visa will block Authorizations and confirm that all activity on the BIN has ceased
- After the BIN Licensee has met all outstanding obligations to Cardholders and/or Merchants on the BIN, the BIN is eligible for deletion from VisaNet
- The BIN Licensee remains liable for any exception activity and fees related to Transactions generated on the BIN until it is fully deleted from VisaNet

- Voluntary termination of membership will not be effective until all BINs and other Numeric IDs assigned to the Member are fully deleted from VisaNet

ID#: 151013-010410-0001272

BIN and Numerics Administration Fees (New)

Visa will assess fees for the assignment and administration of BINs and other Numeric IDs, as specified in the applicable Fee Guide.

ID#: 151013-270813-0027815

Mergers and Acquisitions

VisaNet Systems Changes Due to Merger or Acquisition

Visa will make the VisaNet system changes required to accommodate Mergers/Acquisitions only after Visa acknowledges receipt of a "BIN Licensee Transfer Request" or "BIN User Transfer Request" from the Member. The "BIN Licensee Transfer Request" and "BIN User Transfer Request" are available through the Visa Publication Center on Visa Online.

ID#: 151011-010410-0001236

Mergers, Acquisitions, or Restructuring Membership Qualifications

For a portfolio sale, all Visa membership qualifications must be met by the purchasing organization. Membership documentation must be submitted to Visa, as specified in the *Visa International Operating Regulations* and the applicable Certificate of Incorporation and Bylaws.

ID#: 111011-010410-0001245

Surviving Member Liability Due to Merger

If Visa does not receive notification within 30 calendar days of the effective date of a Merger, Visa may take the necessary steps to process the Merger, including the transfer of all products and programs.

ID#: 111011-010410-0001257

Membership Status

Voluntary Membership Termination

Before a request for voluntary membership termination will be processed by Visa, all BINs must be either:

- Fully deleted from the VisaNet systems
- Transferred to another BIN Licensee

ID#: 111011-010100-0025579

BIN Licensee

Responsibilities

Sponsor Liability - AP Region, CEMEA Region, and LAC Region (Updated)

A Principal-Type Member is responsible and liable for all activities, including accuracy of information provided to or received from Visa, for the BINs licensed directly to an Associate-Type Member whom they sponsor within 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.

ID#: 151013-270813-0026466

BIN Use

Member Use

BIN Sponsor and Licensee Responsibilities (Updated)

A Principal-Type Member must license and use only its own 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 must use only a BIN designated to it by its sponsoring Principal-Type Member.

A BIN may have only one BIN Licensee. The BIN Licensee is responsible for all activities associated with any BIN that it licenses, including all fees for the assignment and administration of the BIN, as specified in the applicable Fee Guide.

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.

If a BIN Licensee or its designated Sponsored Member uses a BIN for a purpose other than that specified on the "BIN License Agreement," 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 its BIN licensing reports made available by Visa
- Submit the appropriate form to notify Visa of changes, including:
 - Portfolio sale or transfer
 - Merger or Acquisition
 - Cessation of use
 - Modification to service or product
 - Release of BIN

ID#: 151013-010410-0001225

Processor BIN Usage (Updated)

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

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

ID#: 151013-010410-0001227

PIN Debit Gateway Service BIN Use

A BIN licensed to a Visa Member for Visa PIN Debit Gateway Service acquiring must not be used for any other purpose.

ID#: 111011-010100-0026467

Use of BINs for Non-Visa Purposes (Updated)

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

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

ID#: 151013-010410-0001228

BIN Processing (Updated)

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

ID#: 151013-010410-0008895

Merchant Use and Disclosure of BIN Information

Disclosure of BIN or Other Product Data Information to Merchants - AP Region

In the AP Region, an Acquirer may provide BIN information or other product-identifying data to its Merchant or its Agent located in a U.S. Territory, solely for purposes of identifying Visa Card product types at the point of sale.

ID#: 160312-210710-0026412

Use of BIN or Other Product Data Information - AP Region (Updated)

In the AP Region, 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 International Operating Regulations*.

ID#: 151013-210710-0026413

Non-Disclosure of BIN Information - AP Region (Updated)

An AP Merchant or its Agent receiving BIN information or other product-identifying data must not disclose such information to any third party.

ID#: 151013-210710-0026414

Merchants Receiving BIN Information - AP Region

An AP Acquirer that provides BIN information or other product-identifying data to its Merchant or Agent as specified in "Disclosure of BIN or Other Product Information to Merchants – AP Region" must ensure that:

- The Merchant or Agent complies with the substance of "Merchant Use and Disclosure of BIN Information – AP Region"
- These requirements are included in its Merchant Agreement or Agent contract as a separate addendum

ID#: 111011-210710-0026415

Third Parties Receiving BIN Information - AP Region

An AP Acquirer whose Merchant provides BIN information or other product-identifying data to its Third Party must:

- Ensure that the Third Party complies with the substance of "Merchant Use and Disclosure of BIN Information – AP Region"
- Require the Merchant to include the substance of these requirements in its agreement or contract with its Third Party

ID#: 111011-210710-0026416

Disclosure of BIN or Other Product Data Information to Merchants - LAC Region

In the LAC Region, an Acquirer may provide BIN information or other product-identifying data to its Merchant or its Agent located in a U.S. Territory, solely for purposes of identifying Visa Card product types at the point of sale.

ID#: 160312-210710-0026417

Use of BIN or Other Product Data Information - LAC Region (Updated)

In the LAC Region, 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 for purposes of implementing acceptance practices permitted by the *Visa International Operating Regulations*.

ID#: 151013-210710-0026418

Non-Disclosure of BIN Information - LAC Region (Updated)

An LAC Merchant or its Agent receiving BIN information or other product-identifying data must not disclose such information to any third party.

ID#: 151013-210710-0026419

Merchants Receiving BIN Information - LAC Region

An LAC Acquirer that provides BIN information or other product-identifying data as specified in "Disclosure of BIN or Other Product Information to Merchants – LAC Region" to its Merchant or Agent must ensure that:

- The Merchant or Agent complies with the substance of "Merchant Use and Disclosure of BIN Information – LAC Region"
- These requirements are included in its Merchant Agreement or Agent contract as a separate addendum

ID#: 111011-210710-0026420

Third Parties Receiving BIN Information - LAC Region

An LAC Acquirer whose Merchant provides BIN information or other product-identifying data to its Third Party must:

- Ensure that the Third Party complies with the substance of "Merchant Use and Disclosure of BIN Information – LAC Region"
- Require the Merchant to include the substance of these requirements in its agreement or contract with its Third Party

ID#: 111011-210710-0026421

Disclosure of BIN or Other Product Data Information to Merchants - U.S. Region

A U.S. Acquirer may provide BIN information or other product-identifying data to its Merchant or its Agent solely for purposes of identifying Visa Card product types at the point of sale. An Acquirer must provide BIN information to any Merchant requesting it for the permitted purpose.

ID#: 151012-010410-0000506

Use of BIN or Other Product Data Information - U.S. Region (Updated)

A U.S. 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 to implement acceptance practices permitted by the *Visa International Operating Regulations* including "Discount Offer – U.S. Region" based on such information.

ID#: 151013-010410-0002311

Confidentiality of BIN Information - U.S. Region

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

ID#: 150413-010410-0002314

Non-Disclosure of BIN or Other Product Data Information - U.S. Region (Updated)

A U.S. Merchant or its Agent must not disclose Visa BIN information or other product-identifying data to any third party.

ID#: 151013-010410-0002315

Merchants Receiving BIN or Other Product Data Information - U.S. Region

A U.S. Acquirer that provides BIN information or other product-identifying data specified in "Disclosure of BIN or Other Product Data Information to Merchants – U.S. Region" to its Merchant or Agent must ensure that:

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

ID#: 151012-010410-0003346

Third Parties Receiving BIN or Other Product Data Information - U.S. Region

A U.S. Acquirer whose Merchant provides BIN or other product data information to its Third Party must:

- Ensure that the Third Party complies with the substance of "Merchant Use and Disclosure of BIN Information"
- Require the Merchant to include the substance of these requirements in its agreement or contract with its Third Party

ID#: 151012-010410-0003347

Non-Visa BINs

Non-Visa-Assigned BINs

Non-Visa-Assigned BIN Management (Updated)

To use a non-Visa-assigned BIN in connection with a Visa service, a Member must submit the "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:
 - 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 all applicable requirements specified in "BIN License and Administration."

ID#: 151013-270813-0026514

Software License

Ownership and Confidentiality

Rights To Sell - Canada Region

The Canada Region may sell products, services, systems, and software that it has developed.

ID#: 010410-010410-0001353

Non-Transferability

Non-Assignable Right to Use VisaNet (Updated)

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 prior to 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.

ID#: 151013-010410-0003081

Limitations

Restricted Use of VisaNet (Updated)

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

ID#: 151013-050612-0003331

Software Enhancements/Modifications

Enhancements/Modifications

BASE II Edit Package

A Member may modify or enhance the BASE II Edit Package software for its own use if it:

- Does **not** take any action that may endanger the rights of Visa in and to the BASE II Edit Package software
- Uses all updated versions of the BASE II Edit Package software supplied by Visa

ID#: 010410-010410-0008217

Use of Visa Systems

Visa Systems Use

Proprietary Interest in Visa Systems (Updated)

No Member or Visa Merchant Direct Exchange Merchant will 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.

ID#: 151013-010410-0006468

Confidentiality of Visa Systems Information (Updated)

VisaNet consists of confidential and proprietary information belonging to Visa. 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:

- 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:
 - 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 International Operating Regulations*

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

ID#: 151013-050612-0027073

VisaNet Access Point Modification (Updated)

A Member, VisaNet Processor acting on behalf of a Member, or Visa Merchant Direct Exchange Merchant must not make or attempt to make any repair, adjustment, alteration, or modification to a VisaNet Access Point, except as expressly authorized by Visa.

ID#: 151013-050612-0027074

VisaNet Access Point Security (Updated)

A Visa Merchant Direct Exchange Merchant must provide the same level of security for its VisaNet Access Points that it provides to its proprietary systems.

ID#: 151013-050612-0027075

Support for Installation of Systems (Updated)

A participating Member, VisaNet Processor acting on behalf of a Member, or Visa Merchant Direct Exchange Merchant must provide, without cost to Visa, reasonable support requested by Visa for installing the VisaNet system, including:

- Providing a location that meets Visa requirements for installing one or more VisaNet Access Point(s) on the Member's, VisaNet Processor's, or Visa Merchant Direct Exchange Merchant's premises
- Providing a sufficient number of qualified personnel that the Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant will train to meet Visa specifications
- Maintaining VisaNet records, documents, and logs required by Visa and providing them at Visa's request
- Providing access to its premises and cooperating with Visa and its authorized agents in conjunction with the installation, service, repair, or inspection of the VisaNet Access Points
- Notifying Visa promptly of any failure to operate properly of a VisaNet Access Point 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 VisaNet software supplied by Visa

ID#: 151013-050612-0027076

Confidential Information Disclosed to Contractors

A Member may disclose confidential information to contractors that the Member employs to provide services in connection with Visa products and services, if the contractor has a written agreement with its Member that the contractor:

- Will **not** disclose the confidential information to any 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 contractor must:

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

The Member is responsible for its contractor'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 a completed "VisaNet Letter of Agreement" (available through Visa Online) to Visa.

ID#: 181012-010410-0006467

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 as specified by Visa.

AP Members must not share a VisaNet Access Point without the prior written consent of Visa. If Visa permits 2 or more Members to share a VisaNet Access Point for BASE II transmissions, Visa may schedule the sequence and processing times for the transmission.

ID#: 081010-010410-0007418

Use of VisaNet System for Non-Visa Card Transactions - AP Region

In the AP Region, an organization that uses the VisaNet System for Authorization, Clearing, or Settlement of non-Visa Card transactions must comply with the following:

- The organization must obtain the prior written consent of Visa to use the VisaNet System for non-Visa Card transactions
- Use of the VisaNet System must be authorized by each entity with administrative or operational responsibility over the non-Visa Card transactions
- All non-Visa Card transactions entered into the VisaNet System must comply with the applicable regulations established by Visa

An organization in the AP Region that uses the VisaNet System for non-Visa Card transactions must pay all applicable fees for use of the VisaNet System for Authorization, Clearing, or Settlement of non-Visa Card transactions.

ID#: 010410-010410-0007029

Use of Visa-Owned Technology

Use of Visa-Owned Chip Technology - U.S. Region

Visa-Owned Chip Technology Use - U.S. Region (New)

Effective 25 April 2013, in the U.S. Region, Visa-owned Chip technology must be used solely for the purpose of facilitating a Visa, Interlink, Visa Electron, or Plus Transaction unless it is a transaction initiated using the Visa U.S. Common Debit Application Identifier from a U.S. Covered Visa Debit Card personalized in accordance with the U.S. common debit personalization requirements. Any other use requires the prior written permission of Visa. Visa-owned Chip technology includes, but is not limited to:

- Visa Integrated Circuit Card Specification
- Visa Smart Debit/Credit (VSDC) applet
- Visa Contactless Payment Specification
- Visa Mobile Contactless Payment Specification
- Visa Mobile Payment Application
- Visa, Interlink, Visa Electron, and Plus Payment Application Identifiers

ID#: 151013-250413-0027577

Visa U.S. Regulation II Certification Program

Visa U.S. Regulation II Certification Program - AP Region, LAC Region, and U.S. Region

Visa U.S. Regulation II Certification Program Requirements - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a BIN Licensee that is subject to U.S. Federal Reserve Board Regulation II must comply with the Visa U.S. 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 U.S. 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. Addendums are available from Visa upon request.

An Issuer that is subject to U.S. Federal Reserve Board Regulation II and that receives certification materials from Visa is required to respond within the published timeframes.

An Issuer of consumer debit, commercial debit, or prepaid programs that is subject to the U.S Federal Reserve Board Regulation II and that receives fraud-prevention standards notification materials from Visa is required to respond within the published timeframes.

Any Issuer subject to the U.S Federal Reserve Board Regulation II must submit the notification materials, as applicable, if the Issuer's compliance with the fraud-prevention standards has changed. Notification materials are available from Visa upon request.

ID#: 151013-080312-0027000

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 4: The Visa Brand

Core Principle 4.1

Brand Prominence

Using Visa-Owned Marks

Usage of the Visa-owned marks must be consistent with the *Visa Product Brand Standards*, and such marks must never be obscured, distorted, defaced, altered in any way, or appear less prominently than any other payment marks¹.

¹ There are certain exceptions to this requirement for the display of Visa marks at the point of sale by a U.S. merchant or a merchant located in a U.S. territory.

ID#: 150413-010410-0007761

Core Principle 4.2

Communications

Protecting the Brand

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

ID#: 010410-010410-0007762

Core Principle 4.3

Visa-Owned Mark on a Payment Device

Positioning the Brand Mark

The Visa brand mark must always appear on the front of the payment device (e.g., Card), and no marks deemed competitive by Visa may appear on a Visa payment device, among other reasons so as to avoid causing consumer confusion.¹

¹ There are certain exceptions to this requirement for U.S. covered Visa debit cards.

ID#: 150413-010410-0007763

Core Principle 4.4

Corporate Names

Keeping Visa Separate from Corporate Names

Visa participants and third-parties may not use the Visa name, a Visa-owned mark, or a derivative of a Visa-owned mark as part of its corporate name or identity.

ID#: 150413-010410-0007766

Core Principle 4.5

Denote and Promote Visa

Using the Visa-owned Mark

A Visa-owned mark, including associated elements, may only be used to denote or promote Visa products, offers, sponsorships, services, processing and/or acceptance.

ID#: 010410-010410-0007767

Core Principle 4.6

Card Acceptance Outside of Country of Issuance

Using the Visa Brand Mark With Country-Specific Marks

Only the Visa brand mark may be used on cards or payment devices to denote card acceptance outside of the country of issuance, and must appear clearly more prominent than country-specific marks.

ID#: 010410-010410-0007770

Core Principle 4.7

Card Acceptance at Point-of-Sale

Using the Visa Brand Mark to Show Acceptance at the Point-of-Sale

A card or payment device design may not be used at the point-of-sale to denote acceptance. Only the Visa brand mark may be used to denote acceptance at the point-of-sale.

ID#: 150413-010410-0007771

Marks

General Use of Marks and Marketing Materials

Visa Program Marks List

The Visa Program Marks include:

- Visa Flag Symbol
- Visa Brand Mark
- Visa Brand Name
- Visa Wordmark
- Dove Design
- Any other Mark that Visa adopts for use with the Visa Program

ID#: 010410-010410-0006267

Restricted Use of Visa-Owned Marks

A Member must only use the Visa-Owned Marks:

- To denote or promote a Visa Program
- To promote a Member's Visa Program
- In operations in support of its Visa products or services

ID#: 010410-010410-0006308

Marks Infringement/Denigration (Updated)

A Member's Visa Card Program, Visa Electron Program, Verified by Visa, or Visa TravelMoney Program materials, including Global Co-branded Card materials, must not contain any matter which would tend to infringe, dilute, degrade, or denigrate any of the Visa-Owned Marks, Visa Products, Visa services, or impair the reputation or goodwill of Visa or the goodwill associated with the Marks.

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

ID#: 151013-140813-0025557

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 which has the likely effect of confusing, misleading, defrauding or deceiving such consumers, Merchants or Members, either as to the program, product or service, or the source, affiliation, sponsorship or association of such program, product or service. Such prohibited acts include, without limitation, making direct or indirect, false, confusing or misleading statements or failing to disclose a material fact about the programs, products or services, or any aspect thereof, of a Member, Visa, another Member, a Merchant, or a competitor.

ID#: 111011-010100-0025558

Visa Review of Brand, Sponsorship, and Marketing-Related Materials (New)

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

- Proposed designs for all Cards (including Non-Standard Cards and Reference Cards). 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 event¹. The Member must provide all advertising, promotions, and public relations material, for each country where the sponsorship activity will occur. If a Member plans sponsorship activities in any 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 U.S. Region, all marketing and promotional materials pertaining to the Visa Extras Program, before production and distribution
- In the U.S. Region, use of Limited Acceptance signage for any purpose other than those permitted in the U.S. Regional Operating Regulations
- In the U.S. Region, all marketing materials or other customer communications pertaining to any of the core and optional services, as specified in the implementation materials available from Visa, before production and distribution

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

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

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

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

¹Not applicable to the purchase of advertising not specifically tied to the sponsorship of these events.

ID#: 151013-140813-0027788

Competitive Marks - AP Region, LAC Region, and U.S. Region

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

ID#: 151012-011011-0026529

Non-Visa General Purpose Payment Card Network – AP Region, LAC Region, and U.S. Region

In the U.S. Region or in a U.S. Territory, a Member may use the Marks of a non-Visa general purpose payment card network, on a U.S. Covered Visa Debit Card, as specified in the *Visa Product Brand Standards*.

ID#: 151012-011011-0026533

Marks Infringement/Denigration - U.S. Region (Updated)

A U.S. Member's Visa Card Program, Visa Electron Program, Verified by Visa Program, or Visa TravelMoney Program materials, including Affinity/Co-Branded Card materials, or other Member materials using any Mark(s) of the Visa Card Program, the Visa Electron Program, Verified by Visa Program, or the Visa TravelMoney Program, must not contain any matter which would tend to infringe, dilute, 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. No Member may adopt any Mark or market, either directly or indirectly, any Visa Product or service, to consumers, Merchants, or other Members in a manner which has the likely effect of confusing, misleading, defrauding, or deceiving such consumers, Merchants, or Members, either as to the program, product, or service, or the source, affiliation, sponsorship, or association of such program, product, or service. Such prohibited acts include, without limitation, making direct or indirect false, confusing, or misleading statements or failing to disclose a material fact about the programs, products, or services, or any aspect thereof, of a Member, Visa, another Member, a Merchant, or a competitor.

ID#: 151013-010410-0006259

Obscured/Defaced Marks

No portion of a Visa-Owned Mark may be obscured, distorted, or defaced. A Visa-Owned Mark that is a graphic design must **not** be used separately.

ID#: 010410-010410-0003578

The Visa Brand Mark

The Visa Brand Mark is a Visa-Owned Mark that represents the Visa organization and its product and service offerings. The Visa Brand Mark must appear exactly as shown in the *Visa Product Brand Standards*.

ID#: 010410-010410-0003581

The Visa Brand Mark Color Requirements - U.S. Region

For U.S. Members, the Visa Brand Mark must appear in full color if it appears with any other acceptance mark that is in full color. It may appear in black and white **only** if it appears with other Marks in black and white. These requirements do not apply to the display of the Visa Brand Mark at the point of sale by U.S. Merchants.

ID#: 151012-010410-0005759

Classic Wordmark - U.S. Region

For U.S. Members, the registered Mark denotation ® must appear at the first or most prominent mention of the Classic Wordmark.

ID#: 010410-010410-0005760

V.me by Visa Mark Requirements

The V.me by Visa Mark must be used as specified in the *Visa Product Brand Standards*. The V.me by Visa Mark must not appear on a Card.

ID#: 150413-150412-0026990

V.me by Visa Mark Use

A Member or V.me by Visa Merchant that uses the V.me by Visa Mark must:

- Not use the V.me by Visa Mark in a way that implies endorsement of any other product or service
- Not use the V.me by Visa Mark as a substitute for the Visa Mark to indicate Card acceptance
- Not use, adopt, register, or attempt to register a company name, product name, or Mark that is confusingly similar to the V.me by Visa name or the V.me by Visa Mark
- Ensure that any material where the V.me by Visa 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

ID#: 150413-150412-0026991

Non-Visa General Purpose Payment Card Network

No Member may use the Marks of a non-Visa general purpose payment card network, on a Visa Card without prior written consent from Visa.¹

A Member may use the Visa Card 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 A variance to this provision applies in the AP Region, LAC Region, and U.S. Region for U.S. Covered Visa Debit Cards.

ID#: 150413-010410-0025567

Competitive Marks - U.S. Region

No U.S. 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 on Visa Cards not defined as U.S. 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 "Cirrus Wordmark - U.S. Region"
- 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 U.S. 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.

ID#: 151012-010410-0006300

Brand Protection

Members 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:
 - Child pornography
 - Bestiality
 - Rape (or any other non-consensual sexual behavior)
 - Non-consensual mutilation of a person or body part

Members not complying with these requirements will be subject to penalties prescribed under the Global Brand Protection Program.

ID#: 151012-010509-0007283

Member Cooperation Concerning Marks

Each Member must cooperate with Visa to ensure protection of each of the Visa-Owned Marks.

ID#: 010410-010410-0006321

Ownership of Visa Programs

A Member must **not** state or imply that it is the exclusive owner or provider of any Visa-Owned Mark, except as stated in the *Visa International Operating Regulations*.

ID#: 010410-010410-0006503

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, except as permitted in "License Grant for Visa-Owned Marks."

ID#: 010410-010410-0006555

Member Compliance with Operating Regulations

Each Member agrees that all use of the Visa-Owned Marks, as well as the nature and quality of all services rendered under these Marks, must comply with the *Visa International Operating Regulations* and the *Visa Product Brand Standards*.

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

ID#: 010410-010410-0006554

Use of a Mark to Resemble a Card

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 as specified in "Permitted Merchant Use - U.S. Region"
- The Visa Brand Name or the bands design on any check

ID#: 151013-010410-0008273

Compliance with Brand Standards Website

All Visa-Owned Marks must meet the Brand standards as established by Visa, including, but **not** limited to, the *Visa Product Brand Standards*.

ID#: 010410-010410-0006322

Verified by Visa Mark Use by Merchant

An Acquirer must ensure that a Merchant using the Verified by Visa Mark complies with the *Visa Product Brand Standards*.

ID#: 150413-010410-0006265

Use of Product Marks

Verified by Visa Mark Use by Members

A Member using the Verified by Visa Mark must:

- Ensure that the Mark complies with the *Visa Product Brand Standards*
- **Not** use the Mark in a way that implies endorsement of any other product or service
- **Not** use the Mark to indicate payment acceptance

ID#: 010410-010410-0006263

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 of Visa Europe is subject to approval and trademark availability. The V PAY Brand Mark must appear exactly as specified in the *Visa Product Brand Standards*.

ID#: 111011-010410-0003585

Visa TravelMoney Program Marks Compliance

The Visa TravelMoney Program Marks must be used as specified in the:

- *Visa International Operating Regulations*
- *Visa International Certificate of Incorporation and Bylaws*
- *Visa Product Brand Standards*

ID#: 151012-010410-0006292

The 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.

ID#: 010410-010410-0007230

Corporate Identity

Use of Brand in Corporate Identity

Member Use of Country Name

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 Bylaws* and has been granted express permission.

A country name may be used in a Member's corporate name in which the country name is an integral part, provided it complies with the *Visa International Operating Regulations*.

ID#: 151013-010410-0007643

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 International Operating Regulations*. In a country with multiple Group Members, a Group Member must **not** use "Visa" 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#: 010410-010410-0006274

Visa as Part of Corporate Identity

Visa must grant permission to a Member requesting use of the name "Visa" or any other Visa-Owned Mark as part of its corporate name or identity. If permission is granted, the name must be used:

- In a Member's corporate name, and must include the country identifier. The name "Visa" must **not** be used without the country identifier.
- In all media (business cards, letterhead, press releases, Websites, etc.) and must contain a clear indication of actual corporate identity, including full legal name
- In a contract or legal instrument with third parties, the Member must clearly state that it does **not** have the authority to act (and is **not** acting) as an agent of, or represent, Visa or any affiliate of Visa
- Solely for the promotion of Visa products and services

ID#: 010410-010410-0007277

National Organization Use of Visa Name

A National Organization established in compliance with Article XVI of the *Visa International Certificate of Incorporation and Bylaws* may use "Visa" as part of its corporate legal name and identity as provided in the *Visa International Operating Regulations*.

ID#: 111011-010410-0006276

Use of Marks on Cards

Marks Usage Requirements

Extraneous Numbers or Devices

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.

ID#: 151013-010410-0006161

Appropriate Marks on Chip Cards

A Card containing a Chip must bear the appropriate Mark for the Visa or Visa Electron Payment Application facilitated by the Chip.

ID#: 010410-010410-0003612

Visa Mark Requirements

All Visa Cards and Visa Electron Cards must bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier, as specified in the *Visa Product Brand Standards*.

See the *Visa Product Brand Standards* for complete embossing and printing requirements for the front and back of Visa and Visa Electron Cards.

ID#: 160312-010410-0003607

Multiple Marks on Card

Hierarchy of Marks

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
- **Effective through 31 December 2013**, Visa Cash Symbol

All other Visa-Owned Marks must:

- Appear together
- **Not** be separated by Non-Visa-Owned Marks

ID#: 111011-010410-0008218

Permitted Use of Other Marks (Updated)

Other Marks may be used on Cards as follows:

- **Effective through 31 December 2013**, a Member must not use any Mark other than the Visa Brand Mark, Visa Brand Mark with the Electron Identifier, or Visa Cash Symbol on Cards to indicate Card acceptance at Merchant Outlets outside the country of Card issuance.
- **Effective 1 January 2014**, a Member must not use any Mark other than the Visa Brand Mark or Visa Brand Mark with the Electron Identifier on Cards to indicate Card acceptance at Merchant Outlets outside the country of Card issuance.
- A Mark owned by a Single Merchant may appear on a Card as part of an Affinity/Co-Brand Program approved by Visa. If the Mark is not one that is used as an identifier of payment services at Merchant Outlets other than those of the Single Merchant, this 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.^{1,2}

¹ A variance to this requirement applies in the Canada Region.

² A variance to this requirement applies in the AP Region, LAC Region, and U.S. Region for U.S. Covered Visa Debit Cards.

ID#: 151013-010410-0006326

Multiple Magnetic Stripes on Visa Cards in Japan - AP Region (New)

A Member in Japan may issue Visa Cards with multiple Magnetic Stripes. Members may use names or Marks of service providers who are ineligible for membership in Visa, or entities who are eligible for membership but are not Members, on Visa Cards with multiple Magnetic Stripes. The issuance of such Cards is subject to the following requirements:

- All functionality provided by the additional Magnetic Stripes must be limited to Domestic Transactions only
- The Member and/or service provider must not use a Mark deemed to be competitive to Visa on the Visa Card, as identified in “Use of Visa-Owned Marks with Competitive Marks”
- The Member and service provider must comply with the *Visa International Operating Regulations* pertaining to the use of Visa-Owned Marks, and the *Visa Product Brand Standards* governing the issuance of Visa Cards with multiple Magnetic Stripes in Japan

ID#: 151013-040913-0027819

Permitted Use of Other Marks – AP Region, LAC Region, and U.S. Region

In the U.S. Region or in a U.S. Territory, a Member may use non-Visa-owned brand marks on U.S. Covered Visa Debit Cards that are equally prominent with or less prominent than the Visa Brand Mark to indicate acceptance at Merchant Outlets solely within the country of Card issuance and as specified in the *Visa Product Brand Standards*.

ID#: 151012-011011-0026531

Competitive Marks

Prohibited Use of Trade Name or Mark

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

- Any Trade Name or Mark that identifies or is associated with any entity, or its subsidiaries or affiliates, deemed competitive by Visa, including:¹
 - American Express Company
 - Discover Financial Services²
 - MasterCard Worldwide (including Maestro)³
- Any Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark

¹ A variance to this provision applies in the AP Region, LAC Region, and U.S. Region, for U.S. Covered Visa Debit Cards.

² A variance to this requirement applies in the U.S. Region for Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

³ Except as specified in "Cirrus Wordmark - LAC Region" and "Cirrus Wordmark - U.S. Region."

ID#: 150413-010410-0008458

Cards Bearing the Plus Symbol

A Card bearing the Plus Symbol must not bear the Marks of any entity that is ineligible for membership in Visa, or of any of the following entities, or their subsidiaries or affiliates, deemed competitive by Visa:^{1,2}

- American Express Company
- Discover Financial Services³
- 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. **prior to 1 October 1992.**

A Card bearing the Plus Symbol must not bear a Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark.

¹ Visa may grant a variance to this section for Chip Cards bearing the Plus Symbol.

² A variance to this provision applies in the AP Region, LAC Region, and U.S. Region for U.S. Covered Visa Debit Cards.

³ A variance to this requirement applies in the U.S. Region for Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

ID#: 150413-010410-0006159

Cards Bearing the Plus Symbol - AP Region, LAC Region, and U.S. Region

In the U.S. Region or in a U.S. Territory, a U.S. 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*.

ID#: 151012-011011-0026527

Prohibited Use of Trade Name or Mark – AP Region, LAC Region, and U.S. Region

In the U.S. Region or in a U.S. Territory, a Member may use the Marks of the American Express Company, Discover Financial Services, MasterCard Worldwide (including Maestro) or the subsidiaries or affiliates of these entities, or other entities deemed competitive by Visa, on U.S. Covered Visa Debit Cards, as specified in the *Visa Product Brand Standards*.

ID#: 151012-011011-0026532

Cirrus Wordmark - LAC Region

An LAC Issuer whose Visa Cards participated in the Cirrus network on 31 March 2010 may continue to do so under the following conditions:

- The Issuer must not extend its use of the Cirrus Wordmark or functionality beyond the existing debit, credit, or prepaid Card product types or Visa Card Programs participating in the Cirrus network on 31 March 2010
- The Issuer must not allow the Cirrus Wordmark and functionality to continue on a Visa Card Program obtained through a Merger or an Acquisition

ID#: 111011-010410-0025674

Cirrus Wordmark - U.S. Region

A U.S. Issuer whose Visa Cards participated in the Cirrus network on 31 March 2010 may continue to do so under the following conditions:

- The Issuer must not extend its use of the Cirrus Wordmark or functionality beyond the existing debit, credit, or prepaid Card product types or Visa Card Programs participating in the Cirrus network on 31 March 2010
- The Issuer must not allow the Cirrus Wordmark and functionality to continue on a Visa Card Program obtained through a Merger or an Acquisition

ID#: 111011-010410-0006306

General Card Design

Card Design Considerations

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

ID#: 010410-010410-0006160

Visa Mark Requirements

The Visa Brand Mark must:

- Appear as specified in the *Visa Product Brand Standards*
- Be placed on the front of the Card

ID#: 010410-010410-0006162

Other Marks Prohibition - AP Region, LAC Region, and U.S. Region

In the U.S. Region or in a U.S. Territory, a Member may use Marks that are specifically related to bank card programs and/or services related to those programs on U.S. Covered Visa Debit Cards, as specified in the *Visa Product Brand Standards*.

ID#: 151012-011011-0026528

Other Marks Prohibition - U.S. Region

For Visa Cards not defined as U.S. Covered Visa Debit Cards, a U.S. Member must not use Marks that are specifically related to bank card programs and/or services related to those programs, unless the U.S. Regional Operating Regulations expressly allow them.

ID#: 151012-010410-0006189

Member Identification

Member Identification on Card

Additional Permitted Member Identification for Prepaid Cards (New)

Effective 11 April 2013, with the prior consent of Visa, an Issuer may display the Marks of another Member on a Visa Card if:

- The Cards are only issued within the jurisdiction of the Issuer¹
- The Marks are used only in association with the issuance of either:
 - Non-Reloadable Prepaid Cards
 - Visa Prepaid Cards issued primarily for traveling, including Visa TravelMoney Cards
- The Issuer:
 - Is clearly identified as the Issuer of the Visa Prepaid Card as specified in “Permitted Member Branding Ownership and Control for Visa Prepaid Cards”

- Uses a BIN assigned to it to issue the Cards
- Owns, underwrites, and maintains control over the account and receivables associated with the Visa Prepaid Card program
- Is responsible for all servicing functions and customer service support associated with the Card
- The non-issuing Member:
 - Acts solely as a distributor/reseller for the Visa Prepaid Cards
 - Has no controlling interest over the operation of the Visa Prepaid Card Program
 - Is not responsible for servicing or customer support for the Card
 - Has no financial stake in the receivables associated with the Card
- The Marks comply with all the branding requirements specified under “Affinity Card Program and Co-branded Card Program” in the *Visa Product Brand Standards*.

¹ An exception to this requirement applies to Visa TravelMoney Cards issued in the CEMEA Region, as specified in “Visa TravelMoney Cross-Border Issuance - CEMEA Region.”

ID#: 151013-110413-0027675

Permitted Member Branding Ownership and Control for Visa Prepaid Cards (New)

Effective 11 April 2013, for a Visa Card which displays the Marks of multiple Members as specified in “Additional Permitted Member Identification for Prepaid Cards,” the Issuer must:

- Be clearly identified on all collateral materials and the Card as the Issuer of the Visa Prepaid Card
- Always be portrayed as the owner of the Visa Prepaid Card program

Visa may make the final determination whether a Visa Prepaid Card program using multiple Member Marks complies with this requirement.

ID#: 151013-110413-0027676

Affinity/Co-Branded Card Programs

Non-Member Marks on Cards

Second Line of Credit for On-Us Transactions - LAC Region (Updated)

An LAC Affinity/Co-Brand Partner may establish a second line of credit for On-Us Transactions. Access to the second line of credit is restricted to Transactions completed at the Affinity/Co-Brand Partner's Merchant Outlet for goods or services. Such Transactions are considered Visa Transactions.

The amount of the second line of credit must not exceed the amount of the primary line of credit.

ID#: 151013-010410-0007302

Global Co-Branded Card Program Requirements

Co-Branding Partner Reputation and Financial Standing

An Issuer participating in a Global Co-Branding Partnership may be required to provide information about the reputation and financial standing of the Global Co-Branding Partner before approval of the individual program.

ID#: 151012-010410-0004056

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:

- "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#: 150413-010410-0004052

Co-Branding Partner Eligibility

A Global Co-Branding Partner must:

- Be sponsored by an Issuer
- **Not** be eligible for Visa membership
- **Not** be an entity deemed to be a competitor of Visa

ID#: 151012-010410-0004053

Co-Branding Partnership Requirements (Updated)

A Global Co-Branding Partnership participant must comply with:

- The requirements specified in "Affinity/Co-Branded Card Program Requirements"
- Applicable laws or regulations

ID#: 151013-010410-0004054

Co-Branding Issuer Qualification and Notification

An Issuer participating in a Global Co-Branding Partnership must:

- Be a qualified Issuer in countries where Global Co-Branded Cards will be issued
- Notify Visa of planned interregional and intraregional Global Co-Branding Partnership expansion

ID#: 151012-010410-0004055

Affinity/Co-Branded Card Program Requirements

Affinity/Co-Branded Card Issuance (Updated)

An Issuer of Affinity/Co-Branded Cards must:

- Submit a completed Affinity/Co-Brand Application (available through Visa Online) and obtain written approval from Visa for each Affinity/Co-Brand Program before issuing Affinity/Co-Branded Cards
- Only issue Affinity Co-Branded Cards to residents of the Visa Region in which the Issuer is located

If requested by Visa, the Issuer must provide additional documentation, including:

- 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 the Affinity/Co-Brand Partner must complete all required documentation and agreements required by the applicable Mark owners.

ID#: 151013-010413-0027363

Affinity/Co-Brand Partner Eligibility Requirements (Updated)

Effective 1 April 2013, an Affinity/Co-Brand Partner must not be an organization:

- That is eligible for membership^{1,2}
- Deemed to be a competitor of Visa

¹ **Effective 11 April 2013**, an exception applies to a non-Member entity that is eligible for Visa membership, as specified in “Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception.”

² A variance applies in Japan, for cards issued with multiple Magnetic Stripes, as specified in “Multiple Magnetic Stripes on Visa Cards in Japan – AP Region.”

ID#: 151013-010413-0027364

Affinity/Co-Brand Program Ownership and Control (Updated)

The Issuer must:¹

- Own and control an Affinity/Co-Brand Program
- Underwrite, issue, and maintain the account associated with an Affinity/Co-Branded Card
- Always be portrayed as the owner of the Affinity/Co-Brand Program.

Visa may determine whether an Affinity/Co-Brand Program is owned and controlled by the Issuer. The decision is based on the Issuer's entire relationship with the Affinity/Co-Brand Partner including, but not limited to, 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, Visa may approve variances to this requirement for mortgage originator programs, pastoral companies, and superannuation funds in Australia, subject to assessment of the risk and eligibility of each request.

ID#: 151013-010413-0027365

Affinity/Co-Branded Card Requirements (Updated)

An Affinity/Co-Branded Card must comply with all Affinity/Co-Branded Card requirements as specified in the *Visa Product Brand Standards*.

ID#: 151013-010413-0027366

Affinity/Co-Branded Card Marks Prohibitions (Updated)

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 or other issues at the Point-of-Transaction

ID#: 151013-010413-0027368

Affinity/Co-Brand Program Positioning and Advertising (Updated)

An Affinity/Co-Branded Card Issuer must:

- Position the Card as a "Visa Card"¹
- Refer to the Affinity/Co-Branded 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-Branded Card is accepted only by a particular Merchant or class of Merchants

The Issuer must be portrayed as the owner of the Affinity/Co-Branded Program.

The Affinity/Co-Brand Partner must not state or imply that the Affinity/Co-Brand Card is owned or issued by the Affinity/Co-Brand Partner.

Visa may prohibit the use of any materials that denigrate the Visa brand.

¹ A limited exception is allowed in the U.S. 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.

² An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

ID#: 151013-010413-0027369

Affinity/Co-Branded Card Transaction Processing (Updated)

All Transactions completed with an Affinity/Co-Branded Card (including On-Us Transactions) must be processed and treated as a Visa Transaction, unless prohibited by applicable law or regulation.

An exception to this requirement applies in the U.S. Region as specified in "PIN-Debit Network Requirements - U.S. Region."

A limited exception is allowed in the U.S. 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.

A variance to this requirement applies in Japan, for cards issued with multiple Magnetic Stripes, as specified in "Multiple Magnetic Stripes on Visa Cards in Japan - AP Region."

ID#: 151013-010413-0027370

Affinity/Co-Branded Card Account Access (Updated)

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.

A variance to this requirement applies in the LAC Region as specified in "Second Line of Credit for On-Us Transactions – LAC Region."

A variance to this requirement applies in Japan, for cards issued with multiple Magnetic Stripes, as specified in "Multiple Magnetic Stripes on Visa Cards in Japan - AP Region."

ID#: 151013-010413-0027371

Affinity/Co-Branded Card Rules for Proprietary Cards Bearing the Plus Symbol (Updated)

The Affinity/Co-Branded Card rules do not apply to Proprietary Cards bearing the Plus Symbol, and no other Visa Marks, on which a non-Member Identification appears.

ID#: 151013-010413-0027372

Visa Requests for Affinity/Co-Brand Program Information (Updated)

A Member must submit the following to Visa upon request to determine compliance with the Affinity/Co-Branded Card program requirements:

- Any and all contracts with the Affinity/Co-Brand Partner
- Any other documentation relative to the Affinity/Co-Brand Program

ID#: 151013-010413-0027373

Determination of Affinity/Co-Brand Program Violations (Updated)

If Visa determines that any provisions of the Affinity/Co-Branded Card program requirements have been violated, Visa may:

- Require modification of the program, including, but not limited to:
 - Assignment of the program to a third party
 - Suspension of the program

- Impose fines or terminate the program with 90 calendar days' written notice

ID#: 151013-010413-0027374

Affinity Co-Branded Card Issuance - Canada Region (Updated)

With the prior written consent of Visa and provided that consent has not been withdrawn, a Card issued by a General Member in the Canada Region and displaying the corporate name or Trade Name of that General Member on the front of the Card¹ may bear the name, Trade Name, or Mark of an Affinity/Co-Brand Partner(s) in conjunction with the General Member's Affinity/Co-Brand Program if it appears either:

- In the Member identification area on the front of the Affinity/Co-Branded Card
- On the back of the Affinity/Co-Branded Card in the area not covered by the signature panel or Magnetic Stripe

¹ An exception to this requirement applies to Visa Prepaid Cards and Visa Commercial Cards.

ID#: 151013-010410-0001678

Brand Positioning

Card and Product Positioning

Visa Product Name

If a Member uses a Visa Product Name or any Visa-Owned Mark in typed or printed text, it must comply with *the Visa International Operating Regulations* and the *Visa Product Brand Standards*.

ID#: 010410-010410-0006155

Visa Card Product Name

A Member must not:

- Position any Visa Card as something other than a Visa Card¹
- 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-Transaction²

¹ A limited exception is allowed in the U.S. 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.

² An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

ID#: 151013-010410-0006153

Card Reproduction Requirements

A Member:

- Must produce a Card as specified in the *Visa Product Brand Standards*
- Must **not** distribute or display a reproduction of a Card as an indication of acceptance of Visa products at the Point-of-Transaction

ID#: 010410-010410-0006329

Positioning, Acceptance, and Accounts - U.S. Region (Updated)

A U.S. 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, or any other device or means, in order to:
 - Permit exclusive or preferential acceptance of any of its Visa Cards by any Merchant or any Affiliated-merchant that is affiliated with the Member¹
 - Allow any Transaction involving use of these Cards to be treated as anything other than a Visa Transaction, except as specified in "PIN-Debit Network Requirements - U.S. Region"²
- 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 An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

² A limited exception is allowed 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.

ID#: 151013-010410-0003210

Card and Product Positioning

An Issuer must refer to its Visa Card as a "Visa Card" in all communications regarding its program, including solicitations, advertising, promotions, and other Collateral Material.

ID#: 010410-010410-0003211

Positioning Trade Name or Mark - Canada Region

A Canada Member must **not** position its Trade Name or Mark as adding superior acceptability of the Card at the Point-of-Transaction.

ID#: 010410-010410-0007231

Use of Marks in Promotions, Advertisements, and Solicitations

Solicitations

Member Identification

A Member must identify itself by city and principal name, and may substitute the 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 these materials unless Visa designed them for Member use.

ID#: 010410-010410-0006311

References to Bankruptcy - U.S. Region

Visa Program solicitation materials in the U.S. Region must **not** reference bankruptcy, insolvency, or any similar circumstance.

ID#: 010410-010410-0001216

Promotional Material

Merchant Use for Promotions/Advertising

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

- Member distributes the material
- *Visa International Operating Regulations* or the *Visa Product Brand Standards* permit their use
- U.S. Member's name and city appear on the material, as applicable

If a Merchant uses promotional materials and advertisements that include the use of Visa-Owned Marks, the Merchant must comply with the:

- Regional Operating Regulations
- *Visa International Operating Regulations*
- *Visa Product Brand Standards*

ID#: 151013-010410-0008277

Competitive Marks with 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.

ID#: 081010-010410-0006327

Competitive Marks with Visa-Owned Marks – AP Region, LAC Region, and U.S. Region

In the U.S. Region or in a U.S. 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 U.S. Covered Visa Debit Card, or the maintenance of a Cardholder relationship for a U.S. Covered Visa Debit Card, as specified in the *Visa Product Brand Standards*.

ID#: 151012-011011-0026530

Competitive Marks with Visa-Owned Marks - U.S. Region

A U.S. Member may not use the Visa-Owned Marks in connection with a Member's promotion, offer or solicitation of a Visa Card not defined as a U.S. Covered Visa Debit Card, or the maintenance of a U.S. Cardholder relationship for a Visa Card not defined as a U.S. 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.

ID#: 151013-010410-0006302

Offer/Issuance Conditions – AP Region, LAC Region, and U.S. Region

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

ID#: 151012-010410-0006303

Advertisements Using Visa-Owned Marks

If a Merchant uses promotional materials and advertisements that include the use of the Visa-Owned Marks, the Acquirer must approve them in advance.

ID#: 010410-010410-0002863

Merchant Use of Marks (Updated)

A Merchant must not:

- Indicate or imply that Visa endorses any Merchant goods or services
- Refer to Visa in stating eligibility for its products, services, or membership
- Use the Visa-Owned Marks for any purpose other than those permitted in the *Visa International Operating Regulations* or without written permission from Visa

ID#: 151013-010410-0007416

Permitted Merchant Use - U.S. Region

A U.S. Merchant may:

- Indicate in a single advertisement, display, or notice that the Visa Program services and other Card services are available
- Use the Visa-Owned Marks or, if the U.S. Merchant has selected Limited Acceptance, the signage associated with the Limited Acceptance category it has selected, on promotional, printed, or broadcast materials only to indicate the types of Cards it accepts for payment

ID#: 010410-010410-0002343

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.

ID#: 151013-010410-0006233

Non-Member Marks on Collateral Material - Canada Region

Except as permitted in the Canada Regional Operating Regulations and except as may be 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. The Marks of the Interac Association are excepted.

ID#: 111011-010410-0006236

Member Sponsorships

Sponsorships Usage Requirements

Approval Request for Sponsorship Materials

A Member must submit an approval request to Visa at least 2 months before the anticipated release date of any materials associated with sponsorship activities or the start date of a sponsored event, whichever is earlier.

ID#: 010410-010410-0007408

Use of Visa-Owned Marks with Competitive Marks

A Member must not use the Visa-Owned Marks with the Marks of any of the following, or its subsidiaries or affiliates, in any sponsorship activity:

- American Express Company
- Discover Financial Services
- MasterCard Worldwide (including Maestro)
- Any other entity that Visa deems competitive

ID#: 151013-010410-0006572

Member as Sponsor

A Member participating in any sponsorship activity must clearly convey in all of its communications and displays that only the Member, **not** Visa, is the sponsor. The Member must not state or imply that it owns any of the Visa-Owned Marks.

ID#: 151013-010410-0007405

Use of Marks on Cards/Decals

A Member may use the partnership or Sponsorship Marks on Cards and decals with other representations of certain Visa Program Marks in advertising and on promotional materials.

ID#: 050411-010410-0001132

Electron Mark/Identifier

Electron Marks Usage Requirements

Electron Acquiring Only - U.S. Region (Updated)

The Visa Brand Mark with the Electron Identifier may be used in the U.S. Region for acquiring purposes only.

ID#: 151013-010410-0007406

Interlink Program Marks

Interlink Program Marks Usage Requirements

Interlink Mark Prominence - U.S. Region

For Cards issued by a U.S. Issuer, the Interlink Program Marks must appear, in equal prominence, on a Visa Check Card or Visa Debit Card also participating in the Interlink Program, if the Card displays the acceptance Mark of any non-Visa PIN-based debit or ATM program.

ID#: 010410-010410-0006290

Prohibition of Interlink Mark on Credit Cards - U.S. Region

For Cards issued by a U.S. Issuer, the Interlink Program Marks must not appear on Visa Cards that primarily access a line of credit.

ID#: 151013-010410-0006291

Interlink Mark Display on Cards - U.S. Region

For Cards issued by a U.S. Issuer, Interlink Program Marks are **not** required to appear on a Visa Check Card or Visa Debit Card also participating in the Interlink Program if:

- The Card does not display the acceptance Mark of any other PIN-based debit program
- The Issuer clearly communicates to its Cardholders, at the time of issuance, that the Card may also be used for PIN debit transactions anywhere Interlink cards are accepted

ID#: 010410-010410-0006289

Plus Program Marks

Plus Program Marks Usage Requirements

Plus Symbol Use

A Member must use the Plus Symbol only as a Mark indicating acceptance for ATM services. Any change to this provision requires a majority vote of the directors in attendance at any meeting of the Board of Directors where a quorum is present.

ID#: 010410-010410-0006324

Plus Symbol Displayed at an ATM

The Plus Symbol must only be displayed at an ATM that accepts Cards bearing the Plus Symbol for ATM services. Any changes to this provision require a majority 3/4 vote of the directors in attendance at any Board of Directors meeting where a quorum is present.

ID#: 010410-010410-0003583

Plus Program Marks on Proprietary Cards

An Issuer of Proprietary Cards with Plus Program capabilities must place the Plus Symbol on all Proprietary Cards within 5 years from the beginning date of participation in the Plus Program. The presence of the Plus Symbol is optional on Visa Cards if no other ATM Acceptance Mark is present on the Card.

ID#: 010410-010410-0003577

Plus Program Marks Description - U.S. Region

The U.S. Plus Program Marks are:

- Plus Symbol, which consists of the Plus Design positioned to the left and above the Plus Logotype
- Plus Wordmark
- Plus Design or Diamond Design
- Plus Logotype
- Any other Mark that Visa adopts for use with the Plus Program

ID#: 010410-010410-0006283

Plus Symbol Display Requirement at ATM - U.S. Region

The Plus Symbol must be displayed on participating U.S. ATMs. The Visa Brand Mark with the Electron Identifier may be displayed on participating ATMs.

ID#: 010410-010410-0005768

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 5: Visa Products and Services

Core Principle 5.1

Issuing and Technology Standards

Following the Standards Established by Visa

Participants in the Visa system agree to follow the card issuing and technology standards established by Visa to ensure systems work together to provide seamless transaction and data processing. For example, the magnetic stripe and chip used on Visa cards must follow compatible standards and specifications to guarantee global interoperability and payment acceptance.

ID#: 010410-010410-0007774

Core Principle 5.2

Issuing and Using Visa Products

Preserving Security, Integrity, and Consistency

To preserve the security, integrity and consistency of experience of the Visa system and meet the diverse needs of participants in the Visa system, participants agree to follow Visa's policies, requirements and standards for issuing and using Visa products and services.

ID#: 010410-010410-0007775

Core Principle 5.3

Card Design Requirements and Standards

Receiving Approval from Visa

Visa specifies card design requirements and standards for use of its marks to ensure the integrity, safety, and security of the Visa brand and products and to ensure the common, immediate recognition of Visa products and services around the world. Participating issuers agree to use only Visa-authorized card manufacturers and card personalizers to produce Visa cards. Participants agree to submit card designs for Visa approval to ensure adherence to the *Visa Product Brand Standards*.

ID#: 010410-010410-0007776

Card Issuance

Issuer Responsibilities - General

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#: 010410-010410-0004091

General Member Card Plan - Canada Region

Each Visa Canada General Member must operate its own Card plan that conforms to the minimum standards specified below:

- 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 Operating Regulations
- Cards issued by each Member will entitle Cardholders to make purchases of goods and services and to obtain Cash Disbursements
- Subject to appropriate Authorization, each Member will honor Cards issued by other Members for Cash Disbursements

- Subject to appropriate Authorization, each General Member will cause its Merchants to honor Cards issued by other such Members for the purchase of goods and services

ID#: 010410-010410-0004092

Card Accessing Cardholder Funds on Deposit - U.S. Region

A U.S. 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:

- Receives prior written consent from the organization where the funds are deposited
- Completes automated clearing house notification requirements

Monthly periodic payments are excluded from this prohibition.

ID#: 010410-010410-0004573

Adhesive Material on Cards - U.S. Region

Except as specified in "Card Activation Sticker - U.S. Region," a U.S. Issuer must ensure that no adhesive material is affixed to either side of a Visa Card unless it is integral to the manufacture of the Card.

ID#: 010410-010410-0003407

Card Activation Sticker - U.S. Region

A U.S. Issuer may affix a Card activation sticker to the front or back of its Cards if the sticker does not interfere with any other 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 contact the Issuer upon receipt of the Card for activation and to remove the sticker from the Card once activation has occurred
- For Visa Check Cards that are activated by the Cardholder at a PIN-based Terminal, instruct the Cardholder to remove the sticker from the Card before activation

ID#: 010410-010410-0008695

Telephone Number for Cardholder Inquiries - U.S. Region

A U.S. Member that lists a telephone number in a telephone directory for the purpose of receiving Cardholder inquiries must insert at least the following listing: "Visa Card Center-(Name of Member)."

ID#: 010410-010410-0006330

Account Range and BIN Use

Multiple Members on the Same BIN (New)

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

- Submit a “BIN License Agreement” for each Sponsored Member
- For issuance purposes, uniquely identify each Issuer within the first 9 digits of the Account Number

ID#: 151013-270813-0027808

BIN Assignment for New Visa Card Programs (Updated)

For a new Visa Card program, an Issuer must submit a “BIN License Agreement” to request either a:

- Designated account range within a BIN
- Unique BIN

ID#: 151013-010410-0003143

Account Number Specifications

BIN and Account Number Specifications

The specifications for BIN and Account Number structures embossed, encoded, or printed on all Visa Cards and Visa Electron Cards.

ID#: 111011-010410-0003196

PIN Issuance

PIN Availability Requirement

An Issuer must make a PIN available to each Cardholder for use with a Card. PIN issuance is **not** required for certain Visa Prepaid Card programs bearing the Visa Brand Mark, or Visa Brand Mark with the Electron Identifier, as outlined in the applicable Visa International Prepaid Program Guidelines. An Issuer may elect not to offer PINs for certain types of Visa Prepaid Card products with prior written approval from Visa.

ID#: 150413-010410-0004019

PIN Issuance Requirements (Updated)

An Issuer must:

- Notify its Cardholders of PIN availability
- Comply with the *Payment Technology Standards Manual*
- Successfully complete certification testing to demonstrate its capability to perform PIN Verification, or designate Visa to perform this function
- Select Stand-In Processing Issuer options pertaining to a Transaction for which a PIN is used

ID#: 151013-010210-0004571

PIN Issuance Requirements - U.S. Region

A U.S. Issuer must:

- Comply with the *Payment Technology Standards Manual*
- Successfully complete required testing to demonstrate its capability to perform PIN Verification, or designate Visa to perform this function
- Issue a PIN to each Cardholder for use with their Visa Card. A Visa Traditional and Classic Visa Check Card Issuer has complied with this requirement if the Issuer notifies its Cardholders that they may either:
 - Select their own PIN
 - Request that a PIN be issued
- Notify each of its Cardholders of the availability of PINs and the Visa ATM Network. Issuers of the following Card products must provide this notification annually to all active:
 - Visa Check Card Cardholders
 - Visa Signature Cardholders
 - Visa Signature Preferred Cardholders
- Ensure the security of the PIN
- Select V.I.P. System Issuer options pertaining to a Transaction for which a PIN is used

ID#: 150413-010410-0004563

PIN for Emergency Card Replacement - CEMEA Region

A CEMEA Issuer that issues an Emergency Card Replacement is **not** required to issue a PIN.

ID#: 081010-010410-0007232

PIN Issuance for Visa Signature and Visa Signature Preferred Cards - U.S. Region

A U.S. Issuer must comply with "PIN Issuance Requirements - U.S. Region" within one year of issuing one of the following Card products to a new Cardholder:

- Visa Signature
- Visa Signature Preferred

A U.S. Issuer whose internal systems support customer PIN selection must offer the availability of PINs to all of its Cardholders, unless prohibited by applicable laws or regulations.

A U.S. Issuer whose internal systems do not support customer PIN selection must issue PINs to all of its Cardholders, unless prohibited by applicable laws or regulations. Notifying Cardholders that a PIN is available upon request does not satisfy this requirement.

ID#: 150413-010410-0008126

Expiration Date Standards

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.

ID#: 081010-010410-0003209

Expiration Date Consistency - Chip Cards

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.

ID#: 010410-010410-0003199

Emergency Card Replacement Expiration Date - CEMEA Region

For a CEMEA Issuer that issues an Emergency Card Replacement, the expiration date must be either:

- The last day of the month following the month of issuance
- A date assigned by the Issuer of no later than 1 year from the issuance date

ID#: 090411-010410-0007234

Card Manufacture and Delivery

Card Shipping and Security

Issuer Standards for Distribution Channel Vendors (Updated)

An Issuer may contract through another Issuer or a Distribution Channel Vendor for the packaging, storing, and shipping of pre-manufactured, commercially ready Visa Products. ("Pre-manufactured, commercially ready" refers to non-personalized Visa Products that have already been manufactured, encoded, and embossed/printed and are ready for sale or distribution to Cardholders.)

If the Issuer uses a Distribution Channel Vendor, it must:

- Register the Distribution Channel Vendor as a Third Party Agent, as specified in "General Agent Requirements"
- 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*
- Comply with Third Party Agent program requirements, as specified in "General Agent Requirements"

ID#: 151013-010410-0025520

Preparation for Mailing of Individual Personalized Visa Products

An Issuer must:

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

ID#: 050411-010100-0025519

Security at Card Distribution Points (Updated)

An Issuer must comply with security requirements specific to a Visa Product for storing, shipping, distributing, and destroying Visa Products at Card Distribution Points, as specified in:

- The applicable Visa International Prepaid Program Guidelines
- *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support, and Fulfillment Vendors*
- In addition, for Visa Prepaid Card Issuers, *Visa International Prepaid Retail Channel Guidelines*

ID#: 151013-131011-0026579

Card Destruction Security Requirements (Updated)

An Issuer must comply with security requirements for the destruction of Visa Products, as specified in:

- *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support, and Fulfillment Vendors*
- In addition, for Visa Prepaid Card Issuers, *Visa International Prepaid Retail Channel Guidelines*

ID#: 151013-131011-0026580

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:

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

ID#: 010410-010410-0002394

Card Embossing, Printing, Encoding, and Personalization

Visa Product Personalization - Issuer Requirements (Updated)

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:

- **Effective through 31 December 2013**, *Global Physical Security Validation Requirements for Card Vendors*
- **Effective 1 January 2014**, *Payment Card Industry (PCI) Card Production - Physical Security Requirements*

- **Effective through 31 December 2013**, *Global Logical Security Validation Requirements for Card Personalization Vendors*
- **Effective 1 January 2014**, *Payment Card Industry (PCI) Card Production - Logical Security Requirements*
- Applicable regional Issuer personalization policy

If participating in Instant Card Personalization Issuance, the Issuer must ensure that the Card personalization process complies with the *Visa Global Instant Card Personalization Issuance Security Standards*.

The Issuer may complete an annual "Instant Card Personalization Issuance Self-Audit Questionnaire," as specified in the *Visa Global Instant Card Personalization Issuance Security Standards*, for each Instant Card Personalization Issuance location and retain the questionnaire for auditing purposes.

For each Third Party Agent performing Instant Card Personalization Issuance, the Issuer must:

- Register the Third Party Agent, as specified in "General Agent Requirements"
- Validate the Third Party Agent's compliance with the *Visa Global Instant Card Personalization Issuance Security Standards* and complete an annual "Instant Card Personalization Issuance Self-Audit Questionnaire" for each location
- Comply with Third Party Agent program requirements, as specified in "General Agent Requirements"

ID#: 151013-010410-0025518

Liability for Misencoded Visa or Visa Electron Cards

Visa assigns liability for payment of Transaction Receipts resulting from the use of a Misencoded Visa Card or Visa Electron Card:

- To the Acquirer that received the Transaction Receipt, if the Misencoded Visa Card bears a BIN that was **not** assigned to a Member. The Acquirer is liable until:
 - The Misencoded Visa Card or Visa Electron 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 Visa Card or Visa Electron Card bearing a valid BIN but an invalid Account Number. The Issuer is liable:
 - 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

ID#: 010410-010410-0001813

Liability for Misembossed or Misencoded Visa Cards - U.S. Region

In the U.S. Region, Visa assigns liability for payment of Transaction Receipts resulting from the use of Misembossed or Misencoded Visa Cards based on the following priorities in the order shown:

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

ID#: 010410-010410-0001817

Issuer Requirements - General

Exchange Rates

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.

ID#: 010410-010410-0000387

Issuer Disclosure of Exchange Rate - AP Region

An AP Issuer must disclose to each of its Cardholders in writing that the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:

- A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa receives
- The government-mandated rate in effect for the applicable Processing Date

in each instance, plus or minus any adjustment that the Issuer determines.

ID#: 010410-010410-0004088

Cardholder Notification 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 government-mandated rate
- Additional fees and charges (if any) assessed by the Issuer through the addition of a percentage increase to the Basic Currency Conversion Rate or any other fees for currency conversion
- Specific fees and charges to be assessed to the Cardholder, where appropriate, 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 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

A CEMEA Issuer may choose the method by which it notifies the Cardholder in writing. This may include, but is not limited to, one or more of the following:

- Cardholder Agreement
- Cardholder Terms and Conditions
- Any other Agreement between the Cardholder and the Issuer
- Monthly billing statement

ID#: 111011-010410-0008822

Issuer Disclosure of Exchange Rate - U.S. Region (Updated)

A U.S. Issuer must disclose to each of its Cardholders in writing that the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:

- 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 itself receives
- The government-mandated rate in effect for the applicable Processing Date

in each instance, plus or minus any adjustment determined by the Issuer.

ID#: 151013-010410-0000389

Cardholder Liability

Limitation of Cardholder Liability - AP Region

An AP consumer Card Issuer must limit a Cardholder's liability to zero upon notification of all Cardholder-disputed, unauthorized Visa Transactions except ATM Cash Disbursements.

ID#: 010410-010410-0003925

Limitation of Cardholder Liability - Canada Region

A Canada Issuer must hold harmless a Cardholder from any liability for Transactions which the Cardholder establishes, to the satisfaction of the Issuer, are **not** the responsibility of the Cardholder in accordance with the terms of the Issuer's Cardholder agreement and of any related documentation.

ID#: 010410-010410-0000394

Limitation of Cardholder Liability for Unauthorized Transactions - Canada Region

A Canada Issuer must **not** impose a minimum Cardholder liability amount with regard to unauthorized Transactions. Unauthorized Transactions may be defined in the Issuer's Cardholder agreement and in any related documentation.

ID#: 010410-010410-0000395

Applicability of Liability-Related Operating Regulations - Canada Region

In the Canada Region, "Limitation of Cardholder Liability - Canada Region" and "Limitation of Cardholder Liability for Unauthorized Transactions - Canada Region" only apply to consumer and Business Cardholder Transactions and do **not** apply to Visa Corporate Card and Visa Purchasing Card Transactions.

ID#: 010410-010410-0000396

Advertising for the Zero Liability Program - Canada Region

Any promotional, advertising, or marketing language used for the Zero Liability Program in the Canada Region must contain messaging, in the body of the promotional, advertising, or marketing language and not as a footnoted disclaimer, to the effect that Cardholders are responsible for ensuring that they protect their PIN.

ID#: 010410-010410-0000397

Limitation of Cardholder Liability - U.S. Region

For Visa Consumer Cards and Visa Business Cards issued in the U.S. Region, upon receipt of notification from its Cardholder of unauthorized Visa Transactions, a U.S. Issuer must limit the Cardholder's liability for those Transactions to zero. This requirement is **not** applicable for ATM Cash Disbursements or Visa Corporate Card or Visa Purchasing Card Transactions.

ID#: 010410-010410-0008434

Increase of Cardholder Liability - U.S. Region

A U.S. Issuer may increase the limit of the Cardholder's liability for unauthorized Visa Transactions only if the Issuer reasonably determines, based on substantial evidence, that the Cardholder was grossly negligent or fraudulent in the handling of the account or the Card.

ID#: 010410-010410-0008171

Notification of Unauthorized Visa Business Card Transactions - U.S. Region

A U.S. Issuer of Visa Business Cards may require the notification of unauthorized Visa Transactions to be received within 60 calendar days of the mailing date of the first statement showing unauthorized Visa Transactions.

ID#: 010410-010410-0000404

Unauthorized Visa Business Card Transaction Exclusions - U.S. Region

A U.S. Issuer of Visa Business Cards may define an unauthorized Visa Transaction to exclude any Transaction allegedly conducted by:

- A business co-owner
- The Cardholder or person authorized by the Cardholder
- Any other person with an interest in or authority to transact business on the account

ID#: 010410-010410-0000406

Provisional Credit

Provisional Credit - AP Region

An AP Issuer must provide provisional credit to a Cardholder's account within 5 business days of notification as specified in "Limitation of Cardholder Liability - AP Region."

The AP Issuer may require written confirmation or other documentation from the Cardholder before providing provisional credit as per the terms and conditions of the Cardholder agreement.

The AP Issuer may:

- Withhold providing provisional credit if the Issuer determines that specific investigations are required, including those for specific transactions and Merchant types, if the prior account history is unsatisfactory, or if the nature of transactions justifies the delay in crediting the Cardholder's account
- Increase the amount of the Cardholder's liability for unauthorized Visa transactions if the Issuer determines, based on available evidence (provided by the Cardholder or otherwise), that the Cardholder was grossly negligent or fraudulent in the handling of the account or the Card (this includes protecting the Card, account, or PIN and reporting the loss or unauthorized transactions)

ID#: 111212-010410-0008700

Provisional Credit - Canada Region (Updated)

A Visa Debit Category Issuer in the Canada Region must provide provisional credit to any Visa Debit Cardholder's account within 2 business days of the notification of a dispute or unauthorized Transactions.

ID#: 151013-140612-0008069

Withholding of Provisional Credit - Canada Region (Updated)

A Visa Debit Category Issuer in the Canada Region may withhold a provisional credit if any of the following apply:

- The Issuer determines that specific investigations are required, including those for specific Transactions and Merchants
- The prior account history is unsatisfactory
- The nature of the Transaction justifies the delay in crediting the Cardholder's account

ID#: 151013-140612-0008070

Cardholder Applications

Card Application Processing Fee - U.S. Region

A U.S. Issuer or Agent that charges an application processing fee for a Visa Card must:

- Disclose that the fee is for processing the application and is in addition to Cardholder fees or charges payable if the Visa Card is issued
- Provide the disclosure in a way that allows the Cardholder to avoid the fee if they do not want to pursue the application

ID#: 010410-010410-0000412

Card Application Processing Fee Restrictions - U.S. Region

A U.S. Issuer or its Agent must not:

- Charge a fee for providing an application to a potential Cardholder
- Use a "900" area code, "976" telephone exchange, or any similar telephone number to charge a fee for inquiries about obtaining a Visa Card

ID#: 151013-010410-0000413

Confidentiality of Cardholder Information

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.

ID#: 010410-010410-0001986

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.

ID#: 010410-010410-0001987

Privacy Legislation - Acquirer Requirements - Canada Region

A Canada Acquirer must certify to Visa that it has met the applicable requirements of privacy legislation for the collection, use, and disclosure of personal information among Visa and its employees and agents, for the purpose of a Merchant's participation in the Visa Program.

ID#: 010410-010410-0005395

Cardholder Data Provision for Prize Awards - U.S. Region

A U.S. Issuer must provide Cardholder data to Visa for the purposes of awarding prizes in conjunction with promotional activities conducted by Visa, unless prohibited by applicable laws or regulations.

A U.S. Issuer that is prohibited by applicable laws and regulations from disclosing Cardholder data must:

- Assist Visa as follows:
 - Notify its Cardholder that they have been awarded a prize
 - Obtain the necessary documentation from the Cardholder
- Comply with all requirements specified by Visa
- Ensure that any prize is awarded directly to the Cardholder

ID#: 150413-010410-0008704

Disclosure of Visa Transaction Information - U.S. Region

A U.S. Issuer may only disclose Visa Transaction Information to third parties approved by Visa, for the sole purpose of:

- Supporting a loyalty program
- Providing fraud control services

This requirement does not apply to Commercial Visa Product Issuers in the U.S. Region.

ID#: 151013-010410-0003555

Data Retention and Transmission

Recurring Transaction Data

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

- Identifies a Recurring Services Merchant

- Enables the Cardholder to contact the Merchant

This data may include, but is **not** limited to:

- Merchant name
- Merchant city
- Merchant state/province
- Merchant country
- Merchant telephone number

ID#: 010410-010410-0004080

Enriched Transaction Data - U.S. Region (Updated)

A U.S. Issuer that receives enriched data with any of the following Transactions, as specified in the applicable VisaNet Manuals, must comply with this section:

- 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

For the above Transactions, an Issuer must either:

- Print the data on the Cardholder statement
- Retain the data for a minimum of 200 calendar days from the Transaction Date

ID#: 151013-010410-0003554

Disputed Transactions - Canada Region

Issuer Contact Disclosure - Canada Region

A Canada Issuer must disclose in its consumer Cardholder agreements that Cardholders may contact the Issuer to discuss disputes the Cardholder may have with respect to a Transaction on their Cardholder statement.

ID#: 010410-010410-0004106

Disputed Transactions - Issuer Requirements - Canada Region

Where a Canada Issuer reasonably determines the dispute is:

- Legitimate

- Properly documented by the Cardholder as required in accordance with the *Visa International Operating Regulations* and/or the Canada Regional Operating Regulations
- Aligned with the Chargeback rights as defined in the *Visa International Operating Regulations* and/or the Canada Regional Operating Regulations (including without limitation the time limit for initiating the Chargeback)

the Issuer must provisionally credit the Cardholder's account and process the Chargeback, provided that:

- The dispute relates to an Electronic Commerce or Mail/Phone Order Transaction
- The Cardholder has attempted to resolve the dispute with the Merchant and the Merchant has failed to refund the Cardholder within 30 days of their request for a refund
- There is no other person, entity, board, official, fund, or other source that will provide Cardholder with a refund for such Transaction

ID#: 010410-010410-0004107

Cardholder Credit Requirements - Canada Region

Where all of the conditions stipulated in "Disputed Transactions - Issuer Requirements - Canada Region" are met and a Canada Issuer chooses not to process a Chargeback, the credit to the Cardholder's account must be final.

ID#: 010410-010410-0004108

Reversal of Disputed Transaction Credit - Canada Region

A Canada 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.

ID#: 010410-010410-0004109

Cardholder Notifications

Notification of Card Use Restrictions

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

ID#: 150413-010410-0000386

Chip Card Issuer Identification

A single Issuer must be designated and identified to a Cardholder as the Issuer of a Chip Card.

ID#: 010410-010410-0004022

Disclosure and Disclaimer Information for Visa Gold or Visa Business/Corporate Card Issuer - AP Region

In the AP Region, Visa may require a Visa Gold or Business/Corporate Card Issuer to provide disclosure and disclaimer information, as specified in its implementation materials, and any subsequent communications to its Cardholders as required under applicable laws or regulations.

ID#: 150413-010410-0000824

Disclosure of Responsibility for Charges - AP Region

While an AP Member is free to represent to its Cardholder or Merchant that Visa imposes a charge on the Member, the Member must not represent to its Cardholder or its Merchant that Visa imposes any charge on the Cardholder or the Merchant. Members are responsible for making whatever disclosures applicable laws or regulations require with respect to their charges to their Cardholders or to their Merchants.

ID#: 150413-010410-0004089

Disclosure of Provision of Cardholder Data - U.S. Region

A U.S. Issuer must:

- Disclose in its Cardholder agreement that it may provide Cardholder personal data to Visa, its Members, or their respective contractors for the purpose of providing Emergency Cash and Emergency Card Replacement Services
- Require that the Cardholder consent to the release of this information

ID#: 010410-010410-0003870

Telephone Number for Cardholder Assistance - U.S. Region

A U.S. Issuer must provide a toll-free telephone number where a Cardholder of one of the following products may obtain assistance 24 hours a day, 7 days a week while traveling:

- Visa Signature
- Visa Signature Preferred

- Commercial Visa Products

ID#: 010410-010410-0000417

Communication of Cardholder Assistance Telephone Number - U.S. Region

A U.S. 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 own or its agent's assistance center telephone or fax number

The toll-free telephone number for U.S. Cardholder assistance must be printed on the back of the Card, on a wallet card, or on other material furnished to the Cardholder.

ID#: 050411-010410-0008723

Disclosure of Features and Services - U.S. Region

A U.S. Issuer must disclose to its Cardholders, in a timely manner, upgraded features and services when a Cardholder converts from one Card program to another (e.g., Visa Traditional to Visa Signature). The Issuer is responsible for any liability that arises from the timing of the disclosure.

ID#: 010410-010410-0000425

Disclosure of Non-Visa PIN Debit Transaction Information - U.S. Region

A U.S. Issuer that issues a Visa Check Card or Visa Debit Card that also may be used for non-Visa PIN debit transactions but does not bear any PIN debit program Marks must clearly communicate to its Cardholders how such Cards may be used to initiate non-Visa PIN debit transactions.

ID#: 010410-010410-0007424

Insurance Program - U.S. Region

Insurance Program Issuer Requirements - U.S. Region

In the U.S. Region, a Visa Product Issuer that offers any Visa insurance program must:

- Provide disclosure and disclaimer information to Cardholders as specified in implementation materials and subsequent communications available from Visa, as follows:
 - Send a paper copy of the insurance certificate or other disclosure of terms, conditions, and exclusions to each Visa Cardholder upon initial issuance of a Card, and for existing Cardholders 30 days prior to any material change in benefit coverage, conditions, or exclusions (except as specified for discontinuance of coverage), or if new insurance benefits are added, unless more frequent disclosure is required by applicable laws or regulations

- If an Issuer discontinues one or more insurance benefits, send each Cardholder a paper-based termination notice via statement insert, statement message, or direct mail communication no later than 60 days prior to the effective date of the change. In addition, prior to sending a termination notice to Cardholders, the Issuer must obtain written approval from Visa for the proposed content of such notice.
- If an Issuer adds insurance benefits, fully disclose the new insurance benefit information, administrator's phone number, and other pertinent information to each Visa Cardholder
- If an Issuer discontinues insurance benefits provided by Visa and elects to provide such benefits through an alternate provider, it must fully disclose the new insurance benefit information, administrator's phone number, and other pertinent information to each Visa Cardholder
- Inform Cardholders that in order to receive Insurance benefits, their beneficiaries must prove that the Cardholder purchased the product or service with a Visa Card
- Maintain accurate records documenting the fact that the Issuer sent a copy of the insurance certificate or other disclosure of terms, conditions, and exclusions to each enrolled Visa Cardholder

ID#: 150413-010410-0000420

Insurance Claim Payment - U.S. Region

A U.S. Issuer must pay for any valid insurance claim if either:

- 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

ID#: 010410-010410-0000423

Issuer Responsibility for Insurance Claims - U.S. Region

A U.S. Issuer must defend and pay 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:

- The Issuer failed to send, or cannot provide documentation of fulfilling its obligation to send, disclosure and disclaimer information to the Visa Cardholder 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 Visa written approval, and such misrepresentation, misstatement, or alteration results in an obligation or claim to pay a claim that was not otherwise covered

ID#: 010410-010410-0000424

Other Issuer Requirements

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.

ID#: 160312-161010-0025743

Issuer Credit Transaction Posting - U.S. Region

Except for U.S. Visa Debit Card Issuers, a U.S. Issuer must post a Credit Transaction Receipt to a Cardholder's account within 3 business days from the Settlement date.

ID#: 160312-161010-0025744

Real-Time Clearing - U.S. Region

In the U.S. Region, for a Real-Time Clearing Transaction, an Issuer must release any hold on available funds in its Cardholder's account as a result of an approved Authorization request:

- Upon receipt of the Completion Message
- Upon expiration of the time limit for completion specified in the preauthorization request if a Completion Message has not been received by that time

ID#: 010410-010410-0006428

Cardholder Payments - Canada Region

Subject to Cardholder consent to any charge imposed by a Canada Member, the Member must accept from the Cardholder a payment in Canadian dollars for another Canada Member's Canadian dollar-denominated Visa billing. Payment must be promptly remitted to that Member.

ID#: 010410-010410-0007459

Status Check Procedure - U.S. Region (Updated)

In the U.S. Region, for a Status Check Procedure Transaction, an Issuer that has received an Acquirer Confirmation Advice must upon receipt of the Acquirer Confirmation Advice release any hold on available funds in its Cardholder's account in excess of the final Transaction amount specified in the Acquirer Confirmation Advice.

ID#: 151013-201012-0026795

Offer/Issuance Conditions (Updated)

No Member may condition the offer or issuance of any payment card product bearing Visa Card 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.

A variance to this provision applies in the AP Region, LAC Region, and U.S. Region for U.S. Covered Visa Debit Cards.

ID#: 151013-010410-0025568

Magnetic-Stripe Requirements

Magnetic-Stripe Encoding

Magnetic-Stripe Encoding Requirements

The Magnetic Stripe on a Visa Card or Visa Electron Card must be encoded on both track 1 and 2, as specified in the *Payment Technology Standards Manual*.

A variance to this requirement applies in the LAC Region for Magnetic Stripe personalization of instant issue embossed Visa Cards.

ID#: 010410-010410-0003602

Service Codes on Magnetic Stripe

An Issuer may encode its Card acceptance policies in the Service Code field of the Magnetic Stripe using all Service Codes valid for the applicable Card product.

Service Code values must be encoded as specified in the *Payment Technology Standards Manual*.

ID#: 150413-010210-0003603

Chip Card Requirements

General Chip Card Requirements

Chip Card Compliance

All Chip Cards must:

- Successfully complete the *Visa Chip Security Program - Security Testing Process*
- Contain Visa Smart Payment

ID#: 150413-010101-0008182

Chip Application Approval

Visa may review and approve all applications contained in a Chip used to facilitate a Visa Smart Payment service.

ID#: 010410-010410-0004023

Chip Parameter Values and Processing Options

An Issuer is responsible and liable for the parameter values and processing options contained in the Visa Smart Payment Application.

ID#: 010410-010410-0004038

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

ID#: 111011-170410-0007163

Chip Technology Use Notification

An Issuer must notify Visa of its intention to use Chip technology on Cards at least 60 calendar days before issuance.

ID#: 010410-010410-0003590

Chip Financial Application Approval

If a Chip is designed to support a purchase, credit, Cash Disbursement, or other directly related financial application, the Issuer must obtain prior approval for issuance from Visa.

ID#: 010410-010410-0003591

Cardholder Name on Chip

The Cardholder name in a Chip must be the same as the name displayed on the Card and encoded on the Magnetic Stripe.

A variance to this requirement applies in the AP Region for Issuers of Contactless Cards in Hong Kong.

ID#: 150413-270411-0003595

Information in Chip Magnetic-Stripe Image

Information in a Chip Magnetic-Stripe Image must be the same as that encoded on the Magnetic Stripe.¹ However, 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.

¹ A variance to this requirement applies in the AP Region for Issuers of Contactless Cards in Hong Kong.

ID#: 150413-270411-0003596

Non-Visa Services Facilitated by Chip Cards

A Chip Card may facilitate access to non-Visa services provided that the:

- 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

- Issuer indemnifies Visa from any and all Claims or losses resulting from non-Visa services facilitated by the Chip Card

ID#: 151013-010410-0003598

Magnetic-Stripe Information on Chip Cards

Magnetic-Stripe track 2 information and the Cardholder name from track 1 must be contained in a Chip (other track 1 discretionary data is optional).

ID#: 010410-010410-0003601

Chip Issuer Requirements

An Issuer of Cards bearing a Chip must:

- Comply with the Visa Integrated Circuit Card Specification (VIS)
- Ensure that any Chip used to facilitate Visa payment services complies with Visa Chip security and service-level standards
- Ensure that its Chip Cards meet the EMV Integrated Circuit Card Specifications for Payment Systems (EMV)

ID#: 151012-010410-0003611

Placement of Chip on Card

A Chip must:

- Be on the front of the Card
- Comply with the International Standards Organization Standard 7816-2, Reference Number ISO/IEC 7816-2:1988 (E) - "Identification on Cards-Integrated Circuit(s) Cards with Contacts-Part 2: Dimensions and Locations of the Contacts"

ID#: 010410-010410-0004586

Chip Interoperability Compliance Program

The Chip Interoperability Compliance Program provides the framework for a Member or Member's agent identified with high-severity Chip interoperability problems to establish an agreed-upon resolution plan and effect a timely resolution. Visa requires the implementation of the Chip Interoperability Compliance Program when Visa determines that progress toward an agreed-upon resolution is no longer acceptable.

ID#: 010410-010410-0001291

Chip Interoperability Compliance Program Penalties

A Member is subject to the penalties specified in the table below if Visa determines that the Member or Member's agent has violated the Chip Interoperability Compliance Program by failing to either:

- Establish and commit to an agreed-upon Chip interoperability resolution plan
- Make satisfactory progress toward an agreed-upon Chip interoperability resolution plan

Member Penalties for Non-Compliance with the Chip Interoperability Compliance Program

Violation	Month	Visa Action or Fine
Initial identification and confirmation of a violation	Month 1	Member receives Notification that Visa will take action if the situation is not addressed to the satisfaction of Visa within 30 calendar days
Unaddressed violation	Month 2	Visa discontinues any Member incentives associated with deployment of products that have been identified as contributors to interoperability problems. Visa may also suspend other incentives. Visa issues a second Notification that fines may apply if the situation is not corrected to the satisfaction of Visa within 60 calendar days of the second Notification.
Unaddressed violation	Months 4-5	Member is assessed US \$25,000 per month
Unaddressed violation	Month 6 and subsequent months	Member is assessed US \$50,000 per month

ID#: 111011-010410-0001292

Chip Card Issuing Requirements in Australia - AP Region

All Issuers in Australia must migrate their Visa credit, debit, and Reloadable Cards to EMV and VIS-Compliant Chip Cards in accordance with the following timeframes:

- **Effective 1 January 2010**, all newly-issued or re-issued Visa Credit Cards must be EMV and VIS-Compliant
- **Effective 1 April 2013**, all Visa Credit Cards must be EMV and VIS-Compliant

- **Effective 1 January 2011**, all newly-issued or re-issued Visa debit Cards must be EMV and VIS-Compliant
- **Effective 1 April 2013**, all Visa debit Cards must be EMV and VIS-Compliant
- **Effective 1 January 2013**, all newly issued or re-issued Reloadable Cards must be EMV and VIS-Compliant
- **Effective 1 January 2015**, all Reloadable Cards must be EMV and VIS-Compliant¹

¹ Non-Reloadable Cards and Visa TravelMoney Cards are excluded from this requirement.

ID#: 151013-060111-0026145

Chip Card Issuing Requirements in New Zealand - AP Region (Updated)

- All newly-issued or re-issued Visa credit Cards must be EMV and VIS-Compliant
- All Visa credit Cards must be EMV and VIS-Compliant
- All newly-issued or re-issued Visa debit Cards must be EMV and VIS-Compliant
- **Effective 1 April 2014**, all Visa debit Cards must be EMV and VIS-Compliant
- All newly issued or re-issued Reloadable Cards must be EMV and VIS-Compliant
- **Effective 1 January 2015**, all Reloadable Cards must be EMV and VIS-Compliant¹

¹ Non-Reloadable Cards and Visa TravelMoney Cards are excluded from this requirement.

ID#: 151013-060111-0026140

Liability in Card-Present Environment - Canada Region

A Canada Issuer will be liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when 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 in the *Visa International Operating Regulations* and the Canada Regional Operating Regulations

ID#: 160312-011010-0004962

Chip Card Issuing Requirements - U.S. Region (New)

Effective 25 April 2013, a U.S. Issuer of Chip Cards must comply with:

- *Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations*
- *Visa Smart Debit/Credit (VSDC) U.S. Issuer Implementation Guide for VIS Version 1.4 and 1.5*

- *Visa payWave U.S. Issuer Implementation Guide for VCPS Version 2.0.2 Including Additions and Clarifications 3.0 and VCPS 2.1*
- *Visa Product Brand Standards*

ID#: 151013-250413-0027579

Chip Card Technology Requirements

Smart Payment Application Options

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

ID#: 010410-010410-0004024

Visa Public Keys

An Issuer must ensure that the Visa Public Keys used for the Visa or Visa Electron Payment Application are used solely for that purpose.

ID#: 010410-010410-0004025

Chip Card Issuer Terminal Risk Management

A Chip Card Issuer must not inhibit Terminal Risk Management (e.g., by programming the Chip to bypass terminal risk management).

ID#: 151013-010410-0004026

iCVV on Chip Cards

All newly issued EMV Chip Cards and existing EMV Chip Cards on renewal must use Chip Card Verification Value-iCVV as part of the Magnetic-Stripe Image, as specified in the *Payment Technology Standards Manual* and Visa Integrated Circuit Card Specification (VIS).

ID#: 150413-010109-0004027

Service Codes on Chip Cards

An Issuer must use a Service Code on all EMV- and VIS-Compliant Chip Cards bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier, as specified in the:

- EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
- Visa Integrated Circuit Card Specification (VIS)

ID#: 150413-010210-0003593

Chip Card Payment Application

The Payment Application encoded on the Magnetic Stripe of a Chip Card must also be facilitated by the Chip.

ID#: 081010-010410-0003594

Chip Card Application Effective Dates

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.

ID#: 010410-010410-0003599

Visa Chip Card Payment Application

A Card containing a Chip bearing a Visa-Owned Mark must be capable of facilitating the Payment Application associated with that Mark.

ID#: 010410-010410-0003613

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.

ID#: 010410-010410-0004631

Chip Card Application Selection Flag - Canada Region

A Canada Issuer may only program an Application Selection Flag (ASF) as follows:

- Where a Compliant Chip Card displays any Visa Brand Name and a competitor Brand, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic ATMs
- Where a Compliant Chip Card displays any Plus Program Mark, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic POS and ATM locations

ID#: 111011-010410-0008733

Chip Card Account Access - U.S. Region

A U.S. Issuer of a Chip Card must:

- Allow a Cardholder to select the service and account to be used for a Transaction, as permitted by applicable laws or regulations, and as specified in the U.S. Regional Operating Regulations
- Designate an Account Number for each account accessed by a Visa Smart Payment Application. In addition:
 - The Chip may contain multiple Account Numbers
 - The Visa Payment Application may provide access to more than one account
- 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, as specified in the Visa Integrated Circuit Card Specification (VIS)

ID#: 150413-010410-0004591

Application Identifier Priority - U.S. Region (New)

Effective 25 April 2013, in the U.S. Region, a Visa-owned Application Identifier must always be the highest priority Application Identifier personalized on a VSDC Applet¹, including in situations where the *Visa International Operating Regulations* permit the personalization of non-Visa Application Identifiers on a VSDC applet.

When both the Visa Application Identifier and the Visa U.S. Common Debit Application Identifier are personalized on a VSDC applet, the Visa Application Identifier must be the highest priority Application Identifier.

¹ Does not apply to the Visa U.S. Common Debit Application Identifier when personalized on a non-Visa Card.

ID#: 151013-250413-0027578

Cardholder Verification Method

Cardholder Verification Method Preferences (Updated)

A Chip Card Issuer must ensure that the Cardholder Verification Method preferences are communicated by the Chip Cardholder Verification Method List to the Chip-Reading Device at the Point-of-Transaction, as specified in the table below.

The following table does not apply to Mobile Payment Devices. For Mobile Payment Devices, an Issuer must comply with the requirements specified in “Mobile Payment Devices – Cardholder Verification Method Requirements.”

The Issuer of a Chip Card bearing a Payment Application must comply

ID#: 151013-150413-0008186

PIN as Cardholder Verification Method in Australia – Issuer Requirements – AP Region (Updated)

In Australia, all newly issued or re-issued Visa Cards must be issued with a PIN as the preferred Cardholder Verification Method (CVM).¹

Effective 30 June 2014, when PIN bypass is performed for a domestic Chip-initiated Transaction that requires a PIN, the Authorization Request must be declined. This requirement does not apply to an Unattended Transaction.

¹ Excludes Cards issued as non-PIN-preferring in order to accommodate specific individual Cardholder needs, as required by applicable laws or regulations.

ID#: 151013-210611-0026146

PIN as Cardholder Verification Method in New Zealand – Issuer Requirements – AP Region (Updated)

In New Zealand, all newly-issued or re-issued Visa Cards must be issued with a PIN as the preferred Cardholder Verification Method (CVM).¹

Effective 1 October 2014, 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
- **Effective through 30 September 2015**, a Transaction at a Merchant properly assigned Merchant Category Code 5812, "Eating Places and Restaurants"

¹ Excludes Cards issued as non-PIN-preferring in order to accommodate specific individual Cardholder needs, as required by applicable laws or regulations.

ID#: 151013-210611-0026141

Cardholder Verification Method List - Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that the Compliant Chip Card contains a Cardholder Verification Method (CVM) List, which must contain, at minimum, the following methods of Cardholder verification:

- "Offline PIN at POS"
- "Online PIN at ATM"
- "Signature"
- "No CVM required"

An Issuer of a Compliant Chip Card must ensure that the use of CVM condition codes relating to cash or Cash-Back do not prevent the completion of Manual Cash Disbursements.

ID#: 010410-010410-0008187

Offline PIN Cardholder Verification Method - Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that the Cardholder Verification Method (CVM), "Offline PIN at POS," is activated and is the preferred CVM unless either the:

- Compliant Chip Card is 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 them from using a PIN

ID#: 151012-011011-0004963

Cardholder Verification Method List - U.S. Region (Updated)

In the U.S. Region, if a Cardholder Verification Method List is specified, the Issuer of a Chip Card containing a Visa Smart Payment Application must:

- Include "signature"
- Include "Online PIN"
- Include "no Cardholder Verification Method required"
- For a Chip-initiated Manual Cash Disbursement Transaction, define "signature" as a secondary Cardholder Verification Method

ID#: 151013-010410-0004590

Card Authentication Method

Dynamic Data Authentication in Australia and New Zealand - AP Region

In Australia and New Zealand, all newly-issued Visa Chip Cards and existing Visa Chip Cards on renewal, that support offline data authentication, must support Dynamic Data Authentication (DDA). Online-only Visa Cards that do not support any type of offline data authentication are still permitted.

In Australia and New Zealand, all newly-issued Visa Chip Cards and existing Visa Chip Cards on renewal must not support Static Data Authentication (SDA).

Effective 1 January 2016, in Australia and New Zealand, all Visa Chip Cards, that support offline data authentication, must support Dynamic Data Authentication (DDA). Online-only Visa Cards that do not support any type of offline data authentication are still permitted.

Effective 1 January 2016, in Australia and New Zealand, all Visa Chip Cards must not support Static Data Authentication (SDA).

ID#: 150413-060111-0026149

Chip Card Online/Offline Data Authentication - Canada Region

In the Canada Region, a Compliant Chip Card must instruct the terminal to go Online if the Offline Data Authentication fails. If the terminal is unable to go Online, the Transaction must be declined.

ID#: 010410-010410-0004626

Chip Card Support Static Data Authentication - Canada Region

In the Canada Region, all Compliant Chip Cards must at a minimum support Static Data Authentication.

ID#: 010410-010410-0004627

Cardholder Account Selection

Chip Card Account Access

The Visa or Visa Electron Payment Application on a Chip Card may provide access to more than one account.

ID#: 010410-010410-0004030

Chip Card Account Requirements

An Issuer of a Chip Card must:

- 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. This does not prevent the debiting or crediting of funds maintained elsewhere to that account.
- Allow a Cardholder to select the service and account to be used for a Transaction, as permitted by applicable laws or regulations, and as specified in the *Visa International Operating Regulations*
- Designate an Account Number for each account accessed by a Visa Smart Payment Application. In addition, the Chip may contain multiple Account Numbers.
- 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, as specified in the Visa Integrated Circuit Card Specification (VIS)

ID#: 150413-010410-0004031

Chip Card Account Selection

To assist Cardholder account selection, the Issuer of a Chip Card may establish account priorities determining the order in which accounts are displayed or reviewed by the Chip-Reading Device. The first priority account must be the same as the account that is encoded on the Magnetic Stripe, and if applicable, displayed on the front of the Card.

ID#: 081010-010410-0004032

Chip Card Post-Issuance Updates

Chip Card Post-Issuance Updates

An Issuer may process Post-Issuance Updates to a Chip Card used to facilitate a Visa Smart Payment Application, as specified in the Visa Integrated Circuit Card Specification (VIS).

ID#: 150413-010410-0004033

Issuer Control of Post-Issuance Updates

Post-Issuance Updates to a Chip Card containing a Visa or Visa Electron Payment Application must be controlled exclusively by the Issuer.

ID#: 010410-010410-0004034

Impact of Post-Issuance Updates

Post-Issuance Updates must **not** adversely impact the Transaction completion time at a Point-of-Transaction Terminal or an ATM.

ID#: 010410-010410-0004035

Post-Issuance Application Load Conditions

Post-Issuance Application Load of 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.

ID#: 111011-010410-0004036

Post-Issuance ATM Application Load

Post-Issuance Application Load of 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 the Post-Issuance Application Load.

ID#: 010410-010410-0004037

Chip Issuer Liability

Liability for Chip-Initiated Offline-Authorized Transactions

The Issuer is liable for Chip-initiated, offline-authorized Transactions when:

- Visa Smart Payment Application is active
- Terminal Risk Management is performed
- Merchant's Floor Limit is not exceeded

ID#: 010410-010410-0004039

EMV Liability Shift - Issuer Liability for Card-Present Counterfeit Chip Card Transactions

Counterfeit Card Transactions completed in a Card-Present Environment are the liability of the Issuer if:

- The Transaction takes place at an EMV-Compliant Chip-Reading Device
- The Transaction is Chip-initiated, the Transaction is correctly processed to completion in accordance with the EMV Integrated Circuit Card Specifications for Payment Systems (EMV) and Visa Integrated Circuit Card Specification (VIS)

The requirements in this section apply to qualifying Transactions, as specified in "EMV Liability Shift Participation."

ID#: 150413-010410-0001820

EMV Liability Shift - Issuer Liability for Non-Counterfeit Card-Present Fraudulent Transactions

Non-Counterfeit Card fraudulent Transactions completed in a Card-Present Environment are the liability of the Issuer if:

- The Transaction takes place at an EMV PIN-Compliant Device

- Correct acceptance procedures have been followed (including compliance with "Maximum Authorized Floor Limits")
- The Transaction is Chip-initiated, the Transaction is correctly processed to completion in accordance with the EMV Integrated Circuit Card Specifications for Payment Systems (EMV) and Visa Integrated Circuit Card Specification (VIS)

The requirements in this section apply to qualifying Transactions, as specified in "EMV Liability Shift Participation."

ID#: 150413-010410-0001834

Liability for Chip Fallback Transactions

Transactions accepted as Fallback Transactions are the liability of the Issuer if:

- Card is a Chip Card containing a Visa or Visa Electron Smart Payment Application, or an EMV and VIS-Compliant Plus application
- Transaction is authorized by the Issuer or the Issuer's agent, the appropriate values identifying the Transaction as a Fallback Transaction are included within the related Authorization Message, and correct acceptance procedures are followed

ID#: 010410-010410-0001835

EMV Liability Shift - Acquirer Liability for Account Generated Counterfeit Fraud

Counterfeit Transactions completed in a Card-Present Environment are the liability of the Acquirer, if:

- Transaction did not take place at a Chip-Reading Device
- 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
- Transaction was below Merchant's Floor Limit and did not receive Authorization
- 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 60 calendar days from the date of listing

The requirements in this section apply to qualifying Transactions, as specified in "EMV Liability Shift Participation."

ID#: 151013-010410-0001819

Issuer Liability for Chip Fallback Transactions - Canada Region

A Canada Issuer is liable for a Fallback Transaction if the:

- Card is a Compliant Chip Card

- Transaction was authorized Online by the Issuer or the Issuer's agent
- Appropriate values identifying the Transaction as a Fallback Transaction are included in the Authorization Request

ID#: 010410-010410-0004960

Issuer Liability for Chip-Initiated Offline-Authorized Transactions - Canada Region

A Canada Issuer is liable for all Chip-initiated Transactions generated at Compliant Chip Card Reading Devices with a PIN Entry Device (PED) using Offline Authorizations, when:

- The Visa Smart Payment Application is active
- Terminal Risk Management is performed
- Merchant's Floor Limit is **not** exceeded
- The Cardholder Verification Method List is used as specified in the *Visa International Operating Regulations* and the Chip Specifications

ID#: 151012-010410-0004961

EMV Liability Shift

EMV Liability Shift Participation (Updated)

The EMV Liability Shift applies to qualifying Transactions, as specified in the following table:

EMV Liability Shift Participation

Region	Transactions in EMV Liability Shift effective before 1 October 2014	Transactions in EMV Liability Shift effective 1 October 2014	Transactions in EMV Liability Shift effective 1 October 2015	Transactions in EMV Liability Shift effective 1 October 2017
AP Region	All domestic, intraregional, and interregional ¹ counterfeit POS Transactions, except Domestic Transactions in China and Japan	All domestic, intraregional, and interregional ¹ counterfeit POS Transactions, except Domestic Transactions in China and Japan In addition, for Australia and New Zealand only, all domestic, intraregional, ³ and interregional ¹ counterfeit ATM Transactions	All domestic, intraregional, and interregional ¹ counterfeit POS Transactions, except Domestic Transactions in China All domestic, intraregional, and interregional ¹ counterfeit ATM Transactions, except China, India, Japan, and Thailand	All domestic, intraregional, and interregional counterfeit POS and ATM Transactions, except Domestic Transactions in China
Canada Region	All domestic and interregional ¹ POS and ATM Transactions ⁵			
CEMEA Region ²	All domestic, intraregional, and interregional ¹ POS and ATM Transactions ⁵			
LAC Region	All intraregional and interregional ¹ counterfeit POS Transactions In addition, for Brazil and Mexico only, all domestic, intraregional, ⁴ and interregional ¹ POS and ATM Transactions ⁵ For Venezuela, all domestic counterfeit POS and ATM Transactions	All domestic, ⁶ intraregional and interregional ¹ POS and ATM Transactions ⁵		

Region	Transactions in EMV Liability Shift effective before 1 October 2014	Transactions in EMV Liability Shift effective 1 October 2014	Transactions in EMV Liability Shift effective 1 October 2015	Transactions in EMV Liability Shift effective 1 October 2017
U.S. Region	Not applicable		All domestic and interregional ¹ counterfeit POS Transactions, except Transactions at Automated Fuel Dispensers	All domestic and interregional counterfeit POS and ATM Transactions
Visa Europe	All domestic, intraregional, and interregional ¹ POS and ATM Transactions ⁵			

1. Among Visa Regions and individual countries participating in the EMV Liability Shift
2. Including Afghanistan and Pakistan
3. Between Australia and New Zealand
4. Between Brazil and Mexico
5. Counterfeit, lost, stolen, and "not received item" (NRI) fraud only
6. **Effective 1 October 2014**, except for fraudulent qualifying domestic Visa Easy Payment Service Transactions completed with a lost or stolen Card or "not received item" (NRI)

ID#: 151013-010410-0008190

Proximity/Contactless Cards

Proximity Payment Issuer Requirements (Updated)

An Issuer that issues Proximity Payment Cards in countries without an existing contactless implementation must comply with the Visa Contactless Payment Specification.

Except for Issuers in the U.S. Region, a Proximity Payment Device Issuer must ensure that all newly issued or replacement Proximity Payment Devices comply with the *Visa Contactless Payment Specification 2.0* or later,¹ and must support the qVSDC transaction path. Support for the MSD transaction path is optional.

¹For Proximity Payment Devices issued in Korea, Malaysia, and Taiwan.

ID#: 151013-010410-0002051

Proximity Payment Device Requirements (Updated)

An Issuer that issues Proximity Payment Devices must ensure that the Proximity Payment Device:

- Is linked to a valid unexpired Visa Card account, excluding Prepaid devices (A Proximity Payment Device may be assigned a different Account Number.)
- Complies with:
 - Visa Contactless Payment Specification
 - For adhesive micro tags, *Visa payWave Adhesive Micro Tag Requirements*
 - For Mobile Payment Devices, *Visa Mobile Contactless Payment Specification (VMCPS)*
 - *Visa Product Brand Standards*
- **Effective 1 May 2013**, is issued with a PIN for use at ATMs, if the Issuer supports Visa payWave contactless ATM Transactions

ID#: 151013-010513-0002052

Notification of Proximity Payment Device Risks and Restrictions (Updated)

Before or at the time of issuance, an Issuer that provides a Proximity Payment Device (including, in the U.S. Region, a Visa Micro Tag) to a Cardholder must provide written notification that informs the Cardholder of potential risks and restrictions associated with the Proximity Payment Device, including, but not limited to:

- **Effective through 30th April 2013**, the inability to use the Proximity Payment Device at ATMs or Unattended Cardholder-Activated Terminals, such as Automated Fuel Dispensers, where card insertion is required
- **Effective 1 May 2013**, the inability to use the Proximity Payment Device at a Point-of-Transaction Terminal where card insertion is required
- Any daily Transaction amount limit implemented by the Issuer in connection with the Proximity Payment Device, if applicable
- For a Proximity Payment Device in the form of an adhesive micro tag, the risk of impairing the functionality of a mobile phone or other device to which a Proximity Payment Device is attached
- For a Proximity Payment Device in the form of an adhesive micro tag, the risk of invalidating the manufacturer's warranty, if applicable, for a mobile phone or other device to which a Proximity Payment Device is attached

ID#: 151013-010513-0026159

Visa payWave Application Requirement in Australia - AP Region (New)

Effective 23 April 2013, all newly-issued Visa Cards with contactless payment capability must have the Visa payWave Application enabled on the Card.

Effective 23 April 2013, an Issuer in Australia must designate Visa payWave as the highest priority application on a Visa Card with multiple contactless payment applications.

ID#: 151013-230413-0027793

Proximity Payment Program Issuer Requirements - Canada Region

A Canada Issuer that issues a Proximity Payment Card may program the Proximity Payment Card to allow for Offline Authorizations for any amount and must program the Proximity Payment Card to ensure that it complies with all of the following:

- A Cardholder Verification Method is not required
- Both the MSD protocol and the qVSDC protocol that use Cryptogram 17, as specified in the Visa Contactless Payment Specification, are supported
- A total maximum amount, including applicable taxes, of at least CAD \$50 is programmed

ID#: 151012-010410-0008192

Visa payWave Application Requirement - U.S. Region

A U.S. Issuer that issues a Visa Card with contactless payment capability must enable the Visa payWave Application on the Visa Card.

ID#: 150413-010112-0026754

Visa payWave Transaction Processing - U.S. Region (Updated)

Effective through 24 April 2013, a Transaction initiated using the Visa payWave Application on a Visa Card issued in the U.S. Region must be processed as a Visa Transaction or an Interlink transaction, as applicable.

This provision does not apply to U.S. Covered Visa Debit Cards that are Visa contactless-only payment devices (i.e., a payment device with no Magnetic Stripe or contact Chip capability, such as a mobile phone).

ID#: 151013-010412-0026763

Visa Contactless Payment Program Participation - U.S. Region (Updated)

A U.S. Issuer that participates in the optional Visa Contactless Payment Program must comply with issuance, operating, and processing requirements specified in:

- *Visa payWave U.S. Issuer Implementation Guide for VCPS 2.0.2 Including Additions and Clarifications 3.0 and VCPS 2.1*
- *Visa Product Brand Standards*

- Applicable VisaNet Manuals, including Proximity Payment processing requirements, which are also applicable to Contactless Payment Transactions

ID#: 151013-010410-0002063

Cardholder Name on Contactless Payment Chip - U.S. Region (Updated)

A Contactless Payment Issuer in the U.S. Region must either use a generic identifier or leave blank the Cardholder name field on the Contactless Payment chip embedded in the Visa Contactless Payment Card or the Visa Micro Tag, as specified in the *Visa payWave U.S. Issuer Implementation Guide for VCPS 2.0.2 Including Additions and Clarifications 3.0 and VCPS 2.1*.

ID#: 151013-010410-0008189

Cardholder Name on Magnetic Stripe of Contactless Payment Card - U.S. Region

In the U.S. Region, the requirement in "Cardholder Name on Contactless Payment Chip - U.S. Region" does **not** apply to the data contained in the Magnetic Stripe of a Contactless Payment Card.

ID#: 010410-010410-0008188

Contactless Card Application Transaction Counter - U.S. Region

A U.S. 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.

ID#: 010410-010410-0002064

Contactless Payment Program Customer Service Telephone Number - U.S. Region

A U.S. Issuer participating in the Contactless Payment Program must print a toll-free customer service telephone number on the back of a Visa Contactless Card, with the exception of the Visa Micro Tag.

ID#: 010410-010410-0002068

Mobile Payment Devices

Mobile Payment Devices - Issuer Requirements

An Issuer of a Mobile Payment Device must:

- Register with Visa
- Ensure that the Mobile Payment Device:

- Is approved by Visa
- Uses a Visa-approved secure element
- Uses a Visa-approved Visa Mobile Payment Application
- Complies with the *Visa Mobile Contactless Payment Specification (VMCPS)*
- Complies with the *Visa Product Brand Standards*

If an Issuer pre-sets the Passcode on the Mobile Payment Device, it must not use a Passcode that is the same as, or otherwise represents, the PIN on the account if the PIN may also be used with the corresponding Card.

An Issuer must not systematically synchronize the Online PIN and the Passcode on a Mobile Payment Device if the Online PIN is also linked to the corresponding Card.

ID#: 150413-080312-0026783

Mobile Payment Devices - Third Party Requirements

An Issuer that contracts with a third party for the provisioning, personalization, or management of a secure element or a payment application on a Mobile Payment Device must ensure that the third party complies with either of the following, as applicable:

- *Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers*
- *Global Security Validation Requirements for Over-the-Air Secure Element Personalization Vendors*

ID#: 150413-080312-0026804

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
- Complies with the Visa Mobile Gateway Specifications
- Complies with the *Visa Mobile Gateway Logical and Physical Security Requirements*

ID#: 150413-080312-0026796

Mobile Payment Devices - Cardholder Verification Method Requirements

An Issuer of a Mobile Payment Device in the AP, CEMEA, or U.S. Regions must ensure that the Mobile Payment Device supports signature as a Cardholder Verification Method.

Effective 1 January 2015, an Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device supports a Consumer Device Cardholder Verification Method (CDCVM).

ID#: 150413-080312-0026784

Non-Standard Cards

Non-Standard Card General Requirements

Non-Standard Card Requirements

A Non-Standard Card must:

- Provide the designated level of utility promised to the Cardholder
- Contain the physical elements and data components required to complete a Transaction

ID#: 010410-010410-0003241

Non-Standard Card Prohibitions (Updated)

A Non-Standard Card must not:

- Permit exclusive or preferential acceptance by a Merchant¹
- Be linked to a Virtual Account

¹ An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

ID#: 151013-010410-0003242

Non-Standard Card BIN Requirements - AP Region

All AP Issuers of Mini Cards, other non-standard Cards, and Companion Cards that are limited by Card design and/or technology from being accepted in EMV-compliant Chip devices must ensure that these Cards are issued using either a unique BIN or a demarcated BIN range.

ID#: 151012-010410-0001666

Visa Mini Cards

Visa Mini Card Issuer Requirements (Updated)

A Visa Mini Card Issuer must:

- Comply with the *Visa Product Brand Standards* and the *Payment Technology Standards Manual*
- For a Visa Mini Card issued in the U.S. Region, issue the Visa Mini Card in conjunction with a corresponding standard-sized Visa Card

- Issue the Visa Mini Card with the same expiration date as any standard-sized companion Card
- Issue the Visa Mini Card as the same Visa product type and with the same benefits as the companion standard-sized Card
- At the time of issuance, inform the Cardholder of potential usage restrictions
- For a Visa Mini Card issued in the U.S. Region, not establish a daily Transaction amount limit for Visa Contactless Mini Card use

ID#: 151013-010410-0027520

Visa Micro Tag

Visa Micro Tag Issuance - U.S. Region

A Visa Micro Tag may be issued if a U.S. Cardholder either:

- Already possesses a corresponding full-size Card
- Is issued a corresponding full-size Card contemporaneously with the issuance of the Visa Micro Tag

ID#: 010410-010410-0002070

Visa Micro Tag Issuance Requirements - U.S. Region

A Visa Contactless Issuer in the U.S. Region must ensure that the Visa Micro Tag and the corresponding full-size Card are the same Visa product type and offer the same benefits.

ID#: 010410-010410-0002071

Unembossed Cards

Service Codes on Unembossed Cards

If permitted by Visa, an Issuer may issue unembossed Visa Cards with any valid Service Code, as specified in the *Payment Technology Standards Manual*, excluding unembossed Visa Prepaid Cards.

All newly issued unembossed Visa Prepaid Cards must be encoded with Service Code.

ID#: 160312-010210-0004058

Unembossed Visa Electron Card Requirements

In countries where the Visa Electron Program exists, an Issuer may temporarily print the Visa Brand Mark with the Electron Identifier on the back of an unembossed Visa Card, provided that the Card is issued within 5 years of the initial unembossed Visa Card program offering.

ID#: 010410-010410-0004059

Virtual Accounts

Virtual Accounts - General Requirements

Virtual Account Requirements

A Virtual Account must:

- Be established as a Visa consumer or commercial credit, debit, or Prepaid Account
- Comply with electronic commerce payment authentication requirements established by Visa

ID#: 081010-010410-0001643

Virtual Accounts - Commercial BIN Requirements

An Issuer that provides a Commercial Visa Product as a Virtual Account must use a Commercial Visa Product BIN.

ID#: 081010-010410-0001635

Virtual Accounts - Consumer Programs

Approval of New Virtual Account Programs

Visa must review and approve new consumer Virtual Account programs.

ID#: 010410-010410-0003636

Virtual Account Issuer Requirements (Updated)

A consumer Virtual Account Issuer must:

- Provide Lost/Stolen Card Reporting Service

- Verify Virtual Account Information, including name, as applicable, Account Number, and account expiration date, with the Virtual Account Holder
- Prior to Activation, inform a Virtual Account Holder of program details covering the use of a Virtual Account¹
- Communicate Virtual Account information to the Virtual Account Holder in a secure manner so as to prevent the unauthorized access to account information
- If a Reference Card is provided, comply with Reference Card design requirements as specified in the *Visa Product Brand Standards*

¹ A variance to this requirement applies to Issuers of Visa Mobile Prepaid products in the AP Region, CEMEA Region, and LAC Region.

ID#: 151013-010410-0001645

V.me by Visa

V.me by Visa - General Requirements

V.me by Visa - Transaction Requirements

If a Transaction is conducted through V.me by Visa with a Visa-branded product, it is subject to all current Visa International Operating Regulations.

ID#: 150413-150412-0026988

V.me by Visa - Card Enrollment

An Issuer must not restrict a V.me by Visa Account Holder from enrolling the Issuer's Card in one or more V.me by Visa accounts.

ID#: 150413-150412-0026989

Visa Prepaid Products - Consumer and Commercial Card Requirements

Visa Prepaid Products - General Requirements

Visa Prepaid Account - Issuer Requirements

A Visa Prepaid Card Issuer:

- May issue Visa Prepaid Cards bearing any Visa-owned Brand Mark
- Must comply with the fees, processing rules, program rules, membership rules, reporting requirements, and physical Card design requirements for the Visa Brand Mark displayed on the Card, as specified in the:
 - *Visa International Operating Regulations*
 - *Visa Product Brand Standards*
 - Applicable Visa International Prepaid Program Guidelines
 - *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*
- Must not issue Visa Prepaid Cards as any type of consumer credit program that extends a line of credit, including Visa Signature or Visa Infinite Cards
- Must prevent unauthorized reselling of its Visa Prepaid Cards or accounts
- Must ensure that the Visa Prepaid Card programs are incorporated into the Member's anti-money laundering and anti-terrorist financing program to monitor suspicious activity
- Must ensure that its Visa Prepaid Card program is approved by Visa prior to program implementation or Visa Prepaid Card issuance
- Must ensure that the expiration date encoded on the Magnetic Stripe or Chip (when used) and embossed on a Visa Prepaid Card does not exceed 5 years from the date of issuance
- For Visa Gift Cards issued in the U.S. 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

ID#: 150413-150210-0003633

Visa Prepaid Card BIN

An Issuer must issue Visa Prepaid Cards using a consumer or commercial prepaid BIN designated for its Visa Prepaid Programs.¹ Unique BINs are required for Reloadable Card and Non-Reloadable Card programs. Each program product type must be issued with a discrete account range within the prepaid BIN. The Issuer may:

- Choose a BIN from a BIN range previously assigned to it by Visa
- Request a new BIN range assignment for the service
- Establish multiple Visa Prepaid Card programs within the same BIN

¹ A variance to this requirement applies in the LAC Region.

ID#: 150413-010410-0008352

Visa Prepaid Card - Telephone Number

A Visa Prepaid Card Issuer must print a customer service telephone number on the back of a Visa Prepaid Card.

For Visa Gift Cards issued in the U.S. Region, the Issuer must print a toll-free customer service telephone number on the back of the Card.

ID#: 160312-010100-0025533

Visa Prepaid Account Balances

The Issuer responsible for Prepaid Account balances must be identified either on the front or back of the Card.

An Issuer must disclose its obligation for Card balances to the Visa Prepaid Card purchaser, either in writing or other appropriate means as approved by Visa.

An Issuer must **not** describe Visa Prepaid Card programs in any way that could imply that Visa is liable for outstanding balances. This includes, but is not limited to, using the words "Travelers Cheque/Check" in the product name or claiming that Visa Prepaid Card products have all the features of Cheques.

ID#: 150413-010410-0008353

Visa Prepaid Card Selective Authorization

An Issuer of certain Visa Prepaid Cards, as specified in the applicable Visa International Prepaid Program Guidelines, may decline Authorization Requests based on the following factors:

- Merchant Category Code
- Merchant name(s) or terminal identification
- Location or Merchant Outlet

ID#: 150413-010410-0025537

Partial Authorization Service for Visa Prepaid Card Issuers

A Visa Prepaid Card Issuer and its VisaNet Processor that offers Partial Authorization must support:

- Partial Authorization Transactions
- Authorization Reversals

An Issuer that participates in the Partial Authorization service must comply with the applicable VisaNet Manuals.

An Issuer that participates in the Partial Authorization service that receives an Authorization Reversal must release any applicable hold on available funds in its Cardholder's account immediately.

ID#: 151012-010410-0002494

Visa Prepaid Card Authorization Holds

A Visa Prepaid Card Issuer must release any hold on available funds in its Cardholder's account as a result of an approved Authorization Request when a matching Clearing Record is received.

This requirement does not apply if the Issuer determines that the Transaction or account involves suspicious or unusual activity.

ID#: 160312-010100-0025539

Visa Prepaid Card Agents - U.S. Region

In the U.S. Region, a Visa Prepaid Card Issuer must implement underwriting, monitoring, and control policies for its Agents that support its Visa Prepaid Card program.

The Issuer must ensure that the policies are approved by its board of directors. Visa may grant an exception to this requirement.

The Issuer must provide the policies to Visa upon request.

The Issuer must implement policies and procedures for reviewing solicitation materials used by its Agents.

ID#: 160312-010410-0008356

Visa Prepaid Card Issuer Risk Program Compliance - U.S. Region

In the U.S. Region, an Issuer must comply with the *Prepaid Issuer Risk Program Standards*.

ID#: 151012-010410-0002173

Visa Prepaid Card Agent Monitoring - U.S. Region

In the U.S. Region, an Issuer must, at a minimum, monitor its Agents in accordance with the Agent activity monitoring standards, as specified in the *Prepaid Issuer Risk Program Standards*.

The Issuer must:

- Ensure it has all access rights to all of its Agent's systems and reports

- Submit to Visa quarterly reporting on Agent relationships, as specified in the *Prepaid Issuer Risk Program Standards*

ID#: 150413-010410-0008357

Visa Prepaid Card Funds and Reserves - U.S. Region (Updated)

Effective through 31 December 2013, a U.S. Issuer must:

- Hold and control all Visa Prepaid Card funds and Agent reserves
- Ensure that all prepaid funds are only used for valid Presentments
- Ensure that reserves may only be used to cover direct program losses that are accumulated and derived from the Merchant settlement funds or used to guarantee a Merchant's payment system obligations to the Member
- Perform monitoring of Agent reserves and account funding
- Periodically review and monitor Cardholder funds, including exception reporting

ID#: 151013-010410-0002176

Visa Prepaid Card Funds and Reserves (New)

Effective 1 January 2014, an 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 U.S. Region for Issuers of Visa Prepaid health savings account programs, where funds are held in an IRS-approved trust account
 - To Issuers of Visa Mobile Prepaid (VMP) where funds are held with an Issuer approved mobile network operator partner financial institutions. VMP issuers must:
 - Establish and hold reserves from the MNO to cover Card Transactions and Visa Settlement obligations
 - Perform annual due diligence on the MNO financial institution partner
- In instances where the settlement or movement of funds between Visa Prepaid Card Issuers and their Agents may not be immediate, ensure that funds are remitted in the most expedited manner possible and reserves are established to cover Card Transactions and Visa Settlement obligations
- Ensure that all prepaid funds are only used for valid Presentments
- Ensure that reserves may only be used to cover direct program losses
- Perform monitoring of Agent reserves and account funding, including those of MNOs, and where allowable and in compliance with applicable laws or regulations, have access to Agent and MNO systems

- Periodically review and monitor Cardholder funds, including exception reporting

ID#: 151013-010114-0027830

Visa Prepaid Issuer Risk Program Review - U.S. Region

In the U.S. Region, an entity approved by Visa may conduct a periodic review of the Issuer's or its Agent's operations at any time to ensure compliance with the Prepaid Issuer Risk Program requirements.

The Issuer must provide Visa with a self-assessment questionnaire on a quarterly basis.

The Issuer must provide a copy of the review report to Visa upon request.

The Issuer is responsible for the cost of the periodic review.

ID#: 160312-010410-0008359

Visa Prepaid Card Partial Authorization Responses - U.S. Region

In the U.S. Region, a Visa Prepaid Card Issuer and its VisaNet Processor must support Partial Authorization Responses, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0008365

Visa Prepaid Card Provisional Credit for Disputed Transactions - U.S. Region

A Visa Prepaid Card Issuer in the U.S. Region that receives notification from its Cardholder of unauthorized Visa Transactions must provide provisional credit to the Cardholder's account within 5 business days of the notification.

The Issuer may require written confirmation from the Cardholder before providing provisional credit.

The Issuer may withhold providing provisional credit, to the extent allowed under applicable law, if the Issuer determines that the circumstances or account history warrants the delay.

This requirement does not apply to ATM Cash Disbursements.

ID#: 151012-010100-0027311

Visa Prepaid Card Credit Transaction Receipt - U.S. Region

A Visa Prepaid Card Issuer in the U.S. Region must post a Credit Transaction Receipt to a Cardholder's account within one business day of Settlement. The Issuer may place a hold on the posted Credit Transaction Receipt, to the extent allowed under applicable law, if the Issuer determines that the circumstances or account history warrant the delay.

ID#: 151012-010100-0027312

Prepaid Issuer Participation in Point-of-Sale Balance Inquiry Service - U.S. Region

In the U.S. Region, a Visa Gift Card Issuer or Visa Incentive Card Issuer or an Issuer of other Non-Reloadable Visa Prepaid Cards must:

- Participate in the Point-of-Sale Balance Inquiry Service
- Complete systems testing with Visa to support balance inquiries at the Point-of-Transaction in a Face-to-Face Environment, as specified in the applicable VisaNet Manuals

ID#: 151012-150210-0002594

Distribution of Visa Prepaid Cards Outside the Country of Issuance Requirements

Distribution of Visa Prepaid Cards Outside the Country of Issuance is permitted under limited circumstances and supported by a revision to Section 2.10 of the *Visa International Certificate of Incorporation and Bylaws*.

An Issuer may participate in Distribution of Visa Prepaid Cards Outside the Country of Issuance under limited circumstances. Distribution of Visa Prepaid Cards Outside the Country of Issuance is subject to all of the Visa Prepaid Card requirements specified in the *Visa International Operating Regulations* and the applicable Visa International Prepaid Program Guidelines.

To participate in Distribution of Visa Prepaid Cards Outside the Country of Issuance, a Visa Prepaid Card Issuer must:

- Submit all required documentation and obtain prior written approval from Visa for each of its Visa Prepaid Card programs that it enables for Distribution of Visa Prepaid Cards Outside the Country of Issuance
- Not engage in any activity that amounts to active solicitation and issuance outside its principal country of business
- Comply with the:
 - *Visa International Operating Regulations* and Regional Operating Regulations and the applicable Certificate of Incorporation and By-laws
 - Applicable Visa International Prepaid Program Guidelines
 - Applicable laws or regulations for the Visa Prepaid Card Issuer, Visa Prepaid Cardholder or the Visa Prepaid Card program, including those governing foreign exchange Transactions, permissible business or banking activities, anti-money laundering/know your customer, and funds transfer

ID#: 150413-081211-0026801

Distribution of Visa Prepaid Cards Outside the Country of Issuance - Limitations

A participating Issuer must:

- Limit Distribution of Visa Prepaid Cards Outside the Country of Issuance to Visa Prepaid Card products that are solely funded by a multinational corporation or a government entity
- If Distribution of Visa Prepaid Cards Outside the Country of Issuance is offered to a multinational corporation, ensure that:¹
 - No more than 25% of the multinational corporation's revenues are derived from activities located in a country(ies) other than the country in which the participating Issuer is located
 - The number of the multinational corporation's employees resident in a country(ies) other than 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 by a multinational corporation, be a Visa Member in the country where the multinational corporation has its principal place of business
- For a Visa Prepaid Card funded by a corporate entity 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 worldwide for global or multinational insurance companies is prohibited.
- If Distribution of Visa Prepaid Cards Outside the Country of Issuance is offered to 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

¹ This restriction does not apply to Airlines, Cruise Lines, and sea-based shipping companies.

ID#: 150413-081211-0026802

Visa Mobile Prepaid

Visa Mobile Prepaid General Requirements - AP Region, CEMEA Region, and LAC Region (New)

A Member participating in Visa Mobile Prepaid must:

- Participate in the Visa Money Transfer Original Credit Program, where available and required by the *Visa International Operating Regulations*
- Ensure that all Visa Mobile Prepaid accounts are linked to a valid mobile telephone number
- Provide Visa with mobile phone number (MSISDN) to primary Account Number (PAN) mapping data for each active Visa Mobile Prepaid account
- Comply with:
 - “Third Party/ISO Requirements”
 - “Card Manufacture and Delivery”
 - “Visa Consumer Prepaid Cards”
 - “Original Credit Transactions”

- *Visa Mobile Prepaid Implementation Guide*
- The applicable Visa International Prepaid Program Guidelines
- *Visa Product Brand Standards*
- *Visa Personal Payments Money Transfer Global Implementation Guide*
- *Visa International Certificate of Incorporation and Bylaws*

ID#: 151013-151112-0027159

Visa Mobile Prepaid Issuer Requirements - AP Region, CEMEA Region, and LAC Region (New)

An Issuer participating in Visa Mobile Prepaid:

- Must use a unique prepaid BIN allocated to a Visa consumer, business, or commercial product and the appropriate product sub-type code, as specified in the *Visa Mobile Prepaid Implementation Guide*
- May issue a physical plastic companion card for its virtual Visa Mobile Prepaid accounts, as specified in the *Visa Mobile Prepaid Implementation Guide* and the *Visa Product Brand Standards*
- Must inform the Visa Mobile Prepaid user of any fees that may be charged
- Must comply with the routing directory requirements specified in the *Visa Mobile Prepaid Implementation Guide*
- Issue commercial Prepaid Accounts to its Mobile Money Agents if participating in interoperable Mobile Money Agent services, as specified in the *Visa Mobile Prepaid Implementation Guide*
- Must support Authentication for all Visa Mobile Prepaid Transactions, as specified in the *Visa Mobile Prepaid Implementation Guide*

ID#: 151013-151112-0027160

Visa Mobile Prepaid Processing Requirements - AP Region, CEMEA Region, and LAC Region (New)

All Visa Mobile Prepaid Transactions completed on a Visa BIN must be processed through VisaNet.

ID#: 151013-151112-0027684

Visa Mobile Prepaid Quarterly Reporting Requirements - AP Region, CEMEA Region, and LAC Region (New)

A Member participating in the Visa Mobile Prepaid Program must report its Visa Transactions in its Operating Certificate, as specified by Visa and in the *Visa Mobile Prepaid Implementation Guide*.

ID#: 151013-151112-0027161

Visa Mobile Prepaid Companion Card Requirements - AP Region, CEMEA Region, and LAC Region (New)

An Issuer of a Visa Mobile Prepaid product that makes a companion Card available to a Visa Mobile Prepaid account holder must:

- Comply with the *Visa Product Brand Standards*
- Ensure that the Card does not have an expiration date of more than 5 years from the date of issuance
- Encode the Magnetic Stripe with an "X2X" Service Code

ID#: 151013-151112-0027162

Mobile Money Operator Requirements - AP Region, CEMEA Region, and LAC Region (New)

A Mobile Money Operator must:

- Register as a Third Party Agent if it is not the licensed Issuer of Visa Mobile Prepaid, as specified in "Third Party Agent Registration Program" and the *Visa Mobile Prepaid Implementation Guide*
- Monitor its Mobile Money Agents for signs of fraud or other illegal activity, as specified in the *Visa Mobile Prepaid Implementation Guide*
- Maintain an accurate list of its Mobile Money Agents, which must be provided to Visa upon request
- Ensure that its Mobile Money Agents do not add fees to what is already charged by the Mobile Money Operator for services provided to Visa Mobile Prepaid account holders at the Mobile Money Agent location

ID#: 151013-151112-0027163

Consumer Products

Visa Consumer Products - General Requirements

Visa Premium Product Hierarchy

An Issuer must establish a premium product value hierarchy based on features, performance standards, and spending limits as follows:

- A Visa Platinum Card must be equal to or higher in value to a Cardholder than a Visa Gold/Premier Card
- A Visa Gold/Premier Card must have more value to a Cardholder than a Visa Classic Card
- A Visa Business Gold Card must have more value to a Cardholder than a Visa Business Card

A variance to this requirement applies in the U.S. Region.

ID#: 050411-010410-0008225

Consumer Card Issuer Requirements - U.S. Region

A Visa Consumer Credit Card Issuer in the U.S. Region must comply with the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

ID#: 150413-010410-0004146

Visa Classic Cards

Visa Classic Card Customer Support Services

A Visa Classic Card Issuer must comply with the customer support services requirements specified in the *Visa International Operating Regulations*. Visa may require that Issuers provide these services within a Visa Region.

ID#: 010410-010410-0004219

Visa Classic Card Fees - LAC Region

In the LAC Region, Visa will assess an annual fee for each Visa Classic account reported, as specified in the applicable Fee Guide. This fee includes mandatory travel accident insurance with coverage of US \$75,000.

ID#: 151012-011009-0008921

Visa Charge Card

Visa Charge Card Authorization Requirements - U.S. Region

In the U.S. Region, a Visa Charge Card issued as a Visa Signature Card or Visa Signature Preferred Card must be issued with no pre-set spending limit.

ID#: 150413-080312-0026981

Visa Charge Card Issuer Requirements - U.S. Region

A Visa Charge Card Issuer in the U.S. Region must:

- Register the program and obtain prior approval from Visa

- Comply with the *Visa Consumer Charge Card Product and Implementation Guide – U.S. Region*

ID#: 151012-240211-0026356

Visa Charge Card Classification - U.S. Region

A U.S. Issuer must identify a Visa Charge Card and distinguish it from a Visa Consumer Credit Card by using one of the following classification levels, as specified in the applicable VisaNet Manuals:

- BIN
- Account Range Definition (ARDEF)
- Account level processing

ID#: 151012-240211-0026357

Visa Signature Preferred Charge Card Allowable Decline and Referral Reasons - U.S. Region (Updated)

A U.S. Issuer that issues a Visa Signature Preferred Card as a Visa Charge Card must give a Decline Response or Referral Response only as specified

ID#: 151013-010410-0005414

Visa Traditional Rewards Cards - U.S. Region

Issuer Rewards Program Registration - U.S. Region

A U.S. Issuer must register its rewards program with Visa and meet the Visa Traditional Rewards Card requirements by the dates specified in the *Visa Traditional Rewards Product Registration Toolkit*.

Visa may impose conditions on U.S. Issuer participation at any time.

ID#: 010410-010410-0008806

Visa Traditional Rewards Product Requirements - U.S. Region

A Visa Traditional Rewards Card Issuer in the U.S. Region must comply with Visa Traditional product requirements, including, but not limited to, core service requirements specified in the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

ID#: 150413-010410-0003883

Visa Traditional Rewards Terms and Conditions - U.S. Region

In the U.S. Region, a Visa Traditional Rewards Card Issuer must:

- 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 Purchase Transactions, and all other material terms and conditions upon Cardholder enrollment in the program, and as required by applicable laws and regulations
- Notify the Cardholder of any material changes to the program terms and conditions before the revision effective date
- Ensure the accuracy of any information that it or its Agent provides to its Cardholders

ID#: 010410-010410-0003897

Communication of Rewards Currency Value - U.S. Region

In the U.S. Region, a Visa Traditional Rewards Card Issuer must communicate, in writing, the value of the Rewards Currency to its Cardholders, annually or more frequently as required by applicable laws or regulations. The communication must, at minimum, include the following information about the Rewards Currency:

- Amount earned
- Amount redeemed
- Balance remaining

ID#: 150413-010410-0003898

Visa Traditional Rewards Program Penalties for Non-Compliance - U.S. Region

A U.S. Issuer that fails to comply with the Visa Traditional Rewards Card product requirements or fails to maintain operational compliance with the terms and conditions specified in the *Visa International Operating Regulations* may be subject to fines. Failure to comply with the terms of the rewards program will disqualify the Issuer from receiving the Visa Traditional Rewards Interchange Reimbursement Fee.

ID#: 010410-010410-0003899

Visa Traditional Rewards Program Participation - U.S. Region

A Visa Traditional Rewards Card Issuer in the U.S. Region must:

- Offer a rewards program to its Visa Traditional Cardholders in accordance with the requirements specified in the *Visa Traditional Rewards Product Registration Toolkit*

- Notify Cardholders, at least quarterly, via billing statement or stand-alone statement, regarding reward points earned during the relevant period

ID#: 151012-160211-0026236

Visa Debit Cards

Check Card BIN Usage - U.S. Region (Updated)

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

ID#: 151013-010410-0004149

Consumer Debit Card Brand Standards Compliance - U.S. Region

All of a U.S. Issuer's Visa consumer Debit Cards must comply with the *Visa Product Brand Standards*.

ID#: 010410-010410-0008226

Visa Debit Card Issuer Cash-Back Requirements – U.S. Region

A U.S. 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 the applicable Visa International Prepaid Program Guidelines.

ID#: 150413-140412-0026502

Visa Debit Card Partial Preauthorization – U.S. Region

In the U.S. Region, a Visa Debit Card Issuer and Visa Business Check Card Issuer, and its VisaNet Processor, must support partial preauthorization Responses for PIN-Authenticated Visa Debit Transactions, as specified in the:

- Applicable VisaNet Manuals
- *Visa Partial Authorization Service Description and Implementation Guide*

ID#: 150413-140412-0026503

Visa Debit Card Issuer Chip Requirements - Canada Region

A Canada Issuer of a Visa Debit Card must ensure that:

- The Visa Debit Card complies with the *Visa Canada Debit Card - Technical Specifications*

- The Visa Application Identifier (AID) must be present on the Card and the Application Selection Flag (ASF) settings are as specified in the *Visa Canada Debit Card - Technical Specifications*

ID#: 050411-200209-0008072

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 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.

ID#: 151012-140612-0025967

Visa Debit Transaction Identification - Canada Region

A Canada Issuer of a Visa Debit Card must identify all Visa Debit Transactions as Visa Transactions in all communications displaying Transaction information, including account activity statements, and clearly disclose to the Cardholder any distinction between a Visa Debit Transaction and other payment services.

ID#: 050411-200209-0008073

Visa Debit Card Issuer Verified by Visa Participation - Canada Region

A Canada Issuer of a Visa Debit Card must ensure that its Visa Debit BINs participate in Verified by Visa.

ID#: 150413-200209-0008074

Visa Debit Card Issuer Verified by Visa Participation for Brazil - LAC Region (Updated)

An Issuer in Brazil of Visa debit Cards must ensure that its Visa Debit BINs participate in Verified by Visa.

ID#: 151013-010612-0026441

Visa Electron Cards

Key-Entered Visa Electron Electronic Commerce Transactions

If an Issuer approves a key-entered Visa Electron Electronic Commerce Transaction, liability and Chargeback rights are the same as for a Visa Transaction.

ID#: 010410-010410-0004529

Visa Electron Card Use (Updated)

A Visa Electron Card may be:

- Used to access any type of account
- Issued for either international or domestic use
- Used at an ATM or Point-of-Transaction Terminal
- Used in a Manual Cash Disbursement
- Used in an Electronic Commerce Transaction

ID#: 151013-010410-0004530

Cardholder Instructions for Visa Electron Card Use

A Visa Electron Issuer must inform its Cardholders that a Visa Electron Card may be used:

- At a Merchant Outlet displaying the Visa Brand Mark with the Electron Identifier
- At an ATM displaying the Visa Brand Mark or Visa Brand Mark with the Electron Identifier

ID#: 010410-010410-0004531

Visa Electron Card Service Code

A Visa Electron Issuer must ensure that the Service Code designated for Visa Electron Cards is encoded on the Magnetic Stripe and complies with the *Payment Technology Standards Manual*.

ID#: 010410-010210-0008235

Visa Electron Card Issuer Verified by Visa Participation for Brazil - LAC Region (Updated)

An Issuer in Brazil of Visa Electron Cards must ensure that its Visa Electron BINs participate in Verified by Visa.

ID#: 151013-010612-0026442

Visa Gold/Premier Cards

Visa Gold/Premier Card Issuance

A Visa Gold Card or Visa Premier Card Issuer:

- May issue Visa Gold Cards or Visa Premier Cards at the option of Visa

- Must comply with the global support services requirements, either independently or through Visa, as specified in the *Visa International Operating Regulations*
- 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

ID#: 010410-010410-0004220

Visa Gold/Premier Card Customer Service Telephone Number

Each Issuer must make available to its Visa Gold/Premier Cardholders a free 24-hour-a-day, 7-day-a-week telephone number to obtain emergency services. The Issuer must communicate the telephone number to the Cardholder at least once each year.

ID#: 010410-010410-0004222

Visa Gold/Premier Card Issuer Requirements - AP Region and CEMEA Region (New)

Effective 9 May 2013, a Visa Gold Card or Visa Premier Card Issuer in the AP Region or the CEMEA Region must comply with the applicable:

- Visa Gold Card Product Standards
- Global Customer Assistance Services Guide

ID#: 151013-090513-0027516

Visa Gold Card Requirements - Canada Region

Participation in the consumer Visa Gold Card program is optional in the Canada Region. However, if a Canada Member participates, it must provide at a minimum the core services specified in the *Visa International Operating Regulations*. A Member may offer enhanced services that are greater than the required core services specified in "Visa Gold Card Core Services - Canada Region."

ID#: 010410-010410-0004407

Visa Gold Card Issuer Contact Information - Canada Region

In addition to the requirements specified in the *Visa International Operating Regulations*, a Canada Member that issues consumer Visa Gold Cards must notify Visa at least 2 weeks before any change in the Emergency Cash Disbursement contact or Emergency Card Replacement contact.

ID#: 081010-010410-0004408

Visa Gold Card Core Services - Canada Region

A participating consumer Visa Gold Card Issuer in the Canada Region must provide to its Cardholders the following emergency Cardholder services:

- Cardholder Inquiry Service
- Collision/Loss Damage Insurance
- Emergency Card Replacement
- Emergency Cash Disbursement
- Legal referral assistance and Cash Disbursement Service
- Lost/Stolen Card Reporting
- Medical referral assistance and Cash Disbursement Service

ID#: 081010-010410-0004409

Visa Gold Card Collision/Loss Damage Insurance - Canada Region

A consumer Visa Gold Card Issuer in the Canada Region may offer Collision/Loss Damage Insurance either:

- Through the Visa Collision/Loss Damage Insurance program
- Independently

If the Canada Issuer offers Collision/Loss Damage Insurance independently, the program features must meet or exceed the minimum features, customer service level, and program administration standards currently available from Visa. A certificate of insurance and details of the program are available from Visa.

ID#: 010410-010410-0008236

Visa Gold Collision/Loss Damage Insurance Information - Canada Region

In the Canada Region, a consumer Visa Gold Cardholder may obtain information about the Collision/Loss Damage Insurance program through Visa Global Customer Care Services, unless Visa has approved alternate arrangements.

ID#: 081010-010410-0004412

Visa Gold Product Name Usage - Canada Region

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

ID#: 010410-010410-0006586

Visa Gold Trade Name or Mark Positioning - Canada Region

A Canada Member must **not** position its Trade Name or Mark as adding superior acceptability of a consumer Visa Gold Card at the Point-of-Transaction.

ID#: 010410-010410-0006587

Visa Gold Card Issuer Requirements - LAC Region

A Visa Gold Card Issuer in the LAC Region must:

- Advise its Cardholders of the availability of PINs and Cash Disbursements through the Visa and Plus ATM programs
- Use Stand-In Processing and the PIN Verification Service

ID#: 010410-010410-0004455

Visa Gold Card Fees - LAC Region

In the LAC Region, Visa will assess an annual fee for each Visa Gold account reported, as specified in the applicable Fee Guide. This fee includes mandatory travel accident insurance with coverage of US \$250,000 and auto rental insurance with coverage in the western hemisphere.

ID#: 151012-011009-0008922

Visa Infinite Cards

Visa Infinite Card Requirements

Visa and a Visa Infinite Card Issuer may supplement the Visa Infinite Card requirements in the *Visa International Operating Regulations*. No variances will be permitted except where required by local custom, or applicable laws or regulations.

ID#: 150413-010410-0006145

Visa Infinite Card Payment Options

At the option of Visa, an Issuer may provide a Visa Infinite Card with charge, credit, or debit capability.

ID#: 010410-010410-0004537

Visa Infinite Card Features and Branding Requirements

An Issuer must offer a Visa Infinite Card with:

- Unique features not available on any other Visa Card product it issues to ensure product differentiation
- The highest purchasing power available within the applicable Visa Region and a Member'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, as specified in the *Visa International Operating Regulations*

ID#: 010410-010410-0004532

Visa Infinite Card Minimum Benefits

At a minimum, a Visa Infinite Card Issuer must comply with the requirements for the following 3 benefit categories:

- Priority assistance and convenience
- Exclusive privileges and rewards
- Safety and security

Details of the benefit categories are available from Visa.

ID#: 010410-010410-0008311

Visa Infinite Card Spending Limits

A Visa Infinite Card Issuer may 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 Card account to accumulate charges of at least XX, or local currency equivalent, during each or any statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

Visa may impose additional restrictions to these options.

ID#: 111011-010410-0004539

Declined Visa Infinite Card Transactions

For Visa Infinite Cards issued with a no pre-set limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

ID#: 010410-010410-0004542

Visa Infinite Card Emergency Services

If a Visa Infinite Issuer offers Visa emergency services, it must:

- Provide a free 24-hour telephone number
- Communicate the telephone number to the Cardholder annually

ID#: 010410-010410-0004544

Visa Infinite Card Web Services

A Visa Infinite Cardholder must have access to a Web service that offers special information and services to high-end consumers. The Web service must be provided by Visa or independently by the Member.

The Visa Infinite Web service must, at a minimum:

- Limit access 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 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 (e.g., special travel articles, expert recommendations on shows in major cities)
 - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
 - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback on the product or Website

ID#: 010410-010410-0008415

Visa Infinite Cardholder Notification and Complaints

A Visa Infinite 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 Transaction Authorizations

- Identify action plans to improve customer service
- Make customer complaint information available to Visa

ID#: 010410-010410-0004543

Visa Infinite Card Marketing

A Visa Infinite Card Issuer intending to distribute Merchant partnership or emergency services material to its Cardholders must receive written approval from Visa before distribution.

ID#: 010410-010410-0004545

Visa Infinite Card Emergency Payment Authorization Service

A Visa Infinite Card Issuer must:

- Be available to respond to a request from the Emergency Payment Authorization Service 24 hours a day, 7 days a week
- Provide all needed information and a decision to approve or deny the request during the initial telephone contact with Visa Global Customer Care Services
- Provide the Merchant, or Visa Global Customer Care Services, with a unique Authorization Code
- If providing the service directly to the Cardholder, contact the Merchant to verify the circumstances, explain the service, and complete the Transaction
-

ID#: 111011-010410-0008300

Failure to Meet Visa Infinite Preferred Card Point-of-Sale Spend Requirement – AP Region (Updated)

Effective 1 April 2013, in the AP Region, if an Issuer offers Account Level Processing, Visa may automatically modify the Visa Infinite Preferred Card Interchange Reimbursement Fee designation for a Card account, if that Card account does not meet the minimum Visa Infinite Preferred Card point-of-sale spend requirement specified in the *Visa Infinite Preferred Card Product Standards – AP Region*.

Effective 1 April 2013, if an Issuer does not offer Account Level Processing:

- If more than 5% of an Issuer's Visa Infinite Preferred Card accounts do not meet the minimum Visa Infinite Preferred Card point-of-sale spend requirement, Visa may modify the Visa Infinite Preferred Card Interchange Reimbursement Fee designation for the applicable BIN or account range.
- Card accounts that do not meet the required Visa Infinite Preferred Card product point-of-sale spend requirement may be offered a different Visa Card product

ID#: 151013-010110-0027305

Visa Infinite Preferred Card in Singapore – AP Region (Updated)

In the AP Region, a Visa Infinite Preferred Card Issuer in Singapore must comply with:

- Visa Infinite Card requirements
- The *Visa Infinite Preferred Card Product Standards – AP Region*

ID#: 151013-041111-0026541

Visa Infinite Preferred Card BIN in Singapore – AP Region (Updated)

In the AP Region, a Visa Infinite Preferred Card Issuer in Singapore must use a unique BIN for its Visa Infinite Preferred Cards and must not use the BIN for any other Card type.

An Issuer must not reclassify a BIN of another Card program to a Visa Infinite Preferred Card BIN unless Visa approves the reclassification and the Issuer has reviewed and confirmed that all existing Cardholders meet the qualification for Visa Infinite Preferred Cards.

ID#: 151013-041111-0026542

Visa Infinite Card Issuer Requirements - AP Region and CEMEA Region (New)

Effective 9 May 2013, a Visa Infinite Card Issuer in the AP Region or the CEMEA Region must comply with the applicable:

- Visa Infinite Card Product Standards
- Global Customer Assistance Services Guide

ID#: 151013-090513-0027517

Visa Infinite Privilege Cards - Canada Region

Visa Infinite Privilege Card Issuance Requirements - Canada Region (New)

Effective 1 November 2013, in the Canada Region, a Visa Infinite Privilege Card Issuer must comply with the requirements for "Visa Infinite Cards" and "Visa Infinite Privilege Cards – Canada Region," as specified in the *Visa International Operating Regulations*, the *Canada Regional Operating Regulations* and the *Visa Infinite Privilege Product and Implementation Guide – Canada Region*.

ID#: 151013-240513-0027692

Visa Infinite Privilege Card Requirements - Canada Region (New)

Effective 1 November 2013, a Visa Infinite Privilege Card Issuer may offer enhanced features and services that are greater than the required Visa Infinite Privilege Card requirements in the *Visa International Operating Regulations*. No variances to the requirements will be permitted except where required by local custom or law.

ID#: 151013-240513-0027693

Visa Infinite Privilege Card Account Number/BIN - Canada Region (New)

Effective 1 November 2013, an Issuer of Visa Infinite Privilege Card that supports:

- Account range processing, may designate a new Account Number range within a Visa Infinite BIN for its Visa Infinite Privilege Cards
- Account level processing, may designate individual Account Numbers for its Visa Infinite Privilege Cards
- BIN level processing, may use a unique BIN assigned to it by Visa for its Visa Infinite Privilege Account Numbers

Effective 1 November 2013, the Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Privilege Card without prior permission from Visa.

ID#: 151013-240513-0027697

Visa Infinite Privilege Card Payment Options - Canada Region (New)

Effective 1 November 2013, at the option of Visa, an Issuer may provide a Visa Infinite Privilege Card with charge and/or credit capability.

ID#: 151013-240513-0027698

Declined Visa Infinite Privilege Card Transactions - Canada Region (New)

Effective 1 November 2013, for Visa Infinite Privilege Cards issued with a no pre-set limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

ID#: 151013-240513-0027701

Visa Infinite Privilege Card Marketing - Canada Region (New)

Effective 1 November 2013, a Visa Infinite Privilege Card Issuer intending to distribute Marketing materials to its Cardholders must receive written approval from Visa before distribution.

Effective 1 November 2013, a Visa Infinite Privilege Card Issuer must promote the Visa Infinite Privilege features, benefits, and services to the Cardholders, as outlined in the *Visa Infinite Privilege Product and Implementation Guide - Canada Region*.

ID#: 151013-240513-0027702

Visa Infinite Privilege Card Website - Canada Region (New)

Effective 1 November 2013, an Issuer of a Visa Infinite Privilege Card in the Canada Region must provide access to its Cardholders to the Visa Infinite Privilege website that offers information and access to the Visa Infinite Privilege Card features, services, and benefits, as specified in the *Visa Infinite Privilege Product and Implementation Guide - Canada Region*.

ID#: 151013-240513-0027703

Visa Platinum Cards

Visa Platinum Card Issuer Requirements - AP Region and CEMEA Region (New)

Effective 9 May 2013, a Visa Platinum Card Issuer in the AP Region or the CEMEA Region must comply with the applicable:

- Visa Platinum Card Product Standards
- Global Cardholder Assistance Services Guide

ID#: 151013-010110-0027518

Visa Platinum Card Issuance Requirements - Canada Region

In the Canada Region, all provisions of the *Visa International Operating Regulations* governing the issuance of Visa Gold Cards apply to the issuance of Visa Platinum Cards.

ID#: 010410-010410-0004413

Visa Platinum Card Core Services - Canada Region

In the Canada Region, a participating Visa Platinum Issuer must provide to its Cardholders the following emergency Cardholder services:

- Cardholder Inquiry Service
- Collision/Loss Damage Insurance
- Emergency Card Replacement
- Emergency Cash Disbursement
- Legal referral assistance and Cash Disbursement

- Lost/Stolen Card Reporting
- Medical referral assistance and Cash Disbursement Service

ID#: 081010-010410-0004414

Visa Platinum Card Collision/Loss Damage Insurance - Canada Region

In the Canada Region, a Visa Platinum Issuer may offer Collision/Loss Damage Insurance either:

- Through the Visa Collision Loss/Damage Waiver insurance program
- Independently

If the Canada Issuer offers Collision Loss/Damage Waiver insurance independently, the program features must meet or exceed the minimum features, customer service level, and program administration standards currently available from Visa. A certificate of insurance as well as program details may be obtained from Visa.

A Visa Platinum Cardholder may obtain information about the Collision/Loss Damage Waiver insurance program through the Visa Global Customer Care Services, unless Visa has approved alternate arrangements.

ID#: 081010-010410-0008336

Visa Platinum Card BIN - Canada Region

Each Canada Issuer must:

- Use a unique BIN for its Visa Platinum Account Numbers. The Issuer must either:
 - Choose a BIN from a BIN range previously assigned to it by Visa
 - Request a new BIN range assignment for the service
- If using a previously assigned BIN or BIN range, notify Visa of the selected BIN or BIN range before issuing any Visa Platinum Cards
- Send "Visa Interchange Directory Update Form" and "BIN License Agreement" (both available on Visa Online) to Visa for its Visa Platinum BIN range

ID#: 160312-010410-0004418

BIN Requirements for Airline Co-Brand Programs - CEMEA Region (Updated)

Effective 1 April 2013, a CEMEA Issuer may issue new Visa Gold and Visa Platinum Airline Affinity/Co-Brand Programs on a new Visa Platinum BIN.

Effective 1 April 2013, a CEMEA Issuer must issue new Visa Gold and Visa Platinum Airline Affinity/Co-Brand Programs on separate designated account ranges within the Visa Platinum BIN.

Effective 1 April 2013, the Issuer must provide all Airline Affinity/Co-Branded Cards issued on a Visa Platinum BIN with mandatory core product features applicable to Visa Platinum Cards, as specified in the applicable Visa Platinum Card Product Standards.

Effective 1 April 2013, mandatory minimum spending limits do not apply for Airline Affinity/Co-Branded Cards issued on a Visa Platinum BIN.

ID#: 151013-010410-0009017

Visa Gold and Platinum Cards Issued on Visa Platinum BIN - CEMEA Region (Updated)

In the CEMEA Region, a Visa Gold Card issued on a Visa Platinum BIN must comply with the Visa Gold Card design requirements specified in the *Visa Product Brand Standards*.

In the CEMEA Region, a Visa Platinum Card issued on a Visa Platinum BIN must comply with the Visa Platinum Card design requirements specified in the *Visa Product Brand Standards*.

ID#: 151013-010410-0008339

Visa Platinum Card BIN Requirements - LAC Region (Updated)

In the LAC Region, a Visa Platinum Issuer must use a unique BIN for its Cards.

ID#: 151013-151013-0004477

Visa Platinum Card Performance Standards and Fees - LAC Region (Updated)

In the LAC Region, a Visa Platinum Issuer that fails to meet the performance standard specified in this section is subject to the corrective action

ID#: 151013-150813-0008343

Visa Platinum Card Travel Rewards Program - LAC Region (Updated)

In the LAC Region, a Visa Platinum Credit Card Issuer must provide a travel 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 travel 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 travel rewards program.

In the LAC Region, Visa Platinum debit Cards are exempt from any obligation to offer any travel rewards programs.

ID#: 151013-010410-0008813

Visa Signature Cards

Visa Signature Card Requirements

At the option of Visa, an Issuer may issue consumer Visa Signature Cards, subject to trademark availability. A Visa Signature Card Issuer must include features and services equivalent to the Visa Infinite Card and the following:

- No pre-set spending limit¹
- Access to Web services specific to Visa Signature Cardholders
- A Card design specific to a Visa Signature Card, as specified in the *Visa Product Brand Standards*

¹ A variance to this requirement applies in the U.S. Region for Visa Signature Cards not issued as Visa Charge Cards.

ID#: 150413-010410-0008228

Visa Signature Card Issuer Requirements - AP Region and CEMEA Region (New)

Effective 9 May 2013, a Visa Signature Card Issuer in the AP Region or the CEMEA Region must comply with the applicable:

- Visa Signature Card Product Standards
- Global Customer Assistance Services Guide

ID#: 151013-090513-0027519

Failure to Meet Visa Signature Card Point-of-Sale Spend Requirement – AP Region and CEMEA Region (Updated)

In the AP Region and CEMEA Region, if an Issuer offers Account Level Processing, Visa may automatically modify the Visa Signature Card Interchange Reimbursement Fee designation for a Card account, if that Card account does not meet the minimum Visa Signature Card point-of-sale spend requirement specified in the applicable Visa Signature Card Product Standards.

If an Issuer does not offer Account Level Processing:

- If more than 5% of an Issuer's Visa Signature Card accounts do not meet the minimum Visa Signature Card point-of-sale spend requirement as specified in the applicable Visa Signature Card Product Standards, Visa may modify the Visa Signature Card Interchange Reimbursement Fee designation for the applicable BIN or account range
- Card accounts that do not meet the required Visa Signature Card product point-of-sale spend requirement may be offered a different Visa Card product

ID#: 151013-010110-0027304

Visa Signature Card BIN Requirement - LAC Region (Updated)

A Visa Signature Card Issuer in the LAC Region must use a unique BIN for its Visa Signature Cards.

ID#: 151013-151013-0004498

Visa Signature Card Travel Rewards Program - LAC Region (Updated)

A Visa Signature Card Issuer in the LAC Region must provide a travel rewards program that offers Cardholders, through purchases with Visa Signature, the ability to accumulate points that can be redeemed for, at a minimum, Airline travel. The travel 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 travel rewards program.

ID#: 151013-010410-0004500

Visa Signature Card Issuer Requirements - U.S. Region

A Visa Signature Issuer in the U.S. Region must comply with:

- "Consumer Card Issuer Requirements - U.S. Region"
- *Visa U.S.A. Card Benefits Rules and Regulations Guide*
- *Visa Signature Product and Implementation Guide*
- *Visa Consumer Charge Card Product and Implementation Guide - U.S. Region*, if applicable

ID#: 150413-240211-0003417

Visa Signature Card BIN Requirements - U.S. Region

A Visa Signature Issuer in the U.S. Region that supports:

- Account range processing may designate an Account Number range within a credit BIN for its Visa Signature Cards
- BIN level processing must use a unique BIN assigned to it by Visa for its Visa Signature Account Numbers and either:

- Choose a BIN from a BIN range previously assigned (If using a previously assigned BIN, notify Visa of the selected BIN before issuing any Visa Signature Cards)
- Request a new BIN assignment

ID#: 010410-010410-0006226

Visa Signature Card Implementation Requirements - U.S. Region

A Visa Signature Issuer in the U.S. Region must:

- Complete the implementation forms included in the *Visa Signature Product and Implementation Guide*
- Comply with the *Visa U.S.A. Card Benefits Rules and Regulations Guide*

ID#: 150413-010410-0003900

Visa Signature Card Spending Limits and Payment Options - U.S. Region

A Visa Signature Issuer in the U.S. Region 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 \$2,000 per month.
- Revolve. This option does not apply to Visa Charge Cards. If positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least US \$5,000 during each statement cycle.

ID#: 150413-240211-0008237

Visa Signature Cardholder Notification - U.S. Region

A Visa Signature Issuer in the U.S. Region must provide notification to the Cardholder:

- Before ongoing Transactions can be declined
- When an account needs to be suspended or closed for any reason

ID#: 010410-010410-0003218

Visa Signature Card Customer Service Requirements - U.S. Region

A Visa Signature Issuer in the U.S. Region must provide a toll-free telephone number of its own customer service center where the Cardholder may obtain customer service.

A Visa Signature Issuer in the U.S. Region must provide its Cardholders access to customer service 24 hours a day, 7 days a week. Customer service may be provided through any or all of the following:

- Customer service agent

- A voice response unit
- Online account access

ID#: 150413-010410-0003906

Visa Signature Card Rewards Program - U.S. Region

A Visa Signature Issuer in the U.S. Region must offer a rewards program to its Visa Signature Cardholders as specified in the *Visa Signature Product and Implementation Guide*.

ID#: 151012-010100-0003905

Visa Signature Card Visa Incentive Network Participation - U.S. Region (Updated)

Effective through 31 December 2013, a Visa Signature Issuer in the U.S. Region must participate in the Visa Incentive Network program, as specified in the *Visa Incentive Network Issuer Implementation Guide*, to qualify for the Visa Signature Interchange Reimbursement Fee.

ID#: 151013-010410-0003904

Visa Signature Card Enhanced Billing Support - U.S. Region

A Visa Signature Issuer in the U.S. Region must provide enhanced billing support resolution services, as specified in the *Visa Signature Product and Implementation Guide*.

ID#: 010410-010410-0003907

Visa Signature Cardholder Information - U.S. Region (Updated)

A Visa Signature Issuer in the U.S. Region must offer its Cardholders, during the application process, the option to have their personal information kept confidential.

- If selected, the Issuer must not provide Cardholder or account details to external organizations for the purpose of marketing mailing lists, products, or services
- The Issuer may, for Affinity/Co-Branded Card accounts, disclose that this option does not apply to the Affinity/Co-Brand Partner

ID#: 151013-010410-0003909

Visa Signature Card Design - U.S. Region

A Visa Signature Issuer in the U.S. Region must comply with the *Visa Product Brand Standards*.

ID#: 050411-010410-0006196

Visa Signature Preferred Cards - U.S. Region

Visa Signature Preferred Card Issuer Requirements - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region must:

- Complete the implementation forms in, and comply with, the *Visa Signature Product and Implementation Guide*
- Comply with:
 - *Visa U.S.A. Card Benefits Rules and Regulations Guide*
 - *Visa Consumer Charge Card Product and Implementation Guide*, if applicable

ID#: 150413-240211-0008319

Visa Signature Preferred Card Account Number/BIN - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region that supports:

- Account level processing may designate individual Account Numbers for its Visa Signature Preferred Cards
- Account range processing may designate an Account Number range within a credit BIN for its Visa Signature Preferred Cards
- BIN level processing must use a unique BIN assigned to it by Visa for its Visa Signature Preferred Account Numbers and either:
 - Choose a BIN from a BIN range previously assigned (if using a previously assigned BIN, notify Visa of the selected BIN before issuing any Visa Signature Preferred Cards)
 - Request a new BIN assignment

ID#: 010410-010410-0003910

Visa Signature Preferred Card Spending Limits and Payment Options - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region may allow the Visa Signature Preferred 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 \$2,000 per month.
- Revolve. This option does not apply to Visa Charge Cards. If the Visa Signature Preferred Cardholder is allowed the option to revolve, the Issuer must permit a minimum revolving balance of at least US \$5,000 during each statement cycle.

ID#: 150413-240211-0008326

Visa Signature Preferred Cardholder Notification - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region must provide notification to the Cardholder:

- Before ongoing Transactions can be declined
- Before an account is suspended or closed for any reason

ID#: 010410-010410-0003919

Visa Signature Preferred Card Customer Service Requirements - U.S. Region

A U.S. Visa Signature Preferred Issuer must provide the toll-free telephone number of its own customer service center, which must be printed on the back of the Visa Signature Preferred Card.

A Visa Signature Preferred Issuer in the U.S. Region must provide its Cardholders access to customer service 24 hours a day, 7 days a week. Customer service may be provided through any or all of the following:

- Customer service agent
- Voice response unit
- Online account access

ID#: 150413-010410-0008330

Visa Signature Preferred Card Rewards Program Participation - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region must:

- Offer a rewards program to its Visa Signature Preferred Cardholders as specified in the *Visa Signature Product and Implementation Guide*
- Notify Cardholders, at least quarterly, via billing statement or stand-alone statement, regarding reward points earned during the relevant period

ID#: 151012-010410-0003915

Visa Signature Preferred Card Visa Incentive Network Participation - U.S. Region (Updated)

Effective through 31 December 2013, a Visa Signature Preferred Issuer in the U.S. Region must participate in the Visa Incentive Network program, as specified in the *Visa Incentive Network Issuer Implementation Guide*, to qualify for the Visa Signature Preferred Interchange Reimbursement Fees.

ID#: 151013-010410-0003916

Visa Signature Preferred Cardholder Information - U.S. Region (Updated)

Each U.S. Issuer must offer its Cardholders, during the application process, the option to have their personal information kept confidential. If selected, the Issuer must not provide Cardholder or account details to non-affiliated organizations for the purpose of marketing mailing lists, products, or services. The Issuer may, for Affinity/Co-Branded Card accounts, disclose that this option does not apply to the Affinity/Co-Brand Partner.

ID#: 151013-010410-0003924

Visa Signature Preferred Branding - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region must comply with the *Visa Product Brand Standards*.

ID#: 010410-010410-0006198

Visa Signature Preferred Card Website - U.S. Region

A Visa Signature Preferred Issuer in the U.S. Region must provide its Cardholders access to a Website that offers special information and services specific to its Visa Signature Preferred Cardholders.

ID#: 010410-010410-0003923

Visa Check Cards - U.S. Region

Visa Check Card Account Restrictions - U.S. Region

In the U.S. Region, a Visa Check Card may be used to access a deposit, investment, or other consumer asset account, including a fiduciary account.

A Visa Check Card must not be used to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

ID#: 151013-010410-0008332

Definition of Visa Check Card - U.S. Region

In the U.S. Region, Visa reserves the right to determine the application of the definition of the Visa Check Card.

ID#: 010410-010410-0004154

Consumer Visa Deferred Debit Card Equivalent - U.S. Region

In the U.S. Region, a Consumer Visa Deferred Debit Card is treated as a Visa credit Card for Limited Acceptance category purposes only.

ID#: 151012-010410-0004153

Visa Check Card Activation - U.S. Region

A U.S. Issuer must require Card activation for all Visa Check Cards initially issued to Cardholders who did not expressly request or apply for the Visa Check Card. Issuers are encouraged to require Card activation for all Visa Check Cards.

As part of the Card activation process, Cardholders must be required to validate their identity by reasonable means before being able to use the Card.

ID#: 010410-010410-0004158

Visa Check Card Funds Hold Release - U.S. Region

A Visa Check Card Issuer in the U.S. Region must release any hold on available funds in its Cardholder's account as a result of an approved Authorization Request either:

- When a matching Clearing Record is received, but no later than 3 business days from the Authorization Request
- For a Real-Time Clearing Transaction:
 - Upon receipt of the Completion Message
 - Upon expiration of the time limit for completion specified in the preauthorization request if a Completion Message has not been received by that time.

This requirement does **not** apply if the Issuer determines that the Transaction or account involves suspicious or unusual activity.

For a PIN-Authenticated Visa Debit Transaction, the Issuer must release any hold on available funds in its Cardholder's account as a result of an approved preauthorization request:

- Upon receipt of the preauthorization completion message

- After X of the preauthorization request, if a preauthorization completion message has not been received by that time

ID#: 150413-010410-0004159

Visa Check Card Provisional Credit for Disputed Transactions - U.S. Region

A Visa Check Card Issuer in the U.S. Region that receives notification from its Cardholder of unauthorized Visa Transactions must provide provisional credit to the Cardholder's account within 5 business days of the notification.

The Issuer may require written confirmation from the Cardholder before providing provisional credit.

The Issuer may withhold providing provisional credit, to the extent allowed under applicable laws or regulations, if the Issuer determines that the circumstances or account history warrants the delay.

This requirement does not apply to ATM Cash Disbursements.

ID#: 150413-010410-0004166

Visa Check Card Credit Transaction Receipt - U.S. Region

A Visa Check Card Issuer in the U.S. Region must post a Credit Transaction Receipt to a Cardholder's account within one business day of Settlement. The Issuer may place a hold on the posted Credit Transaction Receipt, to the extent allowed under applicable laws or regulations, if the Issuer determines that the circumstances or account history warrant the delay.

ID#: 150413-010410-0004160

Visa Check Card POS Balance Inquiry Service - U.S. Region (Updated)

A U.S. Visa Check Card Issuer must not provide account balance information in response to a POS Balance Inquiry Service request on any of its Visa Check Card products.

ID#: 151013-010410-0004161

Visa Check Card II Requirements - U.S. Region (Updated)

Effective through 30 June 2015, in addition to the requirements specified for Visa Check Cards, a Visa Check Card II Issuer in the U.S. Region must be capable of:

- Supporting PINs for all Transaction types
- Supporting the Visa Cash Back Service
- Processing Transactions containing a non-Visa Acquirer BIN

- Complying with all Visa Check Card II requirements, as specified in the appropriate VisaNet Manuals

ID#: 151013-010410-0004170

Visa Check Card II Issuance – U.S. Region

Effective through 30 June 2012, an Issuer may issue or reissue Visa Check Card II Cards. All Visa Check Card II Cards must expire no later than **30 June 2015**.

ID#: 111011-140412-0026504

Secured Cards

Secured Visa Card Solicitations - U.S. Region

A U.S. Member or its Agent that solicits a secured Visa Card account must:

- Specify in its solicitation material that to obtain the Visa Card, the potential Cardholder must open a deposit account that will serve as collateral for the Visa Card account
- Indicate the portion of the deposit that will be allocated as the line of credit accessed by the Visa Card
- Ensure that any secured Visa Card application processing fees accepted from the Cardholder are made payable to the Issuer, not the Agent

ID#: 010410-010410-0001217

Secured Visa Card Program Notification - U.S. Region

A U.S. Issuer that accepts a cash deposit as security for issuance of a Visa Card must notify Visa in writing within 30 calendar days of any secured Visa Card program with 500 or more Cards.

The Issuer must include all of the following in the notification:

- Program start date
- Projected number of secured Visa Cards at the end of the first year of the program
- The role of any non-Member Agent that supports the program

ID#: 010410-010410-0008333

Secured Card Security Deposit Requirement - U.S. Region

A U.S. Issuer must hold any cash security deposit for issuance of a Visa Card in a federally insured account in the name of the Cardholder.

The Issuer must **not** assign an interest in a security deposit to any Third Party.

ID#: 010410-010410-0008334

Secured Card Issuer Requirements - LAC Region

A Secured Card Issuer in the LAC Region must:

- Maintain a cash deposit as guarantee for issuance of a Visa Card in a bank account in the name of the Cardholder
- Upon Visa request, provide Visa available promotional materials. The promotional materials must clearly state that a security deposit is required as collateral for the issuance of a Secured Card

ID#: 010410-010410-0004526

Secured Card Promotion - LAC Region (Updated)

A Secured Card Issuer in the LAC Region must not assign an interest in a deposit accepted as guarantee for issuance of a Visa Card to any Third Party agent.

ID#: 151013-010410-0004527

V PAY

V PAY Card Issuance – CEMEA Region (Updated)

An Issuer in the CEMEA Region must not issue V PAY Cards.

ID#: 151013-010411-0026122

Campus Cards

Campus Card Issuance – U.S. Region (Updated)

In the U.S. Region, a Campus Card may only be issued as either:

- A Consumer Visa Check Card
- A Visa Prepaid Card

A Campus Card issued as a Consumer Visa Check Card must be linked to a deposit account and comply with the *Visa Campus Card Program and Implementation Guidelines* and the *Visa Product Brand Standards*.

A Campus Card issued as a Visa Prepaid Card must comply with the *Prepaid Campus Program Guidelines*, *Visa Product Brand Standards*, and the applicable Visa International Prepaid Program Guidelines.

ID#: 151013-150113-0027551

Campus Card Identification Prohibitions – U.S. Region (Updated)

In the U.S. Region, a student identification number that is assigned by the university/college and printed on the Campus Card must not include all or a portion of the student's Social Security Number or other number that would present a privacy and security risk.

ID#: 151013-150113-0027552

Campus Card Extraneous Numbers or Devices – U.S. Region (Updated)

In the U.S. Region, any extraneous number or device embossed, printed, etched, encoded, or otherwise affixed to a Campus Card must:

- Comply with the *Visa Product Brand Standards*
- Not be used to facilitate any financial transactions, other than closed-loop proprietary college or university system transactions

ID#: 151013-150113-0027553

Visa Rewards Cards - AP Region and CEMEA Region

Visa Rewards Product Issuer Requirements – AP Region and CEMEA Region (Updated)

In the AP Region and the CEMEA Region, an Issuer participating in the Visa Rewards Product must:

- Register its participation in the program with Visa
- Receive written approval for their rewards program from Visa prior to issuing any rewards Cards or launching the program
- Inform Visa of any changes to their rewards program, as specified in *Visa Rewards Card Product Guide – AP and CEMEA Regions*
- Provide Cardholder benefits, as specified in the *Visa Rewards Card Product Guide – AP and CEMEA Regions*
- Comply with all the requirements for the Visa Rewards Product as specified in the *Visa Rewards Card Product Guide – AP and CEMEA Regions*

ID#: 151013-131212-0027242

Visa Rewards Product Issuance – AP Region and CEMEA Region (Updated)

In the AP Region and the CEMEA Region, qualifying Issuers may issue the Visa Rewards Product, as specified in the *Visa Rewards Card Product Guide – AP and CEMEA Regions*.

ID#: 151013-131212-0027241

Visa Rewards Product BIN Requirements – AP Region and CEMEA Region (Updated)

In the AP Region and the CEMEA Region, an Issuer must issue its Visa Rewards Product on a unique BIN or account range, unless the Issuer participates in Account Level Processing, as specified in the *Visa Rewards Card Product Guide – AP and CEMEA Regions*.

ID#: 151013-131212-0027243

Visa Consumer Prepaid Card Requirements

Visa Vale Program Requirements - LAC Region (Updated)

In the LAC Region, a Member that participates in the Visa Vale program must comply with the *Visa Vale Requirements*.

ID#: 151013-151012-0027355

Visa Prepaid Card Requirements - U.S. Region

In the U.S. Region, a Visa Prepaid Card Issuer must comply with the:

- *Applicable Visa International Prepaid Program Guidelines*
- *Visa ReadyLink Service Description and Implementation Guidelines*
- *Visa Product Brand Standards*
- *Visa International Prepaid Retail Channel Guidelines*

ID#: 150413-010410-0008363

Visa Prepaid Card BIN - U.S. Region (Updated)

In the U.S. Region, an Issuer must use a unique consumer debit BIN for each of the following Visa Prepaid Card program types:

- Visa Buxx or non-Buxx branded youth card

- Visa Employee Benefit Cards (Visa Prepaid Card products for Visa Flexible Savings Account, Visa Health Savings Account, Visa Health Reimbursement Arrangement and Visa Transit may be combined within a single BIN, as specified in the applicable Visa International Prepaid Program Guidelines)
- Visa Gift Card
- Visa Incentive Card
- Visa Payroll
- Visa Prepaid Card bearing both the Visa Mark and the Visa TravelMoney Mark
- Campus Card
- Other Visa Prepaid Cards

ID#: 151013-010410-0025544

Visa Buxx Card Issuer Implementation Requirements - U.S. Region (Updated)

In the U.S. 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 comply with the *Visa International Operating Regulations* and *Visa Buxx Card Service Description and Implementation Guide*.

ID#: 151013-010410-0004361

Visa Buxx Card Issuer Requirements - U.S. Region

In the U.S. Region, a Visa Buxx Issuer must implement Card activation procedures.

Card activation procedures must require Cardholders to validate their identity by some reasonable means before being able to use the Card.

A Visa Buxx Issuer must provide the account owner (e.g., parent or guardian) with a financial literacy test to be completed by the teenager and verified by the account owner at the time of enrollment.

A Visa Buxx Issuer must, either itself, through Visa, or through a third-party provider, offer:

- Website access that includes:
 - Account management data and functions
 - Account funding capability
- Parental notification of payment activity
- The option to receive periodic statements either electronically or on paper
- Customer service activities including, but not limited to:
 - Processing lost/stolen Card reports
 - Card suspension

ID#: 160312-010410-0008378

Visa Employee Benefit Card Issuer Requirements - U.S. Region (Updated)

In the U.S. Region, a Visa Employee Benefit Card Issuer must:

- Comply with the *Visa Employee Benefit Card Service Description and Implementation Guide*
- Support selective Authorization, as specified in "Visa Prepaid Card Selective Authorization"
- Support Auto-Substantiation, as specified in "Healthcare Auto-Substantiation Requirements - U.S. Region"
- Comply with the Visa Healthcare Auto-Substantiation Transactions Documents
- Support Authorization Reversals
- Obtain a license from, and be certified by, SIGIS in order to process Healthcare Auto-Substantiation Transactions
- Support Retrieval Request reason code 27, "Healthcare Auto-Sub Data Retrieval Request," for the process of obtaining detailed Transaction Receipt data from Acquirers, via fax, as specified in the Visa Healthcare Auto-Substantiation Transactions Documents¹

¹ Unlike other Transaction Receipt Retrieval Request Reason Codes, Reason Code 27 does not support a Chargeback right for the Issuer.

ID#: 151013-010410-0008386

Healthcare Auto-Substantiation Requirements - U.S. Region

A U.S. Issuer or its Agent must support Healthcare Auto-Substantiation if it offers any of the following Visa Employee Benefit Card programs:

- Visa Flexible Spending Account (FSA)
- Visa Health Reimbursement Arrangement (HRA)

ID#: 150413-010410-0003421

Visa Payroll Card Requirements (Updated)

A Visa Payroll Issuer must comply with the:

- Visa Payroll Card Documents
- *Visa Product Brand Standards*

A Visa Payroll Issuer must implement Card activation procedures that require Cardholders to validate their identity by some reasonable means before being able to use the Card.

ID#: 151013-010410-0025571

Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception (New)

Effective 11 April 2013, with prior written consent from Visa, an Issuer may display on a Visa Card the Marks of a non-Member entity that is engaged in banking activities and eligible for Visa membership, as specified in the Affinity/Co-Branded Card Program Requirements, subject to the following requirements:

- The Affinity/Co-Brand Program is established solely for the purpose of providing the distribution or sale of certain Visa Prepaid Cards
- The Affinity/Co-Brand Partner agreement and the use of Affinity/Co-Brand Partner Marks complies with all other Affinity/Co-Brand Program requirements specified in the *Visa International Operating Regulations* and the *Visa Product Brand Standards*
- Distribution or sale of Visa Prepaid cards by the Affinity/Co-Brand Partner is limited to one of the following:
 - Non-Reloadable Visa Prepaid Cards
 - Visa Prepaid Travel Cards including Visa TravelMoney Card
- The Issuer, not the Affinity/Co-Brand Partner, maintains 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 maintain an ongoing contractual relationship with the Cardholder in connection with the Issuer's Visa Prepaid Card.¹
- The Issuer is responsible for oversight and control of their Affinity/Co-Brand Partner in accordance with the reseller requirements outlined in the *Visa International Prepaid Program Guidelines*

¹ A variance to this requirement applies in the LAC Region as specified in "Second Line of Credit for On-U's Transactions – LAC Region."

ID#: 151013-110413-0027677

Visa Prepaid Load Service

Visa Prepaid Partner Requirements

A Member or Merchant may participate in the Visa Prepaid Load Service as a Prepaid Partner to:

- Activate or load initial value to Visa Prepaid Cards under a Prepaid Partner Issuer Agreement
- Add value to qualified reloadable Visa Prepaid Cards

A Prepaid Partner must:

- Have a Merchant Agreement with the participating Acquirer to process Visa Prepaid Load Service Transactions
- Comply with the requirements in the applicable Visa International Prepaid Program Guidelines
- Obtain Issuer approval of:

- A load Authorization Request for Card activation on both reloadable and non-reloadable Cards
- A load Authorization Request for value reload on qualified reloadable Cards
- Load value to a Visa Prepaid Card only when the Card is present
- Load Visa Prepaid Cards only when the Prepaid Partner and the Visa Prepaid Card Issuer are located within the same country
- Load the Visa Prepaid Card in the Cardholder's Billing Currency

ID#: 150413-010410-0008355

Visa Prepaid Load Service Participation

Members that participate in the Visa Prepaid Load Service¹ must comply with the *Visa International Operating Regulations* and the applicable Visa International Prepaid Program Guidelines.

¹ Visa Prepaid Load Service is referred to as Visa ReadyLink in the U.S. Region.

ID#: 150413-010410-0003634

Visa Prepaid Load Service Acquirer Requirements (Updated)

Members that participate in the optional Visa Prepaid Load Service must comply with requirements in the applicable Visa International Prepaid Program Guidelines. A participating Acquirer must:

- Add Visa Prepaid Load Service provisions to its Merchant Agreement
- Ensure that participating Merchants comply with the requirements specified in the *Visa International Operating Regulations* and applicable Visa International Prepaid Program Guidelines

An Acquirer may only process a Reversal when there is a processing problem or error that prevents the Issuer's Authorization Response from being returned to the Prepaid Partner. An Acquirer must only send system-generated reversals to VisaNet and the Prepaid Partner when there is an inability of the Acquirer to return an Issuer response to the Prepaid Partner's system.

An exemption to the Visa Prepaid Load Service requirements applies in the U.S. Region.

ID#: 151013-010410-0002517

Visa Prepaid Products - Visa ReadyLink

Visa ReadyLink Participation - U.S. Region

A U.S. Issuer may participate in Visa ReadyLink.

A participating Issuer must:

- Comply with the:

- Applicable Visa International Prepaid Program Guidelines
- *Visa ReadyLink Service Description and Implementation Guidelines*
- *Visa Product Brand Standards*
- Designate unique BINs within its Visa Prepaid Card program that may participate in Visa ReadyLink
- Have a Prepaid Partner Agreement with a participating Prepaid Partner to sell Visa Prepaid Cards

The Prepaid Partner Agreement must define the terms and conditions of the relationship between the Issuer and the Prepaid Partner, including, but not limited to, any applicable service fee charged to a consumer by the Prepaid Partner for the purchase of Visa Prepaid Cards. The Prepaid Partner Agreement does not govern the loading of value to a Visa Prepaid Card.

ID#: 151012-010410-0008374

Visa ReadyLink Acquirer Requirements - U.S. Region

In the U.S. Region, an Acquirer participating in the Visa ReadyLink Service must:

- Comply with the:
 - Applicable Visa International Prepaid Program Guidelines
 - *Visa ReadyLink Service Description and Implementation Guidelines*
- Comply with Merchant Agreement requirements, as specified in "Visa ReadyLink Acquirer Requirements for Prepaid Partners - U.S. Region"
- Ensure that it maintains adequate funds available for settlement of approved Transactions that have been processed through VisaNet from its Prepaid Partners
- Process a Visa ReadyLink Transaction through the Single Message System

ID#: 151012-010410-0003216

Visa ReadyLink Acquirer Requirements for Prepaid Partners - U.S. Region

In the U.S. Region, an Acquirer that participates in the Visa ReadyLink Service must ensure that:

- A Prepaid Partner that participates in the Visa ReadyLink Service complies with the:
 - Applicable Visa International Prepaid Program Guidelines
 - *Visa ReadyLink Service Description and Implementation Guidelines*
- The substance of those provisions is included in its Merchant Agreement or as a separate addendum

ID#: 151012-010410-0003468

Visa ReadyLink Prepaid Partner Requirements - U.S. Region

In the U.S. Region, a Prepaid Partner that participates in the Visa ReadyLink service must:

- Have a Merchant Agreement for Visa Card acceptance
- Comply with the:
 - Applicable Visa International Prepaid Program Guidelines
 - *Visa ReadyLink Service Description and Implementation Guidelines*
- Load value to a Visa Prepaid Card that has been designated for participation in Visa ReadyLink by the Issuer or to another Non-Visa Branded Account, as defined in the *Visa ReadyLink Service Description and Implementation Guidelines*

A Visa ReadyLink Prepaid Partner may sell Visa Prepaid Cards under a Prepaid Partner Issuer Agreement with a participating Issuer.

ID#: 151012-010410-0008388

Visa ReadyLink Transaction Processing - U.S. Region

In the U.S. Region, funds associated with a load to a Visa Prepaid Card or to another Non-Visa Branded Account, as defined in the *Visa ReadyLink Service Description and Implementation Guidelines* processed through the VisaNet Single Message System, as specified in the applicable Visa International Prepaid Program Guidelines and *Visa ReadyLink Service Description and Implementation Guidelines*, are settled between the Acquirer and Issuer during the same processing cycle as the approval of the Transaction Authorization request by the Issuer.

ID#: 150413-010410-0005731

Visa TravelMoney

Visa TravelMoney Participation

Issuer participation in the Visa TravelMoney Program is optional. To become an Issuer of Visa TravelMoney Cards, an Issuer must:

- Comply with the applicable Visa International Prepaid Program Guidelines
- Be an active participant in the Card Verification Service
- Provide the Visa Global Customer Assistance Services Program, as specified in "Visa Global Customer Assistance Services Program Requirements"
- Issue pre-assigned or customer-selected PINs to all Visa TravelMoney Cards
- Accept a PIN for Cardholder verification at an ATM.
- Ensure that the Service Code encoded on the Magnetic Stripe complies with the *Payment Technology Standards Manual*

- At least 30 calendar days before issuing a Visa TravelMoney Card, submit to Visa written certification that its programs, systems, procedures, and services comply with the:
 - *Visa International Operating Regulations*
 - Applicable Visa International Prepaid Program Guidelines

ID#: 150413-010410-0002503

Visa TravelMoney Cards (Updated)

This regulation applies to an Issuer of a Visa Prepaid Card bearing the Visa TravelMoney Wordmark and either:

- Visa Brand Mark
- Visa Brand Mark with the Electron Identifier

ID#: 151013-140813-0025547

Visa TravelMoney - ATM-Only Cards

A Visa TravelMoney Issuer licensee, as defined in the *Visa International Certificate of Incorporation and Bylaws*, may only issue a Visa TravelMoney Card with ATM-only functionality.

ID#: 010410-010100-0025548

Visa TravelMoney Currencies

An Issuer may issue Visa TravelMoney Cards for values in one or more currencies.

ID#: 010410-010410-0002504

Visa TravelMoney Cardholder Notification

An Issuer of Visa TravelMoney Cards must inform its Cardholders that a Visa TravelMoney Card may be used at a Visa/Plus ATM location.

ID#: 010410-010410-0002511

Visa TravelMoney Card Issuer Requirements

An Issuer of Visa TravelMoney Cards:

- Must provide Customer assistance services
- May provide forgotten PIN assistance

ID#: 010410-010410-0002615

Visa TravelMoney Access to Funds - U.S. Region

In the U.S. Region, if multiple Visa TravelMoney Cards are issued to the Cardholder, each Visa TravelMoney Card must have full access to the Visa TravelMoney funds.

If one or more Visa TravelMoney Cards are lost, the remaining cards must still have access to funds.

If one or more Visa TravelMoney Cards are lost, stolen, or damaged, the Issuer must replace one or more cards up to the total number of cards originally purchased.

ID#: 021209-150210-0008403

Visa TravelMoney Charges - U.S. Region

In the U.S. Region, Visa assesses Visa TravelMoney charges to the Issuer, as specified in the applicable Fee Guide.

ID#: 151012-010410-0007320

Original Credit Transaction

Original Credit Transaction - General Requirements

Original Credit - Originating Member Requirements (Updated)

A Member of a Visa Region that participates in Original Credit processing may initiate an Original Credit Transaction unless prohibited by applicable laws or regulations.

An Originating Member must:

- Register each program that uses an Original Credit with Visa
- Comply with all Visa requirements, as specified in the *Visa International Operating Regulations*, *Original Credits Member Requirements*, and the *Visa Personal Payments Money Transfer - Global Implementation Guide*

For a list of participating Regions and permitted Original Credits applications, see *Original Credits Member Requirements* and the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 151013-010410-0006985

Visa Money Transfer

Money Transfer Original Credit – General Requirements

Money Transfer Original Credit Transaction Acceptance

A Member must accept an incoming Money Transfer Original Credit Transaction unless prohibited by applicable laws or regulations. If prohibited by applicable laws or regulations, a Member must submit a written request to Visa to block incoming Money Transfer Original Credit Transactions. An exception applies to Members in the U.S. Region as specified in "Money Transfer Original Credit Participation Requirements - U.S. Region."

ID#: 150413-010100-0026073

Money Transfer Original Credit Participation Requirements - U.S. Region

A Visa Card Issuer in the U.S. region:

- May initiate a Money Transfer Original Credit Transaction as an Originating Member
- Must accept an incoming Money Transfer Original Credit Transaction unless prohibited by applicable laws or regulations
- Must comply with the requirements specified in these Operating Regulations and the *Visa Personal Payments Money Transfer - Global Implementation Guide*
- If accepting a Money Transfer is prohibited by applicable laws or regulations, must submit a written request to Visa to block incoming Money Transfer Original Credit Transactions

ID#: 150413-150411-0025763

Money Transfer Originating Member Requirements - U.S. Region

A U.S. Originating Member must:

- Register with Visa prior to participating in the Money Transfer Original Credit Program
- Validate sender data
- Comply with "Anti-Money Laundering Requirements - U.S. Region"
- Provide proper disclosure to the sender regarding the collection of sender data

ID#: 111011-150210-0025764

Money Transfer Original Credit Transaction Limitations - U.S. Region

A U.S. Recipient Member must block incoming Money Transfer Original Credit Transactions for any Cards or accounts where applicable laws or regulations prohibit such Transactions. The Member must also block incoming Money Transfer Original Credit Transactions for Visa Prepaid Cards if any of the following:

- The identifying Cardholder data is not on file
- The Visa Prepaid Card only supports load from a single entity (e.g., a Payroll Card or an employee benefits Card loaded by an employer)
- The Prepaid Card is Non-Reloadable

Each Money Transfer Original Credit Transaction:

- Must involve only a single sender and a single recipient
- Must not exceed US \$2,500

ID#: 150413-150210-0025765

Visa Commercial Products

Visa Commercial Products - General Requirements

Commercial Card Issuance (Updated)

An Issuer:

- May issue Visa Commercial Cards only to provide a means of payment for business-related goods and services¹
- Must not issue a Visa Commercial Card to an individual, except as follows:
 - Employees of public- or private-sector companies, 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 A variance to this requirement applies in the U.S. Region for Visa Business Check Cards participating in the U.S. Debt Repayment Program.

ID#: 151013-010410-0003173

BIN Requirements for Commercial Card Programs

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

ID#: 010410-010410-0008230

BIN Requirements for Program Conversion to Visa Business, Visa Corporate, or Visa Purchasing 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 range, provided that it is used exclusively for Visa Business Cards, Visa Corporate Cards, or Visa Purchasing Cards.

ID#: 010410-010410-0003177

Commercial Products BIN Requirements

For Commercial Products, an Issuer must **not** use an unused BIN from a previously assigned BIN range without submitting a "BIN License Agreement" (available through the Visa Publication Center on Visa Online) to Visa.

ID#: 050411-010410-0003178

Visa Central Travel Account - Issuance Requirements

All Visa Central Travel Accounts must be:

- Issued using a Visa Corporate Card BIN or a Visa Purchasing Card BIN.
- Linked to Virtual Account when available or to a physical Visa Card Number. Multiple Visa Central Travel Accounts may be issued (with either a physical Card or a Virtual Account).
- Issued to a commercial entity or a designated unit of the entity.

ID#: 151012-140711-0026396

Visa Central Travel Account - Issuer Liability

All Visa Central Travel Accounts may be issued with or without a physical Card. The Issuer assumes full liability for any misuse on physical Cards issued on a Visa Central Travel Account.

ID#: 151012-140711-0026397

Visa Central Travel Account - Core Feature Requirements

All Visa Central Travel Account Issuers must:

- 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.
- Comply with the *Visa Commercial Format Specifications* and offer electronic management information reports 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:
 - Ticket number
 - Passenger name
 - Date of travel

ID#: 151012-140711-0026398

Visa Central Travel Account - Issuer Fees (Updated)

Visa assesses fees for all Visa Central Travel Accounts as specified in the applicable Fee Guide.

ID#: 151013-140711-0026399

Visa Commercial Card Enhanced Data - Canada Region

In the Canada Region, a Member or a Member's client participating in the Enhanced Data Service must comply with the *Visa Commercial Data Services Terms and Conditions*.

ID#: 151012-010410-0004187

Gold Visa Business Card and Gold Visa Corporate Card Issuance Requirements - Canada Region

In the Canada Region, participation in the Gold Visa Business Card and/or Gold Visa Corporate Card programs is optional. However, if a Canada Member participates, it must provide at a minimum the core services and features required for Visa Gold Cards and Visa Business Cards or Visa Gold Cards and Visa Corporate Cards (as applicable) as specified in the *Visa International Operating Regulations*. A Member may offer enhanced services and features that are greater than the required core services and features.

ID#: 010410-010410-0008231

Platinum Visa Business Card and Platinum Visa Corporate Card Operating Regulations - Canada Region

In the Canada Region, all provisions of the *Visa International Operating Regulations* governing issuance of Gold Visa Business Cards and Gold Visa Corporate Cards apply to the issuance of Platinum Visa Business Cards and Platinum Visa Corporate Cards.

ID#: 010410-010410-0006924

Visa Commercial Card Transaction Data Requirements - LAC Region (Updated)

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.

ID#: 151013-010410-0027383

Commercial Visa Product Types - U.S. Region (Updated)

In the U.S. Region, a Commercial Visa Product Issuer must refer to the Commercial Visa Product as one of the following types of Cards for business expense use:

- Visa Business Card
- Visa Corporate Card
- Visa Purchasing Card

In the U.S. Region, a Visa Purchasing Card may be further sub-categorized as one of the following products:

- Standard Visa Purchasing Card (with or without Visa Fleet-Service)
- GSA Visa Purchasing Card (with or without Visa Fleet Service)
- Visa Large Purchase Advantage Card (with or without Visa Fleet-Service)
- Vehicle-Specific Fleet Card
- Visa Meetings Card

ID#: 151013-010410-0004214

Commercial Visa Product BIN Requirements - U.S. Region (Updated)

A U.S. Issuer must use a unique BIN for each of the following Commercial Visa Product Account Numbers:

- Visa Corporate Card
- Visa Purchasing Card

- Visa Business Check Card
- **Effective through 10 April 2013**, Visa Business Platinum Check Card
- Visa Prepaid Business Card
- Visa Prepaid Corporate Card
- Visa Prepaid Purchasing Card

A U.S. Issuer that supports account level processing may use the same BIN for:

- Visa Business Credit Card
- Visa Business Enhanced Card
- **Effective through 10 April 2013**, Visa Business Platinum Credit Card
- Visa Signature Business Card

A U.S. Issuer must not designate a BIN exclusively for Visa Business Enhanced or Visa Signature Business account ranges.

ID#: 151013-110413-0004215

BIN Requirements for Conversion to Visa Commercial Program - U.S. Region

If a U.S. Issuer is converting an existing business Visa Program to a Commercial Visa Product, the Issuer may retain its existing BIN if it is used exclusively for a Commercial Visa Product after notifying Visa of the conversion.

ID#: 010410-010410-0004218

Commercial Visa Product Enhancements - U.S. Region

In the U.S. Region, a Commercial Visa Product Issuer must comply with the benefit requirements in the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

ID#: 150413-010410-0004224

Commercial Visa Products for Client Organizations - U.S. Region

A U.S. Issuer that currently services Client Organizations with other Visa Programs is **not** required to convert its existing Cards to a Commercial Visa Product. However, the Issuer must convert the Cards to a Commercial Visa Product in order to receive the associated benefits.

ID#: 010410-010410-0004227

Commercial Visa Products Issuance Standards and Fines - U.S. Region

In the U.S. Region, a Commercial Visa Product Issuer must comply with the issuance standards specified in the:

- *Visa International Operating Regulations*
- Commercial Visa Product implementation materials available from Visa

A U.S. Issuer that knowingly violates these standards in order to obtain Commercial Visa Product benefits is subject to fines equal to 3 times the amount of the benefits attributable to the violation, as calculated by Visa.

ID#: 010410-010410-0008820

Commercial Card Core Feature Descriptions - U.S. Region

For U.S. Issuers, a description of the core features specified in "Visa Business Card Requirements - U.S. Region," "Visa Corporate Card Core Features - U.S. Region," "Visa Purchasing Card Core Features - U.S. Region," and "Visa Meetings Card Core Features - U.S. Region" is provided below:

- ATM access - An Issuer must have the ability to offer a PIN to allow ATM Cash Disbursements, if requested, and comply with the requirements for participation in the Visa ATM Network. ATM access is not permitted for the following:
 - Visa Large Purchase Advantage
 - Fleet-Service enhanced Visa Large Purchase Advantage
 - Vehicle-Specific Fleet Card
- Central or individual billing - An Issuer must offer individual Cardholder billing or centralized company billing
- Charge Card option - An Issuer must offer a non-revolving, pay-in-full option
- Individual memo statements - An Issuer must send Transaction verification statements to each Cardholder when the Client Organization participates in the centralized company billing option
- Limited corporate liability - An Issuer must provide insurance coverage to the Client Organization (where available) in the event of Commercial Visa Product misuse by employees. Additional detailed information regarding insurance availability, options, and features is available from Visa upon request.
- Visa corporate management information reports - An Issuer must provide management information reports on Visa Corporate Card usage to the Client Organization as follows:
 - Detailed Visa corporate spending by vendor, employee, and company organization units
 - In formats and distribution agreed upon by the Issuer and the Client Organization

ID#: 150413-010410-0004237

Commercial Products Core Feature Requirements

A Visa Commercial Card Issuer must provide the core features specified in the table below:

Visa Commercial Card Core Feature Requirements

Core Feature	Visa Business Card	Visa Business Electron Card	Visa Corporate Card	Visa Purchasing Card
ATM Access	X	X	X	
Central or Individual Billing			X	
Centralized Billing				X
Local Currency Billing	X	X	X	X
Service Level Standards	X	X	X	X
Charge Card ¹			X	X
Limited Corporate Liability ¹			X	X
Management Information Reporting			X	X
Flexible Transaction Authorization				X
Individual Memo Statements ²				X

1. Does not apply to Visa Corporate Prepaid Card.
2. Does apply to Visa Corporate Prepaid Card.

A description of the core features specified in the table above is provided below.

- 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 and **not** applicable to 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
- Service level standards - An Issuer must comply with the mandated referral and approval rates specified in the "Maximum Monthly Referral Rates" table and the "Minimum Monthly Approval Rates" table
- 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
- Management information reporting - An Issuer must provide management information reports on Card usage to the subscribing company as follows:
 - 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.
- 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

Additional detailed information regarding insurance availability, options, and features is available from Visa upon request.

ID#: 160312-010410-0009018

Commercial Products Mandatory Core Services

A Visa Commercial Card Issuer must provide to its Cardholders all of the core services specified in the table below:

Visa Commercial Card Mandatory Core Services			
Mandatory Core Services	Visa Business Card¹	Visa Corporate Card	Visa Purchasing Card
Customer support services, as specified in the "Visa Global Customer Assistance Services Program Eligibility Requirements by Product" table	X	X	X

Mandatory Core Services	Visa Business Card¹	Visa Corporate Card	Visa Purchasing Card
Medical referral, medical assistance, and emergency services ^{2, 3}	X	X	Not applicable
Legal referral, legal assistance, and cash advance services ^{2, 3}	X	X	Not applicable
Free 24-hour telephone number to obtain emergency services (Issuer must communicate the telephone number to the Cardholder at least once each year)	X	X	X

1. Visa Business Electron Cards must comply with the Visa Global Customer Assistance Services Program requirements for Visa Electron Cards specified in "Visa Global Customer Assistance Services Program Eligibility Requirements by Product" table.
2. A variance to this requirement applies in the jurisdiction of Visa Europe.
3. This is an optional service for Visa Corporate Prepaid Cards.

ID#: 160312-141111-0003185

Visa Meetings Card

Visa Meetings Card Requirements

A Visa Meetings Card Issuer must comply with the *Visa Product Brand Standards* and *Visa Meetings Card Implementation Guide*.

ID#: 151012-010410-0004229

Visa Meetings Card Core Features

A Visa Meetings Card Issuer must offer all of the core features described in "Commercial Products Core Feature Requirements" except for billing, where only centralized company billing and payment may be offered.

ID#: 010410-010410-0004230

Visa Meetings Card Core Services

A Visa Meetings Card Issuer must offer the core services described for a Visa Corporate Card in the "Visa Commercial Card Mandatory Core Services" table.

ID#: 010410-010410-0004231

Visa Meetings Card Customer Support Services

A Visa Meetings Card Issuer must offer the customer support services described for a Visa Corporate Card in the "Visa Global Customer Assistance Services Program Eligibility Requirements by Product" table.

ID#: 081010-010410-0004232

Visa Meetings Card BIN

A Visa Meetings Card Issuer must assign either:

- A specific Visa Corporate Card or Visa Purchasing Card BIN
- An account range within an existing Visa Corporate Card or Visa Purchasing Card BIN

ID#: 010410-010410-0004233

Visa Meetings Card BIN - U.S. Region

A U.S. Issuer offering Visa Meetings Cards must either:

- Use a BIN from the BIN range reserved for Purchasing Cards
- Use an Account Number range within an existing Visa Purchasing Card BIN

ID#: 010410-010410-0004334

Visa Meetings Card Core Features - U.S. Region

In the U.S. Region, a Visa Meetings Card Issuer must provide all of the core features specified below, as described in "Commercial Card Core Feature Descriptions - U.S. Region" except for billing, where only centralized company billing and payment may be offered:

- ATM access
- Central billing
- Charge Card option
- Individual memo statements
- Limited corporate liability

ID#: 010410-010410-0004335

Visa Meetings Card Authorization Processing - U.S. Region

In the U.S. Region, a Visa Meetings Card Issuer must have the ability to decline an Authorization Request based on the following factors, if the Client Organization has specified these or other factors:

- Merchant Category Code
- Transaction amount
- Location of Merchant Outlet

ID#: 010410-010410-0004354

Prepaid Commercial

Commercial Visa Prepaid Product Requirements

A Commercial Visa Prepaid Product Issuer must comply with the:

- Visa Prepaid Card requirements
- General Visa Commercial Card requirements specified in the *Visa International Operating Regulations*

ID#: 081010-010100-0025575

Visa Agro Card - LAC Region

Visa Agro Issuer Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards may issue a Visa Agro Card as any of the following:

- Credit
- Debit
- Prepaid commercial, excluding Cards issued in Brazil
- Visa Electron

The Issuer may combine Visa Agro Cards with the commercial applications or commercial products described above.

Visa Agro Card Issuers must comply with the regulations of each product and application associated with the Visa Agro Card.

ID#: 151012-010100-0026520

Visa Agro BIN - LAC Region (Updated)

All Issuers of Visa Agro Cards in the LAC Region, except for Issuers in Brazil, must assign either:

- A specific Visa Purchasing Card or Commercial Visa Prepaid Product BIN

- An account range within an existing Visa Purchasing Card or Commercial Visa Prepaid Product BIN

An Issuer of Visa Agro Cards in Brazil, must use a specific BIN or a separate and unique account range for its Visa Agro Card.

ID#: 151013-010410-0026521

Visa Agro Card Core Features – LAC Region

A Visa Agro Card Issuer must offer the following core features:

- Centralized billing
- Local currency billing
- Service level standards
- Management information reporting
- Flexible Transaction Authorization

Visa Agro Card Issuers have the option to offer the following features:

- ATM Access, excluding Cards issued in Brazil
- Charge Card
- Limited corporate liability

ID#: 151012-010100-0026522

Visa Agro Card Core Services – LAC Region

A Visa Agro Card Issuer must offer 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 (Issuer must communicate the telephone number to the Cardholder at least once each year)

For Visa Agro Prepaid commercial Cards, Issuers must offer the customer support services for Visa Prepaid Cards, as specified in the “Visa Global Customer Assistance Services Program Eligibility Requirements by Product” table.

ID#: 151012-010100-0026523

Visa Agro Card Selective Authorization – LAC Region

A Visa Agro Card Issuer may decline an Authorization Request based on the following factors, if the Client Organization has specified these or other factors:

- Merchant Category Code
- Transaction amount
- Location of Merchant Outlet

ID#: 151012-010100-0026524

Visa Cargo - LAC Region

Visa Cargo Issuer Requirements - LAC Region

In the LAC Region, an LAC Issuer may issue a Visa Cargo Card as one of the following:

- Commercial Visa Prepaid Product
- Visa Business Electron Card

The Issuer may issue Visa Cargo Cards in the LAC Region, with the optional applications:

- Visa credit Card
- Visa Vale Pedagio

Visa Cargo Card Issuers must comply with the regulations of each product and application associated with the Visa Cargo Card.

ID#: 160312-121109-0025631

Visa Cargo Core Services - LAC Region

In the LAC Region, an option for Insurance Coverage to be used with the Visa Cargo Card product is specified in the table below:

Visa Cargo Options for Insurance Coverage - LAC Region

Package	Coverage
Everyday Visa Cargo Spend Package	<ul style="list-style-type: none">• Hotel Motel Burglary• Extended Warranty Insurance• Purchase Protection• Price Protection

The fees related to Visa Cargo Cards and the optional insurance coverage are specified in the applicable Fee Guide.

ID#: 151012-121109-0025633

Visa Cargo BIN - LAC Region

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

ID#: 050411-121109-0025634

Visa Commercial Business Products

Commercial Business Products General Requirements

Visa Business Card Issuers - AP Region

In the AP Region, a new Visa Business Card Issuer must provide, in addition to the core features specified in "Commercial Products Core Feature Requirements," all the core features specified in this section.

An existing Visa Business Card Issuer must comply with all of the following core feature requirements for all Cards in circulation:

- Central or individual billing
- Limited corporate liability
- Travel accident insurance

The core features specified above and in "Visa Business Debit Card Core Features - AP Region" are described as follows:

- Limited corporate liability - An Issuer must provide insurance coverage to the subscribing company (where available) in the event of Visa Business Card misuse by employees. However, this is applicable only to accounts with 2 or more Cards.
- Travel Accident Insurance - An Issuer must provide insurance coverage for loss of life or permanent injury to Cardholders from an accident occurring on transport, if the transport was paid for using the Visa Business Card
- Monthly reporting on individual Cardholder activity - An Issuer must provide a statement or information reports that show detailed Visa Business Debit Card spending by employee

ID#: 010410-010410-0008246

Visa Commercial Card Program Requirements - CEMEA Region

In the CEMEA Region, a Visa Business Card Issuer must comply with the *Visa Business Implementation Guide - CEMEA Region*.

A Visa Business Card or Visa Corporate Card Issuer must comply with the applicable Global Customer Assistance Services Guide.

ID#: 151012-010410-0008232

Visa Business Card Spending Limit - CEMEA Region

In the CEMEA Region, a Visa Business Card Issuer must offer its Cardholder a minimum spending limit of US \$5,000.

A variance to this requirement applies to Members in Afghanistan and Pakistan.

ID#: 050411-010410-0004190

Visa Business/Visa Corporate Card Emergency Services - CEMEA Region

In the CEMEA Region, a Visa Business Card or Visa Corporate Card Issuer must provide the following emergency services to its Cardholders at no extra cost. Information about these core services is available from Visa upon request.

Emergency medical referral services must include:

- 24-hour medical assistance worldwide
- Referral service to medical specialists abroad
- Cash advance for hospital admission deposit
- Referral to agency for dispatch of medicines or medical equipment

Emergency legal referral services must include:

- 24-hour referral service to a legal advisor worldwide
- Bail bond assistance (payment of bail or emergency legal fees by an appointed agent)

ID#: 010410-010410-0008247

Visa Business/Visa Corporate Card Travel Assistance Services - CEMEA Region

In the CEMEA Region, a Visa Business Card or Visa Corporate Card Issuer must provide the following travel assistance services to its Cardholders:

- Travel delay

- Baggage delay
- Document replacement
- Emergency message service
- Lost/Stolen Card Reporting Service
- Hotel Reservation Service

ID#: 010410-010410-0006958

Visa Business Card Issuer Requirements - U.S. Region

In the U.S. Region, a Visa Business Card Issuer must:

- Provide ATM access, as described in "Commercial Card Core Feature Descriptions - U.S. Region"
- Comply with the *Visa Business Credit Cards Product and Implementation Guide - U.S. Region*

ID#: 151012-010410-0004247

Visa Business Card Account Billing Options - U.S. Region

A U.S. Issuer may offer its Visa Business Card Cardholders any of the following account billing options:

- Line of credit
- Depository account
- Other company assets available through the Issuer
- Charge Card (non-revolving, pay-in-full)

ID#: 010410-010410-0004293

Visa Business Enhanced Cards

Visa Business Enhanced Card Issuer Requirements - U.S. Region

In the U.S. Region, a Visa Business Enhanced Card Issuer must:

- Complete the certification form in the *Visa Business Credit Cards Product and Implementation Guide – U.S. Region*
- Support account-level processing
- Participate in Visa SavingsEdge
- Comply with the:
 - *Visa Business Credit Cards Product and Implementation Guide – U.S. Region*
 - *Visa U.S.A. Card Benefits Rules and Regulations Guide*

– *Visa Product Brand Standards*

ID#: 150413-151011-0026349

Visa Business Enhanced Card Rewards Program - U.S. Region

In the U.S. Region, a Visa Business Enhanced Card Issuer must:

- Offer a rewards program to its Visa Business Enhanced Cardholders, as specified in the *Visa Business Credit Cards Product and Implementation Guide – U.S. Region*
- Notify Cardholders, at least annually, via billing statement or standalone statement, of rewards points earned during the relevant period

ID#: 151012-151011-0026350

Visa Business Platinum Cards

Visa Business Platinum Credit and Visa Business Platinum Check Card Customer Service Telephone Number - U.S. Region (Updated)

Effective through 10 April 2013, a U.S. Issuer that issues a Visa business platinum credit or Visa Business Platinum Check Card must provide all of its Cardholders with a telephone number for obtaining customer service, 24 hours a day, 7 days a week.

ID#: 151013-110413-0004249

Visa Platinum Business Cards - LAC Region

Visa Platinum Business Card BIN Requirements - LAC Region (New)

Effective 15 April 2013, in the LAC Region, a Visa Platinum Business Issuer must use a unique BIN for its Cards and report its Visa Platinum Business activity separately through the Operating Certificate.

ID#: 151013-150413-0027662

Visa Platinum Business Certification - LAC Region (New)

Effective 15 April 2013, before issuing Visa Platinum Business Cards, an LAC Issuer must receive written certification from Visa that the Issuer complies with all Visa Platinum Business product requirements and standards.

ID#: 151013-150413-0027663

Visa Platinum Business Card Payment Options - LAC Region (New)

Effective 15 April 2013, in the LAC Region, an Issuer may offer Visa Platinum Business to its Cardholders as any type of payment device with an option to access any of the following:

- A line of credit
- A depository account
- Other Cardholder assets available through the Issuer

ID#: 151013-150413-0027664

Visa Platinum Business Card Mandatory Core Services - LAC Region (New)

Effective 15 April 2013, a Visa Platinum Business Card Issuer must offer customer support services required for Visa Business Cards as specified in "Commercial Products Mandatory Core Services."

ID#: 151013-150413-0027665

Visa Platinum Business Card Customer Service Requirements - LAC Region (New)

Effective 15 April 2013, in the LAC Region, a Visa Platinum Business Issuer must provide:

- Customer service 24 hours a day, 7 days a week
- Cardholder emergency services for Visa Platinum, as specified in "Visa Global Customer Assistance Services Program Eligibility Requirements by Product"

Effective 15 April 2013, a Visa Platinum Business Issuer must:

- Respond to a Visa Platinum Business Cardholder with a live, specially trained operator
- Respond to 85% of calls within 20 seconds after call initiation
- Abandon no more than 2% of the total call volume
- Place no more than 5% of callers on hold at one time

Effective 15 April 2013, a Visa Platinum Business Issuer must provide an exclusive telephone line to its Visa Platinum Business Cardholders. In the LAC Region, assistance must be available 24 hours a day, 7 days a week to Visa Platinum Business Cardholders and must be provided in English, Portuguese, and Spanish through Visa Global Customer Care Services.

ID#: 151013-150413-0027666

Visa Platinum Business Card Core Features Requirements - LAC Region (New)

Effective 15 April 2013, a Visa Platinum Business Card Issuer must provide the core features required for Visa Business Cards as specified in "Commercial Products Core Feature Requirements."

ID#: 151013-150413-0027667

Visa Platinum Business Card Core Product Enhancements - LAC Region (New)

Effective 15 April 2013, a Visa Platinum Business Issuer in the LAC Region must, at a minimum, provide its Visa Platinum Business Cardholders with all of the following core product enhancements unless prohibited by applicable laws or regulations:

- Travel accident insurance with an accidental death benefit amount of US \$500,000, or local currency equivalent
- Emergency medical insurance with a medical expense benefit amount of up to US \$25,000, or local currency equivalent
- Worldwide rental vehicle collision/loss damage waiver
- Travel assistance services
- Emergency evacuation insurance of US \$20,000, or local currency equivalent
- Purchase protection of up to US \$25,000 per year

ID#: 151013-150413-0027668

Visa Platinum Business Card Provisional Credit for Disputed Transactions - LAC Region (New)

Effective 15 April 2013, in the LAC Region, a Visa Platinum Business Issuer must provide a provisional credit to the Cardholder Account Number for the amount of a disputed Transaction within 24 hours of notification of a Cardholder dispute. The disputed Transaction amount must be placed in a suspense account until the dispute is resolved. The original dispute notification may be either verbal or written.

ID#: 151013-150413-0027669

Visa Platinum Business Card Fraud Management - LAC Region (New)

Effective 15 April 2013, in the LAC Region, a Visa Platinum Business Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

ID#: 151013-150413-0027670

Visa Platinum Business Card Credit Limit - LAC Region (New)

Effective 15 April 2013, in the LAC Region, for Visa Platinum Business Cards with a line of credit only:

- A Visa Platinum Business Issuer must comply with the Visa product hierarchy requirements, defined in "Visa Premium Product Hierarchy," in such a manner that the average credit limit for its Visa Platinum Business program must be higher than the average credit limit for its Visa Platinum and Visa Business programs
- The Issuer must 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

Effective 15 April 2013, a Visa Platinum Business Issuer that fails to meet the credit limit criteria is subject to a fine of US \$5 per Visa Platinum Business Card in the Issuer's portfolio.

ID#: 151013-150413-0027671

Visa Platinum Business Card Rewards Program - LAC Region (New)

Effective 15 April 2013, in the LAC Region, a Visa Platinum Business credit Card Issuer must provide a rewards program that offers Cardholders the ability to accumulate points through purchases with Visa Platinum Business Cards.

Effective 15 April 2013, the travel rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or an Airline Affinity/Co-Branded Program.

Effective 15 April 2013, Cardholders must not be assessed an additional fee for membership in the travel rewards program. Visa Platinum Business debit Cards are exempt from any obligation to offer any travel rewards programs.

ID#: 151013-150413-0027672

Visa Platinum Business Card Concierge Service - LAC Region (New)

Effective 15 April 2013, in the LAC Region, a Visa Platinum Business Issuer must participate in the concierge service provided through Visa and is responsible for the fees specified in the applicable Fee Guide.

ID#: 151013-150413-0027673

Visa Signature Business Cards

Visa Signature Business Card Issuance – AP Region

At the option of Visa, an AP Issuer may offer a Visa Signature Business Card, subject to trademark availability. The Visa Signature Business Card may be issued:

- With charge or credit capability
- To Cardholders who meet a preset minimum annual retail sales volume spend threshold. The qualifying level of annual retail sales volume spend will be specified for each individual country in which Visa Signature Business Cards are issued. If more than 15% of the accounts in an Issuer's portfolio does not meet the spend threshold, the Issuer will be required to implement spend stimulation programs in consultation with Visa.

ID#: 160312-010111-0026093

Visa Signature Business Card BIN Requirements – AP Region

In the AP Region, a Visa Signature Business Issuer must use a unique BIN for its Visa Signature Business Card Account Numbers and not share an account range of a non-Visa Signature Business BIN.

A Visa Signature Business Issuer must not reclassify a BIN to represent a product other than a Visa Signature Business Card without permission from Visa.

ID#: 160312-010111-0026094

Visa Signature Business Card Spending Limit – AP Region

In the AP Region, a Visa Signature Business Issuer may choose either of the following spending limit options:

- No pre-set spending limit for purchase Transactions, subject to applicable laws or regulations
- A Minimum Spending Limit of US \$15,000, or local currency equivalent, for Transactions during each statement cycle

The Visa Signature Business Issuer may establish a pre-set spending limit for:

- Cash Disbursement Transactions
- Transactions resulting from an Emergency Card Replacement

The Visa Signature Business Issuer may allow a Visa Signature Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

If positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least US \$10,000 during each statement cycle.

ID#: 150413-010111-0026095

Visa Signature Business Card Rewards Program Requirements – AP Region

In the AP Region, a Visa Signature Business Issuer must offer a rewards program to its Visa Signature Business Cardholders.

The Visa Signature Business rewards program must offer a minimum rewards earn rate equal to the rate offered by the same Issuer for a consumer Visa Signature Card in the same country or region, or the applicable country consumer Visa Signature minimum rewards rate, whichever is higher.

The Issuer must, at a minimum, notify Cardholders about reward points earned quarterly, via a regular billing statement or a stand-alone statement.

ID#: 160312-010111-0026096

Visa Signature Business Card Reporting Services – AP Region

An AP Issuer must provide Visa Signature Business Cardholders with at least annual reporting that includes:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

The Issuer may either provide the reporting in-house or through Visa IntelliLink Spend Management.

ID#: 160312-010111-0026097

Visa Signature Business Card Authorization Requirements – AP Region (Updated)

Except as specified in "Visa Signature Business Card Spending Limit - AP Region" a Visa Signature Business Issuer in the AP Region must not decline a Transaction for exceeding a pre-set spending limit of any kind.

The Visa Signature Business Card Issuer must decline or refer Transactions, only as specified in the following table:

Visa Signature Business Card Allowable Decline and Referral Reasons

Circumstances	Allowable Reason for Decline	Allowable Reason for Referral
Card used fraudulently	X	
Following a referral, Issuer determines fraudulent situation	X	
Following a completed referral, Issuer determines likelihood of default	X	
Transaction is out of compliance with Cardholder agreement	X	
Transaction category is blocked by the Cardholder through Visa Payment Controls	X	
Cardholder notified to stop using Card, and account suspended or closed	X	
Issuer elected to decline all Transactions routed to International Automated Referral Service (IARS) Stand-In Processing; decline is the result of Issuer unavailability	X	
Over-limit on Cash Disbursements (unless Issuer is providing no pre-set cash limits)	X	
Over-limit on Emergency Replacement Card (unless Issuer is providing no pre-set spending on Emergency Replacement Card)	X	
Over-limit on Emergency Cash (unless Issuer is providing no pre-set cash limits on Emergency Cash)	X	
Issuer credit policy determines the likelihood of default		X
Card used before activation		X
Delinquent account, but otherwise in good standing		X
Delinquent account, account meets Issuer criteria to close/suspend prior to Cardholder notification		X

ID#: 151013-010111-0026098

Visa Signature Business Card Delinquent Accounts – AP Region

For Cards with no pre-set spending limit, a Visa Signature Business Card Issuer in the AP Region must provide notification to the Cardholder before ongoing Transactions can be declined.

ID#: 160312-010111-0026099

Visa Signature Business Card - Other Requirements – AP Region

At a minimum, a Visa Signature Business Issuer in the AP Region must provide access to a customer service agent 24 hours a day, 7 days a week.

A Visa Signature Business 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 Transaction Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

ID#: 160312-010111-0026100

Visa Signature Business Card Core Services – AP Region

In the AP Region, a Visa Signature Business Issuer must offer to its Cardholders all Visa Business Card core features specified in the AP Regional Operating Regulations.

ID#: 160312-010111-0026101

Visa Signature Business Card Marketing Support – AP Region

In the AP Region, a Visa Signature Business Issuer intending to distribute Merchant partnership or emergency services material to its Cardholders must receive written approval from Visa prior to such distribution.

ID#: 160312-010111-0026102

Visa Signature Business Card Additional Core Services – AP Region

In the AP Region, a Visa Signature Business Issuer must also provide the following services:

- One or more insurance options that the Issuer may choose to apply, with a unit cost per premium that matches or exceeds the current unit cost of providing US \$500,000, or local currency equivalent 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 prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to US \$25,000, or local currency equivalent

- Concierge Services assistance available through a customer service attendant by telephone 24 hours a day, 7 days a week, and offered in key international travel markets. The minimum services required are travel information and assistance, including:
 - Emergency travel arrangement provisions
 - Passport, visa and customs information
 - Country and major city information
 - Translation and message assistance
 - Transportation information
 - Restaurant, health club, entertainment events, shopping information and assistance with gift arrangement
 - ATM location guide
 - Weather forecast
 - Business Services

The Issuer must communicate the following Visa Signature Business Privileges Program information to Cardholders:

- Visa Signature Business Privileges benefits at least once a year
- New benefits or changes to existing benefits, or exclusive quarterly Merchant offers at least 2 months prior to the effective date of Visa Signature Business Merchant Privileges

ID#: 150413-010111-0026103

Visa Signature Business Card Emergency Assistance Services – AP Region

In the AP Region, a Visa Signature Business Issuer must:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

ID#: 160312-010111-0026104

Visa Signature Business Card Global Customer Care Services – AP Region

In the AP Region, a Visa Signature Business Issuer must participate in the following Visa Global Customer Care Services:

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

- Emergency Payment Authorization Service

ID#: 160312-010111-0026105

Visa Signature Business Card Issuer Requirements - U.S. Region

In the U.S. Region, a Visa Signature Business Card Issuer must:

- Complete the certification form included in the *Visa Business Credit Cards Product and Implementation Guide – U.S. Region*
- Support account-level processing
- Participate in Visa SavingsEdge
- Comply with the:
 - *Visa Business Credit Cards Product and Implementation Guide – U.S. Region*
 - *Visa U.S.A. Card Benefits Rules and Regulations Guide*
 - *Visa Product Brand Standards*

ID#: 150413-151011-0026352

Visa Signature Business Card Payment Options - U.S. Region

In the U.S. Region, a Visa Signature Business Issuer may allow a Visa Signature Business Cardholder to either:

- Pay in full each statement cycle
- Revolve

ID#: 151012-010410-0008276

Visa Signature Business Card Minimum Revolving Balance - U.S. Region

If a U.S. Issuer positions a Visa Signature Business Card as a revolving product, it must permit a minimum revolving balance during each statement cycle.

ID#: 111011-010410-0004261

Visa Signature Business Card Rewards Program - U.S. Region

In the U.S. Region, a Visa Signature Business Issuer must:

- Offer a rewards program to its Visa Signature Business Cardholders, as specified in the *Visa Business Credit Cards Product and Implementation Guide - U.S. Region*,

- Notify Cardholders, at least quarterly, via billing statement or standalone statement, regarding reward points earned during the relevant period

ID#: 150413-010410-0004274

Visa Signature Business Cardholder Notification - U.S. Region

In the U.S. Region, a Visa Signature Business Issuer must provide notification to the Cardholder:

- Before ongoing Transactions may be declined
- When an account needs to be suspended or closed for any reason

ID#: 010410-010410-0004278

Visa Signature Business Card Customer Service Telephone Number - U.S. Region

Each U.S. Issuer of a Visa Signature Business Card must provide a toll-free telephone number of its own customer service center where the Cardholder:

- May obtain customer service 24 hours a day, 7 days a week
- Is given an early and ongoing option to talk to a knowledgeable representative, if an automated response menu is used

ID#: 010410-010410-0004279

Visa Signature Business Cardholder Information - U.S. Region (Updated)

Each U.S. Issuer must offer its Cardholders, during the application process for a Visa Signature Business Card, the option to have their personal information kept confidential.

- If this option is selected, the Issuer must not provide Cardholder or account details to external organizations for the purpose of marketing mailing lists, products, or services, except to provide Visa Signature Business Card services specified in applicable sections of the *Visa International Operating Regulations*, *Visa Business Credit Cards Product and Implementation Guide - U.S. Region*, and *Visa U.S.A. Card Benefits Rules and Regulations Guide*, as permitted by applicable laws or regulations
- The Issuer may, for Affinity/Co-Branded Card accounts, disclose that this option does not apply to the Affinity/Co-Brand Partner

ID#: 151013-010410-0004281

Liability for Visa Signature Business Card Transactions - U.S. Region

In the U.S. Region, upon receipt of notification from its Cardholder of unauthorized Visa Signature Business Transactions, an Issuer must limit the Cardholder's liability for those Transactions to zero.

The Issuer may require the notification to be received within 60 calendar days of the mailing date of the first statement showing unauthorized Visa Transactions.

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

The Issuer may define an unauthorized Visa Transaction to exclude any Transaction allegedly conducted by:

- A business co-owner
- The Cardholder or person authorized by the Cardholder
- Any other person with an interest in or authority to transact business on the account

ID#: 010410-010410-0008290

Visa Business Check Cards

Definition of Visa Business Check Card - U.S. Region

In the U.S. Region, Visa reserves the right to determine the application of the definition of the Visa Business Check Card.

ID#: 010410-010410-0004255

Visa Business Check Card Account Access - U.S. Region

In the U.S. Region, a Visa Business Check Card may be used to access a deposit, investment, or other business asset account, including a fiduciary account.

ID#: 010410-010410-0004252

Visa Business Check Card Limitations - U.S. Region

In the U.S. Region, a Visa Business Check Card must **not** be used to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

For Interchange category purposes, a Visa Business Check Card used to obtain credit, as specified above, is **not** considered a Visa Business Check Card if:

- Actual debiting of funds from the business asset account occurs periodically rather than daily

- These periods are at least X days apart

ID#: 161111-010410-0008304

Visa Business Check Card Provisional Credit for Disputed Transactions - U.S. Region

Upon receipt of notification from its Cardholder of unauthorized Visa Transactions, a U.S. Issuer must provide provisional credit to the Cardholder's account within 5 business days of the notification. The Issuer may:

- Require written confirmation from the Cardholder before providing provisional credit
- Withhold provisional credit, to the extent allowed under applicable laws or regulations, if the Issuer determines that the circumstances or account history warrant the delay

ID#: 150413-010410-0004256

Visa Business Electron Cards

Visa Business Electron Card Issuer Requirements (Updated)

A Visa Business Electron Card Issuer must ensure that its Visa Business Electron Cards are issued with the Visa Business Card core features. This requirement does not apply to Visa Business Electron Cards issued in the LAC Region.

In the LAC Region, an Issuer may issue Visa Corporate Electron Cards and Visa Purchasing Electron Cards.

ID#: 151013-010410-0004162

Visa Business Electron Card Issuer Requirements - CEMEA Region (Updated)

In the CEMEA Region, an Issuer of Visa Business Electron Cards that are restricted to domestic use only is exempt from the requirements in "Visa Business/Visa Corporate Card Travel Assistance Services - CEMEA Region," but may implement these requirements at its discretion.

ID#: 151013-010410-0004760

Visa Business Debit

Visa Business Debit Card Issuer Chip Requirements - Canada Region (Updated)

A Canada Issuer of a Visa Business Debit Card must ensure that:

- The Visa Business Debit Card complies with the *Visa Canada Debit Card - Technical Specifications*

- The Visa Application Identifier (AID) is present on the Card and the Application Selection Flag (ASF) settings are as specified in the *Visa Canada Debit Card - Technical Specifications*

ID#: 151013-140612-0027276

Visa Business Debit Card Core Features - Canada Region (Updated)

In the Canada Region, a Visa Business Debit Card Issuer must provide, in addition to the core features specified in "Commercial Products Core Feature Requirements," limited corporate liability insurance to its Cardholders.

The Issuer must provide this insurance coverage to the subscribing company (where available) in the event of Visa Business Debit Card misuse by employees. This requirement is applicable only to accounts with 2 or more Cards.

ID#: 151013-140612-0027277

Visa Business Debit Card BIN Requirements - Canada Region (Updated)

A Canada Issuer of a Visa Business Debit Card must use a unique BIN for its Visa Business Debit Card Account Numbers and not share a BIN 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#: 151013-140612-0027278

Visa Business Debit Card Transaction Identification - Canada Region (Updated)

A Canada Issuer of a Visa Business Debit Card must identify all Visa Debit Transactions as Visa Transactions in all communications displaying Transaction information, including account activity statements, and clearly disclose to the Cardholder any distinction between a Visa Debit Transaction and other payment services.

ID#: 151013-140612-0027279

Visa Business Debit Card Issuer Verified by Visa Participation - Canada Region (Updated)

A Canada Issuer of a Visa Business Debit Card must ensure that its Visa Business Debit BINs participate in Verified by Visa.

ID#: 151013-140612-0027280

Visa Business Debit Cards - AP Region

Visa Business Debit Card Core Features - AP Region

In the AP Region, a Visa Business Debit Card Issuer must provide the following core features:

- ATM Access
- Service level standards
- Monthly reporting on individual Cardholder activity
- Limited corporate liability

These core features are described in "Visa Business Card Issuers - AP Region."

ID#: 010410-010410-0004176

Visa Infinite Business Cards

Visa Infinite Privilege Business Card Issuance Requirements - Canada Region (New)

Effective 1 November 2013, in the Canada Region, a Visa Infinite Privilege Business Card Issuer must comply with the requirements for "Visa Infinite Business Cards – Canada Region" and "Visa Infinite Business Cards" as specified in the *Visa International Operating Regulations*, the Canada Regional Operating Regulations and the *Visa Infinite Privilege Product and Implementation Guide – Canada Region*.

ID#: 151013-240513-0027704

Visa Infinite Privilege Business Card Requirements - Canada Region (New)

Effective 1 November 2013, a Visa Infinite Privilege Business Card Issuer may offer enhanced features and services that are greater than the required Visa Infinite Privilege Business Card requirements in the *Visa International Operating Regulations*. No variances to the requirements will be permitted except where required by local custom or law.

ID#: 151013-240513-0027705

Visa Infinite Privilege Business Card Account Number/BIN - Canada Region (New)

Effective 1 November 2013, a Visa Infinite Privilege Business Card Issuer that supports:

- Account range processing, may designate a new Account Number range within a Visa Infinite Business BIN for its Visa Infinite Privilege Business Cards

- Account level processing, may designate individual Account Numbers for its Visa Infinite Privilege Business Cards
- BIN level processing, may use a unique BIN assigned to it by Visa for its Visa Infinite Privilege Business Account Numbers

Effective 1 November 2013, the Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Privilege Business Card without prior permission from Visa.

ID#: 151013-240513-0027709

Visa Infinite Privilege Business Card Payment Options - Canada Region (New)

Effective 1 November 2013, at the option of Visa, an Issuer may provide a Visa Infinite Privilege Business Card with charge and/or credit capability.

ID#: 151013-240513-0027710

Declined Visa Infinite Privilege Business Card Transactions - Canada Region (New)

Effective 1 November 2013, for Visa Infinite Privilege Business Cards issued with a no pre-set limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

ID#: 151013-240513-0027713

Visa Infinite Privilege Business Card Marketing - Canada Region (New)

Effective 1 November 2013, a Visa Infinite Privilege Business Card Issuer intending to distribute Marketing materials to its Cardholders must receive written approval from Visa before distribution.

Effective 1 November 2013, a Visa Infinite Privilege Business Card Issuer must promote the Visa Infinite Privilege features, benefits, and services to the Cardholders, as outlined in the *Visa Infinite Privilege Product and Implementation Guide - Canada Region*.

ID#: 151013-240513-0027714

Visa Infinite Privilege Business Card Website - Canada Region (New)

Effective 1 November 2013, an Issuer of a Visa Infinite Privilege Business Card in the Canada Region, must provide access to its Cardholders to the Visa Infinite Privilege Business website that offers information and access to the Visa Infinite Privilege Business Card features, services, and benefits, as specified in the *Visa Infinite Privilege Product and Implementation Guide - Canada Region*.

ID#: 151013-240513-0027715

Visa Infinite Business Cards - Canada Region

Visa Infinite Business Cards Issuer Requirements - Canada Region (Updated)

A Canada Issuer must offer a Visa Infinite Business Card with the highest purchasing power available within a Member's Visa Card portfolio.

A Canada Issuer may offer its Visa Infinite Business Cardholders with charge or credit capability.

At a minimum, a Canada Issuer must provide to its Visa Infinite Business Cardholders access to a customer service agent 24 hours a day, 7 days a week.

In the Canada Region, a Visa Infinite Business 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 Transaction Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

In the Canada Region, a Visa Infinite Business Issuer must offer some form of Transaction reporting service that allows its Visa Infinite Business Cardholders to obtain minimum Transaction level data.

ID#: 151013-011109-0025615

Visa Infinite Business BIN Requirements - Canada Region (Updated)

In the Canada Region, an Issuer must use a unique BIN for its Visa Infinite Business Card Account Numbers and not share a BIN range.

The Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Business Card.

ID#: 151013-010410-0025616

Visa Infinite Business Spending Limits - Canada Region

A Visa Infinite Business Card Issuer may use either of the following spending limit options:

- No pre-set spending limit
- A minimum credit limit

The Visa Infinite Business Card Issuer may establish a pre-set spending limit for:

- Cash Disbursement Transactions

- Transactions resulting from an Emergency Card Replacement

ID#: 111011-011109-0025617

Visa Infinite Business Authorization Requirements - Canada Region (Updated)

In the Canada Region, a Visa Infinite Business Card Issuer must only decline or refer Visa Infinite Business Transactions, as specified in "Visa Infinite Card Allowable Decline and Referral Reasons."

In the Canada Region, an Issuer must not decline a Visa Infinite Business Transaction for exceeding a pre-set limit of any kind. Transactions must be approved or declined based on:

- The absence of suspected fraud
- The Cardholder's spending pattern
- Issuer determination of the likelihood of default
- Issuer safety and soundness considerations
- Request from a Cardholder participating in Visa Payment Controls

ID#: 151013-011109-0025618

Visa Infinite Business Delinquent Account - Canada Region

In the Canada Region, a Visa Infinite Business Issuer must provide notification to a Visa Infinite Business Cardholders with no pre-set spending limit before ongoing Transactions can be declined.

ID#: 050411-011109-0025619

Visa Infinite Business Cardholder Qualifications - Canada Region

In the Canada Region, to qualify as a Visa Infinite Business Cardholder, the Cardholder must demonstrate a minimum annual spend of CAD \$36,000 per year or greater.

ID#: 050411-011109-0025620

Visa Infinite Business Rewards Program Requirements - Canada Region (Updated)

In the Canada Region, a Visa Infinite Business Card Issuer must offer a rewards program to its Visa Infinite Business Cardholders.

The Visa Infinite Business rewards program must offer a minimum rewards earn rate equal to either:

- The rate offered by the same Issuer for a Consumer Visa Infinite Card Program
- The rate offered by a peer Issuer for a consumer Infinite or Business Infinite card

The Issuer must, at a minimum, notify Cardholders monthly via a billing statement or a standalone statement regarding reward points earned during the relevant period.

ID#: 151013-011109-0025621

Visa Infinite Business Web Services - Canada Region

In the Canada Region, a Visa Infinite Business Issuer must provide Web services through Visa or other provider of choice with the following minimum standards:

- Provide a description of Visa Infinite Business Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Business Exclusive Privileges Merchant partner offers
- Include the following minimum value-added content and services for travel and entertainment:
 - Travel content that supports the Visa Infinite Business product positioning that is not readily available from other sources
 - Online concierge service, offered by Visa or Issuer's Visa Infinite product

ID#: 050411-011109-0025622

Visa Infinite Business Core Features - Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer all of the following core features:

- ATM access
- Local currency billing
- Service level standards
- Information reporting
- Flexible Transaction Authorization
- Individual statements
- In addition a Visa Infinite Business Card Issuer must provide a minimum of 2 offers from the categories below:
 - Office supplies
 - Office equipment
 - Office leasing/rentals
 - Computers/electronics
 - Telecommunications
 - Business services
 - Business education
- And provide a minimum of 3 offers from the list below:

- ID theft restoration
- ID theft insurance
- VIP hotel program
- VIP dining program
- VIP retail and entertainment
- Companion Airline ticket
- Payment protection insurance
- Price protection insurance
- Preferred Rate on health/dental insurance
- Access to VIP airline lounges
- 15 Days Emergency Travel Medical Insurance
- Travel Accident Insurance

ID#: 111011-011109-0025623

Visa Infinite Business Core Services - Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer to its Cardholders all of the core services specified in "Commercial Products Core Services."

ID#: 050411-011109-0025624

Visa Infinite Business Global Support Services - Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must:

- Be available to respond to a request from the Emergency Payment Authorization Service 24 hours a day, 7 days a week
- Provide all needed information, and a decision to approve or deny the request during the initial telephone or fax contact with the Visa Global Customer Care Services (GCCS)
- If providing the service directly to the Cardholder, contact the Merchant to verify the circumstances, explain the service, and complete the Transaction
- Send a fax or e-mail to the Merchant that includes the Cardholder name, Account Number, expiration date, Authorization Code, and Transaction amount

ID#: 050411-011109-0025625

Visa Infinite Business Emergency Services - Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer the following services through the Visa Global Customer Assistance Service or directly through the Issuer customer service center:

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

ID#: 050411-011109-0025626

Visa Infinite Business Customer Service Telephone Number - Canada Region

In the Canada Region, a Visa Infinite Business Issuer must:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

ID#: 050411-011109-0025627

Visa Infinite Business Card Replacement and Emergency Cash Disbursement - Canada Region

In the Canada Region, an Issuer must provide to an Eligible Cardholder an Emergency Cash Disbursement or an Emergency Card Replacement, directly or through an agent, within the following time frames:

- Within the U.S. and Canada, within 24 hours
- Outside the U.S. and Canada, within 1 business day

ID#: 081010-011109-0025628

Visa Infinite Business Stand-In Processing Limits - Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must enforce a spending limit of CAD \$10,000 on Stand-In Processing Accounts for Visa Infinite Business.

ID#: 050411-011109-0025629

Visa Commercial Purchasing Products

Purchasing Cards - General

Enhanced Data BIN Requirements

A Visa Purchasing Card Issuer choosing to receive enhanced (level 2 and level 3) data from a Merchant must either:

- Use an enhanced data BIN assigned by Visa from a specified Visa Purchasing Card BIN range
- Designate an account range within an enhanced data Visa Purchasing Card BIN

ID#: 010410-010410-0004156

Visa Purchasing Card BIN Range - U.S. Region

A U.S. Issuer offering Visa Purchasing Cards must use a BIN from the BIN range reserved for Visa Purchasing Cards.

ID#: 010410-010410-0004216

Visa Purchasing Card Core Features - U.S. Region

A Visa Purchasing Card Issuer in the U.S. Region must provide all of the core features specified below and as described in "Commercial Card Core Feature Descriptions - U.S. Region":

- Central or individual billing options
- Charge Card option
- Individual memo statements, if requested

ID#: 151012-010410-0004307

Visa Purchasing Card Transaction Data Reporting - U.S. Region

A Visa Purchasing Card Issuer in the U.S. Region must accumulate and report Transaction data, as specified in the *Visa U.S.A. Inc. Merchant Profile Service Reference Manual*. At a minimum, the Issuer must:

- Accumulate Transaction data
- Match Transaction data to Merchant profiles

- Report to the Client Organization all Transactions and all Merchant profile information, both matched and unmatched

ID#: 010410-010410-0004309

Visa Purchasing Card Authorization Contact - U.S. Region

A Visa Purchasing Card Issuer in the U.S. Region must have an Authorization referral contact that is available to provide an immediate Authorization Response 24 hours a day, 7 days a week.

ID#: 010410-010410-0004311

Visa Purchasing Card Selective Authorization - U.S. Region

A Visa Purchasing Card Issuer in the U.S. Region 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:

- Merchant Category Code
- Transaction size
- Location of Merchant Outlet

ID#: 010410-010410-0004314

Visa Purchasing Card Transaction Data Requirements

An Acquirer accepting a Visa Purchasing Card Transaction must provide an Issuer with any Cardholder reference data or other relevant Transaction information supplied by a Merchant.

ID#: 010410-010410-0008893

Visa Fleet Cards

Visa Fleet Card Issuance and Usage

A Vehicle-Specific Fleet Card must:

- Be limited to purchases of fuel and vehicle maintenance
- Be assigned to a vehicle rather than an individual

Issuers of Fleet Service-enhanced Visa Commercial Cards should use a unique BIN range assigned by Visa.

ID#: 010410-010410-0004163

Visa Fleet Card - Enhanced Data

An Acquirer that contracts with a Merchant to accept a Fleet Service-enhanced Visa Commercial Card must provide an Issuer with the enhanced data if provided by its Merchants in the Authorization and Clearing Record.

Enhanced data may include:

- Driver identification (Authorization Request)
- Fuel type (Clearing Record)
- Fuel quantity (Clearing Record)
- Fuel price-per-unit (Clearing Record)

ID#: 010410-010410-0008894

Visa Fleet Card Enhanced Data Requirements

An Issuer of Fleet Service-enhanced Visa Commercial Cards must be capable of generating reports containing enhanced data when provided by the Acquirer.

ID#: 010410-010410-0004164

Visa Fleet Card Enhanced Data Requirements - U.S. Region (Updated)

A U.S. Merchant that accepts a Visa Fleet Card must provide complete and accurate Enhanced Data, as specified in the *Visa Fleet Card Implementation Guide*, for Visa Fleet Card Transactions classified with one of the following Merchant Category Codes:

- 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"

ID#: 151013-140213-0027524

Liability for Visa Fleet Card Transactions

An Issuer of Fleet Service-enhanced Visa Commercial Cards must assume any incremental risk arising from issuing Cards in accordance with the *Visa Product Brand Standards* for Cards bearing the Visa Brand Mark, including, but not limited to, the Compliance right for "unauthorized signature."

ID#: 010410-010410-0004165

Visa Fleet Card BIN - U.S. Region

A U.S. Issuer must request a new BIN assignment for its Fleet Card program from the BIN range reserved for Fleet-enhanced Visa Purchasing Cards.

ID#: 010410-010410-0004217

Visa Fleet Card Issuance - U.S. Region

In the U.S. Region, Visa Fleet Card issuance is permitted for Visa Purchasing Card Issuers, as specified in the:

- *Visa International Operating Regulations*
- *Visa Fleet Card Implementation Guide*
- *Visa Product Brand Standards* (for Cards bearing the Visa Brand Mark)

ID#: 010410-010410-0004167

Visa Fleet Card Requirements - U.S. Region

In the U.S. Region, a Visa Fleet Card must contain the appropriate instructions on the Magnetic Stripe for customized prompts and may be issued as either:

- An enhanced Visa Purchasing Card
- A Vehicle-Specific Fleet Card

ID#: 010410-010410-0004168

Fleet Service Data Requirements - U.S. Region (Updated)

An Acquirer that processes Visa Fleet Service Transactions must provide both Cardholder-supplied data and supplemental Transaction data for such Transactions, as specified in the *Visa Fleet Card Implementation Guide* and the applicable VisaNet Manuals.

ID#: 151013-140213-0008912

Visa Fleet Card Service Prompt - U.S. Region (Updated)

A U.S. Merchant that accepts a Visa Fleet Card must, as specified in the *Visa Fleet Card Implementation Guide*:

- Interpret the service prompt indicator encoded on the Magnetic Stripe
- Prompt the Cardholder to provide the data required by the Card's service prompt indicator

- When prompted, pass complete and accurate prompt-input data with the Visa Fleet Card Enhanced Data

ID#: 151013-140213-0027525

Plus Program Marks on Visa Fleet Cards - U.S. Region

The Plus Program Marks must **not** appear on the back of a U.S. Vehicle-Specific Fleet Card.

ID#: 010410-010410-0004169

Visa Large Purchase Advantage – U.S. Region

Visa Large Purchase Advantage BIN Requirements – U.S. Region

In the U.S. Region, a Visa Large Purchase Advantage Issuer must, upon prior approval from Visa, designate either:

- A unique BIN for Visa Large Purchase Advantage
- An account range within an existing Visa Purchasing Card BIN designated for Visa Large Purchase Advantage

ID#: 150413-010100-0026967

Visa Large Purchase Advantage Issuer Requirements – U.S. Region

In the U.S. Region, a Visa Large Purchase Advantage Card must:

- 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 Billing Transaction
- Not offer cash advance
- Not provide ATM access
- Unless specified otherwise, comply with the requirements applicable to Visa Purchasing Card as specified in “Purchasing Cards – General” including, but not limited to, Chargeback rules and conditions
- Comply with the:

- *Visa International Operating Regulations*
- Commercial Visa Product Implementation materials available from Visa
- *Visa Large Purchase Advantage Client Implementation Guide*

ID#: 150413-140412-0026968

Visa Large Purchase Advantage Transaction Limitations – U.S. Region

In the U.S. Region, a Visa Large Purchase Advantage Transaction must:

- Be processed in a Card-Absent Environment
- Not be a General Service Administration (GSA) Transaction
- Not offer cash advance
- 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 “Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – U.S. Region.”

ID#: 150413-140412-0026969

Visa Commercial Corporate Products

Visa Corporate Prepaid Cards

Visa Corporate Prepaid Card - General Requirements

A Visa Corporate Prepaid Card Issuer must:

- Comply with the "Visa Prepaid Products General Requirements"
- Comply with the "Commercial Visa Prepaid Product Requirements"
- Comply with the "Visa Commercial Products - General Requirements"

ID#: 150413-141111-0026737

Visa Corporate Prepaid Card - Commercial Products Core Feature Requirements

In addition to the Visa Commercial Card core features specified in "Visa Commercial Card Core Feature Requirements" for Visa Corporate Cards, a Visa Corporate Prepaid Card Issuer must support:

- Individual memo statements
- Personalized and non-personalized Cards

- Domestic use only Transaction Authorization
- Load and Transaction limits
- Instant Card issuance
- Multiple currencies
- Client reporting
- Online Cardholder statements
- Program administration services

ID#: 150413-141111-0026738

Visa Corporate Prepaid Card - Commercial Card Mandatory Core Services

A Visa Corporate Prepaid Card Issuer must offer customer support services required for Visa Corporate Cards as specified in "Commercial Products Mandatory Core Services."

ID#: 150413-141111-0026739

Visa Corporate Prepaid Card - Customer Support Services

A Visa Corporate Prepaid Card Issuer must offer select customer support services described for Visa Corporate Cards in the "Visa Global Customer Assistance Services Eligibility Requirements by Product" table.

ID#: 150413-141111-0026740

Visa Premium Corporate Cards - LAC Region

Visa Premium Corporate Cards Issuance Requirements - LAC Region (New)

Effective 15 May 2013, in the LAC Region, an Issuer of Visa Premium Corporate Cards must:

- Comply with the requirements for Visa Corporate Cards and the requirements for "Visa Premium Corporate Cards – LAC Region," as specified in the *Visa International Operating Regulations*
- Issue Visa Premium Corporate Cards as any of the following:
 - Visa Platinum Corporate
 - Visa Infinite Corporate
 - Visa Signature Corporate
- Issue Visa Premium Corporate Cards with credit, debit, or charge capability

ID#: 151013-150513-0027724

Visa Premium Corporate Cards BIN Requirements - LAC Region (New)

Effective 15 May 2013, 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.

Effective 15 May 2013, the Issuer must not reclassify a BIN to represent a product other than the Visa Premium Corporate Card without prior permission from Visa.

ID#: 151013-150513-0027725

Visa Premium Corporate Cards Customer Service Requirements - LAC Region (New)

Effective 15 May 2013, in the LAC Region, a Visa Premium Corporate Issuer must:

- Provide Customer service 24 hours a day, 7 days a week
- Provide Cardholder emergency services for Visa Platinum, Visa Infinite, or Visa Signature as specified in "Visa Global Customer Assistance Services Program Requirements"
- Respond to a Visa Premium Corporate Cardholder with a live, specially trained operator
- Respond to 85% of calls within 20 seconds after call initiation
- Abandon no more than 2% of the total call volume
- Place no more than 5% of callers on hold at one time
- Provide an exclusive telephone line to its Visa Premium Corporate Cardholders

In the LAC Region, assistance must be provided in English, Portuguese, and Spanish through Visa Global Customer Care Services.

ID#: 151013-150513-0027726

Visa Premium Corporate Cards Core Product Enhancements - LAC Region (New)

Effective 15 May 2013, a Visa Premium Corporate Issuer in the LAC Region must, at a minimum, provide its Visa Premium Corporate cardholders with all of the following core product enhancements (covered under each Visa Premium Corporate account fee), unless prohibited by applicable laws or regulations:

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Visa Global Customer Assistance Services	Global	Global	Global
Travel Accident Insurance	US \$500,000	US \$1,000,000	US \$1,500,000
Auto Rental Insurance	Global	Global	Global

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Emergency Medical Compensation Assistance	US \$25,000	US \$30,000	US \$30,000
Insured Journey/24 Hour AD&D	US \$0	US \$0	US \$100,000
Visa Concierge	Global	Global	Global
Baggage Delay	US \$0	US \$500	US \$500
Baggage Loss	US \$0	US \$1,000	US \$1,500
Trip Delay	US \$0	US \$0	US \$200
Trip Cancellation	US \$0	US \$0	US \$2,500
Missed Connection	US \$0	US \$0	US \$2,000
Hotel Burglary \$1000	US \$0	US \$500	US \$1,000
Priority Pass	No	No	Yes
Corporate Liability Waiver Insurance (CLW)	US \$15,000	US \$15,000	US \$15,000
ATM Assault-Coverage in case of Death	US \$0	US \$0	US \$10,000
ATM Assault-Cash Stolen	US \$0	US \$0	US \$1,000 (up to US \$3,000 per year)
Program Membership Rewards	Optional	Optional	Optional

ID#: 151013-150513-0027727

Visa Premium Corporate Cards Mandatory Core Services - LAC Region (New)

Effective 15 May 2013, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards as specified in "Commercial Products Mandatory Core Services."

ID#: 151013-150513-0027728

Visa Premium Corporate Cards Mandatory Core Features - LAC Region (New)

Effective 15 May 2013, a Visa Premium Corporate Card Issuer must provide the core features required for Visa Corporate Cards as specified in "Commercial Products Core Feature Requirements."

ID#: 151013-150513-0027729

Visa Premium Corporate Cards Emergency Services - LAC Region (New)

Effective 15 May 2013, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards as specified in "Visa Global Customer Assistance Services Program Requirements."

ID#: 151013-150513-0027730

Visa Premium Corporate Cards Reporting Requirements - LAC Region (New)

Effective 15 May 2013, in the LAC Region, a Visa Premium Corporate Issuer must report its Visa Premium Corporate Card activity separately through the Operating Certificate.

ID#: 151013-150513-0027731

Visa Premium Corporate Cards Provisional Credit for Disputed Transactions - LAC Region (New)

Effective 15 May 2013, in the LAC Region, a Visa Premium Corporate Issuer must provide a provisional credit to the Cardholder Account Number for the amount of a disputed Transaction within 24 hours of notification of a Cardholder dispute. The disputed Transaction amount must be placed in a suspense account until the dispute is resolved. The original dispute notification may be either verbal or written.

ID#: 151013-150513-0027732

Visa Premium Corporate Cards Fraud Management - LAC Region (New)

Effective 15 May 2013, in the LAC Region, a Visa Premium Corporate Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

ID#: 151013-150513-0027733

Visa Premium Corporate Cards Performance Standards - LAC Region (New)

Effective 15 May 2013, a Visa Premium Corporate Card Issuer in the LAC Region 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 fee of US \$5 for each Negative Authorization Response exceeding the standard. A Negative Authorization Response is any Authorization that is not an Approval Response.

Effective 15 May 2013, a Visa Premium Corporate Card Issuer that fails to meet the performance standard specified in this section is subject to the corrective action listed in the table below. Fees double each calendar month of the de-certification period described in the table below.

Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards - LAC Region

Stage	Action/Response
Grace Period - One calendar month (begins the calendar month following the first violation for under-performance)	Written notification of under-performance and recommended corrective actions
Observation Period - Two calendar months (begins at completion of Grace Period)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Fees imposed as specified above • Visa may audit Member at Member's expense
De-certification Period - Begins at completion of Probation Period	<ul style="list-style-type: none"> • 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

ID#: 151013-150513-0027734

Visa Premium Corporate Emergency Cash Disbursement and Emergency Card Replacement - LAC Region (New)

Effective 15 May 2013, in the LAC Region, an Emergency Cash Disbursement or an Emergency Replacement for Visa Premium Corporate cards must be delivered to the Cardholder within a 24 hours timeframe.

ID#: 151013-150513-0027735

Visa Platinum Corporate Card Issuer Certification - LAC Region (New)

Effective 15 May 2013, in the LAC Region, before issuing a Visa Platinum Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Platinum Corporate product requirements and standards.

ID#: 151013-150513-0027736

Visa Platinum Corporate Card Benefits - LAC Region (New)

Effective 15 May 2013, in the LAC Region, a Visa Platinum Corporate Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers.

ID#: 151013-150513-0027737

Visa Platinum Corporate Card Credit Limit - LAC Region (New)

Effective 15 May 2013, in the LAC Region, for Visa Platinum Corporate Cards with a line of credit only:

- A Visa Platinum Corporate Issuer must comply with the Visa product hierarchy requirements, defined in "Visa Premium Product Hierarchy," in such a manner 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.
- The Issuer must 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.

Effective 15 May 2013, a Visa Platinum Corporate Card Issuer that fails to meet the credit limit criteria is subject to a fine of US \$5 per Visa Platinum Corporate Card in the Issuer's portfolio.

ID#: 151013-150513-0027738

Visa Infinite Corporate Card Issuer Certification - LAC Region (New)

Effective 15 May 2013, 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#: 151013-150513-0027739

Visa Infinite Corporate Card Features and Branding - LAC Region (New)

Effective 15 May 2013, in the LAC Region, an Issuer must offer a Visa Infinite Corporate Card with:

- Unique features not available on any other Visa Card product it issues to ensure product differentiation
- The highest purchasing power available within the LAC Region and a Member'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, as specified in the *Visa Product Brand Standards*

ID#: 151013-150513-0027740

Visa Infinite Corporate Card Credit Limit - LAC Region (New)

Effective 15 May 2013, in the LAC Region, for Visa Infinite Corporate Cards with a line of credit only:

- The minimum credit limit allowed is US \$20,000, or local currency equivalent
- The Issuer must allow each Visa Infinite Corporate 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

Effective 15 May 2013, a Visa Infinite Corporate Card Issuer that fails to meet the credit limit criteria is subject to a fine of US \$5 per Visa Infinite Corporate Card in the Issuer's portfolio.

ID#: 151013-150513-0027741

Visa Infinite Corporate Card Spending Limits - LAC Region (New)

Effective 15 May 2013, a Visa Infinite Corporate Card Issuer may 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 US \$20,000, or local currency equivalent, during each or any statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

Effective 15 May 2013, Visa may impose additional restrictions to these options.

ID#: 151013-150513-0027742

Visa Infinite Corporate Card Declined Transactions - LAC Region (New)

Effective 15 May 2013, in the LAC Region, for Visa Infinite Corporate Cards issued with a no pre-set limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

Effective 15 May 2013, in the LAC Region, Visa Infinite Corporate Card Authorization Requests must only be declined with Response Code 51, "Not Sufficient Funds," if:

- The Transaction places the account balance more than 20% above the approved line of credit
- The Transaction is for an ATM Cash Disbursement that exceeds activity parameters and is responded to by the Issuer

ID#: 151013-150513-0027743

Visa Infinite Corporate Card Marketing - LAC Region (New)

Effective 15 May 2013, a Visa Infinite Corporate Card Issuer intending to distribute Merchant partnership or emergency services material to its Cardholders must receive written approval from Visa before distribution.

ID#: 151013-150513-0027744

Visa Infinite Corporate Card Emergency Payment Authorization - LAC Region (New)

Effective 15 May 2013, a Visa Infinite Corporate Card Issuer must:

- Be available to respond to a request from the Emergency Payment Authorization Service 24 hours a day, 7 days a week
- Provide all needed information and a decision to approve or deny the request during the initial telephone contact with Visa Global Customer Care Services
- Provide the Merchant, or Visa Global Customer Care Services, with a unique Authorization Code
- If providing the service directly to the Cardholder, contact the Merchant to verify the circumstances, explain the service, and complete the Transaction
- Send a fax to the Merchant that includes the Cardholder name, Account Number, expiration date, Authorization Code, and Transaction amount

ID#: 151013-150513-0027745

Visa Infinite Corporate Card Issuer Processing System Requirement - LAC Region (New)

Effective 15 May 2013, a Visa Infinite Corporate Card Issuer in the LAC Region or its agent, must demonstrate that its processing system has the minimum capacities to meet the standards for processing Authorizations and referrals specified in the LAC Regional Operating Regulations regarding Visa Infinite and Visa Corporate cards.

ID#: 151013-150513-0027746

Visa Infinite Corporate Card Benefit Notification - LAC Region (New)

Effective 15 May 2013, on a quarterly basis, 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.

ID#: 151013-150513-0027747

Visa Infinite Corporate Card Transaction Settlement - LAC Region (New)

Effective 15 May 2013, in the LAC Region, approved Visa Infinite Corporate Card Transactions in the Authorization file that have not been settled within 5 calendar days from the Transaction Date must not affect the available line of credit.

ID#: 151013-150513-0027748

Visa Infinite Corporate Card Declined Authorizations - LAC Region (New)

Effective 15 May 2013, in the LAC Region, an Authorization Response Code 05, "Authorization Declined," may be generated for a Visa Infinite Corporate Card Authorization Request only if the:

- Account is delinquent, for at least a second time
- Transaction is an ATM Cash Disbursement that:
 - Exceeds Issuer activity parameters
 - Was responded to by Stand-In Processing through an Issuer's Positive Authorization Capacity Management Service

ID#: 151013-150513-0027749

Visa Infinite Corporate Card Authorization Referrals - LAC Region (New)

Effective 15 May 2013, a Visa Infinite Corporate Card Authorization Request in the LAC Region exceeding the activity parameters must generate a referral and must not receive Response Code 05, "Authorization Declined," with the exception of ATM Cash Disbursements.

ID#: 151013-150513-0027750

Visa Signature Corporate Card Issuer Certification - LAC Region (New)

Effective 15 May 2013, in the LAC Region, before issuing a Visa Signature Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Signature Corporate product requirements and standards.

ID#: 151013-150513-0027751

Visa Signature Corporate Card Credit Limit and Spending Limits - LAC Region (New)

Effective 15 May 2013, in the LAC Region, an issuer of Visa Signature Corporate Card must:

- Issue Visa Signature Corporate cards without a pre-set spending limit
- The credit limit established by a Visa Signature Corporate Card Issuer must comply with the Visa product hierarchy requirements, defined in "Visa Premium Product Hierarchy," in such a manner that the average credit limit for its Visa Signature Corporate Card program must be higher than the average credit limit for its Visa Signature and Visa Corporate programs

Effective 15 May 2013, a Visa Signature Corporate Issuer that fails to meet the credit limit criteria is subject to a fine of US \$5 per Visa Signature Corporate Card in the Issuer's portfolio.

Effective 15 May 2013, the Issuer may make a real-time decision to decline a Transaction based upon criteria different than those reasons related to spending limits.

ID#: 151013-150513-0027752

Visa Signature Corporate Card Benefit Notification - LAC Region (New)

Effective 15 May 2013, on a quarterly basis, a Visa Signature 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.

ID#: 151013-150513-0027753

Visa Corporate Debit - LAC Region

Visa Corporate Debit BIN Requirements - LAC Region (Updated)

A Visa Corporate Debit Card Issuer must assign either:

- A specific Visa Corporate Debit Card BIN
- An account range within an existing Visa Commercial Debit Card BIN

ID#: 151013-140612-0027283

Visa Corporate Debit Card Core Features - LAC Region (Updated)

In the LAC Region, a Visa Corporate Debit Card Issuer must provide all of the core features specified below:

- ATM access
- Service level standards
- Management information reporting

ID#: 151013-140612-0027284

Visa Corporate Debit Card Core Services - LAC Region (Updated)

For Visa Corporate Debit Cards, Issuers must offer the customer support services for Visa Corporate Cards, as specified in the "Visa Global Customer Assistance Services Program Eligibility Requirements by Product" table.

ID#: 151013-140612-0027285

Commercial Corporate Products - U.S. Region

Visa Corporate Card Core Features - U.S. Region

A Visa Corporate Issuer in the U.S. Region must provide all of the core features specified below and as described in "Commercial Card Core Feature Descriptions - U.S. Region":

- ATM access
- Central or individual billing options
- Service level standards
- Charge Card option

- Management information reports

ID#: 010410-010410-0004294

Visa Corporate Card Account Billing Options - U.S. Region

A U.S. Visa Corporate Issuer may offer U.S. Cardholders any of the following account billing options:

- Line of credit
- Other company assets available through the Issuer
- Charge Card (non-revolving, pay-in-full)

ID#: 010410-010410-0004295

Visa Corporate Authorization Contact - U.S. Region

A Visa Corporate Issuer in the U.S. Region must have an Authorization referral contact that is available to provide an immediate Authorization Response 24 hours a day, 7 days a week.

ID#: 010410-010410-0004296

Visa Commercial Products Programs and Services

V Distribution Program

V Distribution Requirements

An Issuer participating in the V Distribution Program must provide payment services to a V Distribution Program Cardholder purchasing goods and services from a V Distribution Program Distributor.

ID#: 010410-010410-0003163

V Distribution Issuer Requirements

A V Distribution Program Issuer must:

- Be certified to issue either:
 - Visa Purchasing Cards
 - Visa Business Cards
- Be registered with Visa

- Be capable of processing Authorization Requests, billing, and reporting, as specified by Visa

ID#: 010410-010410-0003164

V Distribution Program BIN

An Issuer participating in the V Distribution Program must do one of the following:

- Designate a separate BIN
- Use an existing BIN within a Visa Business Card or Visa Purchasing Card BIN range
- Use an account range within an existing Visa Business Card or Visa Purchasing Card BIN
- For Visa Agro Cards, use a designated Visa Purchasing Card BIN or account range

ID#: 151012-010410-0003165

Centralized Card Issuance

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, as specified in the:

- *Visa Multinational Program Guide*
- *Visa Product Brand Standards*

The Lead Bank and the Partner Bank must be registered Visa Multinational Program participants and have contractual agreements with each other that clearly defines the Dual-Issuer Branded Visa Commercial Card program.

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 ensure that the Dual-Issuer Branded Visa Commercial Card program complies with the:

- *Visa International Operating Regulations*
- *Visa Europe Operating Regulations*, if applicable
- Visa Regional Operating Regulations
- *Visa Product Brand Standards*

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, as specified in the *Visa Multinational Program Guide*.

ID#: 150413-141010-0026023

Centralized Card Issuance - Dual-Issuer Branded Visa Commercial Card Issuer Identification

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.

ID#: 160312-141010-0026024

Centralized Card Issuance - Dual-Issuer Branded Visa Commercial Card Partnership Agreement

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, as specified in the *Visa Multinational Program Guide*.

ID#: 160312-141010-0026025

Authorization Request and Settlement Amount Match – U.S. Region

Authorization and Settlement Match Participation Requirements – U.S. Region (Updated)

Authorization and Settlement Match is a proprietary and optional service available to Visa Purchasing Card Issuers in the U.S. Region. An Issuer choosing to participate must:

- 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
- Comply with the *Visa Settlement Match (VSM) Implementation Guide*

Participation in Authorization and Settlement Match is at the discretion of Visa which may limit participation in the service, impose conditions or other requirements on its use, and/or discontinue the service at any time for certain or all Issuers.

ID#: 151013-010410-0026826

Global Support Services

Visa Global Customer Assistance Services

Visa Global Customer Assistance Services Program Requirements

The Visa Global Customer Assistance Services Program includes the following services for Cardholders and Issuers, as specified in the following table, the applicable Global Customer Assistance Services Guide, *Visa U.S.A. Card Benefits Rules and Regulations Guide*, or the applicable Visa International Prepaid Program Guidelines.

Visa Global Customer Assistance Services Program Eligibility Requirements by Product¹

	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Visa Classic	Required	Optional	Optional	Required	Required
Visa Gold/ Premier/ Platinum	Required	Required ¹	Required ¹	Required	Required
Visa Signature	Required	Regional option	Regional option	Regional option	Required
Visa Infinite	Required	Regional option	Regional option	Regional option	Required
Visa Business and Visa Corporate	Required	Required	Required	Required	Required
Visa Purchasing	Required	Optional	Required	Required	Required
Visa Electron and Visa Business Electron	Required	Regional option	Regional option	Required	Required
Virtual Account	Required	Prohibited	Prohibited	Required	Required

	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Visa Prepaid Card	Required	Optional ²	Optional ²	Required	Not applicable
Visa TravelMoney	Required	Optional	Required	Required	Required

1. For U.S. Region product platform names and requirements, see the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.
2. Issuers of Visa Corporate Prepaid Cards must have the ability to offer these services if requested.

ID#: 150413-010410-0004081

Emergency Services Telephone Numbers

An Issuer must communicate, at least once each year, the global emergency services and corresponding telephone numbers through which Eligible Cardholders may obtain these services. The telephone numbers must be:

- Available at no cost to the Cardholder
- Printed on either:
 - The back of the Card
 - Other material furnished to the Cardholder

ID#: 151012-120412-0025791

Visa Global Customer Assistance Services Program Fees

Visa assesses fees to Members for the various services provided under the Visa Global Customer Assistance Services Program, as specified in the applicable Fee Guide.

ID#: 151012-010100-0025792

Visa Global Customer Assistance Services Core Benefit Services - AP Region

An Issuer or designated provider must provide the following core benefit services to all Visa Gold and Business/Corporate Cardholders in the AP Region, as specified in the applicable Global Customer Assistance Services Guide:

- Emergency medical/legal assistance

- Emergency ticket replacement
- Travel assistance
- Lost luggage assistance
- Prescription assistance and valuable document delivery
- Emergency message service

ID#: 151012-010410-0004603

Visa Global Customer Assistance Services Program - Canada Region (Updated)

A Canada Issuer must:

- Advise its Eligible Cardholders of the availability of the applicable Visa Global Customer Assistance Services Program
- 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 Program
- Provide the Visa Global Customer Assistance Services Program by product as outlined in the following table

The Cardholder Inquiry Service and Lost/Stolen Card Reporting Service are required for all Card types. The requirements for the remaining services are listed in the following table.

Visa Global Customer Assistance Services Program by Product - Canada Region

Product	Collision/ Loss Damage Insurance	Emer- gency Card Replac- ment Service	Emer- gency Cash Service	Legal Referral Assistance and Cash Disburse- ment Service	Medical Referral Assistance and Cash Disburse- ment Service
Visa Classic	Optional	Required	Optional	Optional	Optional
Visa Gold	Required	Required	Required	Required	Required
Visa Infinite	Required	Required	Required	Required	Required
Visa Platinum	Required	Required	Required	Required	Required
Visa Corporate	Optional	Required	Required	Required	Required
Visa Business	Optional	Required	Required	Required	Required

Product	Collision/ Loss Damage Insurance	Emer- gency Card Replace- ment Service	Emer- gency Cash Service	Legal Referral Assistance and Cash Disburse- ment Service	Medical Referral Assistance and Cash Disburse- ment Service
Visa Purchasing	Optional	Required	Optional	Not Applicable	Not Applicable

ID#: 151013-010410-0004645

Visa Global Customer Assistance Services Program Contacts - Canada Region

Members must **not** designate to Visa Global Customer Care Services more than 4 contacts per Visa Global Customer Assistance Service Program request.

ID#: 010410-010410-0004646

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 Program.

ID#: 151013-010410-0004647

Provision of Visa Global Customer Assistance Services - CEMEA Region

A CEMEA Issuer may provide the Visa Global Customer Assistance Services Program itself, through an agent, or through Visa. For each Card product, the Issuer must make available to its Cardholder an agreed sub-set of global support services as outlined in the *Visa International Operating Regulations*.

ID#: 010410-010410-0004662

Visa Global Customer Assistance Program - Issuer Participation - CEMEA Region

In order to participate in the Visa Global Customer Assistance Services Program, an Issuer must complete a "CEMEA GSS Commitment Form" for each BIN. The participating CEMEA Issuer must:

- 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 for the Cardholder to call to report a lost or stolen Card and to request emergency assistance

ID#: 111011-010410-0004663

Issuer Participation in Visa FeatureSelect - U.S. Region

A U.S. Issuer may choose to access Visa FeatureSelect for the purpose of segmenting and servicing Visa and non-Visa Cardholders.

An Issuer that chooses to access Visa FeatureSelect must comply with "Non-Visa-Assigned BIN Management" if servicing non-Visa Cardholders, and the *Visa FeatureSelect Service Description*.

ID#: 150413-141209-0025585

Emergency Cash Disbursement and Emergency Card Replacement

Emergency Cash Disbursement Limit

A Cardholder, or an Issuer on the Cardholder's behalf, may request an Emergency Cash Disbursement, subject to Issuer Authorization. The Cardholder, or the Issuer on the Cardholder's behalf, may request the service through Visa Global Customer Care Services. Visa recommends an Emergency Cash Disbursement

Emergency Cash Disbursement limits are specified in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

ID#: 150413-010410-0025793

Provision of Emergency Cash Disbursement or Emergency Card Replacement

An Issuer must, upon Cardholder request, provide an Emergency Cash Disbursement or an Emergency Card Replacement, as specified in "Visa Global Customer Assistance Services Program Requirements," the applicable Global Customer Assistance Services Guide, or *Visa U.S.A. Card Benefits Rules and Regulations Guide*, itself or through either:

- An agent
- Visa Global Customer Care Services

ID#: 150413-120410-0008544

Delivery of Emergency Cash or Emergency Card

Visa Global Customer Care Services fulfills Emergency Card Replacement or Emergency Cash Disbursement requests. Once Visa Global Customer Care Services receives a request for an Emergency Cash Disbursement or Emergency Card Replacement, Visa Global Customer Care Services contacts the Issuer to seek approval for the delivery or disbursement. After Visa Global Customer Care Services receives the Issuer's approval and has made direct contact with the Cardholder, Visa will deliver the Emergency Cash Disbursement or Emergency Card Replacement within the timeframes specified in the following tables.

If an Issuer chooses to provide an Emergency Cash Disbursement or Emergency Card Replacement, directly or through an agent, it must disburse the cash or deliver the Card to the Eligible Cardholder within the time frames specified in the following tables and the applicable Global Customer Assistance Services Guide or the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

Time Frames for Delivery of Emergency Cash Disbursement to Eligible Cardholders

Card Type	Within the U.S. Region and the Canada Region	Outside the U.S. Region and the Canada Region
Visa Classic, Visa Electron, Visa Debit, Visa Prepaid	1 business day	1 business day
Visa Gold/Premier, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	24 hours	1 business day
Visa Infinite, Visa Signature	24 hours	24 hours

Time Frames for Delivery of Emergency Card Replacements to Eligible Cardholders

Card Type	Within the U.S. Region and the Canada Region	Outside the U.S. Region and the Canada Region
Visa Classic, Visa Electron, Visa Debit, Visa Prepaid	1 business day	3 business days
Visa Gold/Premier, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	24 hours	1 business day
Visa Infinite, Visa Signature	24 hours	24 hours

ID#: 150413-010210-0002626

Issuer Requirements for Using the Visa Global Customer Assistance Services Program for Emergency Cash Disbursement and Emergency Card Replacement

If an Issuer participates in the Visa Global Customer Assistance Services Program for Emergency Cash Disbursement or Emergency Card Replacement, it must:

- At least 30 calendar days before participation in Emergency Cash Disbursement or Emergency Card Replacement, submit the Visa Global Customer Assistance Services Program enrollment forms, located in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide*
- 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 Disbursement and Emergency Card Replacement. The telephone number can be either the:
 - Visa Global Customer Care Services telephone numbers
 - Issuer's own worldwide emergency services telephone number
- Designate one or more Emergency Service Locations, as specified in the Emergency Service Location enrollment form in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide*
- Notify Visa Global Customer Care Services within 30 calendar days of any changes to an Emergency Service Location, as specified in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide*

ID#: 150413-010410-0002627

Handling Fee for Emergency Cash Disbursement and Emergency Card Replacement

A Disbursing Member or Emergency Service Location that provides an Emergency Cash Disbursement or Emergency Card Replacement to an Eligible Cardholder as part of a Visa Global Customer Assistance Services Program request may collect a handling fee from the Cardholder's Issuer, as specified in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

ID#: 150413-010410-0008508

Emergency Cash Disbursement or Emergency Card Replacement Contact Requirements

A live Issuer contact person must:

- Be available to respond to a request for an Emergency Cash Disbursement or an Emergency Card Replacement 24 hours a day, 7 days a week
- Approve or deny a request from Visa Global Customer Care Services or an Eligible Cardholder within 2 hours of notification (not applicable to Visa Infinite Cards) and provide:
 - For an Emergency Cash Disbursement, a unique Issuer Authorization Code
 - For an Emergency Card Replacement, a new Account Number and expiration date that has been activated in the Issuer's Authorization system
- Provide Visa Global Customer Care Services with:
 - Any changes that would affect the issuance of an Emergency Card Replacement (e.g., Issuer contacts, telephone numbers)
 - Correct spelling of the Cardholder's name
 - Cardholder's verification data if required

Refer to the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide* for the specific data elements required by Visa Global Customer Care Services.

ID#: 150413-010410-0002629

Emergency Services Contact

An Issuer must notify Visa at least 2 weeks before any change in its Emergency Cash Disbursement contact or Emergency Card Replacement contact.

ID#: 151012-120412-0025794

Requirements for Emergency Service Locations

An Emergency Service Location must:

- Be available during normal business hours to respond to a request for an Emergency Cash Disbursement or an Emergency Card Replacement, as instructed by Visa Global Customer Care Services and as specified in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide*
- Notify Visa Global Customer Care Services (within 3 calendar days) after the Cardholder has picked up the Emergency Cash Disbursement or Emergency Card Replacement

ID#: 150413-010410-0002631

Issuer Requirements for Emergency Card Replacement (Updated)

If an Issuer participates in Emergency Card Replacement, it must:

- Meet all Card security standards specified in the *Visa Product Brand Standards*
- Replace a Stand-In Processing Account within 1 business day when notified by Visa Global Customer Care Services that it has been used for an Emergency Card Replacement
- **Effective through 31 December 2013**, maintain its Emergency Card Replacements in a secure manner, as specified in *Global Physical Security Validation Requirements for Card Vendors*
- **Effective 1 January 2014**, maintain its Emergency Card Replacements in a secure manner, as specified in the *Payment Card Industry (PCI) Card Production - Physical Security Requirements*
- Immediately notify Visa Global Customer Care Services if it discovers that a Card is missing
-

ID#: 151013-010410-0008545

Stand-In Processing

Spending Limits on Stand-In Processing Accounts for Emergency Card Replacements

If an Issuer participates in Emergency Card Replacement, it must enforce the spending limits on Stand-In Processing Accounts

ID#: 111011-010410-0002632

Lost or Stolen Card Reporting

Lost or Stolen Card Reporting

An Issuer participating in Lost/Stolen Card Reporting must, on behalf of another Issuer:

- Accept reports of lost or stolen products from Cardholders or their designated representative
- Notify the Card Issuer

ID#: 151012-120410-0008549

Issuer Notification of Lost or Stolen Card

A Member must:

- Provide the Issuer with the information required on the "Lost or Stolen Card Report" (Exhibit 1A)
- If an incomplete Account Number is provided, supply the Issuer with the address and telephone number where the Cardholder may be contacted
- Notify Visa Global Customer Care Services if unable to establish contact with the Issuer

ID#: 161111-010410-0002183

Lost or Stolen Card Report Requirements for an Emergency Cash Disbursement or Emergency Card Replacement

If a Cardholder requests an Emergency Cash Disbursement or Emergency Card Replacement, the report must include the:

- Address and telephone number where an Issuer may contact the Cardholder
- Emergency Cash Disbursement amount requested, if applicable

ID#: 111011-010410-0002184

Acquirer Collection of Lost or Stolen Card Report Handling Fee - U.S. Region

A U.S. Member accepting a lost or stolen Card report on behalf of another Member may collect a US \$20 handling fee from the Issuer.

ID#: 010910-010410-0025931

Emergency Request Fines and Penalties

Fines for Failure to Respond to an Emergency Request

An Issuer that fails to respond to an Emergency Cash Disbursement or Emergency Card Replacement request within the time limits specified in the applicable Global Customer Assistance Services Guide or *Visa U.S.A. Card Benefits Rules and Regulations Guide* is subject to fines, as specified in "General Fines Schedule."

ID#: 150413-120412-0025797

Cardholder Loyalty Program

Visa Extras - U.S. Region

Visa Extras Requirements - U.S. Region

U.S. Issuers are subject to program participation and operating requirements, as specified in the *Visa Extras Service Description* and *Visa Extras Implementation Guide*.

Visa assesses fees to U.S. Issuers that participate in the Visa Extras Program.

ID#: 151012-010410-0007342

Visa Extras Participation Conditions - U.S. Region

Participation in the Visa Extras Program in the U.S. Region is at the discretion of Visa, which may impose conditions upon participation at any time.

ID#: 010410-010410-0001362

Visa Extras - Program Description and Requirements - U.S. Region

The Visa Extras Program is a U.S. Region Points-based loyalty program that enables participating Cardholders to earn Points toward rewards consisting of goods or services based on their eligible Visa purchase Transactions. Issuers must comply with the *Visa Extras Service Description*.

ID#: 151012-010410-0002524

Visa Extras Operating Requirements - U.S. Region

A U.S. Issuer that chooses to make the Visa Extras Program available to its Cardholders must follow applicable operating requirements, as specified in the U.S. Regional Operating Regulations.

ID#: 081010-190209-0007100

Visa Extras Deductions - U.S. Region

Points will be deducted from a U.S. Cardholder's Visa Extras Points account for Credit Transactions, Transaction reversals, and Chargebacks.

ID#: 010410-010410-0002536

Visa Extras Points Aggregation - U.S. Region

In the U.S. Region, Points may be aggregated across Cards within a single Card product type or across multiple Card product types within a single Issuer. Program rules for Points aggregation are specified in the *Visa Extras Service Description*.

Points are not transferable between Issuers.

ID#: 151012-010410-0008379

Visa Extras - Issuer Reporting Requirements - U.S. Region

A U.S. Issuer that participates in the Visa Extras Program must report to Visa all Points-eligible Cardholder Transactions, Chargebacks, and Transaction reversals not sent through VisaNet.

ID#: 010410-010410-0008900

Visa Loyalty Platform Services

Visa Loyalty Platform Services Participation Requirements (Updated)

A Member that participates in the Visa Loyalty Platform Services must comply with the Visa Loyalty Platform Services - Service Description.

Participation in the Visa Loyalty Platform Services, where available, is at the discretion of Visa, which may impose conditions on participation at any time. Visa may assess fees to Members related to the Visa Loyalty Platform Services.

ID#: 151013-151010-0025865

Visa Incentive Network - U.S. Region

Visa Incentive Network Program Description - U.S. Region (Updated)

Effective through 31 December 2013, in the U.S. Region, the Visa Incentive Network is a program that forms a core eligibility component for Members issuing Visa Traditional Rewards, Visa Signature, and Visa Signature Preferred products. The program allows Visa to act as an agent of the Issuer for supporting the Visa Incentive Network program requirements.

ID#: 151013-010410-0001368

Visa Incentive Network Qualification - U.S. Region (Updated)

Effective through 31 December 2013, U.S. Members must participate in the Visa Incentive Network to qualify their Visa Traditional Rewards, Visa Signature, or Visa Signature Preferred products and receive the respective Interchange Reimbursement Fee.

ID#: 151013-010410-0001369

Visa Incentive Network Program Requirements - U.S. Region (Updated)

Effective through 31 December 2013, participating U.S. Members are subject to program requirements specified in the *Visa Incentive Network Issuer Implementation Guide*.

ID#: 151013-010410-0001370

Visa Incentive Network Participation Requirements - U.S. Region (Updated)

Effective through 31 December 2013, to participate in the Visa Incentive Network, a U.S. Issuer must:

- Register with Visa by completing the *Visa Incentive Network Participation Agreement*
- Complete the registration within the time limits specified in the respective toolkits
- Provide the Cardholder Maintenance File to Visa on an ongoing basis, as specified in the *Visa Incentive Network Issuer Implementation Guide*, for all Visa Traditional Rewards, Visa Signature, and Visa Signature Preferred accounts
- Review the Visa Incentive Network promotional calendar posted on Visa Online regularly to identify and resolve any promotional conflicts as they arise for each announced promotion
- Ensure compliance with applicable federal and state privacy laws, co-branding obligations, and Cardholder privacy agreements to prevent conflict or violation of any existing contracts
- Comply with the *Visa Incentive Network Issuer Implementation Guide*

ID#: 151013-010410-0003884

Visa SavingsEdge - U.S. Region

Visa SavingsEdge Participation Requirements - U.S. Region (Updated)

An Issuer in the U.S. Region must offer the Visa SavingsEdge program to its Visa Business Cardholders unless the Issuer opts out of the program as specified in the *Visa SavingsEdge Service Description – U.S. Region*.

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.

Visa reserves the right to determine in its sole discretion whether any Cardholder may enroll in the program, impose conditions on participation in the program or modify or terminate the program at any time.

A Visa Business Issuer in the U.S. Region that participates in Visa SavingsEdge must comply with the:

- *Visa SavingsEdge Service Description – U.S. Region*
- *Visa Loyalty Platform Services - Service Description*

ID#: 151013-150711-0026267

Visa SavingsEdge Program Limitations – U.S. Region

Only qualifying purchases specified in the *Visa SavingsEdge Service Description – U.S. Region* are eligible for discounts under the Visa SavingsEdge program.

ID#: 151012-150711-0026268

Visa SavingsEdge Discount Posting Requirements - U.S. Region

A U.S. Visa Business Issuer:

- Must credit to a participating Cardholder's Account within 10 calendar days of receiving the Funds Disbursement from Visa, the amount of the discount received for qualifying purchases specified in the *Visa SavingsEdge Service Description – U.S. Region* at a participating Merchant
- Must not change the originating Merchant name and city information prior to posting this information to a Cardholder's statement

ID#: 151012-150711-0026269

Visa SavingsEdge - Use of Program Name - U.S. Region

A Visa Business Issuer in the U.S. Region may only use the Visa SavingsEdge program name in connection with the Visa SavingsEdge program specified in the *Visa SavingsEdge Service Description - U.S. Region*.

ID#: 151012-150711-0026270

Visa SavingsEdge Marketing Materials - U.S. Region

A U.S. Issuer's marketing and promotional materials pertaining to the Visa SavingsEdge program must comply with the *Visa SavingsEdge Service Description – U.S. Region*. Approval of marketing and promotional materials by Visa does not relieve the Issuer of its responsibility for accurate disclosure and compliance with legal and regulatory requirements.

ID#: 151012-150711-0026271

Visa Integrated Redemption Requirements - U.S. Region

Visa Integrated Redemption Acquirer Participation – U.S. Region (New)

In the U.S. Region, participation in Visa Integrated Redemption is optional. A participating Acquirer must comply, and ensure that its participating payment technology provider complies, with all participation, operating, and other requirements, as specified in the *Visa Integrated Redemption Business Guide for Acquirers*.

In the U.S. Region, a Visa Acquirer that participates in Visa Integrated Redemption is responsible for the fees specified in the applicable Fee Guide.

ID#: 151013-120913-0027850

Credit Bureau Reporting - U.S. Region

Credit Bureau Reporting Requirements - U.S. Region

Credit Bureau Reporting Requirement - U.S. Region

A U.S. Issuer must report all Visa Consumer Credit Card accounts to at least one credit reporting bureau and comply with the reporting requirements.

ID#: 010410-010410-0003223

Credit Bureau Reporting Required Data - U.S. Region

A U.S. 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," used to differentiate male members of the same family with identical names)
- Social Security Number
- Valid and complete address
- Valid and complete city, state, and ZIP code
- Date of birth

ID#: 010410-010410-0001899

Designated Agent for Credit Bureau Interface - U.S. Region

A U.S. Issuer designates Visa, Integrated Solutions Concepts, Inc., or their designee to act on the Issuer's behalf as an agent of the Issuer to:

- Establish credit bureau reporting standards
- Monitor credit bureau data
- Contract with credit bureaus to receive data and reports for the purpose of:
 - Monitoring their handling of Issuer data
 - Comparing that data to Visa-specified credit bureau reporting standards

ID#: 010410-010410-0001900

Credit Bureau Reporting Data Submission - U.S. Region

A U.S. 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.

ID#: 010410-010410-0001901

Cardholder Payment Information - U.S. Region

A U.S. Issuer must report primary Cardholder payment information to a credit bureau using the B2 Segment data (12 months' payment history), unless they are already reporting B3 Segment data (24 months' payment history).

ID#: 010410-010410-0001902

Delinquent Account Reporting - U.S. Region

A U.S. Issuer must report an account that is 2 payments past due (30 days delinquent) to a credit bureau as delinquent rather than current.

ID#: 010410-010410-0003224

Delinquency Reporting Standards - U.S. Region

A U.S. Issuer must use the Metro ratings in the standard format specified . If the delinquency progresses, the U.S. Issuer must use the standard Metro status code format until the account is charged off, at which time the Issuer must reflect the appropriate charge-off code.

ID#: 111011-010410-0008633

Commercial Data Management and Reporting

Commercial Solutions

Visa Commercial Solutions Data and Reporting Tools Participation

An Issuer or an Issuer's Client Organization wishing to participate in any of the Visa Commercial Solutions Data and Reporting Tools must comply with the *Visa Commercial Solutions Data and Reporting Tools Service Guide*, Visa Information Management Documents, and all applicable terms of use for the products, services, and tools referenced therein, including without limitation, the *Visa Commercial Services Terms of Use*. Use of these data management and reporting services is at the discretion of Visa, which may limit or impose conditions on its use, and may discontinue the service at any time.

ID#: 151012-010410-0004236

Visa IntelliLink Spend Management Services

An Issuer participating in Visa IntelliLink Spend Management must comply, and ensure that its participating clients comply, with the *Visa IntelliLink Spend Management Terms of Use* and the *Visa Commercial Solutions Data and Reporting Tools Service Guide*.

ID#: 050411-300909-0025613

Access to Commercial Solutions Data and Reporting Tools (Updated)

Where available, an Issuer is authorized to grant Visa Commercial Solutions Data and Reporting Tools access and use to a Client Organization. Users must comply with the *Visa Commercial Solutions Data and Reporting Tools Service Guide*, the *Terms of Use* documents referenced in it, the Visa Operating Regulations, and applicable laws or regulations.

ID#: 151013-141010-0026017

Access to Visa IntelliLink Compliance Management

Visa IntelliLink Compliance Management is available to all Issuers and their Client Organizations. Users must comply with the Visa IntelliLink Compliance Management Documents, *Visa Commercial Solutions Data and Reporting Tools Service Guide*, the *Visa International Operating Regulations*, and applicable laws or regulations.

ID#: 150413-141010-0026018

Visa Commercial Solutions Data and Reporting Tools Fees

Fees associated with Member use of any of the Visa Commercial Solutions Data and Reporting Tools are specified in the applicable Fee Guide.

ID#: 151012-141010-0026019

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 the *Visa Commercial Solutions Data and Reporting Tools Service Guide* and Visa Payables Automation Guides.

Use of Visa Payables Automation is at the discretion of Visa, which may limit or impose conditions on its use and may discontinue the service at any time.

Visa Payables Automation, and 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 or Client Organization solely in the support of its Commercial Visa Products.

ID#: 151012-010100-0026534

Optional Data Management and Reporting Services - U.S. Region

Visa provides U.S. Issuers and their Client Organizations with various optional data management and reporting services for use in connection with their Commercial Visa Product programs. These services include, but are not limited to:

- Card Management
- Enhanced Data Services
- Procure to Pay
- Socioeconomic Reporting Service
- Supplier Matching Service
- Visa Information Source
- Visa Information Source Select
- Visa IntelliLink Compliance Management
- Visa IntelliLink Spend Management
- Visa Payables Automation
- Visa Travel Account Manager
- 1099 Reporting Service

Use of these data management and reporting services is at the discretion of Visa, which may limit or impose conditions on its use, and may discontinue the service at any time.

ID#: 111011-010410-0008346

Client Organization Access to Visa Commercial Solutions Data and Reporting Tools - U.S. Region

Before granting a Client Organization access to and use of any of the Visa Commercial Solutions Data and Reporting Tools, a U.S. Issuer must have a signed agreement with the Client Organization governing that entity's use of the service.

ID#: 010410-010410-0001396

Visa Commercial Reporting and Data Services Limitations - U.S. 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 Commercial Visa Products.

ID#: 010410-010410-0001397

Enhanced Data

Applicability of Enhanced Data Restrictions

The restrictions specified in "Enhanced Data" do **not** apply to:

- Non-Confidential Enhanced Merchant-Level Data
- The Client Organization or Cardholders

ID#: 151012-300611-0026458

Use and Disclosure of Card-Specific Enhanced Data - U.S. Region

A Commercial Visa Product Issuer in the U.S. Region may use or disclose Card-specific Enhanced Data only in connection with the management and administration of a Commercial Visa Product program for the Client Organization, and necessary supporting functions. Supporting functions may include, but are not limited to, accounting, tax management, policy compliance, and other business management functions, such as account setup and management reporting.

ID#: 160312-010410-0004242

Disclosure of Enhanced Data to Third Parties - U.S. Region

Enhanced Transaction-Level Data and Confidential Enhanced Merchant-Level Data in the U.S. Region may be disclosed to third parties only either:

- In connection with the management and administration of Commercial Visa Product 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 Commercial Visa Product Program.

ID#: 010410-010410-0004243

Third Party Agreement for Enhanced Data Usage - U.S. Region

If a U.S. 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:

- Treat the information as confidential
- Make no further disclosure of the information without permission
- Limit the third party's use of the data to uses permitted by the Issuer

Permission granted for further disclosure by a third party must impose the same restrictions on use and disclosure that apply to the Issuer's disclosure.

Each Issuer bears the sole responsibility for compliance with all applicable laws and regulations.

ID#: 010410-010410-0004244

POS Balance Inquiry Service

POS Balance Inquiry Service Requirements

Acquirer Participation in Point-of-Sale Balance Inquiry Service - U.S. Region

A U.S. Acquirer must:

- Participate in the Point-of-Sale Balance Inquiry Service

- Complete required systems testing with Visa to receive and transmit Visa Prepaid Card balance inquiry information, as specified in the applicable VisaNet Manuals

Merchant participation in the Point-of-Sale Balance Inquiry Service is optional.

ID#: 151012-010410-0003214

Point-of-Sale Balance Inquiry Service - Acquirer Participation

An Acquirer that participates in the Point-of-Sale Balance Inquiry Service and/or the Point-of-Sale Balance Return Service must complete required systems testing with Visa to support a Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return, as specified in the applicable VisaNet Manuals.

Merchant participation in the Point-of-Sale Balance Inquiry Service and/or the Point-of-Sale Balance Return Service is optional.

ID#: 151012-010100-0025546

Point-of-Sale Balance Inquiry Service - Issuer Participation Conditions

An Issuer that participates in the Point-of-Sale Balance Inquiry Service and/or the Point-of-Sale Balance Return Service must complete required testing with Visa to support a Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return, as specified in the applicable VisaNet Manuals.

ID#: 151012-010100-0025545

Visa POS Solutions Program

Visa POS Solutions Program Requirements

Visa Point-of-Sale Solutions Program Participation Requirements (Updated)

Effective through 8 May 2013, in the U.S. Region, the Visa POS Solutions Program is an optional program for Acquirers that enables direct delivery of value-added services through VisaNet to the Point-of-Transaction.

Effective 9 May 2013, where available, the Visa POS Solutions Program is an optional program for Acquirers that enables direct delivery of value-added services through VisaNet to the Point-of-Transaction.

An Acquirer that chooses to participate in the Visa POS Solutions Program must complete enrollment and comply with the requirements specified in the Visa POS Solutions Program Guides.

Participation in the Visa POS Solutions Program is at the discretion of Visa, which may limit or impose conditions on participation in the program or modify or terminate the program at any time.

ID#: 151013-010412-0026997

Visa Point-of-Sale Solutions Program Fees (Updated)

Visa may assess fees to Acquirers that participate in the Visa POS Solutions Program. Fee information is available from Visa upon request.

ID#: 151013-010412-0026998

Visa PIN Debit Gateway Service - U.S. Region

Visa PIN Debit Gateway Service Requirements - U.S. Region

Visa PIN Debit Gateway Service Charges - U.S. Region

Visa assesses a debit gateway charge, and applicable transaction access charges, to U.S. Members or VisaNet Processors for all non-Visa PIN-based or non-PIN-based bill payment debit transactions (e.g., STAR, NYCE) that are switched to other networks for authorization, as specified in the applicable Fee Guide. This charge does not apply to Interlink transactions.

For all non-Visa PIN-based or non-PIN-based bill payment debit transactions, Visa will pass through to Members or VisaNet Processors any charges billed to Visa by the debit networks that may result from a Member's participation in the service, including, but not limited to, non-compliance with other network rules.

ID#: 151012-010410-0007875

Plus Program

Plus Program Requirements

Plus Program Participation

Issuer participation in the Plus Program is optional. To become an Issuer of Cards bearing the Plus Symbol, an Issuer must:

- Obtain a license to use the Plus Program Marks and comply with rules for using the Plus Symbol, as specified in the *Visa Product Brand Standards*
- Comply with:

- Issuer requirements specified in the *Visa International Operating Regulations*
- *Visa Global ATM Member Guide*
- Magnetic Stripe encoding specifications in the *Payment Technology Standards Manual*
- Provide Authorization service 24 hours a day, 7 days a week

ID#: 150413-010410-0004060

Plus Proprietary Card Account Number Specifications

The Account Number format for a Proprietary Card bearing the Plus Symbol must comply with the Account Number standards specified either:

- In "BIN and Account Number Specifications," if using a BIN assigned by Visa
- By the International Standards Organization

ID#: 010410-010410-0004061

Plus Program Participation Requirements - U.S. Region

A U.S. Issuer may participate in the Plus Program by becoming a member of the Plus System, Inc. and issuing Plus Cards, as specified in the *Plus System, Inc. Bylaws and Operating Regulations*.

ID#: 010410-010410-0004111

Visa Global ATM Network

Visa Global ATM Network Requirements

Visa Global ATM Network Issuer Participation

Issuer participation in the Visa Global ATM Program is optional. Before participating in the program, an Issuer must successfully complete the certification and comply with the *Visa Global ATM Member Guide*.

ID#: 151012-010410-0004070

Custom Payment Service/ATM Program

Custom Payment Services/ATM is available as an Issuer option. An Issuer that chooses to participate must:

- Complete Issuer certification, as specified in the *Visa Global ATM Member Guide*
- 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

ID#: 010410-010410-0004078

Visa Global ATM Network Acquirer Requirements - U.S. Region

A U.S. Acquirer participating in the Visa ATM Network must:

- Ensure that all of its ATMs that participate in other regional or national ATM networks also participate in the Visa ATM Network
- Ensure that its Authorizing Processor performs Authorization, Clearing, and Settlement for all Visa ATM Network Transactions through the Single Message System
- Comply with the Single Message System access fee format specifications, if applicable
- Display ATM Acceptance Marks, as specified in the *Visa International Operating Regulations*
- Accept all Visa Cards for all Transaction functions provided by the Acquirer's participating ATM, as specified in the *Visa Global ATM Member Guide*
- Become a member of the Plus System, Inc.
- Within 30 calendar days from the date that the Acquirer begins accepting Visa ATM Network Transactions, display the Plus Symbol on, and accept Cards bearing the Plus Symbol at, all ATMs participating in the Visa ATM Network

ID#: 151012-010410-0004752

ATM Operators

PIN Security Requirements for ATM Operators and Agents (Updated)

An ATM Acquirer must ensure that its Agents and ATM Operators maintain the integrity and safety of PIN data, as specified in the PIN Management Requirements Documents and the *Visa PIN Security Program Guide*.

ID#: 151013-130912-0027350

Requirements for ATMs of Non-Member Institutions - LAC Region

An ATM Acquirer in the LAC Region must comply with all the security requirements for ATMs specified by Visa, and must prominently display on every non-Member ATM the name of the Member that operates or sponsors it.

ID#: 111011-010410-0004746

ATM Operator Agreement - U.S. Region

An ATM Acquirer in the U.S. Region must have a written ATM Operator agreement with each of its ATM Operators and may **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 is at the discretion of the ATM Acquirer, except as specified in the U.S. Regional Operating Regulations.

An ATM Acquirer may include other provisions in its agreement if they are consistent with the Operating Regulations.

The *Visa International Operating Regulations* may be amended from time to time and each ATM Acquirer is responsible for making corresponding amendments to its agreements.

ID#: 010410-010410-0009021

ATM Operator Operating Regulation Compliance - U.S. Region

An ATM Acquirer in the U.S. Region must ensure that its ATM Operator complies with the substance of the applicable sections of the *Visa International Operating Regulations*.

ID#: 010410-010410-0003507

ATM Operator Agreement Content Requirements - U.S. Region

In the U.S. Region, an ATM Operator agreement must:

- State clearly the ATM Acquirer's name, location, and contact information in letters consistent in size with the rest of the ATM Operator agreement printing, and in a manner that makes the ATM Acquirer's name readily visible to the ATM Operator. Tri-party agreements (ATM Acquirer, Agent, ATM Operator) are permitted.
- State that the ATM Operator may be terminated for failure to comply with the ATM Operator agreement, which includes the requirements of the *Visa International Operating Regulations*
- Be made available to Visa upon request

ATM Operator agreements provided to Visa must **not** contain contractual details regarding pricing arrangements.

ID#: 010410-010410-0003508

ATM Operator Qualification Standards - U.S. Region

Before entering into an ATM Operator agreement, an ATM Acquirer in the U.S. Region must determine that a prospective ATM Operator does not have any significant derogatory background information about any of its principals. The ATM Acquirer may obtain this information through:

- Credit reports
- Background investigations (e.g., criminal, civil)
- Personal and business financial statements
- Other information lawfully available to the ATM Acquirer

ID#: 010410-010410-0003510

ATM Agent Requirements - U.S. Region

An ATM Acquirer in the U.S. Region may allow its Agents to execute ATM Operator agreements on its behalf and/or conduct due diligence reviews. The ATM Acquirer must:

- Maintain documented policies and procedures to manage its Agent programs
- Validate its Agent's compliance with the ATM Acquirer's solicitation and qualification standards on a quarterly basis

ID#: 010410-010410-0003511

ATM Operator and Agent Information - U.S. Region

An ATM Acquirer in the U.S. Region must collect the following information for all 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 (TIN), Federal Employer Identification Number (FEIN), or the Social Security Number (SSN) of all principals
- Full first and last name, including middle initial of principals (e.g., corporations, partnerships, sole proprietors)
- Incorporation status (e.g., corporation, partnership, sole proprietor, non-profit, other)

ID#: 010410-010410-0008398

ATM Operator Prohibitions - U.S. Region

Visa may permanently prohibit an ATM Operator in the U.S. Region from providing services with respect to Visa Products for good cause, such as:

- Fraudulent activity
- Activity that causes the ATM Acquirer to repeatedly violate the *Visa International Operating Regulations*
- Activity that violates applicable laws or regulations
- Operating in an unsound, unsafe manner

- Any other activity that may result in undue economic hardship or damage to the goodwill of the Visa system

ID#: 150413-010410-0003514

ATM Operator Agreement Violation Fines - U.S. Region

A U.S. Member that fails to comply with the ATM requirements in the U.S. Regional Operating Regulations is assessed a fine, as specified

ID#: 150413-010410-0008399

ATM Balance Inquiry Service

ATM Balance Inquiry Service Issuer Participation

An Issuer may participate in the Balance Inquiry Service. To participate an Issuer must:

- Obtain certification from Visa
- Support Balance Inquiries as separate, non-financial transactions

An Issuer may additionally provide balance information as part of an ATM Cash Disbursement.

ID#: 010410-010410-0004074

ATM Balance Inquiry Service Fees

An Issuer must pay the ATM Acquirer a fee for each Balance Inquiry. If the Issuer does **not** participate in the Balance Inquiry Service, the inquiry will be declined and a decline fee will be assessed to the Issuer.

ID#: 111011-010410-0004075

ATM Balance Inquiry Service Provision

An Issuer must provide the Balance Inquiry Service to Cardholders if it offers balance inquiry services through a network other than its proprietary network.

ID#: 010410-010410-0004076

ATM Balance Inquiry Service Acquirer Participation

An ATM Acquirer may participate in the Balance Inquiry Service. To participate, an ATM Acquirer must:

- 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

An ATM Acquirer must support the Balance Inquiry Service if it supports balance inquiry for any network other than its proprietary network. A participating ATM Acquirer receives a Balance Inquiry fee for each Balance Inquiry, as specified in "ATM Balance Inquiry Service Fees."

An ATM Acquirer may supply the Cardholder with any balance information provided by the Issuer as part of an ATM Cash Disbursement. The Issuer does **not** pay a fee for this service.

ID#: 010410-010410-0004804

ATM Fees

International ATM Cash Disbursement Fee

An ATM Acquirer will receive the international ATM Cash Disbursement Fee only if the:

- Acquirer is certified to participate in either:
 - The Single Message System
 - Custom Payment Services/ATM
- ATM Transaction meets the tier II requirements specified in the *Visa Global ATM Member Guide*

ID#: 010410-010410-0002644

ATM Cheque Fee Disclosure

If an ATM dispenses travelers cheques and charges a fee, the Member must disclose the fee to the Cardholder.

ID#: 150413-010410-0004800

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

An ATM Acquirer may impose an Access Fee on an international ATM Cash Disbursement. The provisions for imposing an Access Fee do **not** apply to Cards issued by Visa Europe Members, unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.

ID#: 150413-180409-0009039

Acquirer Imposition of ATM Access Fees

An ATM Acquirer may impose an Access Fee on an international ATM Cash Disbursement if:

- 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

ID#: 111011-180409-0007224

ATM Access Fee Disclosure

An ATM Acquirer must disclose the Access Fee to the Cardholder, at a minimum, in English and local language equivalent, via message display, as specified in "ATM Message Display for Access Fees."

ID#: 081010-180409-0007226

ATM Message Display for Access Fees

If an ATM Acquirer imposes an Access Fee on international ATM Cash Disbursements, 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:
 - 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

ID#: 111011-180409-0007164

ATM Clearing Record Requirements (Updated)

An ATM Acquirer must submit an ATM Transaction for Clearing that includes the value of the cash dispensed to the Cardholder as well as any Access Fee imposed, as specified in "ATM Access Fee Fines."

ID#: 151013-180409-0007229

Domestic ATM Cash Disbursement Access Fees

An ATM Acquirer must not impose an Access Fee on domestic ATM Cash Disbursements, 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.

Variances to this requirement apply:

- In the AP Region, only to ATM Acquirers in Australia and Thailand
- In the Canada Region
- In the LAC Region, only to ATM Acquirers in Puerto Rico
- In the U.S. Region

ID#: 150413-180409-0007996

Access Fees at ATM

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 in "Visa Rights Pertaining to ATM Access Fees."

ID#: 081010-050609-0009042

ATM Access Fee - Canada Region

An ATM Acquirer in the Canada Region may impose an Access Fee on an ATM Cash Disbursement.

An ATM Acquirer may impose an Access Fee if:

- 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 ATM Cash Disbursement is a Domestic Transaction
- The Domestic Transaction is initiated by a Card issued by a Member other than the ATM Acquirer
- The Access Fee is a fixed and flat fee

ID#: 050411-180409-0004715

ATM Access Fee Disclosure - Canada Region

If a Canada ATM Acquirer imposes an Access Fee on ATM Cash Disbursements, 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

ID#: 010410-010410-0004718

Visa Rights Pertaining to ATM Access Fees - U.S. Region

Visa reserves the right to request any of the following from an ATM Acquirer in the U.S. 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

ID#: 081010-010410-0008829

ATM Access Fee Disclosure on Terminals - U.S. Region

An ATM Acquirer in the U.S. Region must disclose the Access Fee to the Cardholder via message display.

ID#: 081010-180409-0007115

ATM Access Fee Disclosure - U.S. Region

In the U.S. Region, the disclosure specified in "ATM Access Fee Disclosure on Terminals - U.S. Region," must:

- 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 terminal
- Be a minimum of 4" x 4" with:
 - A heading of at least an 18-point type font
 - Text of at least 14-point type font
- Inform the Cardholder that an Access Fee is assessed, in addition to the charges assessed by the U.S. Issuer
- Identify the recipient of the Access Fee
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the ATM Transaction
- Contain one of the following notices:
 - **Fee Notice** "(Member Name) charges a (\$ amount) fee to U.S. 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."
 - **Fee Notice** "(Member Name) charges a (\$ 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."

ID#: 050411-010410-0004766

Domestic ATM Access Fees - CEMEA Region (Updated)

In the CEMEA Region, an ATM Acquirer in Russia may dispense Foreign Currency to Cardholders. Domestic Transactions completed in a non-domestic currency 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 to Domestic Transactions only
- The ATM must dispense both Rubles and Foreign Currency
- The Cardholder must be given the opportunity to cancel the Transaction and/or change the requested amount to be disbursed in Rubles without incurring additional charges

ID#: 151013-010410-0024130

Global ATM Network PIN Requirements

Chip-Reading ATM Acquirer Requirements

An ATM Acquirer must ensure that all Chip-reading ATMs:

- Support "Online PIN"
- Do **not** support "Signature" or "No CVM (Cardholder Verification Method) required"

ID#: 010410-010410-0004793

Chip-Reading ATM Online PIN Support - Canada Region

All ATM Acquirers in the Canada Region must ensure that all ATMs with a Compliant Chip Card Reading Device support enciphered PINs that are verified online.

ID#: 010410-010410-0004711

ATM Issuer Requirements - U.S. Region

Visa Consumer Card Issuer ATM Requirements - U.S. Region

A Visa Consumer Card Issuer in the U.S. Region must:

- Participate in the Visa ATM Network
- Send an original, signed copy of the Issuer Option Selection Form (available from Visa) indicating the Issuer's decision to participate, its processing options, and its working keys to Visa so that it is received no later than 45 calendar days before implementation
- Correctly encode the Magnetic Stripe on the Card, as specified in the *Payment Technology Standards Manual*
- For Cards containing a Chip, also correctly program the Chip on the Card, as specified in the Visa Integrated Circuit Card Specification (VIS)

ID#: 150413-010210-0008431

Commercial Visa Product Issuer ATM Requirements - U.S. Region

If requested by the subscribing company, a Visa Business Card or Visa Corporate Card Issuer in the U.S. Region must participate in the Visa ATM Network by complying with the Visa Consumer Card Issuer ATM requirements and Classic Visa Check Card ATM requirements specified in the *Visa International Operating Regulations*. A Visa Purchasing Card Issuer may participate in the Visa ATM Network by complying with the Classic Visa Check Card Issuer ATM requirements.

Visa ATM Network participation is not permitted for Visa Large Purchase Advantage, Fleet-Service enhanced Visa Large Purchase Advantage, or Vehicle-Specific Fleet.

ID#: 150413-010410-0004561

ATM Access Fee Fines

ATM Access Fee Fines

An ATM Acquirer may be subject to a fine of 3 times the amount of the Access Fee imposed during the period of non-compliance, or as specified in the "General Schedule of Fines" table, whichever is greater, if the Member does **not**:

- Notify Visa of its intent to impose an Access Fee, as specified in "Visa Rights Pertaining to ATM Access Fees"
- Populate the Access Fee amount, if any, in the appropriate field of the Authorization and Clearing Record

ID#: 081010-180409-0007161

ATM Access Fee Fines - Canada Region

An ATM Acquirer may be subject to a fine of 3 times the amount of the Access Fees imposed during the period of non-compliance, or as specified in "General Fines Schedule," whichever is greater, if the Member does **not** comply with the Canada Regional Operating Regulations or *Visa International Operating Regulations*.

If an ATM Acquirer fails to include the Access Fee amount in the Single Message System record, the fine will be per Transaction.

ID#: 111011-010410-0004720

Preauthorized Payment Cancellation Service

Preauthorized Payment Cancellation Service Requirements

Preauthorized Payment Cancellation Service Participation

Issuer participation in the Preauthorized Payment Cancellation Service is optional and at the sole discretion of Visa. Visa may:

- Limit participation in the service
- Impose conditions on its use

- Discontinue the service at any time

ID#: 160312-100211-0026227

Preauthorized Payment Cancellation Service Issuer Participation Requirements

An Issuer that participates in the Preauthorized Payment Cancellation Service must:

- 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
- Comply with the Preauthorized Payment Cancellation Service Guides

ID#: 151012-100211-0026228

Preauthorized Payment Cancellation Service Limitations (Updated)

The Preauthorized Payment Cancellation Service and the information obtained through participation in the service is the property of Visa and is for the sole use of Visa Members in support of their Visa Card Programs.

A Member must not disclose Preauthorized Payment Cancellation Service information, other than data relating to the Member's own Cardholder and/or Merchant, or any other information associated with the service, to any other parties unless it is permitted in the *Visa International Operating Regulations*.

ID#: 151013-100211-0026229

Visa Payment Controls

Visa Payment Controls Service Information

Visa Payment Controls - Issuer Participation Requirements (Updated)

Issuer participation in Visa Payment Controls, where available, is optional and at the discretion of Visa.

A participating Issuer must:

- Submit to Visa a completed Visa Payment Controls Client Information Questionnaire prior to offering the service
- Offer the service only in connection with 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:
 - The conditions which might prevent a Cardholder's requested controls from being applied. e.g. Transactions below Floor Limits that may not be authorized in some countries
 - The time required to apply or modify the requested control categories
- Comply with the Visa Payment Controls Documents

ID#: 151013-010410-0027238

Visa Account Updater

Visa Account Updater Requirements

Visa Account Updater - Issuer Participation Requirements

An Issuer that participates in Visa Account Updater must:

- Comply with the Visa Account Updater Documents
- Provide updated Cardholder account information to Visa Account Updater, including, but not limited to:
 - Account Number
 - Card expiration date

ID#: 150413-100211-0026124

Visa Account Updater - Acquirer Participation Requirements

An Acquirer that participates in Visa Account Updater must:

- Comply with the Visa Account Updater Documents
- Ensure that a Merchant that is designated as high-risk, does not have access to information on Visa Account Updater

ID#: 150413-010410-0026125

Visa Account Updater - Information Requirements

A Member participating in Visa Account Updater must:

- Comply with all applicable laws and regulations in collecting and providing information to, and using information supplied by, Visa Account Updater
- Inform Visa immediately upon becoming aware that any of the information sent to or received from Visa Account Updater does not meet the requirements specified in the:

- *Visa International Operating Regulations*
- Visa Account Updater Documents
- Ensure that all information sent to Visa Account Updater is accurate
- Protect the security of the information sent to or received from Visa Account Updater
- Investigate claims of inaccuracies in the information sent to or received from Visa Account Updater and correct any inaccurate information
- Inform Visa, immediately upon discovery, of any inaccuracies in information in Visa Account Updater

ID#: 150413-100211-0026126

Disclosure of Visa Account Updater Information

Cardholder information obtained from Visa Account Updater must be disclosed by a participating Member only to a Merchant that:

- Has an existing relationship with the Cardholder and has the Cardholder's account information on file
- Is registered in Visa Account Updater
- Is identified in the Acquirer inquiry file, as specified in the Visa Account Updater Documents

ID#: 150413-100211-0026127

Visa Risk Products and Services

Visa Advanced Authorization

Visa Advanced Authorization Participation (Updated)

Where available, Visa Advanced Authorization is an optional, subscription-based, real-time risk management product that delivers risk data to Issuers in the Authorization Request to alert them to possible fraudulent activity on their Cardholder accounts.

An Issuer and its Processor that wish to implement Visa Advanced Authorization must comply with the certification requirements for Visa Advanced Authorization, as specified in the applicable VisaNet Manuals.

In the U.S. Region, Visa Advanced Authorization data is provided to all Issuers, and an Issuer is responsible for Visa Advanced Authorization fees as specified in the applicable Fee Guide and the applicable VisaNet Manuals, regardless of whether or not the Issuer uses the data.

ID#: 151013-010410-0008446

MoneyChoices - U.S. Region

MoneyChoices Participation Requirements - U.S. Region

A U.S. Member that wants to participate in the MoneyChoices program must submit a subscription request and comply with the *MoneyChoices User's Guide*.

ID#: 151012-010410-0008460

Address Verification Service (AVS)

Address Verification Service (AVS) Participation - U.S. Region

A U.S. Issuer must:

- Participate in the Address Verification Service, as specified in the applicable VisaNet Manuals
- Perform address verification for each Address Verification Service inquiry

ID#: 151012-010410-0004679

Address Verification Service (AVS) Standards - U.S. Region

A U.S. Issuer must **not** exceed the Address Verification Service partial-match response rate of 13%. The Address Verification Service partial-match response rate is the number of partial-match responses (i.e., responses other than "Y," "N," or "U") as a percentage of all responses.

ID#: 111011-010410-0004682

Address Verification Service (AVS) at Automated Fuel Dispensers - U.S. Region

An Automated Fuel Dispenser Merchant in the U.S. Region may request a Cardholder's ZIP code and perform an Address Verification Service inquiry for its Automated Fuel Dispenser Transactions.

ID#: 010410-010410-0004702

Card Recovery Bulletin (CRB)

Card Recovery Bulletin and Regional Card Recovery File

Visa publishes both the Card Recovery Bulletin (CRB) and an electronic Regional Card Recovery File that list the Account Numbers and BINs of Visa Cards for pick-up outside of the U.S. Region.

ID#: 010410-010410-0003963

Card Recovery Bulletin Service Participation Requirements

A Member that participates in the Card Recovery Bulletin Service must comply with the *Card Recovery Bulletin Service (CRB) User's Guide*. These requirements include, but are not limited to:

- Instructing Merchants on the correct use of the Card Recovery Bulletin
- Handling Merchant calls when a Cardholder presents a Listed Card
- Handling a compromised Deposit-Only Account Number
- Advising an Issuer when a Listed Card is picked up
- Ensuring that the appropriate reward is paid to a Merchant for recovering a Listed Card

ID#: 050411-010410-0003980

Card Recovery Bulletin Listing Procedures

Members must comply with the procedures specified in the *Card Recovery Bulletin Service (CRB) User's Guide* when listing Account Numbers or using the bulletin to identify Account Numbers with a "Pick Up Card" status.

ID#: 050411-010410-0001831

Card Recovery Bulletin Service Availability

The Card Recovery Bulletin (CRB) Service is available in each of the Card Recovery Bulletin Regions, as specified in the table below, the *Card Recovery Bulletin Service (CRB) User's Guide*, and the *Visa Interchange Directory*. For possible chargeback protection, see Chargeback reason code 70, "Card Recovery Bulletin or Exception File."

Card Recovery Bulletin Regions

Visa Regions	Areas Included
A	Asia Pacific

Visa Regions	Areas Included
B	Central and Eastern Europe, Middle East, and Africa
C	Canada
E	Visa Europe
F	Latin America and Caribbean
0	Not included in Card Recovery Bulletin

ID#: 050411-010210-0001832

Card Recovery Bulletin Distribution

The following rules apply to requests for distribution of the Card Recovery Bulletin:

- An Acquirer must submit Merchant names and addresses to Visa at least 30 calendar days before the intended receipt of the Card Recovery Bulletin
- The request must comply with the *Card Recovery Bulletin Service (CRB) User's Guide* and the applicable VisaNet Manuals
- The request is valid only if Visa distributes a printed bulletin in the country where the Merchant Outlet is located
- Distribution fees for each Card Recovery Bulletin sent to Merchants are specified in the appropriate Regional Operating Regulations

ID#: 151012-010410-0003983

Card Recovery Bulletin Effective Dates

The Card Recovery Bulletin becomes effective on Saturday of the publication week and remains valid until the next edition's effective date. Visa may adjust the effective dates.

ID#: 010410-010410-0003966

Card Recovery Bulletin Conversion to Tape or Paper (Updated)

A Member that converts the Regional Card Recovery File to magnetic tape or paper must reproduce all "proprietary and confidential" and Copyright notices in the magnetic tape or paper copy.

ID#: 151013-010410-0003964

Merchant Use of Paper Version of Regional Card Recovery File

If a Merchant or an Acquirer converts the Regional Card Recovery File to paper, it may use an Account Number only to verify Visa Cards for Transactions that do not require Authorization.

ID#: 010410-010410-0003965

Pickup, Decline, or Referral Response Fees

A non-US Issuer pays a fee to the U.S. Region for each Pickup, Decline, or Referral Response issued at a Merchant Outlet located in the U.S. Region, as specified in the applicable Fee Guide.

ID#: 151012-010410-0003967

Card Recovery Bulletin 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.

ID#: 010410-010410-0003981

Exception File

Exception File Updates

An Issuer must add an Account Number to the Exception File if:

- A Visa Card or Visa Electron Card was reported lost, stolen, or counterfeit and must be recovered
- A Deposit-Only Account Number is reported compromised
- Authorization must always be denied to the Account Number
- Authorization must always be granted to the Account Number
- Issuer-defined Authorization limits apply to the Account Number
- The Acquirer must contact the Issuer to obtain Authorization for the Account Number

ID#: 010410-010410-0003235

Exception File Update Information

An Issuer must update the Exception File with the following information to ensure the accuracy of the Exception File records:

- Account Number

- Authorization Response
- Purge date of the record
- Card Recovery Bulletin Region where the Visa Account Number should be published, if applicable

ID#: 151012-010210-0001848

Exception File - Processor Participation

An Authorizing Processor that wants to participate in the Exception File service must notify Visa in writing at least 90 calendar days before implementation.

ID#: 010410-010410-0003968

National Card Recovery File - U.S. Region

National Card Recovery File Card Verification Requirements - U.S. Region

U.S. Members, non-Member Authorizing Processors, and their Merchants must use the National Card Recovery File only as specified in the *Card Recovery Bulletin Service (CBR) User's Guide*.

ID#: 151012-010410-0003851

National Card Recovery File Agreement - U.S. Region

In the U.S. Region, before distribution of the National Card Recovery File to non-Member Authorizing Processors and their Merchants, a Member must obtain a written agreement to ensure that the entity:

- Is advised of the confidential and proprietary nature of the National Card Recovery File
- Uses the file as specified in "National Card Recovery File Card Verification Requirements - U.S. Region"

ID#: 010410-010410-0003852

Account Number Verification Service

Account Number Verification - Issuer Responsibilities

If Account Number Verification is requested, the Issuer must respond by validating the information requested, as specified in the applicable VisaNet Manuals.

If Account Number Verification is requested in conjunction with a request for address verification, the Issuer may verify the Account Number using its internal exception file.

A positive Account Number Verification response "85" indicates that the Account Number is open and in good standing, and there is no negative information on the Account Number in either the:

- BASE I Exception File
- Issuer's exception file

A Decline Response "05" is issued when the expiration date field either:

- Contains an expired date
- Is blank

The Transaction amount is not checked or approved and the Activity File is not updated.

An Account Number Verification request generates an Advice File record.

ID#: 151012-010410-0025600

Account Number Verification and Authorization Response

Account Number Verification is not a substitute for Authorization. An Authorization Response supersedes an Account Number Verification response for the same Transaction.

ID#: 111011-010410-0025599

Account Number Verification Service Description - U.S. Region

The Account Number Verification Service is an optional service that allows a U.S. Member or its Authorizing Processor to determine if there is negative information on an Account Number before submitting an Authorization Request and completing a Visa Transaction. This service is **not** a substitute for Authorization. An Authorization Response supersedes an Account Number Verification response for the same Transaction.

ID#: 111011-010410-0007210

Merchant Use of Account Number Verification Service - U.S. Region

A U.S. Merchant may use Account Number Verification to request verification of a Card Account Number, an address, or Card Verification Value 2, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0007199

Account Number Verification Service - Acquirer Requirements - U.S. Region (Updated)

In the U.S. Region, the format of an Account Number Verification request must comply with the applicable VisaNet Manuals, except for the unique POS Condition Code 51 that identifies the request.

ID#: 151013-010410-0007211

Account Number Verification Service - Issuer Requirements - U.S. Region

If Account Number Verification is requested, a U.S. Issuer must respond by validating the information requested, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0007212

Account Number Verification Service and Address Verification Service Request - U.S. Region

If Account Number Verification is requested in conjunction with a request for address verification, the U.S. Issuer may verify the Account Number using its internal exception file.

ID#: 010410-010410-0007213

Verified by Visa

Verified by Visa Participation Requirements

Verified by Visa Participation Requirements

A Member that participates in Verified by Visa must:

- Complete the Verified by Visa enrollment process
- Obtain permission from its Principal-Type Member (if the Member is a Sponsored Member)
- As applicable, implement product security measures in accordance with Certification Authority, Verified by Visa, and 3-D Secure Specification requirements
- Ensure that its Verified by Visa components have successfully met the requirements of the Visa 3-D Secure Vendor Compliance Testing Program
- If using the Verified by Visa Mark, comply with the *Visa Product Brand Standards*
- Comply with the applicable Verified by Visa Implementation Guide

An Issuer, Acquirer, or Merchant that conducts Verified by Visa Transactions must comply with the 3-D Secure Specification.

ID#: 150413-150312-0026275

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 and comply with the applicable Verified by Visa Implementation Guide.

ID#: 150413-010410-0004045

Verified by Visa Digital Certificate Prohibitions (Updated)

A Member must not use a Digital Certificate issued by or associated with Visa as an Authentication Mechanism for a non-Visa product or service.

ID#: 151013-010410-0008468

Verified by Visa Chip Card Security Requirements

Chip Card programs using Private Keys stored on Internet-connected servers must meet Visa risk management and security standards.

ID#: 010410-010410-0004620

Verified by Visa in Australia - AP Region (Updated)

In Australia, all Visa credit and debit Cards must be enrolled in Verified by Visa.

In Australia, all newly issued Reloadable Cards must be enrolled in Verified by Visa.

Effective 1 January 2015, in Australia, all Reloadable Cards must be enrolled in Verified by Visa.

Non-Reloadable Cards and Virtual Accounts associated with Visa Commercial Cards are excluded from this requirement.

ID#: 151013-060111-0026148

Verified by Visa Issuer Requirements in India – 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 only authorize a domestic Electronic Commerce Transaction with an ECI value 5, "Secure Electronic Commerce Transaction."

Issuers must ensure that appropriate communication to Cardholders takes place in advance of the above mandate coming into effect.

ID#: 150413-311211-0026539

Verified by Visa in New Zealand - AP Region (Updated)

In New Zealand, all Visa credit and debit Cards must be enrolled in Verified by Visa.

In New Zealand, all newly issued Reloadable Cards must be enrolled in Verified by Visa.

Effective 1 January 2015, in New Zealand, all Reloadable Cards must be enrolled in Verified by Visa.

Non-Reloadable Cards and Virtual Accounts associated with Visa Commercial Cards are excluded from this requirement.

ID#: 151013-060211-0026182

Verified by Visa Activate Later Feature Participation Requirements - Canada Region

A Canada Issuer participating in Verified by Visa must offer the Activate Later Feature to its Cardholders, provided the Cardholder:

- Is not already enrolled in Verified by Visa
- Is not a Visa Commercial Cardholder
- Is involved in an Electronic Commerce Transaction at an Activate Later Merchant
- Has not been offered the Activate Later Feature more than a total of 3 times

A Canada Cardholder that has used the Activate Later Feature for a total of 3 times may be required by the Issuer to enroll in Verified by Visa during the Cardholder's next Electronic Commerce Transaction.

ID#: 150413-010410-0004648

Verified by Visa Nigerian Issuer Participation - CEMEA Region

In the CEMEA Region, a Nigerian Issuer must participate in Verified by Visa if it offers Electronic Commerce functionality to its Cardholders.

-

ID#: 150413-140110-0004447

Verified by Visa Non-Compliance Penalties

Verified by Visa Global Performance Enhancement Program

An Issuer or an Acquirer or its Merchant that conducts Verified by Visa Transactions must comply with the requirements of the Verified by Visa Global Performance Enhancement Program, as specified in the applicable Verified by Visa Implementation Guide.

ID#: 151013-010410-0001219

Cardholder Authentication

Verified by Visa CAVV Requirements

An Issuer must include a Cardholder Authentication Verification Value (CAVV) in the following responses to an Authentication Request:

- Authentication Confirmation
- Attempt Response

The Issuer must:

- Retain a log of all Authentication Requests and Authentication Records
- Provide the log to Visa at Arbitration or Compliance
- Submit a copy of all Verified by Visa Authentication Records to the Authentication History Server maintained by Visa. Authentication Records include:
 - Attempt Responses
 - Authentication Confirmations
 - Authentication Denials
 - Unable to Authenticate Responses

A U.S. Issuer must provide Visa with its CAVV keys for Stand-In-Processing.

The Issuer is responsible for verifying the CAVV. If the CAVV is not verified during Authorization by the Issuer or by Visa, the CAVV is assumed to be valid.

ID#: 150413-010410-0008807

Unable-to-Authenticate Response for Visa Commercial Cards (Updated)

An Issuer must not respond to an Authentication Request with an Unable to Authenticate Response if a Transaction is attempted with a Visa Commercial Card.

This requirement does not extend to Transactions attempted with a Visa Commercial Card issued in the U.S. Region or when a Visa Commercial Card is used at a Merchant Outlet located in the U.S. Region.

All other conditions specified in "Verified by Visa Unable-to-Authenticate Response Conditions" remain.

ID#: 151013-150413-0027062

Verified by Visa in China – AP Region

An Issuer must ensure that its Verified by Visa program in China provides Dynamic Authentication to Cardholders.

An Issuer that fails to comply with the Dynamic Authentication requirements in China will be subject to a fine of US \$5,000 for each month of non-compliance.

ID#: 150413-010610-0025711

Visa-Provided Attempt Response - U.S. Region

If a U.S. 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).

Visa assesses a fee to a U.S. Issuer for providing a CAVV on its behalf, as specified in the applicable Fee Guide.

ID#: 150413-010410-0003929

Verified by Visa Unable-to-Authenticate Response Conditions (Updated)

An Issuer may respond to an Authentication Request with an Unable-to-Authenticate Response only under one or more of the following conditions:

- The Issuer experiences technical problems that prevent a timely response
- Authentication data received from the Merchant does not comply with the 3-D Secure Specification
- The Transaction is attempted with a Visa Commercial Card in the U.S. Region
- The Transaction is attempted with a Card where the Cardholder is anonymous, such as a Visa Gift Card
- A Cardholder of a Canada Issuer elects to use the Activate Later Feature to postpone enrollment in Verified by Visa when presented with the opportunity during an Electronic Commerce Transaction

ID#: 151013-010410-0006914

VisaVue Online

VisaVue Online Requirements

VisaVue Online Member Requirements

The use of VisaVue Online, where available, is optional and at the sole discretion of Visa. Visa may limit or impose conditions on its use and may discontinue the service at any time.

To use VisaVue Online, a Member must sign a VisaVue Member Participation Agreement.

Visa assesses fees for access to VisaVue Online, as specified in the applicable Fee Guide.

ID#: 151012-010100-0026471

Visa Online

Use of Visa Online

Use of Visa Online (Updated)

The use of Visa Online is at the discretion of Visa, which may limit use, impose conditions on its use, and discontinue the service at any time.

A Member, a VisaNet Processor, and any other authorized user that use Visa Online are subject to the Visa Online participation requirements, as outlined in the *Visa Online Terms and Conditions*. These requirements include user responsibility for compliance with procedures for limiting access within Member and VisaNet Processor or other authorized user environments.

A Member is responsible for a designated VisaNet Processor or other authorized user's use of the Visa Online materials, software, and information in accordance with the *Visa International Operating Regulations* and the *Visa Online Terms and Conditions*.

Visa Online and the information obtained through the Website are the property of Visa and are for the sole use of Visa 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 it is permitted to in the *Visa International Operating Regulations* or otherwise authorized in writing by Visa.

ID#: 151013-050512-0026950

Visa Membership Management

Client Portfolio Management Self-Service Tools Requirements

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 International Operating Regulations* 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#: 151012-010100-0026518

Use of Client Portfolio Management Self-Service Tools

The Client Portfolio Management Self-Service Tools may be used by Members, VisaNet Processors, and designated Agents that have been granted permission to access the service on the Member's behalf. A Member is responsible for:

- Its use and its VisaNet Processor's or designated Agent's use in accordance with the *Visa International Operating Regulations*
- 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 such information by the Member and its authorized users
- Ensuring that changes to the Member's information are accompanied by an Electronic Signature, as specified in "Use of Electronic Signature"

ID#: 151012-010100-0026519

VisaNet Gateway Services - AP Region

VisaNet Gateway Services Requirements - AP Region

Use of VisaNet Gateway Services - AP Region (Updated)

In the AP Region, Visa may discontinue VisaNet services to a Member because either:

- Its VisaNet system is adversely affected by non-compliance with VisaNet requirements

- Other activities are deemed not in the best interests of the Visa system

ID#: 151013-010410-0004876

VisaNet Gateway Services Notification Requirements - AP Region

Before an AP Member may enter non-Visa Transactions into VisaNet through VisaNet Gateway Services, it must:

- Provide 90 calendar days written notice to Visa of its intention to perform Gateway Services
- Provide details of the types of non-Visa Transactions to be supported and the services it requires from Visa
- Submit to Visa written certification that the systems and procedures for processing non-Visa transactions comply with the AP Regional Operating Regulations and VisaNet system requirements

The Member may begin using VisaNet Gateway Services following receipt of written approval by Visa.

ID#: 010410-010410-0004877

Visa Transaction Alerts Service

Visa Transaction Alerts Service Requirements

Visa Transaction Alerts Service Participation Requirements

Participation in the Visa Transaction Alerts Service, where available, is optional and at the discretion of Visa. A participating Issuer or Issuer's agent must:

- Register with Visa by submitting a completed "Visa Transaction Alerts Service Participation Agreement"
- Provide Visa with Account Numbers that are eligible to enroll in the service
- Disclose to participating Cardholders which transactions will and will not trigger Cardholder notification
- Comply with:
 - *Visa Alerts Platform: Service Description for Issuers*
 - *Visa Alerts Platform: Visa Alerts Service - Technical Implementation Guide - Issuer*
 - *Visa Alerts Platform: Web Services Specifications*
 - *Visa Alerts Platform: White Label Website Issuer Specifications*

ID#: 151012-130510-0025735

Chapter 6: Payment Acceptance

Core Principle 6.1

Display of Marks

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 Operating Regulations.

ID#: 160210-150210-0007777

Core Principle 6.2

Honor All Cards Properly Presented

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 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. 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 US, Canada, and Australia, merchants may decline to accept certain categories of Visa products for domestically issued cards.

ID#: 150413-150210-0007778

Core Principle 6.3

No Surcharging Unless Required by Law

Charging for the Advertised Price (Updated)

Visa merchants agree to accept Visa cards for payment of goods or services without charging any amount over the advertised or normal price as a condition of Visa card acceptance, unless applicable laws or regulations require that merchants be permitted to engage in such practice.^{1,2}

¹In the U.S. Region or in a U.S. territory, a merchant may assess a U.S. credit card surcharge on Visa credit card transactions, subject to applicable laws or regulations.

²In Australia, a merchant may assess a Surcharge on Visa card transactions, subject to applicable laws or regulations.

ID#: 151013-150210-0007781

Core Principle 6.4

Merchant Qualification Standards

Participating in the Visa System

Participants in the Visa system agree to follow the standards established by Visa for technologies that are used at the point of transaction to ensure systems work together to provide seamless transaction and data processing. For example, magnetic-stripe and chip reading terminals must follow compatible standards and specifications to guarantee global interoperability and payment acceptance.

ID#: 160210-150210-0007782

Merchant Agreement

General Merchant Requirements

Merchant Qualification Standards

Before entering into a Merchant Agreement, an Acquirer must determine that the prospective Merchant is financially responsible and ensure that the Merchant will comply with the substance of the *Visa International Operating Regulations* as well as applicable laws or regulations.

The Acquirer must also determine that there is no significant derogatory background information about any of the Merchant's principals. The Acquirer may obtain this information through:

- Credit reports
- Personal and business financial statements
- Income tax returns
- Other information lawfully available to the Acquirer

ID#: 150413-010410-0008478

Inspection

An Acquirer must conduct a physical inspection of the business premises of a prospective Merchant. For Mail/Phone Order and Electronic Commerce Merchants, the Acquirer must also obtain a detailed business description.

ID#: 010410-010410-0005251

Merchant Agreement Requirements (Updated)

An Acquirer must:

- Have a Merchant Agreement with each of its Merchants
- Include language in the Merchant Agreement that obligates its Merchant to:
 - Perform its obligations under the Merchant Agreement in compliance with applicable laws or regulations
 - Comply with the *Visa International Operating Regulations* regarding use of the Visa-Owned Marks
- Ensure that its Merchant complies with the *Visa International Operating Regulations* regarding payment acceptance
- Ensure that required acceptance provisions are included in its Merchant Agreement or as a separate addendum

- Only accept Transactions from a Merchant with which it has a valid Merchant Agreement

ID#: 151013-010410-0003356

Merchant Agreement Disclosure Requirements and Cancellation Rights - Canada Region (New)

Effective 12 November 2013, in the Canada Region, where an Acquirer uses one or more Service Providers and where a Merchant is required to enter into more than one agreement with the Acquirer and such Service Provider(s) in connection with its payment acceptance services:

- The Acquirer must provide written disclosure of the following information in a consolidated fashion, before entering into a Merchant Agreement:
 - The name, coordinates, 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 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 Providers or Service Providers which are unrelated to the Acquirer, a Merchant must be permitted to cancel all related agreements without penalty, following notification of any new or increased fees by the Acquirer and/or Service Provider, in accordance with the "Code of Conduct for the Credit and Debit Industry"

ID#: 151013-121113-0027722

Visa Card and Visa Electron Card Merchant Agreement

A Merchant must have a Merchant Agreement with its Acquirer to accept Visa Cards or Visa Electron Cards. The same contract may cover Visa Cards and Visa Electron Cards.

ID#: 111011-010410-0005107

Right to Terminate

The right of Visa to limit or terminate a Member's agreement with a Merchant must be specified in each Merchant, Sponsored Merchant, and agent agreement.

ID#: 010410-010410-0008473

Merchant Records

An Acquirer must keep a complete, well-documented file containing Merchant records, including any information connected to an investigation, for a minimum of 2 years following Merchant Agreement termination.

In the U.S. Region, an Acquirer of a 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.

ID#: 010410-010410-0008474

Acquirer Requirements – Discount at the Point of Sale – AP Region and LAC Region

In the AP Region and the LAC Region, the provisions in “Acquirer Requirements - Discount at the Point of Sale - U.S. Region” apply to Merchants located in a U.S. Territory.

ID#: 151012-200711-0026495

Rights in Merchant Information

An Acquirer is responsible for ensuring that it has all necessary and appropriate rights under applicable laws or regulations, privacy policies, or agreements to provide Merchant information to Visa.

ID#: 150413-300611-0026459

Merchant Deposits - Canada Region

A Canada Member that accepts a Deposit from a Merchant with which it does **not** have a signed Merchant Agreement is liable for the Deposit in the same manner as if it had a valid Merchant Agreement with that Merchant.

ID#: 010410-010410-0005349

Visa Debit Acceptor Agreement Requirements - Canada Region (Updated)

In the Canada Region, for each new Merchant, the Merchant Agreement must clearly:

- Specify if the Merchant has elected to be a Visa Debit Acceptor
- Distinguish all Card acceptance-related fees, such as discount rates or other pricing terms, associated with Visa Debit Category acceptance

An existing Merchant Agreement must be revised to include the Merchant's option to be a Visa Debit Acceptor and distinguish all Card acceptance-related fees, as specified above, when:

- The existing Merchant Agreement is renewed
- The Merchant indicates to its Acquirer that it wants to accept Visa Debit Category Cards

ID#: 151013-140612-0008375

Reporting of Non-Visa Debit Acceptor Merchants - Canada Region

A Canada Acquirer must report to Visa in writing the name and location of each Merchant that has elected to **not** be a Visa Debit Acceptor.

ID#: 050411-200209-0008377

Illegal Transactions

A Merchant Agreement must specify that a Merchant must **not** knowingly submit, and an Acquirer must **not** knowingly accept from a Merchant for submission into the Visa payment system, any Transaction that is illegal or that the Merchant should have known was illegal.

ID#: 010410-010410-0001303

Merchant Agreement Provisions - U.S. Region (Updated)

A U.S. Acquirer must incorporate the following requirements into all Merchant Agreements:

- A Merchant must not deposit a Transaction that it knows or should have known to be either fraudulent or not authorized by the Cardholder
- The Merchant is responsible for its employees' actions

A Merchant Agreement must also include:

- 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 its Sponsored Merchant (laundering)
- Requirements specified in "Merchant Agreement Requirements - U.S. Region"
- Disclosure of account or Visa Transaction Information prohibitions
- A requirement that the Merchant and its Agents comply with the provisions of the Cardholder Information Security Program

- Merchant responsibility for demonstrating compliance by its Agents with the requirements of the Cardholder 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

ID#: 151013-010410-0008507

Acquirer Requirements - Discount at the Point of Sale - U.S. Region

A U.S. 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 U.S. 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 "Discount Offer - U.S. Region."

A U.S. Acquirer may enforce agreements or enter into agreements with its U.S. Merchants where the Merchant selects Visa Cards as the only general purpose payment cards the Merchant will accept.

ID#: 151012-200711-0026490

Acquirer Requirement to Query the Terminated Merchant File and Inspect Merchant Premises - U.S. Region

A U.S. Acquirer must:

- Query the Terminated Merchant File to determine if the prospective Merchant has been terminated for cause
- Whenever feasible, conduct a physical inspection of the business premises of a prospective Merchant
- For Mail/Phone Order Merchants, obtain a detailed business description

ID#: 010410-010410-0003474

Merchant Agreement Specifications and Options - U.S. Region

In the U.S. Region, for each new Merchant, a Merchant Agreement must clearly:

- 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

ID#: 031209-150210-0008510

Specification of Merchant Fees - U.S. Region

In the Merchant Agreement, a U.S. Acquirer must clearly distinguish fees associated with Visa Transactions from fees associated with other card transactions.

ID#: 010410-010410-0003361

Terminal Processing by Competitors - U.S. Region

A U.S. Acquirer must not prohibit a Merchant from using terminal processing services offered by competitors for the direct delivery of Visa Transactions captured at the Point-of-Transaction to VisaNet for Clearing and Settlement.

ID#: 151013-010410-0003362

Merchant Agreement Form - U.S. Region

In the U.S. Region, most of the form, content, and appearance of a Merchant Agreement is at the discretion of the Acquirer. However, each Merchant Agreement must contain at least the requirements for Merchant Card acceptance specified in the *Visa International Operating Regulations* to the extent permitted under applicable laws or regulations. An Acquirer may include other provisions in its Merchant Agreement if they are consistent with the *Visa International Operating Regulations*.

Each Merchant Agreement must:

- State the terms required to satisfy payment directly to the Merchant, including, but not limited to, the name of the financial institution to which the Acquirer, its Agent, or Sponsored Member must deposit funds for payment of Visa Transactions
- Clearly state the Acquirer's name and location in letter size consistent with the rest of the Merchant Agreement printing, and in a manner that makes the Acquirer's name readily discernible to the Merchant
- Be signed by the Acquirer
- Remain on file at the Acquirer's place of business

ID#: 150413-010410-0008512

Third Party Designation - U.S. Region

In the U.S. Region, a Merchant Agreement must permit a Merchant to designate a third party that does not have a direct agreement with its Acquirer as its agent for the direct delivery of data-captured Visa Transactions to VisaNet for Clearing and Settlement. The Merchant must:

- Advise the Acquirer that it will use a third-party processor
- Agree that the Acquirer must reimburse the Merchant only for the amount of Visa Transactions delivered by that agent to VisaNet, less the appropriate discount fee
- Assume responsibility for any failure by its agent to comply with the *Visa International Operating Regulations*, including, but not limited to, any violation resulting in a Chargeback

ID#: 010410-010410-0003367

Specification of Preauthorized Health Care Transaction Requirements - U.S. Region

In the U.S. Region, the requirements for Preauthorized Health Care Transactions must be included in each Merchant Agreement with a Health Care Merchant.

ID#: 010410-010410-0006144

Additional Merchant Agreement Provisions for Healthcare Auto-Substantiation Merchants - U.S. Region

A U.S. Acquirer participating in Healthcare Auto-Substantiation must ensure that:

- A Merchant that participates in Healthcare Auto-Substantiation Transactions complies with the provisions of the Visa Healthcare Auto-Substantiation Transactions Documents
- The Merchant has obtained a license from and is certified by SIGIS the Special Interest Group for IIAS Standards to process Healthcare Auto-Substantiation Transactions
- The substance of the provisions are included in the Merchant Agreement or as a separate addendum

ID#: 151012-010100-0025562

Required Merchant Information

Required Merchant Information

An Acquirer, its Agent, or processor, in a region where collection of Merchant Data is required, must provide Visa, at minimum, the following information for each Merchant and/or Sponsored Merchant and/or Payment Service Provider, as applicable. The information must be accurate, current, and in the format specified by Visa.

- Merchant T/A (trading as) or DBA (doing business as) name
- Merchant 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.
- Complete Merchant Outlet address (including street address, city, state/province and the postal code)¹
- Merchant telephone number, where applicable

- Merchant business registration number or tax identification number
- Merchant principal/owner name
- National ID number (where available)
- Names and national ID numbers of key employees (where applicable)

¹ This includes the 9-digit zip code in the U.S. Region.

ID#: 150413-300611-0026460

File Retention - Terminated Merchant Agreements - AP Region

In the AP Region, the file of terminated Merchants must include, at a minimum:

- 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
- All Merchant Fraud Performance Program reports relating to the Merchant
- Names and ID numbers of suspect employees
- Written notification of termination or intent to terminate
- Any other supporting documentation that itemizes the details leading to the decision to terminate the Merchant

ID#: 010410-010410-0007371

Required Merchant Information - U.S. Region (Updated)

In addition to the requirements specified in “Required Merchant Information,” in the U.S. Region, an Acquirer, its Agent, or processor is required to provide Visa, at minimum, the following for each Merchant, Sponsored Merchant, and Payment Service Provider:

- U.S. Federal Taxpayer Identification Number, and identification of the number as either a U.S. Federal Employer Identification Number (FEIN) or Social Security Number (SSN)
- Incorporation status (e.g., corporation, partnership, sole proprietor, non-profit, or other)
- Merchant's MCC (Merchant Category Code) and, if applicable, any secondary MCCs
- Termination date and reason for termination if the Acquirer/Merchant relationship is terminated

Visa assesses Acquirers monthly fees, as specified in the applicable Fee Guide.

ID#: 151013-300410-0008513

Jurisdiction of the Acquirer

Country of Domicile and Jurisdiction Requirements (Updated)

An Acquirer must only contract with a Merchant Outlet within the Acquirer's Country of Domicile, as specified in the *Visa International Certificate of Incorporation and Bylaws* or the applicable Certificate of Incorporation and Bylaws.

A Sponsored Merchant and its Payment Service Provider (PSP) must be located within the Acquirer's jurisdiction. The country of the Sponsored Merchant, not the country of the PSP, determines the Acquirer's jurisdiction.

Effective through 14 October 2013, an Acquirer must not contract with a Merchant Outlet that is outside its Country of Domicile unless the:

- Visa Region with jurisdiction over the Merchant Outlet has approved this arrangement, and the country or territory is either:
 - Not any other Principal's Country of Domicile
 - One where the Acquirer has a Branch
- Merchant is an International Airline and the Acquirer maintains the relationship as specified in the *Visa International Operating Regulations* regarding provisions of the International Airline Program
- Merchant Outlet is a military base, embassy, or consulate on foreign territory. Visa considers these Merchant Outlets to be within the Member's Country and Region of Domicile. The currency used to complete the Transaction must be disclosed on the Transaction Receipt.

Effective 15 October 2013, an Acquirer must not contract with a Merchant Outlet that is outside its Country of Domicile unless:

- Visa has approved this arrangement, and the country or territory is either:
 - Not any other Principal's Country of Domicile
 - One where the Acquirer has a Branch
- The Merchant is an International Airline and the Acquirer maintains the relationship as specified in the *Visa International Operating Regulations* regarding provisions of the International Airline Program
- The Merchant Outlet is a military base, embassy, or consulate on foreign territory. Visa considers these Merchant Outlets to be within the Member's Country and Region of Domicile. The currency used to complete the Transaction must be disclosed on the Transaction Receipt.

A bilateral agreement exists between the Canada Region and the U.S. Region for Mail/Phone Order Merchants and Electronic Commerce Merchants.

A PSP must not contract with a Sponsored Merchant that is outside its jurisdiction unless the:

- Sponsored Merchant is an International Airline and the Acquirer and PSP maintain the relationship as specified in the *Visa International Operating Regulations* regarding provisions of the International Airline Program
- Sponsored Merchant is a military base, embassy, or consulate on foreign territory. Visa considers these Sponsored Merchants to be within the Acquirer's Country and Region of Domicile

ID#: 151013-010410-0008552

Cross-Border Merchant Contracting - Canada Region

A Canada Acquirer may acquire the following Canadian dollar Transactions of Canada Cardholders from Merchant Outlets in the U.S. Region:

- Mail/Phone Order Transactions
- Electronic Commerce Transactions

A U.S. Acquirer may acquire the following U.S. dollar Transactions of U.S. Cardholders from Merchant Outlets in the Canada Region:

- Mail/Phone Order Transactions
- Electronic Commerce Transactions

ID#: 010410-010410-0008477

Chargeback Rights for Transactions before Merchant Termination - Canada Region

If a Canada Merchant is terminated by an Acquirer, that Acquirer is liable for Chargebacks for items that were transacted before the termination of the Merchant.

ID#: 010410-010410-0008528

Permitted Merchant Outlets - U.S. Region

A U.S. Acquirer may sign a Merchant Outlet if the Merchant Outlet is located in the Canada Region and the resulting Transactions are:

- Mail/Phone Order Transactions or Electronic Commerce Transactions initiated by U.S. Cardholders
- Advertised and processed in U.S. dollars

ID#: 010410-010410-0001298

Payment Service Providers and Sponsored Merchants

Payment Service Provider Agreement Requirements

An Acquirer must include the following in its Payment Service Provider Agreement:

- A requirement that the Payment Service Provider (PSP) and its Sponsored Merchants comply with the *Visa International Operating Regulations*
- A requirement that the contract between a PSP and a Sponsored Merchant contains the Merchant Agreement, Card and payment acceptance, and all applicable Website requirements specified in the *Visa International Operating Regulations*
- The Acquirer's right to immediately terminate a Sponsored Merchant or the PSP for good cause or fraudulent or other activity, or upon Visa request
- Statements specifying that:
 - The PSP is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the PSP's Sponsored Merchants
 - The PSP is responsible and financially liable for each Transaction entered into Interchange on behalf of the Sponsored Merchant, or for any disputed Transaction, or credit
 - The PSP must not transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
 - The PSP 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
 - The PSP must not deposit Transactions on behalf of another PSP
 - The PSP must not contract with a Sponsored Merchant whose contract was terminated at the direction of Visa or a government agency
 - The PSP must not deposit Transactions from Sponsored Merchants outside the Acquirer's jurisdiction
 - The PSP must provide the names of principals and their country of domicile for each of its Sponsored Merchants and Transaction reports to its Acquirer and to Visa upon request
 - The PSP must ensure that its Sponsored Merchants comply with the Payment Card Industry Data Security Standard (PCI DSS) and the Payment Application Data Security Standard (PA-DSS)

ID#: 150413-010410-0005270

Acquirer Eligibility - Payment Service Provider

Before entering into a Merchant Agreement with any Payment Service Provider (PSP), an Acquirer must:

- Be in good standing in all Visa risk management programs

- Be rated above-standard (a Visa Member risk rating of "A" or "B") and meet a minimum equity requirement¹

Before entering into or renewing a Merchant Agreement with any PSP whose annual Visa Transaction volume exceeds US \$50 million in an Acquirer's jurisdiction, the Acquirer must:

- Be in good standing in all Visa risk management programs
- As specified by Visa, either:
 - Be rated above-standard (a Visa Member risk rating of "A" or "B") and meet a minimum equity requirement¹
 - Enter into a direct Merchant Agreement with, and fund in a manner acceptable to Visa, each of the PSP's Sponsored Merchants, regardless of the Sponsored Merchant's annual Visa Transaction volume

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.

ID#: 150413-010711-0026431

Direct Merchant Agreement Requirement for Sponsored Merchants

An Acquirer must enter into a direct Merchant Agreement with a Sponsored Merchant that exceeds US \$100,000 in annual Visa Transaction volume. The Acquirer must, with respect to such Sponsored Merchant, comply with all obligations specified in the *Visa International Operating Regulations*.

ID#: 151012-010711-0026432

International Airline Program

International Airline Merchant Agreement Specifications

An International Airline Merchant Agreement must contain, at a minimum, the elements specified in this section, in addition to the contract requirements specified for all Merchants in the *Visa International Operating Regulations*.

The agreement must specify the Acquirer's responsibilities to the Merchant for Chargeback resolution support. This support must include:

- Written information on Chargeback rights and procedures
- Chargeback processing, including a list of Chargeback reason codes, Merchant recourse options, and an Acquirer contact

The agreement must list the countries from which the Acquirer will accept Transactions, including the Authorization support procedures and processes for each country. It must also require that the Acquirer and the Merchant notify Visa if Authorization problems arise for any countries covered by the Merchant Agreement.

ID#: 010410-010410-0008575

Acquirer Due Diligence

Terminated Merchant Query - Payment Service Provider

An Acquirer must:

- Ensure that a terminated Sponsored Merchant or terminated Payment Service Provider (PSP) is added to the Visa Merchant Trace System (as specified in "Required Use of Merchant Trace System - AP Region"), Terminated Merchant File, or, where available and permitted by applicable laws or regulations, equivalent terminated Merchant database
- In the U.S. Region, ensure that a PSP with one or more Sponsored Merchants classified, or that should be classified, with Merchant Category Code 5967, "Direct Marketing - Inbound Teleservices Merchant," complies with the High-Risk Internet Payment Service Provider registration program and operating requirements

ID#: 150413-010711-0026433

Terminated Merchant File Query Responses - U.S. Region

A U.S. Acquirer must query the Terminated Merchant File, as specified , before entering into a Merchant Agreement with a prospective Merchant.

If the Acquirer receives a response indicating a "possible match" against a Merchant listed on the Terminated Merchant File, the Acquirer must:

- 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 should make its acceptance decision based on further investigation, and must use Terminated Merchant File data **only** as an informational tool in the decision-making process.

ID#: 111011-010410-0008577

Electronic Commerce Acquirer Agreement

Internet Merchant Registration - AP Region

An AP Member entering the Internet Merchant acquiring business must register with Visa.

ID#: 010410-010410-0005323

Point-of-Transaction - Display of Marks

Display of Marks at the Point of Sale

Merchant Standards for Card Acceptance

An Acquirer contracting with a Merchant to accept Cards must ensure that the Merchant meets the standards specified in the table below.²

Merchant Acceptance Standards			
Symbols Displayed at Merchant	Cards Accepted by Merchant	Electronic Capability	Cash-Back
Visa Brand Mark	Visa Cards ¹	Optional	For Domestic Transactions only, at the option of Visa
Visa Brand Mark with the Electron Identifier	Visa Electron Cards	Required	For Domestic Transactions only, at the option of Visa

1. A variance to this requirement applies in the U.S. Region.
2. A variance to this requirement applies in the Canada Region.

ID#: 160312-010410-0003658

Display of Appropriate Marks

A Member or Merchant must display the appropriate Marks to indicate which Cards it accepts for payment, as specified in the *Visa Product Brand Standards*.

ID#: 010410-010410-0008496

Display of Marks Exclusion

A Merchant is **not** required to display the Visa-Owned Marks if it does not deal with the general public (e.g., a private club, or if prohibited by trade association rules).

ID#: 150413-010410-0002643

Display of Electron Mark Prohibition

A Point-of-Transaction Terminal that does not have Online capability, regardless of whether the terminal is Chip-enabled, must not display the Visa Brand Mark with the Electron Identifier.

ID#: 151013-010410-0002828

Visa Right to Request Display Modification (Updated)

Visa may require modification of any display of an Affinity/Co-Brand Partner's Trade Name or Mark at a Merchant Outlet if the display adversely affects the Visa brand.

ID#: 151013-010413-0027375

Visa Marks Display Requirements – AP Region and LAC Region

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

ID#: 151012-200711-0026496

Visa Marks Display Requirements - U.S. Region

A U.S. 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.

ID#: 151012-200711-0026491

Display of Marks Acquirer Requirements - U.S. Region

A U.S. Acquirer must ensure that:

- Each of its Limited Acceptance Merchants displays the Visa-approved signage representing the Limited Acceptance category it has selected
- A Merchant does not display the Visa-Owned Marks indicating acceptance of all Visa Cards if it has selected Limited Acceptance

ID#: 151013-010410-0002318

Mail/Phone Order Merchant Acceptance Requirements - U.S. Region

A U.S. Mail/Phone Order Merchant must:

- Advise the Cardholder, during the payment process, 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 Flag Symbol or 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

ID#: 010410-010410-0002340

Display of Marks at an ATM

ATM Display of Visa Marks - U.S. Region

In the U.S. Region, only ATMs and Acquirers that participate in the Visa ATM Network may display the Visa Flag Symbol or Visa Brand Mark.

ID#: 010410-010410-0004754

ATM Display of Visa Marks Prohibition - U.S. Region

A U.S. Acquirer must not display the Visa Flag Symbol or Visa Brand Mark on or surrounding an ATM unless that ATM accepts all Visa Cards.

ID#: 151013-010410-0004755

ATM Marks Color and Size Requirements - U.S. Region (Updated)

In the U.S. Region, when used as the only Mark at an ATM, the Visa Flag Symbol, Visa Brand Mark, or Visa Brand Mark with the Electron Identifier must:

- Be in full color
- Be at least 54mm high by 86mm wide

ID#: 151013-140813-0004775

ATM Marks Size Requirements with Other Marks - U.S. Region

In the U.S. Region, the Visa Brand Mark must **not** be smaller than any other acceptance Mark indicating participation in any ATM network, other than a Member's own proprietary network or a single primary regional network Mark that is also displayed on the ATM. No other Mark of the Visa Program may be displayed on participating ATMs, except as specified in "Plus Symbol Display Requirement at ATM - U.S. Region."

ID#: 010410-010410-0006169

Display of Marks Online

Acquirer Use of the Verified by Visa Mark

An Acquirer that uses the Verified by Visa Mark must:

- Comply with the *Visa Product Brand Standards*
- Ensure that its Verified by Visa components have successfully met the requirements of the Visa 3-D Secure Vendor Compliance Testing Program
- Ensure that its Merchant using the Verified by Visa Mark:
 - Uses certified and operational Verified by Visa software on its Website
 - Complies with the *Visa Product Brand Standards*
 - Does not use the Mark unless it is a Verified by Visa participant
 - Does not use the Mark in a way that implies endorsement of any other product or service
 - Does not use the Mark to indicate payment acceptance

ID#: 150413-010410-0008630

Use of Brand Name vs. Brand Mark

A Merchant Website must display the Visa Brand Mark, as specified in the *Visa Product Brand Standards*.

The Visa Brand Name must only be used to indicate acceptance when a visual representation of the Visa Brand Mark is not possible on the Merchant Website.

A Merchant displaying the Verified by Visa Mark on its Website must comply with the *Visa Product Brand Standards*.

ID#: 150413-150210-0008671

Verified by Visa Display Requirements - CEMEA Region

A CEMEA Issuer providing Verified by Visa to its Cardholders must display the Verified by Visa Mark in the authentication window presented to the Cardholder for authentication.

ID#: 150413-010410-0005517

Display of Marks at Point of Payment Choice - U.S. Region

A U.S. Merchant Website must display at the point of payment choice either the:

- Visa Flag Symbol or 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

ID#: 010410-010410-0002337

Manual Cash Disbursement

Manual Cash Disbursement Display of Marks

An Acquirer must display the appropriate Visa-Owned Marks to indicate which Cards are accepted for Manual Cash Disbursements.

ID#: 010410-010410-0005297

Point-of-Transaction Terminals

Point-of-Transaction Terminal General Requirements

Point-of-Transaction Terminal Requirements - AP Region

The following requirements apply to newly purchased or replaced electronic Point-of-Transaction terminals in the AP Region:

- The terminals must be fully EMV- and VIS-compliant
- The terminals must appear on the EMV Co-approved terminal list

ID#: 010410-010410-0004858

Card Acceptance Device Installation Requirements - CEMEA Region (Updated)

In the CEMEA Region, all newly installed devices that accept Visa Cards and Visa Electron Cards must:

- Be fully EMV and VIS-Compliant
- Operate in line with the Smart Payment Product Principles
- Support Static and Dynamic Data Authentication, with the optional exception of Online-only devices

ID#: 151013-211010-0026056

Terminals at Tip-Accepting Merchants - U.S. Region

A U.S. Acquirer must ensure that new Point-of-Transaction Terminals installed at a Merchant Outlet that receives or accepts tips are not programmed to include an estimated tip amount in the Authorization Request.

ID#: 151013-010410-0004966

Point-of-Transaction Terminal PIN Requirements - U.S. Region (Updated)

In the U.S. Region, a Merchant that accepts PINs for Cardholder Verification must take all reasonable actions to ensure that its Point-of-Transaction Terminals and PIN pads operated at the Merchant Outlet(s):

- Are available for use by all Cardholders for Transactions
- Function reliably
- Comply with the PIN Management Requirements Documents
- Comply with the *Visa PIN Security Program Guide*

ID#: 151013-140412-0026505

Magnetic-Stripe Terminals

Service Codes at Point-of-Transaction Terminals

The table below specifies requirements for Service Code acceptance at Point-of-Transaction Terminals.

Requirements for Service Code Acceptance at Point-of-Transaction Terminals

Terminal Type	Terminal Requirements
All Point-of-Transaction Terminals with Online capability	Must either: <ul style="list-style-type: none">• Read and act upon all Service Codes, as specified in the <i>Payment Technology Standards Manual</i>• Seek Issuer Authorization on all Transactions (Zero Floor Limit)
All Point-of-Transaction Terminals with Data Capture-Only Capability	As specified in the <i>Payment Technology Standards Manual</i> , must both: <ul style="list-style-type: none">• Examine Service Codes• Act upon Service Codes

ID#: 150413-010210-0004825

Account Number Acceptance at Terminals

An Acquirer that processes Visa or Visa Electron Transactions from a Point-of-Transaction Terminal (excluding an ATM) must ensure that the terminal accepts all 16-digit Account Numbers that contain a valid Visa-assigned BIN for Visa and Visa Electron Transactions.

ID#: 010410-010410-0004769

Account Number Processing at Terminals

All Member Point-of-Transaction processing systems (excluding ATMs) must be able to accept all 16-digit Account Numbers that contain a valid Visa-assigned BIN.

ID#: 010410-010410-0004770

Magnetic-Stripe Terminal Requirements

An Acquirer must ensure that a Magnetic-Stripe Terminal:

- Is used to obtain Authorization through the V.I.P. System and is able to read all Magnetic Stripes that conform to the specifications in the:
 - *Visa International Operating Regulations*
 - *Visa Product Brand Standards*
 - *Payment Technology Standards Manual*
 - *Transaction Acceptance Device Requirements*

- Transmits the entire unaltered contents of all data encoded on either track 1 or track 2 of the Magnetic Stripe
- Does not erase or alter any magnetic encoding on a Card
- Does not display or print more information than is embossed or printed on the front or back of the Card. This prohibition does not apply to displaying or printing the full Account Number on a Visa Electron Card with a partial Account Number.

ID#: 150413-010210-0003619

Dual-Reader Terminals

All new Magnetic-Stripe Terminals produced with dual-reader heads must be capable of processing and distinguishing the Magnetic Stripe containing Visa payment data from other proprietary Magnetic Stripes that may be present on the Card.

ID#: 010410-010410-0003620

Chip-Reading Terminals

Chip-Reading Device International Interoperability

Chip-Reading Devices that accept Visa Cards and Visa Electron Cards and placed in service **on or after 1 January 2001** must meet Visa specifications for international interoperability and functionality, including:

- EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
- *Transaction Acceptance Device Requirements*

ID#: 150413-010410-0004826

Chip-Reading Device Requirements

When installing an EMV-Compliant Chip-Reading Device to accept a Visa or Visa Electron Payment Application, an Acquirer must ensure that the terminal:

- Has been approved by Visa, or an entity authorized by Visa
- Complies with the EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
- Has the capability to have its Visa Public Keys replaced in an acceptable method by any date specified by Visa

ID#: 150413-010410-0004827

Chip Interoperability Problems

If Visa determines that an Acquirer or Acquirer's agent has a high-severity Chip interoperability problem and that progress toward an agreed-upon resolution plan is no longer acceptable, the Acquirer or Acquirer's agent is subject to the requirements of "Chip Interoperability Compliance Program."

ID#: 010410-010410-0004828

Acquirer Device Validation Toolkit

An Acquirer must successfully complete the Acquirer Device Validation Toolkit (ADVT) process, as specified in the *Acquirer Device Validation Toolkit User Guide*, before deploying or upgrading a Chip-Reading Device. An Acquirer that fails to successfully complete the ADVT process may be subject to the requirements of "Chip Interoperability Compliance Program."

An Acquirer may perform ADVT testing only on a device containing a kernel or interface module (IFM) with an expiration date after 1 July 2010.

An Acquirer that tests with the ADVT must submit test results using the Chip Compliance Reporting Tool (CCRT).

An Acquirer must not submit ADVT test results for a device containing a kernel or interface module (IFM) that has expired.

ID#: 150413-010410-0008887

Variable Length Account Numbers at a Chip-Reading Device

An Acquirer must ensure that all Chip-Reading Devices that accept Visa and Visa Electron Cards support variable-length Account Numbers up to and including 19 digits.

ID#: 010410-010410-0004830

Dynamic Data Authentication on a Chip-Reading Device

An Acquirer must ensure that Dynamic Data Authentication is active in all Chip-Reading Devices that accept Visa and Visa Electron Cards, unless the device obtains an Online Authorization for all Transactions.

ID#: 010410-010410-0004831

Chip-Reading Device and Transmission Requirements (Updated)

An Acquirer must ensure that an EMV-Compliant Chip-Reading Device:

- Reads the Magnetic Stripe

- Reads the Chip if an EMV- and VIS-Compliant Chip is present, and does not allow the Chip-Reading Device to override the Chip Authorization controls by manually prompting the device to use the Magnetic Stripe. The Magnetic Stripe may be read only if the Chip is not EMV- and VIS-Compliant, or the Chip or Chip reader is inoperable.¹
- Supports "No CVM (Cardholder Verification Method) required" for all EMV-Compliant Chip-Reading Unattended Cardholder-Activated Terminals that do not require PINs for all Transactions
- If capable of performing Online Transactions, performs Terminal Risk Management, as specified in the EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
- Supports Post-Issuance Application Change commands if the Acquirer is capable of processing Full-Chip Data
- Captures and transmits Full-Chip Data for all Chip-initiated Transactions
- Supports the terminal action codes and facilitates access to multiple accounts on a Chip Card, as specified in the *Transaction Acceptance Device Requirements*
- Presents mutually supported Payment Applications contained in the Chip to the Card, or to the Cardholder where the Cardholder has the ability to select the Payment Application, and does not discriminate between Payment Applications, except as stipulated by the Chip parameters

¹ **Effective 1 October 2013**, a variance applies in the AP Region for Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.

ID#: 151013-010410-0004832

Chip-Reading Device Plaintext Offline PIN Requirements

Chip-Reading Devices (including Unattended Cardholder-Activated Terminals) placed in service on or after 1 April 2001 that support "Enciphered Offline PIN" must also support "Plaintext Offline PIN."

ID#: 151012-010410-0004834

Acquirer Chip Card Acceptance Requirements (Updated)

A Full-Chip Data Acquirer must accept and process VIS and Common Core Definitions Chip Cards, as specified in the

- *Visa Smart Debit/Credit System Technical Manual.*

ID#: 151013-010410-0004835

Chip-Reading Device PIN Requirements (Updated)

An Acquirer must ensure that an EMV-Compliant Chip-Reading Device:

- Is equipped with ports that support devices capable of prompting for, and accepting a PIN based upon, Cardholder Verification Method parameters encoded on the Chip

- Does not display the Visa Brand Mark or Visa Brand Mark with the Electron Identifier on PIN-only Chip-Reading Devices, excluding ATMs and Unattended Cardholder-Activated Terminals that only accept PINs for Cardholder Verification
- **Effective through 31 March 2014**, does not prompt international Cardholders for a PIN unless required by the Chip, excluding ATMs and Unattended Cardholder-Activated Terminals that only accept PINs for Cardholder Verification
- **Effective 1 April 2014**, does not prompt Cardholders for a PIN unless required by the Chip, excluding ATMs, offline-only Unattended Cardholder-Activated Terminals, Unattended Cardholder-Activated Terminals deployed before 1 April 2014, or Unattended Cardholder-Activated Terminals deployed after 1 April 2014 to replace an existing terminal
- **Effective 1 April 2015**, does not prompt Cardholders for a PIN unless required by the Chip, excluding ATMs and offline-only Unattended Cardholder-Activated Terminals

ID#: 151013-010410-0004836

Chip-Reading Device PIN Pad Requirements

A Chip-Reading Device must have either a PIN pad or a port capable of supporting a PIN pad.

If a PIN pad is present and active, the Chip-Reading Device must:

- Comply with Visa encryption standards
- Act on the Cardholder Verification Method List

ID#: 010410-010410-0008502

Chip-Reading Device Software Support Requirements

A Chip-Reading Device must be capable of supporting software to enable the functions specified in "Chip-Reading Device PIN Pad Requirements" if either the:

- Chip-Reading Device is equipped with a PIN pad port only
- PIN pad is inactive for Visa Chip-initiated Transactions

ID#: 010410-010410-0004840

Chip-Reading Device PIN Pad Activation Requirements

If a PIN pad is active for other Chip-enabled payments, it must be active for Visa Chip-initiated Transactions.

Exceptions to "Chip Reading Device PIN Pad Requirements" and "Chip-Reading Device Software Support Requirements" are permitted when compliance is inherently impractical (e.g., road tolls, transit applications, situations where a Cardholder would not expect interaction with a Chip-Reading device).

ID#: 010410-010410-0004841

Chip Transaction Acquirer Data Requirements

An Acquirer that processes a Chip-initiated Transaction must:

- Properly identify the Authorization Response code in the Clearing Record initiated by an EMV-Compliant Chip-Reading Device, as specified in the applicable VisaNet Manuals
- Use the appropriate POS Entry Mode code value ("05," "07," "91," or "95")
- Provide the Authorization Response code in the Clearing Record for a Chip-initiated Transaction that is approved offline
- Support Full-Chip Data processing via its host system. An Acquirer that is unable to support Full-Chip Data processing via its host system is prohibited from deploying or supporting Chip-Reading Devices with the Chip functionality enabled and must either:
 - Update its host system and network functionality to support Full-Chip Data
 - Disable Chip functionality in all Chip-Reading Devices connected to its host system

ID#: 151012-150210-0004842

Chip-Reading Device Acquirer Public Keys Requirements

An Acquirer must ensure that the Visa Public Keys are replaced by any date specified by Visa.

ID#: 010410-010410-0004843

Acquirer Chip-Reading Device Information Responsibilities

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

ID#: 010410-010410-0006018

PIN Capability at Chip-Reading Devices - AP Region

All new Chip-Reading Devices in the AP Region, certified by EMV Co, must be capable of accepting a PIN, with plaintext and enciphered Offline PIN Verification as the minimum requirement.

ID#: 010410-010410-0004860

ATM EMV Capability in Australia and New Zealand – AP Region

Effective 1 January 2016, in the AP Region, all ATMs in Australia and New Zealand must be fully EMV-Compliant and VIS-compliant.

ID#: 150413-060111-0026183

Chip Reading Terminal Requirements in Australia – AP Region

An Acquirer in Australia must ensure that an EMV-Compliant Chip-Reading Device:

- Supports and accepts an Online and Offline PIN based upon the Cardholder Verification Methods encoded in the Chip
- Supports PIN bypass. If PIN is not used, the Merchant must obtain signature as Cardholder Verification Method
- Supports “No CVM (Cardholder Verification Method) required” for all EMV-Compliant Chip-reading Unattended Cardholder-Activated Terminals that perform Transactions where a PIN is not present
- For an Unattended Cardholder-Activated Terminal, supports Online PIN and Offline PIN. All Unattended Cardholder-Activated Terminals that support “Enciphered Offline PIN” must also support “Plaintext Offline PIN.”

ID#: 150413-060111-0026184

PIN-Entry Bypass Prohibition in Australia - AP Region

Effective 17 March 2014, in Australia, for a domestic Chip-initiated Transaction that requires a PIN, an Acquirer must ensure that PIN-entry cannot be bypassed.

ID#: 150413-170314-0027512

Chip Reading Terminal Risk Management in Australia – AP Region (Updated)

Effective through 11 April 2014, an Acquirer in Australia must ensure the random transaction selection of a Terminal Risk Management process does not exceed 10% of the total Below-Floor Limit Transactions for all EMV- and VIS-Compliant Chip-Reading Terminals.

ID#: 151013-060111-0026185

PIN-Entry Bypass Prohibition - Canada Region

A Canada Acquirer must ensure that PIN entry on a Compliant Chip-Reading Device with a PIN Entry Device cannot be bypassed by the Acquirer, the Merchant, or an agent of the Acquirer or the Merchant.

ID#: 010410-010410-0004863

Offline PIN at Compliant Chip-Reading Devices - Canada Region

Compliant Chip-Reading Devices in the Canada Region must support both plaintext PINs that are verified offline and enciphered PINs that are verified offline.

ID#: 010410-010410-0004866

Online-Capable Chip-Reading Device Plaintext Offline PIN Requirements - CEMEA Region

A CEMEA Acquirer must ensure that all Online-Capable Chip-Reading Devices at Merchant Outlets support both "Plaintext PIN verified offline" and "Enciphered PIN verified offline," with the optional exception of Online-only devices.

ID#: 010410-010410-0004896

Online-Only Chip-Reading Device Plaintext Offline PIN Requirements - CEMEA Region

A CEMEA Acquirer must ensure that all Online-Only Chip-Reading Devices at Merchant Outlets support "Enciphered PIN verified Online" if these Devices do **not** support both "Plaintext PIN verified offline" and "Enciphered PIN verified offline," with the optional exception of Online-only devices.

ID#: 010410-010410-0004897

Proximity/Contactless Payment Terminals

Proximity Payment Terminal Combination Testing Requirements

An Acquirer or Acquirer's agent must perform successful combination testing using the ADVT-qVSDC device module or other Visa-approved combination testing tool before deployment of a quick Visa Smart Debit/Credit (qVSDC) Proximity Payment reader at a Point-of-Transaction Terminal.

ID#: 160312-130809-0008835

Proximity Payment POS Entry Mode Code (Updated)

An Acquirer must ensure that a Proximity Payment terminal uses the proper POS Entry Mode code, as indicated in the applicable VisaNet Manuals to identify that the Transaction is processed as one of the following:

- Chip Card Transaction
- Magnetic-Stripe Card Transaction
- Proximity Payment Transaction

Effective through 30 April 2013, all new Proximity Payment terminals deployed in countries without existing Visa Proximity Payment terminal implementations must not limit a contactless Face-to-Face Environment Transaction by Transaction amount.

Effective 1 May 2013, a new Proximity Payment terminal must not limit a contactless Face-to-Face Environment Transaction by Transaction amount.

This provision does not apply to Acquirers in Visa Europe.

ID#: 151013-010410-0002058

Proximity Payment Terminal Compliance (Updated)

All new Proximity Payment terminals in countries without existing contactless implementations must comply with the Visa Contactless Payment Specification.

Effective through 31 March 2014, a Proximity Payment terminal placed in the AP, Canada, CEMEA, or LAC Regions must comply with the *Visa Contactless Payment Specification 2.0* or later¹ and must be capable of processing a Transaction using the qVSDC transaction path and transmitting the resultant Chip data to VisaNet.

Effective 1 April 2014, a newly-deployed Proximity Payment terminal in the AP, Canada, CEMEA, or LAC Regions must comply with the *Visa Contactless Payment Specification 2.1.1* or later^{1, 2}, or the equivalent EMV contactless kernel 3, and must be capable of processing a Transaction using the qVSDC Transaction path and transmitting the resultant Chip data to VisaNet.

Effective through 31 March 2013, a newly placed Proximity Payment terminal in the U.S. Region must comply with the *Visa Contactless Payment Specification version 1.4.2* or version *2.0* or later. Proximity Payment terminals supporting *version 2.0* or later must actively support both the MSD and qVSDC transaction paths. Additionally, the Merchant's Acquirer must be certified to process Full-Chip Data.

Effective 1 April 2013, in the U.S. Region, a newly placed Proximity Payment terminal must comply with the *Visa Contactless Payment Specification 2.1.1* or later and must actively support both the MSD and qVSDC transaction paths.

Where qVSDC is supported, the Proximity Payment terminal may require an Online Authorization for all Transactions.

Effective 9 May 2013, a Proximity Payment terminal that is an ATM must comply with the *Visa Contactless Payment Specification 2.1.1* or later³ and must be capable of processing a Transaction using the qVSDC transaction path and transmitting the resultant Chip data to VisaNet.

Effective 9 May 2013 through 31 December 2014, ATMs in the U.S. Region must actively support both the MSD and qVSDC Transaction paths.

Effective 1 January 2015, in the U.S. Region, MSD transaction path support is not required for Proximity Payment terminals.

Support for the MSD transaction path is optional in the AP, Canada, CEMEA and LAC Regions.

¹ For Proximity Payment terminals placed in Korea, Malaysia and Taiwan. Visa Touch readers placed in Japan are exempt from this requirement.

² Does not apply to Merchants who have deployed Proximity Payment terminals complying with the *Visa Contactless Payment Specification 2.0* prior to 1 April 2014.

³ Does not apply to ATMs deployed in the LAC Region for Members in Brazil prior to 9 May 2013.

ID#: 151013-010513-0002059

Deployment of Proximity Payment-Only Terminals (Updated)

A Merchant that deploys a Proximity Payment-Only Terminal:

- Must display at such a terminal the appropriate acceptance Mark, as specified in the *Visa Product Brand Standards*
- Must accept at such a terminal all Proximity Payment Devices properly presented
- Must accept all Cards at all other sales distribution channels at the Merchant Outlet. This requirement does not apply to Merchant Outlets that are transit passenger vehicles (e.g., buses, ferries, trains)
- Must obtain Authorization for the full Transaction amount prior to Clearing for a Transaction that takes place at such a terminal

A Proximity Payment-Only Terminal may be deployed only at a turnstile, fare gate, or point of boarding at a Merchant properly assigned Merchant Category 4111, "Local and Suburban Commuter Passenger Transportation, Including Ferries," 4112, "Passenger Railways," or 4131, "Bus Lines."

A Transaction completed at a Proximity Payment-Only Terminal must contain the following values in the Authorization Request and Clearing Record:

- One of the following Merchant Category Codes:
 - 4111, "Local and Suburban Commuter Passenger Transportation, Including Ferries"
 - 4112, "Passenger Railways"
 - 4131, "Bus Lines"
- POS Entry Mode value "07"
- Terminal Type value "3" / UAT indicator value "1" or "3"
- POS Terminal Entry Capability value "8"

ID#: 151013-131011-0026670

Proximity Payment Transactions - AP Region

In the AP Region, a Proximity Payment Terminal and a Proximity Payment Transaction must comply with:

- Visa Contactless Payment Specification
- Visa Contactless Payment Service Specifications - AP Region
- *Visa payWave Asia Pacific Member Implementation Guide*

An AP Member participating in Proximity Payment Transactions must report the summary of all Proximity Payment Transactions to Visa quarterly, as specified in the *Visa payWave Asia Pacific Member Implementation Guide*.

ID#: 151012-010510-0025706

Proximity Payment Authorization Requirements - AP Region (Updated)

In the AP Region, a domestic Proximity Payment Transaction must be authorized offline if all of the following:

- The Transaction amount is less than or equal to the Floor Limits specified in the following table:
- The cumulative value authorized offline in consecutive Proximity Payment Transactions does not exceed cumulative offline limits specified in the *Visa payWave Asia Pacific Member Implementation Guide*

Domestic Proximity Payment Transaction Authorization Floor Limits – AP Region

Country	Proximity Payment Floor Limit in Local Currency
Effective through 11 April 2014, Australia	AUD 100
Hong Kong ¹	HKD 500
Indonesia ¹	IDR 200,00
Malaysia ¹	MYR 150
People's Republic of China ¹	RMB 500
S. Korea	KRW 50,000
Singapore ¹	SGD 100
Taiwan ¹	NTD 3,000
Thailand ¹	THB 1,500
Effective through 17 April 2015, New Zealand	NZ 80

Country	Proximity Payment Floor Limit in Local Currency
Japan	JPY 10,000
Philippines	PHP 2.000

1. These countries may limit the maximum value of a single Proximity Payment Transaction up to the Transaction limits specified in the table above.
-

ID#: 151013-010410-0025707

Domestic Proximity Payment Floor Limits in Japan - AP Region (New)

Effective 8 August 2013, an Acquirer in Japan must ensure that its Merchants obtain Online Authorization for domestic Proximity Payment Transaction amounts above the Chip Floor Limits specified in "Maximum Authorized Floor Limits."

Contactless Chip Floor Limits specified in "Maximum Authorized Floor Limits" continue to apply for Proximity Payment International Transactions.

ID#: 151013-080813-0027687

Proximity Payment Issuer Requirements - AP Region

The cumulative value authorized offline in consecutive Proximity Payment Transactions must not exceed the cumulative offline limits specified in the *Visa payWave Asia Pacific Member Implementation Guide*.

An Issuer must not send a Referral Response to an Authorization Request for a Proximity Payment Transaction.

ID#: 050411-010100-0025708

Proximity Payment Program Acquirer Obligations - Canada Region

A Canada Acquirer that deploys Proximity Payment Devices that are capable of processing offline-authorized Transactions must permit Proximity Payment Transactions to be conducted offline for the maximum amount programmed by the Issuer on the Proximity Payment Card.

The Canada Acquirer must process Proximity Payment Transactions as specified in the Visa Contactless Payment Specification and ensure that Proximity Payment Transactions can be processed as programmed by the Issuer on the Proximity Payment Card.

ID#: 151012-010410-0002077

Proximity Payment Transaction Requirements - Canada Region

In the Canada Region, a Proximity Payment Transaction must be a Transaction that is made with a Visa Card issued by a Member and that uses either:

- The version of the qVSDC protocol that uses Cryptogram 17 as specified in the Visa Contactless Payment Specification and the Proximity Payment Transaction is either Online or offline-authorized
- The MSD protocol as specified in the Visa Contactless Payment Specification and the Proximity Payment Transaction is fully authorized by having a Zero Floor Limit

ID#: 151012-010410-0002078

Proximity Payment Device Requirements - Canada Region

A Proximity Payment Device in the Canada Region must support the version of the qVSDC protocol that uses Cryptogram 17, and may also support the MSD protocol, as specified in the Visa Contactless Payment Specification.

ID#: 151012-010410-0002080

Contactless Chip-Reading Device Testing Requirements - U.S. Region (Updated)

In the U.S. Region, an Acquirer must successfully complete Contactless Device Evaluation Toolkit (CDET) testing, as specified in the *Visa Contactless Device Evaluation Toolkit User Guide*, for all new contactless Chip-Reading Devices and any existing contactless Chip-Reading Devices that have undergone a significant hardware or software upgrade, prior to deployment. Testing may be performed using the Visa CDET test tool/pack or using a Visa-approved third party developed tool.

ID#: 151013-130912-0026994

Merchant Registration for Contactless - U.S. Region

A U.S. Acquirer must register its Merchant in order for the Merchant to participate in the Visa Contactless Payment Program. Registration information is available upon request from Visa.

ID#: 010410-010410-0002043

Automated Fuel Dispensers

Automated Fuel Dispenser Authorization Options (Updated)

An Automated Fuel Dispenser Merchant must obtain Online Authorization for all Transactions using one of the following:

- An Authorization for the full amount of the Transaction

- A Status Check Authorization
- Real-Time Clearing, as follows:
 - Send a preauthorization request for an estimated amount (not to exceed US \$500, or local currency equivalent), 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
 - Send the actual Transaction amount (Completion Message) to the Issuer within X of the preauthorization request
- **Effective through 30 June 2015**, for an Online Check Card Transaction, obtain an Authorization for an amount based on the estimated Transaction amount, not to exceed US \$50.

A Status Check Authorization is equivalent to an Authorization up to and including:

- For Domestic Transactions in Japan: JPY 15,000
- For domestic Visa Fleet Card Transactions in the U.S. Region: US \$150
- For other Transactions:
 - That are Chip and PIN-initiated: US\$100 or local currency equivalent
 - That are Magnetic Stripe-read or Chip-read without PIN: US\$75 or local currency equivalent

The Automated Fuel Dispenser Merchant is protected from Chargeback Reason Code 72, "No Authorization," for the amount approved by the Issuer or the Authorization value of the Status Check Authorization

An Automated Fuel Dispenser in the U.S. Region that uses a Status Check Authorization must use the Status Check Procedure.

Provisions related to Real-Time Clearing are not applicable to Transactions involving Issuers or Acquirers in Visa Europe.

ID#: 151013-150210-0008542

Status Check Authorization Restriction

Only the following Merchants may perform a Status Check Authorization:

- Automated Fuel Dispenser Merchant, as specified in "Automated Fuel Dispenser Authorization Options"
- In the LAC Region, an H & C Merchant, as specified in "Authorizations in Public and Private Hospitals - LAC Region"
- In the U.S. Region, Prestigious Property Merchant

ID#: 151012-151209-0025602

Automated Fuel Dispenser Requirements – U.S. Region (Updated)

Effective 20 October 2012, an Acquirer that has a Merchant Agreement with an Automated Fuel Dispenser Merchant in the U.S. Region that uses the Status Check Procedure must:

- Send an Acquirer Confirmation Advice properly identifying the final Transaction amount as specified in the applicable VisaNet Manuals, within X of the Status Check Authorization
- Ensure the amount transmitted in the Acquirer Confirmation Advice equals the amount transmitted in the Clearing Record

ID#: 151013-201012-0026793

Automated Fuel Dispenser Partial Authorization Requirements - U.S. Region (Updated)

In the U.S. Region, an Automated Fuel Dispenser Merchant that participates in the Partial Authorization service must:

- Include the Partial Authorization indicator in the Status Check Authorization message, as specified in the applicable VisaNet Manuals
- Be able to set the Automated Fuel Dispenser terminal to only dispense fuel up to whichever is lower:
 - The amount approved in the Partial Authorization Response by the Issuer
 - The Status Check approval amount allowed by the appropriate Card type, as specified in "Automated Fuel Dispenser Authorization Options"
- Submit an Authorization Reversal for the full amount of the Partial Authorization Response if the Cardholder does not continue with the Transaction
- Submit a Clearing Transaction only for the amount of fuel dispensed and approved

ID#: 151013-010410-0005401

Unattended Acceptance Terminals

Unattended Cardholder-Activated Terminal Acquirer General Requirements (Updated)

An Acquirer that installs Unattended Cardholder-Activated Terminals must ensure that the terminal:

- **Effective 12 September 2013**, follows all applicable Point-of-Transaction Card acceptance requirements when accepting payment for goods or services, and follows ATM requirements when dispensing cash
- **Effective 1 April 2014**, all newly deployed, unless deployed to replace an existing terminal, online-capable Unattended Cardholder-Activated Terminals that process Chip-initiated and Proximity Payment Transactions must support "No-CVM (Cardholder Verification Method) Required"

- **Effective 1 April 2015**, all online-capable Unattended Cardholder-Activated Terminals that process Chip-initiated and Proximity Payment Transactions must support “No-CVM (Cardholder Verification Method) Required”
- Displays the Merchant name and customer service telephone number
- Provides a Transaction Receipt (not required for Visa Easy Payment Service Transactions unless requested by the Cardholder)¹
- Notifies the Cardholder that the Card has been retained, when applicable

¹A variance to this requirement applies in the AP Region for Members in Australia and New Zealand for certain vending machine Transactions.

ID#: 151013-120913-0004816

Unattended Cardholder-Activated Terminal Requirements - PIN Acceptance (Updated)

An Unattended Cardholder-Activated Terminal that accepts PINs must be capable of conveying an "invalid PIN - re-enter" message to the Cardholder

A

ID#: 151013-010410-0004821

Unattended Cardholder-Activated Terminal Card Retention

An Unattended Cardholder-Activated Terminal is not required to have the ability to retain Cards. If it does have this ability, it may retain a Card only upon Issuer request, and the Acquirer or Merchant must:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable and return it to the Issuer. If the Card bears a Chip, the Chip must not be damaged.

The Issuer is not required to pay a reward to the Acquirer. The Acquirer may collect a handling fee.

ID#: 151012-010410-0004823

Unattended Cardholder-Activated Terminal Declines (Updated)

If an Unattended Cardholder-Activated Terminal allows an Acquirer to cancel a Transaction, the Acquirer may only use this function without Issuer permission after one of the following:

ID#: 151013-151011-0025727

Electronic Signature Capture Terminals

Electronic Signature Capture Devices

A Merchant using an electronic signature capture device must:

- Only store and reproduce a signature on a Transaction-specific basis in relation to the Transaction for which the signature was obtained
- Only reproduce a signature upon specific written request from the Acquirer or in response to a Retrieval Request
- Have proper controls in place to ensure the security of the stored signatures and other Cardholder data in accordance with the Payment Card Industry Data Security Standard (PCI DSS)

An Acquirer may reproduce the Cardholder signature obtained using an electronic signature capture device in response to a Retrieval Request.

Visa may withdraw an Acquirer, Agent, or Merchant's right to use electronic signature capture devices if they fail to comply with this regulation, in addition to existing penalties that may be imposed under the *Visa International Operating Regulations*.

This provision is not applicable to Transactions involving Issuers or Acquirers in the jurisdiction of Visa Europe.

ID#: 150413-150509-0008678

Terminals without a Printer

Terminal Without a Printer Interchange Reimbursement Fee - LAC Region

In the LAC Region, a Transaction completed at a Terminal Without a Printer that fulfills the requirements specified in "Electronic Rate Qualification" is an Electronic Transaction and qualifies for the Electronic Interchange Reimbursement Fee.

ID#: 010410-010410-0004918

Terminal Without a Printer Qualifying Merchants - LAC Region

In the LAC Region, a Terminal Without a Printer may be used in market segments and at Merchants where:

- They still do not have terminals or the cost of terminals with printers represents an obstacle to the acceptance of Visa products

- The number of Transactions does not generate a service problem for a Cardholder

ID#: 010410-010410-0004919

Additional Requirements for Terminals Without a Printer - LAC Region

In the LAC Region, a Terminal Without a Printer must transmit the complete and unaltered contents of a Card's Magnetic Stripe.

A Terminal Without a Printer must meet all requirements for Point-of-Transaction Terminals, except those related to the Transaction Receipt imprint.

A Terminal Without a Printer may accept Domestic Transactions and International Transactions.

ID#: 010410-010410-0004920

Mobile Payment Acceptance Solution

Mobile Payment Acceptance Solution - Acquirer Requirement (Updated)

An Acquirer must ensure that all Mobile Payment Acceptance Solutions require Online Authorization.

ID#: 151013-011012-0027381

Honoring Cards

General Acceptance Requirements

Valid Acceptance (Updated)

A Merchant must accept all Cards properly presented for payment as specified in the "Merchant Acceptance Standards" table.

A variance to this requirement applies in the Canada Region.

Variances to this requirement apply in the U.S. Region.

If a Merchant does not deal with the public (e.g., a private club), it complies with this requirement if it accepts Cards from its Members.

This requirement does not apply to Proximity Payment-Only Terminals, as specified in "Deployment of Proximity Payment-Only Terminals."

ID#: 151013-150210-0008591

Visa Mini Card Merchant Acceptance Requirements (Updated)

A Merchant that accepts Visa Cards must:

- Attempt to accept a Visa Mini Card
- Request a corresponding standard-sized Card, if available, when the Merchant's Magnetic-Stripe Terminal is unable to read the Magnetic Stripe on the Visa Mini Card or if the full Account Number is not placed on the Visa Mini Card

ID#: 151013-010410-0027521

Acceptance of Visa Electron Cards - CEMEA Region (Updated)

In the CEMEA Region, a Visa Electron Merchant must accept a valid Visa Electron Card when presented for payment.

A Visa ATM must accept all Visa Electron Cards, subject to the same local restrictions allowed for Proprietary Cards bearing the Plus Symbol.

An Authorization Request must not be systematically rejected or declined by an Acquirer if a Point-of-Transaction Terminal, including an ATM, has sent the Transaction Online for Authorization.

ID#: 151013-010410-0005243

Visa Electron Acceptance in South Africa - CEMEA Region (Updated)

CEMEA Acquirers of Visa Electron Cards in South Africa:

- May accept Visa Electron Transactions from any Merchant that submits Transactions electronically
- Must ensure that only Merchants with PIN-enabled terminals display the Visa POS graphic with the Electron Identifier or the Visa Wordmark with the Electron Identifier

ID#: 151013-010410-0005248

Affinity/Co-Branded Card Acceptance (Updated)

A U.S. Merchant that wants to accept Affinity/Co-Branded Cards, including an Affinity/Co-Brand Merchant that is affiliated with an Affinity/Co-Brand Partner, must also accept all Visa Cards in the Merchant's category of acceptance, in compliance with the rules for honoring Cards specified in the U.S. Regional Operating Regulations.

ID#: 151013-010410-0002873

Uniform Services

Uniform Services - Acquirer Requirements (Updated)

An Acquirer must:

- Accept all Cards properly presented for payment
- Offer and render services uniformly to all Cardholders¹

This requirement does not apply to Proximity Payment-Only Terminals, as specified in "Deployment of Proximity Payment-Only Terminals."

¹ An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

ID#: 151013-010410-0005302

Uniform Services Merchant Requirement (Updated)

A Merchant must process Transactions with its Acquirer's Cardholders and other Members' Cardholders in exactly the same manner.¹

¹ An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

ID#: 151013-010410-0003018

Uniform Services Merchant Requirement - U.S. Region (Updated)

A U.S. 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.¹

¹ An exception to this requirement applies as specified in "Discounts, Offers, or In-Kind Incentives."

ID#: 151013-010410-0006140

Affiliated-Merchants - U.S. Region

In the U.S. Region, an Affiliated-merchant is considered a Merchant for the purposes of the *Visa International Operating Regulations*.

An Acquirer must ensure that it and its Affiliated-merchant comply with the federal bank anti-tying laws, Section 106 of the *Bank Holding Company Act Amendments of 1970, 12 USC 1972*, including without limitation, the prohibition on the varying of consideration on the condition that the customer obtain a product or service from an affiliate of the Member.

ID#: 010410-010410-0008770

Discount at the Point of Sale

Discounts, Offers, or In-Kind Incentives (Updated)

Except where prohibited by applicable laws or regulations, a Merchant may provide Cardholders with a discount, promotional offer, or in-kind incentive at the point-of-sale that is not available for other Visa Cards.

ID#: 151013-010213-0027555

Discounts at the Point-of-Sale – AP Region and LAC Region

In the AP Region and the LAC Region, the provisions of “Discount Offer - U.S. Region” apply to Merchants located in a U.S. Territory.

ID#: 151012-200711-0026494

Affinity/Co-Branded Card Discounts - LAC Region (Updated)

An LAC Affinity/Co-Brand Merchant must not provide a discount at the Point-of-Transaction. The Merchant may provide a discount, such as credit on a Cardholder statement or a rebate, at a later time.

ID#: 151013-010410-0004924

Discount Offer - U.S. Region

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

- Offering the consumer an immediate discount from the Merchant’s list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer uses a particular general purpose payment card with an acceptance brand other than a Visa Card or other particular means of payment

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

ID#: 150413-010410-0008590

Cardholder Choice

Honor All Cards - Canada Region (Updated)

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.

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

ID#: 151013-140612-0008392

Selection of Payment System - Canada Region

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

ID#: 111011-200209-0008393

Honor All Cards - U.S. Region

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

ID#: 150413-010410-0002867

Selection of Payment System - U.S. Region

In the U.S. 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.

ID#: 151013-010410-0002868

Incentive to Use Other Payment Method - U.S. Region

A U.S. 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 provided in "Discount Offer - U.S. Region," as an inducement for the Cardholder to use a means of payment other than a Visa Card.

ID#: 010410-010410-0002870

Limited Acceptance

Limited Acceptance Merchant Requirements - U.S. Region

A U.S. Merchant that accepts Visa Cards may choose Limited Acceptance.

A U.S. Merchant that accepts all Visa Cards, or a Limited Acceptance category of Visa Cards, must accept any valid Visa Card issued by a non-U.S. Issuer, as specified in the *Visa International Operating Regulations*.

ID#: 111011-010410-0008680

Limited Acceptance Notification Requirements - U.S. Region

A U.S. Acquirer must register with Visa and provide reporting on each of its Merchants that has selected Limited Acceptance.

ID#: 010410-010410-0005609

Limited Acceptance Merchant Signage - U.S. Region

A U.S. 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.

ID#: 010410-010410-0005110

Card Acceptance Canada Region

Merchant Display of Marks and Acceptance Signage - Canada Region

A Canada Acquirer must ensure that:

- Each of its Merchants that accepts all Visa Cards displays the appropriate Visa-Owned Marks to indicate which Cards it accepts for payment
- Where required by Visa, Visa Debit Acceptors display Visa-approved signage
- Electronic Commerce merchants must display Visa approved signage at the Point-of-Transaction to indicate their election not to be a Visa Debit Acceptor or Visa Credit Acceptor

ID#: 111011-200209-0008380

Visa Debit Cards Issued by Canada Issuers - Canada Region (Updated)

A Canada Merchant that accepts Visa Cards may choose whether or not to also accept Visa Debit Category Cards issued by Canada Issuers.

ID#: 151013-140612-0008382

Visa Credit Cards Issued by Canada Issuers - Canada Region

A Canada Merchant that is a Visa Debit Acceptor may choose whether or not to also accept Visa Credit Cards issued by Canada Issuers.

ID#: 151012-140612-0025969

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 International Operating Regulations*.

ID#: 050411-200209-0008384

Card Acceptance Prohibitions

General Prohibitions

Refinance Existing Debt (Updated)

A Merchant must not accept a Card to collect or refinance an existing debt unless either:

- The Transaction results from conversion of a Merchant's existing card program to the Visa 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.

Effective through 14 October 2013, at the option of a Visa Region, a Merchant may accept a Visa Card or Visa Electron Card as payment for an existing debt, provided the debt is not considered uncollectible (e.g., payments to a collection agency or an attempt to recover funds for a dishonored check).

Effective 15 October 2013, at the option of Visa, a Merchant may accept a Visa Card or Visa Electron Card as payment for an existing debt, provided the debt is not considered uncollectible (e.g., payments to a collection agency or an attempt to recover funds for a dishonored check).

The Transaction must not represent collection of a dishonored check.

A Merchant must not accept Cardholder payments for previous Card charges.

ID#: 151013-010410-0006945

Use of Account Number (Updated)

A Merchant must not request or use an Account Number for any purpose other than as payment for goods and services.

An exception to this requirement applies for the Visa Access Token Program.

An exception to this requirement applies in the U.S. Region for Visa ReadyLink.

ID#: 151013-010410-0008585

Minimum/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.

A variance to this requirement applies in the U.S. Region and U.S. Territories.

ID#: 150413-210710-0026405

Minimum Transaction Amount - AP Region

A Merchant in the AP Region must not establish a minimum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card, except when the Merchant is located in a U.S. Territory and the Transaction is conducted with a Visa credit Card issued in the U.S. or a U.S. Territory.

The minimum Transaction amount must not be greater than US \$10 and must not be discriminatory between Issuers or between Visa and another payment network.

ID#: 160312-210710-0026406

Maximum Transaction Amount - AP Region

A Merchant in the AP Region must not establish a maximum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card, except when the Merchant is located in a U.S. Territory and the Transaction is conducted with a Visa credit Card issued in the U.S. or a U.S. Territory.

Only the following Merchants may establish a maximum Transaction amount for the Card type specified above:

- An agency of the U.S. federal government
- A Merchant properly assigned one of the following Merchant Category Codes:
 - 8220, “Colleges, Universities, Professional Schools, and Junior Colleges”
 - 8244, “Business and Secretarial Schools”
 - 8249, “Trade and Vocational Schools”

Any maximum Transaction amount imposed must not be discriminatory between Issuers or between Visa and another payment network.

ID#: 160312-210710-0026407

Minimum Transaction Amount - LAC Region

A Merchant in the LAC Region must not establish a minimum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card, except when the Merchant is located in a U.S. Territory and the Transaction is conducted with a Visa credit Card issued in the U.S. or a U.S. Territory.

The minimum Transaction amount must not be greater than US \$10 and must not be discriminatory between Issuers or between Visa and another payment network.

ID#: 160312-210710-0026408

Maximum Transaction Amount - LAC Region

A Merchant in the LAC Region must not establish a maximum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card, except when the Merchant is located in a U.S. Territory and the Transaction is conducted with a Visa credit Card issued in the U.S. or a U.S. Territory.

Only the following Merchants may establish a maximum Transaction amount for the Card type specified above:

- An agency of the U.S. federal government
- A Merchant properly assigned one of the following Merchant Category Codes:
 - 8220, “Colleges, Universities, Professional Schools, and Junior Colleges”
 - 8244, “Business and Secretarial Schools”
 - 8249, “Trade and Vocational Schools”

Any maximum Transaction amount imposed must not be discriminatory between Issuers or between Visa and another payment network.

ID#: 160312-210710-0026409

Minimum Transaction Amount - U.S. Region

A U.S. Merchant must not establish a minimum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card, except for a Transaction conducted with a Visa credit Card issued in the U.S. or a U.S. Territory.

The minimum Transaction amount must not be greater than US \$10 and must not be discriminatory between Issuers or between Visa and another payment network.

ID#: 160312-210710-0026410

Maximum Transaction Amount - U.S. Region

A U.S. Merchant must not establish a maximum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card, except for a Transaction conducted with a Visa credit Card issued in the U.S. or a U.S. Territory.

Only the following Merchants may establish a maximum Transaction amount for the Card type specified above:

- An agency of the U.S. federal government
- A Merchant properly assigned one of the following Merchant Category Codes:

- 8220, “Colleges, Universities, Professional Schools, and Junior Colleges”
- 8244, “Business and Secretarial Schools”
- 8249, “Trade and Vocational Schools”

Any maximum Transaction amount imposed must not be discriminatory between Issuers or between Visa and another payment network.

ID#: 160312-210710-0026411

Postcard with Account Data - U.S. Region

A U.S. Merchant must not require a Cardholder to complete a postcard or similar device that includes the Cardholder's Account Number, Card expiration date, signature, or any other Card account data in plain view when mailed.

ID#: 151013-010410-0006960

Surcharges (Updated)

A Merchant must not add any surcharges to Transactions, 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.

A variance applies 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.

A variance applies in the U.S. Region and U.S. Territories for Visa Credit Card Transactions as specified in "U.S. Credit Card Surcharge Requirements - AP Region, LAC Region, and U.S. Region."

ID#: 151013-080613-0006948

Surcharges and Taxes - U.S. Region (Updated)

A U.S. Merchant must not:

- Add any surcharge to Transactions, except as specified in "U.S. Credit Card Surcharge Requirements - AP Region, LAC Region, and U.S. Region."
- Add any tax to Transactions, unless applicable laws or regulations permit a Merchant to collect a tax. Any tax amount, if allowed, must be included in the Transaction amount and not collected separately.

The following are not surcharges:

- Travelers Cheque and Foreign Currency fees and commissions
- Convenience Fees

- Service Fees

ID#: 151013-010410-0003019

Cardholder Right to Dispute a Transaction - U.S. Region

A U.S. Merchant must not require a Cardholder, as a condition for honoring a Visa Card or Visa Electron Card, to sign a statement that waives the Cardholder's right to dispute the Transaction with the Issuer.

ID#: 111011-010410-0026585

Previous Chargeback - U.S. Region (Updated)

A U.S. Merchant must not enter into Interchange any Transaction that was previously charged back to the Acquirer and subsequently returned to the Merchant, irrespective of Cardholder approval. The Merchant may pursue payment from the customer outside the Visa system.

ID#: 151013-010410-0003022

Refinancing of Existing Debt - U.S. Region (Updated)

A U.S. Merchant must not accept a Card to collect or refinance an existing debt that has been deemed uncollectible by the Merchant providing the associated goods or services.

A U.S. Merchant must not accept a Visa Consumer Credit Card or Commercial Visa Product, issued by a U.S. Issuer, to collect or refinance an existing debt.¹

¹A Visa Business Check Card is exempt from this prohibition.

ID#: 151013-010410-0003026

Other Prohibitions

Scrip Prohibition

A Visa or Visa Electron Card must not be used to purchase Scrip.

A variance to this requirement applies in the CEMEA Region.

ID#: 151013-010410-0008708

Merchant Funds Disbursement

A Merchant must not provide cash to Visa Cardholders:

- Except as specified in "Hotel or Cruise Line Cash Disbursement"¹
- Unless the Merchant is participating in Visa Cash-Back Services

¹ A variance applies in the CEMEA Region for Members in South Africa.

ID#: 150413-010410-0006952

Visa Prepaid Card Cash Redemption

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

ID#: 151013-010410-0025713

Surcharges

Surcharge Requirements in Australia – AP Region

Surcharges in Australia - AP Region (Updated)

A Merchant in Australia may add a Surcharge to Transactions, to the extent permitted by local law.

The Surcharge amount must:

- Be limited to the "reasonable costs of acceptance" of a Visa card (or cards) as that concept is defined by the Reserve Bank of Australia (from time to time), and by any other local rules or regulations
- Not include the cost of accepting any non-Visa payment card
- Be added to the Transaction amount and not collected separately¹
- Be clearly disclosed to the Cardholder before the completion of the Transaction and the Cardholder must be given the opportunity to cancel without penalty
- Only be assessed on the final total amount charged for the goods or services, after any discount or rebate from the Merchant has been applied
- Only be charged by the Merchant that actually 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 relevant Visa card. Where the Merchant wishes to recover a separate or additional amount (or any part of it) that is charged to the Merchant by any other party in respect of the acceptance of a Visa card, the Merchant may only include that separate or additional amount (or any part of it) as a part of the Merchant's own Surcharge and then only to the extent that it may be included as part of the Merchant's reasonable cost of acceptance for Visa cards.
- Not be affected by the identity of the Visa Card's Issuer
- Be differentiated between Visa credit card transactions and Visa debit card transactions where the "reasonable cost of acceptance" varies between the two transaction types

¹ A variance applies for government payments in Australia.

ID#: 151013-180313-0027589

Surcharge Disclosure Requirements in Australia - AP Region (Updated)

A Merchant in Australia that assesses a Surcharge must:

- 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:

- 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 the following table:

**Surcharge Location Disclosure by Transaction Type
in Australia – AP Region Effective 18 March 2013**

Transaction Type	Point-of Entry	Point-of-Sale
Face-to-Face Transaction		Every Customer check-out or payment location, in a minimum 16-point Arial font

Transaction Type	Point-of Entry	Point-of-Sale
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font	Check-out page, in a minimum 10-point Arial font
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Mail order form, in a minimum 8-point Arial font
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Verbal notice from the telephone order clerk, including Surcharge amount
Unattended Transaction		On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font

ID#: 151013-180313-0027590

U.S. Credit Card Surcharge Requirements - AP Region, LAC Region, and U.S. Region

U.S. Credit Card Surcharge General Requirements - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a Merchant may assess a fixed or variable U.S. Credit Card Surcharge on a Visa Credit Card Transaction, subject to applicable laws or regulations.

The Merchant may assess a U.S. Credit Card Surcharge by either:

- Applying the same fixed or variable U.S. Credit Card Surcharge to all Visa Credit Card Transactions (brand level); or

- Applying the same fixed or variable U.S. Credit Card Surcharge to all Visa Transactions of the same credit product type (product level)

The U.S. 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 U.S. 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 U.S. Credit Card Surcharge on Visa Credit Card Transactions at both the brand and product level.

The U.S. Credit Card Surcharge must be included in the Transaction amount.

ID#: 151013-270113-0027539

U.S. Credit Card Surcharge Maximum Amount - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a U.S. Credit Card Surcharge assessed at the brand level, as specified in "U.S. Credit Card Surcharge General Requirements - AP Region, LAC Region, and U.S. Region," must not exceed the Merchant's Visa Surcharge Cap.

In the U.S. Region or in a U.S. Territory, a U.S. Credit Card Surcharge assessed at the product level, as specified in "U.S. Credit Card Surcharge General Requirements - AP Region, LAC Region, and U.S. Region" must not exceed the Merchant's Visa Credit Card Surcharge Cap less the Debit Card Cost of Acceptance.

In no case may the U.S. Credit Card Surcharge amount exceed the Maximum Surcharge Cap.

ID#: 151013-270113-0027540

Similar Treatment of Visa Transactions - AP Region, LAC Region, and U.S. Region (Updated)

A Merchant must not assess a U.S. 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 manner¹ and the Merchant assesses a U.S. 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 U.S. 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 U.S. 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

¹This provision does not apply if the Competitive Credit Card Brand prohibits only surcharging for an amount greater than the Competitive Credit Card Cost of Acceptance.

ID#: 151013-270113-0027541

U.S. Credit Card Surcharge Assessment - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a U.S. Credit Card Surcharge may only be assessed on the final total amount of the goods or services, after any discount or rebate has been applied.

In the U.S. Region or in a U.S. Territory, a Merchant must not assess a U.S. Credit Card Surcharge:

- On a Visa debit Card (Including a Visa Prepaid Card)
- On a Credit Transaction

ID#: 151013-270113-0027542

U.S. Credit Card Surcharges not Assessed by a Third Party - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a U.S. Credit Card Surcharge may only be charged by the Merchant that actually provides goods or services to the Cardholder. A U.S. Credit Card Surcharge may not be charged by any third party. A Merchant may use a third party as an agent for purposes of processing a U.S. Credit Card Surcharge.

ID#: 151013-270113-0027543

Notification of Intent to Assess Surcharges - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, an Acquirer must ensure that its Merchant notifies Visa and its Acquirer in writing at least 30 calendar days before assessing a U.S. Credit Card Surcharge. Notice to Visa can be provided as specified on the "Merchant Surcharge Notification" link at www.visa.com.

In the U.S. Region or in a U.S. Territory, an Acquirer must inform Visa upon request of all notifications of intent to surcharge received from its Merchants.

ID#: 151013-270113-0027544

U.S. Credit Card Surcharge Disclosure Requirements - AP Region, LAC Region, and U.S. Region (Updated)

A Merchant in the U.S. Region or in a U.S. Territory must, at both the point-of-entry into the Merchant Outlet and the Point-of-Transaction, clearly and prominently disclose any U.S. Credit Card Surcharge that will be assessed.

The disclosure at the Point-of-Transaction must include:

- The exact amount or percentage of the U.S. Credit Card Surcharge
- A statement that the U.S. Credit Card Surcharge is being assessed by the Merchant and is only applicable to credit Transactions
- A statement that the U.S. Credit Card Surcharge amount is not greater than the applicable Merchant Discount Rate for Visa Credit Card Transactions at the Merchant

Merchants with Point-of-Transaction Terminals 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 U.S. 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 U.S. Credit Card Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with the following table:

**U.S. Credit Card Surcharge Location Disclosure by
Transaction Type – AP Region, LAC Region, and U.S. Region**

Transaction Type	Point-of-Entry	Point-of-Transaction
Face-to-Face Transaction	Main entrance(s) of the Merchant Outlet, in a minimum 32-point Ariel font, but in any case no smaller or less prominent than surrounding text	Every customer check-out or payment location, in a minimum 16-point Ariel font, but in any case no smaller or less prominent than surrounding text
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Ariel font, but in any case no smaller or less prominent than surrounding text	Check-out page, in a minimum 10-point Ariel font, but in any case no smaller or less prominent than surrounding text
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Ariel font, but in any case no smaller or less prominent than surrounding text	Mail order form, in a minimum 10-point Ariel font, but in any case no smaller or less prominent than surrounding text
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Ariel font, but in any case no smaller or less prominent than surrounding text	Verbal notice from the telephone order clerk, including U.S. Credit Card Surcharge amount
Unattended Cardholder-Activated Terminal	Main entrance(s) of the Merchant Outlet (if applicable), e.g. gas (petrol) station store, in a minimum 32-point Ariel font, but in any case no smaller or less prominent than surrounding text	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Ariel font, but in any case no smaller or less prominent than surrounding text

ID#: 151013-270113-0027545

Surcharge Transaction Processing - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, an Acquirer must include the U.S. Credit Card Surcharge amount in the appropriate field of the Authorization Request and Clearing Record, as specified in the applicable VisaNet Manuals.

ID#: 151013-270113-0027547

Authorization Requirements

General Authorization Requirements

Transaction Date Authorization Requirement (Updated)

A Merchant must obtain Authorization on the Transaction Date, excluding special conditions specified in the *Visa International Operating Regulations* for the Transactions listed below:

- Hotel Transactions (in the U.S. Region, Lodging Merchant Transactions)
- Car Rental Company Transactions
- Cruise Line Transactions
- Delayed Delivery Transactions
- Mail/Phone Order Transactions
- Electronic Commerce Transactions
- Automated Fuel Dispenser Transactions
- Transactions completed at a Proximity Payment-Only Terminal, as specified in "Deployment of Proximity Payment-Only Terminals"
- Aggregated Transactions

ID#: 151013-010410-0003059

Prohibition Against Arbitrary or Estimated Amounts

The Merchant must not use an arbitrary or estimated amount to obtain Authorization, except as specifically permitted in the *Visa International Operating Regulations*.

ID#: 111011-010410-0025596

Authorization Code on Transaction Receipt

An Authorization Code must appear on the Transaction Receipt.

A variance to this requirement applies in the U.S. Region.

ID#: 150413-010410-0009046

Merchant Authorization Requirements (Updated)

A Merchant must request Authorization, regardless of the Transaction amount, if any of the following is true:

- Cardholder presents an Expired Card
- Cardholder neglects to bring their Card
- Card signature panel is blank
- Merchant is suspicious of a proposed Transaction
- Cardholder presents a Visa Electron Card at a Visa Electron Merchant
- Transaction is an Electronic Commerce Transaction
- Transaction is a Mail/Phone Order Transaction
- Transaction is an In-Transit Transaction
- Transaction is a Recurring Transaction
- Transaction is a V PAY Transaction ^[2]
- Chip or Chip-Reading Device is inoperative at a Chip-enabled Merchant
- Card is unembossed and an Electronic Imprint is not obtained
- Transaction is a Cash-Back Transaction
- Transaction occurs at a Proximity Payment-Only Terminal, as specified in "Deployment of Proximity Payment-Only Terminals"
- Transaction is the purchase of a Visa Prepaid Card conducted at an Unattended Cardholder-Activated Terminal

ID#: 151013-120913-0008901

Authorization Cancellation

An Acquirer or Merchant that obtains an Authorization for a Transaction and subsequently cancels the Transaction (for any reason) must notify Visa or the Issuer of the cancellation.

ID#: 010410-010410-0005500

2 Offline Authorization is allowed for Chip-initiated Transactions provided that the Transaction amount does not exceed the Merchant's Floor Limit.

Aggregated Transaction Authorization

For an Aggregated Transaction, a Merchant must obtain Authorization for the full, final Aggregated Transaction amount.

ID#: 150413-010410-0003062

Estimated and Incremental Authorization Procedures for Transit Merchants

A Merchant properly assigned Merchant Category Code 4111, "Local and Suburban Commuter Passenger Transportation, Including Ferries," 4112, "Passenger Railways," or 4131, "Bus Lines," may estimate Transaction amounts for Authorization based on the minimum cost of a journey.

Such Merchants may obtain additional Authorizations for additional amounts above any amount already authorized:

- At any time between the Cardholder's first journey and 7 days after the first journey
- In the U.S. Region, at any time between the Cardholder's first journey and 3 days after the first journey
- For any amount, as long as the total amount of the Authorizations does not exceed US \$25, or local currency equivalent
- In the U.S. Region, for any amount, as long as the total amount of the Authorizations does not exceed US \$15
- If the Merchant obtains, prior to Clearing, an Authorization or Authorizations that cover the final or total Transaction amount

ID#: 150413-141111-0026708

Authorization Amount Requirements - U.S. Region

In the U.S. Region, an Authorization Request must be for the total amount of the Transaction.

A U.S. Merchant must **not** use an arbitrary or estimated amount to obtain Authorization, except as specifically permitted in the *Visa International Operating Regulations*.

The Merchant must **not** add an estimated tip amount to the Authorization Request beyond the value of the goods provided, or services rendered, plus any applicable tax.

ID#: 031209-150210-0008581

Point-of-Sale Balance Inquiry Authorization - U.S. Region

A U.S. Merchant that participates in the Point-of-Sale Balance Inquiry Service may submit a second Authorization Request for the lower available balance amount if the Cardholder agrees.

ID#: 150413-150210-0005566

Authorization Amount Allowance for Tip - U.S. Region

Except as specified otherwise in "Partial Authorization Service," an Authorization obtained by a U.S. Merchant for a Transaction amount that is equal to the Authorization amount plus or minus 20% is valid if the Transaction originates at a Merchant Outlet assigned one of the following Merchant Category Codes:

- 5812, "Eating Places and Restaurants"
- 5814, "Fast Food Restaurants"
- 4121, "Taxicabs and Limousines"
- 5813, "Drinking Places (Bars and Taverns)"
- 7230, "Beauty and Barber Shops"
- 7298, "Health and Beauty Spas"

ID#: 150413-010410-0005655

Preauthorized Transaction Decline Response - U.S. Region (Updated)

Except as specified in the applicable VisaNet Manuals, a Preauthorized Transaction in the U.S. Region 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, if the Decline Response is one of the following:

- Response Code 05, "Authorization declined"
- Response Code 51, "Insufficient funds"
- Response Code 61, "Exceeds approval amount limit"
- Response Code 65, "Exceeds withdrawal frequency limit"

If an Approval Response is not received within this time frame, the Merchant must not deposit the Transaction.

ID#: 151013-010410-0006007

PIN-Authenticated Visa Debit Transactions - Preauthorization Transactions - U.S. Region

In the U.S. Region, a Merchant that initiates a preauthorization request for a PIN-Authenticated Visa Debit Transaction, as specified in the applicable VisaNet Manuals, must send a preauthorization completion message within X of the preauthorization request.

ID#: 150413-140412-0026878

PIN-Authenticated Visa Debit Transaction Resubmissions – U.S. Region

Effective through 18 October 2013, a Merchant or an Acquirer may resubmit a PIN-Authenticated Visa Debit Transaction if the Decline Response is one of the following:

- Response Code 51, "Insufficient Funds"
- Response Code 61, "Exceeds approval amount limit"
- Response Code 65, "Exceeds withdrawal frequency limit"

Transactions resubmitted:

- Must not contain a PIN
- Must not contain the full contents of the track or full Magnetic-Stripe Data
- May be submitted once each day for up to 9 calendar days after the original Transaction Date
- Must contain the same information as the original Authorization Request, except for the PIN and the full contents of the track or Magnetic-Stripe Data

ID#: 150413-140412-0026506

ATM Declines

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 attempt to complete a Transaction with an Expired Card.

An ATM Authorization Request originating from an Expired Card must be sent Online to the Issuer for an Authorization Response.

ID#: 151013-010410-0006005

Chip Card ATM Transactions - U.S. Region

In the U.S. Region, if a Chip Card cannot be read, an ATM may complete the Transaction by reading the Magnetic Stripe. If the Magnetic Stripe cannot be read, the Transaction must **not** be completed.

ID#: 150413-010410-0004979

Cancelled ATM Transactions - U.S. Region

If an ATM in the U.S. Region has the ability to cancel a Transaction before it is completed, a Reversal message must be sent to the Single Message System whenever:

- A Cardholder cancels the Transaction
- An ATM cannot dispense currency due to a system failure
- A delayed Authorization Response causes a timeout

ID#: 150413-010410-0004980

T&E Authorizations

Car Rental Estimated Authorization Amount

A Car Rental Company may estimate Transaction amounts for Authorization based on:

- Cardholder's intended car rental period
- Rental rate
- Applicable tax
- Mileage rates
- Other allowed charges, as specified in "T&E Delayed or Amended Charges Time Limit"

The estimated Transaction amount must not include charges that cover potential vehicle damages or the insurance deductible amount.

ID#: 150413-010410-0003066

Hotel Estimated Authorization Amount (Updated)

A Hotel may estimate Transaction amounts for Authorization based on:

- The Cardholder's intended length of stay at check-in time
- Room rate
- Applicable tax

- Service charge rates
- Other allowed charges, as specified in "T&E Delayed or Amended Charges Time Limit"

ID#: 151013-010410-0008965

Cruise Line Estimated Authorization Amount

For a Cruise Line Transaction, a Merchant may estimate Transaction amounts for Authorization based on:

- The initial Authorization Request must be based on the Cardholder's signed statement of intent to purchase goods or services aboard ship for a Cardholder-specified amount.
- Additional Authorizations may be obtained at any time on or between the Cardholder's embarkation date and disembarkation date, and must be disclosed to the Cardholder.

ID#: 010410-010410-0003071

T&E Estimated Authorization Procedures

After completing an estimate for a Hotel or Car Rental Company Transaction, the Merchant must either:

- If the estimated Transaction amount is equal to or below the Floor Limit, check the appropriate Card Recovery Bulletin or obtain an Account Number Verification on the Cardholder's check-in or rental pick-up date
- If the estimated Transaction exceeds the Floor Limit, obtain an Authorization and include the date, amount, and Authorization Code on the Transaction Receipt

In the U.S. Region, the Merchant may obtain an Authorization for a new estimated Transaction amount and must include the date, amount, and Authorization Code on the Transaction Receipt if the Merchant subsequently estimates that, based on the Cardholder's actual charges, the Transaction amount will exceed the previously authorized amount.

ID#: 150413-010410-0008966

T&E Incremental Authorizations

A Hotel or Car Rental Company may obtain and must record Authorizations for additional amounts above any amount already authorized after the check-in or rental pick-up date and before the check-out or rental return date.

ID#: 150413-150210-0003068

T&E Final Authorization (Updated)

For a Hotel or Cruise Line Transaction, a Merchant must obtain a final or an additional Authorization and include the date, amount, and Authorization Code on the Transaction Receipt if the actual Transaction amount exceeds the Floor Limit or is greater than 15% of the sum of authorized amounts.

A Car Rental Company must obtain a final or an additional Authorization if the actual Transaction amount exceeds the greater of the following:

- Sum of authorized amounts plus 15%
- Sum of authorized amounts plus US \$75 or local currency equivalent (*This provision does not apply to Transactions involving Issuers or Acquirers in Visa Europe.*)

ID#: 151013-010410-0008967

Car Rental Authorization Amount Disclosure - U.S. Region

If Authorization is obtained for the estimated amount of a car rental Transaction, a U.S. Merchant must disclose the authorized amount to the Cardholder on the rental date.

ID#: 150413-010410-0005644

T&E Partial Authorizations - U.S. Region

In the U.S. Region, the special Authorization procedures for Lodging Merchants, Cruise Line Merchants, and Car Rental Companies specified in the *Visa International Operating Regulations* do not apply if the last Authorization obtained was a Partial Authorization.

ID#: 150413-010410-0005647

T&E Incremental Authorizations - U.S. Region (Updated)

For a U.S. Domestic Transaction, a U.S. Lodging Merchant or U.S. Car Rental Company must identify an incremental Authorization with the appropriate values in the required data fields, as specified in the applicable VisaNet Manuals.

ID#: 151013-141212-0027514

Floor Limits

Default Floor Limits

For countries where the Floor Limit is shown in US dollars in "Maximum Authorized Floor Limits," a Transaction is considered to have exceeded the Floor Limit if the local currency equivalent value of the Transaction is greater than the equivalent value of the Floor Limit shown.

ID#: 151012-010410-0002858

Domestic Non-Chip Floor Limits in Australia – AP Region (Updated)

Effective through 11 April 2014, the following non-Chip Floor Limits apply to Domestic Transactions in Australia:

Domestic Non-Chip Floor Limits in Australia

Category	Maximum Limit
Petrol Stations (Paper-based or electronic fallback only)	AUD 49
All Merchants with electronic terminals	Zero
Fallback (Where terminal is inoperable – i.e. terminal faulty or cannot communicate with the Acquirer host)	AUD 75

ID#: 151013-060111-0026162

Manual Cash Disbursement Floor Limit

The Floor Limit for a Manual Cash Disbursement is zero.

ID#: 010410-010410-0005305

Below-Floor Limit Transactions

A Merchant must check the appropriate Card Recovery Bulletin (CRB) for each Transaction below the Floor Limit. If the Account Number appears on the bulletin, the Merchant should attempt to recover the Card.

The Merchant is not required to check the CRB if any of the following apply:

- Merchant is in the U.S. Region

- Transaction is completed at a Proximity Payment-Only Terminal, as specified in "Deployment of Proximity Payment-Only Terminals"
- Transaction occurs at a Chip-Reading Device and qualifies for the EMV liability shift, as specified in "EMV Liability Shift Participation"

The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

ID#: 150413-010410-0003010

Transactions Above the Floor Limit (Updated)

A Merchant must:

- Request Authorization before completing a Transaction if the amount exceeds the Floor Limit
- Not split a sale to avoid obtaining Authorization
- For a Real-Time Clearing Transaction, send a preauthorization request through the Single Message System for an estimated amount (not to exceed US \$500) that is 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

The provision related to Real-Time Clearing is not applicable to Transactions involving Issuers or Acquirers in the jurisdiction of Visa Europe.

When a Cardholder purchases multiple Airline or Cruise Line tickets on the same Account Number and their cumulative purchase price exceeds the Floor Limit, the Airline or Cruise Line may obtain Authorization for each ticket individually.

ID#: 151013-010410-0003058

Zero Floor Limit - U.S. Region

A U.S. Merchant must request Online or Voice Authorization for every Transaction, unless specified otherwise, before completing the Transaction.

ID#: 150413-010410-0004124

Chargeback Protection Limit for Prestigious Property Merchant - U.S. Region

In the U.S. Region, the Chargeback Protection Limit for a Prestigious Property Merchant that uses the Status Check procedure is US \$1500. Visa determines the qualification of a Prestigious Property Merchant on a case-by-case basis.

ID#: 010410-010410-0005568

Partial Authorization

Automated Fuel Dispenser Partial Authorization Requirements

If participating in the Partial Authorization service, an Automated Fuel Dispenser Merchant must:

- Include the Partial Authorization indicator in the Authorization Request or Status Check Authorization, as specified in the applicable VisaNet Manuals and the applicable Visa International Prepaid Program Guidelines
- For Transactions 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
- For Status Check Authorization Transactions, submit a Clearing Transaction up to the amount approved in the Partial Authorization Response or one of the following, whichever is lower:
 - For a Chip or PIN-verified Transaction, US \$100, or local currency equivalent
 - For all other Transactions, US \$75,¹ or local currency equivalent
- Submit an Authorization Reversal for either:
 - The difference between the amount approved in the Partial Authorization Response and the final Transaction amount if the Cardholder's purchase is lower than the Partial Authorization amount
 - The full amount of the Partial Authorization Response if the Cardholder does not continue with the Transaction

¹ A variance to this requirement applies in the U.S. Region.

ID#: 150413-010410-0002520

Partial Authorization Requirements - U.S. Region (Updated)

Except as specified in "Automated Fuel Dispenser Partial Authorization Requirements - U.S. Region," a U.S. Merchant accepting Partial Authorizations must support them for all Visa Card types and must:

- Include the Partial Authorization indicator in the Authorization Request message, as specified in the applicable VisaNet Manuals
- Submit an Authorization Reversal if the Cardholder elects not to complete the purchase, as specified in the *Visa Partial Authorization Service Description and Implementation Guide*
- Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

ID#: 151013-010410-0006058

Authorization Reversals

Authorization Reversal Requirements

A Merchant must submit an Authorization Reversal:

- If the Cardholder elects not to complete the Transaction
- If the Authorization Request was submitted in error
- For the difference if the final Transaction amount is less than the Authorization amount

A Merchant must submit an Authorization Reversal within:

- 24 hours of the original Authorization if the Transaction was initiated in a Card-Present Environment
- 72 hours of the original Authorization if the Transaction was initiated in a Card-Absent Environment
- 24 hours of the check-out, rental return, or disembarkation date if the Transaction was initiated by a Hotel, Car Rental Company, or Cruise Line
- 24 hours of the final Authorization if the Transaction was completed as specified in "Estimated and Incremental Authorization Procedures for Transit Merchants"

ID#: 150413-010410-0025597

Transaction Receipt Deposit Subsequent to an Authorization Reversal (Updated)

A Merchant must not deposit a Transaction:

- That was subsequently reversed for the full amount
- Representing the amount of the partial Authorization Reversal

ID#: 151013-010410-0025598

Card and Cardholder Verification

Validation and Verification Requirements

Card and Cardholder Verification (Updated)

An Acquirer or a Merchant must validate a Cardholder's identity and verify the Card in a Face-to-Face Environment, as specified in the following table.

Card and Cardholder Verification

Description	Retail Transaction	Manual Cash Disbursement ¹	Quasi-Cash Transaction ²
Cardholder Verification			
Review positive identification (such as an unexpired passport or driver's license with photo) to validate the Cardholder's identity.		X	X
Verify that the Cardholder resembles the person described or depicted in any photograph intended for identification on the Card. In the U.S. Region, this requirement does not apply to Visa Micro Tag Transactions.		X	X
Indicate the positive identification on the Transaction Receipt, including: <ul style="list-style-type: none"> • Description of identification, including any serial number and expiration date. (This does not apply if the Card bears a photograph intended for identification.) • Notification that the Cardholder's identity was verified by the photograph on the Card (e.g., "photo card presented"), if applicable • In the U.S. Region, Cardholder name (if different than the embossed or printed name) and address 		X	X

Description	Retail Transaction	Manual Cash Disbursement ¹	Quasi-Cash Transaction ²
<p>Verify that the signature on the Card matches the signature on the Transaction Receipt and, if applicable, identification presented. This signature may be different from the name embossed or printed on the Card.</p> <p>This requirement does not apply to:</p> <ul style="list-style-type: none"> • Anonymous Visa Prepaid Card Transactions • Visa Commercial Card Transactions • Visa Easy Payment Service (VEPS) Transactions³ • Vehicle-Specific Fleet Card Transactions • Transactions where the Card does not have a signature panel including, in the U.S. Region, a Visa Micro Tag • Outside the U.S. Region, Transactions in which a PIN is used • In the U.S. Region, a PIN-Authenticated Visa Debit Transaction 	X	X	X
Process the PIN, if applicable. ⁴	X	X	X
Process the Consumer Device Cardholder Verification Method (CDCVM), if applicable.	X		
Card Verification			
Check one or more Card security features, as specified in the <i>Visa International Operating Regulations</i> or the Merchant Agreement, if applicable.	X		
<p>For a Visa Card or Visa Electron Card, a Merchant must:</p> <ul style="list-style-type: none"> • Check one or more Card security features before completing the Transaction • Compare the first 4 digits of the Account Number (if present) to the 4 digits printed above or below the Account Number • Record the printed 4 digits on the front of the Transaction Receipt <p>In the U.S. Region, if the numbers do not match, the Merchant must attempt to recover the Visa Card or Visa Electron Card</p>		X	X

Description	Retail Transaction	Manual Cash Disbursement ¹	Quasi-Cash Transaction ²
In the U.S. Region, when using an Account-Number-Verifying Terminal, if the embossed or printed Account Number does not match the encoded Account Number:		X ⁵	X
<ul style="list-style-type: none"> • Decline the Transaction and attempt to recover the Card by reasonable and peaceful means • Note the physical description of the Cardholder 			
<ol style="list-style-type: none"> 1. A variance to this requirement applies to Visa Mobile Prepaid Transactions in the AP Region, CEMEA Region, and LAC Region. 2. In the U.S. Region, not applicable to PIN-Authenticated Visa Debit Transactions. 3. Visa may require Cardholder Verification for Visa Easy Payment Service Transactions at a Merchant that exceeds acceptable Fraud Activity thresholds and may impose fines on an Acquirer for its Merchant's failure to comply. 4. In the AP, LAC, and U.S. Regions, PIN is not required for Visa Easy Payment Service Transactions unless Visa specifically requires a Merchant to obtain Cardholder Verification for Visa Easy Payment Service Transactions when the Merchant exceeds acceptable levels of Fraud Activity. 5. In the U.S. Region, all Quasi-Cash Transactions conducted in a Face-to-Face Environment and all Manual Cash Disbursements must be authorized using an Account-Number-Verifying Terminal. 			

ID#: 151013-150410-0008769

Supplemental Identification (Updated)

An Acquirer must not require a Merchant, and a Merchant must not require a Cardholder, to provide any supplemental Cardholder information as a condition for honoring a Card, unless it is required or permitted elsewhere in the *Visa International Operating Regulations*. Such supplemental Cardholder information includes, but is not limited to:

- A government-assigned identification number (or any part thereof)
- A government-issued identity card
- Fingerprint
- Home or business address or telephone number
- Driver's license number
- Photocopy of a driver's license
- Photocopy of the Card
- Other credit cards

ID#: 151013-151112-0027481

Missing Imprint or Expired Card (Updated)

A Merchant must verify a Cardholder's identity if either a:

- Card cannot be imprinted on a Transaction Receipt
- Cardholder presents an Expired Card

This requirement does not apply to Visa Easy Payment Service Transactions.¹

In the U.S. Region, this requirement does not apply to:

- Transactions originating at Magnetic-Stripe Terminals that provide Transaction Receipts
- Transactions completed with a Visa Micro Tag
- Transactions completed as specified in "CVV2 Submission in a Face-to-Face Environment - U.S. Region"

A U.S. Airline is deemed to have verified the Cardholder's identity if the address to which the ticket is mailed (indicated on the Issuer's file) matches that on the Address Verification Service file.

¹ Visa may require Cardholder Verification for a Visa Easy Payment Service Transaction at a Merchant that exceeds acceptable Fraud Activity thresholds.

ID#: 151013-010410-0008594

Cardholder Signature Requirements

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

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

ID#: 160312-150211-0025977

Card Security Features - U.S. Region

A U.S. Merchant must examine one or more Visa Card or Visa Electron Card security features before completing a Transaction if either:

- Required by its Acquirer
- Requested by Visa of the Merchant's Acquirer

ID#: 010410-010410-0002877

Cardholder Verification - Blank Signature Panel - U.S. Region

In the U.S. Region, if the signature panel on a Card is blank, in addition to requesting an Authorization, a Merchant must:

- Review positive identification bearing the Cardholder's signature (such as an unexpired passport or driver's license) to validate the Cardholder's identity
- Indicate the positive identification, including any serial number and expiration date, on the Transaction Receipt
- Require the Cardholder to sign the signature panel of the Card before completing the Transaction

Visa considers a signature panel with the words "See I.D." or equivalent language to be blank.

The requirements of this section do **not** apply to Transactions resulting from the use of a Vehicle-Specific Fleet Card.

ID#: 010410-010410-0008592

Visa Mobile Prepaid Authentication Requirements - AP Region, CEMEA Region, and LAC Region (New)

A Mobile Money Operator must:

- Complete a Mobile Prepaid Consumer Authentication, as specified in the *Visa Mobile Prepaid Implementation Guide*, including chargeback limitations specified therein, before sending an Authorization Request
- Complete a Mobile Money Authentication, as specified in the *Visa Mobile Prepaid Implementation Guide*, including chargeback limitations specified therein, before completing a Transaction or sending an Authorization Request

ID#: 151013-151112-0027680

Mobile Money Agent Authentication - AP Region, CEMEA Region, and LAC Region (New)

Only a Mobile Money Operator may complete a Mobile Money Agent Authentication.

A Mobile Money Operator must ensure that a Mobile Money Agent cannot complete a Mobile Prepaid Consumer Authentication for a Transaction from any device other than the mobile telephone registered to its Visa Mobile Prepaid account.

The Mobile Money Operator must protect the Mobile Money Agent's account passcode in the same way that a PIN is protected during a Transaction.

ID#: 151013-151112-0027681

Visa Mobile Prepaid Consumer Authentication - AP Region, CEMEA Region, and LAC Region (New)

A Mobile Money Operator must ensure that a Mobile Prepaid Consumer Authentication is completed for each Visa Mobile Prepaid Transaction, as specified in the *Visa Mobile Prepaid Implementation Guide*.

A Mobile Money Operator must ensure that a Visa Mobile Prepaid user cannot complete a Mobile Money Consumer Authentication for a Transaction from any device other than the mobile telephone registered to their Visa Mobile Prepaid account.

The Mobile Money Operator must protect the Visa Mobile Prepaid user's account passcode in the same way that a PIN is protected during a Transaction.

ID#: 151013-151112-0027682

Address Verification Service

Address Verification Service - ZIP Code Inquiry - U.S. Region

A U.S. Merchant may perform Address Verification Service (ZIP code inquiry only) in a Face-To-Face Environment if:

- The Merchant has been certified as a Cardholder Information Security Program Level 1-compliant Merchant
- The Merchant has maintained a face-to-face fraud-related Chargeback rate below 0.02%. The face-to-face fraud-related Chargeback rate is the number of Chargeback Reason Code 81, "Fraud-Card Present Environment" Chargebacks received as a percentage of all face-to-face Transaction Receipts processed.
- The Acquirer has received written certification from Visa approving the use of Address Verification Service by its Merchant

A Merchant that chooses to perform Address Verification Service, as specified above, must **not** require the Cardholder's ZIP code as a condition of honoring the Card.

ID#: 050411-010410-0008596

Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals - U.S. Region (New)

Effective 8 August 2013, an Unattended Cardholder-Activated Terminal in the U.S. Region properly assigned Merchant Category Code 4111 or 4112 may request a Cardholder's ZIP code and perform an Address Verification Service (AVS) inquiry for its Unattended Cardholder-Activated Terminal Transactions.

A participating Unattended Cardholder-Activated Terminal must:

- Not prompt for AVS information other than postal code, and must not prompt for any additional information, e.g., CVV2
- Not implement AVS for Visa Cards only, if the Terminal also accepts other payment brands that support AVS
- Either prompt for AVS postal code information for Transactions on U.S.-issued Cards only, or if prompting for Transactions on non-U.S.-issued Cards, not prompt for AVS information for Transactions less than USD \$25
- Provide attended Transaction capabilities in the immediate vicinity of the ticket vending machine that is prompting for AVS information
- Either display an affixed sticker or include electronic onscreen language to direct foreign Cardholders or any impacted U.S. Visa Prepaid Cardholders to an attendant if their Transaction is declined due to non-support of AVS

ID#: 151013-080813-0027807

PIN Verification

PIN in Lieu of Signature (Updated)

A Merchant that uses a Point of Transaction Terminal with Electronic Capability may accept a Cardholder's PIN rather than a signature. The PIN must be processed as specified in the:

- PIN Management Requirements Documents
- *Visa PIN Security Program Guide*
- EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
- *Transaction Acceptance Device Requirements*

The Merchant must not ask Cardholders to reveal their PINs.

ID#: 151013-010410-0008977

PIN-Authenticated Visa Debit Transaction Processing Requirements – U.S. Region

In the U.S. Region, a PIN-Authenticated Visa Debit Transaction must be processed by:

- Reading the full contents of track 1 or track 2 of the Magnetic Stripe
- The Cardholder keying in their PIN at the PIN pad located at, or in proximity to, the Point-of-Transaction Terminal

ID#: 150413-140412-0026507

Transaction Receipts

Transaction Receipt General Requirements

Transaction Receipt Currency Symbol (Updated)

If the currency symbol or identification is not on the receipt, the Transaction Currency is the local currency of the Transaction Country.

ID#: 151013-010410-0008604

Cardholder Signature for Unknown Amount

A Merchant must not require a Cardholder to sign a Transaction Receipt until the final Transaction amount is entered on the Transaction Receipt.

ID#: 150413-010410-0003120

Multiple Transaction Receipts and Partial Payment (Updated)

A Merchant must include on a single Transaction Receipt the total currency amount of goods and services purchased at the same time. A Transaction must not be divided by using 2 or more Transaction Receipts. The only exceptions are:

- Purchases in separate departments of a multiple-department store
- Individual Airline tickets issued to each passenger, if required by Airline policy
- Individual Cruise Line tickets issued to each passenger, if required by Cruise Line policy
- Partial amount paid by the Cardholder in cash, check, or both at the time of the sale
- Delayed Delivery Transactions
- Advance Deposit Transactions
- Installment Transactions

In the U.S. Region, additional exceptions are:

- Individual passenger railway tickets issued to each passenger, if required by carrier policy
- Government and Higher Education Payment Program Service Fees

ID#: 151013-010410-0008603

Manual Imprinter Merchant Plate - U.S. Region

A U.S. Merchant must notify its Acquirer when it changes the information on the Manual Imprinter's Merchant plate.

ID#: 010410-010410-0005128

Required Receipt Content for All Transactions (New)

All Transaction Receipts must include the data elements specified below:

Required Receipt Content for All Transactions		
Receipt Data Elements		Description
Merchant Details	Merchant Name	<p>The Merchant name the Merchant uses to identify itself to Cardholders, as specified in "Merchant Name Requirements"</p> <p>For a PSP or High-Risk IPSP Transaction, the Transaction Receipt must show both the PSP and Sponsored Merchant name</p> <p>For an ATM Transaction, the name must be that of the ATM Acquirer</p>
	Merchant Location	<p>Including Merchant city and state/province (where applicable)</p> <p>For an ATM Transaction, the location or street address of the ATM</p>
Transaction Details	Transaction Date ¹	<p>The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs. However, the following exceptions exist. The Transaction date:</p> <ul style="list-style-type: none"> • Must not be earlier than the shipping date for Transactions in a Card-Absent Environment • May be any time within 24 hours of arrival for a cruise line or In-Transit Transaction • Is the date of the final Transaction for Aggregated Transaction. In addition, the Transaction Receipt must contain the date of each individual purchase

Required Receipt Content for All Transactions		
Receipt Data Elements	Description	
	Transaction Type	Must contain the Transaction type, including: purchase, credit, cash, ATM Cash Disbursement, or Manual Cash Disbursement
	Description of Goods and Services	Description of the purchase. This does not apply to cash disbursements.
	Transaction Amount	Total price of all goods and services sold to the Cardholder, including applicable taxes, fees and any adjustments or credits. The currency symbol denoting the Transaction Currency must be included.
Processing Details	Authorization Code (Only applies to Transactions that were authorized by the Issuer)	A code that an Issuer, its VisaNet Processor, or Stand-In Processing provides to indicate approval of a Transaction. The code is returned in the Authorization Response message.
	Card Network Name	Must contain "Visa" In the U.S. Region for Visa Campus Check Cards, the Cardholder's Transaction Receipt may also identify the payment type as a "proprietary payment"
Card Details	Account Number	The Account Number must be disguised or suppressed on the Transaction Receipt, as specified in "Suppression of Account Information"
	All other details embossed on card (for manually imprinted Transaction Receipts only)	Only applies to the Merchant copy of the Transaction Receipt
Cardholder Verification	Cardholder Signature	For Transactions that capture a signature for Cardholder verification, the Acquirer or Merchant must retain a copy of the receipt that bears the Cardholder signature

¹In the U.S. Region, for Fleet Cards, Transaction Receipts must also display the time of the Transaction.

Only the following the data is required for a Visa Easy Payment Service Transaction Receipt. In the U.S. Region, this applies to Transactions of US \$15 or less:

- Merchant name
- Total Transaction amount indicated in Transaction Currency

- Transaction Date
- Card Network Name

In the AP Region, CEMEA Region and LAC Region a Mobile Money Operator must only provide the Cardholder with a Visa Mobile Prepaid Transaction confirmation message that includes the:

- Transaction amount
- Transaction Date
- Available balance in the Visa Mobile Prepaid account

ID#: 151013-120913-0027843

Suppression of Account Information (New)

Effective through 30 September 2014:

- **For Point-of-Transaction Terminals installed before 1 October 2011**, at least 4 digits of the Account Number on the Cardholder copy of the Transaction Receipt must be disguised or suppressed, and Visa strongly recommends disguising or suppressing all but the last 4 positions
- **For Point-of-Transaction Terminals installed on or after 1 October 2011**, the Account Number must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt, except for the final 4 digits

Effective 1 October 2012 through 1 October 2014, the Account Number must be disguised or suppressed on the Electronic Format Cardholder Receipt except for the final 4 digits.

Effective 1 October 2014, for all Transactions the Account Number must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt, except for the final 4 digits.

In the CEMEA Region, **effective through 30 September 2014**, at least 4 positions of the primary Account Number must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt.

In the U.S. Region, **effective through 30 September 2014**, the Account Number must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt, except for the final 4 digits. This requirement applies to all ATMs, but only applies to other Point-of-Transaction Terminals installed after 1 July 2003.

In the U.S. Region, for terminals installed after 1 July 2003, the expiration date must not appear or must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt.

ID#: 151013-120913-0027844

Additional Receipt Content for All Transactions (New)

In addition to the general data elements specified in "Required Receipt Content for All Transactions," additional requirements for specific Transaction types or environments are specified below:

Additional Receipt Content Requirements for Cash and Quasi-Cash Transactions				
	ATM Transaction	Manual Cash Disbursement	Quasi- Cash Transaction	Cash Back Transaction
Balance	X			
Type of Account Accessed	X			
Secondary Cardholder Identifications Check		X	X	
Clerk's Signature		X		
4 printed digits printed on the card above the card number		X	X	
Cash back amount shown separately to purchase amount				X
When charged, the ATM Access Fee or surcharge amount show separately	X			
If an ATM Access Fee is charged, identify the fee with the words "ATM Fee," "Terminal Fee," or "Access Fee"	X			
In the U.S. Region and Canada Region, identify the Acquirer as the recipient of the fee				
Additional Receipt Content Requirements for Car Rental, T&E and Transit Transactions				
	Car Rental	Hotel & Cruise Line	Fleet Card (U.S. Region)	Transit Aggregated Transaction
Dates of				
• Check in/Embarkation		X		
• Check out/Disembarkation				
For Priority Check-Out				
• Cardholder's Address	X	X		
Room Rate		X		

Additional Receipt Content Requirements for Car Rental, T&E and Transit Transactions

	Car Rental	Hotel & Cruise Line	Fleet Card (U.S. Region)	Transit Aggregated Transaction
For Advance Deposit Transactions:				
• Deposit Amount ¹				
• Cardholder Name, Telephone Number and Mailing Address				
• Confirmation Code	X	X		
• Scheduled Start Date ²				
• Date and Time that Cancellation Privileges (if any) Expire without Deposit Forfeiture				
• The words "Advance Deposit"				
For Advance Deposit Cancellations:				
Cancellation Code	X	X		
For No Show Transactions, the words "No Show"				
		X		
Odometer Reading			X	
Following Fuel Details				
• Product Code				
• Fuel Type			X	
• Unit Price				
• Fuel Quantity				
• Amount of each individual purchase				
• Date of each individual purchase				X
• Description of each individual purchase				

¹Advance deposit for car rental is only permitted in the U.S. Region.

²For Car Rental: scheduled car rental date. For hotel: scheduled check-in date. For cruise lines: scheduled embarkation date.

Additional Receipt Content Requirements for Card Not Present Transactions

	Electronic Commerce Aggregated Transaction	Electronic Commerce	Recurring Transaction
<ul style="list-style-type: none"> • Amount of each individual purchase • Date of each individual purchase • Description of each individual purchase 	X		
For Recurring Transactions, the words "Recurring Transactions"			X
Customer Service Contact		X	
Where applicable, conditions of sale including return and cancellation policy		X	
Merchant Country		X	
Frequency/Duration of Each Transaction			X

Additional Receipt Content Requirements for Partial Payment Transactions

	Advance Payment (U.S. Region)	Delayed Delivery
For Advance Deposit Transactions: <ul style="list-style-type: none"> • Deposit Amount • Cardholder Name, Telephone Number and Mailing Address • Confirmation Code • Scheduled Start Date • Date and Time that Cancellation Privileges (if any) Expire without Deposit Forfeiture • The words "Advance Deposit" 	X	
The words "Advance Payment"	X	
Words "Deposit" and "Balance" as appropriate		X

Additional Receipt Content Requirements Other Environment Transactions				
	Dynamic Currency Conversion	Easy Pay (LAC Region)/ Auto- Substantiation (U.S. Region)	Visa POS Offers (U.S. Region)	Fees (when charged)
For Pre-Authorized Healthcare, the words "Pre-Authorized Healthcare"		X		
Words indicating the Transaction is an Easy Pay Transaction		X		
Transaction Amount in				
• Merchant's Local Currency	X			
• Transaction Currency				
With currency symbols				
Words "Transaction Currency" next to the Total Transaction amount	X			
Currency Conversion Rate	X			
Currency conversion commission, fees, or mark up on the exchange rate over a wholesale rate or government mandated rate	X			
Statement that the cardholder has been offered a choice of currencies for payment and Cardholder expressly agrees to the Transaction Receipt information by marking an "accept" box on the Transaction Receipt	X			
Statement that Dynamic Currency Conversion is conducted by the Merchant	X			
Offer Amount			X	
Offer Code			X	
Offer Description			X	
Discounted Transaction Amount			X	
Offer Receipt Text			X	

Additional Receipt Content Requirements Other Environment Transactions				
	Dynamic Currency Conversion	Easy Pay (LAC Region)/ Auto- Substantiation (U.S. Region)	Visa POS Offers (U.S. Region)	Fees (when charged)
When charged the convenience fee or surcharge amount, show separately				X
U.S. Region and U.S. Territories The Transaction Receipt must show the U.S. Credit Card Surcharge amount separately on the front of the receipt in the same type font and size as the other items, after the subtotal (allowing for any discounts) and before the final Transaction amount. The U.S. Credit Card Surcharge amount must not be identified as a Visa-imposed surcharge.				X

ID#: 151013-120913-0027845

Transaction Receipt Data Requirements

Government Payments Transaction Receipt Data Requirements – CEMEA Region (Updated)

Effective through 7 June 2013, in the CEMEA Region, an Acquirer or Merchant in Russia, that assesses a service fee for the acceptance of a Visa Card or Visa Electron Card for a Government Payment, must clearly disclose the amount of that service fee on the Transaction Receipt. This service fee must appear separately on the Transaction Receipt to the amount of the Government Payment.

Effective 8 June 2013, in the CEMEA Region, an Acquirer or Merchant in Russia or Egypt that assesses a Service Fee for the acceptance of a Visa Card or Visa Electron Card for a Government Payment, must clearly and separately disclose the amount of that Service Fee, underlying Government Payment and total Transaction amount on the Transaction Receipt.

ID#: 151013-080613-0026119

Electronic and Manual Transaction Receipts

Transaction Receipt - Prohibitions (Updated)

Use of promotional, advertising, or similar language that conveys preference of a non-Visa payment card on Transaction Receipts that bear the Visa Program Marks is prohibited.

The use of language that conveys any limitation of a Cardholder's rights to dispute the Transaction with the Issuer is prohibited.

ID#: 151013-220311-0026206

Data Requirements: Unattended Transaction Receipt

An Unattended Cardholder-Activated Terminal Transaction Receipt must contain the following data elements:

- Account Number
 - **Effective through 30 September 2014**, for all Point-of-Transaction Terminals installed before 30 September 2011, at least 4 digits of the Account Number on the Cardholder copy of the Transaction Receipt must be disguised or suppressed.¹
 - **Effective through 30 September 2014**, for all Point-of-Transaction Terminals installed on or after 1 October 2011, the Account Number must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt, except for the final 4 digits.
 - **Effective 1 October 2014**, for all existing and new Point-of-Transaction Terminals, the Account Number must be disguised or suppressed on the Cardholder's copy of the Transaction Receipt, except for the final 4 digits.
- Merchant name
- Terminal location (city and country)
- Transaction Date
- Identification of Transaction Currency
- Transaction amount indicated in Transaction Currency
- Transaction type (purchase)
- Authorization Code, if applicable

¹ **Effective through 30 September 2014**, Visa strongly recommends disguising or suppressing all but the last 4 positions of the primary Account Number on the Cardholder Transaction Receipt.

ID#: 150413-151011-0026360

Hotel Guest Folio - Data Requirements

A Hotel Guest Folio must contain the following data elements:

- Embossed Card date
- Hotel name
- Hotel city and country (and state/province, if applicable)
- Transaction amount indicated in Transaction Currency
- Identification of Transaction Currency
- Transaction Date
- Description of goods and services (optional)
- Space for Cardholder signature
- Guest check-in date
- Guest check-out date
- Intended length of stay at check-in (optional)
- Room rate and salesperson's initials
- Authorization dates, amounts, and approval codes
- Authorization Code, if applicable
- Applicable tax and/or service charge rates (optional)
- Computation and procedure for estimating ancillary charges (optional)
- Estimated Transaction amount calculated on check-in date (optional)

ID#: 150413-220311-0026220

Manual Transaction Receipt - Lodging and Cruise Line Merchants - U.S. Region

In the U.S. Region, a Manual Transaction Receipt for Lodging or Cruise Line Merchants must contain the following data elements:

- Imprint of Card data
- Imprint of Merchant or Member name and location
- Location Code
- Transaction amount
- Transaction Date
- Transaction payment type (i.e., "Visa"). The payment brand used to complete the Transaction must be identified on the Cardholder's copy of the Transaction Receipt
- Guest check-out or disembarkation date
- Legend identifying its purpose (i.e., Transaction Receipt or sales slip)

- Legend identifying the party to whom it will be delivered (e.g., “Member copy”). The other copies of the formset should also be appropriately labeled “Merchant copy” or “Cardholder copy.”
- Description of goods or services
- Room rate and salesperson’s initials or department number
- Authorization dates, amounts, and approval codes
- Space for Cardholder signature

ID#: 150413-220311-0026225

Transaction Receipt Delivery to Cardholder

Transaction Receipt Delivery Requirements to Cardholders (New)

A Merchant and Acquirer must provide a completed Transaction Receipt to the Cardholder for all Transactions except the following:

- No Transaction Receipt is required for following Transactions:
 - Transactions at Unattended Cardholder Acceptance Terminals of US\$15 or less (this does not apply to ATMs or AFDs)¹
 - In the CEMEA Region, ATM Cash Disbursements at ATMs that do not have a printer
 - In the U.S. Region, a Straight Through Processing Transaction
- A Transaction Receipt must be made available to the Cardholder but is only required to be provided if the Cardholder requests one for the following Transactions:
 - Transactions at Unattended Cardholder Activated Terminals above US\$15 and all Transactions at an AFD
 - ATM Cash Disbursements
 - Visa Easy Payment Service Transactions
 - Transactions at Proximity Payment Only Terminals
 - In the U.S. Region, Visa Large Purchase Advantage Transaction

¹A variance to this requirement applies in the AP Region for Members in Australia and New Zealand for certain vending machine Transactions.

ID#: 151013-120913-0027834

Transaction Receipt Delivery Timing (New)

The Transaction Receipt must be provided at the time that the purchased goods are delivered or services are received, or at the time a Manual Cash Disbursement is made.

For a Transaction completed at a Point-of-Transaction Terminal in the Card Present Environment, the Transaction Receipt must be provided at the time of the Transaction.

For a Deferred Payment Transaction, the Transaction Receipt must be provided at the time of billing.

ID#: 151013-120913-0027835

Transaction Receipt Type (New)

When a Transaction Receipt is provided, the Merchant (or for a Manual Cash Disbursement, the Acquirer) must provide a paper Transaction Receipt for all Transactions except:

- Electronic Commerce Transactions, where the Merchant may offer an Electronic Format Cardholder Receipt as the only option to the Cardholder
- Transactions at Proximity Payment Only Terminals, where the Merchant is not required to provide a paper Transaction Receipt at the time of purchase, but must communicate to the Cardholder how to receive a Transaction Receipt. This only applies to Terminals in the U.S. Region for Transactions of \$15 or less.
- In other environments, if the Cardholder has been offered a paper Transaction Receipt and informs the Merchant that they prefer to receive an Electronic Format Cardholder Receipt

ID#: 151013-120913-0027836

Electronic Format Cardholder Receipt Requirements (New)

If offering an Electronic Format Cardholder Receipt to the Cardholder instead of a paper Transaction Receipt, the Merchant must inform the Cardholder of all of the following:

- The delivery method (e.g., e-mail, text message, link in a text message) used by the Merchant to provide an Electronic Format Cardholder Receipt
- The time within which the Electronic Format Cardholder Receipt will be provided to the Cardholder
- If a link to a Website is provided, the Merchant must provide clear instructions to the Cardholder for accessing the Electronic Format Cardholder Receipt on the Website
- Instructions to enable the Cardholder to obtain the receipt if the Cardholder does not receive the Electronic Format Cardholder Receipt

The Merchant must make the receipt available to the Cardholder for at least 24 hours.

The title of an e-mail, or the title or first line of a wirelessly-delivered message, such as an SMS (Short Message Service) text message, that is used to send an Electronic Format Cardholder Receipt or a link to an Electronic Format Cardholder Receipt must clearly identify:

- The Merchant name and, if applicable, the name of the PSP as it will appear in the Clearing Record and Cardholder billing statement
- That the e-mail 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

The Electronic Format Cardholder Receipt must be provided in a static format that cannot be easily manipulated after it has been created.

Personal information provided by the Cardholder to enable the Merchant to provide an Electronic Format Cardholder Receipt must not be stored or used by the Merchant for any other purpose without the express consent of the Cardholder.

ID#: 151013-120913-0027837

Transaction Deposits

General Transaction Deposit Requirements

Transaction Deposit in Transaction Country (Updated)

A Merchant, except a military base or an International Airline, must deposit all Transactions with an Acquirer whose Country of Domicile is in the Transaction Country.

ID#: 151013-010410-0002979

Transaction Deposit Time Limits

Installment Billing Transaction Receipt Deposits - U.S. Region (Updated)

A U.S. Merchant must not deposit the first Installment Billing Transaction with its Acquirer until the shipment date of the goods. The Merchant must deposit subsequent Installment Billing Transactions at either of the following intervals:

- 30 calendar days or more
- Monthly anniversary of the shipment date (same day of each month)

ID#: 151013-010410-0005189

Transaction Deposit Restrictions

Transactions Directly Resulting from Other Entities (Updated)

A Merchant that is not a Payment Service Provider (PSP) must deposit only transactions it has completed.

A PSP may deposit a Transaction between a Cardholder and a Sponsored Merchant of the PSP.

A variance applies in the U.S. Region for the Government and Higher Education Payment Program.

A variance applies in the AP Region for government payments in Australia.

A variance to this requirement applies in the CEMEA Region for Domestic Transactions at Unattended Cardholder-Activated Terminals in Russia.

ID#: 151013-010410-0002981

Merchant Location Identification (Updated)

A Merchant with multiple Merchant Outlets must identify the location of each Transaction in the transaction data it deposits with its Acquirer.

ID#: 151013-010410-0002982

Transaction Deposit Conditions (New)

A Merchant or Payment Service Provider (PSP) must not deposit a Transaction Receipt until one of the following occurs:

- The Transaction is completed
- The goods or services are shipped or provided, except as specified below
- The purchased service is performed
- Cardholder consent is obtained for a Recurring Transaction

A Merchant or PSP may deposit a Transaction Receipt before shipping or providing goods or services only if the Cardholder has agreed to either:

- A Delayed Delivery Transaction
- An Advance Deposit Transaction

A U.S. Merchant may deposit a prepayment within the time limits specified in the U.S. Regional Operating Regulations if the Merchant advises the Cardholder of the immediate billing at the time of the Transaction, for:

- Prepayment of services, excluding estimates for services to be provided
- Full prepayment of custom-ordered merchandise manufactured to the Cardholder's specifications

For prepayment of services, the Transaction Date is considered to be the date of Cardholder prepayment.

ID#: 151013-120913-0027797

Credits and Refunds

General Credit and Refund Requirements

Credit Transaction Receipt - Merchant Processing Requirements (Updated)

A Merchant may, at its discretion, process a Credit Transaction when a valid Transaction was previously processed and the Cardholder either cancelled the Transaction later or returned the goods. At the time of the Credit Transaction, the Merchant must:

- Identify the original Transaction on the Transaction Receipt
- Deliver a completed Credit Transaction Receipt to the Cardholder
- In the U.S. Region, deposit the Credit Transaction within 5 calendar days from the date that the credit was issued

ID#: 151013-010410-0008605

Credit Transaction Receipt Delivery - U.S. Region

A U.S. Merchant must provide a credit refund or price adjustment by delivering a Credit Transaction Receipt to the Member that received the related Transaction Receipt representing the original purchase. The only exception is an Airline or other carrier, if required by applicable tariffs, laws, or regulations.

ID#: 150413-010410-0001713

Credit and Refund Restrictions (Updated)

A Merchant must provide a credit refund in connection with a Transaction by a Credit Transaction Receipt, not by cash or check. The only exceptions are Airlines, if required by applicable tariffs, laws, or regulations.

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

The loading of value to a Visa Prepaid Card that has been designated for participation in the Visa Prepaid Load Service by the Issuer is excluded from these restrictions.

In the U.S. Region, the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account, as specified in the *Visa ReadyLink Service Description and Implementation Guidelines*, that has been designated for participation in Visa ReadyLink by the Issuer is excluded from this restriction.

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

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

ID#: 151013-010410-0003076

Proper Disclosure of Refund Policy

Electronic Commerce Merchant Refund Policy Disclosure

An Acquirer must ensure that its Electronic Commerce Merchant includes any return/refund policy on the Merchant's Website and that a "click to accept," or other acknowledgement button accepting the policy, is used by the Cardholder.

Purchase terms and conditions must be displayed to the Cardholder during the order process either:

- On the same screen as the checkout screen indicating the total Transaction amount
- Within the sequence of Web pages accessed by the Cardholder before the final checkout

In the U.S. Region, in addition to the above requirements, an Electronic Commerce Merchant Website must communicate its refund policy to the Cardholder **during** the order process.

ID#: 010410-010410-0008606

Proper Disclosure of Limited Return Policies

The table below specifies the words or similar wording that must be legibly printed on all copies of a Transaction Receipt near the Cardholder signature area or in an area easily seen by the Cardholder.

Proper Disclosure on Transaction Receipts

Transaction Receipt Wording	To Be Used for the Following Return Policies
"No Refund," "No Exchanges," or "All Sales Final"	Merchant does not : <ul style="list-style-type: none">• Accept merchandise in return or exchange• Issue a refund to a Cardholder
"Exchange Only"	Merchant only accepts merchandise in exchange for merchandise of equal value to the original Transaction amount.

Transaction Receipt Wording	To Be Used for the Following Return Policies
"In-Store Credit Only"	Merchant only accepts merchandise for return and delivers an in-store credit document that both: <ul style="list-style-type: none">• Equals the value of the returned merchandise• Must be used at the Merchant location

Proper disclosure must not include a statement that waives a Cardholder's right to dispute the Transaction with the Issuer.

For Transactions in a Card-Present Environment, a Merchant may limit its acceptance of returned merchandise or establish a policy to make price adjustments provided that the Merchant makes proper disclosure of its returns policy in accordance with the table above.

ID#: 150413-010410-0008771

Alternate Forms of Credit - U.S. Region

A U.S. Merchant may provide the following alternate forms of credit:

- Cash refund to the Cardholder for a Visa Easy Payment Service Transaction
- Cash refund, Credit Transaction Receipt, or other appropriate form of credit to the recipient of a gift purchased as a Mail/Phone Order Transaction, instead of to the Cardholder
- Cash refund or in-store credit for a Visa Prepaid Card Transaction if the Cardholder states that the Visa Prepaid Card has been discarded

The refund or adjustment must not exceed the original Transaction amount.

ID#: 151013-010410-0008613

Transaction Reversals

Transaction Receipt Reversal or Adjustment (Updated)

A Merchant must process a Reversal or an Adjustment within 30 calendar days¹ if it processed a Transaction Receipt in error.

The debit must be reversed using a Reversal Transaction code or an Adjustment message. See the applicable VisaNet Manuals for information on Transaction codes and information on Single Message System message types.

¹ A variance to this requirement applies in the U.S. Region.

ID#: 151013-010410-0008614

Convenience Fees

Convenience Fee General Requirements

Convenience Fee - General Requirements - AP Region and U.S. Region (Updated)

In the AP Region and the U.S. Region, a Merchant that charges a Convenience Fee must ensure that the fee is:

- Charged for a bona fide convenience in the form of an alternative payment channel outside the Merchant's customary payment channels (i.e., not solely for the acceptance of the Visa Card). The requirement for an alternative payment channel means that Mail/Phone Order Merchants and Electronic Commerce Merchants whose payment channels are exclusively Card-Absent Environments may not impose a Convenience Fee.
- Disclosed clearly to the Cardholder as a charge for the alternative payment channel convenience
- Disclosed before the completion of the Transaction and the Cardholder is given the opportunity to cancel
- Added only to a Transaction completed in a Card-Absent Environment
- A flat or fixed amount, regardless of the value of the payment due¹
- Applicable to all forms of payment accepted in the payment channel
- Included as part of the total amount of the Transaction

In the U.S. Region or in a U.S. Territory, a Merchant that assesses a U.S. Credit Card Surcharge must not charge a Convenience Fee in addition to the U.S. Credit Card Surcharge.

In Australia, a Merchant that assesses a Surcharge must not charge a Convenience Fee in addition to the Surcharge.

¹In the AP Region, an ad valorem amount is allowed where the Merchant's pricing is subject to regulatory controls that make a flat fee infeasible.

ID#: 151013-010410-0027492

Convenience Fees Not Assessed by a Third Party - AP Region and U.S. Region (Updated)

In the U.S. Region and the AP Region, a Convenience Fee may only be charged by the Merchant that actually provides goods or services to the Cardholder. A Convenience Fee may not be charged by any third party.

ID#: 151013-061112-0027493

Convenience Fees on Recurring Transactions - AP Region and U.S. Region (Updated)

In the AP Region and the U.S. Region, a Convenience Fee must not be added to a Recurring Transaction.

ID#: 151013-061112-0027494

Domestic Convenience Fee - CEMEA Region (Updated)

In the CEMEA Region, a Russian Merchant or Third Party may charge a Convenience Fee. The Merchant or Third Party that charges a Convenience Fee must ensure that the fee is:

- Applied to a Domestic Transaction only
- Charged for a bona fide convenience in the form of an alternative payment channel outside the Merchant's customary payment channels
- Added only to a Transaction at an Unattended Cardholder-Activated Terminal¹
- Applicable to all forms of payment accepted in the alternative payment channel (that is, there is no adverse discrimination against Visa Cards)
- Included as a part of the total amount of the Transaction and not collected separately
- Clearly reflected and specified on the Cardholder's Transaction Receipt
- Not added to a Recurring Transaction or Installment Transaction

If the Transaction takes place at an Unattended Cardholder-Activated Terminal operated by a Third Party, the Acquirer must ensure that:

- The Third Party is assigned the appropriate Merchant Category Code, as specified in the *Visa Merchant Data Standards Manual*
- The Third Party's name (or an abbreviation of the Third Party's name) in conjunction with the associated Merchant name is included in the Authorization Request and Clearing Record
- **Effective 11 April 2014**, the Merchant name must comply with "Merchant Name Requirements" and "Merchant Name Supplementary Data"

¹ **Effective through 31 December 2013**, excluding Transactions at Automated Fuel Dispensers, Telephone Service Transactions, Card Dispensing Machines, or ATM Cash Disbursements. **Effective 1 January 2014**, excluding Transactions at Automated Fuel Dispensers, Telephone Service Transactions, or ATM Cash Disbursements.

ID#: 151013-260813-0025572

Domestic Convenience Fee Limits - CEMEA Region

In the CEMEA Region, a Convenience Fee charged by a Russian Merchant must be a flat or fixed amount, not exceeding the following:

- 35 Rubles for Transactions processed with MCC 4814, "Telecommunication Service Including Local and Long Distance Calls, Credit Card Calls, Calls Through Use of Magnetic-Stripe-Reading Telephones, and Fax Services"
- 60 Rubles for Transactions processed with MCC 4900, "Utilities - Electric, Gas, Water, Sanitary"
- 48 Rubles for all other Transactions

ID#: 111011-010100-0025574

Domestic Convenience Fee Disclosure - CEMEA Region

In the CEMEA Region if a Russian Merchant or Third Party imposes a Convenience Fee, the terminal must:

- Inform the Cardholder that a Convenience Fee will be applied as a charge for the alternative payment channel convenience, in addition to charges assessed by the Issuer. The disclosure must comply with all the following:
 - Be as high a contrast or resolution as any other graphics on the terminal
 - 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."

- Identify the recipient of the Convenience Fee
- Inform the Cardholder of the amount 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
- **Not** establish a minimum or maximum Transaction amount as a condition of honoring a Visa Card or Visa Electron Card

ID#: 111011-010100-0025573

Chip Card Acceptance

Chip Card Acceptance General Requirements

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.

If the Chip or Chip-Reading Device is inoperable, the Merchant must obtain an Online Authorization using the Magnetic Stripe. If the Magnetic Stripe cannot be read, or if Online Authorization is not available, existing Card acceptance and Transaction processing procedures apply.

If the Acquirer-Country combination exceeds international Fallback Transaction thresholds, the Member may be subject to penalties, as specified in "Acquirer Penalty for Global Fallback Monitoring Program Identification," "Acquirer Liability for Fallback Chip Transactions," and the *Global Chip Fallback Monitoring Program Guide*.

ID#: 150413-150210-0004845

Chip Card Acceptance in Australia – AP Region (Updated)

Acquirers and Merchants in Australia must comply with the following requirements for all Card acceptance devices, excluding ATMs:

- Acquirers and Merchants must complete the migration of electronic Card acceptance devices to be EMV-Compliant for acceptance of Visa domestic or international EMV Transactions^{1,2}
- An Acquirer must certify its hosts support for Full-Chip Data
- An Acquirer and its Merchants must activate their EMV acceptance devices to conduct Visa Smart Debit/Credit (VSDC) Transactions

¹ New Unattended Cardholder-Activated Terminals must be EMV-Compliant.

² All Unattended Cardholder-Activated Terminals must be EMV-Compliant **by 1 January 2014**.

ID#: 151013-210611-0026157

Chip Card Acceptance in New Zealand – AP Region

Acquirers and Merchants in New Zealand must comply with the following requirements for all Card acceptance devices, excluding ATMs:

- Acquirers and Merchants must complete the migration of electronic Card acceptance devices to be EMV-Compliant for acceptance of Visa domestic or international EMV Transactions^{1,2}
- An Acquirer must certify its hosts support for Full-Chip Data
- An Acquirer and its Merchants must activate their EMV acceptance devices to conduct Visa Smart Debit/Credit (VSDC) Transactions

¹ New Unattended Cardholder-Activated Terminals deployed **on or after 1 April 2012** must be EMV-Compliant.

² All Unattended Cardholder-Activated Terminals must be EMV-Compliant **by 1 January 2014**.

ID#: 150413-210611-0026142

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 the:

- Transaction does **not** take place at a Compliant Chip Card Reading Device with a Compliant PIN Entry Device (PED)
- 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

ID#: 160312-011010-0004884

Visa Debit Acquirers - Canada Region (Updated)

A Canada Acquirer must be able to process Visa Debit Category Transactions from any Merchant with which the Acquirer has a Merchant Agreement.

ID#: 151013-140612-0008078

Failure to Comply with Visa Debit Processing Requirements - Canada Region (Updated)

A Canada Acquirer that fails to comply with the requirements for processing Visa Debit Category Transactions will be subject to a penalty, as specified in "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 penalty, as specified in "Visa Debit Acquirers Compliance Program - Canada Region."

ID#: 151013-140612-0008079

Visa Debit Transaction Authorization Requirement - Canada Region (Updated)

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

ID#: 151013-140612-0025968

Visa Debit Acquirers Compliance Program - Canada Region (Updated)

A Canada Acquirer that fails to comply in updating its host systems with the ability to process Visa Debit Transactions will be subject to a penalty 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 penalty of CAD \$5,000 per Cardholder complaint reported to Visa as an Acceptance Compliance Program incident.

ID#: 151013-140612-0008364

Chip Transaction Processing Requirements - U.S. Region (New)

Effective 25 April 2013, in the U.S. Region, all transactions initiated with a Visa-owned Application Identifier must be processed as a Visa Transaction, Visa Electron, Interlink, or Plus transaction, as applicable.

This provision does not apply to transactions from U.S. Covered Visa Debit Cards initiated with the Visa U.S. Common Debit Application Identifier.

ID#: 151013-250413-0027580

Chip Authorization

Chip Transaction Below Chip Floor Limit

For Authorization of a Transaction processed below the Floor Limit, a Visa Smart Payment Application may either:

- Instruct the terminal to go Online
- Approve the Transaction using offline controls contained in the Chip

ID#: 010410-010410-0004391

Parameters to Enable Offline Chip Authorization

An Issuer of Chip Cards containing the Visa Smart Payment Application with Offline Authorization controls must define parameters to enable Offline Chip Authorization. An Issuer may exempt a Visa Card encoded with Service Code from this requirement.

ID#: 111011-010410-0004392

Visa Purchasing Card Offline Chip Authorization

An Issuer of a Visa Purchasing Card containing a Chip with a Visa Smart Payment Application with Offline Authorization controls may define parameters to enable Chip Offline Authorization.

ID#: 010410-010410-0004394

Visa Electron Offline Chip Authorization

An Issuer of a Visa Electron Card containing a Chip with Offline Authorization controls may define parameters to enable acceptance at terminals with no Online Authorization capability.

ID#: 010410-010410-0004395

Consecutive Offline Chip Authorization Counters

When Offline Authorization controls are defined in a Chip, and the upper limit for consecutive offline counters is specified, all Chip-initiated Transactions must go Online if the upper limit for the total number or value of consecutive offline Transactions is exceeded. If the terminal is unable to go Online, the Transaction must be declined.

ID#: 151013-010410-0004393

Chip Floor Limit Requirements (Updated)

An Acquirer must ensure that its Merchants obtain Authorization for Transaction amounts above the applicable Chip Floor Limits or non-Chip Floor Limits specified in "Maximum Authorized Floor Limits." If no Chip Floor Limit is listed, the non-Chip Floor Limit applies.

Effective 8 August 2013, if no contactless Chip Floor Limit is listed, the Chip Floor Limit applies. This provision does not apply to domestic Proximity Payment Transactions in the AP Region, as specified in "Proximity Payment Authorization Requirements - AP Region."

ID#: 151013-010410-0002854

Domestic Chip Floor Limits in Australia – AP Region (Updated)

Effective through 11 April 2014, in Australia all EMV-Compliant Chip-Reading Devices (including EMV-Compliant Chip-reading Unattended Cardholder-Activated Terminals) must support a Chip Floor Limit of AUD 200 across all Merchant Category Codes for Domestic Transactions.

The zero Chip Floor Limit mandates specified in "Maximum Authorized Floor Limits" continue to apply for International Transactions.

ID#: 151013-060111-0026161

EMV Liability Shift and Fallback

EMV Liability Shift - Acquirer Liability for Card-Present Counterfeit Card Transactions (Updated)

Counterfeit Card Transactions completed in a Card-Present Environment are the liability of the Acquirer if:

- The Transaction does not take place at a Chip-Reading Device and is not a Fallback Transaction completed following correct acceptance procedures
- The Card is a Chip Card containing a Visa or Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application

The requirements in this section apply to qualifying Transactions, as specified in "EMV Liability Shift Participation."

The requirements in this section do not apply if the Authorization record indicates that CVV verification was not performed or that the CVV failed verification.

ID#: 151013-010410-0001837

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:

- The Transaction takes place at a Point-of-Transaction Terminal that is **not** EMV PIN-Compliant
- The Card is a PIN-Preferring Chip Card
- PIN Verification was **not** performed

The requirements in this section apply to qualifying Transactions, as specified in "EMV Liability Shift Participation."

ID#: 160312-010410-0001838

Acquirer Liability for Fallback Chip Transactions

Transactions accepted as Fallback Transactions are the liability of the Acquirer if:

- 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 conditions:
 - 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
- The Account Number was resident on the Exception File with a Negative Response on the Processing Date of the Chargeback and was on the Exception File for a total period of at least 60 calendar days from the date of listing

ID#: 010410-010410-0001839

Global Chip Fallback Monitoring Program Criteria

An Acquirer is placed in the Global Chip Fallback Monitoring Program if the Acquirer-country combination meets or exceeds all of the monthly performance activity levels for international Chip-Initiated Transactions specified in the *Global Chip Fallback Monitoring Program Guide*.

Visa may modify or create new monthly performance levels after evaluation of the program's success in identifying Acquirer-country combinations with excessive amounts of Fallback Transaction activity that could cause undue economic hardship or damage to the goodwill of the Visa system, as specified in the *Global Chip Fallback Monitoring Program Guide*.

At the option of Visa, this program applies to Domestic Transactions, as specified in the *Global Chip Fallback Monitoring Program Guide*.

ID#: 151012-011009-0008404

Acquirer Penalty for Global Fallback Monitoring Program Identification (Updated)

An Acquirer is subject to a penalty of US \$1 per Fallback Transaction when the Acquirer-country combination meets or exceeds the minimum Transaction volume and percentage parameters specified in the *Visa International Operating Regulations* and the *Global Chip Fallback Monitoring Program Guide*.¹

Transactions involving Acquirers in the jurisdiction of Visa Europe will be subject to a penalty of 1 euro per Fallback Transaction.

1 Effective 1 October 2013, this penalty does not apply in the AP Region for Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.

ID#: 151013-011009-0008405

Visa Easy Payment Service (VEPS) Transactions

Visa Easy Payment Service (VEPS) - General Requirements

Visa Easy Payment Service (VEPS) - General Requirements (Updated)

To qualify as a Visa Easy Payment Service (VEPS) Transaction, a Transaction must:

- Be conducted in a Face-to-Face Environment^{1,2}
- Be authorized
- Be conducted at a Merchant Outlet with a Merchant Category Code other than that specified in "Visa Easy Payment Service (VEPS) Merchant Category Code Exclusions"³
- Not exceed the Transaction limits specified in "Visa Easy Payment Service Country-Level Transaction Limits"
- Have a POS Entry Mode code of "05," "07," "90," or "91"

In the U.S. Region or in a U.S. Territory, where a U.S. Credit Card Surcharge is assessed, the total of the goods and/or services, taxes, and the U.S. Credit Card Surcharge, must be less than the applicable Visa Easy Payment Service Transaction limit to qualify as a Visa Easy Payment Service (VEPS) Transaction.

In Australia, where a Surcharge was assessed, the total of the goods and/or services, taxes, and the Surcharge, must be less than the applicable Visa Easy Payment Service Transaction limit to qualify as a Visa Easy Payment Service (VEPS) Transaction.

¹ A variance to this requirement applies in the AP Region. Domestic Proximity Payment Transactions conducted at Unattended Cardholder-Activated Terminals may qualify as Visa Easy Payment Service Transactions.

² A variance to this requirement applies in the U.S. Region. Transactions less than or equal to US \$15 conducted at Unattended Cardholder-Activated Terminals may qualify as Visa Easy Payment Service Transactions.

³ An exception applies in the AP Region for domestic Transactions in Australia and **effective 1 August 2013 through 31 December 2016**, for domestic Magnetic Stripe and contact Chip-initiated Transactions in Japan.

ID#: 151013-161010-0025692

Visa Easy Payment Service (VEPS) Merchant Category Code Exclusions (Updated)

Any Merchant except a Merchant assigned one of the following Merchant Category Codes¹ may conduct a Visa Easy Payment Service Transaction:

- MCC 4829 - "Wire Transfer Money Orders"
- MCC 5542 - "Automated Fuel Dispensers"
- MCC 5960 - "Direct Marketing - Insurance Services"
- MCC 5962 - "Direct Marketing - Travel Related Arrangement Services"
- MCC 5964 - "Direct Marketing - Catalog Merchants"
- MCC 5965 - "Direct Marketing - Combination Catalog and Retail Merchants"
- MCC 5966 - "Direct Marketing - Outbound Telemarketing Merchants"
- MCC 5967 - "Direct Marketing - Inbound Telemarketing Merchants"
- MCC 5968 - "Direct Marketing -Continuity/Subscription Merchants"
- MCC 5969 - "Direct Marketing/Direct Marketers (Not elsewhere classified)"
- MCC 6010 - "Financial Institutions - Manual Cash Disbursements"
- MCC 6011 - "Financial Institutions - Automated Cash Disbursements"
- MCC 6012 - "Financial Institutions - Merchandise and Services"
- MCC 7995 - "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Track"
- MCC 9405 - "Intra-Government Purchases (Government only)"
- MCC 9700 - "International Automated Referral Service (Visa use only)"
- MCC 9701 - "Visa Credential Server (Visa use only)"
- MCC 9702 - "GCAS Emergency Services (Visa use only)"
- MCC 9950 - "Intra-Company Purchases"

¹ A restriction applies in the AP Region for domestic Transactions in Australia and **effective 1 August 2013 through 31 December 2016**, for domestic Magnetic Stripe and contact Chip-initiated Transactions in Japan.

ID#: 151013-161010-0025695

Visa Easy Payment Service (VEPS) Transaction Restrictions

The following Transactions which require a Transaction Receipt must not be processed as Visa Easy Payment Service Transactions:

- A Fallback Transaction
- An Account Funding Transaction
- A Cash-Back Transaction
- A Manual Cash Disbursement Transaction
- A Quasi-Cash Transaction
- A Prepaid Load Transaction
- A Transaction where Dynamic Currency Conversion is performed

ID#: 160312-161010-0025693

Visa Easy Payment Service (VEPS) Transaction Cardholder Verification Method

A Merchant is **not** required to obtain Cardholder Verification for a Visa Easy Payment Service (VEPS) Transaction unless the Transaction is an EMV PIN Transaction.

For an EMV PIN Transaction, the EMV Terminal must prompt the Cardholder for a PIN if PIN verification is required as a result of EMV processing.

Failure to comply with this requirement may result in a change to the Chargeback liability as specified in "EMV Liability Shift - Issuer Liability for Card-Present Counterfeit Chip Card Transactions" and "EMV Liability Shift - Acquirer Liability for Card-Present Counterfeit Chip Card Transactions."

Effective 1 October 2014, an exception applies for domestic transactions in the LAC Region.

ID#: 150413-011014-0025694

Visa Easy Payment Service Transaction Requirements - AP Region

In the AP Region, in addition to the requirements specified in "Visa Easy Payment Service (VEPS) – General Requirements," a Visa Easy Payment Service Transaction that is a Proximity Payment may be an Unattended Transaction.

ID#: 151012-161010-0025703

Australia Visa Easy Payment Service Transaction Cardholder Verification – AP Region

For all domestic Visa Easy Payment Service Transactions conducted in Australia, Cardholder Verification Method (CVM) is not required. This applies to Transactions conducted with EMV PIN-Preferring Chip Cards.

ID#: 160312-060111-0026156

Japan Visa Easy Payment Service Transaction Merchant Category Codes - AP Region (Updated)

Effective 1 August 2013 through 31 December 2016, for all domestic Visa Easy Payment Service Transactions conducted in Japan, the Transaction must only originate at one of the Merchant Category Codes shown in the following table.

Effective 8 August 2013, this requirement does not apply to domestic Proximity Payment Transactions.

Visa Easy Payment Service Merchant Category Codes

Merchant Category Codes	Description
4011	Railroads
4112	Passenger Railways
4784	Tolls and Bridge Fees
5311	Department Stores
5411	Grocery Stores and Supermarkets
5499	Miscellaneous Food Store - Convenience Stores and Specialty Markets
5541	Filling Stations - Automotive Gasoline
5542	Automated Fuel Dispensers
5983	Fuel Dealers—Fuel Oil, Wood, Coal, and Liquefied Petroleum
7523	Parking Lots, Parking Meters and Garages
7832	Motion Picture Theaters
7992	Public Golf Courses
7996	Amusement Parks, Circuses, Carnivals, and Fortune Tellers

Merchant Category Codes	Description
7997	Membership Clubs
7998	Aquariums, Seaquariums, and Dolphinariums
7999	Recreational Facilities (Not Elsewhere Classified)

ID#: 151013-010813-0027120

Visa Easy Payment Service Transaction Cardholder Verification - LAC Region

Effective 1 October 2014, for all domestic Visa Easy Payment Service Transactions in the LAC Region, except for Brazil, conducted with EMV PIN-Preferring Chip Cards Cardholder Verification Method (CVM) is not required.

ID#: 150413-010100-0027485

Visa Easy Payment Service (VEPS) MCC-based Transaction Limit - U.S. Region (Updated)

A Visa Easy Payment Service Transaction conducted in the U.S. Region that originates at one of the following Merchant Category Codes qualifies for higher limit, as specified in "Country-Level Visa Easy Payment Service Transaction Amount Limits":

- 5310, "Discount Stores"
- 5411, "Grocery Stores and Supermarkets"

ID#: 151013-131012-0027090

Card-Not-Present Transactions

Mail/Phone Order and Electronic Commerce Authorization Requirements

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 the Visa Card expiration date and forward it as part of the Authorization Request.

ID#: 031209-150210-0003129

Mail/Phone Order and Electronic Commerce Authorization Requirements

For goods to be shipped, a Mail/Phone Order or an Electronic Commerce Merchant may obtain Authorization on any day up to 7 calendar days before the Transaction Date. The Transaction Date is the date the merchandise is shipped. This Authorization is valid if the Transaction amount is within 15% of the authorized amount, provided that the additional amount represents shipping costs.

In the U.S. Region, the 15% provision does not apply if:

- The last Authorization obtained was a Partial Authorization.
- The Transaction is a Commercial Payables Transaction completed with a Visa Purchasing Card as specified in "Authorization and Settlement Match Participation Requirements - U.S. Region."

ID#: 150413-010410-0006108

Mail/Phone Order Expiration Date in Authorization - AP Region

In the AP Region, all Mail/Phone Order Transaction Authorization Requests must include the Card expiration date. An exception applies to Recurring Transactions, which do **not** require an expiration date in the Authorization Request.

ID#: 010410-010410-0005333

Mail/Phone Order and Electronic Commerce Merchant Outlet Requirements

Disclosure of Merchant Outlet Country

An Electronic Commerce or Mail/Phone Order Merchant must disclose the Merchant Outlet country when presenting payment options to the Cardholder.

ID#: 010410-010410-0002902

Visa Right to Determine Merchant Outlet Country

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
- Any other available information

The decision by Visa is final.

ID#: 010410-010410-0005916

Electronic Commerce General Requirements

Electronic Commerce Acquirer Solicitation Website Requirements

An Acquirer soliciting Merchant applications must list the Merchant domicile requirements on its Website. The domicile requirements must be those permitted by the Acquirer's jurisdictional rights, as specified in "Country of Domicile and Jurisdiction Requirements" and the *Visa International Certificate of Incorporation and Bylaws, Section 2.10*.

ID#: 151011-010210-0004630

Acquirer Use of Digital Certificates

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

ID#: 151012-010410-0004617

Acquirer Support for Verified by Visa

An Acquirer must:

- Notify its Electronic Commerce Merchant of the availability of Verified by Visa
- Provide Verified by Visa to its Electronic Commerce Merchant, as requested

ID#: 150413-010410-0004619

Electronic Commerce Online Authorization

An Electronic Commerce Transaction must be sent Online for Authorization.

ID#: 010410-010410-0003659

Data Protection Method Requirements

An Acquirer must ensure that its Electronic Commerce Merchants offer Cardholders a Data Protection Method, such as Verified by Visa or Secure Sockets Layer (SSL).

ID#: 150413-010410-0008632

Electronic Commerce Indicator Requirements (Updated)

An Electronic Commerce Transaction must be identified in both the Authorization Request and Clearing Record with the appropriate Electronic Commerce Indicator values, as specified in the applicable VisaNet Manuals.

An Acquirer that fails to identify an Electronic Commerce Transaction is subject to the penalties specified in the table below:

Acquirer Penalties for Incorrect Use of Electronic Commerce Indicator Values	
Violation	Visa Action, Notification, or Fine
Warning	Notification of violation with specific date for correction, not to exceed 3 months
Uncorrected Violation (Month 4)	Acquirer assessed US \$5,000 fine per Merchant identified
Uncorrected Violation (Month 5)	Acquirer assessed US \$10,000 fine per Merchant identified
Uncorrected Violation (Months 6-12)	Acquirer assessed US \$25,000 fine each month per Merchant identified
Uncorrected Violation (Months 13-18)	Visa may suspend the Merchant from participation in the Visa Program
Uncorrected Violation (Month 19 and subsequent months)	Visa may permanently disqualify the Merchant from participation in the Visa Program

ID#: 151013-010410-0007149

Electronic Commerce Account Number Requirements

An Electronic Commerce Merchant must not return the full Account Number to the Cardholder online or on the Transaction Receipt.

ID#: 151013-010410-0003627

Electronic Commerce Merchant Transaction Type Prohibition

A Merchant, Payment Service Provider (PSP), Sponsored Merchant, or entity classified as high-brand risk, as specified in "High-Brand Risk Merchant Category Codes," that displays a Visa-Owned Mark on its Website 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 "Brand Protection."

Violation of this requirement may result in the termination of the Merchant, PSP, Sponsored Merchant or High-Brand Risk Merchant, High-Brand Risk PSP or High-Brand Risk Sponsored Merchant.

ID#: 151012-150210-0005067

Online Gambling Merchant Risk Policies

An Acquirer for an Online Gambling Merchant must comply with the Member risk policy requirements established by Visa.

ID#: 010410-010410-0004632

Verified by Visa Acquirer Requirements in India – AP Region

An Electronic Commerce Merchant in India must support Verified by Visa.

An Acquirer in India must not process a domestic Electronic Commerce Transaction unless the Cardholder is successfully authenticated using Verified by Visa.

ID#: 150413-311211-0026540

Verified By Visa Acquirer Requirements - CEMEA Region

In the CEMEA Region, an Acquirer must process Electronic Commerce Transactions using Verified by Visa.

ID#: 151012-010410-0004651

Merchant Authentication Requirements - CEMEA Region

A CEMEA Acquirer must support Merchant Certificates and, if new Merchant authentication methods become available, upgrade to the strongest level of authentication method within 12 months of the method becoming available.

ID#: 150413-010410-0004653

Verified by Visa Nigerian Acquirer Usage Requirements - CEMEA Region

A CEMEA Acquirer located in Nigeria must not process any domestic Electronic Commerce Transaction unless Verified by Visa verification is received and authenticated.

ID#: 151013-010410-0005373

Verified by Visa Chargeback Protection Limitations - U.S. Region

In the U.S. Region, an Acquirer must notify its Verified by Visa Merchant that its Electronic Commerce Transactions are not eligible for Chargeback protection from Chargeback Reason Code 75, "Transaction Not Recognized," and from Chargeback Reason Code 83, "Fraud-Card-Absent Environment," if either:

- The Merchant is classified with one of the following Merchant Category Codes:
 - 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), 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 Merchant Chargeback Monitoring Program or Risk Identification Service Online. 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 the Merchant Chargeback Monitoring Program or Risk Identification Service Online.

ID#: 150413-010410-0004608

Electronic Commerce Authentication Data Prohibitions - U.S. Region

In an Authorization Request, an Electronic Commerce Merchant in the U.S. Region must **not** transmit Authentication Data specific to one Transaction with another Transaction, except when either:

- 2 Transactions are related due to delayed delivery
- All items of an order cannot be shipped at the same time

ID#: 010410-010410-0004636

Electronic Commerce Authentication Data in Subsequent Authorizations - U.S. Region

In the U.S. Region, the original Authentication Data may be used if a subsequent Authorization Request is initiated as a result of a delayed delivery or split shipment. The original Authentication Data is valid for up to 90 calendar days from the date it was first received.

ID#: 010410-010410-0004637

Electronic Commerce Merchant Certificate Requirements - U.S. Region

In addition to the requirements specified in "Required Merchant Information - U.S. Region," a U.S. Acquirer must collect the following information for each of its Electronic Commerce Merchants that uses a Merchant Certificate:

- Name of Merchant Certificate issuer
- Merchant Certificate number
- Merchant Certificate expiration date
- Ownership status of Merchant Certificate - shared or individual

ID#: 010410-010410-0005085

Electronic Commerce Indicator for Recurring Transactions - U.S. Region (Updated)

In the U.S. Region, if the Order Form for a Recurring Transaction is provided to the Merchant in an electronic format, the initial Transaction must be processed with the appropriate Electronic Commerce Indicator values.

Subsequent Recurring Transactions must be processed as Recurring Transactions, as specified in the applicable VisaNet Manuals.

Effective 17 May 2013, the initial Transaction may optionally be populated with the recurring payment indicator, as specified in "Recurring Transactions – Acquirer Requirements."

ID#: 151013-170513-0004638

Merchant Website Requirements

Website Requirements

A Website operated by a Merchant, Sponsored Merchant, Payment Service Provider, High-Brand Risk Merchant, High-Brand Risk Sponsored Merchant, or High-Risk Internet Payment Service Provider must contain:

- Visa Brand Mark in full color to indicate Visa Card acceptance, as specified in the *Visa Product Brand Standards*
- In the U.S. Region, the appropriate Verified by Visa Mark, if applicable
- Complete description of the goods or services offered
- Return/refund policy (see "Electronic Commerce Merchant Refund Policy Disclosure")
- Customer service contact, including e-mail address or local or internationally accessible telephone number

- Address of the Merchant's or Sponsored Merchant's Permanent Establishment, including the Merchant Outlet country, either:
 - On the same screen view as the checkout screen used to present the final Transaction Amount
 - Within the sequence of Web pages the Cardholder accesses during the checkout process
- Transaction Currency (e.g., U.S. dollars, Canadian dollars)
- Export restrictions (if known)
- Delivery policy
- Consumer data privacy policy
- Security capabilities and policy for transmission of payment card details
- Legal restrictions (if known)

ID#: 150413-150210-0008635

Verified by Visa Participation Requirements

Verified by Visa Acquirer and Merchant Requirements

An Acquirer must ensure that its Electronic Commerce Merchants or Agents that participate in Verified by Visa:

- Comply with the requirements specified in the:
 - Applicable Verified by Visa Implementation Guide
 - Payment Card Industry Data Security Standard (PCI DSS)
- Not submit an Authorization Request for an Electronic Commerce Transaction that failed a Verified by Visa Authentication Request. This provision applies to U.S. Domestic Transactions.

An Acquirer must only use Electronic Commerce Indicator value 5 or 6 in the Clearing Record if the Authorization Request included:

- For Electronic Commerce Indicator value 5, "Secure Electronic Commerce Transaction," the Cardholder Authentication Verification Value
- For Electronic Commerce Indicator value 6, "Non-Authenticated Security Transaction and the Merchant attempted Cardholder authentication using Verified by Visa," the Cardholder Authentication Verification Value, if provided by the Issuer

ID#: 150413-010410-0004616

Verified by Visa Merchant Risk Practices

An Acquirer and its Merchant that participate in Verified by Visa must maintain or implement fraud and risk practices in addition to Verified by Visa such as, but not limited to:

- Address Verification Services

- Card Verification Value 2
- Velocity Checks

ID#: 010410-010410-0004622

Verified by Visa Activate Later Feature Merchant Requirements - Canada Region

A Canada Acquirer may offer the Activate Later Feature to an Electronic Commerce Merchant provided that the Electronic Commerce Merchant:

- Is enrolled in good standing in Verified by Visa
- Has at least 10,000 Electronic Commerce Transactions annually or has Electronic Commerce Transactions valued in excess of CAD \$1,000,000 annually
- Has been approved by Visa
- Has a written agreement with its Acquirer to participate in the Activate Later Feature

ID#: 150413-010410-0005384

MPI Certificate Requirements - Canada Region (Updated)

An Electronic Commerce Merchant in the Canada Region that enrolls in Verified by Visa must:

- Use a Merchant Plug-In (MPI) Client Certificate for Merchant authentication
- Follow the MPI certificate requirements specified in the applicable Verified by Visa Implementation Guide

ID#: 151013-010410-0005241

Verified by Visa Account and Cardholder Data Requirements - CEMEA Region

A CEMEA Acquirer must implement Verified by Visa in such a way that the account and Cardholder details are never in the Merchant's possession.

ID#: 150413-010410-0004654

Electronic Commerce Indicator Requirement for High-Risk Merchants - U.S. Region

A U.S. Acquirer must ensure that its Merchant that participates in Verified by Visa transmits an Electronic Commerce Indicator value 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 Merchant Chargeback Monitoring Program or Risk Identification Service Online.

This condition also applies if the U.S. Merchant enables Verified by Visa while identified in the Merchant Chargeback Monitoring Program or Risk Identification Service Online.

ID#: 150413-010410-0004611

Electronic Commerce Financial Responsibility

Electronic Commerce Merchant Financial Responsibility - U.S. Region

In addition to the requirements specified in "Acquirer Requirement to Query the Terminated Merchant File and Inspect Merchant Premises - U.S. Region," to determine that a prospective Electronic Commerce Merchant is financially responsible, a U.S. Acquirer must:

- Obtain a detailed business description
- Examine the Merchant's Website to:
 - Verify that the Merchant is operating within the Acquirer's jurisdiction, as specified in the *Visa International Certificate of Incorporation and Bylaws* and *Visa International Operating Regulations*
 - Ensure that the Merchant is not engaged in any activity that is in violation of the *Visa International Operating Regulations*
 - Ensure that the Merchant is not engaged in any activity that could cause harm to the Visa system or the Visa brand
- Print and retain copies of all relevant screens contained in the Website. Retained copies may be in either hard copy or electronic format
- Provide retained copies of all relevant screens contained in the Merchant's Website to Visa upon request

ID#: 151013-010410-0005079

Electronic Commerce Merchant Yearly Review - U.S. Region

At least once each year, for each of its applicable Electronic Commerce Merchants, a U.S. Acquirer must examine the Merchant's Website and conduct an enhanced due diligence review, as specified in "Electronic Commerce Merchant Financial Responsibility - U.S. Region," if any of the following criteria is met:

- The Electronic Commerce Merchant or Sponsored Merchant is required to be classified by a Merchant Category Code considered by Visa to be high-brand risk, as specified in the:
 - *Visa International Operating Regulations*
 - *Visa Merchant Data Standards Manual*
 - *Visa Global Brand Protection Program Guide for Acquirers*
- The Merchant is identified by any Visa Chargeback monitoring program or designated at any time as an Identified Merchant by the Risk Identification Service (RIS) Online

- The Acquirer becomes aware the Merchant is selling products or services that were not documented in the Merchant Agreement or disclosed in the Merchant's business description
- The Acquirer conducts a periodic review of the Merchant as required by its internal procedures

ID#: 151012-010410-0005082

Payment Service Providers

Payment Service Providers (PSP) General Requirements

Sponsored Merchant Location (Updated)

The country of a Sponsored Merchant determines the Merchant Outlet location, not the country of the Payment Service Provider.

The Merchant country code included in the Authorization and Clearing Records must be the country code of the Sponsored Merchant, as specified in the applicable VisaNet Manuals.

See "Country of Domicile and Jurisdiction Requirements."

ID#: 151013-010410-0006104

Payment Service Provider Deposit Allowances (Updated)

A Payment Service Provider (PSP) may deposit Transactions on behalf of a Sponsored Merchant.

ID#: 151013-010410-0002972

Payment Service Provider Responsibilities

A Payment Service Provider (PSP) must:

- Ensure that the appropriate Visa-Owned Marks are displayed to indicate the Cards that are accepted for payment at its Sponsored Merchants' locations or on its Sponsored Merchants' Websites
- Report Sponsored Merchant and Transaction Information to its Acquirer and, upon request, to Visa
- Use the appropriate Merchant Category Code or other required indicators to identify Merchant or Transaction type
- Ensure compliance by the Sponsored Merchant with its contract with the PSP
- Immediately terminate a Sponsored Merchant if required by the Acquirer or Visa

ID#: 151012-010410-0002897

Payment Service Provider Contract with Multiple Acquirers

A Payment Service Provider (PSP) may contract and process Transactions with multiple Acquirers.

An Acquirer must only accept and submit into Interchange Transactions from PSPs, Merchants, and Sponsored Merchants within that Acquirer's jurisdiction.

ID#: 151012-010410-0002898

Sponsored Merchant and Payment Service Provider Billing Name (Updated)

Effective through 10 April 2014, the Sponsored Merchant name and the Payment Service Provider name (or an abbreviation) must appear on the Transaction Receipt and billing statement and both must be included in the Merchant name field of the Clearing Record, as specified in the applicable VisaNet Manuals.

Effective 11 April 2014, the Sponsored Merchant name and the Payment Service Provider name (or an abbreviation) must appear on the Transaction Receipt and billing statement. Information used in the Merchant name field must comply with "Merchant Name Requirements."

ID#: 151013-010711-0026434

Payment Service Provider Customer Support

A Payment Service Provider (PSP) must provide customer service either directly or through its Sponsored Merchant.

- For a Transaction completed at an Electronic Commerce Sponsored Merchant, a PSP must provide customer service through its Website if a Cardholder accesses the PSP Website directly.
- For a Transaction that is not completed at an Electronic Commerce Sponsored Merchant, customer service may be provided by the PSP or its Sponsored Merchant.

ID#: 151012-010410-0002893

Payment Service Providers (PSP) Acquirer Requirements

Acquirer Responsibility for Payment Service Providers

A Payment Service Provider (PSP) that contracts with an Acquirer to provide payment-related services to a Sponsored Merchant will be considered a Merchant. An Acquirer that contracts with a PSP is liable for all acts, omissions, and other adverse conditions caused by the PSP and its Sponsored Merchants, including, but not limited to:

- Chargebacks
- Failure to provide service

- Related legal costs
- Settlement to the PSP or Sponsored Merchant

The acts and omissions caused by a Sponsored Merchant will be treated as those of the PSP and those caused by a PSP or a Sponsored Merchant as those of the Acquirer.

ID#: 151012-010410-0006574

Payment Service Provider Registration

An Acquirer must ensure that each of its Payment Service Providers (PSP) is registered with Visa before entering Transactions into Interchange on behalf of the PSP or its Sponsored Merchant.

To register, the Acquirer must send to Visa, as specified by Visa, registration forms and supporting documentation to confirm that the Acquirer has performed a comprehensive risk and financial review of the PSP, as specified in *Third Party Agent Due Diligence Risk Standards*.

Registration materials must be submitted using the Visa Membership Management application or as specified by Visa.

The Acquirer must receive from Visa written confirmation of approval and registration of the PSP before entering any Transactions into Interchange on behalf of the PSP or its Sponsored Merchant.

Visa may assess a fee to the Acquirer for each Payment Service Provider registered, as specified in the applicable Fee Guide.

ID#: 151012-010711-0026435

Ineligible Payment Service Provider Merchant Types

An Acquirer must not allow its Payment Service Provider (PSP) to provide payment services to the following merchant types, regardless of whether the PSP has a Merchant Agreement with merchants in these merchant categories. However, an Acquirer may sign a Merchant Agreement directly with these entities:

- Buyers clubs/membership clubs
- Credit counseling or credit repair services
- Credit protection/identity theft protection
- Direct marketing - subscription merchants
- Infomercial merchants
- Internet pharmacies
- Internet pharmacy referral sites
- Multi-level marketing businesses
- Outbound telemarketers
- Rebate-based businesses

- Up-Selling merchants

The merchant types above may be classified with Merchant Category Codes 4814, 5912, 5962, 5966, 5968, and 5969, and are ineligible for Sponsored Merchant status.

ID#: 151012-010711-0026436

Sponsored Merchant MCC Requirements

An Acquirer must ensure that a Payment Service Provider uses:

- The appropriate Merchant Category Code for each Sponsored Merchant in the Authorization Request and Clearing Record, as specified in the *Visa Merchant Data Standards Manual*
- Merchant Category Code 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks," for a Sponsored Merchant that provides gaming chips or electronic funds to be used for online gambling, even if gambling services is not the Sponsored Merchant's primary business

ID#: 150413-150210-0005271

Payment Service Provider Restrictions

An Acquirer must ensure that its Payment Service Provider (PSP) does not deposit Transactions on behalf of another PSP.

ID#: 151012-010711-0026437

Payment Service Provider Activity Reporting

Upon Visa request, an Acquirer must submit to Visa activity reporting on its Payment Service Provider's Sponsored Merchants that includes, for each Sponsored Merchant:

- Sponsored Merchant name
- Merchant Category Code
- Sales count and amount
- Chargeback count and amount

ID#: 151012-010711-0026438

High-Risk Internet Payment Service Providers

High-Risk Internet Payment Service Provider Registration

An Acquirer must register each Payment Service Provider (PSP) considered to be high-brand risk with Visa as a High-Risk Internet Payment Service Provider, regardless of whether or not that PSP has been previously registered with Visa.

The Acquirer must receive written confirmation of approval and registration of the High-Risk Internet Payment Service Provider before entering any High-Brand Risk Transactions into Interchange.

Visa may assess a registration fee and annual charge to the Acquirer for each High-Risk Internet Payment Service Provider registered, as specified in the applicable Fee Guide.

ID#: 150413-011211-0026328

High-Risk Internet Payment Service Provider Processing Requirements

If a Cardholder accesses the Website of an Electronic Commerce Merchant considered to be high-brand risk or that of a High-Brand Risk Sponsored Merchant and is then linked to the Website of the High-Risk Internet Payment Service Provider for payment:

- The name of the High-Risk Internet Payment Service Provider must appear in the Authorization Request and Clearing Record in conjunction with the name of the High-Brand Risk Sponsored Merchant
- The High-Risk Internet Payment Service Provider must comply with the Transaction processing requirements specified in the applicable VisaNet Manuals

ID#: 150413-011211-0026329

High-Risk Internet Payment Service Provider Fines

An Acquirer that fails to comply with registration program requirements for High-Risk Internet Payment Service Providers is assessed a fine, as follows:

- US \$25,000 per month per High-Brand Risk Sponsored Merchant or High-Risk Internet Payment Service Provider
- After 3 violations in a calendar year, one or both of the following:
 - US \$100,000 for each 30-calendar-day period of non-compliance
 - Prohibition against signing High-Brand-Risk Sponsored Merchants

ID#: 150413-011211-0026334

High-Risk Internet Payment Service Provider Contractual Obligation

An Acquirer must ensure that its High-Risk Internet Payment Service Providers and High-Brand Risk Sponsored Merchants are contractually obligated to operate in accordance with the *Visa International Operating Regulations*.

ID#: 150413-011211-0026331

High-Risk Internet Payment Service Provider Agreement Requirements

An Acquirer must ensure that a High-Risk Internet Payment Service Provider Agreement requires:

- That the High-Brand Risk Sponsored Merchant Agreement be signed by a senior officer of the High-Risk Internet Payment Service Provider
- The High-Risk Internet Payment Service Provider to report:
 - 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 specified electronic formats available from Visa upon request.

ID#: 150413-011211-0026332

Visa Right to Prohibit or Disqualify Sponsored Merchants - U.S. Region

Visa may prohibit a U.S. Acquirer from including any Merchant as a High-Risk Sponsored Merchant in its High-Risk Internet Payment Service Provider portfolio if the 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 International Operating Regulations*

Visa may disqualify a High-Risk Internet Payment Service Provider or High-Risk Sponsored Merchant in accordance with the High-Risk Chargeback Monitoring Program or for other activity that causes undue harm to the Visa system.

ID#: 010410-010410-0008667

Up-Selling and Negative Option Transactions

Up-Selling and Negative Option General Requirements

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/or services, in a manner that clearly differentiates the Up-Selling Merchant from the initial Merchant
 - A description of the goods and/or services being offered
 - The length of the trial period, if offered, 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 for the goods and/or services purchased
 - The cancellation policy for all goods and/or services being offered
- Obtain an Authorization for the initial Transaction and any subsequent Transactions, as specified in “Recurring Transaction Processing”
- Obtain express informed consent from the Cardholder for the subsequent Transactions by requiring the Cardholder to undertake all of the following:
 - Enter their personal Account Number for the subsequent Transaction
 - Enter the name and address and contact details of the Cardholder
 - Perform an additional affirmative action, such as clicking a confirmation button or other authentication, as permitted by applicable laws or regulations, to indicate Cardholder consent for participation in the Transaction
- Comply with all other Transaction processing requirements, as specified in the *Visa International Operating Regulations*

ID#: 150413-010611-0026364

Negative Option Merchant Requirement

A Negative Option Merchant must comply with all of the following requirements:

- Obtain express informed consent from the Cardholder by disclosing all purchase terms and conditions prior to initiating the initial Transaction, including, but not limited to:
 - The name of the Merchant offering the goods and/or services
 - A description of the goods and/or services being offered
 - The Transaction amount and Transaction Date (for each recurring charge) for goods and/or services purchased

- The length of the trial period, if offered, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
- The cancellation policy for all goods and/or services being offered, if the initial Cardholder acceptance of such goods and/or services was online
- Provide a simple mechanism for the Cardholder to cancel charges, including recurring charges, if the Cardholder purchased the goods and/or services online
- Comply with all other Transaction requirements, as specified in the *Visa International Operating Regulations*

ID#: 151012-010611-0026365

Recurring Transactions

Recurring Transaction General Requirements

General Requirements for Recurring Transactions (Updated)

A Recurring Services Merchant must:

- Obtain a completed order form, or written Cardholder permission to periodically charge for recurring goods or services, in a format including but not limited to, e-mail or other electronic record or hardcopy correspondence. This written permission must include, at least, but is not limited to, the following:
 - Transaction amount, unless the Recurring Transactions are for varying amounts
 - Frequency of the recurring charges
 - Duration for which Cardholder permission is granted
- Retain this permission for the duration of the recurring services and provide it upon Issuer request
- Provide a simple and easily accessible online cancellation procedure if the Cardholder request for goods or services was initially accepted online
- Obtain subsequent written Cardholder permission when a Recurring Transaction is renewed

In the U.S. Region or a U.S. Territory, if a U.S. Credit Card Surcharge is assessed, the written Cardholder permission must include acknowledgement of the U.S. Credit Card Surcharge and the disclosures as specified in "U.S. Credit Card Surcharge Disclosure Requirements – AP Region, LAC Region, and U.S. Region."

In Australia if a Surcharge is assessed, the written Cardholder permission must include acknowledgement of the Surcharge and the disclosures as specified in "Surcharge Disclosure Requirements in Australia – AP Region."

ID#: 151013-010410-0002932

Recurring Transactions - Merchant Requirements

For a Recurring Transaction, a Merchant must:

- Confirm the Transaction amount unless the Recurring Transactions are for varying amounts
- Obtain an Authorization for each Transaction in the series
- Obtain the Cardholder signature, or an electronic signature or other similar authentication, that is effective as Cardholder consent under applicable laws or regulations
- Write "Recurring Transaction" on the signature line of the Transaction Receipt
- For an Electronic Commerce Transaction that is a Recurring Transaction, include on the Transaction Receipt the frequency and duration of the Recurring Transactions, as agreed to, in writing, by the Cardholder

ID#: 150413-010410-0003665

Recurring Services Merchant Prohibitions

A Recurring Services Merchant must **not**:

- Include partial payment for goods or services purchased in a single Transaction
- Include additional finance charges on a Recurring Transaction
- Complete a Recurring Transaction if it receives a Decline Response or a cancellation notice from the Cardholder
- Disclose an Account Number, personal information, or other Transaction Information to any entity other than to a registered Third Party, the Acquirer, or Agent, except for the purpose of completing a Transaction

ID#: 151012-010410-0002933

Recurring Electronic Commerce Transactions (Updated)

The initial Transaction for a recurring Electronic Commerce Transaction must be processed with the appropriate Electronic Commerce Indicator values, as specified in the applicable VisaNet Manuals.

Subsequent recurring Electronic Commerce Transactions must be completed as specified in the applicable VisaNet Manuals.

Effective 17 May 2013, the initial Transaction may also optionally be populated with the recurring payment indicator, as specified in "Recurring Transactions – Acquirer Requirements."

ID#: 151013-170513-0003111

Recurring Transactions - Acquirer Requirements (Updated)

For a Recurring Transaction, an Acquirer must:

- Ensure that its Recurring Services Merchant obtains an Authorization for all Recurring Transactions
- Submit the Recurring payment indicator¹ in the:
 - Authorization Request
 - Clearing Record

Effective through 10 April 2014, the Clearing Record for a Recurring Transaction must contain Merchant contact information in the Merchant name or Merchant city fields that enables the Cardholder to contact the Merchant directly.

¹ Including the recurring payment indicator in the initial Transaction is optional.

ID#: 151013-011012-0008652

Installment Transactions

Installment Transaction General Requirements

Installment Transaction General Requirements (Updated)

A Merchant that offers Installment Transactions must:

- Disclose in writing, electronically or by another method, to the Cardholder the terms of the Installment Transaction, including:
 - All costs associated with the purchase of the goods or services (including shipping and handling charges and any applicable tax)
 - Transaction Currency agreed to by the Cardholder
 - That Transaction amounts may vary due to Currency Conversion Rate fluctuations
- Not submit an Installment Transaction Receipt to its Acquirer at intervals of less than 7 calendar days
- Not submit an initial Installment Transaction Receipt to its Acquirer until the merchandise has been shipped, unless the Merchant requires a "down payment" or deposit for custom-order goods
- Authorize the initial and all subsequent Transactions (Zero Floor Limit applies)

In the U.S. Region, the Merchant must also:

- Disclose in writing the terms, including but not limited to whether the installment terms are limited to certain goods that a Cardholder may purchase

- Ensure that the sum of the Installment Billing Transactions does not include any finance charge or exceed the total price of the goods

In the U.S. Region, the Merchant must not add finance charges to an Installment Billing Transaction.

ID#: 151013-010410-0002891

Liability for Installment Transactions

Except as specified in the *Visa International Certificate of Incorporation and Bylaws*, Visa assumes no liability for Installment Transactions processed more than 30 calendar days from the Authorization date.

ID#: 031209-150210-0002892

Delayed Delivery Transactions

Delayed Delivery Transaction General Requirements

Delayed Delivery Transaction Authorization

A Merchant completing a Delayed Delivery Transaction must obtain an Authorization if the cumulative total of both Transaction Receipts exceeds the Floor Limit. The Merchant must obtain Authorization for each Delayed Delivery Transaction on each Transaction Date.

ID#: 010410-010410-0002879

Delayed Delivery Transaction Date

For Delayed Delivery Transactions, the Transaction Date for goods and services not shipped within 30 calendar days of the order is the shipment date.

ID#: 010410-010410-0002880

Delayed Delivery Transaction Deposit Time Frame (Updated)

For Delayed Delivery Transactions, the Merchant may deposit the Transaction for the delayed delivery deposit before delivery of the goods or services.

For Delayed Delivery Transactions, the Merchant must not deposit the Transaction for the balance before delivery of the goods or services.

ID#: 151013-010410-0008993

Delayed Delivery Transaction Receipt Requirements

Retaining Delayed Delivery Transaction Deposit

For Delayed Delivery Transactions, the Merchant may retain the deposit if the:

- Merchant received a Decline Response for the balance
- Balance was not paid by other means
- Transaction Receipt states that the deposit is nonrefundable

ID#: 050411-010410-0002884

Advance Payment Transactions - U.S. Region

Advance Payment General Requirements

Advance Payment Deposit - U.S. Region (Updated)

In the U.S. Region, an Advance Payment Service Merchant may deposit a Transaction representing a partial or complete advance payment.

ID#: 151013-010410-0008654

Acquirer Requirements for Advance Payment Service - U.S. Region

A U.S. Acquirer must obtain all of the following from a Merchant participating in the Advance Payment Service:

- Merchant name
- Address of each Merchant Outlet and type of service provided
- Number of years in business
- Number of years of ownership of the current business
- Chargeback/fraud ratios from the previous 6 months
- Configuration of cancellation codes
- Outline of the Merchant's procedures, including written cancellation policy and telephone script for accepting Advance Payment Service Transactions

ID#: 150413-010410-0005226

Merchant Agreement for Advance Payment Service - U.S. Region

A U.S. Acquirer must incorporate at least the substance of the Advance Payment Service requirements into all Merchant Agreements, either as part of the Merchant Agreement or a separate contract, for each of its Advance Payment Service Merchants.

ID#: 150413-010410-0005214

Advance Payment Procedures - U.S. Region

A U.S. Merchant participating in the Advance Payment Service must:

- Accept all Cards in its category of acceptance for advance payment when the Cardholder agrees to the Advance Payment Service
- Determine the amount of the Advance Payment Service Transaction. The Transaction amount must not exceed the total price of the reserved services or activity.
- Inform the Cardholder of the following:
 - Total price of the services or activity
 - Advance payment amount
 - Advance payment confirmation code
 - Cancellation terms. If a cancellation request is not received within the cancellation time specified by the Merchant, the Cardholder must forfeit the advance payment amount.
- Obtain all of the following:
 - Cardholder's Account Number, telephone number, and mailing address
 - Card expiration date
 - Cardholder name on the Card

ID#: 150413-010410-0005215

Written Confirmation of Advance Payment Service Transaction - U.S. Region (Updated)

If a U.S. Merchant receives an Approval Response for an Advance Payment Service Transaction, the Merchant must mail a written confirmation to the Cardholder with a:

- Copy of the Transaction Receipt
- Cancellation policy, including any applicable limitations relating to "bad weather" cancellations

For an advance payment made less than 72 hours before the scheduled commencement of services, a written confirmation is required only upon Cardholder request.

If the Merchant receives a Decline Response, the Merchant must advise the Cardholder and must not deposit the Transaction Receipt.

ID#: 151013-150210-0008650

Advance Payment Service Cancellation Procedures - U.S. Region (Updated)

On receiving a cancellation request, a U.S. Merchant participating in the Advance Payment Service must:

- Accept all requests, provided that the request is made before the specified cancellation date and time
- Provide a cancellation number and advise the Cardholder to retain it in case of a dispute
- Send the Credit Transaction Receipt using the medium and to the place agreed by the Cardholder within 3 business days from the Transaction Date

ID#: 151013-010410-0005219

Dynamic Currency Conversion

Dynamic Currency Conversion - Merchant Requirements

Dynamic Currency Conversion Merchant Requirements (Updated)

A Merchant offering Dynamic Currency Conversion must:

- Be registered with Visa and use a solution that has been certified by Visa as compliant with the *Visa International Operating Regulations*, as specified in the *International Transactions Guide*
- Inform the Cardholder that Dynamic Currency Conversion is optional
- **Effective 19 October 2013**, offer Dynamic Currency Conversion 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 Dynamic Currency Conversion by default
- **Not** misrepresent, either explicitly or implicitly, that its Dynamic Currency Conversion 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 Dynamic Currency Conversion Transaction, as specified in "Required Receipt Content for All Transactions"

- In the U.S. Region or in a U.S. Territory, include the U.S. Credit Card Surcharge amount, if assessed, in the conversion
- In Australia, include any Surcharge amount, if assessed, in the conversion

ID#: 151013-191013-0003100

Multi-Currency Priced Transaction Requirement

Effective 9 September 2010, 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, as specified in the *International Transactions Guide*.

ID#: 050411-090910-0026216

Dynamic Currency Conversion Priority Check-Out and Express Return Requirements

Before initiating Dynamic Currency Conversion for a Priority Check-out Transaction or an express-return car rental Transaction, the Merchant must complete a written agreement with the Cardholder that specifies:

- Cardholder has agreed that Dynamic Currency Conversion will take place
- Cardholder has been offered a choice of currencies for payment, including the Merchant's local currency
- Specific Transaction Currency agreed to by the Cardholder and Merchant
- Cardholder expressly agrees to DCC by marking an "accept" box on the written agreement
- Currency conversion commission, fees, or mark-up on the exchange rate over a wholesale rate or government mandated rate
- Exchange rate will be determined by the Merchant at a later time without additional consultation with the Cardholder

The written agreement must indicate that the Dynamic Currency Conversion is conducted by the Merchant.

The Merchant must disclose to the Cardholder all of the Transaction Receipt requirements specified in "Required Receipt Content for All Transactions."

ID#: 151013-010410-0008642

Dynamic Currency Conversion - Acquirer Requirements

Dynamic Currency Conversion Cardholder Billing Currency (New)

Effective 19 October 2013, an Acquirer must ensure that if its Merchant offers Dynamic Currency Conversion it is offered in the Cardholder Billing Currency.

ID#: 151013-191013-0027689

Dynamic Currency Conversion Acquirer Requirements (Updated)

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

- **Effective 11 April 2013**, comply with the Dynamic Currency Conversion registration and certification requirements as specified in the *International Transactions Guide*
- Ensure that each Merchant Outlet conducting Dynamic Currency Conversion complies with the *Visa International Operating Regulations* and the *International Transactions Guide*

ID#: 151013-010510-0025740

Dynamic Currency Conversion Program Fee

An Acquirer that participates in Dynamic Currency Conversion must pay an annual program fee, as specified in the applicable Fee Guide. This fee will not be pro-rated.

ID#: 151012-011010-0025741

Manual Cash Disbursements

Manual Cash Disbursements Requirements

Member Manual Cash Disbursements (Updated)

Each Member, excluding one participating only in the Visa Electron, Plus or ATM acquiring programs, must make Manual Cash Disbursements to other Issuers' Visa Cardholders from all of its Branches in its Country of Domicile.¹

This requirement includes, but is not limited to, unembossed Visa Cards, and Visa Cards with a generic identifier or no Cardholder name.

This requirement is limited only by applicable laws or regulations and the Issuer's Cash Disbursement policy.

¹In the U.S. Region, each U.S. Member authorized to provide Cash Disbursements in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws, Section 2.04*, must make Manual Cash Disbursements to other Issuers' Visa Cardholders.

ID#: 151013-010410-0006851

Manual Cash Disbursements - Visa Electron Cards

A Member may make Manual Cash Disbursements to other Issuers' Visa Electron Cardholders if the Member complies with the appropriate acceptance procedures.

ID#: 010410-010410-0006852

Manual Cash Disbursement - Foreign Branches

A foreign Branch of a Member licensed to use the Visa Program Marks outside of its Country of Domicile may make Manual Cash Disbursements to:

- Other Issuers' Visa Cardholders
- Other Issuers' Visa Electron Cardholders, if the Branch complies with the appropriate acceptance procedures

A Foreign Branch of a U.S. Member licensed to use the Visa Program Marks must make Manual Cash Disbursements to other Issuers' Visa Cardholders up to the maximum Cash Disbursement limit assigned to the Foreign Branches by the Member.

ID#: 010410-010410-0008660

Manual Cash Disbursements - Related Companies

A Member may make Manual Cash Disbursements through the offices of its related companies if:

- 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

A variance to this provision applies in the CEMEA Region for Members in South Africa.

ID#: 081010-010410-0006854

Visa Electron Acceptance for Manual Cash Disbursements

An Acquirer must use a Point-of-Transaction Terminal with Electronic Capability to accept Visa Electron Cards for Manual Cash Disbursements.

ID#: 010410-010410-0006865

Manual Cash Disbursement Transaction Currency

The Transaction Currency for a Manual Cash Disbursement must be the:

- Currency dispensed
- Currency in the Authorization Request
- Currency presented into Interchange

ID#: 010410-010410-0006862

Manual Cash Disbursement Cardholder Identification Requirements in Australia – AP Region

In addition to the requirements specified in “Validation of Cardholder Identity,” an Acquirer in Australia must comply with the following Cardholder Verification Method requirements when making a Manual Cash Disbursement. An Issuer making a Manual Cash Disbursement to its own Cardholder may set its own verification requirements.

The Acquirer must verify that the person resembles the person described or depicted on one of the following forms of primary identification:

- Credit or debit card bearing the Cardholder's photograph
- Driver's license
- Photographic passport

If the Cardholder is unable to provide a primary identification, the Acquirer may request any two of the following forms of secondary identification:

- Any other identity card bearing the Cardholder's photograph
- Another signed debit/credit card
- Another signed document (e.g. employee identity card, union card, student card)
- Pensioner cards

ID#: 111011-060111-0026151

Non-Member Cash Disbursements - CEMEA Region (Updated)

A CEMEA Acquirer may allow a non-Member that is ineligible for Visa membership to make Cash Disbursements if:

- Visa has given its written approval
- The Acquirer assumes full responsibility for compliance with the *Visa International Certificate of Incorporation and Bylaws* and the *Visa International Operating Regulations*

A variance to this provision applies in the CEMEA Region for Members in South Africa.

ID#: 151013-150210-0005362

Manual Cash Disbursements - Chargeback Reasons - U.S. Region (Updated)

A U.S. Issuer must not charge back a Manual Cash Disbursement that exceeds X, except for the reasons listed .

A U.S. Issuer may, within 180 calendar days of the Processing Date, request Compliance, only if either:

- The Issuer asserts that the Transaction was not authorized through the V.I.P. System
- The Acquirer's failure to provide the requested copy of a signed, imprinted, and legible Cash Disbursement Transaction Receipt or Transaction Record in a timely manner resulted in a loss to the Issuer

ID#: 151013-010410-0006934

Minimum and Maximum Cash Disbursement Amounts

Issuer Minimum Manual Cash Disbursement Amount - U.S. Region

A U.S. Issuer must **not** establish a minimum Manual Cash Disbursement amount.

ID#: 010410-010410-0006858

Acquirer Minimum Manual Cash Disbursement Amount - U.S. Region

A U.S. Acquirer must not establish a minimum Manual Cash Disbursement amount.

ID#: 151013-010410-0005119

Manual Cash Disbursement Restrictions

Manual Cash Disbursement - Surcharge Prohibition

An Acquirer must not add a surcharge to a Manual Cash Disbursement unless applicable laws or regulations expressly require that a Member be permitted to impose a surcharge. Any surcharge amount, if allowed, must be included in the Transaction amount and not collected separately.

ID#: 150413-010410-0006864

Manual Cash Disbursement - Mobile Payment Device Prohibition

An Acquirer must not accept a Mobile Payment Device for a Manual Cash Disbursement.

ID#: 150413-080312-0026781

Visa Electron and Visa TravelMoney Manual Cash Disbursement - U.S. Region

A U.S. Acquirer must **not** accept a Visa Electron Card for a Manual Cash Disbursement.

A U.S. Acquirer must **not** accept a Visa TravelMoney Card for a Manual Cash Disbursement, unless the Card bears the Visa Brand Mark.

ID#: 111011-010410-0008669

Cash-Back Services

Cash-Back Services General Requirements

Cash-Back Services (Updated)

Effective through 14 October 2013, at the option of a Visa Region, a Visa or Visa Electron Merchant may provide Cash-Back to Visa or Visa Electron Cardholders for Domestic Transactions only.

Effective 15 October 2013, at the option of Visa, a Visa or Visa Electron Merchant may provide Cash-Back to Visa or Visa Electron Cardholders for Domestic Transactions only.

The Merchant must:

- Provide Cash-Back only in conjunction with a purchase. A variance to this requirement applies in the AP Region for Members in India, and in the U.S. Region.
- Authorize and complete the Transaction as a purchase and uniquely identify the Cash-Back portion of the Transaction amount

A variance to this provision applies in the CEMEA Region for Members in South Africa.

A variance applies in the AP Region for Members in Australia.

ID#: 151013-010410-0002971

Cash-Back Service Requirements

Before offering Cash-Back, a Member must be certified with Visa for the Visa Cash-Back Service.

ID#: 160312-011010-0026040

Cash-Back Amounts

The Cash-Back amount must be less than the total Transaction amount.^{1,2,3}

A Merchant offering Cash-Back through Visa may establish a minimum or maximum Cash-Back amount. The maximum amount must not exceed US \$200, or local currency equivalent.²

¹ A variance to this requirement applies in the AP Region for Members in India.

² A variance to this requirement applies in the AP Region for Members in Australia.

³ A variance to this requirement applies in the CEMEA Region for Members in South Africa.

ID#: 150413-011010-0026042

Cash-Back Product Eligibility (Updated)

A Cash-Back Transaction may be performed using the Visa Cash-Back Service on:

- A Visa debit product
- Certain Visa Prepaid Cards, as specified in the applicable Visa International Prepaid Program Guidelines

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

ID#: 151013-011010-0026045

Cash-Back Services in India - AP Region

In addition to the requirements specified in the AP Regional Operating Regulations and the *Visa International Operating Regulations*, a Member in India that participates in the Cash-Back Service must comply with **all** of the following:

- A Cash-Back Transaction must be a domestic transaction
- The Issuer must ensure that the Cash-Back Service is only available to the product types permitted by the Reserve Bank of India (RBI)
- The Cash-Back Service must be available irrespective of whether or not the Cardholder makes a purchase

- The Issuer must ensure that Cash-Back disbursements do not exceed the RBI-legislated daily Cash-Back limit per Card
- The Merchant must not process a Credit Transaction for the Cash-Back element of the Transaction
- The Cash-Back Transaction Receipt must include the amount of the Cash-Back element of the Transaction as a separate field, irrespective of whether there is a purchase component to the Transaction

ID#: 151011-060111-0026139

Cash-Back Services in Australia – AP Region

In addition to the Cash-Back Services General Requirements specified in the AP Regional Operating Regulations, an Issuer or Acquirer in Australia that participates in Cash-Back services must comply with **all** of the following:

- A Cash-Back transaction must be a Domestic
- The Cash-Back service must be available irrespective of whether or not the Cardholder makes a purchase
- A Cash-Back transaction receipt must include the amount of the Cash-Back element of the Transaction as a separate field, irrespective of whether there is a purchase component to the Transaction
- Cash-Back transactions may only be performed on a Visa debit Card bearing a Visa Smart Debit and Credit (VSDC) Chip
- A Cash-Back Transaction must be sent Online for Authorization
- Fallback Transactions are prohibited
- Cash-Back transactions must be PIN-verified
- A Merchant must **not** process a credit refund or Credit Transaction Receipt for the Cash-Back component of a Transaction

ID#: 160312-060111-0026152

Cash-Back Services Participation Requirement in Australia – AP Region

An Issuer in Australia must offer Cash-Back services on its Visa debit Chip Cards.

An Acquirer in Australia must be certified to support Cash-Back Transactions.

ID#: 160312-060111-0026153

Cash-Back Services Merchant Participation - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a Merchant that provides Cash-Back services must participate in the Partial Authorization service.

ID#: 151013-010413-0027124

Cash-Back Services in South Africa - CEMEA Region (Updated)

Effective 1 May 2013, in South Africa, a Cash-Back Transaction must be a Domestic Transaction.

Effective 1 May 2013, a Cash-Back Transaction in South Africa may be performed using a debit card, a Visa Prepaid Card as allowed under "Cash-Back Product Eligibility," or a Credit Card.

A Merchant that provides Cash-Back:

- Is not required to conduct a purchase Transaction in conjunction with the Cash-Back Transaction
- Must identify the Cash-Back amount as a separate field on the Transaction Receipt whether or not the Cash-Back was provided in conjunction with a purchase
- May establish a minimum or maximum Cash-Back amount. The maximum amount must not exceed ZAR 1,500.
- Must ensure that a Cash-Back Transaction uses PIN as the Cardholder Verification method

ID#: 151013-140213-0027504

Cash-Back Services Participation – U.S. Region

A U.S. Merchant may offer the Visa Cash-Back Service to Visa Debit Cardholders and Visa Business Check Card Cardholders if the Cash-Back Transaction is processed as a PIN-Authenticated Visa Debit Transaction.

The Merchant may offer Cash-Back with or without a purchase.

ID#: 150413-140412-0026509

General Cash-Back Service Requirements- U.S. Region

Effective through 30 June 2015, a U.S. Merchant may offer the Visa Cash-Back Service to Visa Check Card II Cardholders if the:

- Service is offered as a part of a purchase Transaction
- Transaction is processed using a Point-of-Transaction Terminal with PIN pad
- PIN is used for Cardholder identification purposes

- Transaction is processed through the Single Message System

ID#: 111011-010410-0005342

Cash-Back Transaction Requirements

Cash-Back Transaction Requirements (Updated)

All Cash-Back Transactions must:

- Be authorized online, regardless of the Merchant's Floor Limit
- Be processed in a Face-to-Face Environment only
- Be conducted in the Merchant's local currency
- Contain the full contents of track 1 or track 2 of the Magnetic Stripe or unaltered Chip
- Require Cardholder signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)
- Comply with applicable VisaNet Manuals

ID#: 151013-011010-0026043

ATM Transactions

ATM Transaction General Requirements

Visa Global ATM Program Participation

Acquirer participation in the Visa Global ATM Program is optional. A Member has complete discretion over whether all, some, or none of its ATMs participate in the Visa Global ATM Program.

Only an ATM owned, leased, or controlled by a Member is eligible for participation in the Visa Global ATM Program. A Member that sponsors a non-Member agent to deploy or operate an ATM participating in the Visa Global ATM Program must ensure that the non-Member agent meets all obligations specified in "Contract Requirements Between Members, VisaNet Processors, and Third Parties," and that its ATMs comply with the applicable *Visa International Operating Regulations*.

ID#: 010410-010410-0004783

ATM Acquirer Certification Requirements

Before acting as an ATM Acquirer, an Acquirer must successfully complete certification and comply with:

- Licensing requirements

- Acquirer participation requirements specified in the *Visa Global ATM Member Guide*
- Processing requirements specified in the applicable VisaNet Manuals

ID#: 151012-010410-0004784

ATM Card Acceptance Requirements (Updated)

A Visa/Plus ATM must accept all valid Cards, as specified in the:

- *Visa International Operating Regulations*
- *Visa Global ATM Member Guide*

The above requirement does not apply in the Canada Region to Members that participated in the Visa Global ATM Program as of 13 June 2013. **Effective 14 June 2013**, all new ATM acquirers in Canada participating in the Visa Global ATM Program 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 Card acceptance or the nature of any restrictions, as specified in the *Visa International Operating Regulations*, the *Visa Global ATM Member Guide*, and the *Visa Product Brand Standards*.

ID#: 151013-140613-0004785

ATM Account Number Acceptance

A Visa/Plus ATM and a Member ATM processing system must be able to accept all valid International Organization for Standardization numbers 11-19 digits in length.

ID#: 010410-010410-0004786

PIN Requirement at ATMs (Updated)

For a Visa ATM Network Transaction, a PIN serves as a substitute for the Cardholder signature and is required for all ATM Transactions.

As specified in the *Payment Technology Standards Manual* and *Transaction Acceptance Device Requirements*, an ATM Acquirer must accept and transmit online PINs:

- 4 to 6 digits long
- In the U.S. Region, 4 to 12 digits long

PINs must be protected as specified in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*.

ID#: 151013-130912-0027349

ATM Transactions Using Single Message System

A new ATM Acquirer (excluding an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must process ATM Transactions using the Single Message System.

ID#: 010410-010410-0004789

ATM Acquirer Participation Requirements

An ATM Acquirer (including an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must:

- Be certified to participate in either the:
 - Single Message System
 - Custom Payment Services/ATM
- Meet all tier II requirements specified in the *Visa Global ATM Member Guide*

If an ATM Acquirer does not meet tier II requirements, Visa may remove the ATM Acquirer from the tier II level.

ID#: 010410-010410-0008597

Magnetic Stripe Requirements for ATM Transactions (Updated)

An ATM Acquirer must ensure that the entire unaltered contents of track 2 of the Magnetic Stripe or the Magnetic-Stripe Image from the Chip on the Card is read and transmitted.

A variance to this requirement applies to Visa Mobile Prepaid Transactions in the AP Region, CEMEA Region, and LAC Region.

ID#: 151013-010410-0004792

ATM Authorization Routing - Cards Bearing the Plus Symbol

If an ATM Acquirer does not route all Transactions to Visa, it must:

- Install and use the Plus account range table within 3 business days of 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 requirement does not apply to licensees of the Plus System, Inc.

ID#: 151013-010410-0006993

Minimum ATM Cash Disbursement Requirements

An ATM must be able to make Cash Disbursements of at least X, or local currency equivalent, per day, per Account Number.

ID#: 111011-010410-0006470

ATM Currency Disbursement

An ATM must dispense the local currency or display the type of currency (or cheques) dispensed.

ID#: 010410-010410-0006471

Declined ATM Cash Disbursements (Updated)

If an ATM has the ability to decline a Cardholder's request for a Cash Disbursement, the ATM Acquirer may only use this function without Issuer permission

ID#: 151013-010410-0002403

ATM Transaction Currency

The Transaction Currency for an ATM Cash Disbursement must be the:

- Currency dispensed
- Currency in the Authorization Request
- Currency presented into Interchange

A variance to this requirement applies in the U.S. Region and in the jurisdiction of Visa Europe.

The above requirement does not apply to Merchant Sales of Foreign Currency, including Cheques, or Visa TravelMoney Cards.

ID#: 111011-010410-0004801

ATM Transaction Reversal

For a cancelled ATM Transaction, the Acquirer must process a Reversal. The Reversal amount must be the original Transaction amount.

ID#: 010410-010410-0002404

ATM Messages - U.S. Region

An ATM in the U.S. Region must be capable of communicating the following information, if applicable:

- Card invalid for this service
- Service unavailable now
- Invalid PIN - Re-enter
- Card retained
- Access fee will be assessed

ID#: 010410-010410-0004777

Visa Mobile Prepaid Acceptance for ATM Transactions - AP Region, CEMEA Region, and LAC Region (New)

An ATM Acquirer:

- May, at its option, 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
- Where the Card is absent, must transmit all of the following to complete the Transaction:
 - 16-digit Account Number
 - Expiration date
 - Valid PIN

ID#: 151013-151112-0027683

ATM Misdispense

ATM Misdispense Message

For a misdispense, an ATM Acquirer must process an ATM confirmation message for the actual amount dispensed.

ID#: 010410-010410-0002406

ATM Misdispense - U.S. Region (Updated)

For a misdispense, an ATM in the U.S. Region must process an Adjustment within 45 calendar days of the Processing Date of the original Transaction. The Adjustment must:

- Adjust the Cardholder account for the actual amount of the misdispense
- Be processed as specified in the applicable VisaNet Manuals

For an over-dispense that is caused by a misloaded terminal, the U.S. Acquirer must not process an Adjustment to the Cardholder account without prior consent from the Issuer (e.g., through a good-faith collection).

ID#: 151013-010410-0008601

ATM Transaction Restrictions

Chip-Initiated ATM Transaction Requirements

If a Chip Card cannot be read, an ATM may complete the Transaction by reading the Magnetic Stripe. If the Magnetic Stripe cannot be read, the Transaction must not be processed.

If the Acquirer-Country combination exceeds international Fallback Transaction thresholds, the Member may be subject to penalties, as specified in the *Visa International Operating Regulations* and the *Global Chip Fallback Monitoring Program Guide*.

ID#: 151012-010410-0004787

ATM Transaction Timeout Time Limit

Neither an ATM nor its host system may timeout a Transaction in less than 45 seconds.

ID#: 010410-010410-0002405

Scrip Terminal as ATM - U.S. Region

A Scrip Terminal in the U.S. Region must not participate in the Visa ATM Network.

ID#: 151013-010410-0004778

Quasi-Cash Transactions

Quasi-Cash Transaction General Requirements

Quasi-Cash Transactions as a Purchase

All Quasi-Cash Transactions, except as specified in "Sale of Travelers Cheques and Foreign Currency," must be:

- Processed as a purchase
- **Not** processed as a Cash Disbursement

A variance to these requirements applies in the CEMEA Region for Members in South Africa.

ID#: 150413-010410-0002885

Quasi-Cash Transactions - Mobile Payment Device Prohibition

A Merchant must not accept a Mobile Payment Device for a Quasi-Cash Transaction.

ID#: 150413-080312-0026782

Quasi-Cash Transaction Surcharge Prohibition - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, a Merchant may not add a service fee or commission to any Quasi-Cash Transaction if the Merchant assesses a U.S. Credit Card Surcharge or Service Fee on the Transaction.

ID#: 151013-010410-0027548

Quasi-Cash Transaction Types - U.S. Region

In the U.S. Region, a Quasi-Cash Transaction is a Transaction representing a Merchant's sale of items that are directly convertible to cash, such as:

- Casino gaming chips
- Money orders
- Deposits
- Wire Transfer Money Orders
- Travelers cheques
- Visa TravelMoney Cards¹

¹ Members that previously processed Cash Disbursements to represent the sale of Visa TravelMoney Cards must comply with this requirement.

ID#: 150413-150210-0005158

Wire Transfer Money Orders (WTMO)

Wire Transfer Money Order Merchant Requirements

A Wire Transfer money order Merchant may disburse checks or money orders. If it does so, the Merchant must:

- Advise the Cardholder that the Merchant accepting the Card is the wire transfer company, **not** the payee. The check or money order must be payable to the party cashing the check or money order.
- Disclose any fee to the Cardholder and include it on the Transaction Receipt

ID#: 010410-010410-0002887

Third-Party Merchant Prohibition - U.S. Region

A U.S. Wire Transfer Money Order Merchant must not complete a Wire Transfer Money Order Transaction if the funds are obtained to purchase goods or services and the sale occurs at a third-party merchant outlet under the terms of an agreement between the Wire Transfer Money Order Merchant and third-party merchant.

This does not apply to agreements involving a:

- Casino or other gambling establishment
- Check-cashing outlet
- Truck stop offering cash access services

ID#: 151013-010410-0008693

Multiple Wire Transfer Money Orders - U.S. Region

A Wire Transfer Money Order Merchant in the U.S. Region must **not** include more than one Wire Transfer Money Order Transaction on a single check or money order.

ID#: 010410-010410-0005175

Wire Transfer Money Order Disclosure Requirements - U.S. Region

In the U.S. Region, a Wire Transfer Money Order Merchant must disclose the following to the Cardholder:

- Wire Transfer Money Order Merchant name (name of the Merchant accepting the Card)
- That the Visa Transaction is the purchase of a check or money order and any subsequent Transaction with the third-party merchant is the same as a transaction made with cash

The disclosure must be either:

- In writing, for a Transaction completed through an electronic terminal, mail order, or service facility, before initiating the Transaction
- Verbal, for a telephone order

ID#: 010410-010410-0008646

Wire Transfer Money Order Requirements - U.S. Region

Except as specified below, a Wire Transfer Money Order completed in the U.S. Region must be a written negotiable instrument that is:

- Signed by the maker or drawer
- Payable on demand
- Payable to order or to bearer

Except as specified below, the money order must contain the following:

- Federal Reserve routing symbol
- Suffix of the institutional identifier of the paying bank or nonbank payor
- Name, city, and state of the paying bank associated with the routing number

If authorized by the Cardholder, the Wire Transfer Money Order Merchant may, in accordance with applicable laws or regulations, process the Wire Transfer Money Order electronically without the creation of a written negotiable instrument. The Merchant must offer the Cardholder the option of obtaining the Wire Transfer Money Order as a written negotiable instrument, as specified above.

ID#: 150413-090709-0008440

Wire Transfer Money Order Fees - U.S. Region (Updated)

A Wire Transfer Money Order Merchant in the U.S. Region must:

- Include any service fee in the total Transaction amount
- Disclose the fee to the Cardholder

ID#: 151013-010410-0008691

Wire Transfer Money Order Advertising and Disclosure - U.S. Region

In the U.S. Region, all advertising and marketing materials associated with a money order purchase, including but **not** limited to use of the Visa Brand Name, the Visa Flag Symbol, or the Visa Brand Mark, must:

- 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

Unless the Merchant has a valid Merchant Agreement, the Visa Brand Name, the Visa Flag Symbol, or the Visa Brand Mark must **not** appear by itself or be positioned in such a way as to imply that Cardholders may use their Cards to either:

- Pay for goods or services at the Merchant Outlet
- Satisfy an outstanding debt to the Merchant

ID#: 010410-010410-0008687

Scrip

Scrip - Unattended Acceptance Terminals - CEMEA Region

In the CEMEA Region, an Unattended Cardholder-Activated Terminal used for the sale of Scrip must process the Transaction using PIN Verification.

ID#: 151012-010410-0005358

Sale of Travelers Cheques and Foreign Currency

Sale of Travelers Cheques and Foreign Currency

A Member or a non-Member financial institution with authority to make Cash Disbursements that sells or disburses cheques or Foreign Currency must process the Transactions as either:

- A Quasi-Cash Transaction that must comply with "Quasi-Cash Transaction General Requirements"
- A Cash Disbursement that must comply with "Manual Cash Disbursement Requirements" and "Quasi-Cash Transaction General Requirements"

ID#: 010410-010410-0008694

Travelers Cheques or Foreign Currency Fees - U.S. Region

With the exception of taxes or other charges imposed by applicable laws or regulations, a U.S. Acquirer must not add to the Transaction amount any surcharge, commission, or fee for the sale of cheques or Foreign Currency.

ID#: 150413-010410-0002986

Original Credit Transactions

Original Credit Transaction Processing Requirements

Original Credit Acceptance

A Member must accept an incoming Original Credit Transaction unless prohibited by applicable laws or regulations.¹ If prohibited by applicable laws or regulations, the Member must submit a written request to Visa to block incoming Original Credit Transactions.

¹ In the U.S. Region, this requirement applies only to incoming Money Transfer Original Credit Transactions.

ID#: 150413-091210-0004062

Original Credit Transaction Posting (Updated)

Except as specified otherwise in “Original Credit Transaction Posting – Fast Funds,” a Recipient Member must post an Original Credit to the Visa Account Number within 2 business days of receiving either the Online Financial Transaction or the Clearing Record, or it must charge back the Original Credit to the Originating Member.

For an Original Credit Transaction sent to a Cardholder’s Visa credit Card account, the Recipient Member must post the funds as payment. (This requirement does not apply to Members in Visa Europe).

Upon request from the Originating Member, a Recipient Member must provide confirmation of posting as specified in “Original Credit Transaction Verification of Posting.” (This requirement does not apply to Members in Visa Europe).

ID#: 151013-010410-0004064

Original Credit Transaction Posting - Fast Funds (Updated)

A Recipient Member that participates in Fast Funds for incoming Original Credit Transactions as specified in "Original Credit Transactions - Fast Funds Processing" must make funds available to the Visa Cardholder within 30 minutes of successfully receiving and approving an Original Credit Transaction.

Upon request from the Originating Member, a Recipient Member must provide confirmation of posting to the Originating Member as specified in "Original Credit Transaction Verification of Posting."

ID#: 151013-140612-0027271

Original Credit Transaction Verification of Posting (Updated)

An Originating Member may request confirmation, or applicable proof, if necessary, from the Recipient Member that funds have been posted to the recipient Cardholder's Visa account. The Originating Member must request such confirmation or proof through Visa Resolve Online.

A Recipient Member must respond to the Originating Member's confirmation request through Visa Resolve Online within 5 calendar days from the date of inquiry.

ID#: 151013-200413-0027329

Original Credit Transaction Adjustment (Updated)

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 may be submitted via Visa Resolve Online.

The Original Credit Transaction Adjustment must be submitted within 30 calendar days from the Processing Date of the initial Original Credit Transaction, as specified in "Original Adjustment through VisaNet."

ID#: 151013-200413-0027330

Original Credit Transaction Origination Requirements (Updated)

An Originating Member must use one of the following message formats to initiate an Original Credit Transaction:

- An enhanced format Online Financial Transaction (0200 message)
- A BASE II Transaction (TC06 message)

Effective 19 October 2013, unless otherwise stated in "Money Transfer Original Credit Transaction Origination Requirements," an Originating Member must initiate a cross-border Original Credit Transaction as one of the following:

- An enhanced format Online Financial Transaction (0200 message)
- An enhanced format TC06 message

ID#: 151013-140612-0027272

Original Credit Transaction Reversals (Updated)

An Originating Member must not reverse an Original Credit Transaction initiated as an Online Financial Transaction (0200 message).

A Reversal of a BASE II Original Credit Transaction must be processed within one business day of the Processing Date of the Original Credit Transaction and only for the following reasons:

- Incorrect Account Number
- Incorrect Transaction amount
- Duplicate processing
- Incorrect Transaction code

ID#: 151013-010410-0026074

Original Credit Transaction Chargeback Reversal (New)

Effective 16 December 2013, a Recipient Member that has processed a Chargeback for an Original Credit Transaction may only initiate a Chargeback Reversal within one calendar day of the Chargeback Processing Date.

ID#: 151013-161213-0027786

Money Transfer Original Credit Transactions

Money Transfer Original Credit Transaction Processing Requirements

Money Transfer Original Credit Transaction Posting (Updated)

Except as specified otherwise in “Money Transfer Original Credit Transaction Posting – Fast Funds,” a Recipient Member must post a Money Transfer Original Credit Transaction to the Visa Account Number within 2 business days of receiving either the Online Financial Transaction or the Clearing Record or it must charge back the Money Transfer Original Credit to the Originating Member.

Upon request from the Originating Member, a Recipient Member must provide confirmation of posting as specified in “Money Transfer Original Credit Transaction Verification of Posting.”

ID#: 151013-091210-0026243

Money Transfer Original Credit Transaction Verification of Posting (Updated)

An Originating Member may request confirmation, or applicable proof, if necessary, from the Recipient Member that funds have been posted to the recipient Cardholder's Visa account. The Originating Member must request such confirmation or applicable proof through Visa Resolve Online.

A Recipient Member must respond to the Originating Member's confirmation request through Visa Resolve Online within 5 calendar days of the inquiry date.

ID#: 151013-200413-0027331

Money Transfer Original Credit Transaction Adjustment (Updated)

An Originating Member may submit a Transaction Adjustment if the Recipient Member fails to provide confirmation of posting of the Money Transfer Original Credit Transaction within 5 calendar days of the inquiry date. The Money Transfer Original Credit Transaction Adjustment may be submitted via Visa Resolve Online.

The Money Transfer Original Credit Transaction Adjustment must be submitted within 30 calendar days from the Processing Date of the initial Transaction, as specified in "Original Adjustment through VisaNet."

ID#: 151013-200413-0027332

Money Transfer Original Credit Transaction Reversal

An Originating Member must not reverse a Money Transfer Original Credit Transaction initiated as an enhanced Online Financial Transaction (0200 message) as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 150413-091210-0026245

Money Transfer Original Credit Transaction Chargeback Reversal (New)

Effective 16 December 2013, a Recipient Member that has processed a Chargeback for a Money Transfer Original Credit Transaction may only initiate a Chargeback Reversal within one calendar day of the Chargeback Processing Date.

ID#: 151013-161213-0027787

Money Transfer Original Credit Transaction Origination Requirements

An Originating Member must use one of the following message formats to initiate a Money Transfer Original Credit Transaction:

- An enhanced format Online Financial Transaction (0200 message)
- A BASE II Transaction (TC06 message)

Effective 19 October 2013, an Originating Member must use an enhanced format Online Financial Transaction (0200 message) to initiate a cross-border Money Transfer Original Credit Transaction.

ID#: 150413-091210-0026247

Money Transfer Original Credit Compliance with Payment Card Industry Data Security Standards

An Originating Member must comply with the Payment Card Industry Data Security Standard (PCI DSS) when sending and managing sender data for a Money Transfer Original Credit Transaction.

The Originating Member must ensure that procedures are in place to validate sender data and comply with applicable anti-money laundering regulations and anti-terrorist financing standards. Proper disclosure must be given to the sender regarding the collection of sender data.

ID#: 151012-010410-0005328

Money Transfer Original Credit Transaction Sender Name and Address (Updated)

Effective through 18 October 2013, for a cross-border Money Transfer Original Credit Transaction, the Originating Member must include the sender's name and primary address in the Online Financial Transaction (0200 message) and the Clearing Record, as specified in the applicable VisaNet Manuals.

Effective 19 October 2013, for a cross-border Money Transfer Original Credit Transaction, the Originating Member must include the sender's name and primary address in the Online Financial Transaction (0200 message) as specified in the applicable VisaNet Manuals.

Prior to initiating an international Money Transfer Original Credit Transaction to the countries specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*, the Originating Member must submit the sender's name and address to VisaNet for screening against a regulatory watch list(s). The score returned to the Originating Member as a result of screening must be included by the Originating Member in the Money Transfer Original Credit Transaction message sent to the Recipient Member.

ID#: 151013-010410-0005579

Money Transfer Original Credit Transaction - Unique Sender Identification

For all Money Transfer Original Credit Transactions, the Originating Member must include in the Online Financial Transaction (0200 message) and the Clearing Record, either the sender's account number used to fund the Money Transfer Original Credit Transaction, or a transaction reference number that uniquely identifies the sender if the sender's account number is not available.

ID#: 151012-010410-0008743

Money Transfer Original Credit Merchant Category Codes

A Money Transfer Original Credit Transaction must originate at a Merchant or Member properly assigned one of the following Merchant Category Codes:

- Wire Transfer Money Orders (4829)
- Financial Institutions—Merchandise and Services (6012)

ID#: 160312-091210-0026248

Account Funding Transactions

Account Funding Transaction Processing Requirements

Account Funding Transaction Requirements

An Account Funding Transaction must:

- Be processed through VisaNet as a purchase Transaction
- If authorized, include the Account Funding Transaction indicator in the Authorization and Clearing Records
- Be cleared for the same amount approved in the Authorization

ID#: 010410-010410-0002890

Account Funding Transaction Requirements - U.S. Region (Updated)

An Account Funding Transaction originating in the U.S. Region must:

- Be processed as a purchase Transaction
- Include the transmission of the Electronic Commerce Indicator, as specified in the applicable VisaNet Manuals
- Include the transmission of the Account Funding Transaction indicator, as specified in the applicable VisaNet Manuals

ID#: 151013-010410-0005191

Aggregated Transactions

Aggregated Transaction Requirements

Aggregated Transactions - Purchase Data Availability

Individual purchase information and Aggregated Transaction information must be available to a Cardholder for a minimum of 120 days following the processing date of the Aggregated Transaction.

ID#: 010410-010410-0002904

Aggregated Transaction Requirements

Only the following Merchants may process an Aggregated Transaction:

- Electronic Commerce Merchants
- Merchants properly assigned one of the following Merchant Category Codes:
 - 4111, "Local and Suburban Commuter Passenger Transportation, Including Ferries"
 - 4112, "Passenger Railways"
 - 4131, "Bus Lines"

An Aggregated Transaction must:

- Consist only of purchases made from a single Merchant, including a Sponsored Merchant, with a single trading name
- Consist only of purchases made using the same Visa Account Number
- Not include purchases made more than 7 calendar days apart
- In the U.S. Region, not include purchases made more than 3 calendar days apart
- Not exceed US \$25, or local currency equivalent, in total aggregated purchases
- In the U.S. Region, not exceed US \$15 in total aggregated purchases

ID#: 150413-010410-0002906

Aggregated Transaction Cardholder Notification

For an Aggregated Transaction, before a Cardholder's first purchase, a Merchant must inform the Cardholder (e.g., via a message, signage, printed material, or other conspicuous means on the Website or at the Point-of-Transaction) of the following:

- That Transaction aggregation may occur

- Transaction aggregation terms, including the maximum number of calendar days and Transaction value
- How to obtain details of the aggregated purchases

ID#: 150413-010410-0002907

Aggregated Transaction Requirements for Electronic Commerce Merchants - U.S. Region (Updated)

An Electronic Commerce Merchant in the U.S. Region, including a Payment Service Provider, that aggregates Transactions must:

- Obtain an Authorization of no more than US \$15 at the start of each aggregation session
- Complete the aggregation session within 3 calendar days
- Aggregate Transactions from a single Merchant Outlet in each aggregation session
- Support Partial Authorization
- At the check-out screen, inform the Cardholder of the following:
 - That Transactions are aggregated
 - The terms of aggregation, including the maximum number of calendar days, aggregated Transaction value, and that the Issuer may hold available funds of up to US \$15 for 3 calendar days
 - How details of Aggregated Transactions can be obtained
- If requested, provide Cardholder purchase history for 120 calendar days after purchase

ID#: 151013-010410-0005652

Deferred Payments - U.S. Region

Deferred Payment Transactions

Account Number Verification for Deferred Payment - U.S. Region

A U.S. Merchant may use Account Number Verification for a Deferred Payment Transaction at the time an order is placed.

ID#: 081010-010709-0007205

Authorization and Cardholder Notification - U.S. Region (Updated)

A U.S. Merchant must:

- Request Authorization for a Deferred Payment Transaction on the date the Cardholder is billed, which must be no later than 90 days from the initial shipment date
- Include disclosure of the deferred payment process, including the exact date of the billing, with the initial shipment to the Cardholder

The billing date is considered to be the Transaction Date.

ID#: 151013-010410-0008737

In-Transit

In-Transit Service - General Requirements

Unattended Cardholder-Activated Terminal Display and Cardholder Options (Updated)

An Unattended Cardholder-Activated Terminal used for the purchase of gambling services must display the following information:

- Merchant location
- Terms and conditions, including:
 - Rules of play
 - Odds of winning
 - Pay-out ratios

Before initiating a Transaction, the Unattended Cardholder-Activated Terminal must allow the Cardholder to cancel the Transaction.

ID#: 151013-120913-0008747

In-Transit Merchant Description (Updated)

Effective through 10 April 2014, the Acquirer must include in the Clearing Record a Merchant description containing at least:

- Merchant's primary place of business or country of incorporation in the Merchant country field
- Merchant's customer service telephone number and country in the Merchant city field
- Word "In-Transit" following the Merchant name in the Merchant name field

ID#: 151013-010410-0002960

In-Transit Service - Authorization Requirements

In-Transit Transaction - Authorization Time Limit (Updated)

An Authorization Request for an In-Transit Transaction may occur while in transit or at the final destination, and must be 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 only.

ID#: 151013-120913-0002961

In-Transit Service - Processing Requirements

Transaction Date for In-Transit Transaction (Updated)

The Transaction Date for an In-Transit Transaction is either the:

- The date the merchandise is shipped if merchandise is shipped after the Cardholder has left the Merchant location
- The earlier of the following:
 - The date the Transaction Receipt is issued, if the Transaction is submitted by the Acquirer while the vehicle is in transit
 - The date the transport vehicle reaches its final destination

ID#: 151013-120913-0002966

General T&E

T&E Delayed or Amended Charges

Delayed or Amended Charges - Acceptable Charges

A delayed or amended charge may include room, food, or beverage charges, taxes, mileage charges, fuel, insurance, rental fees, and parking tickets and other traffic violations, and must not include charges for loss, theft, or damage.

This provision does not apply to Transactions involving Issuers or Acquirers in the jurisdiction of Visa Europe. For those Transactions, see "Delayed or Amended Charges for Visa Europe - General Requirements" and "Delayed or Amended Charges for Visa Europe - Car Rental."

ID#: 150413-171009-0003628

T&E Delayed or Amended Charges Time Limit

A delayed or amended charge for a T&E service must be processed to the Cardholder's account within 90 calendar days of the Transaction Date of the related T&E Transaction.

T&E services may include:

- Room
- Taxes
- Fuel
- Insurance
- Rental fees
- Parking tickets and other traffic violations
- Goods and services purchased aboard a Cruise Line
- Damage to rental vehicles as specified in "Delayed or Amended Charges for Visa Europe - General Requirements"

ID#: 010410-010410-0008791

Delayed or Amended Charges for Visa Europe - General Requirements (Updated)

The following provisions apply to Transactions occurring between the jurisdictions of Visa Europe and Visa Inc.

A Merchant may process delayed or amended charges if the Cardholder has consented to be liable for delayed or amended charges for a Hotel, Car Rental Company, or Cruise Line Transaction.

A delayed or amended charge must be processed to the Cardholder's account within 90 calendar days of the Transaction Date of the related Transaction.

This may include room, food, or beverage charges, taxes, fuel, insurance, rental fees, damage to rental vehicles, parking tickets and other traffic violations, and goods and services purchased aboard a Cruise Line.

If the charge is for a parking ticket or traffic violation, the:

- Incident must have occurred while the Cardholder was in possession of the vehicle
- Merchant must support the charge with documentation from the appropriate civil authority, including the license number of the rental vehicle, date, time, and location of the violation, statute violated, and amount of the penalty in local currency

The Merchant may deposit the Transaction without a Cardholder signature if the Merchant has the Cardholder signature on file and sends a copy to the Cardholder using the medium and to the place agreed by the cardholder.

ID#: 151013-171009-0007398

Airline Merchants

International Airline Merchant Requirements

International Airline Eligible Participants

An International Airline may participate in the International Airline program.

An Acquirer must meet the capitalization and reserve requirements of Visa. These requirements cover any estimated exposure for Chargebacks, including liability for airline tickets purchased but not redeemed by Cardholders.

ID#: 010410-010410-0005281

International Airline Business Plan

Before entering into a Merchant Agreement with an International Airline, an Acquirer must obtain approval of its business plan from Visa. Visa will review the business plan within 30 calendar days of receipt.

The business plan must include:

- All countries in which Merchant Outlets are to be located, demonstrated knowledge of key information on each country (for example, domestic Interchange Reimbursement Fee and business and legal restrictions), and a plan for Authorization support in each country
- All currencies in which the International Airline intends to complete Transactions and verification that the Member is able to process multi-currency Deposits and Interchange
- A plan for Chargeback support
- The Acquirer's proposed method of satisfying Retrieval Requests
- Information to satisfy the Acquirer risk criteria

An Acquirer must not sign an International Airline Merchant Outlet that is in a country not previously specified in the business plan unless it first notifies Visa in writing.

ID#: 151013-010410-0006089

Car Rental Merchants

Delayed or Amended Charges

Delayed or Amended Charges - Signature on File (Updated)

A Car Rental Merchant may deposit the Transaction for a delayed or amended charge without a Cardholder signature if the Merchant has the Cardholder signature on file and sends a copy to the Cardholder using the medium and to the place agreed by the cardholder.

If the delayed or amended charge is for a parking ticket or traffic violation, the:

- Incident must have occurred while the Cardholder was in possession of the vehicle
- Merchant must support the charge with documentation from the appropriate civil authority, including the license number of the rental vehicle, date, time, and location of the violation, statute violated, and amount of the penalty

These provisions do not apply to Transactions involving Issuers or Acquirers in the jurisdiction of Visa Europe. For those Transactions, see "Delayed or Amended Charges for Visa Europe - General Requirements" and "Delayed or Amended Charges for Visa Europe - Car Rental."

ID#: 151013-171009-0003354

Delayed or Amended Charges for Visa Europe - Car Rental

The following provisions apply to Transactions occurring between the jurisdictions of Visa Europe and Visa Inc.

The Car Rental Company must:

- Ensure that the Cardholder is advised at the time of making the reservation that a confirmation receipt is available during the hours of operation of the outlet on return of the rented vehicle. This confirmation receipt confirms the mutually agreed condition of the rented car upon return.
- Provide the Cardholder with written confirmation of the Cardholder decision of whether or not to request a confirmation receipt as part of the reservation confirmation
- Provide the Cardholder with written confirmation of the visible damage status of the rented car upon return. If there is no visible damage, this must be clearly stated on the written confirmation and the Car Rental Company must not process a delayed or amended charge Transaction for any visible damage to the rented car.

If the Cardholder returns the car using an express drop-off facility, the written confirmation receipt must be sent to the Cardholder within 5 business days of the return date of the rented car.

The Car Rental Company should advise the Cardholder to retain the confirmation receipt in case of a dispute.

When a Car Rental Company initiates a delayed or amended 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 prior consent that a delayed or amended charge Transaction may be processed using that Cardholder's Card to cover damages to a rental vehicle. Such 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 or amended charge Transaction
 - Cardholder's signature on the agreement and the Cardholder's initials on each page of the agreement, where the Cardholder's signature is not set out on the same page as the description of the charges which may be covered by the delayed or amended charge Transaction
- Any other documentation demonstrating that Cardholder's liability for the damage
- A copy of the insurance policy of the Car Rental Company, if that Car Rental Company requires that the Cardholder pay an insurance deductible for damages
- A copy of the car rental agreement showing that the Cardholder consents to be responsible for the insurance deductible

For rental car damages, the Merchant must provide documentation showing the Cardholder's consent to pay for damages with their Visa Card.

For delayed or amended charge Transactions relating to damages, the Car Rental Company must provide a written confirmation, within 10 business days of the return date of the rented car, containing the:

- Details of the damage
- Cost of the damage
- Currency in which the cost of the damage will be charged to the Cardholder

For delayed or amended charge Transactions relating to damages where the Car Rental Company has written to the Cardholder, the Cardholder may, at no cost to the Car Rental Company, provide written confirmation of an alternative estimate for the cost of the damage within 10 business days of receipt of original written confirmation detailing the cost of the damage from the Car Rental Company.

The Car Rental Company and the Cardholder may come to an agreement on the cost of the damage before processing the delayed or amended charge Transaction. If agreement is not reached between the Car Rental Company and the Cardholder for the cost of the damage, and if the Car Rental Company processes the delayed or amended charge Transaction, the Cardholder retains the right to dispute the delayed or amended charge Transaction.

The Car Rental Company must wait 20 business days from the date of the confirmation receipt provided to the Cardholder before processing a delayed or amended Transaction for damages.

Other delayed or amended charge Transactions, as specified in the *Visa International Operating Regulations*, may still apply.

ID#: 150413-171009-0004141

Car Rental Advance Deposit

Car Rental Advance Deposit Service - U.S. Region

In the U.S. Region, a Car Rental Company may participate in the T&E Advance Deposit Service. The Merchant must follow all applicable requirements for the Advance Deposit Service and must:

- Accept all Visa Cards in its category of acceptance for an advance deposit if the Cardholder agrees to the service
- Hold a valid T&E Advance Deposit Service contract with an Acquirer, either as part of the Merchant Agreement or as a separate contract

ID#: 010410-010410-0002755

Car Rental Advance Deposit Information Requirements - U.S. Region

In the U.S. Region, a participating Car Rental Company must obtain from the Cardholder for a T&E Advance Deposit Transaction:

- Cardholder name, Account Number, and expiration date as displayed on the Visa Card
- Telephone number and mailing address
- Scheduled date of rental
- Intended length of rental

ID#: 010410-010410-0002756

Car Rental Advance Deposit Amount - U.S. Region

In the U.S. Region, a Car Rental Merchant participating in the T&E Advance Deposit Service must determine the Advance Deposit Transaction amount, not to exceed the cost of the intended term of rental, which must not exceed 14 days.

The deposit amount must be applied to the total obligation.

ID#: 010410-010410-0008969

Car Rental Advance Deposit Reservation Information - U.S. Region

In the U.S. Region, a Car Rental Merchant participating in the T&E Advance Deposit Service must inform the Cardholder of the:

- Car rental rate
- Car Rental Company name
- Number of days the vehicle will be held

ID#: 010410-010410-0002759

Car Rental Advance Deposit Confirmation Code - U.S. Region

In the U.S. Region, a Car Rental Merchant participating in the T&E Advance Deposit Service must provide:

- A confirmation code, advising the Cardholder to retain it
- Advance deposit amount and cancellation policy requirements

ID#: 010410-010410-0002760

Disclosure of Car Rental Deposit Forfeiture - U.S. Region

In the U.S. Region, a Car Rental Company participating in the T&E Advance Deposit Service must advise the Cardholder that it will retain the entire T&E Advance Deposit Transaction amount or the amount specified in the Merchant's stated policy, if the Cardholder has not either:

- Rented the vehicle by the end of the last day of the rental period used to determine the amount of the Transaction
- Cancelled the reservation within the specified time frames

ID#: 010410-010410-0009013

Car Rental Advance Deposit Transaction Receipts - U.S. Region (Updated)

In the U.S. Region, a Car Rental Merchant participating in the T&E Advance Deposit Service must mail a Transaction Receipt copy and cancellation policy for the T&E Advance Deposit Transaction to the address indicated by the Cardholder within 3 business days from the Transaction Date.

ID#: 151013-150210-0009024

T&E Advance Deposit Service Cancellation Period - U.S. Region

In the U.S. Region, a Car Rental Merchant participating in the T&E Advance Deposit Service must accept all Cardholder cancellations within the time limits specified by the Merchant.

The Merchant must provide a cancellation code and advise the Cardholder to retain it in case of dispute.

ID#: 010410-010410-0009010

Advance Deposit Service - Unavailable Vehicle - U.S. Region

If a vehicle reserved under the T&E Advance Deposit Service is unavailable, a U.S. Car Rental Merchant must provide the following services to the Cardholder without charge:

- Credit Transaction Receipt to refund the entire Advance Deposit Transaction amount
- At least a comparable vehicle for the number of days specified in the reservation, not to exceed 14 days, or until the reserved vehicle becomes available, whichever comes first

ID#: 150413-010410-0002778

Visa Reservation Service for Car Rentals - U.S. Region

Car Rental Company Guaranteed Reservations - U.S. Region

A Car Rental Company in the U.S. Region may participate in a service to guarantee Peak Time reservations or reservations for Specialized Vehicles, as specified in the U.S. Regional Operating Regulations.

ID#: 150413-010410-0008958

Car Rental Reservation Merchant Agreement Requirements - U.S. Region

A U.S. Acquirer must incorporate the applicable Visa Reservation Service requirements into all Merchant Agreements for Car Rental Companies participating in the Visa Reservation Service.

ID#: 150413-010410-0002689

Car Rental Reservation Card Acceptance - U.S. Region

In the U.S. Region, a Car Rental Company participating in the Visa Reservation Service must accept all Visa Cards in its category of acceptance for reservations.

ID#: 150413-010410-0002671

Car Rental Peak-Time Reservation - Cardholder Disclosure Requirements - U.S. Region

If a Cardholder reserves a vehicle in the U.S. Region during Peak Time, the Car Rental Company must inform the Cardholder that the reservation:

- Is within a Peak Time period and explain the meaning of Peak Time
- May be cancelled without penalty any time up to 8 hours before the scheduled rental time

ID#: 150413-010410-0002672

Car Rental Peak Time Reservation - Cancelled Flight - U.S. Region

In the U.S. Region, if a Cardholder is traveling to a car rental location by Airline and the flight is cancelled or the airport is closed, the Cardholder may cancel the Peak Time reservation without penalty up to one hour before the scheduled rental time.

ID#: 150413-010410-0002673

Car Rental Peak Time Reservation - No-Show Fee Disclosure - U.S. Region

In the U.S. Region, a Car Rental Company must advise the Cardholder that a "no-show" fee for Peak Time reservations may be billed if the Cardholder has neither:

- Rented the vehicle by the end of the guarantee period
- Properly cancelled the reservation

The "no-show" fee must not exceed one day's rental plus applicable taxes.

ID#: 150413-010410-0002674

Specialized Vehicle Guaranteed Rental Period - U.S. Region

In the U.S. Region, if a Cardholder reserves a Specialized Vehicle, the Car Rental Company must inform the Cardholder that the reservation:

- Will be held until the scheduled pick-up time, unless cancelled
- May be cancelled without penalty up to 72 hours before the scheduled rental time
- If the reservation is made within 72 hours of the scheduled rental time, may be cancelled without penalty up to 8 hours before the scheduled rental time.

ID#: 150413-010410-0008960

Specialized Vehicle Reservation No-Show Disclosure Requirements - U.S. Region

A Car Rental Company in the U.S. Region must advise the Cardholder that a "no-show" fee for a Specialized Vehicle reservation may be billed if the Cardholder has neither:

- Rented the Specialized Vehicle by the end of the guarantee period
- Properly cancelled the reservation

The "no show" fee must not exceed 2 days' rental.

ID#: 150413-010410-0008963

Car Rental Reservation Confirmation - U.S. Region

In the U.S. Region, for a reservation made with at least 72 hours' notice, a Car Rental Company must send the Cardholder a written confirmation containing:

- Cardholder name, Account Number, and expiration date as displayed on the Visa Card or Visa Electron Card
- Name and exact street address of the Merchant Outlet
- Confirmation code
- Rate
- Cardholder obligations
- Cancellation and any other service details

For reservations made with less than 72 hours' notice, the Car Rental Company must mail a confirmation only on Cardholder request.

ID#: 150413-010410-0008950

Car Rental Cancellation Requests - U.S. Region

A U.S. Car Rental company must:

- Accept a reservation cancellation request if made by the specified time
- Provide a cancellation code and advise the Cardholder to retain it in case of dispute

ID#: 150413-010410-0008951

Specialized Vehicle Reservation Cancellation Period - U.S. Region

A Car Rental Company in the U.S. Region must not require more than 72 hours' reservation cancellation notification before the scheduled rental date of a Specialized Vehicle.

If the Cardholder makes the reservation within 72 hours of the scheduled rental date, the cancellation deadline must be 12 hours before the scheduled rental time on the scheduled pick-up date.

ID#: 150413-010410-0008961

Car Rental Cancellation Written Confirmation - U.S. Region

In the U.S. Region, if requested, a Car Rental company must provide the Cardholder with a written reservation confirmation that contains the following information:

- Cardholder name, Account Number, and Card expiration date as displayed on the Visa Card
- Cancellation code
- Cancellation details

ID#: 150413-010410-0008954

Car Rental No-Show Requirements - U.S. Region (Updated)

A U.S. Car Rental Company must hold a Specialized Vehicle or Peak Time reservation according to the reservation if the Cardholder has not claimed or properly canceled the reservation by the specified time.

The Car Rental Company may then submit a Transaction as follows:

- The amount of the No-Show Transaction must not exceed the value of:
 - 2 days' rental, including tax, for a Specialized Vehicle reservation
 - One day's rental, including tax, for a Peak Time reservation
- The amount of the Transaction may include tax

ID#: 151013-010410-0008955

Peak Time Reservation Vehicle Unavailable - U.S. Region

In the U.S. Region, if a vehicle guaranteed as a Peak Time reservation is unavailable, the Car Rental Company must provide the Cardholder with a comparable vehicle no later than one hour from the scheduled rental time.

If a comparable vehicle cannot be provided within one hour, the Car Rental Company must provide the following services at no charge to the Cardholder:

- Transportation to the Cardholder's destination
- Delivery of a comparable vehicle to the Cardholder's destination within 8 hours from the scheduled rental time
- Transportation, vehicle delivery, and one day's car rental

ID#: 150413-010410-0008959

Unavailable Specialized Vehicle - U.S. Region

If a reserved Specialized Vehicle is unavailable, a Car Rental Company in the U.S. Region must provide the following services at no charge to the Cardholder:

- Comparable vehicle at another car rental establishment for the reservation period
- Transportation to the alternate car rental establishment.

ID#: 150413-010410-0008962

Hotels and Cruise Lines

Hotel and Cruise Line General Requirements

Hotel or Cruise Line Cash Disbursement

A Hotel or Cruise Line may make Cash Disbursements on a Visa Card to a registered Cardholder if all of the following conditions apply:

- The Cardholder indicates at registration the intent to pay for the Hotel's services with a Visa Card
- Before disbursement, the Merchant reviews positive identification (such as a passport or driver's license) and, if permitted under applicable laws or regulations, records type and number on the Transaction Receipt
- The Merchant completes a Cash Disbursement Transaction Receipt and writes on the front of the Transaction Receipt the Cardholder's positive identification and the 4 digits printed below the Account Number on the Card
- The Merchant does not disburse more than US \$250, or local currency equivalent, during the Cardholder's stay or voyage
- The Merchant does not include any additional fees, excluding taxes or charges imposed by law, to the Transaction amount

ID#: 150413-010410-0002801

Hotel Guaranteed Reservations

Required Participation in the Hotel Reservation Service

A Hotel or its third-party booking agent must participate in the Hotel Reservation Service (known in the U.S. Region as the Visa Reservation Service) if it accepts Visa Cards to guarantee Hotel reservations.

An Acquirer must incorporate the Hotel Reservation Service requirements into all Merchant Agreements.

In the U.S. Region, an Acquirer must incorporate these requirements into either:

- All Merchant Agreements
- Separate contract for each of its T&E Merchants that guarantees reservations

ID#: 010410-010410-0008681

Hotel Reservation Billing Information

A Hotel or its third-party booking agent must obtain the Cardholder name, Account Number, and Card expiration date displayed on the Card for each reservation.

ID#: 010410-010410-0006087

Hotel Reservation Exact Name and Location

A Hotel or its third-party booking agent accepting a reservation must quote the reserved accommodation rate and the exact name and physical address of the establishment.

ID#: 010410-010410-0006086

Hotel Reservation Amount of No Show

A Hotel or its third-party booking agent must inform the Cardholder that one night's lodging will be billed if the Cardholder has not either:

- Registered by check-out time the day following the scheduled arrival date
- Properly canceled the reservation

ID#: 151013-010410-0006085

Hotel Reservation Confirmation Code

A Hotel or its third-party booking agent must provide a reservation confirmation code and advise the Cardholder to retain it in case of dispute.

ID#: 150413-010410-0002731

Hotel Reservation Cancellations

A Hotel or its third-party booking agent must accept all reservation cancellations before the specified notification time.

The Hotel or its third-party booking agent must **not** require cancellation notification more than 72 hours before the scheduled arrival date.

If a Cardholder makes the reservation within 72 hours of the scheduled arrival date, the cancellation deadline must be no earlier than 6:00 p.m. Merchant Outlet time on the arrival date or date guaranteed.

If the Hotel or its third-party booking agent requires that a Cardholder cancel before 6:00 p.m. Merchant Outlet time on the date guaranteed, the Hotel or its third-party booking agent must mail the cancellation policy, including the date and time that cancellation privileges expire, to the Cardholder.

ID#: 010410-010410-0008688

Hotel Reservation Cancellation Code

A Hotel or its third-party booking agent must provide a reservation cancellation code (if the reservation is properly cancelled) and advise the Cardholder to retain it in case of dispute.

ID#: 010410-010410-0006079

Hotel Reservation Mail Confirmation

If requested by the Cardholder, a Hotel or its third-party booking agent must mail a confirmation of cancellation. The confirmation must include the following:

- Cardholder name, Account Number, and Card expiration date
- Cancellation code
- Any other cancellation details

ID#: 010410-010410-0006080

Hotel Reservation Room Hold (Updated)

If a Cardholder has not claimed or cancelled the Hotel Reservation Service accommodations by the specified time, the Hotel or its third-party booking agent must hold the reserved rooms available until check-out time the following day.

The Hotel or its third-party booking agent may charge the Cardholder for the amount of one night's lodging, plus applicable tax. If charged, the Hotel or its third-party booking agent must obtain Authorization and send a Transaction Receipt to the Cardholder.

ID#: 151013-010410-0008703

Hotel Reservation Unavailable Accommodations

If the accommodations guaranteed by the Hotel Reservation Service are unavailable, the Hotel must provide the Cardholder with the following services at no charge:

- Comparable accommodations for one night at another establishment
- If requested, a 3-minute telephone call and message forwarding to the alternate establishment
- Transportation to the alternate establishment

ID#: 010410-010410-0006076

Hotel Reservation Service Card Acceptance - U.S. Region

In the U.S. Region, a Lodging Merchant participating in the Visa Reservation Service must accept all Visa Cards in its category of acceptance for reservations.

ID#: 150413-010410-0002781

Advance Deposit Service

Advance Deposit Service - General Requirements

A Hotel or Cruise Line participating in the Advance Deposit Service must:

- Accept all Visa Cards or Visa Electron Cards for an advance deposit if the Cardholder agrees to the service
- Hold a valid Advance Deposit Service contract with an Acquirer

In the U.S. Region, the participating Merchant must accept all Visa Cards in its category of acceptance.

ID#: 150413-150210-0002706

Advance Deposit Service - Deposit Information Requirements

A Merchant participating in the Advance Deposit Service must obtain from the Cardholder:

- Cardholder name, Account Number, and expiration date as displayed on the Visa Card or Visa Electron Card
- Telephone number and mailing address
- Scheduled date of arrival for a Hotel, or embarkation for a Cruise Line

- Intended length of stay or voyage

ID#: 150413-010410-0002707

Advance Deposit Transaction Amount

A Merchant participating in the Advance Deposit Service must determine the Advance Deposit Transaction amount, not to exceed the following:

- For lodging accommodations, the cost of the intended length of stay (not to exceed 14 nights)
- Cost of the cruise

The deposit amount must be applied to the total obligation.

ID#: 150413-010410-0008970

Advance Deposit Service - Reservation Information

A Merchant participating in the Advance Deposit Service must inform the Cardholder of the following, as applicable:

- Reserved accommodation rate and the Transaction amount
- Exact Merchant name and location
- Name of the cruise ship and point of embarkation
- Merchant's intention to hold the accommodation for the number of nights paid for
- Merchant cancellation policy

ID#: 150413-010410-0002710

Advance Deposit Service - Deposit Information Code and Other Requirements

A Merchant participating in the Advance Deposit Service must provide:

- A confirmation code, and advise the Cardholder to retain it
- Advance deposit requirements, cancellation policy requirements, and the actual date and time that the cancellation privileges expire

The Merchant must advise the Cardholder that it will:

- Hold the accommodations according to the reservation
- Provide written confirmation of a Cardholder reservation change if requested

ID#: 151013-010410-0008971

Advance Deposit Service - Disclosure of Deposit Forfeiture

A Merchant participating in the Advance Deposit Service must advise the Cardholder that it will retain the entire Advance Deposit Transaction amount or the amount specified in the Merchant's stated policy if the Cardholder has not:

- Registered by check-out time the day following the specified last night of lodging for a Hotel (the Cardholder will lose the unused amount of the reservation)
- Checked in by embarkation time for a Cruise Line
- Canceled the reservation within the time limit specified by the Merchant

Under the Advance Deposit Service, a Merchant must not charge the Cardholder for a No-Show Transaction.

ID#: 150413-010410-0009016

Advance Deposit Service - Transaction Receipt Completion and Delivery (Updated)

A Merchant participating in the Advance Deposit Service must send the cancellation policy and the Transaction Receipt to the Cardholder within 3 business days of the Transaction Date.

ID#: 151013-010410-0009025

Advance Deposit Service Cancellation Requirements

A Merchant participating in the Advance Deposit Service must accept all Cardholder cancellations within the time limits specified the by the Merchant.

The Merchant must provide a cancellation code and advise the Cardholder to retain it in case of dispute.

ID#: 150413-010410-0009009

Refund Requirements

Within 3 business days of the Transaction Date on the Credit Transaction Receipt, a Merchant participating in the Advance Deposit Service must:

- Deposit the Credit Transaction Receipt
- Mail the Cardholder's copy to the Cardholder

In the U.S. Region, the Merchant must:

- Deposit the Credit Transaction Receipt within 5 calendar days of the Transaction Date

- Mail the Cardholder's copy to the Cardholder within 3 calendar days of the Transaction Date of the Credit Transaction Receipt

ID#: 010410-010410-0008720

Unavailable Hotel Accommodations

If Hotel accommodations reserved under the Advance Deposit Service are unavailable, the Merchant must provide the Cardholder with the following services without charge:

- Credit refund for the entire Transaction amount. The Merchant must provide the Credit Transaction Receipt copy to the Cardholder.
- Comparable accommodations at an alternate establishment for the number of nights specified in the reservation (not to exceed 14 nights) or until the reserved accommodations become available at the original establishment
- If requested, 2 3-minute telephone calls and message forwarding to the alternate establishment
- Transportation to the alternate establishment's location and return to the original establishment. If requested, the Merchant must provide daily transportation to and from the alternate establishment.

ID#: 150413-010410-0008721

Unavailable Cruise Accommodations

If Cruise Line accommodations reserved under the Advance Deposit Service are unavailable, and no comparable accommodations are available on the ship, the Merchant must offer the Cardholder a comparable cruise of similar itinerary and embarkation date at no additional cost to the Cardholder.

If the Cardholder accepts the alternate accommodations, the Merchant must provide either of the following services without charge:

- An additional night's accommodation
- Airfare to a different port city

If the Cardholder declines the alternate accommodations, the Merchant must provide a credit refund for the entire Advance Deposit Transaction amount. The Merchant must provide a copy of the Credit Transaction Receipt to the Cardholder.

In addition, the Merchant must provide the Cardholder all of the following without charge:

- One night's Hotel accommodation, if the Cardholder requests it
- Transportation to the Hotel and airport
- Airline transportation to the airport nearest the Cardholder's residence
- Reasonable out-of-pocket expenses incurred by the Cardholder

ID#: 150413-010410-0008722

Priority Check-Out Service

General Requirements for Priority Check-Out

A Hotel or Cruise Line participating in the Priority Check-out Service must:

- Hold a valid Priority Check-out Service contract with an Acquirer
- Accept all Cards when a Cardholder requests the Priority Check-out Service
- Comply with all the requirements in "Dynamic Currency Conversion Priority Check-out and Express Return Requirements" if it offers Dynamic Currency Conversion

ID#: 010410-010410-0008735

Priority Check-out Agreement

A Priority Check-out Agreement must include the following information:

- Merchant name and location
- A statement from the Cardholder to the Hotel's cashier to check the Cardholder out of Room Number XXXXX on departure date MMDDYY
- In the US region, the Merchant telephone number

Space must be provided for the Cardholder (guest) name and signature with a statement that the Cardholder (guest) authorizes a charge to their Visa account for the amount of all costs incurred during their stay

If requested by the Cardholder (guest), the Hotel must send a copy of the following:

- Visa Transaction Receipt
- Hotel bill
- Copy of the Priority Check-out Agreement

The Hotel may include space for the Cardholder name, company name and address, including state/province and country in order to mail the receipt(s) to the Cardholder

Once completed, the agreement is Visa Confidential.

ID#: 151011-010100-0026517

Transaction Receipt and Priority Check-Out Agreement Completion (Updated)

A Merchant participating in the Priority Check-out Service must ask the Cardholder to complete, sign, and return a Priority Check-out Agreement that must contain the information specified in the Transaction Receipt requirements for all Transactions and for Hotels. The Hotel must request a Cardholder address or email address to facilitate delivery of a receipt.

ID#: 151013-010410-0002798

Priority Check-Out Service - Transaction Receipt Delivery

At Cardholder request, a Merchant participating in the Priority Check-out Service must provide a Transaction Receipt copy, the itemized bill, and the signed agreement with the information listed in "Priority Check-out Agreement" in one of the following ways:

- Onsite
- By e-mail
- By mail within 3 business days of the Cardholder's departure

In the U.S. Region, a Lodging Merchant or Cruise Line merchant must mail the Transaction Receipt copy, the itemized bill and, if requested, the signed Priority Check-out Agreement to the Cardholder within 3 business days of the Cardholder's departure.

ID#: 151011-010410-0008731

Priority Check-Out Service Document Retention

A Merchant participating in the Priority Check-out Service must retain the itemized bill and signed Priority Check-out Agreement for a minimum of 6 months after the Transaction Date.

ID#: 010410-010410-0002800

Timeshare Merchants

General Timeshare Merchant Requirements

Timeshare Merchant Category Code

An Acquirer must assign Merchant Category Code 7012, "Timeshares," to a Timeshare Merchant that operates sales, rentals, or other uses not including full-service lodging (i.e., maid and room service).

The Acquirer must submit the assigned Merchant Category Code for a Timeshare Merchant either:

- With each Authorization Request

- Through BASE II

ID#: 010410-010410-0008741

Timeshare Merchants - Special Credit Refund Requirements

A Timeshare Merchant must provide a full credit refund when the:

- Transaction Receipt was processed
- Cardholder canceled the Transaction within 14 calendar days of the Transaction Date

ID#: 111011-010410-0003082

Real-Time Clearing - U.S. Region

Automated Fuel Dispensers Real-Time Clearing - U.S. Region

Automated Fuel Dispenser Real-Time Clearing Transaction Processing Requirements - U.S. Region (Updated)

An Automated Fuel Dispenser (AFD) Merchant that participates in Real-Time Clearing must also participate in Partial Authorization.

A Real-Time Clearing Transaction must properly identify the preauthorization time limit in Field 63.2 of the Authorization message, as specified in the applicable VisaNet Manuals.

Any applicable Interchange Reimbursement Fee may apply to a Real-Time Clearing Transaction.

The Completion Message for a Real-Time Clearing Transaction must be for an amount equal to or less than the authorized amount, including partial approvals.

ID#: 151013-010410-0007391

Gambling

Online Gambling

Online Gambling Merchant Requirements

An Acquirer must ensure that:

- An Online Gambling Merchant has a valid license or other appropriate authority to operate its Website under the local law of its Country of Domicile

- A Transaction completed by an Online Gambling Merchant is identified with:
 - Merchant Category Code 7995, "Betting," even when gambling services are not the Merchant's primary business
 - The Quasi-Cash/Online Gambling Transaction indicator in the Authorization and Clearing messages
- An Online Gambling Merchant Website complies with the Website requirements specified in "Online Gambling - Special Website Requirements"
- The appropriate payment acceptance provisions are included in its Merchant Agreement or as a separate addendum

ID#: 010410-010410-0002474

Online Gambling Identifiers

In addition to the requirements specified in "Electronic Commerce Indicator Requirements," a Transaction completed by a Member, Merchant, Online Gambling Merchant, Payment Service Provider (PSP), or Sponsored Merchant that processes Online Gambling Transactions must be identified with:

- Merchant Category Code 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks," even if gambling services are not the Merchant's or Sponsored Merchant's primary business
- The Quasi-Cash/Online Gambling Transaction indicator in the Authorization Request and Clearing Record

If a Member, Merchant, PSP, or Sponsored Merchant is unable to distinguish an Online Gambling Transaction from other Transactions, it must:

- Identify all Transactions as Online Gambling Transactions
- Inform the Cardholder that Transactions may be identified on the billing statement as gambling Transactions

ID#: 151012-010410-0005919

Online Gambling Funds Transfer

If a funds transfer to an individual is to be used for an Online Gambling Transaction, an Acquirer must:

- Identify the Transaction as an Online Gambling Transaction
- Ensure that adequate processes are in place that will identify and eliminate abuse by an individual or Online Gambling Merchant that attempts to circumvent proper Transaction identification

If Visa determines that an individual is facilitating Online Gambling Transactions through funds transfers, Visa may impose these requirements on the funds transfer Merchant for any future funds transfers to that individual.

ID#: 010410-010410-0002955

Online Gambling - Special Website Requirements

In addition to the Website requirements specified in "Website Requirements" and "Electronic Commerce Merchant Refund Policy Disclosure," a Website for an Online Gambling Merchant must contain:

- 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 their country of domicile
- A statement prohibiting the participation of minors
- A complete description of the:
 - Rules of play
 - Cancellation policies
 - Pay-out policies
- A statement recommending that the Cardholder retain a copy of transaction records and Merchant policies and rules
- An Acquirer numeric identifier, as specified in the *Visa Acquirer Risk Management Guide*

ID#: 010410-010410-0002957

Online Gambling Merchant Registration - LAC Region

Before an LAC Acquirer signs an Online Gambling Merchant, it must comply with all of the applicable requirements for the monitoring of High-Brand Risk Merchants, as specified in the *Visa International Operating Regulations* and any other risk reduction procedures imposed by Visa.

ID#: 151012-010410-0005299

Online Gambling Merchant Registration Fees - LAC Region

To cover additional monitoring expenses, a registration fee for LAC Online Gambling Merchants is required, as specified in the applicable Fee Guide.

ID#: 151012-010410-0005301

Gambling Credits

Transactions Representing Gambling Winnings (Updated)

A gambling Merchant must not deposit a credit Transaction to disburse winnings to Cardholders, except for an Original Credit Transaction where:

- The Original Credit is processed to the same Account Number that was used to place the winning wager
- The Transaction representing the winning wager was lawfully made, properly identified, and processed according to the *Visa International Operating Regulations*

ID#: 151013-010410-0002958

Debt Repayment Program - U.S. Region

Debt Repayment Program

Qualification for Debt Repayment Program - U.S. Region (Updated)

In the U.S. Region, a Visa Debit Card Transaction and a Visa Business Check Card Transaction may qualify as a Visa Debt Repayment Program Transaction if it meets the requirements specified in:

- "Merchant Requirements for Debt Repayment Program - U.S. Region"
- *Visa Debt Repayment Program Guide*

A Visa Debt Repayment Program Transaction may qualify for the Debt Repayment Program Interchange Reimbursement Fee.

ID#: 151013-010410-0005198

Acquirer Requirements for Debt Repayment Program - U.S. Region (Updated)

To participate in the U.S. Debt Repayment Program, an Acquirer must register the Debt Repayment Program Merchant and be provided with a Merchant Verification Value, as specified in the *Visa Debt Repayment Program Guide*.

ID#: 151013-150612-0026884

Merchant Requirements for Debt Repayment Program - U.S. Region (Updated)

For a U.S. Merchant to be eligible for the Debt Repayment Program, the Acquirer must ensure that the Merchant:

- Is registered as a Limited Acceptance Merchant of Visa Debit Category Cards as a means of payment in all channels where payments are accepted (i.e., 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 Debt Repayment Program. A Merchant may accept Visa Business Check Cards as part of the Debt Repayment 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 Debt Repayment Program Transactions, as specified in the applicable VisaNet Manuals
- Includes the Merchant Verification Value (MVV) in all Visa Debt Repayment Program Transactions involving Visa Business Check Cards
- Ensures that the opportunity to pay with a Visa Debit Card or Visa Business Check Card is at least as prominently featured as all other accepted payment methods
- Only processes Visa Debt Repayment Program Transactions for an existing consumer debt that has not been deemed uncollectible and is an approved debt type, as defined in the *Visa Debt Repayment Program Guide*. The Merchant must not process Visa Debt Repayment Program Transactions representing payment for business debt (i.e., small business loans, loans to sole proprietors, or other types of business-related loans).
- Complies with the *Visa Debt Repayment Program Guide*

A U.S. Merchant eligible for the Debt Repayment Program that accepts Visa Cards for payments of existing consumer debt outside the Debt Repayment Program must comply with the requirements specified in "Merchants Not Participating in Debt Repayment Program - U.S. Region."

ID#: 151013-150210-0005202

Merchants Not Participating in Debt Repayment Program - U.S. Region (Updated)

A U.S. Merchant not participating in the Debt Repayment Program may accept Visa Cards for payments on existing debt.

The Merchant must:

- Be registered as a Limited Acceptance Merchant of Visa Debit Category Cards that are accepted as a means of payment in all channels where payments are accepted (i.e., 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 collect payments on existing debt. The Merchant may accept Visa Business Check Cards as payment for a consumer debt outside the Debt Repayment Program.

- Be 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"
- Submit the debt repayment indicator for all payments of existing consumer debt, as specified in the applicable VisaNet Manuals
- Accept payment only for consumer auto loans, credit card debt, mortgage loans, and student debt types

ID#: 151013-010410-0005201

Visa Right to Terminate Participation in Debt Repayment Program - U.S. Region

In the U.S. Region, Visa may at any time:

- Disqualify a Debt Repayment Program Merchant from participation
- Modify or discontinue the Visa Debt Repayment Program

ID#: 010410-010410-0005199

Government and Education Payments

Tax and Other Government Payments - AP Region

Government Payments in Australia - AP Region (Updated)

In Australia, a government Merchant with one of the following Merchant Category Codes may collect the Transaction amount separately from the surcharge amount, if the government Merchant requires this form of payment model. A government Merchant that does not require this model must include the surcharge amount with the Transaction amount and not collect it separately.

- 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 Transactions"

A government Merchant may use a third party payment service provider to deposit Transactions that result from a Transaction between a Cardholder and that government Merchant.

ID#: 151013-060111-0026163

Government Payment Requirements - CEMEA Region

Government Payment Acquirer Requirements in Egypt - CEMEA Region (New)

Effective 8 June 2013, in the CEMEA Region, an Acquirer in Egypt must:

- Provide Visa with a comprehensive list of all government Merchants processing Government Payments, either annually, or as requested by Visa
- Ensure that Service Fees on Government Payments are only assessed by a Merchant that has been assigned one of the following Merchant Category Codes, as specified in the *Visa Merchant Data Standards Manual*:
 - 4900 - “Utilities – Electric, Gas, Water, Sanitary”, for government-owned utilities only
 - 9211 - “Court Costs, including Alimony and Child Support”
 - 9222 - “Fines”
 - 9223 - “Bail and Bond Payments”
 - 9311 - “Tax Payments”
 - 9399 - “Government Services (Not Elsewhere Classified)”
 - 9402 - “Postal Services (Government Only)”

ID#: 151013-080613-0027691

Government Payment Acquirer Requirements in Russia - CEMEA Region (Updated)

In the CEMEA Region, an Acquirer in Russia must:

- Register their intention to assess a flat or variable service fee for processing Government Payments prior to being able to assess such fees to Cardholders
- Register each Merchant that accepts Government Payments with Visa, prior to that Merchant being able to assess a flat or variable fee to a Cardholder
- Be assigned, and provide each registered Merchant, a Merchant Verification Value prior to being able to process Government Payments
- Provide Visa with a comprehensive list of all Merchants processing Government Payments, either annually, or as requested by Visa
- Ensure that Government Payments are only processed by a Merchant that has been assigned an appropriate Merchant Category Code, as specified in the *Visa Merchant Data Standards Manual*

ID#: 151013-080613-0026110

Government Payment Service Fee Requirements - CEMEA Region

Government Payment Service Fee Requirements – CEMEA Region (Updated)

Effective through 7 June 2013, in the CEMEA Region, an Acquirer or Merchant in Russia may charge a flat or variable service fee for the acceptance of a Visa Card or Visa Electron Card for a Government Payment provided that such service fee:

- Is only charged for qualifying Government Payments, as specified by applicable laws or regulations, where applicable laws or regulations explicitly state that the Government Payment must be received in full and without deductions
- Is not greater than the value of the Government Payment
- Is not greater than any fixed or variable fee charged for a Government Payment that has been completed with any other payment card
- Reasonably reflects the costs associated with completing the Government Payment
- Is clearly disclosed to the Cardholder before the completion of the Government Payment and the Cardholder is given the opportunity to cancel, without penalty

Effective 8 June 2013, in the CEMEA Region, an Acquirer or Merchant in Russia or Egypt may charge a flat or variable Service Fee for the acceptance of a Visa Card or Visa Electron Card for a Government Payment, provided that such Service Fee:

- Is only charged for qualifying Government Payments, as specified by local applicable law, where local law explicitly states that the Government Payment must be received in full and without deductions
- Is not greater than the value of the Government Payment
- Is not greater than any fixed or variable fee charged for a Government Payment that has been completed with any other payment card or device
- Reasonably reflects the costs associated with completing the Government Payment
- Is clearly disclosed to the Cardholder before the completion of the Government Payment and the Cardholder is given the opportunity to cancel, without penalty
- In Egypt, does not exceed EGP40

ID#: 151013-080613-0026115

Government Payment Data Requirements in Russia – CEMEA Region (Updated)

In the CEMEA Region, an Acquirer or Merchant in Russia accepting Government Payments must provide the Merchant Verification Value in both the Authorization Request and Clearing and Settlement messages, as specified in the applicable VisaNet Manuals.

ID#: 151013-080613-0026116

Government Payments - Visa Rights – CEMEA Region (Updated)

Effective through 7 June 2013, in the CEMEA Region, Visa may at any time prohibit a Merchant or Acquirer, in Russia, from charging a fee for a Government Payment.

Effective 8 June 2013, in the CEMEA Region, Visa may at any time prohibit a Merchant or Acquirer in Russia or Egypt from assessing a Service Fee for a Government Payment.

ID#: 151013-080613-0026117

Government and Higher Education Payment Program Requirements

Government and Higher Education Payment Program Acquirer Requirement - U.S. Region (Updated)

To participate in the U.S. Region Government and Higher Education Payment Program, an Acquirer must register the Government or Education Program Merchant and be provided with a Merchant Verification Value, as specified in the *Visa Government and Higher Education Payment Program Guide*.

ID#: 151013-061112-0027495

Government and Higher Education Payment Program Service Fee - U.S. Region (Updated)

In the U.S. Region, a Government or Higher Education Merchant may assess a fixed or variable Service Fee for processing a Visa Card Transaction if:

- The Service Fee is clearly disclosed before the completion of the Transaction and the Cardholder is given the opportunity to cancel
- **Effective through 10 April 2014**, the Service Fee is processed as a separate Transaction. The Merchant name field of the Service Fee Transaction Clearing Record must contain the words "Service Fee" as specified in the applicable VisaNet Manuals.
- **Effective 11 April 2014**, the Service Fee is processed as a separate Transaction. The Merchant name field of the Service Fee Transaction Clearing Record must contain the words "Service Fee" as specified in "Merchant Name Supplementary Data."

The Service Fee must be disclosed to the Cardholder as a fee assessed by the Merchant or the third party.

ID#: 151013-061112-0027496

Government and Higher Education Payment Program - Convenience Fee Prohibition - U.S. Region (Updated)

In the U.S. Region, a Merchant participating in the Government and Higher Education Payment Program must not charge a Convenience Fee in addition to the Service Fee.

In the U.S. Region, a Merchant participating in the Government and Higher Education Payment Program and that assesses a U.S. Credit Card Surcharge must not assess a Service Fee in addition to the U.S. Credit Card Surcharge.

ID#: 151013-061112-0027497

Government and Higher Education Payment Program Transaction Eligibility - U.S. Region (Updated)

In the U.S. Region, a Government and Higher Education Payment Program Transaction must originate from one of the following Merchant Category Codes:

- 9211, "Court Costs"
- 9222, "Fines"
- 9399, "Government Services (Not Elsewhere Classified)"
- 9311, "Tax Payments"
- 8220, "Colleges, Universities, Professional Schools, and Junior Colleges"
- 8244, "Business and Secretarial Schools"
- 8249, "Vocational and Trade Schools"

ID#: 151013-061112-0027498

Government and Higher Education Payment Program Transaction Environments - U.S. Region (Updated)

In the U.S. Region, a Government and Higher Education Payment Program Transaction may be processed in either a Card-Present Environment or a Card-Absent Environment, including Recurring Transactions.

ID#: 151013-061112-0027499

Government and Higher Education Payment Program Third Parties - U.S. Region (Updated)

In the U.S. Region, a third-party Merchant that is not providing the goods or services to a Cardholder may charge a Service Fee for a Government and Higher Education Payment Program Transaction. If the Service Fee is charged by a third-party Merchant:

- The Service Fee amount must be processed as a separate Transaction from the Transaction processed by the Merchant providing the goods or services to the Cardholder
- The third-party Merchant must be clearly identified to the Cardholder as the entity that is assessing the Service Fee
- The third-party Merchant name must appear in the Clearing Record for the Service Fee Transaction as specified in the applicable VisaNet Manuals

ID#: 151013-061112-0027500

Government and Higher Education Payment Program Data Requirements - U.S. Region (Updated)

In the U.S. Region, an Acquirer participating in the Government and Higher Education Payment Program must provide the Merchant Verification Value, as specified in the VisaNet Manuals.

ID#: 151013-061112-0027501

Government and Higher Education Payment Program - Visa Rights - U.S. Region (Updated)

In the U.S. Region, Visa may, at any time:

- Disqualify a Government or Higher Education Merchant from participation
- Modify or discontinue the Government and Higher Education Payment Program

ID#: 151013-061112-0027502

Travelers Cheques

Travelers Cheque Acceptance and Encashment

Travelers Cheque Acceptance Requirements

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

ID#: 010410-010410-0002657

Travelers Cheque Encashment Policy

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

ID#: 010410-010410-0002658

Travelers Cheque Signature Comparison

Visa guarantees reimbursement for a Cheque amount if the Member complies with the encashment procedures outlined in the *Visa International Operating Regulations*.

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.

ID#: 150413-010410-0008947

Travelers Cheque Encashment Limitations

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.

ID#: 151013-010410-0003575

Health Care Transactions

Preauthorized Health Care Program Requirements - U.S. Region

Preauthorized Health Care Transaction Order Form - U.S. Region

In the U.S. Region, a Cardholder that purchases services from a Health Care Merchant that accepts Preauthorized Health Care Transactions must provide a completed Order Form to the Merchant.

The Cardholder must specify at least the following on the Order Form:

- Request for the services to be charged to the Cardholder's account
- Authorization for the Health Care Merchant to charge the Cardholder's account for only that portion of the bill due subsequent to Merchant's receipt of any applicable insurance payment
- Duration of time, not to exceed one year, for which permission is granted

ID#: 081010-010410-0008706

Health Care Merchant Requirements - U.S. Region (Updated)

For Preauthorized Health Care Transactions in the U.S. Region, a Health Care Merchant must:

- Retain a copy of the Order Form during the period it is in effect
- Provide a copy of the Order Form upon Issuer request for an original Transaction Receipt
- Comply with the requirements of "Preauthorized Transaction Decline Response - U.S. Region"

The Health Care Merchant must not complete a Preauthorized Health Care Transaction after receiving either a:

- Cancellation notice from the Cardholder or its Acquirer
- Decline Response

Upon receipt of the notice of adjudication from the Cardholder's insurance company, the Health Care Merchant must:

- Request Authorization for the amount due
- Submit a Transaction into Interchange within 90 calendar days of the service date

ID#: 151013-010410-0008707

Healthcare Auto-Substantiation - U.S. Region

Healthcare Auto-Substantiation Transactions - Acquirer Responsibilities - U.S. Region

A U.S. Acquirer or its Agent that processes a Healthcare Auto-Substantiation Transaction from a SIGIS-certified Merchant must:

- Be licensed and certified by SIGIS
- Provide the Visa Flexible Savings Account (FSA) or Visa Health Reimbursement Arrangement (HRA) BIN list to the certified Merchant
- Comply with the Visa Healthcare Auto-Substantiation Transactions Documents
- Comply with all the requirements stipulated by SIGIS, including storage and fulfillment of Transaction Receipt detail data, as specified in:
 - "Fulfillment Requirements"
 - "Retrieval Request Fee Recovery"
- Request an IAS Merchant Verification Value (MVV) on behalf of the SIGIS-certified Merchant and provide the MVV to the Merchant
- Include the IAS Merchant Verification Value (MVV) in the Authorization Request

ID#: 150413-010410-0003106

Healthcare Auto-Substantiation Transactions - Merchant Responsibilities - U.S. Region

A Merchant that participates in Healthcare Auto-Substantiation Transactions must:

- Obtain a license from, and be certified by, SIGIS
- Comply with the Visa Healthcare Auto-Substantiation Transactions Documents

ID#: 151012-010100-0025549

Easy Pay Transaction - General Requirements - LAC Region

Easy Pay Transactions - Merchant Agreement - LAC Region

An LAC Acquirer that contracts with Merchants that accept Easy Pay Transactions must include the Easy Pay Transaction requirements in the Merchant Agreement or in an additional contract.

ID#: 010410-010410-0005262

Easy Pay Patient Enrollment - LAC Region (Updated)

In the LAC Region, a Medical Services Merchant must enroll a patient for participation in Easy Pay Transactions by using the "Cardholder Participation Request and Consent" form. Upon enrolling a patient, the Medical Services Merchant must obtain a Card Imprint.

The LAC Medical Services Merchant must:

- File a copy of the "Cardholder Participation Request and Consent" form
- Provide a copy of the "Cardholder Participation Request and Consent" form, accompanied by a copy of the Card Imprint, if the Issuer requests a Transaction Receipt
- Print or write on the receipt a message indicating that it is an Easy Pay Transaction

After receiving confirmation from the patient's medical insurance provider of the amount it will cover for the medical service requested, the LAC Medical Services Merchant must:

- Request Authorization for the outstanding amount if it exceeds the applicable Floor Limit
- Send the Transaction to Interchange within 30 calendar days

If the Transaction amount is not within the range preauthorized by the Cardholder, the Merchant must provide written notice at least 5 calendar days before the Transaction Date and obtain written consent from the Cardholder.

The LAC Medical Services Merchant must not complete an Easy Pay Transaction when it has received:

- A cancellation notice from its Acquirer or from the Cardholder
- A Decline Response

ID#: 151013-010410-0008728

Easy Pay - Authorization - LAC Region

Authorizations in Public and Private Hospitals - LAC Region

In the LAC Region, a Public and Private Hospital Merchant ("H&C Merchant," based on its Spanish language acronym, MCC 8062) may use estimated Transaction amounts to request Authorizations or Status Check Authorizations before providing its services.

The H&C Merchant may estimate the Transaction amounts for Authorizations based on any of the following:

- The patient's length of stay indicated during check-in
- The room rate
- Applicable tax
- The fee rates for services
- Doctors' fees
- Routine lab tests
- Medical supplies and medicines

After completing the estimates, the H&C Merchant must comply with one of the following:

- If the estimated Transaction amount is equal to or below the Floor Limit, obtain a Status Check Authorization on the check-in date
- If the estimated Transaction exceeds the Floor Limit, obtain an Authorization and include the date, amount, and Authorization Code on the Transaction Receipt

After the check-in date and before the check-out date, the H&C Merchant may obtain and must record Authorizations for additional amounts above any amount already authorized. The H&C Merchant must obtain a final or additional Authorization, and include the date, amount, and Authorization Code on the Transaction Receipt, if the actual Transaction amount exceeds the Floor Limit or is 15% greater than the sum of the authorized amounts.

ID#: 031209-150210-0008729

Visa Access Token

General Requirements

Visa Access Token Program Eligibility (Updated)

Except as specified in “Visa Access Token Program Eligibility Exception,” a Merchant may participate in the Visa Access Token Program if it uses the Visa Card account information only for the purpose of accessing a service purchased with that Visa product.

ID#: 151013-140612-0027229

Visa Access Token Program Eligibility Exception (Updated)

A Merchant may participate in the Visa Access Token Program and use the Visa Prepaid Account information for the purpose of accessing a service purchased with cash only if the Merchant is properly assigned one of the following Merchant Category Codes:

- 4111, “Local and Suburban Commuter Passenger Transportation, Including Ferries”
- 4112, “Passenger Railways”
- 4131, “Bus Lines”

ID#: 151013-140612-0027230

Visa Access Token Program Disclosure Requirements (Updated)

A Merchant that participates in the Visa Access Token Program must, at the time of purchase, disclose to the Cardholder any restrictions or additional conditions that may be presented at the point of access, or any customer service policies that may be relevant to the Cardholder’s ability to access the service purchased.

ID#: 151013-140612-0027231

Use of Visa Account Information for Visa Access Token Program (Updated)

Visa account information used for the Visa Access Token Program must only be used to:

- Generate a secure, irreversible/one-way and unique token at the time the service is purchased
- Generate and match for verification a secure, irreversible/one-way and unique token at the point of access

ID#: 151013-140612-0027232

Visa Access Token Program Restrictions (Updated)

A Merchant that participates in the Visa Access Token Program must not:

- Require a Visa Cardholder to perform any Cardholder Verification or present identification in order to accept the Visa account information as means to access the service
- Use the Visa account information, instead of a unique token, to verify eligibility at the point of access
- Transmit Visa account information captured at the point of sale site to the point of access
- Transmit Visa account information captured at the point of access, unless the point of access is also a point of acceptance
- Store the Visa account information at the point of access
- Use Visa-Owned Marks at the point of access, unless the point of access also accepts Visa as a means of payment
- Use or store Visa account information for any purposes other than to generate a unique token

ID#: 151013-140612-0027233

Chapter 7: Transaction Processing

Core Principle 7.1

Provide Authorization and Settlement Service

Ensuring Seamless Payment Processing

Participants in the Visa system agree to provide transaction authorization and settlement services to their customers to ensure seamless payment processing.

ID#: 010410-010410-0007785

Core Principle 7.2

Rules Differ by Acceptance Environments

Defining Financial Responsibility between Issuers and Acquirers

Visa defines financial responsibility between issuers and acquirers, which may vary in different merchant acceptance environments. For example, acquirers bear more responsibility for transactions completed in card-absent environments.

ID#: 010410-010410-0007786

Core Principle 7.3

Financial Responsibility for Processed Transactions

Defining Issuer Financial Responsibility

Issuers are financially responsible for transactions that are accepted by the merchant as defined in the Visa Operating Regulations, and properly processed by the acquirer. Financial responsibility for transactions that are not processed as required by Visa may be returned from the issuer to the acquirer.

ID#: 010410-010410-0007787

Core Principle 7.4

Authorize, Clear, and Settle International Transactions

Using VisaNet to Authorize, Clear, and Settle International Transactions

Visa participants must authorize, clear, and settle messages for international Visa transactions through VisaNet, and report to Visa all domestic Visa transactions processed outside of VisaNet. In some jurisdictions, participants 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.

ID#: 090211-010410-0007788

Access to Visa Systems

VisaNet Access

Member Requirements for Visa Extended Access (Updated)

If a Member has Visa Extended Access, the Member must use it to transmit its Interchange.

A Member must complete its migration to 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. Implementation and participation requirements are specified in the *Visa Extended Access Endpoint Guide*.

The above requirements do not apply to a U.S. Member using Direct Exchange (DEX).

ID#: 151013-010410-0008744

Member Support of Visa Extended Access

Each Member participating in Visa Extended Access must provide, without cost to Visa, reasonable support requested by Visa for installing the V.I.P. System or BASE II, including:

- Providing a location that meets the requirements of Visa for installing Visa Extended Access on the Member's premises¹
- 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 the request of Visa

- 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 Access¹
- Notifying Visa promptly of any failure of Visa Extended Access to operate properly on its premises or the premises of its agent or independent contractor¹
- 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

¹ This requirement does not apply to a U.S. Member using Direct Exchange (DEX).

ID#: 150413-010410-0003332

Unavailability of Visa Extended Access

If a Member's Visa Extended Access is expected to be unavailable, the Member must proceed as follows:

- If unavailable for fewer than 5 calendar days, the Member must 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, the Member must send the Interchange to Visa as soon as possible, as specified in the applicable VisaNet Manuals

This requirement does not apply to a U.S. Member using Direct Exchange (DEX).

ID#: 151012-010410-0003670

Visa Extended Access - Canada Region

Visa owns a Visa Extended Access server installed at a Canada Member's location and is responsible for its acquisition, installation, and maintenance.

Unless otherwise agreed to by Visa:

- 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

ID#: 151013-010410-0008746

V.I.P. System User Fees - U.S. Region

In the U.S. Region, a V.I.P. System User must pay the applicable fees for systems, training, and documentation services furnished to it, as specified in the applicable Fee Guide.

ID#: 151012-010410-0007347

Data Quality

Authorization and Clearing Data Requirements

Acquirer Requirement for Complete and Valid Data (Updated)

An Acquirer must ensure that all Authorization Requests and Clearing Records contain complete and valid data. For further information about these requirements, see the applicable VisaNet Manuals.

If data is missing or incorrect, the Acquirer may be subject to the fines specified in the "General Schedule of Fines" table.

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

ID#: 151013-010410-0008752

Global Brand Protection Program Data Quality Requirements

To enable the valid identification of data for the Global Brand Protection Program, an Acquirer must:

- Ensure that all High-Brand Risk Merchants have been correctly classified, as specified in the *Visa Merchant Data Standards Manual*
- Ensure that all Authorization Requests and Clearing Records contain complete and valid data, as specified in the applicable VisaNet Manuals and the *Visa International Operating Regulations*

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:

- Assess a fine of US \$10,000 per Merchant, per month, to the Acquirer
- Require the Acquirer to implement risk reduction measures
- Prohibit the Acquirer from acquiring High-Brand Risk Merchants for a period of one year or more

ID#: 151012-010611-0026335

Online Gambling Transaction Identification Penalties (Updated)

An Acquirer is subject to the penalties, as specified in "Global Brand Protection Program Penalties" if an Authorization Request for an Online Gambling Transaction contains incorrect data or fails to include:

- An appropriate Merchant Category Code to identify the High-Brand Risk Merchant, as specified in "High-Brand Risk Merchant Category Codes"

- MCC 7995, "Betting," for an Online Gambling Transaction, as specified in "Online Gambling Identifiers"
- POS Condition Code 59, as specified in the applicable VisaNet Manuals

ID#: 151013-010410-0008753

Interchange Data Element Requirements (Updated)

An Acquirer sending Interchange through BASE II must use the data elements listed in the applicable VisaNet Manuals.

ID#: 151013-010410-0005521

Visa Prepaid Card Transaction Data Requirements (Updated)

A Transaction representing the purchase of a Visa Prepaid Card must be processed as a retail purchase, including transmission of a special Visa Prepaid Card indicator in the Transaction Record, as specified in the applicable VisaNet Manuals.

ID#: 151013-010410-0002516

Visa Commercial Card Data Requirements - LAC Region (Updated)

An Acquirer in Brazil must ensure that the Clearing Record for Transactions completed with Visa Commercial Cards of government programs includes the Merchant legal name and Merchant tax identification number, as specified in the applicable VisaNet Manuals.

ID#: 151013-010410-0027384

Merchant Name Requirements (New)

Effective 11 April 2014, the Merchant and Sponsored Merchant name for all Merchant Outlets must be used consistently, including spelling, in every place that it is used, which includes but is not limited to:

- Transaction Receipt provided to the Cardholder¹
- Authorization Request
- Clearing Record
- Chargeback and Representment records

The Merchant name in VisaNet records may differ from the Merchant name on the Transaction Receipt if abbreviations are required or supplementary data is used.

Effective 11 April 2014, the Merchant and Sponsored Merchant name must:

- Include the name it primarily uses to identify itself to its customers²

- Comply with the *Visa Merchant Data Standards Manual*
- Be displayed at the Merchant Outlet

Effective 11 April 2014, if the Merchant or Sponsored Merchant name contains more characters than positions available in the Merchant name field of the VisaNet field, the portion of the name uniquely identifying it to the customer must not be abbreviated. Abbreviations used in the Merchant name field must permit Cardholder recognition of the Merchant.

Effective 11 April 2014, if the Merchant or Sponsored Merchant name indicates its business is different than its Merchant Category Code, the Merchant name field must include an added business description denoting the nature of the business, as specified in the *Visa Merchant Data Standards Manual*.

Effective 11 April 2014, Visa will require corrections to non-compliant Merchant names or those causing Cardholder confusion. An existing Merchant or Sponsored Merchant **as of 18 October 2013**, must comply with these requirements **effective 17 April 2015**.

¹An exception may apply as specified in “Merchant Name Supplementary Data.”

² For Electronic Commerce Transactions, the Website address may be used, unless the address is not directly related to the Merchant name.

ID#: 151013-260813-0027816

Merchant Name Supplementary Data (New)

Effective 11 April 2014, the Merchant name must not contain information other than the name that the Merchant or Sponsored Merchant uses to identify itself to its customers. An existing Merchant or Sponsored Merchant **as of 18 October 2013**, must comply with these requirements **effective 17 April 2015**. Certain exceptions to this requirement permit the use of supplementary data in the Merchant name field. Use of supplementary data must not result in Cardholder confusion.

Effective 11 April 2014, the following exceptions apply as specified in the applicable VisaNet Manuals:

Transaction	Supplementary Data	Required	Optional
Airline Ticket Transactions	The abbreviated Airline name as specified in <i>Visa Merchant Data Standards Manual</i> must appear in the first 11 or 12 positions of this field. For Transactions with an Airline Ticket Identifier, this field must contain a blank in position 12 (if applicable) and the airline Ticket Identifier in the remaining 13 positions. The airline Ticket Identifier consists of either: <ul style="list-style-type: none"> • The 3-digit servicing carrier code and a 10-digit transmission control number, excluding the check-digit • A 3-digit carrier number, a 3-digit form number, and a 7-digit serial number, excluding the check-digit 	X	
Airline merchandise and services purchased aboard an aircraft	If merchandise or a service is purchased aboard an aircraft, this field may contain a description of the merchandise in place of the passenger's ticket number		X
Chargeback/Representment	The Chargeback or Representment record must include the Merchant name as shown in the original Presentment	X	
Domestic Convenience Fee - CEMEA Region only	If the Transaction takes place at an Unattended Cardholder Acceptance Terminal in Russia operated by a third party, the third party's name (or an abbreviation of the third party's name) in conjunction with the associated Merchant name must be included	X	
Merchants with multiple Merchant Outlets	A Merchant with multiple Merchant Outlets may add the city, store number or other identifier to uniquely distinguish the Merchant Outlet		X
Misleading Names	If the Merchant name indicates its business is different than its Merchant Category Code, the Merchant name field must include an added description, denoting the nature of the business	X	
Money Transfer Original Credit Transaction	<ul style="list-style-type: none"> • For U.S. domestic and all cross-border Transactions, must contain the sender's name • For non-U.S. domestic Transactions, must contain the sender's name, Member's name, name of a third-party agent (if applicable), or a generic identifier, such as "Visa Money Transfer" 	X	
No-Show Transactions	In addition to the T&E Merchant name, this field may also include the words "NO SHOW"		X

Transaction	Supplementary Data	Required	Optional
Payment Service Provider	The Payment Service Provider (PSP) name (or an abbreviation) must appear with the Sponsored Merchant name. This field must contain (i) the name of the PSP (or an abbreviation) (ii) followed by an asterisk (*) in position 4, 8, or 13 and (iii) the Sponsored Merchant name (e.g., PSP name*Sponsored Merchant name). An Acquirer must ensure that the PSP or Sponsored Merchant name remains consistent for all Transactions. For High-Risk Internet Payment Service Providers, the data requirements and formats are specified in the <i>Visa Merchant Data Standards Manual</i> , and apply to Transactions submitted on behalf of a High-Risk Sponsored Merchant.	X	
Service Fee - U.S. Region only	The Merchant name field of the Service Fee Transaction Clearing Record must contain the words "Service Fee" after the Merchant name	X	
Wire Transfer Money Order Transactions - U.S. Region only	For Wire Transfer Money Order Transactions, this field must contain (i) the name of the wire transfer operator used to identify itself to its customers in the first 3, 7, or 12 positions, (ii) an asterisk (*) in the next position, and (iii) the name of the location at which the money order is issued, as promoted or displayed to the Cardholder, in the remaining positions	X	

ID#: 151013-260813-0027817

Merchant Category Code Assignment (Updated)

Effective through 10 April 2014, an Acquirer must assign the appropriate Merchant Category Code to each Merchant and ensure that the assigned Merchant Category Code is included in the Authorization Request and Clearing Record.

Effective 11 April 2014, an Acquirer must assign to each Merchant the appropriate Merchant Category Code that most accurately describes its business with the highest annual Transaction count at each Merchant Outlet. An existing Merchant or Sponsored Merchant **as of 18 October 2013** must comply with these requirements **effective 17 April 2015**.

ID#: 151013-010410-0003133

Multiple Merchant Category Code Usage (New)

Effective 11 April 2014, a Merchant or Sponsored Merchant may use additional Merchant Category Codes if there is more than one main line of business at a Merchant Outlet.

Effective 11 April 2014, a Merchant or Sponsored Merchant must use 2 or more Merchant Category Codes at a single Merchant Outlet or on the same premises if any of the following apply:

- Automated Fuel Dispensers, if goods or services are sold on the same Merchant Outlet premises in a Face-to-Face Environment
- Separate lines of business are located on the same premises that qualify for different Merchant Category Codes and one of the following applies:
 - A separate Merchant Agreement exists
 - Multiple Merchant Outlets on the same premises display a different Merchant name to the Cardholder
 - One of the lines of business is high-risk, as specified in “High-Brand Risk Merchant Category Codes”
- An Electronic Commerce Merchant Outlet that contains a link to a separate Electronic Commerce site, and each site qualifies for a different Merchant Category Code

An existing Merchant or Sponsored Merchant **as of 18 October 2013** must comply with these requirements **effective 17 April 2015**.

ID#: 151013-260813-0027818

High-Brand Risk Merchant Category Code Processing

A High-Brand Risk Merchant must submit their Merchant Category Code in each Authorization Request and Clearing Record.

ID#: 151012-010611-0026336

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.

A variance applies to the CEMEA Region for Members in South Africa.

ID#: 050411-010410-0002886

Account BIN Range

Account Range Table

ATM Account Range Use

An ATM Acquirer must use the Visa account range table to determine the routing of an Authorization Request.

The ATM Acquirer must install and use the table within 6 business days of its receipt from Visa.

ID#: 010410-010410-0008780

ATM Account Range Table Distribution Prohibition (Updated)

An ATM Acquirer must not distribute the ATM account range table.

ID#: 151013-010410-0004799

Account Level Processing

Account Level Processing – Issuer Participation Requirements – AP Region and CEMEA Region (Updated)

In the AP Region and CEMEA Region, an Issuer that participates in Account Level Processing must:

- Comply with the *Account Level Processing – Implementation Guide – AP Region and CEMEA Region*
- Comply with the applicable reporting requirements, product core services and *Visa Product Brand Standards* for each Card product
- Re-issue the Card plastic if the Issuer modifies the Card product along the Visa Card product hierarchy
- Identify the applicable Visa Account Numbers and distinguish them from other Visa consumer credit Account Numbers by using one of the following classification levels, as specified in the appropriate VisaNet Manual:
 - BIN
 - Account Range Definition (ARDEF)
 - Card Account Number (in countries that support Account Level Processing)

ID#: 151013-010410-0027306

General Authorization Requirements

Authorization Services

Acquirer Participation in Authorization Services

An Acquirer must participate in the:

- International Automated Referral Service and comply with the *International Automated Referral Service (IARS) User's Guide*
- Card Verification Service

ID#: 050411-010410-0005407

ATM Authorization Currency

An ATM Acquirer must submit Authorization Requests in the Transaction Currency.

ID#: 010410-010410-0004794

Chip Card Authorization at ATM - U.S. Region

For Authorization requests involving Chip-initiated Transactions in the U.S. Region, an ATM must either:

- Ensure that track 2 of the Magnetic-Stripe Image is read and transmitted
- Transmit all data elements that create the EMV-Online Card Authentication Cryptogram

ID#: 150413-010410-0004978

Authorization Processing

Required Authorization Processing through VisaNet

An Acquirer must process all Authorizations for International Transactions through VisaNet.

ID#: 010410-010410-0003369

Account Range Table for Authorization Routing

An Acquirer may use the account range table provided by Visa to determine the routing of an Authorization Request. An Acquirer that uses the account range table to validate Visa Cards must install and use the table within 6 business days of receipt.

An Acquirer must not distribute the account range table without the prior written consent of Visa.

ID#: 151013-010410-0008754

Matching Data in ATM Authorization and Clearing Messages

An ATM Acquirer must ensure that the following information matches in the Authorization and Clearing messages:

- Account Number
- Transaction Authorization Code
- Acquirer BIN
- Transaction amount
- Account selection processing code
- Merchant Category Code

ID#: 010410-010410-0004796

Private Agreements for Domestic Authorizations

Rules for Domestic Authorizations may be superseded in whole or in part by either Private Agreements or the operating regulations of Group Members.

This provision is not applicable in the AP Region for Members in Malaysia, Philippines, Singapore, Thailand and Vietnam.

ID#: 160312-010411-0007248

Compliance with Authorization Requirements (Updated)

Each Member that processes Authorizations must comply with:

- The *Visa International Operating Regulations*, and National Operating Regulations applicable in the Transaction Country or Visa Region, regardless of how the Authorization is routed or where it is processed
- Applicable VisaNet Manuals

ID#: 151013-010410-0003368

Issuer Authorization Requirements

Mandatory Minimum Authorization Limits

An Issuer is subject to the mandated minimum Positive Cardholder Authorization Service Activity File Parameters and Issuer Limits, as specified in the applicable VisaNet Manuals for the following Card types:

- Visa Gold/Premier Card
- Visa Infinite Card
- Visa Business Card
- Visa Corporate Card

A Visa Purchasing Card Issuer may apply a minimum Issuer Limit of zero for Authorization Requests.

ID#: 151012-010410-0008793

Mandatory Minimum Authorization Limits Exceptions

Mandatory minimum Authorization limits do **not** apply to a Visa Prepaid Card or debit Visa Card Issuer.

Visa may exempt an Issuer from the mandatory minimum Authorization limits.

ID#: 010410-010410-0008794

Issuer Authorization Reversal - Issuer Requirements

An Issuer that receives an Authorization Reversal must attempt to match the Authorization Reversal to a previous Authorization Request.

When matched, the Issuer must immediately:

- Process the Authorization Reversal, as specified in the applicable VisaNet Manuals
- Release any applicable hold on the available funds in its Cardholder's account

ID#: 151012-010410-0025592

Commercial Visa Product Minimum Issuer Limits - U.S. Region

A Commercial Visa Product Issuer in the U.S. Region must apply minimum Issuer Limits for international Authorization Requests, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0005447

Visa Infinite Privilege Mandatory Minimum Authorization Limits - Canada Region (New)

Effective 1 November 2013, an Issuer of Visa Infinite Privilege Cards is subject to the mandated minimum Positive Cardholder Authorization Service Activity File Parameters and Issuer Limits, as specified in the applicable VisaNet Manuals.

ID#: 151013-240513-0027716

Member Authorization Services

Issuer Authorization Service Requirement

An Issuer must provide Authorization services for all of its Cardholders, 24 hours a day, 7 days a week, using one of the following methods:

- Directly, as a VisaNet Processor
- Through another VisaNet Processor
- By other means approved by Visa

ID#: 010410-010410-0004381

Issuer Authorization Response Requirements

An Issuer must provide Authorization Responses, as specified in the applicable VisaNet Manuals, and:

- Meet the assured Transaction response standards
- Participate in the International Automated Referral Service and comply with the *International Automated Referral Service (IARS) User's Guide*¹
- Participate in the Card Verification Service, as specified in "Card Verification Service Participation"

Visa recommends that the Issuer:

- Periodically review its international Authorization Responses
- Not systematically or permanently send a Decline Response to an Authorization Request for any of the following:
 - Mail/Phone Order Transactions
 - Electronic Commerce Transactions²
 - Transactions from a specific country

¹ Not applicable to Visa Electron Issuers.

² For requirements specific to Electronic Commerce Transactions coded with an ECI value of "6", see "Decline Response Prohibition for Electronic Commerce Transactions."

ID#: 150413-010410-0004382

Reversal of Duplicate Authorizations

An Issuer must reverse duplicate Authorization Transactions from its Cardholder records upon receipt of Reversal information.

ID#: 010410-010410-0004383

Acquirer Authorization Service Requirement

An Acquirer must provide primary and backup Authorization service 24 hours a day, 7 days a week. This service may be provided by any of the following:

- The Acquirer directly
- Another VisaNet Processor, including Visa
- Other means approved by Visa

ID#: 010410-010410-0005411

Authorization Amount

Authorization Currency and Conversion

An Authorization Request must be expressed in US dollars or the Transaction Currency.

If the Transaction Currency is not US dollars, an Acquirer may convert the Authorization amount into US dollars before sending the Authorization Request to Visa. If the Acquirer converts the Authorization amount, it must use a generally accepted Currency Conversion Rate.

ATM Cash Disbursements and Manual Cash Disbursements must be authorized in the Transaction Currency.

ID#: 010410-010410-0008803

Authorization Request Amount - U.S. Region

A U.S. Acquirer must process an Authorization Request for the final amount of a Transaction that is entered into Interchange, with the following exceptions:

- Hotel and Car Rental Transactions
- Transactions originating at restaurant Merchants

- Mail/Phone Order and Electronic Commerce Transactions. This exception does not apply to Transactions on a Visa account enrolled in the Authorization and Settlement Match service.
- Transactions conducted at Cruise Lines
- Transactions originating at a Merchant Outlet assigned any one of the following Merchant Category Codes:
 - 4121, "Taxicabs and Limousines"
 - 5813, "Bars and Taverns"
 - 7230, "Beauty and Barber Shops"
 - 7298, "Health and Beauty Spas"
- Account Number Verification Transactions
- Transactions at Merchants permitted to use the Status Check Procedure

ID#: 150413-010410-0005519

Authorization Request and Settlement Amount Match - U.S. Region

In the U.S. Region, 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

ID#: 150413-010100-0026827

Status Check Availability for Lodging Merchants - U.S. Region

A U.S. Acquirer of a Lodging Merchant that wants to use the Status Check Procedure instead of an Authorization Request for an estimated Transaction amount must:

- Obtain written permission from Visa for the Lodging Merchant to be eligible to use the Status Check Procedure
- Qualify for the Electronic Interchange Reimbursement Fee or the payment service Interchange Reimbursement Fee

ID#: 010410-010410-0008799

Merchants Eligible for Status Check Procedure - U.S. Region

In the U.S. Region, only a Prestigious Property or an Automated Fuel Dispenser Merchant may use the Status Check Procedure to request an Authorization for US \$1 instead of an Authorization Request for the exact Transaction amount when the exact Transaction amount is not known.

ID#: 081010-010709-0007188

Merchants Not Eligible for Status Check Procedure - U.S. Region

In the U.S. Region, a Merchant that is not eligible to use the Status Check Procedure may use the Account Number Verification Service.

ID#: 010410-010709-0007189

Manual Authorizations

Manual Authorization Procedures

Forwarding of Authorization Request to Visa

An Acquirer must forward an Authorization Request to Visa or the Issuer under any of the following conditions:

- The Transaction amount added to previous Transactions on the same Account Number on the same day exceeds the Interchange Authorization Limit set by the Issuer, or the Floor Limits specified in "Maximum Authorized Floor Limits," whichever is greater
- The minimum Interchange Authorization Limit is US \$350 for Retail Transactions and US \$150 for Manual Cash Disbursements. If an Issuer has established higher limits, they appear on the Issuer's "Visa Interchange Directory Update Form" (available through the Visa Publication Center on Visa Online)
- A Merchant questions the validity of the Card or informs the Acquirer that it is suspicious about a Transaction
- A Cardholder wants to make a purchase in person (**not** a Mail/Phone Order Transaction) but does not have their Card
- A Cardholder presents an Expired Card
- A Cardholder presents a Card with a blank signature panel

ID#: 151012-010410-0005497

Visa Transaction Approval

If Visa approves a Transaction:

- Visa provides the Acquirer with an Authorization Code based on the date, time, and Account Number
- The Acquirer provides the Merchant with an Authorization Code

ID#: 111011-010410-0005498

Emergency Authorizations

Emergency Authorization Procedures

Procedure During Communication Failure

An Acquirer must follow emergency Authorization procedures if it cannot transmit an Authorization Request to Visa due to a communications failure.

An Acquirer must **not** use the procedures:

- For more than 4 hours
- If any other means of electronic interface with Visa is available

ID#: 010410-010410-0008800

Emergency Authorization Procedure for ATM and Unattended Transactions

The emergency Authorization procedures do not apply to ATM Cash Disbursements or Unattended Transactions where a PIN is present. When an Acquirer cannot transmit Authorization Requests, it must transmit a "service unavailable now" Authorization Response to the terminal in reply to an Authorization Request.

ID#: 151012-010410-0008801

Emergency Authorization for Transactions over US \$150

If a Transaction amount is X or more, an Acquirer must contact the Issuer by telephone or fax for Authorization.

If the Transaction amount is less than X, the Acquirer is **not** required to contact the Issuer. The Acquirer must:

- Review the appropriate Card Recovery Bulletin

- Provide the Merchant with an Authorization Code if the Account Number does not appear on the Card Recovery Bulletin

ID#: 151013-010410-0008827

Emergency Authorization for Transactions - Amount Limits - U.S. Region (Updated)

In the U.S. Region, if a Transaction is more than X or the Cardholder presents an Expired Card, the Authorizing Processor must:

- Call the Issuer at the telephone number listed in the *Visa Interchange Directory*
- Use an In or Out WATS line, if available, or call collect
- Provide the information specified in the applicable VisaNet Manuals

If the Transaction is X or less, the Authorizing Processor must:

- Review the current National Card Recovery File and approve the requested Authorization if the Account Number does not appear
- Issue an Authorization Code

ID#: 151013-010410-0008828

Emergency Authorization Procedure Limitations - U.S. Region

In the U.S. Region, an Authorizing Processor must follow emergency Authorization procedures if it cannot transmit an Authorization Request to Visa due to an emergency.

Emergency Authorization procedures must **not** be used during a routine system shutdown that the Authorizing Processor can control.

An Authorization granted using emergency Authorization procedures does **not** constitute an Authorization for purposes of Chargeback rights.

ID#: 010410-010410-0008802

Partial Authorizations

Partial Authorization Service Requirements

Partial Authorization Service Participation Requirements

An Acquirer and its Processor may participate in the Partial Authorization service.

To participate in the service, an Acquirer and its Processor must:

- Support Partial Authorization Transactions and Authorization reversals
- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization Transactions, as specified in the applicable VisaNet Manuals

ID#: 151012-010410-0002515

Partial Authorization Service Participation Requirements - U.S. Region

A U.S. Acquirer must:

- 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 message, as specified in the applicable VisaNet Manuals
- Support partial approval amounts and Partial Authorization (Response Code "10") from an Issuer, as specified in the applicable VisaNet Manuals, for terminals that have been programmed to accept Partial Authorization Responses
- Accept and forward to Visa an Authorization Reversal received subsequent to a Partial Authorization Response
- Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response
- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization transactions, as specified in the applicable VisaNet Manuals

ID#: 151012-010410-0003532

Non-Visa Transaction Authorizations

Processing Requirements

Stand-In Authorization Processing for Non-Visa Transactions

Visa may provide Stand-In Processing for non-Visa Card transactions if the authorization processing service associated with the non-Visa Card is unavailable. Visa is **not** responsible for losses incurred on non-Visa transactions authorized through the VisaNet Payment Gateway services.

ID#: 010410-010410-0005508

MasterCard Authorization Request Requirements - U.S. Region

In the U.S. Region, an Authorizing Processor that is directly linked to VisaNet must be capable of receiving MasterCard authorization requests directly through VisaNet.

ID#: 010410-010410-0005593

Authorization Services for American Express Terminals - U.S. Region

A U.S. Acquirer must provide Visa Authorization services for its Merchant using an American Express terminal if either:

- Authorization for a Visa Transaction to be cleared over the systems link cannot be obtained through use of an American Express terminal
- Referral Response is generated at an American Express terminal

ID#: 010410-010410-0005598

Stand-In Processing (STIP)

Stand-In Processing Requirements

Intraregional Authorization Requests - Maximum Time Limit for Response

Visa may establish time limits for Intraregional Authorization Requests. The maximum time limit for a response to an Authorization Request is:

- 15 seconds without PIN data
- 30 seconds with PIN data

ID#: 010410-010410-0004385

Authorization Requests - Maximum Time Limit for Response - CEMEA Region

In the CEMEA Region, the maximum time limit for a response to an Authorization Request is:

- 15 seconds without PIN data
- 25 seconds with PIN data

ID#: 010410-010410-0005509

Authorization Requests - Maximum Time Limit for Response - U.S. Region

In the U.S. Region, the maximum time limit for response to an Authorization Request to be received by the V.I.P. System from a Point-of-Transaction Terminal is:

- 10 seconds without PIN data
- 25 seconds with PIN data

ID#: 010410-010410-0005426

Average Authorization Response Time Standard - U.S. Region

A U.S. Issuer or its Authorizing Member (including V.I.P. Stand-In Processing) must respond to all Authorization Requests in an average time not exceeding 5 seconds during each calendar month.

ID#: 010410-010410-0005425

Assured Transaction Response

If Visa does not receive an Authorization Response from an Issuer within the specified time limit, Visa will respond on behalf of the Issuer, using Stand-In Processing.

ID#: 010410-010410-0008804

Issuer Responsibility for Stand-In Processing Authorizations

The Issuer is responsible for Transactions authorized by Stand-In Processing.

ID#: 010410-010410-0004386

Visa Authorization Response

If Visa receives an Issuer Authorization Response after it has initiated Stand-In Processing, it will not forward the Issuer-generated Authorization Response to the Acquirer. The Visa-generated Authorization Response takes precedence over the Issuer's Authorization Response.

ID#: 010410-010410-0008805

Issuer Availability in Australia – AP Region

In Australia, an Issuer or its VisaNet Processor must maintain Authorization availability of not less than 98%.

ID#: 111011-060111-0026170

Authorization of Visa Signature Card and Visa Signature Preferred Card Transactions - U.S. Region

In the U.S. Region, for Visa Signature Cards and Visa Signature Preferred Cards, if an Issuer is unavailable and has not established stand-in limits, the V.I.P. System will use Stand-In Processing and the PIN Verification Service to authorize up to X per day, per account.

ID#: 111011-010410-0008992

Authorization Request Monitoring

Authorization Request Monitoring Requirements

Issuer Authorization Monitoring - AP Region

An AP Issuer must monitor all Authorizations for each Cardholder Account Number daily. The Issuer must retain a record of all Authorizations for at least 30 calendar days.

The Issuer must generate exception reports for the following categories if the parameters set by the Issuer are exceeded:

- Individual authorized Transactions exceeding the Issuer's pre-set limit for Transaction amounts
- Total number of authorized Transactions exceeding the Issuer's pre-set limit for Transaction amounts
- Total number of Transactions exceeding the Issuer's pre-set limit for number of Authorizations per account

ID#: 081010-010410-0008840

Acquirer Authorization Monitoring - AP Region

An AP Acquirer must monitor and retain all Authorizations processed through its system for each Merchant Outlet daily. The Acquirer must retain a record of all Authorizations for a minimum of 30 calendar days.

The Acquirer must generate exception reports if any of the following conditions occur:

- More than 3 Authorizations on an individual Cardholder Account Number during a 24-hour period
- An authorized Transaction exceeds the Acquirer's pre-set limit for Transaction amounts
- Ratio of key-entered Transactions to Magnetic-Stripe-read Authorizations exceeds the Acquirer's pre-set limit

- Repeated Authorization Requests for the same Transaction amount

ID#: 081010-010410-0008842

Authorization Response Standards

Approval, Referral, and Decline Rate Standards

Minimum Monthly Approval Rate Requirements - General - U.S. Region

A U.S. Issuer must maintain the minimum monthly approval rates listed in the tables below for its Visa Programs. The approval rate is the number of positive Responses as a percentage of all Authorization Requests processed.

Minimum Monthly Approval Rates - Visa Consumer Card Programs - U.S. Region

Category	Visa Traditional	Visa Signature and Visa Signature Preferred	Consumer Visa Check Card
Airlines/Car Rentals	92%	99%	92%
Lodging/Cruise Line Merchants	95%	99%	95%
Manual Cash Disbursements	Not Applicable	95%	Not Applicable
All Merchants (including those listed above)	95%	99%	95%

Minimum Monthly Approval Rates - Commercial Visa Products - U.S. Region

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Airlines/Car Rentals	96%	99%	98%	Not Applicable
Lodging/Cruise Line Merchants	97%	99%	98%	Not Applicable
Manual Cash Disbursements	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
All Merchants (including those listed above)	96%	99%	98%	Not Applicable

ID#: 111011-010410-0005446

Referral Responses

Referral Response Requirements

Referral Response - Prohibited Transaction Types

An Issuer must **not** send a Referral Response to an Authorization Request for:

- ATM or Electronic Commerce Transactions. If the Issuer does so, VisaNet will reject the Referral Response and process the Authorization Request according to Stand-In Processing parameters.
- Telephone Service Transactions with Merchant Category Code 4814, "Telecommunication Services." If the Issuer does so, VisaNet will perform Stand-In Processing. If Stand-In Processing returns a Referral Response, the Referral Response will be converted to a Decline Response and forwarded to the Acquirer.

ID#: 010410-010410-0008832

Conversion of Referral Response to Decline Response - STIP-Generated Authorization Request

A Referral Response generated on an International Transaction due to Issuer Stand-in Processing parameters will be converted to a Decline Response if the Transaction amount is less than US \$500 and the Issuer is unavailable.

ID#: 010410-010410-0004397

Conversion to Decline Response - Issuer-Generated Authorization Request

A Referral Response generated on an International Transaction by an Issuer will be converted by VisaNet to a Decline Response for:

- Mail/Phone Order Transactions
- Unattended Transactions
- The following Merchant Category Codes when the transaction is less than US \$100:
 - 4121, "Taxicabs and Limousines"

- 4784, "Tolls and Bridge Fees"
- 5411, "Grocery Stores and Supermarkets"
- 5814, "Fast Food Restaurants"
- 7523, "Parking Lots, Parking Meters, and Garages"
- 7832, "Motion Picture Theaters"

ID#: 151012-010410-0008833

Referral Response Prohibition for Visa Electron Cards

A Visa Electron Issuer must not generate a Referral Response to any Authorization Request for Visa Electron Cards.

ID#: 151013-010410-0004402

Referral Response Requirements - Canada Region

The Referral Response standards specified in "Conversion of Referral Response to Decline Response - STIP-Generated Authorization Request" and "Conversion to Decline Response - Issuer-Generated Authorization Request" apply to Domestic Transactions and International Transactions in the Canada Region.

ID#: 010410-010410-0005381

Referral Response Prohibitions and Rates - U.S. Region

A U.S. Issuer must not:

- Send a Referral Response to an Authorization Request involving an Electronic Commerce Transaction
- Exceed the monthly referral rate listed in the tables below for its Visa Consumer Card and Commercial Visa Product Programs, respectively, in the specified Merchant categories

The referral rate is the number of Referral Responses as a percentage of all Authorization Requests processed by an Issuer, excluding those processed by Stand-In Processing.

Maximum Monthly Referral Rates - Visa Consumer Card Programs - U.S. Region

Category	Visa Consumer Credit	Consumer Visa Check Card
Airlines	0.30%	0.50%
Lodging/Cruise Line Merchants	0.20%	0.15%
Car Rental Companies	0.20%	0.20%

Category	Visa Consumer Credit	Consumer Visa Check Card
All Merchants (including those listed above)	0.20%	0.20%

Maximum Monthly Referral Rates - Commercial Visa Products - U.S. Region

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Airlines	0.30%	0.30%	0.20%	0.10%
Lodging/Cruise Line Merchants	0.10%	0.10%	0.10%	0.10%
Car Rental Companies	0.15%	0.15%	0.10%	0.10%
All Merchants (including those listed above)	0.20%	0.20%	0.15%	0.10%

ID#: 151013-010410-0005443

Maximum Monthly Referral Rates for International Transactions - U.S. Region

A Commercial Visa Product Issuer in the U.S. Region must **not** exceed the monthly referral rate listed in the table below for international Authorization Requests during each calendar month.

The referral rate is the number of Referral Responses as a percentage of all Authorization Requests processed by the Issuer, excluding those processed by Stand-In Processing.

Maximum Monthly Referral Rates for International Authorization Requests - U.S. Region

Card Type	Maximum Monthly Referral Rate
Visa Business	0.20%
Visa Signature Business	0.20%
Visa Corporate	0.15%
Visa Purchasing	0.10%

ID#: 111011-010410-0005445

Authorization Reversals, Rejections, and Declines

Authorization Reversals and Rejections

Authorization Rejection

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 printed or tape versions of the *Visa Interchange Directory*.

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

ID#: 151013-010410-0008817

Requirement to Accept Authorization Reversal

An Acquirer that receives an Authorization Reversal from one of its Merchants must accept the Authorization Reversal and forward it to Visa immediately.

ID#: 111011-010410-0005476

Transaction Submission Subsequent to an Authorization Reversal

An Acquirer must not submit into Interchange either:

- A Transaction that was subsequently reversed for the full amount
- A Transaction representing the amount of the partial Authorization Reversal

ID#: 151013-010410-0025593

Online Financial Transaction Reversal Requirements

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

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

ID#: 010410-010410-0005477

Declined Authorizations

Decline Response Requirements

Decline Response Prohibition for Electronic Commerce Transactions (Updated)

An Issuer must not systematically send a Decline Response to an Authorization Request for an Electronic Commerce Transaction coded with Electronic Commerce Indicator value 6 unless there is an immediate fraud threat.

This prohibition does not apply to Visa products issued with restrictions that are either:

- Clearly communicated to the Cardholder, e.g., a Card product issued for use exclusively in a Card-Present Environment
- Stipulated by a Cardholder participating in Visa Payment Controls

Visa monitors an Issuer's decline rates for Transactions containing an Electronic Commerce Indicator value 6. An Issuer is deemed to be non-compliant if it exceeds 500 Authorizations a month and a decline rate of 50% or more.

ID#: 151013-010410-0004389

Decline Response for Illegal Transactions

An Issuer may systematically send a Decline Response to an Authorization Request for a Transaction that has been determined to be illegal.

ID#: 010410-010410-0004388

V.me by Visa - Decline Response Prohibition

An Issuer must not send a Decline Response to an Authorization Request for a Transaction solely because the Transaction is conducted through V.me by Visa.

ID#: 150413-150412-0026993

Transaction Receiving Decline Response

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

- Received a subsequent approval¹
- In the U.S. Region, is a Preauthorized Transaction

¹ This provision does not include Transactions that receive an Authorization Pickup Response of "04," "07," "41," or "43" or Authorization Requests submitted more than 12 hours after the submission of the first Authorization Request.

ID#: 151013-010410-0005701

Allowable Decline and Referral Reasons by Product

Visa Infinite Card Restriction on Declines Due to Pre-Set Limits (Updated)

For Visa Infinite Cards issued with no pre-set limit, Transactions must not be declined because of a pre-set limit of any kind. Transactions must be approved or declined based on:

- The absence of suspected fraud
- The Cardholder's spending patterns
- Issuer determination of the likelihood of default
- Request from a Cardholder participating in Visa Payment Controls

ID#: 151013-010410-0005422

VisaNet Clearing

VisaNet Clearing - General Requirements

Reimbursement for Valid Transactions

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

ID#: 010410-010410-0006558

General Clearing Requirements

For Domestic Transactions, the following rules that govern the Clearing of all Transactions may be superseded by either Private Agreements or the operating regulations of Group Members.

Regardless of how a Transaction is routed or where it is processed, the Transaction is subject to the applicable *Visa International Operating Regulations*, Regional Operating Regulations, or National Operating Regulations affecting the Transaction Country.

A Member must clear International Transactions through VisaNet, as specified in the applicable VisaNet Manuals, including those resulting from the use of restricted Cards outside the country of issuance.

ID#: 151012-010410-0008844

Visa Merchant Direct Exchange Transaction Delivery (Updated)

VisaNet accepts the direct delivery of Visa Transactions for Clearing and Settlement from a Visa Merchant Direct Exchange Merchant. An Acquirer must:

- Be capable of receiving reports or records, as specified in the appropriate VisaNet Manual, as notification that:
 - Clearing and Settlement occurred for those Transactions
 - Payment is due to the Merchant
- Accept total responsibility for Visa Merchant Direct Exchange Merchant Transactions

ID#: 151013-050612-0027077

Visa Merchant Direct Exchange Merchant Downgrade or Termination (Updated)

For Interchange processing access provided to a Visa Merchant Direct Exchange Merchant at a Clearing Member's request, the Clearing Member may terminate the receipt or transmission of Interchange or downgrade its VisaNet processing level, as specified in "Clearing Processor Downgrade or Termination."

ID#: 151013-050612-0027245

Clearing Processor Downgrade or Termination (Updated)

If a Clearing Processor terminates receipt or transmission of Interchange, or downgrades its VisaNet processing level, the Clearing Processor must:

- 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 at least 12 months on the designated effective date of the downgrade or termination.

ID#: 151013-050612-0027078

Required Use of VisaNet for Processing – AP Region

All Members in Malaysia, Philippines, Singapore, Thailand, and Vietnam must authorize, clear, and settle all Domestic Transactions¹ through VisaNet, including On-Ups Transactions and any Transaction that is processed through a VisaNet Processor or through any other Agent. Transactions must be submitted in the relevant format as specified in the applicable VisaNet Manuals.

¹ Excluding ATM Transactions, On-Ups Manual Cash Disbursements, and Transactions on a co-badged Visa Card processed on the domestic debit network associated with the co-badged acceptance mark.

ID#: 150413-011011-0026201

Required Use of VisaNet for Processing in Australia – AP Region

In the AP Region, all Members in Australia must authorize, clear, and settle all Domestic Transactions through VisaNet. Transactions must be submitted in the relevant format specified in the applicable VisaNet Manuals.

This requirement does not apply to:

- On-Ups Transactions
- Domestic Magnetic Stripe or contact Chip-initiated Transactions in a Face-to-Face Environment, on a co-badged Visa Card, processed on the domestic debit network associated with the co-badged acceptance mark

ID#: 151012-060111-0026168

Visa Debit Transactions - Canada Region (Updated)

A Visa Debit Acquirer must process all Visa Debit Transactions through VisaNet.

ID#: 151013-010410-0008891

Clearing of Transactions through VisaNet - U.S. Region

In the U.S. Region, all Transactions must be processed through VisaNet, except those processed by another means approved by Visa, as specified in "Required Transaction Processing through VisaNet - U.S. Region."

ID#: 010410-010410-0005682

Required Transaction Processing through VisaNet - U.S. Region (Updated)

A U.S. Member must process Visa Transactions through VisaNet by one of the following means:

- Directly
- Through a Clearing Processor
- By other means approved by Visa

A Member requesting to process Transactions by a means other than through VisaNet must complete a "VisaNet Processing Exception Request" (available upon request) and submit it to Visa.

A U.S. Member must submit all Transactions, Chargebacks, and Representments processed by other means approved by Visa, to VisaNet as Collection-Only.

ID#: 151013-010410-0005709

Acquirer Responsibility for Visa Transactions - U.S. Region

A U.S. Acquirer is responsible for Visa Transactions it submits into Interchange including, but not limited to, any Transaction properly charged back by an Issuer, regardless of the Acquirer's ability to return the Transaction to the Merchant for any reason.

ID#: 010410-010410-0005077

Data Consistency Requirement - U.S. Region

In the U.S. Region, Clearing Record data must be the same as, or consistent with, comparable data in the Authorization Request and Authorization Response, if an Authorization was obtained.

ID#: 010410-010410-0008892

Domestic Interchange

Domestic Interchange Processing

Only Domestic Interchange under Private Agreements may be processed outside of VisaNet.

These Agreements must exclude Interchange originating from an International Airline.

ID#: 010410-010410-0008920

Submission of Domestic Transactions to VisaNet (New)

Unless prohibited by applicable law or regulations, a Member must submit all Domestic Transactions, not otherwise submitted for Clearing or Settlement, to VisaNet as Collection-Only¹. This includes, but is not limited to, any Transaction that is processed:

- Through:
 - A VisaNet Processor
 - A domestic switch or any other form of processor
- Under any domestic Private Agreement or bilateral agreement
- As an On-U.S. Transaction

The following Transaction types are not required to be submitted to VisaNet. However, a Member may choose to submit:

- Domestic ATM Cash Disbursements
- Domestic Manual Cash Disbursements

¹ The Collection-Only submission requirement does not apply in the U.S. Region except as specified in “Required Transaction Processing through VisaNet - U.S. Region.”

ID#: 151013-151013-0027827

Interchange Files and Tapes

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.

ID#: 010410-010410-0003372

Currency Requirements

Transaction Currency for Original Presentments

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

ID#: 010410-010410-0008358

Basic Currency Conversion Rate Application - CEMEA Region (Updated)

In the CEMEA Region, Visa applies the Basic Currency Conversion Rate to Transaction Receipts, Credit Transaction Receipts, and Cash Disbursements. The Basic Currency Conversion Rate for Intraregional and Interregional Transactions is either the wholesale Transactions market rate or government-mandated rate in effect one day before the Processing Date.

The Issuer may apply an Optional Issuer Fee on the Basic Currency Conversion Rate. Visa will only apply such a fee on the Issuer's instruction.

ID#: 151013-010410-0005450

Authorization Currency - CEMEA Region

A CEMEA Member must:

- Submit Authorization Requests in the Transaction Currency
- Receive Authorization Requests in its Billing Currency

ID#: 010410-010410-0008898

ATM Clearing

ATM Cash Disbursement Transaction Classification

An ATM Cash Disbursement is a Visa Transaction if it is made with a Visa Card or Visa Electron Card.

An ATM Cash Disbursement is a Plus Transaction if it is made with a Proprietary Card bearing the Plus Symbol. A Visa Region or its exclusive Plus Program sublicensee may redefine a Plus Transaction involving a Card bearing the Plus Symbol for Intraregional Transactions.

ID#: 010410-010410-0008996

ATM Clearing Requirements

An ATM Transaction cleared through VisaNet must have been authorized through VisaNet.

ID#: 010410-010410-0004795

Non-Visa Transaction Processing - U.S. Region

PIN-Debit Network Requirements - U.S. Region

A U.S. Issuer that enables Non-Visa Debit Transaction processing on its Visa Check Card or Visa Debit Card must ensure that all such transactions are facilitated by a PIN-Debit Network.

An Issuer that enables Non-Visa Debit Transaction processing and that does not require that all such transactions be authenticated by a PIN must:

- 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

ID#: 111011-010410-0008884

Single Message System (SMS)

General Requirements

PIN-Authenticated Visa Debit Transaction Single Message System Processing Requirement - U.S. Region

A U.S. Acquirer must ensure that all PIN-Authenticated Visa Debit Transactions are processed as Online Financial Transactions through the Single Message System.

ID#: 150413-140412-0027085

Online Financial and Deferred Clearing

Online Financial and Deferred Clearing General Requirements - U.S. Region

Clearing Reversals for Online Financial and Deferred Clearing Transactions - U.S. Region

A U.S. Acquirer must process a Clearing Reversal for an Online Financial or Deferred Clearing Transaction, as specified in the applicable VisaNet Manuals, if either the:

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

ID#: 151012-010410-0005735

Online Financial Transactions

Online Financial Transaction Authorization Request

An Online Financial Transaction Authorization Request for a Visa or Visa Electron Transaction must originate at an ATM or a Point-of-Transaction Terminal and include the:

- Entire unaltered contents of track 1 or track 2 of the Magnetic Stripe or the Magnetic-Stripe Image on the Chip
- Final amount of the Transaction

A purchase Transaction may be key-entered either:

- In a Card-Absent Environment
- If the Magnetic Stripe cannot be read, unless it is a Visa Electron Transaction, which may **not** be key-entered

ID#: 010410-010410-0008863

Clearing Reversals and Adjustments

Clearing Reversals

Member Reversal of Duplicate Data through VisaNet

These regulations for reversing duplicate data apply to Members that clear Interchange through VisaNet.

If Visa has processed an original file, the Member must reverse the duplicate data.

If the Receiving Member has processed the original file, the Sending Member must reverse the duplicate data.

To reverse duplicate data, the Member must:

- Identify the Processing Date of the Transaction that it is reversing
- Replace the Transaction codes of the duplicate Transactions with the appropriate Reversal codes, as specified in the applicable VisaNet Manuals. The Member must not change any other information in the duplicate Transaction.
- Send the Reversals to Visa within one business day of notification of the duplicate data

ID#: 151012-010410-0008878

Issuer Reversal (Updated)

An Issuer must reverse the duplicate Transactions from its Cardholder records upon receipt of Reversal information. Visa reverses the duplicate Transactions using either the:

- Appropriate Basic Currency Conversion Rate
- 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.

ID#: 151013-010410-0008879

Original Adjustment through VisaNet

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 30¹ calendar days of the Processing Date of the initial credit Transaction.

¹ A variance to this requirement applies in the U.S. Region.

ID#: 150413-010410-0008880

Permitted Use of Clearing Reversals - U.S. Region (Updated)

In the U.S. Region, a Clearing Reversal may be initiated by 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, as described in "Duplicate or Erroneous Data - U.S. Region"
- Individual Transactions that were transmitted twice or contain erroneous data

To reverse a duplicate or erroneous Interchange transmission, the Clearing Processor must:

- Ensure that Visa is aware of the duplicate or erroneous transmission
- Replace the transaction codes of the duplicate Transactions with the appropriate Clearing Reversal codes, as specified in the applicable VisaNet Manuals. The Clearing Processor must not change any other information in the duplicate transactions.
- Send the corrected file on the next transmission day

ID#: 151013-010410-0008882

Adjustments

Out-of-Balance Online Check Card Transactions - U.S. Region

Effective for Transactions completed through 30 June 2015, a U.S. Acquirer may process an Adjustment to an Online Check Card Transaction, as specified in the VisaNet Manuals, to correct a Merchant or Acquirer processing error that causes an out-of-balance situation. The Acquirer must:

- Process the Adjustment within 10 calendar days of the purchase date of the original Transaction
- Process a Clearing Reversal for the incorrect Transaction
- Process the Adjustment for the correct Transaction amount

Effective for Transactions completed through 30 June 2015, a U.S. Acquirer may process a first Presentment Transaction as an Original Adjustment, as specified in the VisaNet Manuals, when the:

- Original Transaction resulted from an Online Check Card 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.

ID#: 150413-010410-0008883

PIN-Authenticated Visa Debit Transaction Adjustments – U.S. Region

A U.S. Acquirer may process an Adjustment to a PIN-Authenticated Visa Debit Transaction, as specified in the applicable VisaNet Manuals, to correct a Merchant or Acquirer processing error that causes an out-of-balance situation.

The Acquirer must:

- Process the Adjustment within 45 calendar days of the purchase date of the original Transaction
- Process the Adjustment for the correct Transaction amount

A U.S. Acquirer may process a first Presentment Transaction as an Original Adjustment, as specified in the applicable VisaNet Manuals, when the:

- 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.

ID#: 150413-140412-0026510

Duplicate or Erroneous Data

Duplicate or Erroneous Data Processing Requirements

Correction before Transmission through VisaNet

If a Member that clears Interchange through VisaNet:

- Detects duplicate data before sending it to Visa, it must correct the duplication before transmission
- Detects duplicate data on a file previously sent, it must immediately notify Visa of the situation by telephone or fax and provide the:
 - File Processing Date
 - Tape number, for a mailed tape

If Visa has received but not yet processed the file containing the duplicate data, the Member must send the corrected file no later than the next business day.

ID#: 111011-010410-0008854

Australia Domestic Processing Error Notification Requirements – AP Region

In Australia, a Member must do one of the following in the event of a processing error:

- If the error impacts only one domestic Member, the Member may either:
 - Contact and advise the affected Member directly
 - Keep Visa informed of the processing error by e-mailing the details specified in “Australia Processing Error Advice to Visa - AP Region”
- If the error impacts more than one domestic Member, the Member may either:
 - Advise Visa of the processing error and request assistance to circulate the impact notification to other domestic Members with the information specified in “Australia Processing Error Advice to Visa - AP Region”
 - Advise Visa of the processing error and circulate the impact notification to other domestic Members directly with the information specified in “Australia Processing Error Advice to Visa - AP Region”

ID#: 080411-060111-0026164

Australia Processing Error Advice to Visa – AP Region (Updated)

A Member in Australia notifying Visa of a processing error must send the advice to Visa within 24 hours of processing error identification. If the notification contains sensitive information (e.g. Card account information) the file must be encrypted with password prior to e-mailing to Visa.

The advice to Visa must be sent via e-mail to Visa Client Support Services with the subject: AU, Member Name – Processing Error Notification.

The e-mail must indicate the action required from Visa and must contain the following:

- Brief description of the error/impact including estimated volume of transactions
- Brief description of the action plan to rectify error/reduce impact
- Processing Date of the original file/transactions (whichever applicable)
- Processing Date of the duplicate file/transactions (whichever applicable)
- Transaction reference number range (if available)
- Merchant name (where appropriate)
- Anticipated file refund/reversal date (if applicable)
- Member contact information (telephone number, e-mail address etc.)

If the e-mail requires Visa assistance to broadcast to other domestic Members, Visa will assist to circulate the impact notification to all impacted Members within the next business day.

ID#: 151013-060111-0026165

Duplicate or Erroneous Data - U.S. Region

In the U.S. 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.

The Clearing Processor must immediately notify Visa by telephone or fax if duplicate or erroneous data is 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

The Clearing Processor must rectify and send the correction on the next transmission day following the incident of the duplicate or erroneous data.

A Clearing Processor that fails to comply with these procedures is assessed a fine.

ID#: 111011-010410-0008855

Settlement

General Settlement Requirements

Australia Interchange File Exchange Settlement Cut-Off Time for BASE II Processors - AP Region

A domestic VisaNet Processor in Australia must adhere to the applicable Australia Eastern Standard Time or Eastern Daylight Savings Time based on the local Settlement Bank's Settlement site as the cut-off time for the Clearing of BASE II files.

ID#: 050411-060111-0026166

Australia Local Settlement Bank Fee – AP Region

In Australia, a local Settlement Bank fee of AUD 245 is appointed to Members monthly. The fee is applied quarterly by the central banker as AUD 735, excluding GST.

ID#: 050411-060111-0026167

Establishment of Settlement Arrangements - U.S. Region

To establish Settlement arrangements, a U.S. Member must complete and return to Visa a "Funds Transfer Instruction Form," as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0003326

Settlement Account Requirements

Member Settlement Account Requirements - AP Region

An AP Member must have sole ownership of any account it uses for funds transfers payable of Settlement Amounts at the Member's Settlement Bank.

ID#: 010410-010410-0005419

Late Settlement Fee

Late Settlement Fee - Canada Region

A Canada Member may be required to pay a Late Settlement Fee, as specified in "Late Settlement Fees," if a required Settlement Amount is not transferred to Visa as specified in the *Canadian National Net Settlement Policies and Procedures Guide*.

ID#: 151013-010410-0005433

Settlement Financial Obligations

Member Responsibility for Settlement Financial Obligations - AP Region

In addition to the provisions specified in "Visa Rights in Calculating Settlement," an AP Member is responsible for all financial obligations owed to Visa by any entity or subsidiary owned or controlled by the Member, even if the entity is separately incorporated or in any other way legally independent of the Member. Visa may offset any amount owed to Visa by the entity or subsidiary against the Member accounts, branches, or other owned or controlled entity worldwide.

ID#: 010410-010410-0005423

Member Responsibility for Settlement Financial Obligations - U.S. Region

A U.S. 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#: 010410-010410-0005710

National Net Settlement

Japan National Net Settlement Transaction Processing – AP Region (Updated)

Effective 8 August 2013, all Principal Members in Japan must:

- Participate in the National Net Settlement Service
- Enroll and certify for the service with Visa, as specified in the applicable *National Net Settlement Service Description Guide*
- Correctly submit all qualifying Domestic Transactions into Interchange
- Settle all qualifying Domestic Transactions, processed in Japanese Yen, through the National Net Settlement Service in VisaNet

If a participating Member incorrectly submits Domestic Transactions into the International Settlement Service, a Compliance right may be filed against that Member.

ID#: 151013-080813-0027789

Participation in National Net Settlement - Canada Region

Unless a Member has a Private Agreement for Settlement of Domestic Transactions, Canada Members must participate in the Canada Region's National Net Settlement (NNS) arrangements.

ID#: 010410-010410-0005429

National Net Settlement Policies and Procedures - Canada Region

Canada Members participating in National Net Settlement must comply with the *Canadian National Net Settlement Policies and Procedures Guide*. The *Canadian National Net Settlement Policies and Procedures Guide* may be changed from time to time at the discretion of Visa, subject to Members being provided reasonable advance notice of any changes that might affect them.

ID#: 151012-010410-0005430

National Net Settlement Contacts - Canada Region

A Canada Member participating in National Net Settlement (NNS) must designate to Visa in writing a primary and back-up point of contact with respect to its organization's participation in NNS. Any change of the primary or back-up contact or its contact information must be provided to Visa in writing within 15 calendar days of the change.

ID#: 010410-010410-0005431

Final Settlement Procedure - National Net Settlement - Canada Region

Final payment of amounts due in Settlement to Canada Members participating in National Net Settlement (NNS) will not be initiated by Visa (unless waived by Visa at its discretion) until all of the amounts due in Settlement from Members participating in NNS have been received.

ID#: 151013-010410-0005432

Suspension of National Net Settlement - Canada Region

In the Canada Region, Visa has the right to temporarily suspend National Net Settlement (NNS) at any time in its sole discretion. When Visa suspends NNS, it will use reasonable efforts to advise Members of the suspension and the reason for doing so and will resume Settlement as soon as is practical.

ID#: 010410-010410-0005434

National Net Settlement Disputes - Canada Region

In the Canada Region, Visa is the sole and final authority for the resolution of any disputes with respect to National Net Settlement (NNS).

ID#: 010410-010410-0005436

Member Settlement Failure in National Net Settlement - Canada Region

If a Canada Member fails to settle an amount owed in National Net Settlement (NNS) in accordance with the timelines in the *Canadian National Net Settlement Policies and Procedures Guide*, Visa will offset any shortfall from any amount owed to the Member with respect to NNS.

ID#: 151012-010410-0005435

National Net Settlement Transaction Processing - CEMEA Region (Updated)

A CEMEA Member participating in the National Net Settlement Service must process all qualifying transactions through VisaNet and must submit them into Interchange correctly. If a participating Member incorrectly submits transactions into the international Settlement service, a Compliance right may be filed against that Member.

A variance to this requirement applies to Members in Afghanistan and Pakistan.

ID#: 151013-010410-0005458

Payment to Merchants

Payments to Merchants, Sponsored Merchants, and Payment Service Providers

An Acquirer may directly pay or credit its Payment Service Provider (PSP).

An Acquirer that contracts with both a PSP and a Sponsored Merchant may directly pay or credit the Sponsored Merchant for its portion of the Deposit, as permitted by applicable laws or regulations.

An Acquirer must pay or credit its Merchant's, Sponsored Merchant's, or Payment Service Provider's (PSP) account promptly after Transaction Receipt Deposit. These payments must be the same as the Transaction totals, less any applicable discounts or Credit Transaction Receipt totals.

A PSP must pay or credit its Sponsored Merchant's account promptly after Transaction Receipt Deposit. These payments must be the same as the Transaction totals, less any applicable discounts or Credit Transaction Receipt totals.

ID#: 150413-010410-0008850

Acquirer Obligation to Pay - U.S. Region

A U.S. 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 or Visa Electron Card properly presented for payment.

ID#: 010410-010410-0005146

Requirement for Funds Held by Acquirer - U.S. Region

A U.S. Acquirer holding funds as security to ensure proper Merchant performance must hold the funds in an account in the Merchant's name.

ID#: 010410-010410-0005147

Transaction Receipt Processing

Transaction Receipt Processing Time Limits

Acquirer Processing Timeframes (New)

The table below specifies requirements for Acquirer processing timeframes.

Acquirer Processing Timeframe Requirements		
Transaction Type	AP Region, Canada Region, LAC Region Processing Date	U.S. Region Processing Date
Purchase - All except centrally processed multiple Merchant Outlets ¹ and exceptions included in this table	Processing Date must be within 15 ² calendar days from the Transaction Date	Processing Date must be within 10 ³ calendar days from the Transaction Date
Purchase - Centrally processed multiple Merchant Outlets ¹	Processing Date must be within 30 ² calendar days from the Transaction Date	Processing Date must be within 20 ³ calendar days from the Transaction Date
Merchandise Return/Credit - All except centrally processed multiple Merchant Outlets ¹ and exceptions included in this table	Processing Date must be within 15 ² calendar days of the Transaction Date	Processing Date must be within 5 ³ calendar days from the Transaction Date
Merchandise Return/Credit - Centrally processed multiple Merchant Outlets ¹	Processing Date must be within 30 ² calendar days of the Transaction Date	Processing Date must be within 10 ³ calendar days from the Transaction Date
Visa Prepaid Load Service (in the U.S. Region, Visa ReadyLink)	Processing Date must be within 2 calendar days from the Visa Prepaid Load Service date	Visa ReadyLink Transactions must be processed through the Single Message System
Visa Electron	Processing Date must be within 3 local business days from the Transaction Date	Processing Date must be within 3 local business days from the Transaction Date
ATM	Processing date must be within 3 calendar days from the Transaction Date (Excludes Transaction Date, Processing Date, and Sundays)	ATM Transactions must be processed through the Single Message System

Acquirer Processing Timeframe Requirements		
Transaction Type	AP Region, Canada Region, LAC Region Processing Date	U.S. Region Processing Date
In-Transit	Processing Date must be within 5 calendar days of the Transaction Date	Processing Date must be within 5 calendar days of the Transaction Date
Automated Fuel Dispenser (Processing timeframe applies only in the AP Region for Domestic Transactions in Malaysia)	Processing Date must be within 2 local business days from the Transaction Date (Includes Transaction Date and Processing Date)	
¹ In the U.S. Region, includes the following Merchant types: transportation companies subject to federal or foreign regulations, oil companies, Car Rental Companies, Hotels, motels, restaurant chains, and other Merchant categories specified by the Board.		
² In the AP Region within 8 business days of the Transaction Date, excludes Electron; includes Transaction Date and Processing Date.		
³ In the U.S. Region, additional requirements for Transaction Receipt processing time limits apply to Electronic Interchange Reimbursement Fee Transactions, Payment Service Interchange Reimbursement Fee Transactions, Preauthorized Health Care Transactions, and Supermarket Incentive Program Transactions.		

The Processing Date and Transaction Date are each counted as one day.

ID#: 151013-120913-0027796

Valid Transaction Dates - U.S. Region

In the U.S. Region, the Transaction Date is the date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs. The U.S. Regional Operating Regulations recognize the valid Transaction Dates in the table below.

Transaction Dates - U.S. Region	
Transaction Type	Transaction Date
Lodging Transactions, including:	Check-out or prepayment date
<ul style="list-style-type: none"> • CPS/Hotel and Car Rental Card Not Present • CPS/Hotel and Car Rental Card Present • CPS/e-Commerce Preferred Hotel and Car Rental 	

Transaction Type	Transaction Date
Cruise Line Transactions, including: <ul style="list-style-type: none">• CPS/Hotel and Car Rental Card Not Present• CPS/Hotel and Car Rental Card Present• CPS/e-Commerce Preferred Hotel and Car Rental	Disembarkation, prepayment, or final payment date
Car Rental Transactions, including: <ul style="list-style-type: none">• CPS/Hotel and Car Rental Card Not Present• CPS/Hotel and Car Rental Card Present• CPS/e-Commerce Preferred Hotel and Car Rental	Car return or prepayment date
Airline and passenger railway Transactions, including: <ul style="list-style-type: none">• CPS/Passenger Transport• CPS/e-Commerce Preferred Passenger Transport	Ticket-issuing date
Preauthorized Health Care Transaction	Date on which the Health Care Merchant receives notice of adjudication from the Cardholder's insurance company
Mail/Phone Order Transaction (including CPS/Card Not Present Transactions) where merchandise is to be shipped	Date on which merchandise is shipped

ID#: 111011-010410-0005753

Transaction Receipt Processing Time Limit Violations - U.S. Region

A U.S. Clearing Processor must report to Visa consistent and flagrant violations of processing time limits. Violation of these time limits does **not** automatically entitle the Issuer to a Chargeback right.

ID#: 010410-010410-0005755

Transaction Receipt Processing - Invalid or Illegible Account Number

Transaction Receipts with Illegible or Invalid Account Numbers - Requirements for Counterfeit Losses

For a Transaction Receipt with an illegible or invalid Account Number, an Acquirer must comply with the applicable rules for counterfeit losses specified in the *Visa International Operating Regulations* if it appears that a Transaction Receipt resulted from the use of a:

- Counterfeit Card
- Misembossed or Misencoded Visa Card or Visa Electron Card

ID#: 010410-010410-0008824

Chargeback Restrictions for Invalid or Illegible Account Numbers

Transaction Receipts settled under the procedures for Transaction Receipts with illegible or invalid Account Numbers are **not** subject to Chargeback reason code 74, "Late Presentment."

ID#: 010410-010410-0005546

Transaction Receipts with Illegible or Invalid Account Numbers - Sending Member Requirements

For Domestic Interchange cleared outside of VisaNet, a Sending Member must:

- Correct an illegible or invalid Account Number before clearing the Transaction Receipt
- Comply with the processing and clearing requirements for a Transaction Receipt with an illegible or invalid Account Number
- Follow the usual procedures after it determines the correct Account Number

ID#: 010410-010410-0005547

Original Credit

Original Credit - General

Original Credit - Compliance with Visa Requirements

A Recipient Member must comply with all Visa requirements specified in the *Visa International Operating Regulations*, *Visa Personal Payments Money Transfer - Global Implementation Guide*, and *Original Credits Member Requirements*.

ID#: 150413-010410-0006981

Original Credit - Deposit-Only Account Number

A Recipient Member must:

- Notify Visa that a BIN or account range is designated for Deposit-Only Account Numbers
- Ensure that a Deposit-Only Account Number is **not** used for any purpose other than Original Credit processing

- List a compromised Deposit-Only Account Number on the Exception File and, optionally, in the Card Recovery Bulletin

ID#: 010410-010410-0006983

Original Credit Transaction Authorization Request Requirements (Updated)

Effective through 18 October 2013, VisaNet will respond to an Originating Member on behalf of a Recipient Member that does not accept an Authorization Request by sending either:

- An Approval Response, if no exception occurs
- A Decline Response, if an exception occurs, including one where a Recipient Member is prohibited from accepting an Original Credit

ID#: 151013-010410-0008698

Original Credit Transaction Stand-In Processing

Effective 19 October 2013, for an Original Credit Transaction initiated as an enhanced format Online Financial Transaction (0200 message), VisaNet will respond to an Originating Member on behalf of a Recipient Member that accepts the Authorization Request if a response is not received within the 15-second Authorization Request response time frame.

Effective 19 October 2013, for an Original Credit Transaction initiated as an enhanced format Online Financial Transaction (0200 message), VisaNet will respond to an Originating Member on behalf of a Recipient Member that does not accept an Authorization Request by sending either:

- An Approval Response, if no exception occurs
- A Decline Response, if an exception occurs, including one where a Recipient Member is prohibited from accepting an Original Credit Transaction

ID#: 150413-191013-0027563

Original Credit Transactions - Fast Funds Processing (Updated)

Unless specified otherwise in "Money Transfer Original Credits – Fast Funds Processing – AP Region and CEMEA Region," a non-U.S. Recipient Member that supports the receipt of Online Financial Transactions (0200 messages) or Authorization Requests (0100 messages) in the enhanced format, as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*, must process as Fast Funds any incoming Original Credit Transaction.

ID#: 151013-010410-0027273

Original Credits - Fast Funds Processing - AP Region and CEMEA Region (Updated)

In the AP Region and CEMEA Region, a Recipient Member in a participating country as specified in "Fast Funds Participation Requirements - AP Region and CEMEA Region," must accept incoming Original Credit Transactions as either Online Financial Transactions (0200 messages) or Authorization Requests (0100 messages), as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

In the AP Region and CEMEA Region, a Recipient Member must participate in Fast Fund processing of incoming Original Credit Transactions if the Member belongs to one of the countries listed in "Fast Funds Participation Requirements - AP Region and CEMEA Region."

In the CEMEA Region, an Originating Member in Russia must support the initiation of Online Original Credit Financial Transactions (0200) in the enhanced format, as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 151013-010410-0027274

Original Credit Transaction Authorization Message Decline Response

When an Originating Member receives a Decline Response to an Original Credit Authorization Request, it must not send the Clearing Transaction.

ID#: 080411-010410-0005575

Original Credit Transaction Adjustment Clearing Requirements (Updated)

A Visa Resolve Online Adjustment initiated by the Originating Member, as specified in "Original Credit Transaction Adjustment," must be submitted into Clearing within 30 calendar days of the Processing Date of the initial Original Credit Transaction.

ID#: 151013-200413-0027333

Money Transfer Original Credit

Money Transfer Original Credit - General

Money Transfer Original Credit - Compliance with Visa Requirements

A Recipient Member must comply with the *Visa International Operating Regulations*, *Visa Personal Payments Money Transfer - Global Implementation Guide*, and *Original Credits Member Requirements*.

ID#: 150413-091210-0026249

Money Transfer Original Credit Transactions - Fast Funds Processing

Effective through 18 October 2013, unless specified otherwise in “Money Transfer Original Credits – Fast Funds Processing – AP Region and CEMEA Region,” a non-U.S. Recipient Member that supports the receipt of Online Financial Transactions (0200 messages) or Authorization Requests (0100 messages) in the enhanced format, as specified in the *Visa Money Transfer (VMT) Global Implementation Guide*, must process as Fast Funds any incoming Money Transfer Original Credit Transaction.

Effective 19 October 2013, unless specified otherwise in “Money Transfer Original Credits – Fast Funds Processing – AP Region and CEMEA Region,” a non-U.S. Recipient Member that supports the receipt of Online Financial Transactions (0200 messages) in the enhanced format, as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*, must process as Fast Funds any incoming Money Transfer Original Credit Transaction.

Effective through 18 October 2013, a U.S. Recipient Member that supports the receipt of Online Financial Transactions (0200 messages) or Authorization Requests (0100 messages) in the enhanced format, as specified in the *Visa Money Transfer (VMT) Implementation Guide*, may process as Fast Funds any incoming Money Transfer Original Credit Transaction.

Effective 19 October 2013, a U.S. Recipient Member that supports the receipt of Online Financial Transactions (0200 messages) in the enhanced format, as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*, may process as Fast Funds any incoming Money Transfer Original Credit Transaction.

ID#: 151013-091210-0026250

Money Transfer Original Credits - Fast Funds Processing – AP Region and CEMEA Region

In the AP Region and CEMEA Region, all Recipient Members must participate in Fast Fund processing of incoming Money Transfer Original Credit Transactions, as specified in the table below.

Fast Funds Participation Requirements – AP Region and CEMEA Region

Effective Date	Country	Credit	Debit	Prepaid
15 October 2011	Russia	X	X	X
1 January 2012	All new Members		X	X
14 April 2012	Armenia	X	X	X
19 April 2013	Australia ¹		X	X
14 April 2012	Azerbaijan	X	X	X
14 April 2012	Belarus	X	X	X
14 April 2012	Georgia	X	X	X

Effective Date	Country	Credit	Debit	Prepaid
14 April 2012	Kazakhstan	X	X	X
14 April 2012	Kyrgyzstan	X	X	X
14 April 2012	Moldova	X	X	X
14 April 2012	Philippines		X	X
14 April 2012	Tajikistan	X	X	X
14 April 2012	Ukraine	X	X	X
14 April 2012	Uzbekistan	X	X	X
12 October 2012	All other Members ²		X	X

1. Excluding International Transactions

2. Excluding Members in China, Guam, Hong Kong, India, Japan, Korea, Macau, Saudi Arabia and Taiwan

ID#: 230312-131011-0026707

Money Transfer Original Credit Transaction Processing Requirements - U.S. Region (Updated)

A U.S. Originating Member must:

- Originate Money Transfer Original Credit Transactions only as enhanced format Online Financial Transactions (0200 messages) through the Single Message System
- Comply with the Payment Card Industry Data Security Standard (PCI DSS) when sending and managing sender data for a Money Transfer Original Credit Transaction
- Include in the Online Financial Transaction message the following data:
 - The sender's Account Number used to fund the Money Transfer Original Credit Transaction or a Transaction reference number that uniquely identifies the sender if the sender's Account Number is not available
 - Additional data as specified in the applicable VisaNet Manuals

When receiving and managing sender data for Money Transfer Original Credit Transactions, a U.S. Recipient or Originating Member must comply with the Payment Card Industry Data Security Standard (PCI DSS).

ID#: 151013-150210-0025766

Money Transfer Original Credit Transaction Adjustment Clearing Requirements (Updated)

A Visa Resolve Online Adjustment initiated by the Originating Member, as specified in “Money Transfer Original Credit Transaction Adjustment,” must be submitted into Clearing within 30 calendar days of the Processing Date of the initial Money Transfer Original Credit Transaction.

ID#: 151013-200413-0027334

Bill Payment - U.S. Region

Bill Payment - U.S. Region

Bill Payment Transaction Data Requirements - U.S. Region (Updated)

A U.S. Acquirer must identify a Bill Payment Transaction in the Authorization Request and Clearing Record with required VisaNet data elements, as specified in the:

- Applicable VisaNet Manuals
- *U.S. Interchange Reimbursement Fee Rate Qualification Guide*

A Credit Voucher Transaction related to an original Bill Payment Transaction does not require unique identification in the VisaNet Clearing Record and may be processed according to standard procedures.

In the U.S. Region, any applicable Interchange Reimbursement Fee may apply to a Bill Payment Transaction.

ID#: 151013-010410-0008913

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 8: Risk Management

Core Principle 8.1

Adherence to Risk and Fraud Controls

Protecting Against Inappropriate Activity

To protect against inappropriate or unauthorized activity that may damage the payment system or brand, participants in the Visa system agree to follow Visa-specified risk and fraud requirements & controls.

ID#: 010410-010410-0007789

Core Principle 8.2

Report All Fraud Activity to Visa

Reporting Fraud for Monitoring and Analysis

To allow Visa to analyze and respond to new and evolving risks and security threats, Visa requires participants in the Visa system to report all fraudulent transaction or other criminal risk activity to Visa without delay.

ID#: 010410-010410-0007790

Core Principle 8.3

Protect Visa Account and Transaction Data

Following Standards for Data Protection

To protect all parties to the Visa system, participants with access to personal Visa account information or Visa transaction information are responsible for following rigorous standards for data protection set by Visa. These standards may be consistent with or exceed industry standards. For example, the storage of magnetic stripe data is strictly prohibited.

ID#: 010410-010410-0007815

Core Principle 8.4

Protect Against Illegal Activities

Preventing Illegal Activities in the Visa System

Participants in the Visa system agree to take appropriate measures to prevent the Visa system from being used for or associated with illegal activities. These include, but are not limited to, child pornography, money laundering or financing terrorist activities. Because Visa payments can be subject to a variety of anti-money laundering laws in many countries, participants in the Visa system are also responsible for complying with these laws, including, for participants in the U.S. Region, the Bank Secrecy Act and the USA PATRIOT Act.

ID#: 010410-010410-0007816

Security and Fraud Control Requirements

General Security and Fraud Control Requirements

Security and Fraud Control Staff Information Access - AP Region

Security and fraud control staff of an AP Member must have access to at least 6 months of Cardholder and Merchant activity information, as well as the authority to provide, upon request:

- Basic Cardholder identity information and any other relevant information
- Reported or suspected fraudulent account activity
- Details about any Card loss or theft

ID#: 010410-010410-0000615

Daily Merchant Investigation - CEMEA Region

A CEMEA Acquirer must investigate, daily, any Merchant appearing on its exception reports or identified by its risk management systems.

ID#: 081010-010410-0003854

Acquirer Investigation Requirements - CEMEA Region

A CEMEA Acquirer must employ sufficient risk management staff resources and security controls to undertake the following risk and fraud detection activities on its Merchants. These activities include, but are not limited to:

- Cooperate fully with Visa in any investigation, and release all information relative to the Merchant upon request
- Terminate the Merchant agreement if it is determined that the Merchant:
 - Is a threat to the integrity of the Visa brand
 - Introduces a disproportionate level of fraud into the Visa system
- Take legal action to minimize losses, where appropriate
- Cooperate with Issuers and law enforcement agencies
- Hold funds while the Merchant is fully investigated, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

ID#: 010410-010410-0002266

Merchant Fraud Reduction Initiatives - CEMEA Region

A CEMEA Acquirer must, where appropriate, implement fraud reduction initiatives at a CEMEA Merchant Outlet, including, but not limited to:

- Fraud awareness education at Merchant Outlets
- Reduction of Floor Limits
- Code 10 calls to the Acquirer's Authorization center
- Implementation of CVV2 processing

ID#: 150413-010410-0002268

Account and Transaction Information Security

Data Security

Member Reporting of Loss or Theft of Information

As specified in *Global Visa Acquirer Fraud Control Manual*, the *Global Visa Issuer Fraud Control Manual*, and *What To Do If Compromised*, a Member must immediately report to Visa by telephone, fax, or e-mail the suspected or confirmed loss, theft, or compromise, including loss, theft, or compromise by one of its agents or Merchants, of any material or records that contain Visa account or Transaction information.

In the U.S. Region, a loss, theft, or compromise of Visa account or Transaction information may be reported on behalf of a Member by one of its agents, or by a Merchant or one of its agents.

The report must contain, to the extent possible:

- Member and Merchant or agent name
- Format, number, and range of account information missing
- Specific Account Numbers missing
- Type or data elements of account information on missing material, e.g. Track 1 data, Track 2 data, CVV2, Cardholder name, 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

ID#: 050411-010410-0007999

VisaNet 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, must ensure that the VisaNet 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 either:

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

ID#: 111011-010100-0025875

VisaNet Processor Contingency Plans

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

ID#: 111011-010100-0025877

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:

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

An Acquirer or Merchant may only disclose Transaction Information to third parties, approved by Visa, for the sole purpose of:

- Supporting a loyalty program
- Providing fraud control services

Procedures for approval of third parties are available from Visa, upon request.

ID#: 151012-010611-0026337

Cardholder and Transaction Information Disclosure Prohibitions

Except as specified in "Cardholder and Transaction Information Disclosure Limitations," a Merchant must not disclose a Cardholder Account Number, personal information, or other Transaction Information to any entity other than to a registered Third Party, the Acquirer, or the Agent of the Acquirer. Any such disclosure must be for the sole purpose of:

- Assisting the Merchant in completing the initial Merchant Transaction
- Specifically complying with applicable laws or regulations

An Agent must not disclose a Cardholder Account Number, personal information, or other Transaction Information to third parties, other than:

- For the sole purpose of completing the initial Merchant Transaction
- As required by applicable laws or regulations

- With the permission of the Issuer, Acquirer, or Visa, as specified in the *Visa International Operating Regulations*

ID#: 150413-010611-0026338

Merchant Disclosures

An Acquirer must ensure that its Merchant, Sponsored Merchant, High-Brand Risk Merchant, or High-Brand Risk Sponsored Merchant has clearly disclosed throughout the order process all of the following:

- Terms and conditions of a promotion, if restricted
- The length of the trial period, if offered, including clear disclosure that the Cardholder will be charged unless the Cardholder expressly rejects the charge
- The date on which any charges will commence
- Cancellation policy, including clear steps to be taken by the Cardholder to cancel the Transaction prior to the end of the trial period

ID#: 111212-010611-0026339

Transaction Data Retention Prohibition - AP Region

AP Merchants, non-Member agents, and processors must **not** retain or store, not even in encrypted form, the following data subsequent to Authorization of a Transaction:

- The full contents of any track on the Magnetic Stripe
- Any Card Verification Value (e.g. CVV, CVV2, iCVV)
- The Personal Identification Number (PIN)
- The PIN verification value
- The Verified by Visa authentication data

ID#: 010410-010410-0000531

Transaction Data Retention Prohibition - LAC Region

An LAC Merchant or its agent must **not** retain sensitive authentication information after Authorization (even if information is encrypted). This information includes:

- The full contents of any of the Magnetic Stripe tracks, of a Chip, or of any other device
- The Card Verification Value 2 (CVV2)
- The PIN Verification Value (PVV)
- Passwords for the Verified by Visa Service

ID#: 010410-010410-0002299

Loss of Information at Member's Agents - U.S. Region

A U.S. Member must implement policies and procedures requiring its contractors or Agents to notify the Member if the contractor or Agent experiences a security breach or reasonably believes that Cardholder information was compromised as a result of that breach.

ID#: 010410-010410-0001799

Card Verification Value 2 Prohibition - U.S. Region

A U.S. Merchant or its agent must not request the Card Verification Value 2 data on any paper Order Form.

ID#: 151012-010410-0001733

Security Standards for Account Information - U.S. Region

Except as specified below, if a fulfillment vendor is used to consolidate materials containing account information before delivering it to the United States Postal Service or overnight courier, a U.S. Issuer must ensure that the fulfillment vendor implements and maintains all of the security standards specified in the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

If a prepaid storage facility is used to consolidate materials containing account information before delivering it to the United States Postal Service or overnight courier, the U.S. Issuer must ensure that the prepaid storage facility implements and maintains all of the security standards specified in the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

ID#: 050411-010410-0008026

Confidential Consumer Cardholder Information

Visa Safeguards for Confidential Consumer Cardholder Information - U.S. Region

In the U.S. Region, Visa and its subsidiaries will restrict access to Confidential Consumer Cardholder Information to those employees that Visa or its subsidiaries has determined need to know that information to provide products and services to Members.

Visa and its subsidiaries will maintain physical, electronic, and procedural safeguards that are designed to:

- Maintain the security and confidentiality of Confidential Consumer Cardholder Information
- Protect against anticipated threats or hazards to the security or integrity of Confidential Consumer Cardholder Information

- Prevent unauthorized access to, or use of, such Confidential Consumer Cardholder Information that could result in substantial harm or inconvenience to Consumer Cardholders

Visa will notify a Member in the event that Visa reasonably believes that Confidential Consumer Cardholder Information about a Member's customer has been compromised due to a breach of security.

ID#: 010410-010410-0008003

Visa Use and Disclosure of Confidential Consumer Cardholder Information - U.S. Region

In the U.S. Region, Visa and its subsidiaries will **not** use or disclose Confidential Consumer Cardholder Information to third parties, other than for any one 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:
 - Completing a Transaction
 - Risk control
 - Dispute resolution
 - Marketing services
- Use or disclosure with the consent of the Cardholder
- Other use or disclosure that is in accordance with applicable laws or regulations

ID#: 150413-010410-0000508

Destruction of Confidential Consumer Cardholder Information - U.S. Region

In the U.S. 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 U.S. Member must implement policies and procedures designed to ensure timely disposal or destruction of Confidential Consumer Cardholder Information, in accordance with regulatory guidelines, in a manner that makes the information unreadable.

ID#: 010410-010410-0008007

Information Security Programs

Account and Transaction Information Security Requirements

A Member must:

- Comply with the Account Information Security Program requirements and the validation and reporting requirements, as specified in the *Account Information Security (AIS) Program Guide*
- Maintain all materials or records in any form that contains account or Transaction Information in a safe and secure manner with access limited to authorized personnel, as specified in the Payment Card Industry Data Security Standard (PCI DSS)
- Ensure that agreements and contracts with agents and Merchants clearly establish their responsibilities to meet Visa standards, the liabilities for failure to meet the standards, and the requirement to allow for inspections by the Member or Visa
- Ensure that all agents and Merchants with access to account or Transaction Information comply with the Payment Card Industry Data Security Standard (PCI DSS)
- Ensure that all agents and Merchants do not store any of the following, subsequent to Authorization:
 - Full contents of any data taken from the Magnetic Stripe (on a Card, in a Chip, or elsewhere)
 - Card Verification Value 2 used to verify Card-Absent Transactions
 - PIN or the encrypted PIN block
- 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 conditions specified in the Payment Card Industry Data Security Standard (PCI DSS)

ID#: 150413-010410-0002228

Australia and New Zealand Acquirer Compliance Program for Payment Card Industry Data Security Standards (PCI DSS) – AP Region

In Australia and New Zealand, a Visa Level 4-Merchant Acquirer must provide to Visa a risk-based compliance program for its Level 4 Merchants that includes, at a minimum, a:

- Timeline of critical events
- Risk profiling strategy
- Merchant education strategy
- Compliance strategy
- Compliance reporting strategy

An Acquirer must provide the *Exhibit AP – 1 PCI DSS Implementation Plan Report* to Visa, by 31 March and 30 September of each year.

ID#: 111011-060111-0026177

Account Information Security - Canada Region

A Canada Member must comply, and ensure that its Merchants and agents comply, with the *Visa Canada Account Information Security Program Guide*.

ID#: 150413-010410-0008032

Member Monitoring of Visa Compliance - U.S. Region

In the U.S. 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.

ID#: 010410-010410-0000512

Cardholder and Transaction Information Security - U.S. Region

A U.S. Member must comply, and ensure that its Merchants and Agents comply, with the requirements of the Cardholder Information Security Program, available from Visa upon request or online at <http://www.visa.com/cisp>.

A third party that supports a loyalty program or provides fraud control services, as specified in "Disclosure of Visa Transaction Information - U.S. Region," must comply with the requirements of the Cardholder Information Security Program.

A U.S. Member must comply, and ensure that its Merchants and Agents comply, with the Transaction Information security requirements in the *Visa International Operating Regulations*, the Payment Card Industry Data Security Standard (PCI DSS), and the validation and reporting requirements outlined in the Cardholder Information Security Program.

An Acquirer must ensure that its Merchant:

- Implements and maintains all of the security requirements, as specified in the Cardholder Information Security Program
- Immediately notifies Visa, through its Acquirer, of the use of a Third Party
- Ensures that the Third Party implements and maintains all of the security requirements, as specified in the Cardholder Information Security Program
- Immediately notifies Visa, through its Acquirer, of any suspected or confirmed loss or theft of material or records that contain account information and:
 - Demonstrates its ability to prevent future loss or theft of account or Transaction information, consistent with the requirements of the Cardholder Information Security Program
 - Allows Visa, or an independent third party acceptable to Visa, to verify this ability by conducting a security review, at the Acquirer's own expense

ID#: 151013-010410-0008031

Fines and Penalties

Non-Compliance with Account and Transaction Information Security Standards

If Visa determines that a Member, its agent, or a Merchant has been deficient or negligent in securely maintaining the account or Transaction Information or reporting or investigating the loss of this information, Visa may fine the Member, as specified in the *Visa International Operating Regulations*, or require the Member to take immediate corrective action.

ID#: 150413-010410-0001753

Account Information Security Program Fines (Updated)

A Member deemed non-compliant with the Account Information Security Program (or Cardholder Information Security Program in the U.S. Region) is subject to a fine, as specified in the table below and the *Account Information Security (AIS) Program Guide*.

Fines for Non-Compliance with the Account Information Security Program

Violation	Fine
First violation	Up to US \$50,000
Second violation	Up to US \$100,000
Third or any subsequent violation	Up to US \$200,000

ID#: 151013-200509-0008193

Account and Transaction Information Program Service Fee - AP Region

All Principal AP Members will be levied an annual Account and Transaction Information Security Program service fee, as specified in the applicable Fee Guide.

ID#: 151012-010410-0000530

Transaction Information Loss/Theft Notification Penalties - U.S. Region

If a U.S. 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 penalty of up to US \$100,000 per incident.

ID#: 010410-010410-0003524

Corporate Risk Reduction

Corporate Risk Reduction - General

Member Risk Reduction Requirements

Upon receipt of instructions imposing conditions, as specified in the applicable Certificate of Incorporation and Bylaws, a Member or agent must implement risk reduction measures that may include, but are not limited to:

- Prohibiting or limiting any of the following actions:
 - Issuing new or reissued Cards
 - Signing or re-signing Merchants
 - Using any independent sales organizations
- Blocking the Authorization of Cardholder 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:
 - A Member's or agent's obligations to Visa and reimbursement to Visa for any expenses incurred ensuring compliance, or
 - The liquidity impact to Visa of Settlement or other payments due to Visa of a Member, its affiliates or its Clearing Processor as approved by Visa, or
 - Reimbursement to Visa for any expenses incurred ensuring 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 the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws* and Section 9.01 of the *Visa International Certificate of Incorporation and Bylaws*).
- Redirecting Settlement funds to avoid potential losses, as specified in "Visa Rights in Calculating Settlement" including, but not limited to:
 - 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.

ID#: 230312-010410-0005057

Risk Reduction Requirements for Third Party Agents

For any violation of the Member requirements for Third Party Agents, Visa may impose corporate risk reduction measures on a Member or Agent.

ID#: 111011-010100-0025869

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, annually, the "Visa Anti-Bribery Policy Questionnaire/Certification" form (available on Visa Online) disclosing the level of ownership, control, and influence of any non-U.S. government, agency, or instrumentality thereof in the Member
- Notify Visa when a non-U.S. government acquires (either as one agency or collectively through different agencies or instrumentalities) an equity interest of 30% or more in the Member.

This requirement does **not** apply to U.S. Members.

ID#: 160312-130809-0008836

Corporate Risk Reduction - Acquirer Requirements

Prohibition against Illegal Transactions and Brand Damaging Activities

An Acquirer may be subject to corrective actions or fines, as specified in "Visa Right to Fine," if its Merchant Outlet, Agent, or Payment Service Provider processes illegal Transactions or other prohibited Transactions, as specified in "Brand Protection."

ID#: 151012-010611-0026363

Acquirer Responsibility for Merchants - U.S. Region

A U.S. Acquirer that receives notice, or otherwise becomes aware, of the potential or actual bankruptcy of, or any regulatory proceedings involving, one of its Merchants, must:

- Monitor those proceedings in order to ensure that no legal relief is being sought that would interfere with the Chargeback process
- If such relief is being sought, to the best of its ability, oppose that relief
- Notify Visa as soon as possible but no later than close of business on the next business day following such discovery

An Acquirer that fails to comply with the requirements of "Acquirer Responsibility for Visa Transactions - U.S. Region" is subject to a penalty X, termination of its membership, or both.

ID#: 111011-010410-0008114

Acquirer Risk Requirements - U.S. Region

A U.S. Acquirer must comply with the *Visa Acquirer Risk Program Standards Guide*.

ID#: 151012-010410-0002107

Acquirer Responsibility for Agents and Merchants - U.S. Region

A U.S. Acquirer must:

- Provide its Agents with the training and education, as specified by Visa, and ensure that Agents are well versed on the Member's corporate policies and remain in compliance with those policies
- Hold and control reserves that are accumulated and derived from the Merchant settlement funds or used to guarantee a Merchant's payment system obligations to the Member

ID#: 010410-010410-0002110

Merchant Agreement Requirements - U.S. Region

A U.S. Acquirer must:

- Consent to the assignment and/or transfer of a Merchant Agreement to another Member
- Implement a policy and procedures for reviewing Merchant Agreements used by its Agents
- Ensure that all Merchant Agreements are approved by the Member before entering any Transaction into Interchange, as specified in the Merchant Agreement requirements in the U.S. Regional Operating Regulations
- Stipulate a clause in the Merchant Agreement that:

- Provides for the immediate termination of a Merchant for any significant circumstances that create harm or loss of goodwill to the Visa system
- Ensures that the Merchant acknowledges and understands the importance of compliance with Visa security requirements, such as those relating to Transaction information, storage, and disclosure
- Requires the Merchant to notify the Acquirer of its use of any Agent that will have any access to Cardholder data

An Acquirer must ensure that each Merchant Agreement includes a disclosure page that identifies the Member and its responsibilities, when an Agent is a party to the agreement, as specified in the *Visa Acquirer Risk Program Standards Guide*.

ID#: 050411-010410-0007300

Anti-Money Laundering

Anti-Money Laundering Program Overview

Visa maintains an anti-money laundering program reasonably designed within the context of laws and regulations applicable to Visa to prevent the Visa system from being used to facilitate money laundering or the financing of terrorist activities.

ID#: 010410-010410-0003969

Anti-Money Laundering Program Implementation

Consistent with the legal and regulatory requirements applicable to a Member, a Member must implement and maintain an anti-money laundering program that is reasonably designed to prevent the use of the Visa system to facilitate money laundering or the financing of terrorist activities.

ID#: 010410-010410-0000652

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:

- 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

ID#: 160312-010410-0000653

Anti-Money Laundering Compliance

Anti-Money Laundering Program Compliance

If Visa determines that a Member or the Member's designated agent has failed to comply with any of the requirements specified in "Anti-Money Laundering Program Implementation" and "Anti-Money Laundering Program - Member Requirements," Visa may, consistent with applicable laws or regulations, impose conditions on or require additional actions of the Member or the designated agent to prevent possible money laundering or financing of terrorist activities. These actions may include, but are not limited to:

- 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
- Assessment of fines or penalties as specified in "General Fines Schedule" and "Member Failure to Return an Anti-Money Laundering/Anti-Terrorist Financing Questionnaire Penalties," as applicable
- Other action that Visa in its sole discretion determines to take with respect to the Member or the Member's designated agent

ID#: 150413-010410-0000654

Member Failure to Return an Anti-Money Laundering/Anti-Terrorist Financing Questionnaire Penalties

Visa assesses penalties for failure to return a completed *Anti-Money Laundering/Anti-Terrorist Financing Compliance Questionnaire/Certification* form, as specified in "Anti-Money Laundering Program - Member Requirements," as follows:

Penalties for Member Failure to Return a Completed Anti-Money Laundering/Anti-Terrorist Financing Questionnaire to Visa

Date	Fine Amount
Due date + 1 calendar day to 30 calendar days	US \$500
Due date + 31 calendar days to 60 calendar days	US \$2,500
Due date + 61 calendar days to 90 calendar days	US \$5,000

Date	Fine Amount
Due date + 91 calendar days and every 30 calendar days onward	US \$10,000

ID#: 160312-100311-0026362

Acquirer Risk Program - U.S. Region

Acquirer Risk Policies - U.S. Region

A U.S. Acquirer must implement an underwriting, monitoring, and control policy for its:

- Merchants
- VisaNet Processors
- Third Parties

The Acquirer must ensure that its policies are approved by its board of directors. Visa may grant a variance to this requirement.

The Acquirer must provide the policies to Visa upon request.

An Acquirer must implement a policy and procedures for reviewing solicitation materials used by its Agents.

ID#: 010410-010410-0007132

Acquirer Risk Program Review - U.S. Region

In the U.S. Region, as determined by Visa, a Visa-approved entity may conduct a periodic review of an Acquirer's operations at any time to ensure compliance with the Acquirer Risk Program requirements.

The U.S. Acquirer must provide a copy of the review report to Visa upon request.

The Acquirer is responsible for the cost of the periodic review.

ID#: 010410-010410-0008053

Compliance Monitoring

Member Activity Monitoring Requirements

Merchant Chargeback Activity Monitoring

An Acquirer must monitor the Chargeback-to-Transaction volume ratio of its Merchants and identify any Merchant that:

- Receives more than 100 Chargebacks per month
- Exceeds a Chargeback-to-Transaction volume ratio of 3%

ID#: 010410-010410-0002415

Acquirer Investigation of Merchant

An Acquirer must investigate any Merchant Outlet appearing on an exception report. When the investigation reveals Merchant involvement in illegal activity, the Acquirer must:

- Cooperate fully with Visa in any investigation, and release all information relative to the Merchant upon request
- Take appropriate legal action to minimize losses if the investigation reveals illegal or fraudulent activity
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

ID#: 151013-010410-0002419

Payment Service Provider and Sponsored Merchant Activity Monitoring

An Acquirer must comply with Merchant monitoring standards for each of its Payment Service Providers (PSP), as specified in "High-Brand Risk Merchant Monitoring." Sponsored Merchants that exceed Visa thresholds for excessive Chargebacks or Fraud Activity will be subject to monitoring programs, as specified in "Compliance Monitoring."

An Acquirer may delegate Sponsored Merchant underwriting and risk monitoring to its PSP if the PSP fulfills the above requirements.

ID#: 151012-010711-0026439

Acquirer Monitoring Fee - AP Region

An AP Acquirer must pay a quarterly Acquirer monitoring fee, as specified in the applicable Fee Guide.

ID#: 151012-010410-0006047

Central Deposit Monitoring Requirements - LAC Region

An LAC Acquirer must conduct an investigation of any Merchant Outlet appearing in a Central Deposit Monitoring report within 3 calendar days of receipt of the report. If the investigation reveals Merchant involvement in any of the following, the Acquirer must take the appropriate action, as specified in this section:

- Illegal activity
- Violation of the *Visa International Operating Regulations* or Merchant contract
- Activities likely to produce losses to Visa Members

If the Merchant is involved in any of the above activities, the Acquirer must:

- Cooperate with Visa, Issuers, and law enforcement agencies in any investigation
- Release all information regarding the Merchant upon request
- Terminate the Merchant, if appropriate
- Hold funds, if possible and legal
- Initiate criminal or civil proceedings against the Merchant, if applicable
- Take appropriate legal action to minimize losses, if the investigation discloses illegal or fraudulent activity

ID#: 010410-010410-0008119

Acquirer Monitoring Program Inspection - LAC Region

Visa may, on a quarterly basis, inspect the LAC Acquirer's and/or Agent's facilities when the quarterly amount of confirmed purchase fraud exceeds US \$100,000 and the quarterly average of confirmed fraud purchase Transactions as a percentage of purchase sales volume for its affiliated Merchants exceeds 0.30%.

ID#: 050411-010410-0000577

Acquirer Monitoring Program Inspection Costs - LAC Region

Visa will collect from an LAC Acquirer the costs and expenses incurred in connection with all inspections. The on-site inspection fee is specified in the applicable Fee Guide.

ID#: 151012-010410-0000579

Merchant Chargeback Activity Monitoring - U.S. Region

A U.S. Acquirer must monitor the Chargeback-to-Interchange volume ratio of its Merchants and identify any Merchant that experiences 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

ID#: 010410-010410-0002220

Merchant Exception Reports - U.S. Region (Updated)

Beginning with the Merchant Outlet Deposit activity processed on the 31st calendar day from the first Deposit, a U.S. Acquirer must generate unusual activity reports if either of the following occurs:

- Current weekly gross sales volume equals or exceeds US \$5,000 and any of the following meets or exceeds 150% of the 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

ID#: 151013-010410-0002223

Chargeback Monitoring

Global Merchant Chargeback Monitoring Program Overview

Visa monitors Merchant Outlets and Acquirers that generate an excessive level of international Chargebacks through the Global Merchant Chargeback Monitoring Program, as noted below and as specified in the *Visa Global Merchant Chargeback Monitoring Program (GMCMP) Program Guide*. Disputes related to Chargeback Reason Code 93, "Merchant Fraud Performance Program," are excluded from program monitoring.

A Merchant Outlet is identified in the Global Merchant Chargeback Monitoring Program if it meets or exceeds all of the following monthly performance activity levels:

- 200 international Chargebacks
- 200 International Transactions
- 2% ratio of international Chargebacks to International Transactions

An Acquirer is identified in the Global Merchant Chargeback Monitoring Program if it meets or exceeds all of the following monthly performance activity levels:

- 500 international Chargebacks
- 500 International Transactions
- 1.5% ratio of international Chargebacks to International Transactions
- One or more Merchants in the program during the reporting month

Visa may modify or create new monthly performance levels to respond to different Chargeback and fraud trends that emerge.

ID#: 150413-010410-0006039

Global Merchant Chargeback Monitoring Program Handling Fees

Visa assesses an Acquirer a Chargeback handling fee of US \$100 for each international Chargeback received for each identified Merchant Outlet once the Merchant has been placed in the Global Merchant Chargeback Monitoring Program.

Visa collects the Chargeback handling fee from the Acquirer and disburses US \$70 to the Issuer that initiated the Chargeback through the Visa Integrated Billing Statement. Visa retains the balance as an administration fee.

If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer an increased Chargeback handling fee not exceeding US \$200 for each international Chargeback received for its Merchant.

Visa may, at its discretion, assess the Acquirer Chargeback handling fees for Trailing Chargeback Activity that occurs up to 4 months after Merchant termination, regardless of sales volume.

ID#: 111011-010410-0008120

Global Merchant Chargeback Monitoring Program Fees and/or Fines - Visa Rights

Visa may assess, suspend, or waive fees and/or fines, in whole or in part, to accommodate unique or extenuating circumstances. Global Merchant Chargeback Monitoring Program fees and/or fines will no longer be assessed once the Merchant has met acceptable performance levels; however, fees and/or fines may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, as specified in the "High-Risk Merchants in the Global Merchant Chargeback Monitoring Program - Acquirer Penalties" table or "Visa Right to Terminate Merchant, Payment Service Provider, or Sponsored Merchant," if Visa determines that the Merchant is causing undue economic hardship to the Visa system as a result of high dispute volumes.

ID#: 111011-010410-0001877

Global Merchant Chargeback Monitoring Program Penalties

Visa assesses Global Merchant Chargeback Monitoring Program penalties to the Acquirer, as described in the following tables.

Penalties for Global Merchant Chargeback Monitoring Program - Merchant-Level Thresholds

Event	Visa Action/Fee
1. Merchant Outlet meets or exceeds the Chargeback activity thresholds, as specified in "Global Merchant Chargeback Monitoring Program Overview," in months 1-3 (month 1 = initial notification)	<ul style="list-style-type: none">• Workout Period¹• No fee
2. Merchant Outlet meets or exceeds the Chargeback activity thresholds, as specified in "Global Merchant Chargeback Monitoring Program Overview," in months 4-9	<ul style="list-style-type: none">• US \$100 per international Chargeback for every month the Merchant meets or exceeds the program thresholds²• If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee of US \$200 for each international Chargeback received for its Merchant²

Event	Visa Action/Fee
<p>3. Merchant Outlet meets or exceeds the Chargeback activity thresholds, as specified in “Global Merchant Chargeback Monitoring Program Overview,” beyond month 9</p>	<ul style="list-style-type: none"> • US \$100 per international Chargeback for every month the Merchant meets or exceeds the program thresholds² • If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee of US \$200 for each international Chargeback received for its Merchant² • Acquirer is eligible for US \$25,000 review fee • Visa may initiate Merchant disqualification processes against a Merchant Outlet and/or its principals
<ol style="list-style-type: none"> 1. The Workout Period is not applicable for Acquirer-level thresholds, High-Risk Merchants, or High-Brand Risk Merchants, as specified in “High-Brand Risk Merchant Category Codes.” 2. Visa allocates US \$70 of each fee to the Issuer via a Funds Disbursement. 	

Penalties for Global Merchant Chargeback Monitoring Program - Acquirer-Level Thresholds

Event	Requirements/Fine
<p>1. Acquirer meets or exceeds the Chargeback activity thresholds as specified in “Global Merchant Chargeback Monitoring Program Overview”</p>	<p>US \$25,000 for every month the Acquirer meets or exceeds the program thresholds</p>
<p>2. Acquirer meets or exceeds the Chargeback activity thresholds, as specified in “Global Merchant Chargeback Monitoring Program Overview,” more than 3 times in a rolling 12-month period</p>	<p>US \$50,000 for every month the Acquirer meets or exceeds the program thresholds</p>
<p>3. Acquirer meets or exceeds the Chargeback activity thresholds, as specified in “Global Merchant Chargeback Monitoring Program Overview,” more than 6 times in a rolling 12-month period</p>	<ul style="list-style-type: none"> • US \$100,000 for each subsequent month the threshold is met or exceeded • Acquirer is eligible for the imposition of Risk Reduction Procedures as specified in “Member Risk Reduction Requirements” • Visa may apply additional fines for repetitive or willful violations, as specified in “Repetitive Violations” and “Willful Violations”

ID#: 151012-010610-0025677

Global Merchant Chargeback Monitoring Program - Revocation of Workout Period

Visa may, at its discretion, revoke the Workout Period of a Merchant in the Global Merchant Chargeback Monitoring Program if Visa deems that the Merchant's activities may cause undue harm to the goodwill of the Visa payment system.

ID#: 111011-010610-0025678

Global Merchant Chargeback Monitoring Program - Merchant Status

A Merchant that changes Acquirers while in the Global Merchant Chargeback Monitoring Program will be assigned the equivalent status in the program with the new Acquirer.

ID#: 111011-010610-0025679

Global Merchant Chargeback Monitoring Program - Data Quality Compliance

To enable valid Global Merchant Chargeback Monitoring Program identifications, an Acquirer must:

- Ensure Merchant names and Merchant data are identified in accordance with the *Visa Merchant Data Standards Manual*
- Provide complete and accurate Authorization and Settlement data

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 Merchant Chargeback Monitoring Program, Visa may:

- Assess a fine of US \$10,000 per Merchant, per month, to the Acquirer
- Permanently disqualify the Merchant and its principals from participating in the Visa Program

For the purposes of administering Merchant compliance under the Global Merchant Chargeback Monitoring Program, if an Acquirer submits Interchange for a single Merchant Outlet under multiple names, Visa may:

- Group the Merchant activity
- Notify the Acquirer of the Interchange grouping

Visa may evaluate Payment Service Provider performance either by aggregating all Interchange activity together or at the Sponsored Merchant level.

ID#: 151012-010610-0025680

Merchant Chargeback Monitoring Program - U.S. Region

Visa monitors the total volume of U.S. Domestic and International Interchange and Chargebacks for a single Merchant Outlet and identifies U.S. Merchants that experience 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

For the purposes of the U.S. Merchant Chargeback Monitoring Programs, if an Acquirer submits Interchange for a single Merchant Outlet under multiple names, Visa:

- Groups the Merchant activity
- Notifies the respective Acquirer of the Interchange grouping

ID#: 081010-010410-0008123

Merchant Chargeback Monitoring Program - Merchant Region - U.S. Region

A Merchant Outlet that moves to the U.S. Region at the time that it is in another Visa Region's Chargeback monitoring program will be assigned the equivalent status in the U.S. Region's comparable Chargeback monitoring program.

ID#: 010410-010410-0002352

Merchant Chargeback Monitoring Program - Acquirer Requirements - U.S. Region

Within 10 calendar days of receipt of a Notification that a Merchant Outlet has met or exceeded the thresholds specified in "Merchant Chargeback Monitoring Program - U.S. Region," a U.S. Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

ID#: 010410-010410-0002356

Merchant Chargeback Monitoring Program Fees - U.S. Region

Visa assesses Merchant Chargeback Monitoring Program fees to a U.S. Acquirer, as described in the table below.

Merchant Chargeback Monitoring Program Fees - U.S. Region

Event	Requirements/Fee
1. U.S. Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in "Merchant Chargeback Monitoring Program - US Region"	Initial Notification - month 0 <ul style="list-style-type: none"> • No fee
2. U.S. Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for the month following initial Notification	Notification - month 1 <ul style="list-style-type: none"> • US \$5,000 for failure to return completed documentation within 10 calendar days of the Notification letter date • US \$1,000 per day until completed documentation is received
3. U.S. Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for the second month	Notification - month 2 <ul style="list-style-type: none"> • US \$10,000 for failure to respond with an acceptable Chargeback reduction plan within 10 calendar days of the Notification letter date • US \$1,000 per day until acceptable Chargeback reduction plan is received
4. U.S. Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 3, 4, and 5	<ul style="list-style-type: none"> • US \$50 per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds¹
5. U.S. Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 6 and 7	<ul style="list-style-type: none"> • US \$100 per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds²
6. U.S. Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 8 and 9	<ul style="list-style-type: none"> • US \$25,000 review fee • US \$100 per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds²
7. U.S. Merchant Outlet continues to meet or exceed the Chargeback activity thresholds beyond month 9	<ul style="list-style-type: none"> • US \$100 per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds² • Merchant and its principals eligible for disqualification proceedings, as specified in "Critical Chargeback Levels - U.S. Region"
1. Visa allocates US \$40 of each fee to the Issuer via a Funds Disbursement. 2. Visa allocates US \$90 of each fee to the Issuer via a Funds Disbursement.	

ID#: 050411-010410-0003490

Chargeback Activity Fines - U.S. Region

Fines for Chargeback activity may continue to be assessed to a U.S. Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the penalties being assessed to the Acquirer, as specified in "Merchant Chargeback Monitoring Program Fees - U.S. Region," at the time Transaction processing ceased

ID#: 010410-010410-0002358

Merchant Chargeback Monitoring Program - Merchant Disqualification - U.S. Region

If a U.S. Merchant Outlet continues to meet or exceed the Chargeback thresholds beyond the periods specified in "Merchant Chargeback Monitoring Program Fees - U.S. Region," Visa may permanently disqualify the Merchant from participating in the Visa Program. Visa notifies both the Acquirer and Merchant of the disqualification and its effective date.

ID#: 010410-010410-0002359

Critical Chargeback Levels - U.S. Region

If a U.S. Merchant Outlet demonstrates a critical level of Chargeback-to-Interchange volume at any time during a given month, Visa may require the U.S. Acquirer to terminate the Merchant Agreement.

ID#: 010410-010410-0002360

Acquirer Chargeback Monitoring Program - U.S. Region

Visa monitors the total volume of U.S. Domestic and International Interchange and Chargebacks for any U.S. Acquirer that experiences all the following activity levels during any month:

- 500 or more interchange transactions
- 500 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

ID#: 050411-010410-0002361

Acquirer Chargeback Monitoring Program Penalties - U.S. Region

If Visa suspects that a U.S. Acquirer has terminated a Merchant Agreement and knowingly entered into a new Merchant Agreement with the same Merchant under a different name, with the intent to circumvent the provisions of the "Acquirer Chargeback Monitoring Program - U.S. Region," Visa:

- Assesses a fine, 60 calendar days after Acquirer Notification, as specified in "Acquirer Chargeback Monitoring Program Fees - U.S. Region" table
- May permanently disqualify the Merchant and its principals from participating in the Visa Program

The Acquirer may appeal to Visa during the 60-calendar-day period. If the Acquirer appeals, the Acquirer must provide evidence to disprove the suspected activity.

ID#: 010410-010410-0008129

Acquirer Chargeback Monitoring Program Fees - U.S. Region

Visa assesses Acquirer Chargeback Monitoring Program fees to a U.S. Acquirer, as described in the following table.

Acquirer Chargeback Monitoring Program Fees - U.S. Region

Event	Requirements/Fee
1. Acquirer knowingly attempts to circumvent the provisions of "Acquirer Chargeback Monitoring Program - U.S. Region"	US \$25,000 assessed 60 calendar days after Notification to the Acquirer
2. Acquirer meets or exceeds the Chargeback activity thresholds specified in "Acquirer Chargeback Monitoring Program - U.S. Region"	US \$25,000
3. Acquirer meets or exceeds the Chargeback activity thresholds more than 3 times in a rolling 12-month period	US \$100,000 for each subsequent month that either threshold is exceeded
4. Acquirer has had 3 or more Merchants in the Merchant Chargeback Monitoring Programs for 6 consecutive months	Daily review fee of at least US \$2,500, with a one-week minimum fee of US \$17,500, assessed while a review of the Acquirer's and/or Merchants' Visa Card-related processing activities is being conducted, as specified in "Acquirer Processing Activity Review - U.S. Region"
5. Acquirer fails to take action on recommendations resulting from a review of the Acquirer's and/or Merchants' Visa Card-related processing activities	US \$75,000 minimum

ID#: 010410-010410-0003491

Global Merchant Chargeback Monitoring Program - U.S. Region

The Acquirer of a U.S. Merchant in the Global Merchant Chargeback Monitoring Program, as specified in the *Visa International Operating Regulations*, is subject to the terms of that program for the Merchant's total volume of U.S. Domestic and International Chargebacks.

ID#: 010410-010410-0002369

Fraud Monitoring

Acquirer Monitoring Program

Visa monitors an Acquirer to determine disproportionate fraud-to-sales ratios.

An Acquirer exceeding 3 times the worldwide or regional fraud-to-sales ratio for more than one quarter will be considered non-compliant and may be subject, but not limited, to the following fines and penalties:

- Monetary fines specified in the applicable Visa Regional Operating Regulations
- Temporary suspension of contracting with new Merchants
- Termination of membership

ID#: 010410-010410-0008130

Merchant Fraud Performance Program Description

The Merchant Fraud Performance Program measures Merchant Outlet activity and identifies Merchant Outlets requiring performance improvement when fraud thresholds are met or exceeded, as specified in the *Merchant Fraud Performance Program - Program Guide*. If a Merchant Outlet continues to meet or exceed the fraud performance thresholds:

- The Acquirer will be liable under Chargeback Reason Code 93, "Merchant Fraud Performance Program," for fraudulent Transactions at Merchant Outlets in the program
- Visa will apply escalating financial penalties to the Acquirer
- Visa may ultimately disqualify the Merchant Outlet from the Visa payment system

ID#: 111011-010410-0000608

Merchant Fraud Performance Program Compliance

An Acquirer must comply with the Merchant Fraud Performance Program requirements specified in the *Merchant Fraud Performance Program - Program Guide*.

ID#: 050411-010410-0002396

Merchant Fraud Performance Program Requirements

An Acquirer must address any fraud exposure attributed to a Merchant Outlet that is identified by the Merchant Fraud Performance Program within the time period specified in the *Merchant Fraud Performance Program - Program Guide* or face possible corrective actions.

ID#: 050411-010410-0001864

Acquirer Performance Monitoring Program - AP Region and CEMEA Region (Updated)

The Acquirer Performance Monitoring Program monitors AP and CEMEA Acquirers to determine disproportionate fraud-to-sales ratios and identifies Acquirers requiring performance improvements when fraud thresholds are met or exceeded, as specified in the *Visa Acquirer Performance Monitoring Program Guide - Asia Pacific and Central Europe, Middle East, and Africa*. If an Acquirer exceeds the limits specified in the guide, it may be subject to an on-site Acquirer performance review by Visa.

An AP or CEMEA Acquirer is subject to the penalties specified in the following table for failure to take appropriate action if it is identified by Visa under the Acquirer Performance Monitoring Program, as specified in the *Visa Acquirer Performance Monitoring Guide - Asia Pacific and Central Europe, Middle East, and Africa*. Visa may review and modify the program thresholds and framework on a periodic basis, based on current fraud trends.

Acquirer Performance Monitoring Program Penalty Schedule - AP Region and CEMEA Region

Violation (Based on each quarter the Acquirer exceeds the thresholds after the workout period)	Visa Action or Fine
First violation	US \$25,000
Second consecutive violation	US \$50,000
3 or more consecutive violations	US \$100,000 for every subsequent violation per quarter OR Visa may revoke or suspend the Acquirer's license

ID#: 151013-011008-0008180

Merchant Fraud Performance Program - AP Region

An AP Merchant Outlet is identified in the Merchant Fraud Performance Program if it violates the *Visa International Operating Regulations* or if it meets or exceeds monthly international fraud levels specified in the *Visa Asia Pacific Merchant Fraud Performance Program Guide*. Visa may modify or create new monthly performance levels after evaluation of the program's success in identifying Merchants that cause undue economic hardship or damage to the goodwill of the Visa system.

ID#: 010410-010410-0000612

Domestic Merchant Fraud Performance Program - Canada Region

Canada Members must comply with the requirements of the Canada Region's Domestic Merchant Fraud Performance Program, as specified in the *Domestic Merchant Fraud Performance User's Manual (Canada)*.

ID#: 151012-010410-0000616

Acquirer Monitoring Program Fines - U.S. Region

Beginning the first month after the Workout Period, Visa assesses the following fines if an Acquirer's monthly Fraud Activity-to-sales ratio exceeds the Acquirer Monitoring Program Alert thresholds:

Fines for Excessive Fraud Activity-to-Sales Ratio - U.S. Region	
Month Following Workout Period	Fine
First month	US \$25,000
Second month	US \$50,000
Third month	US \$75,000
Fourth and subsequent months	US \$100,000

Until the U.S. Acquirer's Fraud Activity-to-sales ratio remains below the program Alert thresholds for 3 consecutive months, a fee will be assessed each month the ratio exceeds the program Alert thresholds.

ID#: 010410-010410-0009029

Acquirer Monitoring Circumvention - U.S. Region

Visa may:

- Impose conditions on a U.S. Acquirer that knowingly acts to circumvent monitoring

- Assess fees, as specified in "Fines for Excessive Fraud Activity-to-Sales Ratio," table to an Acquirer that knowingly acts to circumvent monitoring

ID#: 010410-010410-0003489

Excessive Fraud Activity Notification - U.S. Region

A U.S. Acquirer that receives an Excessive Fraud Activity Notification for one of its Merchants enters a 3-month Workout Period, and is subject to the requirements in the table below.

Within 10 calendar days of receipt of the Notification of fraud activity, the U.S. Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

Fraud Activity thresholds are available from Visa upon request.

An Identified Merchant will enter a remediation program that may last up to 10 months.

Risk Identification Service Online Workout Period - U.S. Region

Event	Requirements
U.S. Acquirer receives an Excessive Fraud Activity Notification, and enters a 3-month workout period.	Initial Excessive Fraud Activity Notification. No fee <ul style="list-style-type: none">• Acquirer must complete a "Risk Identification Service Online Questionnaire" and submit it to Visa within 10 days of receipt of the Notification, and take further action as specified above

Event	Requirements
<p>Workout Period</p> <p>U.S. Acquirer receives Excessive Fraud Activity Notification(s).</p>	<p>Workout Period - month 1. No fee</p> <ul style="list-style-type: none"> Acquirer must submit to Visa a fraud reduction plan detailing corrective actions by the 15th of the month following the month in which the initial Excessive Fraud Activity Notification was received. If an acceptable plan is not submitted, the Acquirer immediately enters the fee period, and may be subject to the fee period requirements for month 1¹ <p>Workout Period - month 2. No fee</p> <ul style="list-style-type: none"> Acquirer evaluates the effectiveness of the fraud reduction plan and makes adjustments, as necessary <p>Workout Period - month 3. No fee</p> <ul style="list-style-type: none"> Acquirer continues to evaluate the effectiveness of the fraud reduction plan and makes adjustments, as necessary
<p>1. If a U.S. Acquirer bypasses the Workout Period and enters the fee period, the fee schedule progresses each subsequent month from US \$10,000 to US \$100,000, according to the increments specified in "Risk Identification Service (RIS) Online Fine Schedule - U.S. Region."</p>	

ID#: 050411-010410-0008131

Risk Identification Service Online Merchant Name Consolidation - U.S. Region

For the purposes of Risk Identification Service (RIS) Online in the U.S. Region, if Visa determines that Transactions from a single Merchant are entered into Interchange under multiple names, Visa may:

- Consolidate the Merchant activity from all names into one
- Designate and monitor the Merchant as an Identified Merchant
- Track and report the consolidated Merchant activity under current RIS Online parameters

ID#: 010410-010410-0003483

Risk Identification Service Online Fines - U.S. Region

Visa assesses the following fines, as specified in the table below, to a U.S. Acquirer after the 3-month Workout Period, as described in "Excessive Fraud Activity Notification - U.S. Region."

Risk Identification Service (RIS) Online Fine Schedule - U.S. Region

Event	Requirements/Fine
Fine Period - month 1 ¹ Acquirer receives Excessive Fraud Activity Notification ²	US \$10,000
Fine Period - month 2 or 3 Acquirer receives Excessive Fraud Activity Notification ²	US \$25,000
Fine Period - month 4 Acquirer receives Excessive Fraud Activity Notification ²	US \$50,000
Fine Period - month 5 Acquirer receives Excessive Fraud Activity Notification ²	US \$75,000
Fine Period - month 6 Acquirer receives Excessive Fraud Activity Notification ²	US \$100,000
Fine Period - beyond month 6 Acquirer receives subsequent Excessive Fraud Activity Notification(s) ²	<ul style="list-style-type: none"> • US \$100,000 per month • Merchant and its principal(s) eligible for disqualification proceedings, as specified in "Critical Chargeback Levels - U.S. Region"

1. The Risk Identification Service Online remediation process, including Notification requirements, is described in "Excessive Fraud Activity Notification - U.S. Region."

2. An Identified Merchant must remain below RIS Online Notification thresholds that incur a fine for at least 3 consecutive months for the Acquirer to exit the fine period specified in this table.

ID#: 111011-010410-0003481

Merchant Fraud Activity Monitoring - Merchant Region - U.S. Region

A U.S. Merchant Outlet that is in a Merchant Fraud Activity monitoring program in another Visa region and moves to the U.S. Region is assigned the equivalent status in the RIS Online Fraud Activity monitoring program.

ID#: 010410-010410-0001866

Critical Merchant Fraud Activity Level - U.S. Region

In the U.S. Region, if an Identified Merchant demonstrates a critical level of Fraud Activity-to-sales ratio at any time during a given month, Visa may require the Acquirer to terminate the Merchant Agreement.

ID#: 010410-010410-0001871

Risk Identification Service Online - Merchant Data Alteration - U.S. Region

If Visa determines that a U.S. Acquirer or its Merchant changed, modified, or altered Merchant data in any way to avoid detection by Risk Identification Service (RIS) Online, Visa may assess a US \$25,000 fee to the Acquirer for each occurrence identified.

ID#: 010410-010410-0003482

Risk Identification Service Online Conditions and Fees - U.S. Region

Visa may:

- Impose conditions on a U.S. Acquirer if any of its Merchants are designated as an Identified Merchant by RIS Online
- Assess a daily review fee of at least US \$2,500, with a one-week minimum fee of US \$17,500, if an onsite review is required

ID#: 010410-010410-0003484

High-Brand Risk Merchant Monitoring

High-Brand Risk Merchant Category Codes (Updated)

A Merchant required to use one of the following Merchant Category Codes is considered high-brand risk:

- 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"
- **Effective 1 October 2013**, 5993, "Cigar Stores and Stands," for Merchants that sell cigarettes in a Card-Absent Environment (except in Canada Region)
- **Effective 1 April 2014**, in the Canada Region, 5993, "Cigar Stores and Stands," for Merchants that sell cigarettes in a Card-Absent Environment

ID#: 151013-010410-0008137

Global Merchant Chargeback Monitoring Program - High-Brand Risk Merchants - Penalties

The following table specifies the penalties per international Chargeback for Acquirers of High-Brand Risk Merchants placed in the Global Merchant Chargeback Monitoring Program.

High-Brand Risk Merchants in the Global Merchant Chargeback Monitoring Program - Acquirer Penalties

Event	Month	Visa Action or Fee/Fine
Merchant meets or exceeds the specified Chargeback ratio ¹	Months 1-3	US \$100 per Chargeback per month for each identified Merchant Outlet ²
Merchant meets or exceeds the specified Chargeback ratio ¹	Months 4-6	US \$150 per Chargeback per month for each identified Merchant Outlet ²
Merchant meets or exceeds the specified Chargeback ratio ¹	Month 7 and subsequent months	US \$150 per Chargeback per month for each identified Merchant Outlet ² and Visa may disqualify the Merchant from participation in the Visa Program

Event	Month	Visa Action or Fee/Fine
<p>Merchant meets or exceeds the specified Chargeback ratio¹ without an effective Chargeback reduction plan, and 2 of the following levels of Chargeback activity are reached:</p> <ul style="list-style-type: none"> • Merchant's Chargeback ratio is 2 or more times the specified Chargeback ratio • Merchant is assessed fees for 3,000 or more Chargebacks • Merchant is assessed US \$1 million or more in Global Merchant Chargeback Monitoring Program fees 	<p>Single month</p> <p>Single month</p> <p>When reached</p>	<p>Visa may disqualify the Merchant from participation in the Visa Program</p>
<p>Acquirer does not identify a High-Brand Risk Merchant with the correct Merchant Category Code, as specified in "High-Brand Risk Merchant Category Codes"</p>	<p>When violation occurs</p>	<p>US \$25,000 per Merchant per month</p>

1. The Chargeback ratio threshold is 2%.

2. If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee of US \$200 for each international Chargeback received for its Merchant.

ID#: 151013-010410-0001289

High-Brand Risk Merchants - Acquirer Requirements

For each of its High-Brand Risk Merchants an Acquirer must:

- 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
- Adjust the Merchant's normal daily activity at least monthly, using the previous month's activity

ID#: 151012-010611-0026340

High-Brand Risk Merchant Exception Reports (Updated)

An Acquirer must generate High-Brand Risk Merchant exception reports daily and report any unusual activity to Visa within 2 business days, if either:

- Current weekly gross sales volume equals or exceeds US \$5,000 or local currency equivalent, and any of the following exceeds 150% of the normal daily activity:
 - Number of daily Transaction Deposits
 - Gross amount of daily Deposits
 - Average Transaction amount
 - Number of daily Chargebacks
- Average elapsed time between the Transaction Date and the Processing Date or Processing Date and Settlement Date for a Transaction (counting each as one day respectively) exceeds 15 calendar days

ID#: 151013-010611-0026341

High-Brand Risk Merchant Investigation

An Acquirer must investigate any Merchant appearing on its High-Brand Risk Merchant exception report within 1 business day of generating the report. When the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must:

- Cooperate fully with Visa in any investigation, and release all information relative to the Merchant upon request
- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

ID#: 151012-010611-0026342

High-Brand Risk Merchant Monitoring Standards

Visa will determine whether an Acquirer has met the High-Brand Risk Merchant monitoring standards, as specified in the *Visa International Operating Regulations* and the *Visa Global Acquirer Risk Standards*.

At the request of Visa, the Acquirer must provide the following within 7 calendar days to demonstrate compliance:

- Copies of actual reports or records used to monitor the Merchant's Deposits
- Any other data requested by Visa

ID#: 151012-010611-0026343

Member Risk Policies - Acquirer Compliance - LAC Region

Before submitting a "Regional Registration Form" (Exhibit LA-2), an LAC Acquirer must comply with the applicable Member Risk policies, which may be amended from time to time.

ID#: 010410-010410-0002291

High-Brand Risk Chargeback Monitoring Program - U.S. Region

Visa monitors the total volume of U.S. Domestic and International Interchange and Chargebacks for U.S. Merchants specified in "High-Brand Risk Merchant Category Codes" and identifies Merchants that experience all of the following activity levels during any month:

- 100 or more interchange Transactions
- 100 or more Chargebacks
- A 1.00% or higher ratio of overall Chargeback-to-Interchange volume

For the purposes of the U.S. High-Brand-Risk Chargeback Monitoring Program, if a Merchant submits Interchange under multiple names, Visa:

- Groups the Merchant activity
- Notifies the respective Acquirer of the Interchange grouping

ID#: 151012-010611-0026367

Additional Monitoring of High-Brand Risk Merchants - U.S. Region

A U.S. Merchant identified in the Merchant Chargeback Monitoring Program may be monitored under the terms of the High-Brand Risk Chargeback Monitoring Program if Visa determines that the Merchant's activities may cause undue harm to the goodwill of the Visa system.

ID#: 151012-010611-0026368

High-Brand Risk Chargeback Monitoring Program - Chargeback Ratios - U.S. Region

If a U.S. Merchant specified in "High-Brand Risk Merchant Category Codes" meets or exceeds either of the applicable Chargeback ratios specified in "High-Brand Risk Chargeback Monitoring Program - U.S. Region," Visa sends a Notification to the appropriate U.S. Acquirer.

Within 15 calendar days of receipt of the Notification, the Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

ID#: 151012-010611-0026369

High-Brand Risk Chargeback Monitoring Program Fees - U.S. Region

Visa assesses High-Brand Risk Chargeback Monitoring Program fees to a U.S. Acquirer, from the date of Notification, as described in the following table:

High-Brand -Risk Chargeback Monitoring Program Acquirer Fees - U.S. Region

Event	Requirements/Fee
1. During months 1-3, the Merchant meets or exceeds the Chargeback activity thresholds specified in "High-Brand Risk Chargeback Monitoring Program - U.S. Region"	<ul style="list-style-type: none"> • US \$ 5,000 review fee month • US 100 per Chargeback in months 1-3¹
2. During months 4-6, the Merchant meets or exceeds the applicable Chargeback ratios specified in (1) above	<ul style="list-style-type: none"> • US \$ 150 per Chargeback in months 4-6² • US \$ 25,000 review fee in month 6
3. After 6 months in which the Merchant has met or exceeded the Chargeback thresholds specified in "High-Brand Risk Chargeback Monitoring Program - U.S. Region"	<ul style="list-style-type: none"> • Visa may disqualify the Merchant from participation in the Visa Program
4. Acquirer does not: <ul style="list-style-type: none"> • Identify a High-Brand Risk Merchant with the correct Merchant Category Code • Register a High-Brand Risk Merchant 	<ul style="list-style-type: none"> • US \$25,000 per Merchant per month • US \$100,000 after 3 violations in calendar year and/or prohibition against signing High-Brand Risk Merchants³
5. Acquirer knowingly signs a disqualified Merchant or any of the disqualified Merchant's principals	<ul style="list-style-type: none"> • US \$250,000 per month until the Acquirer terminates the Merchant Agreement³

Event	Requirements/Fee
1. Visa allocates US \$90 of each fee to the Issuer via a Funds Disbursement.	
2. Visa allocates US \$135 of each fee to the Issuer via a Funds Disbursement.	
3. Visa may impose conditions on Acquirers for violations of the U.S. Regional Operating Regulations, up to and including termination of the Acquirer program.	

ID#: 151012-010611-0026373

Continuing Chargeback Activity Fines - U.S. Region

Fines for Chargeback activity may continue to be assessed to a U.S. Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the penalties being assessed to the Acquirer, as specified in "High-Brand Risk Chargeback Monitoring Program Fees - U.S. Region," at the time Transaction processing ceased

ID#: 151013-010410-0001889

Merchant Disqualification - U.S. Region (Updated)

Visa may disqualify a U.S. Merchant specified in "High-Brand Risk Merchant Category Codes" from participating in the Visa Program if the Merchant:

- Meets or exceeds a critical level of Chargeback activity, as determined by Visa
- Acts with the intent to circumvent Visa programs
- Causes harm to the Visa system

Visa will send a Notification to the Acquirer advising:

- 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 US \$5,000 non-refundable fee and include it with the appeal letter
- The evidence and arguments for the appeal must be submitted in the appeal letter
- No oral presentations are permitted

ID#: 151013-010410-0005865

High-Brand Risk Merchant Registration - U.S. Region (Updated)

In the U.S. Region, before accepting Transactions from a High-Brand Risk Merchant, an Acquirer must register each High-Brand Risk Merchant using a *Visa U.S.A. High Risk Merchant Registration and Certification* form, available upon request from Visa.

An Acquirer of a Merchant assigned with either MCC 5122 or MCC 5912 that is accredited by the National Association of Boards of Pharmacy, or other legal regulatory body recognized by Visa, does not need to register that Merchant as a High-Brand Risk Merchant with Visa.

Effective 1 October 2013, an Acquirer of a Merchant assigned MCC 5993 does not need to register that Merchant as a High-Brand Risk Merchant with Visa.

ID#: 151013-011211-0026345

High-Brand Risk Merchant Monitoring - U.S. Region

An Acquirer must monitor its High-Brand Risk Merchants, which are required to be registered with Visa as specified in "High-Brand Risk Merchant Registration – U.S. Region." An Acquirer of a High-Risk Payment Service Provider must:

- Register its High-Brand Risk Sponsored Merchants as High-Brand Risk Merchants
- Monitor its High-Risk Internet Payment Service Providers as specified in the *Visa International Operating Regulations*

ID#: 150413-011211-0026346

High-Brand Risk Merchant Unusual Activity Reporting - U.S. Region (Updated)

For its High-Brand Risk Merchants, a U.S. Acquirer must generate unusual activity reports daily, and report any unusual activity to Visa within 2 business days, if either of the following occurs:

- Current weekly gross sales volume equals or exceeds US \$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 the Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

ID#: 151013-011211-0026374

High-Brand Risk Merchant Fees and Charges - U.S. Region

Visa assesses registration and annual charges for High-Brand Risk Merchants, as specified in the applicable Fee Guide.

Visa collects the annual charge each 1 September following the registration date.

ID#: 150413-011211-0026375

Brand Protection

Global Brand Protection Program

Brand Protection Requirements

An Acquirer must:

- Ensure that a Merchant, Payment Service Provider (PSP), Sponsored Merchant, High-Brand Risk Merchant, High-Risk Internet Payment Service Provider (High-Risk IPSP), or High-Brand Risk Sponsored Merchant does not accept Visa Cards for, or display a Visa-Owned Mark on a Website that is used in relation to, the purchase or trade of photographs, video imagery, computer-generated images, cartoons, simulation, or any other media or activities including, but not limited to, activities listed under "Brand Protection"
- Within 7 calendar days of Notification from Visa, correct the violation or, if requested by Visa, terminate a Merchant, PSP, High-Brand Risk Merchant, or High-Risk IPSP, or require the PSP or High-Risk IPSP to terminate its agreement with the Sponsored Merchant or High-Brand Risk Sponsored Merchant that is in violation of this rule

ID#: 151012-010611-0026376

High-Brand Risk Acquirer Registration

Acquirers that previously did not acquire Electronic Commerce Merchants or Mail/Phone Order Merchants classified by Visa as high-brand risk must:

- Complete and submit to Visa a registration form, available in the *Visa Global Brand Protection Program Guide for Acquirers*
- Not process or enter any High-Brand Risk Transactions into Interchange, until written confirmation has been received from Visa that the Acquirer has been registered and approved by Visa
- Immediately notify Visa of any changes to information provided on the registration form by submitting a revised form indicating the change

Additionally, Visa may require the Acquirer to undergo an assessment to ensure compliance with the Global Brand Protection Program and the *Visa International Operating Regulations*.

An assessment may take the form of an onsite audit, as specified in “Visa Right to Monitor, Audit, Inspect and Investigate.”

ID#: 151012-010611-0026379

High-Brand Risk Acquirer Registration Fee

Visa will assess a one-time registration fee for new Acquirers of High-Brand Risk Transactions in a Card-Absent Environment, as specified in the applicable Fee Guide.

ID#: 151012-010611-0026380

High-Brand Risk Acquirer Non-Registration Penalties

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 “High-Brand Risk Acquirer Registration,” Visa may assess a fine of US \$25,000 to the Acquirer per calendar month of non-compliance.

Continued non-compliance may result in Visa prohibiting that Acquirer from acquiring High-Brand Risk Merchants.

ID#: 151012-010611-0026381

High-Brand Risk Acquirer Requirements

An Acquirer of High-Brand Risk Merchants, High-Risk Internet Payment Service Providers, or High-Brand Risk Sponsored Merchants must:

- Comply with all applicable Visa risk policies, as specified in the *Visa International Operating Regulations*, *Regional Operating Regulations*, *Visa Global Brand Protection Program Guide for Acquirers*, and the *Visa Global Acquirer Risk Standards*
- Participate in the Visa Merchant Trace System (VMTS), where available and permitted under applicable laws or regulations, and both:
 - Query VMTS prior to 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
- For Acquirers in the U.S. Region, participate in the Terminated Merchant File, as specified in “Terminated Merchant File”
- For Acquirers in the Canada Region, participate in the common terminated Merchant database, as specified in “Common Terminated Merchant Database - Canada Region”
- Provide Visa with a suspect violation report if a Merchant or Agent is identified by the Member as processing illegal or prohibited Transactions, as specified in “Brand Protection.”¹

¹ Visa may waive or suspend penalties to accommodate unique or extenuating circumstances or if violations of the *Visa International Operating Regulations* are identified and rectified prior to receipt of formal Notification from Visa that a violation has occurred.

ID#: 150413-011211-0026382

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-risk, as specified in "High-Brand Risk Merchant Category Codes," must:

- Be in good standing in all Visa risk management programs
- Be rated above-standard (a Visa Member risk rating of "A" or "B") and meet a minimum equity requirement of US \$100 million¹

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.

ID#: 150413-010611-0026383

Request for Information Requirements

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

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

ID#: 151012-010611-0026384

Annual Assessments

An Acquirer will be subject to an annual assessment to ensure compliance with the requirements of the Global Brand Protection Program and the *Visa International Operating Regulations* if either:

- All of the following quarterly thresholds, as amended from time to time, are met or exceeded:
 - A minimum of 10,000 International Transactions in a Card Absent Environment classified as High-Brand Risk Transactions
 - US \$1 million International Transactions in a Card Absent Environment classified as High-Brand Risk Transactions
 - A ratio of 10% of International Transactions in a Card-Absent Environment classified as High-Brand Risk Transactions versus all International Transactions acquired in a Card Absent Environment¹

- One or more Merchants is identified under the Global Brand Protection Program as having been involved in illegal or prohibited Transactions

¹ The ratio is calculated, based on the Transaction Date, as a percentage of International Transactions processed as High-Brand Risk Transactions versus the total International Transactions acquired in a Card-Absent Environment over the period of the calculation.

ID#: 150413-011211-0026385

Global Brand Protection Program Annual Assessment Fee

An Acquirer that is subject to an annual assessment, as specified in “Annual Assessments,” will be subject to an annual assessment fee, as specified in the applicable Fee Guide.

ID#: 150413-011211-0026386

Fraud Reporting

Fraud Reporting Requirements

Fraud Activity Reporting

An Issuer must report Fraud Activity to Visa through VisaNet when either a:

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

ID#: 010410-010410-0002389

Fraud Activity Reporting Time Limit

An Issuer must report 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

ID#: 010410-010410-0002390

Fraud Activity Reporting Time Limit - AP Region

An AP Issuer must report all confirmed fraudulent Transactions immediately upon detection, but no later than:

- 60 calendar days from the Transaction Date
- 30 calendar days following receipt of the Cardholder's dispute notification, if the notification is not received within the 60-calendar-day period

ID#: 010410-010410-0002246

Fraud Activity Reporting Time Limit - LAC Region

An LAC Issuer must report Fraud Activity upon detection, but no later than:

- 60 calendar days from the Transaction Date except for fraud type 03, "Fraudulent Application," and type 05, "Miscellaneous, Account Take Over"
- 30 calendar days following the receipt of the Cardholder's dispute notification, if the notification is not received within the 60-calendar-day period

ID#: 081010-010609-0007054

Fraud Activity Reporting Compliance - LAC Region

An LAC Issuer must report Fraud Activity, as specified in the *Fraud Reporting System (FRS) User's Guide*, and comply with 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 with the corresponding BASE II record fields, except the Excluded Transaction Identifier Reason field

ID#: 151012-010609-0007259

Rejected Fraud Activity Reporting

An Issuer must report Fraud Activity, as specified in the *Fraud Reporting System (FRS) User's Guide*. At least 90% of rejected Fraud Activity must be resubmitted and accepted into the Fraud Reporting System.

ID#: 151012-010410-0008051

Counterfeit Activity Reporting

An Acquirer must report:

- Counterfeit activity through VisaNet using the appropriate fraud advice transaction code in the same manner as specified for Issuers in "Fraud Activity Reporting"

- A counterfeit Transaction within 60 calendar days of a Chargeback, when no Representment or Arbitration right is available

An Acquirer must comply with the *Fraud Reporting System (FRS) User's Guide*.

ID#: 151012-010410-0002395

Fraud Reporting Compliance

Fraud Activity Reporting Non-Compliance

If a Member does not comply with "Fraud Activity Reporting" and "Fraud Activity Reporting Time Limit," the Member is subject to:

- An onsite audit by Visa staff at the Member's expense
- Penalties, as specified in the table below

Penalties for Failure to Report Fraud

Occurrence	Warning Letter	Suspension of Fraud Chargeback Rights ¹	Fine (Minimum Amount)	Onsite Member Audit
First	Yes	Not applicable	US \$0	Not applicable
Second	Yes	Not applicable	US \$0	Not applicable
Third	Not applicable	90 calendar days	US \$25,000	Not applicable
Fourth	Not applicable	180 calendar days	US \$50,000	Yes
Fifth	Not applicable	Indefinite until compliance achieved	Regional decision based upon reevaluation	Not applicable

1. Chargeback reason codes will be determined by Visa, as specified in the applicable Regional Operating Regulations.

ID#: 010410-010410-0002392

Fraud Activity Reporting Compliance - AP Region

An AP Member is compliant with Visa fraud reporting requirements if it:

- Reports at least 90% of confirmed fraud activities
- Reports at least 90% of fraud within 60 calendar days of the Transaction Date

- Uses correct fraud types for at least 90% of reported fraud
- Populates all mandatory TC 40 fields

ID#: 010410-010410-0001759

Fraud Activity Reporting Non-Compliance - AP Region

Visa may require an AP Issuer that has failed to comply with the requirements specified in "Fraud Activity Reporting Compliance - AP Region" or one suspected of under-reporting fraud, to undergo an onsite review. Visa will undertake an initial onsite inspection of all AP Issuers with annual Retail Sales Volume exceeding US \$650 million. The retail sales volume (RSV) threshold is designed to identify Issuers that represent 90% of total Asia-Pacific RSV and will be adjusted by Visa as necessary.

ID#: 151013-010410-0001758

Issuer Non-Compliance - AP Region

AP Issuers identified as non-compliant and that fail to resolve areas of non-compliance within a reasonable period (to be agreed between AP Members and Visa) following an onsite 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, "Merchant Fraud Performance Program"

ID#: 010410-010410-0001760

Fraud Alert Requirements - Canada Region

A Canada Member must comply with the *CoFAS Procedures for Reporting Credit Skimming Incidents*.

ID#: 151012-010410-0001757

Fines 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 fine of US \$10,000 until found compliant by the Visa remote monitoring system and validated by an onsite audit. In addition, the Issuer will be assessed a fee, as specified in the applicable Fee Guide.

Fines for Failure to Report Fraud - LAC Region

Occurrence	Penalty
Onsite audit fee	None
First non-compliant onsite audit	US \$2,500
Second consecutive onsite audit resulting in non-compliance	US \$7,500
Third consecutive onsite audit resulting in non-compliance	US \$22,500

ID#: 151012-010410-0007267

Fraud Losses and Investigation

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.

Before notifying the AP Acquirer, the AP Issuer must:

- Confirm that Fraud Activity occurred
- Determine if a legitimate Account Number was skimmed by using the following criteria:
 - POS Entry Mode was 90
 - Card Verification Value transmitted in the Transaction matched the Card Verification Value 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 AP Issuer must provide the Acquirer and Visa with the following information:

- 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

ID#: 010410-010410-0009030

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, within 10 calendar days, provide the Issuer and Visa with a preliminary report of its investigation.

ID#: 010410-010410-0002234

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 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

ID#: 010410-010410-0002235

Fraud Reporting Non-Compliance - AP Region

An AP Acquirer that fails to comply with the requirements specified in "Final Report of Fraud at Common Purchase Point - AP Region" will be assessed a fine of US \$5,000.

ID#: 010410-010410-0002236

Common Point of Purchase Fine Transfer - AP Region

Visa will fine any AP Acquirer that has transferred Common Point of Purchase (CPP) fines to the AP Merchant an equivalent of 3 times the fine, and, at Visa's discretion, reimburse the Merchant the fine amount. Visa may waive CPP-related fines on a case-by-case basis based on commercial considerations.

ID#: 081010-010410-0002237

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 AP 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.

ID#: 010410-010410-0000538

Card Recovery

Return of Recovered Cards

Recovered Card Return Requirement

An Acquirer must return recovered Visa Cards and Visa Electron Cards to the Issuer.

ID#: 010410-010410-0001782

Recovered Card Return Procedures (Updated)

Upon recovery of a valid or counterfeit Visa Card or Visa Electron Card, a Member must send the following to the Issuer:

- The recovered Card, rendered unusable as follows:
 - For a recovered Card without a Chip, the Card must be cut horizontally so as not to damage the Magnetic Stripe, hologram, or embossed or printed Account Number (if applicable)
 - For a recovered Chip Card, so as not to damage the Chip, the Member must either punch a hole through the middle of the Magnetic Stripe to make it unreadable or cut away the corner of the Card at the opposite end from the Chip
- "Recovered Card Advice" (Exhibit 1E)

These items must be sent to the Issuer on the Input Date of the Fee Collection Transaction, but no later than either:

- 5 business days after the Visa Card or Visa Electron 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 requirement to return the Card does not apply to Non-Reloadable Cards recovered without a Pickup Response or request from the Issuer.

For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Member must cut the Card and render it unusable.

ID#: 151013-010410-0008090

Merchant Card Recovery Procedures

An Acquirer must ensure that its Merchants understand and comply with the requirements for recovery of a Visa Card or Visa Electron Card as specified in "Merchant Card Recovery Procedures at the Point of Sale."

A Merchant must notify its Acquirer that it has recovered a Card and ask for further instructions.

ID#: 010410-010410-0008091

Merchant Recovered Card Return Procedures - U.S. Region

A U.S. Merchant that recovers a Visa Card or Visa Electron Card must:

- Cut the Visa Card or Visa Electron Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
 - Its Acquirer
 - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

The requirement to return the Card does **not** apply to Non-Reloadable Cards recovered without a Pickup Response or request from the Issuer.

For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Merchant or Acquirer must cut the Card and render it unusable.

For a Non-Reloadable Card where an Issuer Pickup Response has been sent, the Merchant should attempt to recover the Card and:

- Cut the Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
 - Its Acquirer
 - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

ID#: 150413-010410-0008092

Law Enforcement Recovered Card Retention - U.S. Region

In the U.S. Region, if a recovered Visa Card or Visa Electron Card was retained by a law enforcement agency, the Merchant must provide a legible copy of the front and back of the Visa Card or Visa Electron Card to its Acquirer or a VisaNet Interchange Center, as applicable.

ID#: 010410-010410-0001766

Acquirer Recovered Card Procedures - Additional Notification Requirement - U.S. Region

A U.S. Acquirer must immediately advise the following of the recovery of a Card:

- The Issuer, if the Visa Card or Visa Electron Card is recovered because the first 4 digits of the embossed or printed Account Number (if applicable) 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 or Visa Electron Card.

ID#: 010410-010410-0008094

Recovered Card Procedures - U.S. Region (Updated)

A U.S. Member must send all of the following to the Issuer using a method that supplies proof of delivery:

- Recovered Visa Card or Visa Electron Card
- Completed "Recovered Card Advice" (Exhibit 1E) with any pertinent facts concerning the recovery
- If the recovered Card was retained by a law enforcement agency, a legible copy of its front and back

These items must be sent to the Issuer on the Input Date of the Fee Collection Transaction, but no later than either:

- 5 business days after the Visa Card or Visa Electron 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

If the recovered Card was retained by a law enforcement agency, the "Recovered Card Advice" (Exhibit 1E) and copy of the front and back of the Visa Card or Visa Electron Card are not required to be sent by a method that supplies proof of delivery.

If the recovered Card was retained by an ATM, the recovered Card and the "Recovered Card Advice" (Exhibit 1E) are not required to be sent by a method that supplies proof of delivery.

ID#: 151013-010410-0001770

Recovered Counterfeit Cards

Acquirer Recovered Counterfeit Card Procedures - AP Region

An AP Acquirer that receives a recovered Counterfeit Card bearing an embossed Account Number of another AP Member must advise the Issuer of the Card recovery circumstances by the end of the next business day after receiving the Card.

On the fee collection Input Date, but no later than 3 business days after the Card is recovered, the Acquirer must send all of the following to Visa:

- Card (unless it is needed as evidence by local law enforcement authorities)
- Completed "Recovered Counterfeit Card Notification" (Exhibit 1F)
- Any other supporting documentation

ID#: 010410-010410-0008097

Visa Recovered Counterfeit Card Procedures - AP Region

In the AP Region, Visa endorses the "Recovered Counterfeit Card Notification" (Exhibit 1F) and sends:

- Endorsed "Recovered Counterfeit Card Notification" (Exhibit 1F) and any other supporting documentation to the AP Issuer
- Copy of the endorsed "Recovered Counterfeit Card Notification" (Exhibit 1F) to the remitting AP Acquirer

ID#: 010410-010410-0002240

Card Recovery at the Point of Sale

Merchant Card Recovery Procedures at the Point of Sale

A Merchant must not complete a Transaction and should attempt to recover a Visa Card or Visa Electron Card for any of the following reasons:

- Account Number appears on a Card Recovery Bulletin
- Acquirer requests its retention

- 4 digits printed below the embossed or printed Account Number do not match the first 4 digits of the embossed or printed Account Number

The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

ID#: 150413-010410-0002350

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 the recovered Card requirements as specified in the *Visa International Operating Regulations*.

ID#: 230312-010111-0025787

Merchant Card Recovery Procedures - U.S. Region

A U.S. Merchant should attempt to recover a Visa Card or Visa Electron Card by reasonable, peaceful means and must not complete a Transaction if the:

- Printed 4 digits below the embossed or printed Account Number do not match the first 4 digits of the Account Number
- Acquirer or its Authorizing Member requests its retention
- Merchant has reasonable grounds to believe that the Visa Card or Visa Electron Card is counterfeit, fraudulent, or stolen

The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

ID#: 150413-010410-0002316

Card Recovery at an ATM

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 specific request of the Issuer.

If a Card is retained, the Acquirer must log it under dual custody immediately after removal from the terminal.

ID#: 010410-010410-0008063

ATM Card Retention and Return

If a Card is retained at the specific request of an Issuer, the Acquirer must render the Card unusable and return it to the Issuer. If the Card bears a Chip, the Chip must **not** be damaged.

ID#: 010410-010410-0002409

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 using the following procedures:

- Review positive Cardholder identification and compare 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 the Card retention rules specified in the *Visa International Operating Regulations*

ID#: 010410-010410-0007014

Accidental Card Retention at an ATM - U.S. Region

If a hardware or software failure causes mistaken or accidental Card retention, an ATM Acquirer in the U.S. Region may return the Card to the Cardholder using the following procedures:

- Review positive Cardholder identification and compare the Cardholder's signature to that on the Card signature panel
- Obtain the Issuer's Authorization to return the Card to the Cardholder
 - If the Cardholder requests a 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.
- Notify the Issuer of the Card retention

ID#: 010410-010410-0004991

Recovered Card Handling Fees

Recovered Card Handling Fees (Updated)

An Acquirer may collect a handling fee of US \$15 from the Issuer for a Visa or Visa Electron Card recovered at a Merchant or ATM.^{1,2}

An Acquirer may collect a handling fee of US \$5 from the Issuer for a Visa or Visa Electron Card recovered by an Unattended Cardholder-Activated Terminal that accepts PINs for Cardholder Verification.

An AP Acquirer may collect a handling fee of US \$15, or local currency equivalent.

¹ Acquirers participating only in the Plus Program.

² A handling fee must not be collected if the recovered Card is a Proprietary Card bearing the Plus Symbol.

ID#: 151013-010410-0007990

Acquirer Recovered Card Handling Fee and Reward Collection - U.S. Region

In the U.S. Region, if a U.S. Acquirer has paid a reward for a recovered Card, the Acquirer may collect the handling fee and the reward in one Fee Collection Transaction.

The fee collection must **not** be entered into Interchange before forwarding the "Recovered Card Advice" (Exhibit 1E).

ID#: 151011-010410-0008066

Recovered Card Rewards

Reward for Recovered Cards

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card and reimburse the Acquirer for handling the recovered Card, as specified in "Recovered Card Handling Fees."

ID#: 010410-010410-0003653

Recovered Card Rewards to Tellers and Merchants (Updated)

An Acquirer must ensure that the minimum reward is paid to the Merchant that recovered a Visa Card or a Visa Electron Card, as specified in the following table.

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 following table below.

Rewards for Recovered Cards	
Paid To	Amount
Merchant	US \$25-\$150

Paid To	Amount
Teller/Disbursing Member	US \$0-\$150

An Acquirer is not required to pay a reward, and an Issuer is not required to reimburse the Acquirer, for a Card that is:

- 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

ID#: 151013-010410-0001786

Recovered Card Rewards in Australia – AP Region (Updated)

In Australia, for each Card that is recovered, the Acquirer must pay a reward to the Merchant making the recovery, as specified in the table below. The Acquirer may collect the reward amount from the Issuer.

Rewards for Recovered Cards in Australia - AP Region

Reason for Card Recovery	Minimum Reward Amount
Merchant suspicion of the Cardholder or Transaction	AUD 200
Authorization Response	AUD 50
Attempted EFTPOS Transaction	AUD 50

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, such as law enforcement personnel or employees of the Acquirer.

ID#: 151013-060111-0026174

Recovered Card Rewards - Canada Region (Updated)

In the Canada Region, for each Card that is recovered, the Acquirer must pay a reward to the Merchant making the recovery, as specified in the table below. The Acquirer may collect the reward amount from the Issuer.

Rewards for Recovered Cards - Canada Region

Reason for Card Recovery	Minimum Reward Amount
Issuer request, including when the Account Number was listed on the Exception File	CAD \$50
Merchant suspicion and initiative when the Card was not listed on the Exception File	CAD \$100
Merchant suspicion and initiative leading to arrest and conviction of individual attempting to use the lost/stolen or Counterfeit Card	CAD \$1,000

ID#: 151013-010410-0001754

Recovered Card Rewards - U.S. Region

If a U.S. Acquirer pays rewards to its tellers or other individuals for Visa Card or Visa Electron Card recovery, it may collect this amount from the Issuer.

ID#: 010410-010410-0001774

Recovered Card Rewards Payments - U.S. Region (Updated)

For each Visa Card or Visa Electron Card that is recovered, a U.S. Acquirer must pay a reward to the individual or Merchant making the recovery, as specified in the following table.

The Acquirer may collect the reward amount from the Issuer up to US \$100 for a single Card, not to exceed US \$250 per instance of multiple Card recovery.

Rewards for Recovered Cards - U.S. Region

Reason for Card Recovery	Minimum Reward Amount
Account Number was listed on the National Card Recovery File	US \$50
Acquirer received a Pickup Response from an Authorization or Account Number Verification request	US \$50
Issuer request	US \$50

Reason for Card Recovery	Minimum Reward Amount
If the Account Number was not listed in the Exception File with a Pickup Response and the Merchant's request for Authorization was due to either: <ul style="list-style-type: none">• Suspicious circumstances (Code 10 Authorization)• Presentation of a Visa Card or Visa Electron Card on which the first 4 digits of the embossed or printed Account Number (if applicable) do not match the 4 digits printed above or below the Account Number	US \$100

If the 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.

ID#: 151013-010410-0001772

Counterfeit Losses

Counterfeit Transaction Liability

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 Risk Identification Service Chargeback Exception Report contributed to the origination of the Counterfeit Transaction Receipt¹
- The Acquirer first receiving the Counterfeit 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 or Visa Electron Card was authorized but was different than the embossed or printed Account Number submitted into Interchange¹
- The Issuer identified by the manufacturer product information printed on the reverse side of the Visa Card or Visa Electron Card, if the counterfeit Visa Card or Visa Electron Card was recovered and resulted from either the loss or theft of an unembossed and unencoded Visa Card or unencoded Visa Electron Card bearing the Visa Program Marks¹
- The Issuer, if its BIN appears on the Counterfeit Transaction Receipt or the BASE II Clearing Record for the counterfeit Transaction¹

¹ For qualifying Transactions, the EMV Liability Shift, as specified in "EMV Liability Shift Participation," takes precedence over this section to assess liability in the event of a conflict.

ID#: 150413-010410-0001812

Counterfeit Card Transaction Reporting

If a Member discovers Counterfeit Card activity, the Member must immediately report the Account Number to Visa.

ID#: 010410-010410-0001816

Global Compromised Account Recovery (GCAR)

Global Compromised Account Recovery Program Overview

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, an Issuer in Visa International or Visa Europe may recover a portion of its 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.

GCAR allows Visa to determine the monetary scope of an Account Data Compromise Event, collect from the responsible Acquirer(s), and reimburse Issuers that have incurred losses as a result of the event.

GCAR allows recovery of counterfeit transaction losses across all Visa-owned brands (i.e., Visa, Interlink, Plus, and Visa Electron) when a violation, attributed to another Visa Member, could have allowed Magnetic-Stripe Data (and PIN data, if applicable) to be compromised and the subsequent financial loss was associated with **any** of the following:

- A Visa Transaction
- An Interlink transaction
- A Plus Transaction
- A Visa Electron Transaction

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, the GCAR program is only available when:

- There has been a violation involving non-compliance with one or more of the following:
 - Payment Card Industry Data Security Standard (PCI DSS)
 - PIN Management Requirements Documents
 - *Visa PIN Security Program Guide*

- The violation could allow a compromise of contents of any track on the Magnetic Stripe (and PIN data, if applicable) for a Visa Transaction, a Plus Transaction, an Interlink transaction, or a Visa Electron Transaction

ID#: 150413-150512-0026564

GCAR Qualification

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 determine Account Data Compromise Event qualification, Counterfeit Fraud Recovery and Operating Expense Recovery amounts, Issuer eligibility, and Acquirer liability under the Global Compromised Account Recovery (GCAR) program, in accordance with the *Visa Global Compromised Account Recovery (GCAR) Guide*.

To qualify an Account Data Compromise Event under GCAR, Visa must determine that all of the following criteria have been met:

- A Payment Card Industry Data Security Standard (PCI DSS), PIN Management Requirements Documents, or *Visa PIN Security Program Guide* violation has occurred that could have allowed a compromise of Account Number and Card Verification Value (CVV) Magnetic-Stripe Data, and PIN data for events also involving PIN compromise
- Account Number and CVV Magnetic-Stripe Data has been exposed to a compromise
- 15,000 or more eligible accounts were sent in CAMS Internet Compromise (IC) and/or Research and Analysis (RA) alerts indicating Account Number and CVV Magnetic-Stripe Data is potentially at risk
- A combined total of US \$150,000 or more Counterfeit Fraud Recovery and Operating Expense Recovery for all Issuers involved in the event
- Elevated Magnetic-Stripe counterfeit fraud was observed in the population of eligible accounts sent in the CAMS Alert(s) associated with the Account Data Compromise Event

ID#: 150413-150512-0026565

GCAR - Preliminary Determination of Event Qualification

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, following preliminary fraud analysis and investigation of an Account Data Compromise Event, Visa will provide the Acquirer(s) with:

- Findings in support of the preliminary determination that the event is qualified for the Global Compromised Account Recovery (GCAR) program
- A preliminary estimate of counterfeit fraud and operating expense liability amounts

ID#: 160312-150512-0026566

GCAR - Appeal Rights

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, an Acquirer may appeal a Global Compromised Account Recovery (GCAR) preliminary determination of Account Data Compromise Event qualification to Visa by submitting an appeal letter. The appeal letter must:

- Be received by Visa within 30 calendar days of the Acquirer's receipt of the preliminary Notification of qualification and estimated liability
- Include written arguments and supporting information for the appeal

Visa will notify the Acquirer of the final disposition of the appeal. The decision on the appeal is final and not subject to any challenge or any other appeal rights.

The appeal rights as specified in "Enforcement Appeals" are not applicable to GCAR.

ID#: 160312-150512-0026567

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 Guide.

ID#: 151012-150512-0026568

GCAR - Notification of Final Liability and Recovery Amounts

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 notify the Acquirer(s) deemed responsible for an Account Data Compromise Event of its final counterfeit fraud and operating expense liability amounts under Global Compromised Account Recovery (GCAR).

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 notify the affected Issuers that an Account Data Compromise Event qualifies for Operating Expense Recovery and Counterfeit Fraud Recovery under GCAR, and advise them of their recovery amounts.

ID#: 160312-150512-0026569

GCAR - Debits, Credits, and Fees

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 submit debits to the Acquirer(s) responsible for an Account Data Compromise Event and credits, less administrative fees, to eligible Issuers through the Global Member Billing System. Visa retains a Global Compromised Account Recovery (GCAR) program administration fee, as specified in the applicable Fee Guide. The debit and credit amounts as determined by Visa are final and not subject to any appeal or other challenge.

ID#: 151012-150512-0026570

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 Systems, a Global Compromised Account Recovery (GCAR) program non-cooperation analysis fee, as specified in the applicable Fee Guide, if the Acquirer, its Merchant, or other Compromised Entity refuses to allow a forensics investigation.

ID#: 151012-150512-0026571

GCAR - Conditions for Reimbursement

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, reimbursements under the Global Compromised Account Recovery (GCAR) program to affected Issuers are based solely upon the ability of Visa to collect the counterfeit fraud and operating expense liability amounts from the responsible Acquirer(s).

ID#: 160312-150512-0026572

GCAR - Catastrophic Loss

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, if an Account Data Compromise Event is deemed catastrophic, Visa reserves the right to implement an alternative process to the Global Compromised Account Recovery (GCAR) program.

ID#: 160312-150512-0026573

GCAR Program Compliance

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, a Member must comply with the *Visa Global Compromised Account Recovery (GCAR) Guide*.

ID#: 151012-150512-0026749

GCAR Incremental Fraud Recovery

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, to determine Incremental Fraud Recovery, the Global Compromised Account Recovery (GCAR) program:

- Uses an Incremental Counterfeit Fraud calculation that is based on actual counterfeit fraud reported in excess of the Issuer's baseline counterfeit fraud during an alert's Fraud Window. The Issuer baseline is determined at the BIN level and calculated for each alert based on a set methodology.
- Uses an Issuer Counterfeit Fraud Recovery limit to incent effective management of fraud. Issuer counterfeit fraud reported in excess of US \$3,000 per account will be excluded from Incremental Counterfeit Fraud recovery calculations.
- Excludes from the Issuer recovery calculation Transactions that have been successfully charged back by the Issuer and for which the Acquirer has not submitted a successful Representation at the time of the calculation
- Includes in the Issuer recovery calculation fraud Transactions that occurred up to 12 months prior to and one month following the CAMS date

Counterfeit fraud Transactions must have been authorized through VisaNet to be eligible for GCAR recovery. The only exception to this rule is that on-us¹ ATM counterfeit fraud Transactions on Plus accounts will be eligible for GCAR recovery if the Issuer is in a country where at least 95% of domestic volume of Visa-owned brands (excluding on-us ATM) is authorized through VisaNet.

¹ An On-Us Transaction is a Transaction where the Issuer and the Acquirer are the same Member.

ID#: 150413-150512-0026751

GCAR Operating Expense Recovery

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, Operating Expense Recovery under the Global Compromised Account Recovery (GCAR) program is US \$2.50 per eligible account on Internet Compromise (IC) and/or Research and Analysis (RA) CAMS-alerted accounts that were not identified as expired at the time of the CAMS Alert.

ID#: 160312-150512-0026752

GCAR General Calculation Rules

Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012, the following general rules are applicable for Global Compromised Account Recovery (GCAR) calculations:

- Issuers must use CAMS to be eligible for recovery

- Accounts must have been authorized through VisaNet in a Transaction processed through the Compromised Entity during the Account Data Compromise Event timeframe to be included in Acquirer liability and Issuer recovery calculations
- Accounts included in a different CAMS Alert in the prior 12 months are excluded from the Acquirer liability and Issuer recovery calculations
- Visa reserves the right to adjust an Acquirer's total liability for an Account Data Compromise Event

ID#: 160312-150512-0026753

POS Entry Mode Compliance Liability - AP Region

Acquirer Liability for Counterfeit Transactions - AP Region

An AP Acquirer is liable for counterfeit loss, as specified in "Compliance Rights for Counterfeit Transactions - AP Region":

- When a key-entered Transaction 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

Visa will require an Acquirer to install a Magnetic-Stripe Terminal at a Merchant with excessive counterfeit Transactions that were processed with a POS Entry Mode Code 00 and 01.

ID#: 050411-010410-0008175

Compliance Rights for Counterfeit Transactions - AP Region

An AP Issuer may file Compliance to recover the value of a key-entered or POS Entry Mode Code 00, "Unknown," Transaction when the:

- Cardholder disputes the Transaction in writing
- Issuer certifies the Account Number is counterfeit
- Account Number was blocked on the Exception File before or on the pre-Compliance filing date
- Transaction Receipt proves that the Cardholder did **not** participate in the Transaction
- Issuer is certified as a Card Verification Value participant and is referring or declining Transactions when the Card Verification Value fails
- Transaction occurred at a Merchant Outlet in a Face-to-Face Environment

ID#: 010410-010410-0008011

Authentication Requirements

PIN Requirements

PIN Security Requirements (Updated)

An Acquirer must ensure the security of a PIN when used to identify the Cardholder in a Transaction, as specified in the PIN Management Requirements Documents.

Effective through 12 September 2013, an Issuer or its agent receiving a non-secure PIN block format from Visa must convert to a secure PIN block format, as specified in the PIN Management Requirements Documents.

ID#: 151013-010410-0005291

PIN Security Program Requirements (Updated)

An Acquirer or its agent processing PINs for Visa Transactions must comply with the security requirements specified in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*.

See "PIN Security Non-Compliance Penalties" for penalties for failure to comply.

ID#: 151013-100512-0027086

PIN Verification Service Description

The PIN Verification Service is an optional Visa service that verifies the Cardholder's PIN in an Authorization Request. An Issuer may choose to use this service by submitting a written request to Visa at least 90 calendar days before implementation. An Issuer may choose to use the PIN Verification Service either:

- As a full-time service for all Authorization Requests that include a PIN
- On a limited basis, if the Issuer is unavailable or unable to respond within the time required by the assured Transaction response parameters

ID#: 111011-010410-0001856

PIN as Cardholder Verification Method in Australia – Acquirer Requirements – AP Region

In Australia, an Acquirer and its Merchants must:

- Activate their PIN pads at devices to enable PIN Transactions that are conducted in a Card-Present Environment¹
- **Effective through 16 March 2014**, provide PIN bypass facilities for all Domestic Transactions conducted in a Card-Present Environment. The Transaction must be sent Online to the Issuer or the Issuer's Agent.
- **Effective 17 March 2014**, allow PIN bypass for all domestic Magnetic-Stripe-read Transactions conducted in a Card-Present Environment. The Authorization Request must be sent Online to the Issuer or the Issuer's Agent.

Chip-initiated PIN-bypass Transactions must be verified in accordance with the Card's Cardholder Verification Method List, be completed in accordance with the EMV Integrated Circuit Card Specifications for Payment Systems (EMV) and Visa Integrated Circuit Card Specification (VIS), and follow the correct Card acceptance procedures.

Effective 17 March 2014, in Australia, an Acquirer must ensure that a domestic Chip-initiated Transaction uses a PIN for Cardholder Verification, except for:

- A Transaction initiated with a Card that is not a PIN-Preferring Chip Card
- An Unattended Transaction
- A Visa Easy Payment Service Transaction

¹ Unattended Cardholder-Activated Terminals are excluded from this requirement.

ID#: 150413-210611-0026175

PIN as Cardholder Verification Method in New Zealand – Acquirer Requirements – AP Region (Updated)

In New Zealand, an Acquirer and its Merchants must:

- Activate their PIN pads at devices to enable PIN Transactions that are conducted in a Card-Present Environment¹
- **Effective through 30 September 2014**, provide PIN bypass facilities for all Domestic Transactions conducted in a Card-Present Environment. The Transaction must be sent Online to the Issuer or the Issuer's Agent
- **Effective 1 October 2014**, allow PIN bypass for all domestic Magnetic-Stripe-read Transactions conducted in a Card-Present Environment. The Authorization Request must be sent Online to the Issuer or the Issuer's Agent.

Chip-Initiated PIN-bypass Transactions must be verified in accordance with the Card's Cardholder Verification Method List, be completed in accordance with the EMV Integrated Circuit Card Specifications for Payment Systems (EMV) and Visa Integrated Circuit Card Specification (VIS), and follow the correct Card acceptance procedures.

¹ Unattended Cardholder-Activated Terminals are excluded from this requirement.

ID#: 151013-210611-0026143

Issuer PIN Security Requirements - Canada Region (Updated)

Effective through 12 September 2013, a Canada Issuer or its agent that issues PINs for Visa Chip Cards must comply with the security requirements specified in the *Visa Issuer PIN IVR Security Manual - Canada Region*, which may be changed from time to time by Visa in its sole discretion. Canada Members will be provided reasonable advance notice of all such changes.

ID#: 151013-010410-0001795

PIN Verification Service - Issuer Requirements - U.S. Region

If a U.S. Issuer uses the PIN Verification Service, the Issuer must either:

- Encode the PIN Verification Field 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

If the U.S. Issuer does not require Stand-In Processing to verify PINs, the Issuer is **not** required to encode PIN Verification data on the Magnetic Stripe or Chip.

ID#: 010410-010410-0007045

Triple DES

Triple Data Encryption Standard Requirements - AP Region

An AP Issuer must be certified to receive and process Triple Data Encryption Standard (DES) Transactions.

An AP Acquirer must ensure that:

- All ATMs must support Triple DES
- All PIN-based point-of-sale (POS) acceptance devices must support Triple DES
- All transactions initiated at Triple DES-capable devices must be Triple DES-encrypted from point of acceptance to Visa

ID#: 010410-010410-0008139

ATM Triple Data Encryption Standard Requirements - Canada Region

All ATMs in the Canada Region must be Triple Data Encryption Standard (Triple DES) capable and all online PIN-based Transactions initiated at ATMs must be Triple DES encrypted end-to-end using double-length keys.

ID#: 111011-010710-0004709

Card Verification Value (CVV)

Card Verification Service Participation

All Members must participate in the Card Verification Service.

ID#: 111011-010410-0003234

Card Verification Value Requirements

An Issuer must be capable of receiving the POS Entry Mode code and processing the Card Verification Value, as specified in the applicable VisaNet Manuals.

All Cards must be encoded with the Card Verification Value, as specified in the *Payment Technology Standards Manual*.

Subject to the rule below, 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 newly issued EMV Chip Cards and existing EMV Chip Cards on renewal must use Chip Card Verification Value-iCVV as part of the Magnetic-Stripe Image, as defined in the *Payment Technology Standards Manual*.

ID#: 151012-010410-0008133

Card Acceptance Terminal Requirements

An Acquirer must ensure that its Merchant Card acceptance terminal transmits the entire unaltered contents of the Magnetic Stripe or be subject to a Chargeback.

ID#: 010410-010410-0000666

Authorized Transactions with Failed CVV - AP Region

An AP Issuer is prohibited from initiating a Chargeback if the Transaction failed CVV, but was authorized by the Issuer or Stand-In Processing.

ID#: 010410-010410-0000613

Integrated Circuit Card Verification Value (iCVV) Requirements - AP Region

All new AP Chip Card Issuers must certify support for Integrated Circuit Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

All AP Visa Smart Debit and Credit (VSDC) Card Issuers must certify support for Integrated Circuit Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

All newly issued AP Visa Smart Debit and Credit (VSDC) Cards must contain an 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 value encoded on the physical Magnetic Stripe.

ID#: 010410-010410-0004087

Card Verification Value 2 (CVV2)

CVV2 on Visa Cards

All Visa Cards must bear a Card Verification Value 2 (CVV2), as specified in the:

- *Payment Technology Standards Manual*
- *Visa Product Brand Standards*

CVV2 is optional for a Proprietary Card bearing the Plus Symbol.

This requirement does not apply to Mobile Payment Devices.

ID#: 150413-010210-0000676

CVV2 on Visa Electron Cards

If the full Account Number is used, an Issuer must indent-print a Card Verification Value 2 on the back of a Visa Electron Card, as specified in the:

- *Payment Technology Standards Manual*
- *Visa Product Brand Standards*

ID#: 150413-010210-0000677

CVV2 for Card-Absent Transactions - AP Region

In a Card-Absent transaction where the CVV2 was supplied by the AP Acquirer as part of the Authorization message, an AP Issuer will be liable for Transactions approved showing a CVV2 result code of N.

ID#: 010410-010410-0000674

Card Verification Value 2 (CVV2) Requirements in Australia – AP Region

All Electronic Commerce Merchants in Australia must capture CVV2 and include it in the Authorization record.

This requirement does not apply to:

- Merchants that participate in Verified By Visa
- Transactions involving Visa Commercial Card Virtual Accounts

All Acquirers in Australia must correctly process CVV2 response codes.

ID#: 150413-140411-0026176

Card Verification Value 2 (CVV2) Requirements in Hong Kong – AP Region

All Electronic Commerce Merchants in Hong Kong must capture CVV2 and include it in the Authorization Request. Transactions involving Visa Commercial Card Virtual Accounts are excluded from this mandate.

All Acquirers in Hong Kong must correctly process CVV2 response codes.

ID#: 151012-011011-0026538

Card Verification Value 2 (CVV2) Requirements in New Zealand – AP Region

All Electronic Commerce Merchants in New Zealand must capture CVV2. Visa Commercial Card Virtual Accounts are excluded from this requirement.

All Acquirers in New Zealand must correctly process CVV2 response codes.

ID#: 150413-060111-0026144

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.

ID#: 010410-010410-0000675

CVV2 Issuer Requirements - U.S. Region

All U.S. Issuers must:

- Be certified as able to receive and respond to Authorization Requests containing the values for Card Verification Value 2 (CVV2), as specified in the applicable VisaNet Manuals
- Provide Visa with valid CVV2 encryption keys and test account numbers with CVV2 values and expiration dates

ID#: 151012-010410-0000672

CVV2 Acquirer Requirements - U.S. Region

All U.S. Acquirers must be certified as able to send, and receive responses to, Authorization Requests containing the values for Card Verification Value 2, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0003845

CVV2 Submission in a Face-to-Face Environment - U.S. Region

In the U.S. Region, for a Transaction in a Face-to-Face Environment, if the Magnetic Stripe cannot be read, the Card Verification Value 2 (CVV2) is an Imprint if the:

- Transaction is key-entered
- CVV2 is included in the Authorization Request
- Merchant is not assigned Merchant Category Code 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks"
- Transaction is not a:
 - Quasi-Cash Transaction
 - Cash-Back Transaction
 - Manual Cash Disbursement
- Authorization was obtained

ID#: 151012-151011-0026370

Authentication Fines and Penalties

PIN Security Non-Compliance Penalties (Updated)

Effective through 31 December 2013, a Member may be assessed a fine for its or its agent's failure to comply with any of the requirements in the *Visa PIN Security Program Guide*, as specified in the following table:

Violation	Fine
Initial violation and each month of unaddressed violations, up to 4 months after the initial violation	US \$10,000 per month
Violations after 4 months and each month thereafter	US \$25,000 per month

Effective 1 January 2014, a Member may be assessed a penalty 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 specified in the following table:

Violation	Penalty
Initial violation and each month of unaddressed violations, up to 4 months after the initial violation	US \$10,000 per month
Violations after 4 months and each month thereafter	US \$25,000 per month

ID#: 151013-010410-0001288

PIN Security Review Fee - AP Region (Updated)

Effective through 31 December 2013, a fee will be assessed for each initial AP PIN Security review performed, as specified in the applicable Fee Guide. If, after a PIN review, Visa determines that an AP Member fails to demonstrate full compliance with the *PCI PIN Security Requirements*, the Member is responsible for:

- Follow-up review fee dependent on the level of non-compliance identified
- Cost associated with additional reviews until compliant

ID#: 151013-010410-0001794

Terminated Merchant File

Terminated Merchants

Required Use of Visa Merchant Trace System - AP Region (Updated)

In the AP Region, all Acquirers located in Australia, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, Philippines, Sri Lanka, Thailand, Singapore, Vietnam and China must:

- Enter terminated Merchant details into the Visa Merchant Trace System database within one business day after terminating a Merchant Agreement due to one of the reasons specified in the "Terminated Merchant Listing Reasons" in the *Visa Merchant Trace System Participation Requirements*
- Comply with the *Visa Merchant Trace System Service Participation Requirements*

ID#: 151013-010311-0026131

Common Terminated Merchant Database - Canada Region

All Canada Acquirers in Canada must participate in a common terminated Merchant database. The database must be an automated Merchant risk database that Acquirers within Canada may use to determine if a Merchant's contract has been terminated for cause by another Acquirer. An Acquirer must use either:

- An externally managed common terminated Merchant database
- Visa National Merchant Alert Service

ID#: 010410-010410-0007377

National Merchant Alert Service - Canada Region

Canada Acquirers must:

- Concurrent with the closure of a Merchant Outlet, list the Merchant on a common terminated merchant database or the National Merchant Alert Service file for a period of 3 years if the Merchant violated the Merchant Agreement and was subsequently terminated for cause
- Retain Merchant Agreement termination information for all Merchants listed on a common terminated merchant database or the National Merchant Alert Service file for a period of 3 years

ID#: 010410-010410-0007378

National Merchant Alert Service Fee - Canada Region

Canada Acquirers must pay Visa a National Merchant Alert Service fee to be collected through VisaNet if the service is utilized.

ID#: 010410-010410-0007380

Terminated Merchant Non-Compliance Fines - Canada Region

If a Canada Acquirer fails to comply with the requirements of "Common Terminated Merchant Database - Canada Region," Visa may assess a fine of CAD \$2,500 per violation.

ID#: 010410-010410-0007381

Terminated Merchant File Listing Requirements - U.S. Region (Updated)

A U.S. Acquirer must add a terminated Merchant to the file as soon as possible, but 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:

- Merchant was convicted of credit or debit card fraud
- Merchant deposited excessive Counterfeit Transactions
- Merchant deposited excessive Transactions unauthorized by Cardholders
- Merchant deposited Transaction Receipts representing sales of goods or services generated by another Merchant (laundering)
- Acquirer received an excessive number of Chargebacks due to Merchant's business practices or procedures

ID#: 151013-010410-0007386

Terminated Merchant File Information Requirements - U.S. Region

A U.S. Acquirer must add a Merchant to the Terminated Merchant File within 24 hours of determining that:

- The Merchant was terminated for reasons other than those listed in "Terminated Merchant File Listing Requirements - U.S. Region"
- Within 90 calendar days of the termination date, the Acquirer determines that the Merchant should have qualified for the listing

The Merchant listing must include the:

- Business name
- Names and identification of principals of terminated Merchants

The Acquirer must report terminated Merchants, as specified .

ID#: 111011-010410-0007969

Terminated Merchant File Deletion - U.S. Region

Only the U.S. Member that added the Merchant to the Terminated Merchant File may request deletion of the Merchant name or information.

A Member that incorrectly adds a Merchant to the file must request correction of the file immediately upon recognition of an error.

ID#: 010410-010410-0007963

Terminated Merchant File Compliance Reasons - U.S. Region

A U.S. Member that fails to comply with the Terminated Merchant File requirements specified in the U.S. Regional Operating Regulations may be subject to Compliance, including liability for losses incurred by another Member as a result of the failure to comply.

ID#: 010410-010410-0008174

Chapter 9: Dispute Resolution

Core Principle 9.1

Attempt to Honor/Post all Transactions

Issuer Transaction Acceptance

Participating issuers are responsible for accepting and attempting to honor all transactions, but they may have rights to return transactions for reasons specified by Visa. These reasons can include events such as inadvertent processing errors, some types of fraud and certain cardholder disputes.

ID#: 171009-171009-0025563

Core Principle 9.2

Offer Mutual Assistance to Other Participants

Assisting in the Resolution of Disputes

Participants in the Visa system agree to attempt to offer mutual assistance to other participants to resolve transaction disputes prior to escalating the dispute to Visa for final resolution.

ID#: 171009-171009-0025564

Core Principle 9.3

Prevent Unjust Enrichment

Unjust Enrichment

Visa participants agree to take appropriate action to prevent unjust enrichment to themselves or their customers by failing to credit a customer for a transaction that is charged back, or by taking multiple credits for a single transaction.

ID#: 171009-171009-0025565

Core Principle 9.4

Visa Acts as Arbitrator

Arbitrating Unresolved Disputes

For unresolved transaction disputes, Visa acts essentially as an arbitrator between participants.

ID#: 171009-171009-0025566

Dispute Resolution Process

Cardholder Disputes

Introduction to Dispute Resolution - U.S. Region

Effective for Transactions completed through 30 June 2015, for a U.S. Domestic Transaction, an Issuer must resolve Cardholder disputes under the Operating Regulations by extending to Cardholders all protections provided on any Visa Card under Federal law or regulation and by utilizing the Issuer's customary practices to resolve Cardholder disputes, regardless of which type of Visa Card was used. 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. By way of example, a purchase made with a Visa Check Card that is not a Visa Check Card II and is processed as another brand network transaction, such as a domestic PIN network, is not governed by this rule because the purchase is not a Transaction made using the Visa Brand Mark.

Effective for Transactions completed on or after 1 July 2015, for a U.S. Domestic Transaction, an Issuer must resolve Cardholder disputes under the Operating Regulations by extending to Cardholders all protections provided on any Visa Card under Federal law or regulation and by utilizing the Issuer's customary practices to resolve Cardholder disputes, regardless of which type of Visa Card was used. 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. By way of example, a purchase made with a Visa Check Card that is processed as another brand network transaction, such as a domestic PIN network, is not governed by this rule because the purchase is not a Transaction made using the Visa Brand Mark.

ID#: 160312-171009-0003557

Mutual Assistance

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.

ID#: 171009-171009-0003250

Visa System Problems

Member Exceptions Due to Visa System Problems During the Dispute Process

In the event a Member misses a deadline or fails to submit documentation electronically due to Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

ID#: 151012-131012-0027132

Transaction Receipt

Request for Transaction Receipt Copy

Request for Transaction Receipt Copy and Substitute Transaction Receipt (Updated)

An Issuer must use the following codes when requesting a Transaction Receipt Copy or Substitute Transaction Receipt:

Transaction Receipt Retrieval Request Reasons

Request Reason for Copy BASE II Transaction Code 52 (Field 63.3 in Single Message System)	BASE II Request Code	Single Message System Request Code
Request for copy bearing signature ¹	28	0028

Request Reason for Copy BASE II Transaction Code 52 (Field 63.3 in Single Message System)	BASE II Request Code	Single Message System Request Code
Cardholder request due to dispute	30	0030
Fraud analysis request	33	0033
Legal process request	34	0034

1. Not applicable to a Vehicle-Specific Fleet Card Transaction.

ID#: 151013-171009-0003255

Minimum Data Requirements for Retrieval Requests

Each Retrieval Request must contain at least the following data:

- Acquirer Reference Number
- Account Number
- Transaction Date of original Presentment
- Merchant Category Code
- Either the Transaction amount in the Transaction Currency or a complete Merchant description
- Applicable Retrieval Request reason code from the Transaction Receipt Retrieval Request Reasons table
- The following provisions apply to U.S. Domestic Transactions:
 - Merchant city and state
 - Acquirer's Business I.D.
 - Transaction Identifier, if present in the original Presentment
 - Visa Prepaid Card indicator, if present in the original Presentment
 - Transaction amount

ID#: 151012-171009-0000314

Request for Transaction Receipt Copy in Japan - AP Region

Effective through 31 January 2014, for disputes resulting from a Domestic Transaction conducted in Japan, to confirm whether a Cardholder participated in the Transaction, an Issuer may request an Acquirer to provide the Transaction Receipt by sending a fax to the Acquirer.

Each fax must contain the following data:

- Primary Account Number (PAN)
- Transaction Date

- Transaction Amount
- Merchant Name
- Date of Request

ID#: 151012-150710-0027121

Transaction Receipt Retrieval Request Reasons - LAC Region

For an Intraregional Transaction in the LAC Region, the following table lists the reason for requesting copies of the Transaction Receipt and H&C Document, and their corresponding BASE II request and confirmation codes.

Transaction Receipt Retrieval Request Reason - LAC Region

Copy Request Reason for Base II Transaction Code 52	Base II Request Code
Cardholder requests copy bearing signature and/or H&C Document	28

ID#: 111011-171009-0003426

Request for Easy Pay Transaction Receipt Copy - LAC Region

For an Intraregional Transaction in the LAC Region, to fulfill a request for a BASE II Copy Request code for an Easy Pay Transaction, the LAC Acquirer must provide a copy of the "Cardholder Participation Request and Consent Form," including all of the following:

- Cardholder name
- Account Number
- Card expiration date (if available)
- Cardholder signature
- Merchant name and location
- Description of good(s) or service(s)
- Detail of services charged

ID#: 160312-171009-0003655

Request and Fulfillment

T&E Transaction Receipt Fulfillment Documents - Data Requirements (Updated)

The following table specifies the Substitute Transaction Receipt data requirements for T&E Transactions, excluding Domestic Transactions in Brazil and U.S. Domestic Transactions. For U.S. Domestic Transactions, refer to "Substitute Transaction Receipt Data Requirements - U.S. Region." For Domestic Transactions in Brazil, refer to "Substitute Transaction Receipt Data Requirements for Brazil - LAC Region."

Substitute Transaction Receipt Fulfillment Documents - T&E Transactions

Document Type	Transaction Type			
	Car Rental	Airline	Hotel	Cruise Line
Copy	Copy	Copy	Copy	Copy
Substitute Transaction Receipt	X	X	X	X
T&E Document	X ¹		X ¹	X ¹
Required Data on Document				
Account Number	X	X	X	X
Cardholder Name	X	If applicable	X	X
Passenger or Guest Name, if different than Cardholder Name		X	X	X
Cardholder Address	X			
Address where tickets were sent		If available and applicable		
Transaction Date		X		
Rental and Return Dates	X			
Transaction Code	If any			

Document Type	Transaction Type			
	Car Rental	Airline	Hotel	Cruise Line
Transaction Amount	X	X	X	X
Authorization Code	If any	If any	If any	If any
Merchant Name	X	X	X	X
Merchant Location			X	X
Rental and Return location	X			
Travel Agent Name and Address		If applicable		
Rental Agreement Number	X			
Description	X ²	Airline flight information	Dates of stay, check-in, and check-out	Dates of cruise embarkation and disembarkation
Itemized Charges			X ³	X ³

1. Must include a copy of all documents pertaining to a T&E Transaction, including the Transaction Receipt, car rental agreement, or if one was created, a Guest Folio, as applicable. The Card Imprint and Cardholder signature must also be included if either or both were obtained.
2. Includes type of car, mileage, rental rates, actual rate, refueling and insurance charges, adjustments, tax, cash received, billing method, and rental agent ID number.
3. Includes room rate, tax, and food, beverage, and incidental charges.

ID#: 151013-171009-0003260

Substitute Transaction Receipt Requirements

To satisfy a Retrieval Request resulting from a Transaction conducted in a Card-Absent Environment, the Acquirer may provide a Substitute Transaction Receipt, containing the following:

- Account Number
- Transaction Date
- Transaction amount

- Authorization Code (if any)
- Merchant name and location
- Description of the merchandise or services
- "Ship to" address (if applicable)

ID#: 160312-171009-0003543

Retrieval Request and Fulfillment Requirements in Japan - AP Region

Effective through 31 January 2014, to complete a Retrieval Request due to a dispute resulting from a Domestic Transaction conducted in Japan either:

- The Issuer must call the Acquirer prior to sending the fax
- The Issuer or the Acquirer must call the other Member to confirm the receipt of the fax

ID#: 151012-150710-0027122

Substitute Transaction Receipt Data Requirements for Brazil - LAC Region (Updated)

For Domestic Transactions in Brazil, Substitute Transaction Receipts must contain the elements listed below. For Substitute Transaction Receipt data requirements for International Transactions, refer to "T & E Transaction Receipt Fulfillment Documents - Data Requirements."

For car rental, Airline, passenger railway, lodging, or Cruise Line Transactions:

- Product type
- Account Number
- Transaction Date
- Transaction time
- Transaction amount
- Sales type
- Authorization Code
- POS Entry Mode code
- Merchant name
- Merchant location
- Merchant ID
- Terminal ID
- Chip Cryptogram code, if applicable
- Transaction with PIN, if applicable

For Recurring Transactions, Mail/Phone Order Transactions, retail Transactions, or Electronic Commerce Transactions:

- Product type
- Account Number
- Transaction Date
- Transaction time
- Transaction amount
- Sales type
- Authorization Code
- POS Entry Mode
- Merchant name
- Merchant location
- Merchant ID
- Terminal ID
- TC Chip Cryptogram code, if applicable
- Transaction Receipt Fulfillment Documents

ID#: 151013-010710-0025769

Transaction Receipt Fulfillment Documents - H&C Transaction Data Requirements - LAC Region

For Intraregional H&C Transactions in the LAC Region, the following table details the requirements an Acquirer has to comply with in order to fulfill the Transaction Receipt Retrieval Request for H&C Transactions.

Transaction Receipt Fulfillment Documents - H&C Documents - LAC Region

Public and Private Hospitals (H&C)	
Type of Document	
Original or Copy	Copy
Substitute Transaction Receipt	X
H&C Document	X ¹
Required Data on Document	
Account Number	X
Cardholder name	X

Public and Private Hospitals (H&C)	
Patient name	X
Cardholder address	X
Check-in and check-out dates	X
Transaction code	If any
Transaction Amount	X
Authorization Code	If any
Merchant name	X
Public and private hospital location	X
Itemized charges	X ²
<ol style="list-style-type: none"> 1. Must include a copy of all documents pertaining to an H&C Transaction, including the Transaction Receipt and hospitalization agreement, if any. The Card Imprint and Cardholder signature must also be included, if either or both were obtained. 2. Includes doctors' fees (if applicable), the room rate, taxes and charges for medications and supplies. 	

ID#: 150413-171009-0003428

Transaction Receipt Fulfillment Documents - Easy Pay Transaction Data Requirements - LAC Region

For Intraregional Easy Pay Transactions in the LAC Region, the following table details the requirements that an Acquirer must comply with in order to fulfill Copy Requests for Easy Pay Transactions.

Transaction Receipt Fulfillment Documents - Easy Pay - LAC Region

Easy Pay Transaction	
Type of Document	
Original or Copy	Original or copy
Document requested	Cardholder's written permission
Required Data on Document	
Account Number	X
Card expiration date	If available
Cardholder name	X

Easy Pay Transaction

Type of Document

Original or Copy	Original or copy
Transaction date	X
Transaction amount	X
Authorization Code	If any
Cardholder signature	X ¹
Merchant name	X
Merchant location	X
Description	Goods or services
Itemized charges	X ²

1. A Merchant that accepts Easy Pay Transactions must retain the written permission signed by the Cardholder in a format such as e-mail, other electronic record, or in paper form, for the duration of the period agreed upon by the Cardholder for Easy Pay Transactions with said Merchant and provide it at the request of the Issuer.
 2. Includes doctors' fees (if applicable), taxes and charges for medicines and supplies.
-

ID#: 150413-171009-0003654

VisaNet Copy Request and Fulfillment Service

Fulfillment Requirements

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
- Include the unique 12-digit Copy Request Identifier assigned by VisaNet
- For a U.S. Domestic Transaction, include a unique nine-digit control number assigned by the Issuer to identify the internal source of the request

These requirements do not apply to Copy Requests for Intraregional Healthcare Auto-Substantiation Transactions in the U.S. Region. Refer to the Visa Healthcare Auto-Substantiation Transactions Documents for additional information on handling such requests.

ID#: 151012-171009-0003341

Issuer Rights

An Issuer may exercise a Chargeback right for the Chargeback reason code applicable to the dispute, if one of the following applies:

- Acquirer did not respond to a Retrieval Request within 30 calendar days of the request
- Acquirer sent a Nonfulfillment Message
- Acquirer did not send a valid or correct Fulfillment

For Intraregional Transactions in the LAC Region, Members in Venezuela must not process a domestic T&E Chargeback for an amount less than US \$5, or local currency equivalent.

ID#: 010410-171009-0003264

Issuer Retrieval Request (New)

An Issuer may request a copy of a Transaction Receipt from an Acquirer to:

- Validate a Cardholder's signature
- Fulfill a Cardholder request due to a dispute with the Merchant
- Conduct Fraud analysis
- Address a legal purpose
- In the LAC Region, for a H&C Transaction

ID#: 151013-120913-0027838

Acquirer Response to a Retrieval Request (New)

Within 30 days of receiving a Request for Receipt Copy, an Acquirer must send the Issuer one of the following:

- For Transactions in a Face-to-Face environment, a copy of the Transaction Receipt bearing the signature that was used to verify the Cardholder (the Merchant or Acquirer Receipt Copy)
- For Transactions in a Card-Absent Environment, a Substitute Transaction Receipt
- For a T&E Transaction, a T&E Document and all documents pertinent to the Transaction, including a copy of the Transaction Receipt, car rental agreement or Guest Folio
- For a Transaction where a credit has been issued, a log indicating the credit has been processed to the Card Account Number

An Acquirer may send a Nonfulfillment Message code "05" to a Request for Receipt Copy for any of the following reasons:

1. The request was later than:

- 6 months after the Processing Date for a T&E Document
- 13 months after the Processing Date of the last Transaction for Recurring Transactions
- 13 months after the Processing Date for all other Transactions
- In the LAC Region:
 - 6 months after the Processing Date for an H&C Transaction
 - 12 months after the Processing Date for Domestic Transactions and Intra-regional Transactions

2. The Transaction was one of the following:

- An ATM Transaction
- An Unattended Transaction
- A Visa Easy Payment Service Transaction
- An EMV PIN Transaction or Proximity Payment Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used, excluding a Retrieval Request for a T&E Transaction, Manual Cash Disbursement, or Quasi-Cash Transaction
- In the U.S. Region, one of the following Commercial Payables Transactions:
 - Straight Through Processing
 - Visa Large Purchase Advantage

3. In the Canada Region for Domestic Transactions, the Transaction was a Card-present Transaction with signature verification, made at a Compliant Chip Card Reading Device with a Compliant PED capable of processing full data through to VisaNet.

4. In the LAC Region for Domestic Transactions in Brazil, one of the following:

- A Chip-initiated Transaction
- Magnetic-Stripe-read Transaction with PIN Verification
- Magnetic-Stripe-read Transaction at a Chip-Reading Device
- Installment Transactions, excluding the first Installment Transaction
- Proximity Payment Transaction
- Card-Absent Environment Transaction
- Manual or key-entered Transaction (POS Entry Mode code value of "01")
- Transaction under R\$15

ID#: 151013-120913-0027839

Issuer Fulfillment Request (New)

Issuers must initiate the Retrieval Request through the VisaNet Copy Request and Fulfillment Service.

ID#: 151013-120913-0027841

Retrieval Fees

Retrieval Request Fee Recovery (Updated)

The Issuer may recover fees for Retrieval Requests for any of the following reasons:

- Acquirer did not properly supply the requested Transaction Receipt
- 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 U.S. Domestic Transactions:
 - Requested copy was illegible
 - Acquirer did not properly supply the required Healthcare Auto-Substantiation Transaction detail

For a U.S. Domestic Transaction, the Acquirer may collect a US \$25 handling fee from the Issuer if the original Clearing Record contained one of the following:

- Airline/Railway Passenger Itinerary Data
- A "1" in the Lodging/Car Rental No Show Indicator

ID#: 151013-171009-0003345

VisaNet Copy Request and Fulfillment Service Fees in Japan - AP Region (Updated)

Effective 1 February 2014, for Domestic Transactions in Japan, Visa charges the Issuer and reimburses the Acquirer for the following fees:

VisaNet Copy Request and Fulfillment Service Charges in Japan - AP Region

Transaction Fee	Amount Charged
Fulfillment Fee	
Copy Bearing Signature (Request Reason Code 28)	US \$25 per request
Cardholder Inquiry (Request Reason Code 30)	US \$25 per request
Legal Process or Fraud Analysis (Request Reason Code 33)	US \$25 per request
Repeat Request (Request Reason Code 34)	US \$25 per request

Transaction Fee	Amount Charged
Nonfulfillment Fee	
Nonfulfillment Messages within 1-30 calendar days	US \$10

ID#: 151013-010214-0027566

VisaNet Copy Request and Fulfillment Service Fees - U.S. Region (Updated)

For U.S. Domestic Transactions, Visa charges the Issuer and reimburses the Acquirer for the following fees:

ID#: 151013-010410-0007987

Chargebacks and Representments

Chargeback and Representation Process

Chargeback and Representation for a Transaction

A Member must process a Chargeback or Representation for a Transaction through VisaNet as specified in the applicable VisaNet Manuals. A Member may also transmit a Chargeback for a Domestic Transaction through an Interchange tape or by other means under a Private Agreement.

ID#: 151012-171009-0003271

Chargeback and Representation for a Transaction in Japan - AP Region

Effective through 31 January 2014, an Issuer in Japan may exercise a Chargeback right for the Chargeback reason code applicable to the dispute resulting from a Domestic Transaction by sending a Chargeback Application Request Form and the required supporting documentation, as per the conditions specified in the applicable reason code contained in the *Visa International Operating Regulations*.

The Chargeback Application Request Form and the required supporting documentation must be sent by post. For the notification purpose, the requesting Issuer must send a copy of all documentation via e-mail prior to posting. The e-mail must be sent in secure manner and the copy must be attached in Tiff format with a time stamp displaying the signing date.

If an Issuer cannot send the required supporting documentation by post as specified, the Issuer must notify Visa in advance and Visa will advise Japanese Members of the list by way of a formal communication.

The Issuers listed with Visa must send the copy via fax and must not send it via e-mail.

ID#: 150413-150710-0027123

Chargeback or Representation Documentation Submission Time Limit

A Member sending Chargeback or Representation documentation must do so within 5 calendar days of the Chargeback or Representation Processing Date, using Visa Resolve Online.

ID#: 160312-171009-0003272

Non-Automated Submission of Chargeback or Representation Documentation

The Member must not send Chargeback or Representation documentation by mail, fax, or any other non-automated method.

ID#: 151013-171009-0003273

Chargeback and Representation Process

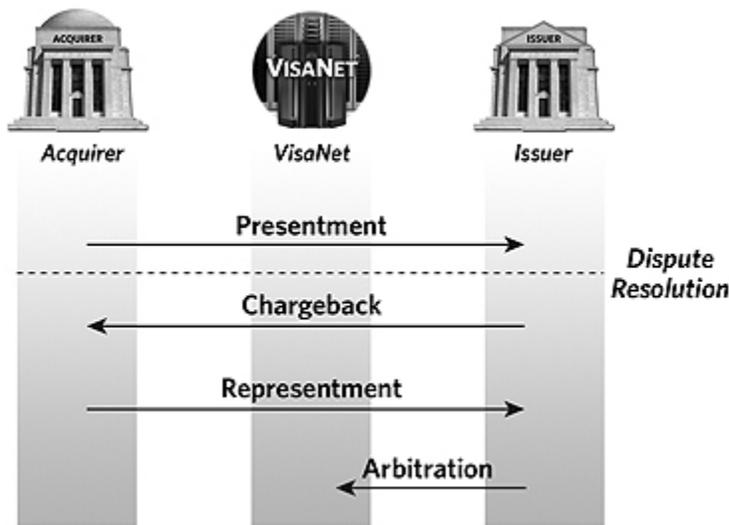
After receiving a Presentment, an Issuer may charge back a Transaction to the Acquirer under the conditions specified beginning in Reason Codes. Similarly, the Acquirer may represent the Transaction to the Issuer.

The Issuer must not charge back the Transaction a second time, with the exception of Reason Code 93, "Merchant Fraud Performance Program," and the Acquirer must not represent the Transaction a second time. The Chargeback and Representation Process Through VisaNet figure illustrates this process.

The following provisions apply to U.S. 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 Transaction is considered to take place within the U.S. Region if it occurs at a U.S. military base or U.S. embassy or consulate outside the U.S. and is both:
 - Deposited with a U.S. Member by the U.S. government
 - Completed with a Card issued by a U.S. Member governed by these Operating Regulations

Chargeback and Representation Process Through VisaNet



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

ID#: 150413-171009-0003277

Intercompany Chargeback Process for Visa Easy Payment Service (VEPS) and Visa Europe Small Ticket Transactions

A process exists for Visa Easy Payment Service Transaction Chargebacks that are not valid in Visa International Regions but are valid in Visa Europe.

Visa will pay in lieu of an Acquirer in the Visa International Region for a Chargeback received from a Visa Europe Issuer if all of the following occur:

- The Transaction qualifies as a Visa Easy Payment Service Transaction in the Visa International Region
- The Merchant Category Code does not qualify for a Small Ticket Transaction in Visa Europe as specified in the *Visa Europe Operating Regulations*
- The Transaction is confirmed by Visa as being eligible for Chargeback in accordance with the requirements specified in the *Visa Europe Operating Regulations*

ID#: 160312-161010-0025699

Attempt to Settle

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

If this 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 and the conditions are met for any of the following Chargebacks:

- Reason Code 30, "Services Not Provided or Merchandise Not Received"
- Reason Code 41, "Cancelled Recurring Transaction"
- Reason Code 53, "Not as Described or Defective Merchandise"
- Reason Code 83, "Fraud-Card-Absent Environment"
- Reason Code 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

ID#: 151013-171009-0003287

Calculation of Chargeback Time Limit

The Chargeback time limit is calculated from the Transaction Processing Date. Refer to specific Chargeback reason codes for additional time limits that may apply.

The Chargeback time limit begins on the calendar day following the Transaction Processing Date.

ID#: 151012-171009-0003288

Transaction Chargeback Method (Updated)

An Issuer must charge back each Transaction separately. The Issuer must not combine Transactions and charge them back as a single Transaction.

Effective for Transactions processed through 11 April 2014, this rule does not apply to a Telephone Service Transaction where the Cardholder did not give permission or when a Fictitious Account Number was used or no valid Card was outstanding. This provision does not apply to U.S. Domestic Transactions completed in a Card-Absent Environment.

ID#: 151013-120913-0003570

Minimum Cardholder Certification Requirements (Updated)

If an Issuer is required by the Operating Regulations to provide an Acquirer with a signed Cardholder certification denying participation in the Transaction for asserted fraudulent use of a Card or Account Number, at a minimum the signed Cardholder certification must include all of the following:

- Cardholder's Account Number (complete or partial Account Number is acceptable)
- Merchant name(s), as set out in the applicable VisaNet Manuals
- Transaction Amount(s)
- The following provisions apply to U.S. Domestic Transactions:
 - For a Vehicle-Specific Fleet Card Transaction, a signed certification, or statement to the Issuer, from the individual that engaged in the Transaction with the Merchant
 - For all other non-fraud related Commercial Visa Product Transactions, a letter or statement from an individual representing the Issuer's commercial customer, in lieu of the Cardholder or individual that engaged in the Transaction with the Merchant

The signed Cardholder certification may include a signature received in a secure online banking environment maintained by the Issuer. Each fraudulent Transaction does not require a separate certification. When a signed Cardholder certification is received in an online banking environment, the Issuer must certify with the Chargeback that the unique identity represents the Cardholder signature.

If an Acquirer provides sufficient evidence that a Cardholder letter is required for legal proceedings, for a law enforcement investigation, or if required by applicable laws or regulations, the Issuer must supply a Cardholder letter to the Acquirer. This requirement does not apply to Transactions involving Issuers or Acquirers in Visa Europe.

All documentation that must be provided by an Issuer as required for each Chargeback reason in the Dispute Resolution Rules must be provided in English.

ID#: 151013-171009-0004139

Chargeback Amount

The Issuer must charge back for either:

- Actual billed amount in the Billing Currency
- Partial Transaction amount equal to the disputed amount

For a Transaction completed in a jurisdiction where surcharging is permitted under the *Visa International Operating Regulations* or where applicable laws or regulations require that a Merchant be permitted to impose a surcharge, the Issuer may include the surcharge amount in the Chargeback amount. For partial Chargebacks, the surcharge amount must be pro-rated.

ID#: 150413-171009-0003297

Currency Conversion

Visa converts the Billing Currency to the Acquirer's Settlement Currency using the Basic Currency Conversion Rate.

ID#: 171009-171009-0003298

Currency Conversion Difference

If the Transaction Currency and the Billing Currency are denominated in the euro or one of its national currency units, VisaNet converts the Transaction amount to the Billing Currency using the Basic Currency Conversion Rate. For all other Transactions, 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 Representation amount
- The Issuer is liable for any difference between the amount originally presented and the Representation amount

ID#: 171009-171009-0003306

Representation Documentation (Updated)

The Acquirer must return the same reason code that was received in the Chargeback Clearing Record.

An Acquirer must provide the Issuer with the following Representation documentation, if required:

- Documentation to remedy the Chargeback
- Completed appropriate Visa Resolve Online Dispute Questionnaire or exhibit, including the Chargeback reference number, if used. See the Visa Resolve Online Dispute Questionnaire or applicable VisaNet Manuals.
- Translations of any non-English documentation

If applicable, an Acquirer may present an Issuer with Compelling Evidence.

A Member sending Representation documentation must do so within 5 calendar days of the Representation Processing Date, using Visa Resolve Online.

ID#: 151013-171009-0003304

Representation Amount Field Requirements

For a Representation, the Representation amount field must contain one of the following:

- Same amount in the same Transaction Currency as in the original Presentment
- Partial Transaction amount to remedy the Chargeback
- Same or corrected amount in the Settlement Currency as received by the Acquirer for the Chargeback

ID#: 171009-171009-0003305

Calculation of Representment Time Limit (Updated)

The Representment time limit is calculated from the Chargeback Processing Date. The Processing Date of the Representment is not counted as one day. Refer to specific Chargeback reason codes for additional time limits that may apply.

Representment Reason and Time Limits

Representment Reason	Conditions	Time Limit ¹ (Calendar Days)
Missing or incomplete substantiating Chargeback documentation	Acquirer must allow 5 calendar days from the Processing Date of the Chargeback for document receipt and then must exercise its Representment right within the next 40 calendar days.	45
Invalid Acquirer Reference Number and/or Account Number	None	45
Improper Chargeback	See each Chargeback listed in Reason Codes	45
Additional information available to remedy the Chargeback	See each Chargeback listed in Reason Codes	45
All Representments	See each Chargeback listed in Reason Codes	45

1. Time limit is calculated from the Processing Date of the Chargeback. The Processing Date of the Chargeback is not counted as one day. The Processing Date of the Representment is not counted as one day.

ID#: 151013-171009-0004110

Use of Compelling Evidence (Updated)

An Acquirer may submit Compelling Evidence at the time of Representment. Allowable types of Compelling Evidence are listed in the following table and apply only to the Chargeback reason codes shown:

Allowable Compelling Evidence	Applicable Chargeback Reason Code				
	30	53	76	81	83
Evidence, such as photographs or e-mails, to prove a link between the person receiving the merchandise and the Cardholder, or to prove that the Cardholder disputing the Transaction is in possession of the merchandise.	X	X		X	X
For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following: <ul style="list-style-type: none"> • Cardholder signature on the pick-up form • Copy of identification presented by the Cardholder¹ • Details of identification presented by the Cardholder 	X			X	X
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	X
For Electronic Commerce Transactions representing the sale of digital goods downloaded from a Website, one or more of the following: <ul style="list-style-type: none"> • Purchaser's IP address • Purchaser's e-mail address • Description of the goods downloaded • Date and time goods were downloaded • Proof that the Merchant's Website was accessed for services after the Transaction Date 	X			X	X
For Transactions 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 (e.g., confirmation that the Cardholder was listed in the company directory or had an e-mail address with the company's domain name). A signature is not required as evidence of delivery.	X			X	X
For a Mail/Phone Order Transaction, a signed order form.	X			X	X

Allowable Compelling Evidence	Applicable Chargeback Reason Code				
	30	53	76	81	83
<p>For passenger transport Transactions, any of the following:</p> <ul style="list-style-type: none"> • Proof that the ticket was received at the Cardholder's billing address • Evidence that the ticket or boarding pass was scanned at the gate • Details of frequent flyer miles claimed, including address and telephone number, that establish a link to the Cardholder • Evidence 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 	X			X	X
<p>For Card-Absent Environment Transactions, evidence that the Transaction uses an IP address, e-mail address, physical address, and telephone number, that had been used in a previous, undisputed Transaction.</p>				X	X
<p>Evidence that the Transaction was completed by a member of the Cardholder's household or family.</p>				X	X
<p>Effective 19 October 2013, for a Dynamic Currency Conversion (DCC) Transaction not involving Issuers or Acquirers in Visa Europe, both:</p> <ol style="list-style-type: none"> 1. 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 cannot be made by the Merchant's representative 2. A statement from the Acquirer confirming that DCC choice was made by the Cardholder not by the Merchant 			X		
<ol style="list-style-type: none"> 1. A Merchant must not require positive identification as a condition of Card acceptance, unless it is required or permitted elsewhere in the <i>Visa International Operating Regulations</i>. 					

ID#: 151013-191013-0027267

Reason Codes

Formatting

Reason Code Tables Format (New)

The Chargeback reason codes have been organized in tables to show the applicable Chargeback condition or 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 applicable rule language and the third column specifies the country or region for which the rule is applicable.

The following conventions have been used:

- 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 will apply in addition to any applicable rules shown as “General.”
- The third column shows the country or region for which the rule is applicable, using the labels shown in the following table

Country/Region Label	Description
All	The rule applies to Transactions between Members anywhere in the world
All excluding VE	The rule applies only to a Transaction that does not involve a Member in the jurisdiction of Visa Europe
Interregional including VE	The rule applies only to an Interregional Transaction between a Member outside the jurisdiction of Visa Europe, and a Member in the jurisdiction of Visa Europe
[Region names] Interregional	The rule applies only to an Interregional Transaction between the named regions, e.g., a rule labeled as “Canada/U.S. Interregional” applies only to an Interregional Transaction between the Canada Region and the U.S. Region
[Region name]	The rule applies only to an Intraregional Transaction within the named region, e.g., a rule labeled as “AP” applies only to an Intraregional Transaction in the AP Region

Country/Region Label	Description
[Country name] Domestic	The rule applies only to a Domestic Transaction within the named country, e.g., a rule labeled as "Brazil Domestic" applies only to a Domestic Transaction in Brazil

ID#: 151013-160713-0027784

Reason Code 30 Services Not Provided or Merchandise Not Received

Overview - Reason Code 30

The Cardholder or authorized person did not receive the merchandise or services at the location agreed with the Merchant by the agreed date.

ID#: 150413-171009-0007460

Chargeback Conditions - Reason Code 30 (Updated)

Condition	Chargeback Conditions - Reason Code 30	Country/Region
1	The Cardholder participated in the Transaction but the Cardholder or an authorized person did not receive the merchandise or services (including Visa Prepaid Load Services) because the Merchant or Prepaid Partner was unwilling or unable to provide the merchandise or services	All

ID#: 151013-171009-0007461

Minimum Chargeback Amount - Reason Code 30 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 30	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027757

Chargeback Rights and Limitations - Reason Code 30 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 30	Country/Region
General	<ul style="list-style-type: none">• The Chargeback amount is limited to the portion of services or merchandise not received• Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator, if applicable, unless prohibited by applicable laws or regulations• If the date the services were expected or the delivery date for the merchandise is not specified, the Issuer must wait 15 calendar days from the Transaction Date before initiating a Chargeback, unless the waiting period causes the Chargeback to exceed the Chargeback time frame• Before the Issuer may initiate a Chargeback, if the merchandise was delivered after the agreed delivery date, the Cardholder must attempt to return the merchandise• If the merchandise was returned due to late delivery, the Issuer must wait at least 15 calendar days from the date the Cardholder returned or attempted to return the merchandise before initiating a Chargeback, unless the waiting period causes the Chargeback to exceed the Chargeback time frame or if the Chargeback was already processed before the merchandise was received	All

ID#: 151013-171009-0007462

Invalid Chargebacks - Reason Code 30 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 30	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date • A Transaction in which merchandise is being held by the Cardholder's country's customs agency • A Transaction that the Cardholder states is fraudulent • A dispute regarding the quality of merchandise or service rendered • The initial payment of a Delayed Delivery Transaction when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services • An ATM Cash Disbursement 	All
General	The Cash-Back portion of a Visa Cash-Back Transaction	All excluding VE

ID#: 151013-171009-0007463

Chargeback Time Limit - Reason Code 30 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 30	Country/Region
General	Either of the following: <ul style="list-style-type: none"> • 120 calendar days from the Transaction Processing Date • 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 	All

ID#: 151013-171009-0007464

Chargeback Processing Requirements - Reason Code 30 (Updated)

Chargeback Processing Requirements - Reason Code 30		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>General As applicable:</p> <ul style="list-style-type: none"> • SERVICES NOT RENDERED MMDDYY • MERCH NOT RECEIVED MMDDYY 	<p>Visa Resolve Online Questionnaire stating any of the following, as applicable:</p> <ul style="list-style-type: none"> • 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 <p>The Issuer must provide a detailed description of the merchandise or services purchased unless prohibited by applicable laws or regulations</p>	All

ID#: 151013-171009-0007465

Representation Time Limit - Reason Code 30

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007467

Representation Processing Requirements - Reason Code 30 (Updated)

Representation Processing Requirements - Reason Code 30		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed General As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All

Representation Processing Requirements - Reason Code 30

Member Message Text	Supporting Documentation/Certification	Country/Region
The Issuer did not meet the applicable Chargeback conditions General <ul style="list-style-type: none"> X...X (Specify the reason) 	None required	All
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none"> None required 	Both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Documentation to prove that the Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date 	All
The Acquirer can provide Compelling Evidence General <ul style="list-style-type: none"> None required 	Both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Compelling Evidence 	All

ID#: 151013-171009-0007468

Additional Information - Reason Code 30 (Updated)

Chargeback Condition	Additional Information - Reason Code 30	Country/Region
General	<ul style="list-style-type: none"> Proof of shipping does not constitute proof of receipt The Merchant is responsible for merchandise held in a customs agency that is not the Cardholder's country's customs agency 	All
General	Acquirer Right of Assignment requirements may apply to certain Chargebacks involving specific bankrupt Merchants (such as an Airline) where Visa Canada has formally notified Members of same	Canada Domestic

ID#: 151013-171009-0007469

Reason Code 41 Cancelled Recurring Transaction

Overview - Reason Code 41

The Merchant continued to charge a Cardholder for a Recurring Transaction despite notification of cancellation or account closure, or a failure by the Merchant to follow proper procedure.

ID#: 150413-171009-0007470

Chargeback Conditions - Reason Code 41 (Updated)

Condition	Chargeback Conditions - Reason Code 41	Country/ Region
1	The Cardholder withdrew permission to charge the account for a Recurring Transaction	All
2	The Acquirer or Merchant received notification that the Cardholder's account was closed before the Transaction was processed	All
3	An initial membership Transaction was previously charged back and the Cardholder did not expressly renew the membership	All
4	The Transaction amount was not within the range of amounts preauthorized by the Cardholder or the Merchant was to notify the Cardholder before processing each Recurring Transaction, and the Merchant either: <ul style="list-style-type: none">• 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	U.S. Domestic
5	For an Easy Pay Transaction, both: <ul style="list-style-type: none">• The Transaction amount was not within the range of amounts preauthorized by the Cardholder• The Merchant, either:<ul style="list-style-type: none">– Did not notify the Cardholder in writing at least 5 calendar days before the Transaction Date– Notified the Cardholder at least 5 calendar days before the Transaction Date but the Cardholder declined the charge in writing	LAC

ID#: 151013-171009-0007471

Minimum Chargeback Amount - Reason Code 41 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 41	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027758

Chargeback Rights and Limitations - Reason Code 41 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 41	Country/Region
General	<ul style="list-style-type: none"> The Chargeback amount is limited to the unused portion of the service or merchandise Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations 	All
Chargeback Condition 3	Cancellation of a membership Transaction purchased via the mail, telephone, or electronic commerce may occur before or during the membership period	All

ID#: 151013-171009-0007472

Invalid Chargebacks - Reason Code 41 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 41	Country/Region
General	The Chargeback is invalid for an Installment Transaction	All

ID#: 151013-171009-0007473

Chargeback Time Limit - Reason Code 41 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 41	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007474

Chargeback Processing Requirements - Reason Code 41 (Updated)

Chargeback Processing Requirements - Reason Code 41		
Member Message Text	Supporting Documentation/Certification	Country/Region
General	None required	All
As applicable:		
<ul style="list-style-type: none"> • CH CANCELLED MMDDYY • NOTIFICATION ACCT CLOSED MMDDYY • PREVIOUS CB MMDDYY ARN X...X (23 or 24 digits) • CARDHOLDER NOT RENEWED 		
Chargeback Condition 4	None required	U.S. Domestic
<ul style="list-style-type: none"> • TX AMT EXCEEDS CH PREAUTHD RANGE 		
Chargeback Condition 5	For an Easy Pay Transaction, both:	LAC
<ul style="list-style-type: none"> • TX AMT EXCEEDS CH PREAUTHD RANGE <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire stating that the Merchant either: <ul style="list-style-type: none"> – Did not notify the Cardholder in writing at least 5 calendar days before the Transaction Date – Notified the Cardholder in writing at least 5 calendar days before the Transaction Date, but the Cardholder declined the charge in writing • A Cardholder letter stating that the Transaction amount exceeds the maximum amount approved by the Cardholder for Easy Pay 		

ID#: 151013-171009-0007475

Representment Time Limit - Reason Code 41

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007477

Representment Processing Requirements - Reason Code 41 (Updated)

Representment Processing Requirements - Reason Code 41		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • X...X (Specify the reason) • SUPPORTING DOCUMENTATION NOT RECEIVED 	None required	LAC

Representment Processing Requirements - Reason Code 41

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none"> • None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Any of the following, as applicable: <ul style="list-style-type: none"> – 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 – Documentation to prove that the Transaction was not previously charged back 	All
The Acquirer can remedy the Chargeback Chargeback Condition 5 <ul style="list-style-type: none"> • None required 	For an Easy Pay Transaction, both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove that the Transaction amount was not within the range of amounts preauthorized by the Cardholder, and both: <ul style="list-style-type: none"> – The Cardholder was notified at least 5 calendar days before the Transaction Date – The Cardholder did not reply 	LAC

ID#: 151013-171009-0007478

Additional Information - Reason Code 41 (Updated)

Chargeback Condition	Additional Information - Reason Code 41	Country/ Region
General	<ul style="list-style-type: none"> • The Issuer may supply a copy of the cancellation notice, if available, to the Acquirer or Merchant • Proper disclosure of the Merchant's cancellation/refund policy is not relevant to this Chargeback 	All

ID#: 151013-171009-0007479

Reason Code 53 Not as Described or Defective Merchandise

Overview - Reason Code 53

The Cardholder received damaged, defective, or counterfeit merchandise, or the merchandise or service did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase, or the merchandise was otherwise unsuitable for the purpose sold, or the Merchant misrepresented the terms of sale.¹

¹The Chargeback right for Merchant misrepresentation of the terms of sale does not apply to Transactions involving Issuers or Acquirers in Visa Europe.

ID#: 150413-171009-0007480

Chargeback Conditions - Reason Code 53 (Updated)

Condition	Chargeback Conditions - Reason Code 53	Country/ Region
1	The Cardholder returned merchandise or cancelled services that did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase	All
2	<p>The Cardholder returned, or attempted to return, merchandise or cancelled services for either:¹</p> <ul style="list-style-type: none"> A Card-Absent Environment Transaction in which the Merchant's verbal description or other documentation presented at the time of purchase did not match the merchandise or services received A dispute relating to the quality of merchandise or services received <p>¹ This condition does not apply when 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 the following merchandise or services: debt consolidation, credit repair/counseling, mortgage repair/modification/counseling, foreclosure relief services, credit card interest rate reduction services, or anti-virus software that is sold using inaccurate online advertisements or malicious software downloads to the Cardholder's personal computer or other electronic device.</p>	<p>Canada Domestic</p> <p>U.S. Domestic</p> <p>Canada/ U.S. Interregional</p>
3	The merchandise received by the Cardholder was damaged or defective, and the Cardholder returned the merchandise to the Merchant	All

Condition	Chargeback Conditions - Reason Code 53	Country/Region
4	The merchandise was identified as counterfeit by: <ul style="list-style-type: none"> The owner of the intellectual property or its authorized representative A customs agency, law enforcement agency, or other governmental agency A neutral bona fide expert 	All
5	The Cardholder claims that the terms of sale were misrepresented by the Merchant	All excluding VE

ID#: 151013-171009-0007481

Minimum Chargeback Amount - Reason Code 53 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 53	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027759

Chargeback Rights and Limitations - Reason Code 53 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 53	Country/Region
General	<ul style="list-style-type: none"> The Chargeback amount is limited to the unused portion of the service or value of the returned merchandise Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations The Chargeback amount must not exceed the original Transaction amount 	All

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 53	Country/Region
General	The Chargeback amount is limited to the unused portion of the cancelled service or the value of the merchandise that the Cardholder returned or attempted to return	Canada Domestic U.S. Domestic Canada/ U.S. Interregional
General	The Chargeback applies if the returned merchandise is refused by the Merchant and the Issuer can certify details of the refusal	All excluding VE
General	The Chargeback applies if the returned merchandise is refused by the Merchant	U.S. Domestic
General	The Chargeback applies if the returned merchandise is refused by the Merchant and the Issuer can provide evidence of the refusal	Interregional including VE
Chargeback Condition 1, 2, and 3	Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the merchandise was returned or the service was cancelled unless the waiting period causes the Chargeback to exceed the Chargeback time frame or the Merchant refuses the cancellation or return	All
Chargeback Condition 1, 2, and 3	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 unless the waiting period causes the Chargeback to exceed the Chargeback time frame or the Merchant refuses the cancellation or return	U.S. Domestic
Chargeback Condition 2	Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder attempted to return the merchandise unless the waiting period causes the Chargeback to exceed the Chargeback time frame or the Merchant refuses the cancellation or return	Canada Domestic U.S. Domestic Canada/ U.S. Interregional
Chargeback Condition 4	<ul style="list-style-type: none"> The Cardholder is not required to return the merchandise or attempt to resolve the dispute with the Merchant If the Cardholder was advised by one of the entities listed under Chargeback Condition 4 that the merchandise ordered was counterfeit, the Chargeback applies even if the Cardholder has not received the merchandise 	All

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 53	Country/Region
Chargeback Condition 5	<p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> • Transactions at Merchants that are timeshare resellers, timeshare reseller advertisers, or Merchants that recover timeshare reseller fees^{1,2} • Card-Absent Environment Transactions at Merchants that sell the following merchandise or services:² <ul style="list-style-type: none"> – Debt consolidation – Credit repair/counseling – Mortgage repair/modification/counseling – Foreclosure relief services – Credit card interest rate reduction services – Anti-virus software that is sold using inaccurate online advertisements or malicious software downloads to the Cardholder's personal computer or other electronic device • Transactions that contain the following Merchant Category Codes: <ul style="list-style-type: none"> – 5962, "Direct Marketing - Travel-Related Arrangement Services" – 5966, "Direct Marketing - Outbound Telemarketing Merchant" – 7012, "Timeshares," excluding Merchants that originate the initial sale of timeshare property or that own the resort or building where the timeshare is located – 7277, "Counseling Services - Debt, Marriage, and Personal," excluding Merchants that sell family/personal counseling services 	All excluding VE
	<p>¹ This applies only to Merchants that offer reseller services that are connected to timeshare property they do not own.</p>	
	<p>² This condition is based on the type of merchandise or services sold and not solely on the Merchant Category Code.</p>	

ID#: 151013-171009-0007482

Invalid Chargebacks - Reason Code 53 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 53	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> An ATM Cash Disbursement Transaction The Cash-Back portion of a Visa Cash-Back Transaction A dispute regarding Value-Added Tax (VAT) 	All
Chargeback Condition 1 and 3	A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency	All
Chargeback Condition 5	<ul style="list-style-type: none"> A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency A dispute related solely to the quality of merchandise or services provided 	All excluding VE

ID#: 151013-171009-0007483

Chargeback Time Limit - Reason Code 53 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 53	Country/Region
General	120 calendar days from one of the following: <ul style="list-style-type: none"> The Transaction Processing Date For merchandise or services purchased on or before the Transaction Processing Date, the date the Cardholder received the merchandise or services For a Delayed Delivery Transaction, the Processing Date of the balance portion of the Transaction For merchandise or services provided after the Transaction Processing Date, the date the Cardholder received the merchandise or services 	All
Chargeback Condition 2	60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if there is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute. The negotiations must have occurred within 120 days from the Transaction Processing Date.	Canada Domestic U.S. Domestic Canada/ U.S. Interregional

Chargeback Condition	Chargeback Time Limit - Reason Code 53	Country/Region
Chargeback Condition 4	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	All
Chargeback Condition 5	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	All excluding VE

ID#: 151013-171009-0007484

Chargeback Processing Requirements - Reason Code 53 (Updated)

Chargeback Processing Requirements - Reason Code 53		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>Chargeback Condition 1 and 3</p> <p>As applicable:</p> <ul style="list-style-type: none"> • NOT AS DESCRIBED • DEFECTIVE MERCHANDISE 	<p>Visa Resolve Online Questionnaire stating the following, as applicable:</p> <ul style="list-style-type: none"> • The date the merchandise was returned or the service was cancelled • The name of the shipping company • An invoice/tracking number (if available) • The date the Merchant received the merchandise • 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 • That the Cardholder attempted to resolve the dispute with the Merchant • An explanation of what was not as described or defective • The date the Cardholder received the merchandise or services 	<p>All excluding Canada Domestic, U.S. Domestic, Canada/ U.S. Interregional, and VE</p>

Chargeback Processing Requirements - Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 1, 2, and 3 As applicable:</p> <ul style="list-style-type: none"> • NOT AS DESCRIBED • DEFECTIVE MERCHANDISE 	<p>Visa Resolve Online Questionnaire stating the following, as applicable:</p> <ul style="list-style-type: none"> • The date the Cardholder returned, or attempted to return, the merchandise or cancelled services • The name of the shipping company • An invoice/tracking number (if available) • The date the Merchant received the merchandise • 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 • That the Cardholder attempted to resolve the dispute with the Merchant • An explanation of what was not as described or defective • The date the Cardholder received the merchandise or services 	<p>Canada Domestic, U.S. Domestic, and Canada/ U.S. Interregional</p>
<p>Chargeback Condition 1 and 3 As applicable:</p> <ul style="list-style-type: none"> • NOT AS DESCRIBED • DEFECTIVE MERCHANDISE 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire stating the following, as applicable: <ul style="list-style-type: none"> – The date the merchandise was returned or the service was cancelled – The name of the shipping company – An invoice/tracking number (if available) – The date the Merchant received the merchandise – That the Cardholder attempted to resolve the dispute with the Merchant – An explanation of what was not as described or defective – The date the Cardholder received the merchandise or services • 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 	<p>Interregional including VE</p>

Chargeback Processing Requirements - Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/ Region
Chargeback Condition 4 <ul style="list-style-type: none">COUNTERFEIT MERCHANDISE	Visa Resolve Online Questionnaire stating all of the following: <ul style="list-style-type: none">Certification that the Cardholder received notification from one of the entities listed under Chargeback Condition 4 that the merchandise is counterfeitThe date the Cardholder received the merchandise or received notification that the merchandise was counterfeitA description of the counterfeit merchandiseThe disposition of the merchandiseInformation 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	All

Chargeback Processing Requirements - Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/ Region
Chargeback Condition 5 <ul style="list-style-type: none">TERMS OF SALE MISREPRESENTED	Both: <ul style="list-style-type: none">• Visa Resolve Online Questionnaire stating the following, as applicable:<ul style="list-style-type: none">– The date the merchandise was returned or the service was cancelled– The name of the shipping company– An invoice/tracking number (if available)– The date the Merchant received the merchandise– 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– That the Cardholder attempted to resolve the dispute with the Merchant– An explanation of what was not as described or defective– The date the Cardholder received the merchandise or services• 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	All excluding VE

ID#: 151013-171009-0007485

Representation Time Limit - Reason Code 53

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007486

Representment Processing Requirements - Reason Code 53 (Updated)

Representment Processing Requirements - Reason Code 53		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 1, 2, and 3</p> <ul style="list-style-type: none"> • RETURNED MDSE NOT RECEIVED (if applicable) 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove that the service or merchandise matched what was described or the merchandise was not defective 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 4</p> <ul style="list-style-type: none"> • None required 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to support the Merchant's claim that the merchandise was not counterfeit 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 5</p> <ul style="list-style-type: none"> • None required 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove that the terms of sale of the merchandise or services were not misrepresented 	All excluding VE

Representment Processing Requirements - Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can provide Compelling Evidence Chargeback Condition 1, 2, and 3	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Compelling Evidence <ul style="list-style-type: none"> • None required 	All

ID#: 151013-171009-0007487

Additional Information - Reason Code 53 (Updated)

Chargeback Condition	Additional Information - Reason Code 53	Country/ Region
General	<ul style="list-style-type: none"> • The Issuer may provide a copy of the Transaction Receipt or other documentation containing a written description of the merchandise or services purchased, if available • Proof of shipping does not constitute proof of receipt • The Issuer may be required to provide proof of shipping of returned merchandise 	All
Chargeback Condition 1, 2, and 3	<ul style="list-style-type: none"> • The Merchant is responsible for merchandise held within its own country's customs agency • A neutral third-party opinion is recommended to help the Member support its claim 	All
Chargeback Condition 2	<ul style="list-style-type: none"> • The Acquirer may be required to provide evidence that a written agreement with the Cardholder accurately represents the verbal description of the services previously provided to the Cardholder 	Canada Domestic U.S. Domestic Canada/ U.S. Interregional
Chargeback Condition 4	<ul style="list-style-type: none"> • The Merchant is responsible for merchandise held in any customs agency • The Issuer may be required to provide a copy of the notification obtained by the Cardholder identifying the merchandise as counterfeit • Unless the Acquirer's Representment successfully remedies the Chargeback, Visa recommends that the Issuer report the Cardholder's claim of counterfeit merchandise 	All

Chargeback Condition	Additional Information - Reason Code 53	Country/Region
Chargeback Condition 5	<ul style="list-style-type: none"> The Merchant is responsible for merchandise held within its own country's customs agency The Issuer may be required to provide evidence that the Merchant's documentation, verbal and/or written communications, advertising, or business practices contributed to the dispute and that the dispute does not relate solely to the quality of the merchandise or service The Acquirer may be required to provide evidence that a written agreement with the Cardholder does not misrepresent the terms of sale agreed with the Cardholder 	All excluding VE

ID#: 151013-171009-0007488

Reason Code 57 Fraudulent Multiple Transactions

Overview - Reason Code 57

Multiple Transactions occurred on a single Card at the same Merchant Outlet without the Cardholder's permission.

ID#: 150413-171009-0007489

Chargeback Conditions - Reason Code 57 (Updated)

Condition	Chargeback Conditions - Reason Code 57	Country/Region
1	<p>All of the following:</p> <ul style="list-style-type: none"> 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

ID#: 151013-171009-0007490

Minimum Chargeback Amount - Reason Code 57 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 57	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027760

Chargeback Rights and Limitations - Reason Code 57 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 57	Country/Region
General	The Issuer must make a Retrieval Request for disputed Transactions, excluding Visa Easy Payment Service Transactions	All excluding VE
General	An Issuer must make a Retrieval Request for disputed Transactions unless the Transaction is one of the following: <ul style="list-style-type: none"> • A Magnetic Stripe or contact Chip (Visa Europe) Small Ticket Transaction conducted at Merchant Category Codes 4111, 4121, 4131, 4784, 5331, 5499, 5812, 5814, 5912, 5993, 5994, 7211, 7216, 7338, 7523, 7542, 7832, and 7841 • A qualifying Contactless Transaction 	Interregional including VE

ID#: 151013-171009-0007491

Invalid Chargebacks - Reason Code 57 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 57	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Card-Absent Environment Transaction • An EMV PIN Transaction • A T&E delayed or amended charge • An ATM Cash Disbursement • An Emergency Cash Disbursement • A Proximity Payment Transaction, in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used 	All
General	A PIN-Authenticated Visa Debit Transaction	U.S. Domestic

ID#: 151013-171009-0007492

Chargeback Time Limit - Reason Code 57 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 57	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007493

Chargeback Processing Requirements - Reason Code 57 (Updated)

Chargeback Processing Requirements - Reason Code 57		
Member Message Text	Supporting Documentation/Certification	Country/Region
General	All of the following: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • In lieu of documentation, Issuer certification • In lieu of documentation, Issuer certification that the acknowledged Transaction was not processed, if applicable 	All excluding VE

Chargeback Processing Requirements - Reason Code 57

Member Message Text	Supporting Documentation/Certification	Country/Region
General <ul style="list-style-type: none"> RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled 	All of the following: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire A Cardholder letter If the acknowledged Transaction was not processed, the Issuer must supply the Cardholder copy of the Transaction Receipt 	Interregional including VE

ID#: 151013-171009-0007494

Representation Time Limit - Reason Code 57

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007495

Representation Rights and Limitations - Reason Code 57 (Updated)

Chargeback Condition	Representation Rights and Limitations - Reason Code 57	Country/Region
General	The Representation is invalid if the Acquirer did not respond to a Retrieval Request or responded with a Nonfulfillment Message code "03" or "04." This provision does not apply to Visa Easy Payment Service Transactions.	All

ID#: 151013-171009-0007496

Representation Processing Requirements - Reason Code 57 (Updated)

Representation Processing Requirements - Reason Code 57

Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed	None required	All
General	As applicable: <ul style="list-style-type: none"> CRED MMDDYY ARN X...X (23 or 24 digits) REVERSAL MMDDYY 	

Representation Processing Requirements - Reason Code 57

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	<p>None required</p>	All
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> • None required 	<p>All of the following, if applicable:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Irrefutable evidence to demonstrate that the Cardholder participated in the disputed Transactions • Evidence that the Transactions were Card-Absent Environment Transactions • Evidence that the Transactions were EMV PIN Transactions • Evidence that the Transactions represent valid delayed or amended charges for a T&E Transaction 	All

ID#: 151013-171009-0007497

Additional Information - Reason Code 57 (Updated)

Chargeback Condition	Additional Information - Reason Code 57	Country/ Region
General	<ul style="list-style-type: none"> • The Transaction Receipts may contain different Transaction Dates and amounts • Visa may consider a Chargeback invalid for Transactions containing POS Entry Mode codes of "05," "07," "90," or "91" completed more than X minutes apart. However, Visa may consider other factors when determining whether multiple fraudulent Transactions occurred. 	All

ID#: 151013-171009-0007498

Reason Code 62 Counterfeit Transaction

Overview - Reason Code 62

A Counterfeit Card was used for a Magnetic-Stripe or Chip-initiated Transaction that received Authorization but the Authorization Request did not include the required data, or contained altered data or a Counterfeit Transaction occurred at a Merchant or Member location where required risk control procedures were not followed.

ID#: 150413-171009-0007508

Chargeback Conditions - Reason Code 62 (Updated)

Condition	Chargeback Conditions - Reason Code 62	Country/ Region
1	<p>All of the following:</p> <ul style="list-style-type: none">• The Transaction was completed with a Counterfeit Card• The Cardholder denies authorizing or participating in the Transaction• One of the following:<ul style="list-style-type: none">– The Card Verification Value (CVV) was encoded on the Magnetic Stripe of the Card– An Integrated Circuit Card Verification Value (iCVV) was contained in the Magnetic-Stripe Image on the Chip on the Card– A Dynamic Card Verification Value (dCVV) can be produced by the Chip on the Card• Online Authorization was obtained without transmission of the entire unaltered data on track 1 or track 2• The Issuer reported the Transaction as counterfeit Fraud Activity through VisaNet	All

Condition	Chargeback Conditions - Reason Code 62	Country/Region
2	<p>The Transaction qualifies for the EMV liability shift, as specified in "EMV Liability Shift Participation," and all of the following:</p> <ul style="list-style-type: none"> The Transaction was completed with a Counterfeit Card The Cardholder denies authorizing or participating in the Transaction The Card is a Chip Card containing a Visa or Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application A Card-Present Transaction did not take place at a Chip-Reading Device and was not a Fallback Transaction completed following correct acceptance procedures If Online Authorization was obtained, the Authorization record indicates that the CVV passed verification 	All
3	<p>All of the following:</p> <ul style="list-style-type: none"> The Transaction was completed with a Counterfeit Card 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: <ul style="list-style-type: none"> 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

ID#: 151013-171009-0007509

Minimum Chargeback Amount - Reason Code 62 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 62	Country/Region
T&E Transaction	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

Transaction Type	Minimum Chargeback Amount - Reason Code 62	Country/Region
¹ Minimum does not apply to Transactions for payment of airport tax.		

ID#: 151013-160713-0027762

Chargeback Rights and Limitations - Reason Code 62 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 62	Country/Region
Chargeback Condition 1 and 3	On or before the Chargeback Processing Date, the Issuer must: <ul style="list-style-type: none"> • Close the Cardholder account • List the Account Number on the Exception File with a Pickup Response for a minimum of 30 calendar days • Report the Fraud Activity through VisaNet using Fraud Type Code 4 	All
Chargeback Condition 2	On or before the Chargeback Processing Date, the Issuer must: <ul style="list-style-type: none"> • Close the Cardholder account • List the Account Number on the Exception File with a Pickup Response for a minimum of 60 calendar days • Report the Fraud Activity through VisaNet using Fraud Type Code 4 	All

ID#: 151013-171009-0007510

Invalid Chargebacks - Reason Code 62 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 62	Country/Region
The Chargeback is invalid for any of the following:		
General	An Emergency Cash Disbursement	All

Chargeback Condition	Invalid Chargebacks - Reason Code 62	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 1	Any of the following: <ul style="list-style-type: none"> • The POS Entry Mode code value in the V.I.P. System Authorization record is "05," "07," "90," or "91" • The Authorization Request contains all the data elements that create the EMV Online Card Authentication Cryptogram • The Transaction was key-entered • The Transaction was Chip-initiated and approved using Offline Authorization • The Issuer was not a Card Verification Service participant at the time the Transaction occurred • The CVV was not encoded on the Magnetic Stripe or the Chip of the Card • The Transaction was completed with a Proprietary Card bearing the Plus Symbol. For U.S. domestic Plus Transactions, refer to the <i>Plus System Inc. Operating Regulations</i>. 	All
Chargeback Condition 2	Any of the following: <ul style="list-style-type: none"> • The Transaction was a Chip-initiated Transaction • The Authorization record contains a POS Entry Mode code value of "90" and the Service Code encoded on the Magnetic Stripe of the Card does not indicate the presence of a Chip • CVV verification was not performed or the Authorization record indicates that the CVV failed verification 	All
Chargeback Condition 3	Any of the following: <ul style="list-style-type: none"> • An ATM Transaction • A Transaction conducted using a Mobile Payment Device • A Transaction completed with a Proprietary Card bearing the Plus Symbol. For U.S. domestic Plus Transactions, refer to the <i>Plus System Inc. Operating Regulations</i>. 	All

ID#: 151013-171009-0007511

Chargeback Time Limit - Reason Code 62 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 62	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007512

Chargeback Processing Requirements - Reason Code 62 (Updated)

Chargeback Processing Requirements - Reason Code 62		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>Chargeback Condition 1</p> <p>As applicable:</p> <ul style="list-style-type: none"> For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT 	<p>As applicable:</p> <ul style="list-style-type: none"> For an ATM Transaction: None required For all other Transactions: <ul style="list-style-type: none"> – Visa Resolve Online Questionnaire – 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 – A Cardholder letter denying authorization or participation in the Transaction, or certification that the Cardholder denies authorization or participation in the Transaction – Certification of the Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) – Certification of the date the Fraud Activity was reported through VisaNet using Fraud Type Code 4, "Issuer-Reported Counterfeit" – Certification of the date the Account Number was listed on the Exception File 	<p>All excluding VE</p>

Chargeback Processing Requirements - Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 1 As applicable:</p> <ul style="list-style-type: none"> For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT 	<p>As applicable:</p> <ul style="list-style-type: none"> For an ATM Transaction: None required For all other Transactions: <ul style="list-style-type: none"> – Visa Resolve Online Questionnaire – 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 – A Cardholder letter denying authorization or participation in the Transaction 	<p>Interregional including VE</p>
<p>Chargeback Condition 2</p> <ul style="list-style-type: none"> EMV CARD, NON EMV DEVICE 	<p>All of the following:</p> <ul style="list-style-type: none"> Visa Resolve Online Questionnaire A Cardholder letter denying authorization or participation in the Transaction, or certification that the Cardholder denies authorization or participation in the Transaction Certification of the Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) Certification of the date the Fraud Activity was reported through VisaNet using Fraud Type Code 4, "Issuer-Reported Counterfeit" Certification of the date the Account Number was listed on the Exception File 	<p>All excluding VE</p>
<p>Chargeback Condition 2</p> <ul style="list-style-type: none"> EMV CARD, NON EMV DEVICE 	<ul style="list-style-type: none"> Visa Resolve Online Questionnaire A Cardholder letter denying authorization or participation in the Transaction 	<p>Interregional including VE</p>

Chargeback Processing Requirements - Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/ Region
Chargeback Condition 3 <ul style="list-style-type: none"> For a Manual Cash Disbursement or Quasi-Cash Transaction: EMBOSSSED/ PRINTED DIGITS NOT COMPARED 	All of the following: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire A Cardholder letter denying authorization or participation in the Transaction, or certification that the Cardholder denies authorization or participation in the Transaction Certification of the Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) Certification of the date the Fraud Activity was reported through VisaNet using Fraud Type Code 4, "Issuer-Reported Counterfeit" Certification of the date the Account Number was listed on the Exception File 	All excluding VE
Chargeback Condition 3 <ul style="list-style-type: none"> For a Manual Cash Disbursement or Quasi-Cash Transaction: EMBOSSSED/ PRINTED DIGITS NOT COMPARED 	All of the following: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire A legible Transaction Receipt copy A Cardholder letter denying authorization or participation in the Transaction 	Interregional including VE

ID#: 151013-171009-0007513

Representment Time Limit - Reason Code 62

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007514

Representment Rights and Limitations - Reason Code 62 (Updated)

Chargeback Condition	Representment Rights and Limitations - Reason Code 62	Country/Region
General	<ul style="list-style-type: none"> 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, if applicable, the Acquirer must provide information/documentation to support this claim The Acquirer must not represent a Transaction because the Issuer did not certify the following: (The right to certify does not apply to Transactions involving Issuers or Acquirers in Visa Europe) <ul style="list-style-type: none"> The Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) The date Fraud Activity was reported through VisaNet The date the Account Number was listed on the Exception File 	All
Chargeback Condition 1 and 2	<ul style="list-style-type: none"> Effective through 31 December 2013, the Acquirer or Load Acquirer must have been certified as a Card Verification Service participant at the time the Authorization occurred Effective 1 January 2014, the Acquirer must have been certified as a Card Verification Service participant at the time the Authorization occurred 	All

ID#: 151013-171009-0007515

Representment Processing Requirements - Reason Code 62 (Updated)

Representment Processing Requirements - Reason Code 62		
Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none"> CRED MMDDYY ARN X...X (23 or 24 digits) REVERSAL MMDDYY 	None required	All

Representation Processing Requirements - Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Issuer did not meet the applicable Chargeback conditions Chargeback Condition 1	As applicable	All
As applicable:		
<ul style="list-style-type: none"> • AUTH DATE MMDDYY CODE X...X • POS XX (Specify POS Entry Mode code value) • AUTHENTICATION CRYPT IN AUTH 		
The Issuer did not meet the applicable Chargeback conditions Chargeback Condition 2	As applicable	All
As applicable:		
<ul style="list-style-type: none"> • X...X (Specify the reason) • EMV DEVICE, POS 90, NON CHIP SVCE CODE • EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD 		
The Issuer did not meet the applicable Chargeback conditions Chargeback Condition 3	As applicable	All
As applicable:		
<ul style="list-style-type: none"> • X...X (Specify the reason) • EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD 		

Representment Processing Requirements - Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/Region
The Acquirer can remedy the Chargeback <ul style="list-style-type: none"> X...X (Specify the reason) 	As applicable	All

ID#: 151013-171009-0007516

Additional Information - Reason Code 62 (Updated)

Chargeback Condition	Additional Information - Reason Code 62	Country/Region
Chargeback Condition 2	Use V.I.P. Field 44.5, "CVV Results Code," to determine if the CVV passed verification	All

ID#: 151013-010512-0026537

Reason Code 70 Card Recovery Bulletin or Exception File

Overview - Reason Code 70

A Merchant did not check the Card Recovery Bulletin or Exception File for a Transaction with an amount that was below the Floor Limit, excluding U.S. Domestic Transactions.

ID#: 150413-171009-0007518

Chargeback Conditions - Reason Code 70 (Updated)

Condition	Chargeback Conditions - Reason Code 70	Country/Region
1	All of the following: <ul style="list-style-type: none"> The Transaction was below the Merchant's Floor Limit The Merchant did not obtain Authorization On the Transaction Date, the Account Number was listed in the Card Recovery Bulletin for the region in which the Merchant Outlet is located 	All excluding U.S. Domestic

Condition	Chargeback Conditions - Reason Code 70	Country/Region
2	<p>All of the following:</p> <ul style="list-style-type: none"> The Transaction was below the Merchant's Floor Limit The Merchant did not obtain Authorization The Merchant did not perform Account Number Verification For a Transaction at a U.S. Merchant Outlet, the Account Number was listed on the Exception File with a Pickup Response by 4 a.m. Greenwich Mean Time on the date preceding the Transaction Date 	All excluding U.S. Domestic

ID#: 151013-171009-0007519

Minimum Chargeback Amount - Reason Code 70 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 70	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027763

Chargeback Rights and Limitations - Reason Code 70 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 70	Country/Region
General	The Chargeback applies whether or not a specific Account Number in a blocked BIN appears in the Card Recovery Bulletin or Exception File	All excluding U.S. Domestic
Chargeback Condition 1	If the Transaction Date was not transmitted in the Clearing Record, the Chargeback applies if the Account Number was listed in the Card Recovery Bulletin within the 10 calendar days before the Transaction Processing Date	All excluding U.S. Domestic

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 70	Country/Region
Chargeback Condition 2	If the Transaction Date was not transmitted in the Clearing Record, the Chargeback applies if Account Number Verification was performed or the Account Number was listed on the Exception File within the 10 calendar days before the Transaction Processing Date	All excluding U.S. Domestic

ID#: 151013-171009-0007520

Invalid Chargebacks - Reason Code 70 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 70	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Transaction authorized through the Emergency Payment Authorization Service • A T&E Transaction if the Account Number was not listed on the Exception File with a negative response on the Chargeback Processing Date • A Transaction completed at a Proximity Payment-Only Terminal, as specified in "Deployment of Proximity Payment-Only Terminals" 	All excluding U.S. Domestic
Chargeback Condition 1	A Transaction that occurred at a Chip-Reading Device and qualifies for the EMV liability shift, as specified in "EMV Liability Shift Participation"	All excluding U.S. Domestic

ID#: 151013-171009-0007521

Chargeback Time Limit - Reason Code 70 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 70	Country/Region
General	75 calendar days from the Transaction Processing Date	All excluding U.S. Domestic

ID#: 151013-171009-0007522

Chargeback Processing Requirements - Reason Code 70 (Updated)

Chargeback Processing Requirements - Reason Code 70		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 <ul style="list-style-type: none"> LISTED CRB DATE MMDDYY CRB REGION XX 	None required	All excluding U.S. Domestic
Chargeback Condition 2 <ul style="list-style-type: none"> LISTED EXCEPT FILE MMDDYY 	None required	All excluding U.S. Domestic

ID#: 151013-171009-0007523

Representment Time Limit - Reason Code 70

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007524

Representment Processing Requirements - Reason Code 70 (Updated)

Representment Processing Requirements - Reason Code 70		
Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none"> CRED MMDDYY ARN X...X (23 or 24 digits) REVERSAL MMDDYY 	None required	All excluding U.S. Domestic
The Issuer did not meet the applicable Chargeback conditions General As applicable: <ul style="list-style-type: none"> X...X (Specify the reason) 	None required	All excluding U.S. Domestic

Representment Processing Requirements - Reason Code 70

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Acquirer can remedy the Chargeback Chargeback Condition 1 As applicable:</p> <ul style="list-style-type: none"> • ACCT NUM NOT ON CRB TRAN DATE MMDDYY • CHECK-IN DATE MMDDYY • RENTAL DATE MMDDYY • EMBARK DATE MMDDYY • AUTH DATE MMDDYY CODE X...X 	Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable	All excluding U.S. Domestic
<p>The Acquirer can remedy the Chargeback Chargeback Condition 2 As applicable:</p> <ul style="list-style-type: none"> • ACCT NUM NOT ON EXCPT FILE TRAN DATE MMDDYY 	None required	All excluding U.S. Domestic

ID#: 151013-171009-0007525

Additional Information - Reason Code 70 (Updated)

Chargeback Condition	Additional Information - Reason Code 70	Country/ Region
General	<ul style="list-style-type: none"> • For a T&E Transaction, the Transaction date is the check-in, car rental, or embarkation date. • If the Issuer's and Acquirer's Authorization records conflict, the V.I.P. System Authorization record will prevail at Arbitration. 	All excluding U.S. Domestic

ID#: 151013-171009-0007526

Reason Code 71 Declined Authorization

Overview - Reason Code 71

A Merchant completed a Transaction after an Authorization Request received a Decline Response.

ID#: 150413-171009-0007528

Chargeback Conditions - Reason Code 71 (Updated)

Condition	Chargeback Conditions - Reason Code 71	Country/Region
1	An Authorization Request received a Decline or Pickup Response and the Merchant completed the Transaction	All
2	Both: <ul style="list-style-type: none"> An Authorization Request for a Magnetic-Stripe read or Chip-initiated Transaction received a Decline Response, a Pickup Response, or a Referral Response and a subsequent Authorization was obtained by a means other than Voice Authorization and the Merchant completed the Transaction The Transaction was initiated with a Counterfeit Card 	All
3	All of the following: <ul style="list-style-type: none"> A Chip-Reading Device transmitted an Authorization Request that contained all the data elements that create the EMV-Online Card Authentication Cryptogram with a POS Entry Mode value of "05" The Authorization Response was a Referral Response The Authorization Request was approved by means other than Voice Authorization The approved Transaction is fraudulent 	All

ID#: 151013-171009-0007529

Minimum Chargeback Amount - Reason Code 71 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 71	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic

Transaction Type	Minimum Chargeback Amount - Reason Code 71	Country/Region
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027764

Chargeback Rights and Limitations - Reason Code 71 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 71	Country/Region
General	The Chargeback applies if both of the following: <ul style="list-style-type: none"> The Authorization Request was processed through the International Automated Referral Service A Decline Response was provided 	All
General	For Hotels, Car Rental Companies, and Cruise Lines that rendered services, the Chargeback is limited to the amount over the Floor Limit if the Account Number was not listed in the Card Recovery Bulletin on the rental, check-in, or embarkation date.	All excluding U.S. Domestic
General	<ul style="list-style-type: none"> Before initiating a Chargeback for a T&E Transaction, the Issuer must list the Account Number on the Exception File with a negative response for a minimum of 90 calendar days For a Lodging Merchant where services were rendered, the Chargeback is limited to the amount over the Chargeback Protection Limit if the Account Number was not listed on the Exception File with a Pickup Response at 8 p.m. Pacific Time on the date preceding the Transaction initiation date 	U.S. Domestic
General	For an H&C Transaction, where the H&C Merchant provided services, the Chargeback amount is the amount above the Floor Limit if the Account Number was not listed in the Card Recovery Bulletin on the patient's check-in date	LAC
Chargeback Condition 3	Before initiating a Chargeback, the Issuer must meet both of the following conditions: <ul style="list-style-type: none"> List the Account Number on the Exception File with a Pickup Response for a minimum of 60 calendar days Report the Fraud Activity through VisaNet 	All

ID#: 151013-171009-0007530

Invalid Chargebacks - Reason Code 71 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 71	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Transaction that was authorized by Stand-In Processing • A T&E Transaction if the Account Number was not listed on the Exception File with a negative response on the Chargeback Processing Date • A Transaction authorized through the Emergency Payment Authorization Service 	All
General	<p>One of the following:</p> <ul style="list-style-type: none"> • A CPS Transaction • An ATM Cash Disbursement • A Transaction processed according to assured Transaction Response procedures • A T&E Transaction if the Account Number was not listed on the Exception File with a negative response for at least 90 calendar days from the Chargeback Processing Date • Effective for Transactions completed through 18 October 2013, a resubmission of a PIN-Authenticated Visa Debit Transaction if: <ul style="list-style-type: none"> – The Decline Response is one of the following: <ul style="list-style-type: none"> • Response code 51, "Insufficient Funds" • Response code 61, "Exceeds Approval Amount Limit" • Response code 65, "Exceeds Withdrawal Frequency Limit" – Authorization was obtained within 9 calendar days after the original Transaction Date 	U.S. Domestic
Chargeback Condition 1	<p>A Transaction for which Authorization was obtained after a Decline or Referral Response was received for the same purchase¹</p> <p>¹ This provision does not include Transactions that receive an Authorization Pickup Response of "04," "07," "41," or "43" or Authorization Requests submitted more than 12 hours after the submission of the first Authorization Request.</p>	All

ID#: 151013-171009-0007532

Chargeback Time Limit - Reason Code 71 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 71	Country/Region
General	75 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007534

Chargeback Processing Requirements - Reason Code 71 (Updated)

Chargeback Processing Requirements - Reason Code 71		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 • AUTH DECLINED MMDDYY	None required	All
Chargeback Condition 2 • ISS CERT TX COUNTERFEIT	Either: • Visa Resolve Online Questionnaire stating all of the following: – Date and time the call was received from the International Automated Referral Service – Account Number – Transaction amount – Issuer response • Visa Resolve Online Questionnaire with Issuer certification that the approved Transaction was Counterfeit and both the initial and subsequent Authorization Requests contained the following identical data: – Account Number – Transaction Date – Transaction amount – Merchant identification	All

Chargeback Processing Requirements - Reason Code 71

Member Message Text	Supporting Documentation/Certification	Country/ Region
Chargeback Condition 3 <ul style="list-style-type: none">AUTH DECLINED MMDDYY	Visa Resolve Online Questionnaire with Issuer certification of all of the following: <ul style="list-style-type: none">The approved Transaction was fraudulentBoth the initial and subsequent Authorization Requests contained the following identical data:<ul style="list-style-type: none">Account NumberTransaction DateTransaction amountMerchant identificationThe Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Chargeback, and was on the Exception File for a total period of at least 60 calendar days from the date of listing.	All

ID#: 151013-171009-0007535

Representation Time Limit - Reason Code 71

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007536

Representation Processing Requirements - Reason Code 71 (Updated)

Representation Processing Requirements - Reason Code 71

Member Message Text	Supporting Documentation/Certification	Country/ Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none">CRED MMDDYY ARN X...X (23 or 24 digits)REVERSAL MMDDYY	None required	All

Representment Processing Requirements - Reason Code 71

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY CODE X...X • TRAN IS MMDDYY NOT MMDDYY 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • For a dispute involving special Authorization procedures, "Certification of Special Authorization Representment Amount" (Exhibit 3C), excluding U.S. Domestic Transactions • Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 3</p> <p>As applicable:</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY CODE X...X • TRAN IS MMDDYY NOT MMDDYY 	<p>For an H&C Transaction:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • "Certification of Authorization Representment Amount for Public and Private Hospitals" (Exhibit LA-3) 	LAC

ID#: 151013-171009-0007537

Additional Information - Reason Code 71 (Updated)

Chargeback Condition	Additional Information - Reason Code 71	Country/ Region
General	<ul style="list-style-type: none"> • The Chargeback applies for Transactions above or below the Floor Limit when a Decline Response was received and no subsequent valid Authorization was obtained • Special Authorization procedures are allowed for Hotels, Cruise Lines, Car Rental Companies, and for Aggregated Transactions • If the Issuer's and Acquirer's Authorization records conflict, the V.I.P. System Authorization record will prevail at Arbitration 	All

Chargeback Condition	Additional Information - Reason Code 71	Country/Region
Chargeback Condition 2	<p>The Issuer may provide a copy of either:</p> <ul style="list-style-type: none"> • The International Automated Referral Service log showing the Issuer's Decline Response • The Issuer's internal Authorization log containing the following elements: <ul style="list-style-type: none"> – Date and time the call was received from the International Automated Referral Service – Account Number – Transaction amount – Issuer response 	All

ID#: 151013-171009-0007538

Reason Code 72 No Authorization

Overview - Reason Code 72

Authorization was required for a Transaction, but the Merchant did not obtain proper Authorization.

ID#: 150413-171009-0007540

Chargeback Conditions - Reason Code 72 (Updated)

Condition	Chargeback Conditions - Reason Code 72	Country/Region
1	The Transaction exceeded the Floor Limit and Authorization was not obtained on the Transaction Date	All
2	Authorization was obtained using invalid or incorrect data, or the Merchant Category Code used in the Authorization Request does not match the Merchant Category Code in the Clearing Record of the first Presentment for the same Transaction	All

ID#: 151013-171009-0007541

Minimum Chargeback Amount - Reason Code 72 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 72	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)

Transaction Type	Minimum Chargeback Amount - Reason Code 72	Country/Region
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027765

Chargeback Rights and Limitations - Reason Code 72 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 72	Country/Region
General	<ul style="list-style-type: none"> • For Hotels, Car Rental Companies, and Cruise Lines that rendered services, the Chargeback is limited to the amount over the Floor Limit if the Account Number was not listed in the Card Recovery Bulletin on the Transaction Date • For Hotels and Cruise Lines where the Transaction amount exceeds the total of all estimated authorized amounts, the Chargeback is limited to the amount that exceeds the authorized amount by 15% • For a Chip-initiated, Offline Authorized Transaction, the Chargeback is limited to the amount exceeding the Merchant's Chip Floor Limit • 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 • For a Mail/Phone Order or Electronic Commerce Transaction, the Authorization is valid if either: <ul style="list-style-type: none"> – The Transaction amount is within 15% of the authorized amount, if the additional amount represents shipping costs – The Authorization was obtained within 7 calendar days of the Transaction Date • If Authorization was obtained for an amount less than the Transaction amount, the Chargeback is limited to the amount that was not authorized • The Chargeback applies if the Transaction required Authorization and the Authorization was obtained, but subsequently reversed • 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
General	For a restaurant, if the Transaction amount is more than 20% greater than the authorized amount, the Issuer may charge back only the amount that exceeds the additional 20%.	All except Brazil Domestic

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 72	Country/Region
General	<p>For an Automated Fuel Dispenser, the Chargeback is limited to the amount exceeding one of the following:</p> <ul style="list-style-type: none"> • The amount authorized by the Issuer • If a Status Check Authorization was obtained: <ul style="list-style-type: none"> – For an EMV PIN Transaction, US \$100, or local currency equivalent – For all other Transactions, US \$75 or local currency equivalent 	All excluding Japan Domestic
General	<p>For a Car Rental Company, the Chargeback is limited to the amount that exceeds the greater of:</p> <ul style="list-style-type: none"> • The sum of the authorized amounts plus 15% • The sum of the authorized amounts plus US \$75 or local currency equivalent 	All excluding VE
General	<p>For an Automated Fuel Dispenser, the Chargeback is limited to the amount exceeding one of the following:</p> <ul style="list-style-type: none"> • The amount authorized by the Issuer • If a Status Check Authorization was obtained: <ul style="list-style-type: none"> – For an EMV PIN Transaction, US \$100, or local currency equivalent – Effective 1 August 2013, in the AP Region, for all domestic Magnetic Stripe-read and Chip-initiated Transactions in Japan, 15,000 JPY – For all other Transactions, US \$75 or local currency equivalent 	Japan Domestic

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 72	Country/Region
General	<ul style="list-style-type: none"> • For an Automated Fuel Dispenser, the Chargeback is limited to the amount exceeding one of the following: <ul style="list-style-type: none"> – The amount authorized by the Issuer – If a Status Check Authorization was obtained: <ul style="list-style-type: none"> • For an EMV PIN Transaction, US \$100, or local currency equivalent • For a Visa Fleet Card Transaction, US \$150 • For all other Transactions, US \$75 or local currency equivalent • For a Lodging Merchant, the Chargeback is limited to the amount exceeding the Merchant's Chargeback Protection Limit plus 15% • For a Transaction properly classified with one of the following Merchant Category Codes, if the Transaction amount is greater than the authorization amount plus 20%, the Chargeback is limited to the difference between the Transaction amount and the authorization amount plus 20%: <ul style="list-style-type: none"> – 4121, "Taxicabs and Limousines" – 5813, "Bars and Taverns" – 7230, "Beauty and Barber Shops" – 7298, "Health and Beauty Spas" • For a Transaction that received an Electronic Interchange Reimbursement Fee, the Chargeback applies if the Transaction amount is below the Issuer Limit and both: <ul style="list-style-type: none"> – The Account Number was listed on the Exception File on or before 8 p.m. Pacific Time on the calendar day preceding the Transaction Date – The Exception File response indicated that the Card was invalid • Before initiating a Chargeback for a T&E Transaction, the Issuer must list the Account Number on the Exception File with a negative response for a minimum of 90 calendar days 	U.S. Domestic
General	For a Car Rental Company, the Chargeback is limited to the amount that exceeds the sum of the authorized amounts plus 15%	Interregional including VE
General	For a Transaction in which an H&C Merchant provided services, the Chargeback applies only for the amount above the Floor Limit if the Account Number was not listed in the Card Recovery Bulletin on the date the Transaction was initiated	LAC

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 72	Country/Region
Chargeback Condition 2	<ul style="list-style-type: none">• The Chargeback applies for the entire Transaction amount• The Chargeback applies when the Authorization Request and Clearing Record are processed by either the same or different Acquirers• The Authorization is invalid if the Merchant used invalid or incorrect Transaction data, as specified in the applicable VisaNet Manuals, such as:<ul style="list-style-type: none">– Incorrect Transaction Date– Incorrect Merchant Category Code– Incorrect indicator for the Merchant or Transaction type– Incorrect country code/state or special condition indicator	All

ID#: 151013-171009-0007542

Invalid Chargebacks - Reason Code 72 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 72	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • An ATM Cash Disbursement • A Transaction authorized through the Emergency Payment Authorization Services • A T&E Transaction if the Account Number was not listed on the Exception File with a negative response on the Chargeback Processing Date • A Transaction for which the Authorization was processed through the International Automated Referral Service • A Transaction authorized by Stand-In Processing • An Electronic Commerce Transaction in which the Cardholder Authentication Verification Value was not validated during Authorization • A Transaction authorized with Merchant Category Code 9701, "Visa Credential Service," or 9702, "Emergency Services (GCAS)" • An Automated Fuel Dispenser Transaction if both: <ul style="list-style-type: none"> – A Status Check Authorization was obtained – The Transaction amount is either: <ul style="list-style-type: none"> • For an EMV PIN Transaction, US \$100 or less, or local currency equivalent • For all other Transactions, US \$75 or less, or local currency equivalent 	All
General	A Transaction in which the Transaction and Billing Currencies are different, and the Transaction amount is within 10% of the Authorization amount (to allow for currency fluctuation)	All excluding U.S. Domestic

Chargeback Condition	Invalid Chargebacks - Reason Code 72	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Transaction for which Partial Authorization was obtained and both: <ul style="list-style-type: none"> – The Partial Authorization indicator was present in the Authorization Request – The Transaction amount does not exceed the amount in the Partial Authorization Response • Effective for Transactions completed through 30 June 2015, an Online Check Card Transaction completed at an Automated Fuel Dispenser, if all of the following: <ul style="list-style-type: none"> – The estimated Transaction amount did not exceed US \$75 – Authorization was obtained for an amount based on the estimated Transaction amount – The Transaction amount did not exceed the estimated amount • Effective for Transactions completed through 30 June 2015, an Online Check Card Transaction completed at an Automated Fuel Dispenser if the final Transaction amount was processed within X of either the Status Check Authorization or the approval of the estimated Transaction amount • An Automated Fuel Dispenser Transaction if both: <ul style="list-style-type: none"> – A Status Check Authorization was obtained – For a Visa Fleet Card Transaction, the Transaction amount is US \$150 or less • A Manual Cash Disbursement that exceeds US \$5,000 • A Transaction in which an incremental T&E Authorization was not identified with the appropriate values in the required data fields, as specified in the applicable VisaNet Manuals 	U.S. Domestic

ID#: 151013-171009-0007543

Chargeback Time Limit - Reason Code 72 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 72	Country/Region
General	75 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007544

Chargeback Processing Requirements - Reason Code 72 (Updated)

Chargeback Processing Requirements - Reason Code 72		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 As applicable: <ul style="list-style-type: none"> • NO AUTHORIZATION • EMV CARD, NO AUTH, EXCD CHIP FLOOR LIMIT • EMV CARD, INVALID FALLBACK DATA • TRAN EXCEEDS AUTH AMOUNT 	None required	All
Chargeback Condition 2 <ul style="list-style-type: none"> • AUTH OBTAINED USING INVALID DATA 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire or Issuer Chargeback/Acquirer Representment Form - Non-Matching Merchant Category Code including the Chargeback Reference Number, if used • 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 	All excluding VE
Chargeback Condition 2 <ul style="list-style-type: none"> • AUTH OBTAINED USING INVALID DATA 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire or Issuer Chargeback/Acquirer Representment Form - Non-Matching Merchant Category Code including the Chargeback Reference Number, if used • Documentation to support the Issuer's claim that the Transaction would have been declined if Transaction data had been provided in the Authorization Request 	Interregional including VE

ID#: 151013-171009-0007545

Representment Time Limit - Reason Code 72

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007546

Representment Rights and Limitations - Reason Code 72 (Updated)

Chargeback Condition	Representment Rights and Limitations - Reason Code 72	Country/Region
General	For Hotels or Cruise Lines, if special Authorization procedures are used, the Representment is limited to the amount that exceeds the sum of the Authorization amounts by 15%. This total must not exceed the Transaction amount.	All
General	<ul style="list-style-type: none"> • For Car Rental Companies, if special Authorization procedures are used, the Representment is limited to the greater of: <ul style="list-style-type: none"> – The sum of the authorized amounts plus 15% – The sum of the authorized amounts plus US \$75 or local currency equivalent • The Representment amount must not exceed the Transaction Amount 	All excluding VE
General	If an Electronic Interchange Reimbursement Fee was not processed as specified, the Acquirer must not represent the Transaction at the Standard Interchange Reimbursement Fee rate. The Acquirer is liable for the Transaction.	U.S. Domestic
General	For Car Rental Companies, if special Authorization procedures are used, the Representment is limited to the sum of the authorized amounts plus 15%	Interregional including VE

ID#: 151013-171009-0007549

Representment Processing Requirements - Reason Code 72 (Updated)

Representment Processing Requirements - Reason Code 72		
Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All

Representation Processing Requirements - Reason Code 72

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Issuer did not meet the applicable Chargeback conditions General</p>	As applicable	All
<p>As applicable:</p> <ul style="list-style-type: none"> • X...X (Specify the reason) • EMV CARD, VALID FALLBACK DATA • NOT AN EMV CARD, NON EMV DEVICE 		
<p>The Acquirer can remedy the Chargeback Chargeback Condition 1</p>	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • For a dispute involving special Authorization procedures, both: <ul style="list-style-type: none"> – "Certification of Special Authorization Representation Amount" (Exhibit 3C), excluding U.S. Domestic Transactions – For a T&E Transaction, 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, the Transaction Receipt or Substitute Transaction Receipt 	All
<p>As applicable:</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY CODE X...X AMT \$XXX • TRAN DATE IS MMDDYY NOT MMDDYY • MO/TO (or EC) ORDER DATE MMDDYY CODE XXXXX AMT \$XXXX • MERCHANT IS RESTAURANT MMDDYY CODE XXXXX AMT \$XXXX 		
<p>The Acquirer can remedy the Chargeback Chargeback Condition 1</p> <p>As applicable:</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY CODE X...X AMT \$XXX • TRAN DATE IS MMDDYY NOT MMDDYY 	<p>For a dispute involving an H&C Transaction, both of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • "Certification of Authorization Representation Amount for Public and Private Hospitals" (Exhibit LA-3) 	LAC

Representment Processing Requirements - Reason Code 72

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Acquirer can remedy the Chargeback Chargeback Condition 2</p> <ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • V.I.P. System Authorization record and the Clearing Record of the First Presentment 	All

ID#: 151013-171009-0007548

Additional Information - Reason Code 72 (Updated)

Chargeback Condition	Additional Information - Reason Code 72	Country/Region
General	<ul style="list-style-type: none"> • Special Authorization procedures are allowed for Hotel, Cruise Line, Car Rental Company, and Aggregated Transactions. Any Authorization obtained for these Transactions between the Transaction initiation and completion dates is valid • When an Issuer's and Acquirer's Authorization records conflict, the V.I.P. System records will prevail at Arbitration 	All

ID#: 151013-171009-0007550

Reason Code 73 Expired Card

Overview - Reason Code 73

A Merchant completed a Transaction with a Card that expired before the Transaction Date and did not obtain Authorization.

ID#: 150413-171009-0007551

Chargeback Conditions - Reason Code 73 (Updated)

Condition	Chargeback Conditions - Reason Code 73	Country/Region
1	A Merchant completed a Transaction with a Card that expired before the Transaction Date and did not obtain Authorization	All

ID#: 151013-171009-0007552

Minimum Chargeback Amount - Reason Code 73 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 73	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027766

Chargeback Rights and Limitations - Reason Code 73 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 73	Country/Region
General	<ul style="list-style-type: none"> The Transaction Date is the date on which the Transaction occurred or one of the following, as applicable: <ul style="list-style-type: none"> For a Hotel, the check-in date For a Car Rental Company, the date the car was rented For a Cruise Line, the embarkation date For a Mail/Phone Order or Electronic Commerce Transaction, the expiration date provided by the Cardholder is assumed to be correct 	All
General	For an H&C Transaction, the Transaction Date is the date on which the H&C Transaction occurred or the check-in date	LAC

ID#: 151013-171009-0007553

Invalid Chargebacks - Reason Code 73 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 73	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> A Transaction authorized through the Emergency Payment Authorization Service A Chip-initiated Transaction A T&E Transaction if the Account Number was not listed on the Exception File with a negative response on the Chargeback Processing Date 	All
General	A T&E Transaction, if the Account Number was not listed on the Exception File with a negative response on the Chargeback Processing Date and did not remain on the Exception File with a negative response for at least 90 calendar days from the Chargeback Processing Date	U.S. Domestic

ID#: 151013-171009-0007554

Chargeback Time Limit - Reason Code 73 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 73	Country/Region
General	75 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007555

Chargeback Processing Requirements - Reason Code 73 (Updated)

Chargeback Processing Requirements - Reason Code 73		
Member Message Text	Supporting Documentation/Certification	Country/Region
General	None required	All
<ul style="list-style-type: none"> CARD EXPIRED MMDDYY 		

ID#: 151013-171009-0007556

Representment Time Limit - Reason Code 73

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007557

Representment Processing Requirements - Reason Code 73 (Updated)

Representment Processing Requirements - Reason Code 73		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY • CARD NOT EXPIRED ON TRAN DATE • CHECK-IN DATE MMDDYY • RENTAL DATE MMDDYY • EMBARK DATE MMDDYY 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • One of the following: <ul style="list-style-type: none"> – The Merchant's Authorization log – Documentation to prove that the Card was not expired on the Transaction Date – Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable 	All

ID#: 151013-171009-0007558

Additional Information - Reason Code 73 (Updated)

Chargeback Condition	Additional Information - Reason Code 73	Country/Region
General	<ul style="list-style-type: none">• Unless otherwise indicated, the Card expiration date is the last day of the month• If the Issuer's and Acquirer's Authorization records conflict, the V.I.P. System Authorization record will prevail at Arbitration• Before initiating a Chargeback, the Issuer should verify that an Authorization was not obtained	All

ID#: 151013-171009-0007559

Reason Code 74 Late Presentment

Overview - Reason Code 74

The Transaction was not processed within the required time limits and the account was not in good standing on the Processing Date, or the Transaction was processed more than 180 calendar days from the Transaction Date.

ID#: 150413-171009-0007560

Chargeback Conditions - Reason Code 74 (Updated)

Condition	Chargeback Conditions - Reason Code 74	Country/Region
1	Both: <ul style="list-style-type: none">• The Transaction was not processed within the required time limit• The Account Number was not in good standing on the Chargeback Processing Date	All
2	The Transaction Date is more than 180 calendar days before the Processing Date	All

ID#: 151013-171009-0007561

Minimum Chargeback Amount - Reason Code 74 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 74	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027767

Chargeback Rights and Limitations - Reason Code 74 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 74	Country/Region
General	For a T&E Transaction, the Transaction Date is: <ul style="list-style-type: none"> • For a Hotel, the check-out date • For a Car Rental Company, the return date • For a Cruise Line, the disembarkation date 	All
General	For an H&C Transaction, the Transaction Date is the patient's check-out date	LAC
Chargeback Condition 1	<ul style="list-style-type: none"> • The Transaction Processing Date must be no more than: <ul style="list-style-type: none"> – For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date – For an ATM or Load Transaction, 10 calendar days after the Transaction Date – For all other Transactions, 30 calendar days after the Transaction Date • For a T&E Transaction, the Issuer must list the Account Number on the Exception File with a negative response on the Chargeback Processing Date 	All excluding Malaysia Domestic and U.S. Domestic

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 74	Country/Region
Chargeback Condition 1	<ul style="list-style-type: none"> • The Transaction Processing Date must be no more than: <ul style="list-style-type: none"> – For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date – For an ATM or Load Transaction, 10 calendar days after the Transaction Date – For an Automated Fuel Dispenser Transaction, 6 calendar days after the Transaction Date – For all other Transactions, 30 calendar days after the Transaction Date • For a T&E Transaction, the Issuer must list the Account Number on the Exception File with a negative response on the Chargeback Processing Date 	Malaysia Domestic
Chargeback Condition 1	<ul style="list-style-type: none"> • The Transaction Processing Date must be no more than: <ul style="list-style-type: none"> – For a Transaction using an account that is not in good standing, including "not sufficient funds" (NSF), 10 calendar days after the Transaction Date – Effective for Transactions completed through 30 June 2015, for an ATM Transaction, Load Transaction, Online Check Card Transaction, or PIN-Authenticated Visa Debit Transaction, 10 calendar days after the Transaction Date – Effective for Transactions completed on or after 1 July 2015, for an ATM Transaction, Load Transaction, or PIN-Authenticated Visa Debit Transaction, 10 calendar days after the Transaction Date – For a Transaction at a Merchant with multiple Merchant Outlets, for an account that is not in good standing, including "not sufficient funds," 20 calendar days after the Transaction Date – For all other Transactions, 30 calendar days after the Transaction Date • For a T&E Transaction, the Issuer must list the Account Number on the Exception File with a negative response on the Chargeback Processing Date. The Account Number must remain on the Exception File with a negative response for at least 90 calendar days from the Chargeback Processing Date 	U.S. Domestic

ID#: 151013-171009-0007562

Chargeback Time Limit - Reason Code 74 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 74	Country/Region
General	120 calendar days from the Processing Date of the Presentment	All
General	<ul style="list-style-type: none">• Effective for Transactions completed through 30 June 2015, for an ATM, Visa TravelMoney, or Online Check Card Transaction, 20 calendar days from the Processing Date of the Adjustment• Effective for Transactions completed on or after 1 July 2015, for an ATM or Visa TravelMoney Transaction, 20 calendar days from the Processing Date of the Adjustment	U.S. Domestic

ID#: 151013-171009-0007572

Chargeback Processing Requirements - Reason Code 74 (Updated)

Chargeback Processing Requirements - Reason Code 74		
Member Message Text	Supporting Documentation/ Certification	Country/ Region
<p>General</p> <ul style="list-style-type: none"> • For a PIN-Authenticated Visa Debit Transaction: <ul style="list-style-type: none"> – TRAN MORE THAN 10 DAYS LATE • Effective for Transactions completed through 30 June 2015, for an ATM, Load, or Online Check Card Transaction, ACCOUNT STATUS CODE (supply the appropriate code in the last position in the text) <ul style="list-style-type: none"> – C = Credit Problem (Also NSF for ATM Transactions, Load Transactions, or Online Check Card Transaction Adjustments) – F = Other Fraud (lost, stolen, not received) – X = Counterfeit – O = Account Closed • Effective for Transactions completed on or after 1 July 2015, for an ATM or Load Transaction, ACCOUNT STATUS CODE (supply the appropriate code in the last position in the text) <ul style="list-style-type: none"> – C = Credit Problem (Also NSF for ATM Transactions or Load Transaction Adjustments) – F = Other Fraud (lost, stolen, not received) – X = Counterfeit – O = Account Closed 	None required	U.S. Domestic
<p>Chargeback Condition 1</p> <ul style="list-style-type: none"> • ACCOUNT STATUS CODE __ (Supply the appropriate code in the last position of the text) <ul style="list-style-type: none"> – X=Counterfeit – O=Account Closed – C=Account Problem (in the U.S. Region, includes NSF) – F=Other Fraud (e.g., lost, stolen, not received) 	None required	All

Chargeback Processing Requirements - Reason Code 74

Member Message Text	Supporting Documentation/ Certification	Country/ Region
Chargeback Condition 2 <ul style="list-style-type: none"> MORE THAN 180 DAYS LATE 	None required	All

ID#: 151013-171009-0007573

Representation Time Limit - Reason Code 74

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007574

Representation Processing Requirements - Reason Code 74 (Updated)

Representation Processing Requirements - Reason Code 74

Member Message Text	Supporting Documentation/Certification	Country/ Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none"> CRED MMDDYY ARN X...X (23 or 24 digits) REVERSAL MMDDYY 	None required	All
The Issuer did not meet the applicable Chargeback conditions General <ul style="list-style-type: none"> X...X (Specify the reason) 	None required	All
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none"> CORRECT TRAN DATE MMDDYY 	Both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire The Transaction Receipt or other documentation with a Transaction Date that disproves late Presentment 	All

ID#: 151013-171009-0007575

Additional Information - Reason Code 74 (Updated)

Chargeback Condition	Additional Information - Reason Code 74	Country/Region
General	For a T&E delayed or amended charge, the Transaction Date is the date of the delayed or amended charge, not the return or check-out date	All

ID#: 151013-171009-0025745

Reason Code 75 Transaction Not Recognized

Overview - Reason Code 75

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.

ID#: 150413-171009-0007576

Chargeback Conditions - Reason Code 75 (Updated)

Condition	Chargeback Conditions - Reason Code 75	Country/Region
1	The Cardholder does not recognize the Transaction and additional information beyond the data required in the Clearing Record is needed to assist the Cardholder in identifying the Transaction	All

ID#: 151013-171009-0007577

Minimum Chargeback Amount - Reason Code 75 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 75	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

Transaction Type	Minimum Chargeback Amount - Reason Code 75	Country/Region
¹ Minimum does not apply to Transactions for payment of airport tax.		

ID#: 151013-160713-0027768

Chargeback Rights and Limitations - Reason Code 75 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 75	Country/Region
General	<ul style="list-style-type: none"> The Chargeback applies only for key-entered Transactions and Unattended Transactions If a Retrieval Request is required, the Issuer may not initiate a Chargeback until the Acquirer has responded to the Retrieval Request or, if no response is received, until 30 calendar days after the Retrieval Request Processing Date 	All excluding VE
General	For an Electronic Commerce Transaction, the Chargeback applies if the Transaction was processed with Electronic Commerce Indicator value "6"	Brazil Domestic
General	<ul style="list-style-type: none"> Before initiating a Chargeback, the Issuer must request a copy of the Transaction Receipt unless the Transaction is one of the following: <ul style="list-style-type: none"> A Mail/Phone Order Transaction An Electronic Commerce Transaction A Recurring Transaction An EMV PIN Transaction, excluding Manual Cash Disbursements, Quasi-Cash Transactions, and requests for T&E Documents An Unattended Transaction A Proximity Payment Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used, excluding Manual Cash Disbursements, Quasi-Cash Transactions, and requests for T&E Documents If a Retrieval Request is required, the Issuer may not initiate a Chargeback until the Acquirer has responded to the Retrieval Request or, if no response is received, until 30 calendar days after the Retrieval Request Processing Date 	Interregional including VE

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 75	Country/Region
General	<p>The Chargeback applies, regardless of the Electronic Commerce Indicator value, for Electronic Commerce Transactions conducted by Merchants in the following Merchant categories:</p> <ul style="list-style-type: none"> • 4829, "Wire Transfer Money Orders" • 5967, "Direct Marketing - Inbound Teleservices Merchant" • 6051, "Non-Financial Institutions - Foreign Currency, Money Orders (not Wire Transfer), Travelers' Cheques" • 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks" 	U.S. Domestic

ID#: 151013-171009-0007578

Invalid Chargebacks - Reason Code 75 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 75	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Transaction for which the Issuer used Retrieval Request reason code 33, "Fraud Analysis Request" or Retrieval Request reason code 34, "Legal Process Request" • A Transaction for which the Acquirer supplies a Fulfillment with all required data specified in "T & E Transaction Receipt Fulfillment Documents - Data Requirements" • A Transaction for which the Lodging/Car Rental No-Show indicator in the Clearing Record is "1" • A Transaction that the Cardholder states is fraudulent • An ATM Cash Disbursement • A Telephone Service Transaction 	All
General	<ul style="list-style-type: none"> • A Transaction for which the Acquirer provided evidence of an Imprint • A Visa Easy Payment Service Transaction 	All excluding VE
General	An Electronic Commerce Transaction that was processed with Electronic Commerce Indicator value "6"	All excluding Brazil Domestic and U.S. Domestic

Chargeback Condition	Invalid Chargebacks - Reason Code 75	Country/Region
The Chargeback is invalid for any of the following:		
General	An Electronic Commerce Transaction that was processed with Electronic Commerce Indicator value "5"	All excluding U.S. Domestic
General	A Transaction for which the Acquirer provided evidence of an Imprint and a signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)	Interregional including VE
General	A Proximity Payment Transaction	Canada Domestic
General	<ul style="list-style-type: none"> • A CPS/Passenger Transport Transaction • A CPS/Automated Fuel Dispenser Transaction • A Straight Through Processing Transaction • A PIN-Authenticated Visa Debit Transaction • A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value "5" in the Authorization Request, if both: <ul style="list-style-type: none"> – The Issuer responded to an Authentication Request with an Authentication Confirmation using Verified by Visa – A Cardholder Authentication Verification Value was included in the Authorization Request • A Non-Authenticated Security Transaction processed with Electronic Commerce Indicator value "6" in the Authorization Request, if all of the following: <ul style="list-style-type: none"> – The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response using Verified by Visa – Either: <ul style="list-style-type: none"> • 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" – Transaction is not an anonymous Visa Prepaid Card Transaction or a Commercial Card Transaction 	U.S. Domestic

ID#: 151013-171009-0007579

Chargeback Time Limit - Reason Code 75 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 75	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007580

Chargeback Processing Requirements - Reason Code 75 (Updated)

Chargeback Processing Requirements - Reason Code 75		
Member Message Text	Supporting Documentation/Certification	Country/Region
General <ul style="list-style-type: none">UNABLE TO AUTHENTICATE RESPONSEAUTHENTICATION DENIALSEE 3D SECURE RESPONSE SENT MMDDYYCAVV MISSING IN AUTH	None required	U.S. Domestic
General <ul style="list-style-type: none">RR DATE MMDDYY, (if the Transaction Receipt request was not fulfilled)	None required	Interregional including VE

ID#: 151013-171009-0007581

Representment Time Limit - Reason Code 75

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007584

Representation Rights and Limitations - Reason Code 75 (Updated)

Chargeback Condition	Representation Rights and Limitations - Reason Code 75	Country/Region
General	A Representation is invalid if the Acquirer did not include additional information or Transaction data that was not required in the Clearing Record	All
General	<p>A Representation is invalid if:</p> <ul style="list-style-type: none"> • For Transactions that are not EMV PIN Transactions and are not Proximity Payment Transactions in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used, the Acquirer did not respond to a Retrieval Request or responded with Nonfulfillment Message code "03" or "04," or provided a Fulfillment that does not contain all the required data elements. This provision does not apply to Mail/Phone Order Transactions, Electronic Commerce Transactions, or Recurring Transactions • For Transactions that are EMV PIN Transactions or Proximity Payment Transactions in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used, the Acquirer did not respond to a Retrieval Request or responded with a Nonfulfillment Message code "03" or "04" and any of the following: <ul style="list-style-type: none"> – The Transaction was a Manual Cash Disbursement or a Quasi-Cash Transaction – The Retrieval Request was for a T&E Transaction 	Interregional including VE

ID#: 151013-171009-0007585

Representation Processing Requirements - Reason Code 75 (Updated)

Representation Processing Requirements - Reason Code 75		
Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed	None required	All
General		
As applicable:		
<ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 		

Representment Processing Requirements - Reason Code 75

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	<p>None required</p>	<p>All</p>
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire 	<p>U.S. Domestic</p>
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> • None required 	<p>Visa Resolve Online Questionnaire and both:</p> <ul style="list-style-type: none"> • A copy of the Transaction Receipt or a detailed description of the merchandise or services purchased • 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) 	<p>All</p>

Representation Processing Requirements - Reason Code 75

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> • None required 	<p>Visa Resolve Online Questionnaire and either:</p> <ul style="list-style-type: none"> • For a Transaction conducted by a Merchant properly assigned a Merchant Category Code in the range 3000-3299 (airlines), 4511, "Airlines and Air Carriers (Not Elsewhere Classified)," or 4722, "Travel Agencies and Tour Operators," all of the following: <ul style="list-style-type: none"> – A copy of the front of the Card – A copy of the front and back of a legal document that identifies the Cardholder – A copy of a voucher or ticket with passenger's name issued by travel agency and/or airline – A copy of the debit authorization form with all of the following: <ul style="list-style-type: none"> • Primary Cardholder's name • Passengers' names • Account number • Card expiration date • Primary Cardholder's phone number • Airline name • Authorization Code • Transaction amount • Installment Transaction count • Installment Transaction amount • Airport tax amount • Date of the debit authorization form • Cardholder signature (must match Cardholder's signature on the signature panel) • For a Transaction conducted by a Merchant properly assigned Merchant Category Code 5814 "Fast Food Restaurants" or 7922 "Theatrical Producers (Except Motion Pictures) and Ticket Agencies," documentation signed by the Cardholder to prove that the Cardholder received services or merchandise at the agreed location 	<p>Brazil Domestic</p>

ID#: 151013-171009-0007586

Additional Information - Reason Code 75 (Updated)

Chargeback Condition	Additional Information - Reason Code 75	Country/Region
General	<ul style="list-style-type: none"> • Visa recommends that the Acquirer supply all available Transaction details • To determine if a Retrieval Request is required, verify if a Mail/Phone Order or Electronic Commerce Indicator is present or if the Merchant Category Code indicates that the Transaction is a Mail/Phone Order Transaction or an Electronic Commerce Transaction 	All
General	<p>The Issuer may have a Compliance right for an Electronic Commerce Transaction that was coded with an Electronic Commerce Indicator value "6" if both:</p> <ul style="list-style-type: none"> • The Acquirer did not respond to the Issuer's Retrieval Request or responded with a Nonfulfillment Message code "03" or "04" • The Cardholder required more information about the Transaction 	All excluding Brazil Domestic and U.S. Domestic
General	<p>The Acquirer may collect a US \$25 handling fee from the Issuer if the original Clearing Record contained either:</p> <ul style="list-style-type: none"> • Airline/Railway Passenger Itinerary Data • "1" in the Lodging/Car Rental No Show Indicator 	U.S. Domestic

ID#: 151013-171009-0007587

Reason Code 76 Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation

Overview - Reason Code 76 (Updated)

A Transaction was processed with an incorrect Transaction code, or an incorrect currency code, or the Merchant deposited a Transaction with an Acquirer whose Country of Domicile is not the country where the Transaction occurred, or proper Dynamic Currency Conversion procedures were not followed, or the Merchant processed a credit refund and did not process a Reversal or Adjustment within 30 days for a Transaction Receipt processed in error.

ID#: 151013-191013-0007588

Chargeback Conditions - Reason Code 76 (Updated)

Condition	Chargeback Conditions - Reason Code 76	Country/Region
1	The Transaction code is incorrect	All
2	The Transaction Currency is different than the currency transmitted through VisaNet	All
3	A Transaction was deposited by a Merchant with an Acquirer whose Country of Domicile is not the country where the Transaction occurred and was processed with an incorrect Transaction Country code	All
4	Effective through 18 October 2013 , the Cardholder was not advised that Dynamic Currency Conversion would occur or was refused the choice of paying in the Merchant's local currency	All
5	Effective 19 October 2013 , the Cardholder was not advised that Dynamic Currency Conversion would occur or was refused the choice of paying in the Merchant's local currency	Interregional including VE
6	Effective 19 October 2013 , Dynamic Currency Conversion occurred and the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice	All excluding VE
7	The Merchant processed a credit refund and did not process a Reversal or an Adjustment within 30 calendar days for a Transaction Receipt processed in error	All

ID#: 151013-191013-0007589

Minimum Chargeback Amount - Reason Code 76 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 76	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027769

Chargeback Rights and Limitations - Reason Code 76 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 76	Country/Region
Chargeback Condition 1	For a Transaction processed with an incorrect Transaction code, the Chargeback amount is double the Transaction amount when either: <ul style="list-style-type: none"> • A credit was processed as a debit • A debit was processed as a credit 	All
Chargeback Condition 2, 3, 4, 5, and 6	The Chargeback applies for the entire Transaction amount	All
Chargeback Condition 7	The Chargeback must be limited to the difference between the Credit Transaction Receipt and the original debit	All excluding U.S. Domestic and Canada Domestic

ID#: 151013-171009-0007590

Invalid Chargebacks - Reason Code 76 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 76	Country/Region
The Chargeback is invalid for any of the following:		
General	An ATM Cash Disbursement	U.S. Domestic
Chargeback Condition 2	A Transaction originating at a non-U.S. ATM connected to the Plus System, Inc. and settled in U.S. dollars	All
Chargeback Condition 3	One of the following: <ul style="list-style-type: none"> • An International Airline Transaction • A Transaction that occurred at a military base, an embassy, or a consulate as specified in "Country of Domicile and Jurisdiction Requirements" 	All

ID#: 151013-171009-0007591

Chargeback Time Limit - Reason Code 76 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 76	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007592

Chargeback Processing Requirements - Reason Code 76 (Updated)

Chargeback Processing Requirements - Reason Code 76		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 As applicable: <ul style="list-style-type: none"> • CREDIT POSTED AS DEBIT • DEBIT POSTED AS CREDIT • PURCHASE POSTED AS CASH • CASH POSTED AS PURCHASE 	None required	All
Chargeback Condition 2 <ul style="list-style-type: none"> • TRAN CURRENCY IS XXX NOT XXX (XXX = numeric Currency Code value as specified in the applicable VisaNet Manuals) 	None required	All
Chargeback Condition 3 <ul style="list-style-type: none"> • TRAN OCCURRED IN X...X 	None required	All

Chargeback Processing Requirements - Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Effective for Transactions processed through 18 October 2013, Chargeback Condition 4 As applicable:</p> <ul style="list-style-type: none"> • DCC -- CARDHOLDER NOT ADVISED • DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Issuer certification 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 	<p>All excluding VE</p>
<p>Effective for Transactions processed through 18 October 2013, Chargeback Condition 4 As applicable:</p> <ul style="list-style-type: none"> • DCC -- CARDHOLDER NOT ADVISED • DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Both: <ul style="list-style-type: none"> – 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 – A copy of the Cardholder's Transaction Receipt (if available) 	<p>Interregional including VE</p>
<p>Effective for Transactions processed on or after 19 October 2013, Chargeback Condition 5 As applicable:</p> <ul style="list-style-type: none"> • DCC -- CARDHOLDER NOT ADVISED • DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Both: <ul style="list-style-type: none"> – 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 – A copy of the Cardholder's Transaction Receipt (if available) 	<p>Interregional including VE</p>

Chargeback Processing Requirements - Reason Code 76		
Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Effective for Transactions processed on or after 19 October 2013, Chargeback Condition 6</p> <p>As applicable:</p> <ul style="list-style-type: none"> • DCC -- CARDHOLDER DID NOT AGREE TO DCC • DCC -- CARDHOLDER DID NOT MAKE ACTIVE CHOICE 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Issuer certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice 	<p>All excluding VE</p>
<p>Chargeback Condition 7</p> <ul style="list-style-type: none"> • CREDIT INSTEAD OF REVERSAL 	<p>Visa Resolve Online Questionnaire that includes:</p> <ul style="list-style-type: none"> • An explanation of why the Credit Transaction was processed in error • Evidence of the original Transaction and the Credit Transaction Receipt 	<p>All excluding VE</p>
<p>Chargeback Condition 7</p> <ul style="list-style-type: none"> • CREDIT INSTEAD OF REVERSAL 	<p>Visa Resolve Online Questionnaire that includes:</p> <ul style="list-style-type: none"> • An explanation of why the Credit Transaction was processed in error • Evidence of the original Transaction and the Credit Transaction Receipt • If the Credit Transaction Receipt resulted from a Transaction where the Cardholder asserts fraud, a copy of the signed Cardholder letter 	<p>Interregional including VE</p>

ID#: 151013-191013-0007593

Representment Time Limit - Reason Code 76

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007594

Representation Rights and Limitations - Reason Code 76 (Updated)

Chargeback Condition	Representation Rights and Limitations - Reason Code 76	Country/Region
Chargeback Condition 4	<p>Effective for Transactions processed through 18 October 2013, if the Chargeback is valid, the Acquirer may only represent the Transaction in the Merchant's local currency for the Transaction Amount before Dynamic Currency Conversion. The Representation must:</p> <ul style="list-style-type: none">• Exclude fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction• Include a copy of the Dynamic Currency Conversion Transaction Receipt	All
Chargeback Condition 5	<ul style="list-style-type: none">• Effective for Transactions processed on or after 19 October 2013, 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• Effective through 18 October 2013, if the Acquirer processes through the Single Message System, it may process the Transaction as a first Presentment instead of representing• Effective 19 October 2013, 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"	Interregional including VE

Chargeback Condition	Representation Rights and Limitations - Reason Code 76	Country/Region
Chargeback Condition 6	<ul style="list-style-type: none"> • Effective for Transactions processed on or after 19 October 2013, for a valid Chargeback, either: <ul style="list-style-type: none"> – 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 • Effective through 18 October 2013, if the Acquirer processes through the Single Message System, it may process the Transaction as a first Presentment instead of representing • Effective 19 October 2013, 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 VE

ID#: 151013-191013-0007596

Representation Processing Requirements - Reason Code 76 (Updated)

Representation Processing Requirements - Reason Code 76		
Member Message Text	Supporting Documentation/Certification	Country/Region
An Adjustment, credit or Reversal was processed Chargeback Condition 1, 2, 3, 4, 5 and 6 As applicable: <ul style="list-style-type: none"> • ADJUSTMENT/CREDIT MMDDYY • REVERSAL MMDDYY 	None required	All
An Adjustment, credit or Reversal was processed Chargeback Condition 7 <ul style="list-style-type: none"> • REVERSAL MMDDYY 	None required	All

Representment Processing Requirements - Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 1</p> <ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • For an ATM Transaction, none required • For all other Transactions: <ul style="list-style-type: none"> – Visa Resolve Online Questionnaire – Transaction Receipt or other record that proves that the Transaction code was correct 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 2</p> <ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Transaction Receipt or other record that proves that the Transaction currency was correct 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 3</p> <ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • A Transaction Receipt or other record that proves that the Transaction was deposited properly and processed with the correct Transaction Country code or that the Transaction occurred at a military base, an embassy, or a consulate, or is an International Airline Transaction 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Effective for Transactions processed through 18 October 2013, Chargeback Condition 4</p> <ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Acquirer certification that the Merchant is registered to offer Dynamic Currency Conversion and a copy of the Transaction Receipt showing the currency 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Effective for Transactions processed on or after 19 October 2013, Chargeback Condition 5 and 6</p> <ul style="list-style-type: none"> • None required 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • 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 	All

Representment Processing Requirements - Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Acquirer can remedy the Chargeback Chargeback Condition 7 <ul style="list-style-type: none"> • None required </p>	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Explanation of why a credit transaction was processed instead of a Reversal or an Adjustment 	All
<p>The Acquirer can provide Compelling Evidence¹ Chargeback Condition 6 <ul style="list-style-type: none"> • None required <p>¹ Applies only to a Representment in the DCC currency</p> </p>	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Compelling Evidence • Acquirer certification confirming that Dynamic Currency Conversion was chosen by the Cardholder and not by the Merchant • A copy of the Dynamic Currency Conversion Transaction Receipt 	All excluding VE

ID#: 151013-191013-0007597

Additional Information - Reason Code 76 (Updated)

Chargeback Condition	Additional Information - Reason Code 76	Country/Region
Chargeback Condition 2	<ul style="list-style-type: none"> • The Transaction Currency appearing on the Transaction Receipt may be any currency agreed by the Merchant and the Cardholder • If not specified, the Transaction Currency is the domestic currency of the Transaction Country • The currency and amount in the total box on a Transaction Receipt is considered the agreed currency. Currency and amounts noted elsewhere will not be considered 	All

Chargeback Condition	Additional Information - Reason Code 76	Country/Region
Chargeback Condition 3	<p>An Acquirer must not contract with a Merchant Outlet that is outside its Country of Domicile, unless any of the following:</p> <ul style="list-style-type: none"> • Visa has approved this arrangement, and the country or territory is either: <ul style="list-style-type: none"> – Not any other Principal Member's Country of Domicile – One where the Acquirer has a Branch • The Merchant is an International Airline and the Acquirer maintains the relationship as specified in the International Airline Program regulations • The Merchant Outlet is a military base, embassy, or consulate on foreign territory. The currency used to complete the Transaction must be disclosed on the Transaction Receipt 	All
Chargeback Condition 4	If Dynamic Currency Conversion is not approved at the Point-of-Transaction the Transaction Currency must be in the Merchant's local currency	All

ID#: 151013-171009-0007599

Reason Code 77 Non-Matching Account Number

Overview - Reason Code 77

A Transaction did not receive Authorization and was processed using an Account Number that does not match any Account Number on the Issuer's master file or an Original Credit (including a Money Transfer Original Credit) was processed using an Account Number that does not match any Account Number on the Issuer's master file.

ID#: 150413-171009-0007600

Chargeback Conditions - Reason Code 77 (Updated)

Condition	Chargeback Conditions - Reason Code 77	Country/Region
1	The Merchant or the Acquirer processed a Transaction that did not receive an Authorization and used an Account Number that does not match any Account Number on the Issuer's master file	All
2	The Originating Member processed an Original Credit using an Account Number that does not match any Account Number on the Issuer's master file	All

Condition	Chargeback Conditions - Reason Code 77	Country/Region
3	The Merchant or the Acquirer processed a Transaction that used an Account Number that does not match any Account Number on the Issuer's master file and was authorized by Stand-In Processing for an amount within the Issuer T&E minimum limit levels	AP

ID#: 151013-171009-0007601

Minimum Chargeback Amount - Reason Code 77 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 77	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027770

Invalid Chargebacks - Reason Code 77 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 77	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 1	Transaction that received an Authorization	All
Chargeback Condition 2	A T&E Transaction using an Account Number that does not match any Account Number on the Issuer's master file and that was authorized by the Issuer or by Stand-In Processing for an amount above the Issuer T&E minimum limits	AP

ID#: 151013-171009-0007603

Chargeback Time Limit - Reason Code 77 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 77	Country/Region
General	75 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007604

Chargeback Processing Requirements - Reason Code 77 (Updated)

Chargeback Processing Requirements - Reason Code 77		
Member Message Text	Supporting Documentation/Certification	Country/Region
General As applicable: <ul style="list-style-type: none">• NO SUCH ACCT NUMBER• ACCOUNT CLOSED• ACCOUNT NOT ON FILE	None required	All

ID#: 151013-171009-0007605

Representment Time Limit - Reason Code 77

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007606

Representment Processing Requirements - Reason Code 77 (Updated)

Representment Processing Requirements - Reason Code 77		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 1</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY CODE X...X (if applicable) 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Legible Transaction Receipt or other documentation (e.g., Transaction log) to prove that the Account Number was processed correctly 	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 2</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 3</p> <p>AUTH DATE MMDDYY CODE X...X (if applicable)</p>	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Legible Transaction Receipt or other documentation (e.g., Transaction log) to prove that the Account Number was processed correctly 	AP

ID#: 151013-171009-0007607

Additional Information - Reason Code 77 (Updated)

Chargeback Condition	Additional Information - Reason Code 77	Country/Region
General	If the Account Number was incorrectly transmitted, the Acquirer must process the Transaction as a new Presentment. The Acquirer may be responsible for a Chargeback under Chargeback Reason Code 74, "Late Presentment."	All

ID#: 151013-171009-0007608

Reason Code 78 Service Code Violation

Overview - Reason Code 78

Authorization was not obtained for a Magnetic-Stripe read Transaction on a Visa Electron Card or on a Visa Card in a registered mandatory positive Authorization (Service Code) account range, excluding U.S. Domestic Transactions.

ID#: 150413-171009-0007609

Chargeback Conditions - Reason Code 78 (Updated)

Condition	Chargeback Conditions - Reason Code 78	Country/Region
1	A Merchant completed a Magnetic-Stripe read Transaction on a Visa Electron Card, or on a Visa Card in a registered positive Authorization (X2X Service Code) account range, and did not obtain Authorization	All excluding U.S. Domestic

ID#: 151013-171009-0007610

Minimum Chargeback Amount - Reason Code 78 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 78	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic

Transaction Type	Minimum Chargeback Amount - Reason Code 78	Country/Region
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027771

Invalid Chargebacks - Reason Code 78 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 78	Country/Region
The Chargeback is invalid for any of the following:		
General	The Chargeback is invalid for a Transaction authorized through the Emergency Payment Authorization Service	All excluding U.S. Domestic

ID#: 151013-171009-0007612

Chargeback Time Limit - Reason Code 78 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 78	Country/Region
General	75 calendar days from the Transaction Processing Date	All excluding U.S. Domestic

ID#: 151013-171009-0007613

Chargeback Processing Requirements - Reason Code 78 (Updated)

Chargeback Processing Requirements - Reason Code 78		
Member Message Text	Supporting Documentation/Certification	Country/Region
General None required	None required	All excluding U.S. Domestic

ID#: 151013-171009-0007614

Representation Time Limit - Reason Code 78

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007615

Representation Processing Requirements - Reason Code 78 (Updated)

Representation Processing Requirements - Reason Code 78		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All excluding U.S. Domestic
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All excluding U.S. Domestic
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> • AUTH DATE MMDDYY 	<p>Visa Resolve Online Questionnaire and one of the following:</p> <ul style="list-style-type: none"> • Documentation to prove that either: <ul style="list-style-type: none"> – The Service Code was valid for the Transaction – Authorization was obtained • Documentation to show that the Account was not in a registered positive Authorization (Service Code) account range¹ <p>¹ All Visa Electron Cards must be issued with positive Authorization (Service Code); therefore, registration is not required for a Visa Electron account range.</p>	All excluding U.S. Domestic

ID#: 151013-171009-0007616

Reason Code 80 Incorrect Transaction Amount or Account Number

Overview - Reason Code 80

The Transaction amount is incorrect, or an addition or transposition error was made when calculating the Transaction amount, or the Merchant altered the Transaction amount after the Transaction was completed without the consent of the Cardholder, or a Transaction was processed using an incorrect Account Number.

ID#: 150413-171009-0007617

Chargeback Conditions - Reason Code 80 (Updated)

Condition	Chargeback Conditions - Reason Code 80	Country/ Region
1	The Transaction amount is incorrect or an addition or transposition error occurred	All
2	The Merchant altered the Transaction amount after the Transaction was completed without the consent of the Cardholder	Interregional including VE
3	The Account Number processed through VisaNet does not match the Account Number on the Transaction Receipt	All
4	The Acquirer processed an Adjustment of an ATM Cash Disbursement Transaction or a PIN-Authenticated Visa Debit Transaction and one of the following: <ul style="list-style-type: none">• The Adjustment contains either:<ul style="list-style-type: none">– An incorrect Account Number– A non-matching Account Number• The Adjustment posted to a “closed” or “non-sufficient funds” account and the Adjustment was processed more than 10 days after the Transaction Date• The Adjustment was processed more than 45 days from Transaction Date• An Adjustment was processed more than once for the same Transaction• The Cardholder disputes the validity of the Adjustment because of the Adjustment amount, or because the original Transaction was cancelled or reversed	U.S. Domestic

ID#: 151013-171009-0007618

Minimum Chargeback Amount - Reason Code 80 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 80	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027772

Chargeback Rights and Limitations - Reason Code 80 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 80	Country/Region
Chargeback Condition 1	<ul style="list-style-type: none"> • For a T&E Transaction, the Chargeback applies only when the difference in the amounts exceeds US \$25 or local currency equivalent • For an incorrect Transaction amount, if the written 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	Interregional including VE

ID#: 151013-171009-0007631

Invalid Chargebacks - Reason Code 80 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 80	Country/Region
The Chargeback is invalid for any of the following:		
General	An ATM Cash Disbursement	All excluding U.S. Domestic
Chargeback Condition 1	<ul style="list-style-type: none"> • 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 or Advance Deposit Transaction • A Chip-initiated Transaction containing a valid Cryptogram 	All
Chargeback Condition 2	<ul style="list-style-type: none"> • A No-Show or Advance Deposit Transaction • If the Merchant has the right to alter the Transaction Receipt • An EMV PIN Transaction containing a valid Cryptogram 	Interregional including VE
Chargeback Condition 3	A Chip-initiated Transaction containing a valid Cryptogram	All

ID#: 151013-171009-0007632

Chargeback Time Limit - Reason Code 80 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 80	Country/Region
General	120 calendar days from the Transaction Processing Date	All
Chargeback Condition 4	120 calendar days from the Transaction Date of the Adjustment	U.S. Domestic

ID#: 151013-171009-0007633

Chargeback Processing Requirements - Reason Code 80 (Updated)

Chargeback Processing Requirements - Reason Code 80		
Member Message Text	Supporting Documentation/Certification	Country/ Region
Chargeback Condition 1 As applicable: <ul style="list-style-type: none"> • TRAN AMT XXXX NOT XXXX • ERROR IN AMOUNT 	None required	All
Chargeback Condition 2 <ul style="list-style-type: none"> • ALTERED FROM XXXX AMT TO XXXX AMT 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • A copy of the Cardholder's Transaction Receipt showing different Transaction amounts 	Interregional including VE
Chargeback Condition 3 <ul style="list-style-type: none"> • INCORRECT ACCT NUMBER 	None required	All
Chargeback Condition 4 As applicable: <ul style="list-style-type: none"> • 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	U.S. Domestic

ID#: 151013-171009-0007634

Representment Time Limit - Reason Code 80

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007635

Representment Rights and Limitations - Reason Code 80 (Updated)

Chargeback Condition	Representment Rights and Limitations - Reason Code 80	Country/Region
Chargeback Condition 3	If the Account Number was incorrectly transmitted, the Acquirer must process the Transaction as a new Presentment. The Acquirer may be responsible for a Chargeback under Chargeback Reason Code 74, "Late Presentment."	All

ID#: 151013-171009-0007636

Representment Processing Requirements - Reason Code 80 (Updated)

Representment Processing Requirements - Reason Code 80		
Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
The Issuer did not meet the applicable Chargeback conditions General <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
The Acquirer can remedy the Chargeback Chargeback Condition 1 and 3 <ul style="list-style-type: none"> • None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Transaction Receipt or other record to prove that the Transaction amount or the Account Number was correct 	All

Representment Processing Requirements - Reason Code 80

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback Chargeback Condition 2 <ul style="list-style-type: none"> None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove one of the following: <ul style="list-style-type: none"> – The Transaction Receipt was not altered – The Cardholder agreed to the altered amount – The Merchant is permitted or required to alter the Transaction amount 	Interregional including VE
The Acquirer can remedy the Chargeback Chargeback Condition 4 <ul style="list-style-type: none"> • ORIG TRAN DATE MMDDYY TRACE NUMBER XXXXXX 	None required	U.S. Domestic

ID#: 151013-171009-0007637

Additional Information - Reason Code 80 (Updated)

Chargeback Condition	Additional Information - Reason Code 80	Country/ Region
General	Visa recommends that the Issuer provide documentation to demonstrate that the Transaction amount or Account Number is incorrect (e.g., altered)	All

ID#: 151013-171009-0007638

Reason Code 81 Fraud – Card-Present Environment

Overview - Reason Code 81 (Updated)

A Merchant did not obtain an Imprint and either a signature, a PIN, or a Consumer Device Cardholder Verification Method (CDCVM)¹ in a Card-Present Environment, and the Merchant completed the Transaction without the Cardholder's permission, or a Transaction was processed with a Fictitious Account Number, or no valid Card was outstanding bearing the Account Number on the Transaction Receipt.

¹ The requirement for a Merchant to provide evidence of a signature, a PIN, or a Consumer Device Cardholder Verification Method (CDCVM) applies only to Transactions involving Issuers or Acquirers in Visa Europe.

ID#: 151013-171009-0007639

Chargeback Conditions - Reason Code 81 (Updated)

Condition	Chargeback Conditions - Reason Code 81	Country/Region
1	The Cardholder did not authorize or participate in a Card-Present Environment Transaction	All
2	A fraudulent Transaction was completed in a Card-Present Environment using a Fictitious Account Number or no valid Card was issued or outstanding that bears the Account Number and no Authorization was obtained	All
3	The Cardholder did not authorize or participate in a Card-Present Environment Transaction and the Card is a PIN-Preferring Chip Card and either (for qualifying Transactions and effective dates, refer to "EMV Liability Shift Participation"): <ul style="list-style-type: none"> A Card-Present Environment Transaction did not take place at a Chip-Reading Device and was not a Fallback Transaction completed following correct acceptance procedures A Chip-initiated Transaction took place at a device that was not EMV PIN-compliant 	All

ID#: 151013-171009-0007640

Minimum Chargeback Amount - Reason Code 81 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 81	Country/Region
Automated Fuel Dispenser Transaction	US \$10	U.S. Domestic
For Chargeback Condition 1 and 2, Fuel Transaction with MCC 5541 or MCC 5542	CAD \$50	Canada Domestic
For Chargeback Condition 1 and 2, Proximity Payment Transaction with MCC 5542	CAD \$100.01	Canada Domestic
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)

Transaction Type	Minimum Chargeback Amount - Reason Code 81	Country/Region
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027773

Chargeback Rights and Limitations - Reason Code 81 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 81	Country/Region
Effective for Transactions processed through 11 April 2014, for Chargeback Condition 1 and 2	<p>One Chargeback may contain up to 25 Telephone Service Transactions if all of the following are true:</p> <ul style="list-style-type: none"> • Each Transaction amount is less than US \$40 • All of the Transactions appear on "Summary of Unauthorized Telephone Service Transactions" (Exhibit 2F) • The Chargeback uses the Acquirer Reference Number/Tracing Data of the earliest Transaction • The phrase "MULTIPLE TELEPHONE TXS" is included in the Merchant name field of the Chargeback 	All
Chargeback Condition 1 and 2	The Chargeback applies only for key-entered Transactions and Unattended Transactions, except as specified in "Invalid Chargebacks – Reason Code 81"	All excluding VE
Chargeback Condition 1 and 2	<p>The Issuer must request a copy of the Transaction Receipt before initiating a Chargeback unless the Transaction is either:</p> <ul style="list-style-type: none"> • An Unattended Transaction • A Visa Easy Payment Service Transaction 	Interregional including VE

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 81	Country/Region
Chargeback Condition 1	<p>The Issuer must meet all of the following conditions on or before the Chargeback Processing Date:</p> <ul style="list-style-type: none"> • Close the Cardholder account • List the Account Number on the Exception File with a Pickup Response for a minimum of: <ul style="list-style-type: none"> – 30 calendar days, including U.S. domestic Unattended Transactions – 90 calendar days, for an Unattended Transaction that is not a U.S. domestic Unattended Transaction • Report the Fraud Activity through VisaNet 	All
Chargeback Condition 2	<p>The Issuer must meet all of the following conditions on or before the Chargeback Processing Date:</p> <ul style="list-style-type: none"> • List the Account Number on the Exception File with a Pickup Response for a minimum of: <ul style="list-style-type: none"> – 30 calendar days, including U.S. domestic Unattended Transaction – 90 calendar days, for an Unattended Transaction that is not a U.S. domestic Unattended Transaction • Report the Fraud Activity through VisaNet 	All
Chargeback Condition 3	<p>The Issuer must meet all of the following conditions on or before the Chargeback Processing Date:</p> <ul style="list-style-type: none"> • Close the Cardholder account • List the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days • Report the Fraud Activity through VisaNet using Fraud Type codes 0, 1, or 2 	All

ID#: 151013-171009-0007641

Invalid Chargebacks - Reason Code 81 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 81	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Card-Absent Environment Transaction • An ATM Transaction • An Emergency Cash Disbursement Transaction 	All

Chargeback Condition	Invalid Chargebacks - Reason Code 81	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 1 and 2	<p>A below-Floor Limit Transaction completed at an Unattended Cardholder-Activated Terminal assigned one of the following Merchant Category Codes:</p> <ul style="list-style-type: none"> • 4111, "Local and Suburban Passenger Transportation, including Ferries" • 4112, "Passenger Railways" • 4131, "Bus Lines" • 4784, "Tolls and Bridge Fees" • 7523, "Parking Lots and Garages" 	All
Chargeback Condition 1 and 2	<ul style="list-style-type: none"> • A Transaction where either of the following were obtained: <ul style="list-style-type: none"> – For a Face-to-Face Environment Transaction, a legible Imprint – For an Unattended Transaction, a legible Imprint and either a PIN or Consumer Device Cardholder Verification Method (CDCVM) • A Visa Easy Payment Service Transaction 	All excluding VE
Chargeback Condition 1 and 2	<ul style="list-style-type: none"> • A Transaction where both of the following were obtained: <ul style="list-style-type: none"> – A legible Imprint – A signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM) • Magnetic Stripe or contact Chip Transactions conducted at Merchant Category Codes 4111, 4121, 4131, 4784, 5331, 5499, 5812, 5814, 5912, 5993, 5994, 7211, 7216, 7338, 7523, 7542, 7832, and 7841 • Proximity Payment Transactions that qualify as (Visa Europe) Small Ticket Transactions or Visa Inc. Visa Easy Payment Service Transactions 	Interregional including VE
Chargeback Condition 1	<p>An Unattended Transaction that either:</p> <ul style="list-style-type: none"> • Effective for Transactions processed on or after 1 April 2014, was an Online-authorized Proximity Payment or Chip-initiated Transaction • Or, both: <ul style="list-style-type: none"> – Originated with a Counterfeit Card – Received an Approval Response that included a POS Entry Mode code value of "05," "07," "90," or "91" 	All

Chargeback Condition	Invalid Chargebacks - Reason Code 81	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 1	<p>A Transaction that:</p> <ul style="list-style-type: none"> • Contains a signature • Meets the following requirements:¹ <ul style="list-style-type: none"> – The Transaction was key-entered – The Authorization Request includes CVV2 – The Merchant Category Code is not 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks" – The Transaction is not a: <ul style="list-style-type: none"> • Quasi-Cash Transaction • Cash-Back Transaction • Manual Cash Disbursement – Authorization was obtained • A CPS/Retail Transaction • A Vehicle-Specific Fleet Card Transaction, if an Imprint was obtained <p>¹ As specified in "CVV2 Submission in a Face-to-Face Environment - U.S. Region."</p>	U.S. Domestic
Chargeback Condition 2	An Automated Fuel Dispenser Transaction	AP
Chargeback Condition 3	<ul style="list-style-type: none"> • A Proximity Payment Transaction • A Transaction where both of the following were obtained: <ul style="list-style-type: none"> – A legible Imprint – PIN • If the Device is EMV PIN-Compliant and the Transaction was correctly processed to completion in accordance with EMV and VIS using the Chip Card data 	All

ID#: 151013-171009-0007642

Chargeback Time Limit - Reason Code 81 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 81	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007644

Chargeback Processing Requirements - Reason Code 81 (Updated)

Chargeback Processing Requirements - Reason Code 81		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 <ul style="list-style-type: none"> RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled 	All of the following: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Effective for Transactions processed through 11 April 2014, for Chargeback Condition 1: <ul style="list-style-type: none"> – The information required on the "Summary of Unauthorized Telephone Service Transactions" (Exhibit 2F), if applicable – The phrase "MULTIPLE TELEPHONE TXS" in the Merchant name field of the Chargeback • A Cardholder letter denying authorization or participation in the Transaction, or certification that the Cardholder denies authorization or participation in the Transaction • Certification of the Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) • Certification of the date Fraud Activity was reported through VisaNet • Certification of the date the Account Number was listed on the Exception File 	All excluding VE

Chargeback Processing Requirements - Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 1</p> <ul style="list-style-type: none"> RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled 	<p>All of the following:</p> <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Effective for Transactions processed through 11 April 2014, for Chargeback Condition 1: <ul style="list-style-type: none"> The information required on the "Summary of Unauthorized Telephone Service Transactions" (Exhibit 2F)," if applicable The phrase "MULTIPLE TELEPHONE TXS" in the Merchant name field of the Chargeback A Cardholder letter denying authorization or participation in the Transaction 	<p>Interregional including VE</p>
<p>Chargeback Condition 2</p> <p>As applicable:</p> <ul style="list-style-type: none"> NO SUCH CARD FICTITIOUS ACCOUNT NUMBER RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled 	<p>All of the following:</p> <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Certification of the date Fraud Activity was reported through VisaNet Certification of the date the Account Number was listed on the Exception File 	<p>All excluding VE</p>
<p>Chargeback Condition 2</p> <p>As applicable:</p> <ul style="list-style-type: none"> NO SUCH CARD FICTITIOUS ACCOUNT NUMBER RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled 	<p>None required</p>	<p>Interregional including VE</p>

Chargeback Processing Requirements - Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 3 As applicable:</p> <ul style="list-style-type: none"> • PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP • EMV CARD, NON EMV DEVICE 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Issuer certification that the Card was a PIN-Preferring Chip Card • A Cardholder letter denying authorization or participation in the Transaction, or certification that the Cardholder denies authorization or participation in the Transaction • Certification of the Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) • Certification of the date Fraud Activity was reported through VisaNet using Fraud Type Codes 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 	<p>All excluding VE</p>
<p>Chargeback Condition 3 As applicable:</p> <ul style="list-style-type: none"> • PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP • EMV CARD, NON EMV DEVICE 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Issuer certification that the Card was a PIN-Preferring Chip Card • A Cardholder letter denying authorization or participation in the Transaction 	<p>Interregional including VE</p>

ID#: 151013-171009-0007645

Representation Time Limit - Reason Code 81

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007646

Representment Rights and Limitations - Reason Code 81 (Updated)

Chargeback Condition	Representment Rights and Limitations - Reason Code 81	Country/Region
General	<ul style="list-style-type: none"> • The Acquirer must not represent a Transaction because the Issuer did not certify the following: <ul style="list-style-type: none"> – Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) – Date Fraud Activity was reported through VisaNet – Date Account Number was listed on the Exception File • 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, if applicable, the Acquirer must provide information or documentation to support this claim 	All
General	For an Easy Pay Transaction, the Acquirer can provide information or documentation to support the claim	LAC
Chargeback Condition 1 and 2	The Representment is invalid if the Transaction is key-entered and the Acquirer did not respond to a Retrieval Request or responded with a Nonfulfillment Message code "03" or "04," or provided a Fulfillment which does not contain all the required data elements, as specified in "T & E Transaction Receipt Fulfillment Documents - Data Requirements"	All excluding VE
Chargeback Condition 1 and 2	The Representment is invalid if the Acquirer did not respond to a Retrieval Request or responded with a Nonfulfillment Message code "03" or "04," or provided a Fulfillment which does not contain all the required data elements, as specified in "T & E Transaction Receipt Fulfillment Documents - Data Requirements"	Interregional including VE
Chargeback Condition 1	Any of the following: <ul style="list-style-type: none"> • The account was not closed • The Account Number was not listed on the Exception File • The Transaction was not reported as fraud • For an Unattended Transaction, the Transaction was reported as counterfeit Fraud Type 4 	All

Chargeback Condition	Representment Rights and Limitations - Reason Code 81	Country/Region
Chargeback Condition 1	<p>Both:</p> <ul style="list-style-type: none"> • The Transaction meets the following requirements:¹ <ul style="list-style-type: none"> – The Transaction was key-entered – CVV2 is included in the Authorization Request – The Merchant is not assigned Merchant Category Code 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks" – The Transaction is not a: <ul style="list-style-type: none"> • Quasi-Cash Transaction • Cash-Back Transaction • Manual Cash Disbursement – Authorization was obtained • A signature was obtained <p>¹ As specified in "CVV2 Submission in a Face-to-Face Environment - U.S. Region"</p>	U.S. Domestic
Chargeback Condition 2	<ul style="list-style-type: none"> • Either: <ul style="list-style-type: none"> – The Account Number was not listed on the Exception File – The Transaction was not reported as fraud 	All excluding VE
Chargeback Condition 3	<p>Any of the following:</p> <ul style="list-style-type: none"> • The account was not closed • The Account Number was not listed on the Exception File • The Transaction was not reported as fraud • The Transaction was reported as counterfeit Fraud Type 4 	All

ID#: 151013-171009-0007647

Representment Processing Requirements - Reason Code 81 (Updated)

Representment Processing Requirements - Reason Code 81		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions Chargeback Condition 1 and 2</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	As applicable	All
<p>The Issuer did not meet the applicable Chargeback conditions Chargeback Condition 3</p> <p>As applicable:</p> <ul style="list-style-type: none"> • 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 	As applicable	All

Representment Processing Requirements - Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 1 and 2</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01) • AUTH DATE MMDDYY CODE X...X 	<p>Visa Resolve Online Questionnaire and one of the following:</p> <ul style="list-style-type: none"> • Evidence of all of the following: <ul style="list-style-type: none"> – A legible Imprint¹ – For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM) • For a below-Floor Limit Transaction, all of the following, as applicable: <ul style="list-style-type: none"> – Internal record or log with explanation of fields proving that the Transaction was a Magnetic-Stripe-read Transaction, a Chip-initiated Transaction, or a Proximity Payment Transaction – For an Unattended Transaction, evidence of PIN or Consumer Device Cardholder Verification Method (CDCVM) • For an above-Floor Limit Transaction (excluding U.S. Domestic Transactions) that was key-entered following a Referral Response, all of the following, as applicable: <ul style="list-style-type: none"> – Referral Authorization record proving that the Transaction was a Magnetic-Stripe-read Transaction or a Chip-initiated Transaction within 24 hours of the Transaction – International Automated Referral Service log 	<p>All excluding VE</p>

¹ For Chargeback Condition 1, for a U.S. Domestic Transaction processed as specified in "CVV2 Submission in a Face-to-Face Environment - U.S. Region," the Card Verification Value 2 (CVV2) is an Imprint.

Representation Processing Requirements - Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Acquirer can remedy the Chargeback Chargeback Condition 1 and 2 As applicable:</p> <ul style="list-style-type: none"> • CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01) • AUTH DATE MMDDYY CODE X...X 	<p>Visa Resolve Online Questionnaire and one of the following:</p> <ul style="list-style-type: none"> • Evidence of all of the following: <ul style="list-style-type: none"> – A legible Imprint – Signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM) – For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM) • For a below-Floor Limit Transaction, all of the following, as applicable: <ul style="list-style-type: none"> – Evidence of signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM), if applicable – Internal record or log with explanation of fields proving that the Transaction was a Magnetic-Stripe-read Transaction, a Chip-initiated Transaction, or a Proximity Payment Transaction – For an Unattended Transaction, evidence of PIN or Consumer Device Cardholder Verification Method (CDCVM) • For an above-Floor Limit Transaction that was key-entered following a Referral Response, all of the following, as applicable: <ul style="list-style-type: none"> – Referral Authorization record proving that the Transaction was a Magnetic-Stripe-read Transaction or a Chip-initiated Transaction within 24 hours of the Transaction – International Automated Referral Service log 	<p>Interregional including VE</p>
<p>The Acquirer can remedy the Chargeback Chargeback Condition 3</p> <ul style="list-style-type: none"> • None required 	<p>Visa Resolve Online Questionnaire and one of the following:</p> <ul style="list-style-type: none"> • Evidence of both: <ul style="list-style-type: none"> – A legible Imprint for the Transaction – A PIN • Evidence that the Transaction was a Proximity Payment Transaction 	<p>All</p>

Representment Processing Requirements - Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/Region
The Acquirer can remedy the Chargeback Chargeback Condition 3 <ul style="list-style-type: none"> • None required 	For an Easy Pay Transaction: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire and a "Participation Request and Consent Form" with Imprint and Cardholder signature 	LAC
The Acquirer can provide Compelling Evidence Chargeback Condition 1 <ul style="list-style-type: none"> • None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Compelling Evidence 	All

ID#: 151013-171009-0007648

Additional Information - Reason Code 81 (Updated)

Chargeback Condition	Additional Information - Reason Code 81	Country/Region
General	<ul style="list-style-type: none"> • The validity of the Chargeback is not dependent on Authorization • "Signature on file" notation is not an acceptable signature • A pencil-rubbing of the Card or a photocopy of the Card is not considered a valid Imprint 	All
General	For a key-entered Transaction in a Face-to-Face Environment, the validity of the Chargeback is not dependent on Authorization, unless the Card Verification Value 2 was present in the Authorization Request	U.S. Domestic

ID#: 151013-171009-0007650

Reason Code 82 Duplicate Processing

Overview - Reason Code 82

A single Transaction was processed more than once using the same Account Number.

ID#: 150413-171009-0007658

Chargeback Conditions - Reason Code 82 (Updated)

Condition	Chargeback Conditions - Reason Code 82	Country/Region
1	A single Transaction was processed more than once using the same Account Number	All

ID#: 151013-171009-0007659

Minimum Chargeback Amount - Reason Code 82 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 82	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027774

Chargeback Rights and Limitations - Reason Code 82 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 82	Country/Region
General	If the Transaction was processed by different Acquirers or Originating Members, the Acquirer or Originating Member that processed the second Transaction is responsible for the Chargeback	All

ID#: 151013-171009-0007660

Invalid Chargebacks - Reason Code 82 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 82	Country/Region
The Chargeback is invalid for any of the following:		
General	A Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, if the following information is not identical to a previously submitted Transaction: <ul style="list-style-type: none"> • Date of call • Number of minutes of the call • Telephone number called • Transaction amount in the Transaction Currency 	All excluding U.S. Domestic
General	Transactions completed by different Merchants	All
General	An Adjustment of a PIN-Authenticated Visa Debit Transaction	U.S. Domestic

ID#: 151013-171009-0007661

Chargeback Time Limit - Reason Code 82 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 82	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007662

Chargeback Processing Requirements - Reason Code 82 (Updated)

Chargeback Processing Requirements - Reason Code 82		
Member Message Text	Supporting Documentation/Certification	Country/Region
General	None required	All
<ul style="list-style-type: none"> • TRAN DATE MMDDYY, REF X...X (23- or 24-digit Acquirer Reference Number or applicable Tracing Data) 		

ID#: 151013-171009-0007663

Representment Time Limit - Reason Code 82

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007664

Representment Processing Requirements - Reason Code 82 (Updated)

Representment Processing Requirements - Reason Code 82		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <p>For an ATM Transaction processed more than once, as applicable:</p> <ul style="list-style-type: none"> • CASH DISPNS SEQ #XXXXXX AND SEQ #XXXXXX • ACQR CERTS ATM IN BALANCE ON MMDDYY 	<ul style="list-style-type: none"> • For an ATM Transaction, none required • For all other Transactions, Visa Resolve Online Questionnaire and either: <ul style="list-style-type: none"> – Two separate signed or imprinted Transaction Receipts or other record to prove that separate Transactions were processed – For a Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, documentation to demonstrate that the time of the call is different for each Transaction 	All

ID#: 151013-171009-0007665

Additional Information - Reason Code 82 (Updated)

Chargeback Condition	Additional Information - Reason Code 82	Country/Region
General	<ul style="list-style-type: none"> If 2 separate signed and/or imprinted Transaction Receipts are not available, the Acquirer should provide evidence that the Transactions were not for the same service or merchandise The Chargeback is available if the Transaction amounts or dates are different For a Representment, if the Acquirer provides an ATM Transaction Record, it must also provide, in English, an explanation or key to the data fields contained in the ATM Transaction Record 	All
General	For a PIN-Authenticated Visa Debit Transaction, the Issuer must provide the date and Transaction Identifier of the first Transaction	U.S. Domestic

ID#: 151013-171009-0007666

Reason Code 83 Fraud—Card-Absent Environment

Overview - Reason Code 83

The Cardholder did not authorize or participate in a Transaction conducted in a Card-Absent Environment or a Transaction was processed with a Fictitious Account Number or no valid Card was outstanding bearing the Account Number on the Transaction Receipt.

ID#: 150413-171009-0007668

Chargeback Conditions - Reason Code 83 (Updated)

Condition	Chargeback Conditions - Reason Code 83	Country/Region
1	The Cardholder did not authorize or participate in a Transaction conducted in a Card-Absent Environment	All
2	A fraudulent Transaction was completed in a Card-Absent Environment using a Fictitious Account Number, or no valid Card was issued or outstanding that bears the Account Number, and no Authorization was obtained	All

ID#: 151013-171009-0007669

Minimum Chargeback Amount - Reason Code 83 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 83	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027775

Chargeback Rights and Limitations - Reason Code 83 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 83	Country/Region
General	An Electronic Commerce Merchant identified by the Global Merchant Chargeback Monitoring Program must include Electronic Commerce Indicator value "7" and is subject to this Chargeback for the period of time it remains in the Global Merchant Chargeback Monitoring Program, plus 3 additional months	All
General	<p>Effective for Transactions processed through 11 April 2014, a single Chargeback may contain up to 25 Telephone Service Transactions if all of the following:</p> <ul style="list-style-type: none"> • The amount of each Transaction is less than US \$40 • All of the Transactions appear on the "Summary of Unauthorized Telephone Service Transactions" (Exhibit 2F) • The Chargeback uses the Acquirer Reference Number/Tracing Data of the earliest Transaction 	All excluding U.S. Domestic
General	The Chargeback applies if the Transaction was processed with Electronic Commerce Indicator value "6"	Brazil Domestic
General	For a Mail/Phone Order Transaction or 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	Canada Domestic

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 83	Country/Region
General	<ul style="list-style-type: none"> • The Chargeback applies, regardless of the Electronic Commerce Indicator value, for Electronic Commerce Transactions conducted by Merchants in the following Merchant categories: <ul style="list-style-type: none"> – 4829, "Wire Transfer Money Orders" – 5967, "Direct Marketing - Inbound Teleservices Merchant" – 6051, "Non-Financial Institutions - Foreign Currency, Money Orders (not Wire Transfer), Travelers' Cheques" – 7995, "Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks" • The Chargeback applies for Advance Payment Services 	U.S. Domestic
General	<p>Before initiating a Chargeback, the Issuer must request a copy of the Transaction Receipt unless the Transaction is one of the following:</p> <ul style="list-style-type: none"> • A Mail/Phone Order Transaction • An Electronic Commerce Transaction • A Recurring Transaction 	Interregional including VE
Chargeback Condition 1	<ul style="list-style-type: none"> • On or before the Chargeback Processing Date, the Issuer must: <ul style="list-style-type: none"> – Close the Cardholder account¹ – List the Account Number on the Exception File with a Pickup Response, for a minimum of X calendar days¹ – Report the Fraud Activity through VisaNet • The Chargeback applies for an Electronic Commerce Transaction for which the Issuer responded to an Authentication Request (PAREq) with either: <ul style="list-style-type: none"> – An Unable-to-Authenticate Response (PARes value "U") or Authentication Denial (PARes value "N") – A Cardholder Authentication Verification Value and Authentication Identifier, but either the: <ul style="list-style-type: none"> • Acquirer did not provide a Cardholder Authentication Verification Value in the Authorization Request • The Cardholder Authentication Verification Value results code is "0" 	All

¹ This provision does not apply to Domestic Merchant Proximity Payment Device (MPPD) Transactions in the Canada Region.

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 83	Country/Region
Chargeback Condition 2	<p>On or before the Chargeback Processing Date, the Issuer must:</p> <ul style="list-style-type: none"> List the Account Number on the Exception File with a Pickup Response, for a minimum of 30 calendar days¹ Report the Fraud Activity through VisaNet <p>¹ This provision does not apply to Domestic Merchant Proximity Payment Device (MPPD) Transactions in the Canada Region.</p>	All

ID#: 151013-171009-0007670

Invalid Chargebacks - Reason Code 83 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 83	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> An Emergency Cash Disbursement A Transaction for which both: <ul style="list-style-type: none"> The CVV2 result code in the Authorization message is "U - Issuer not participating in CVV2 program" The CVV2 presence indicator in the Authorization Request is one of the following: <ul style="list-style-type: none"> "1 - CVV2 value is present" "2 - CVV2 value is on the Card but is illegible" "9 - Cardholder states CVV2 is not present on the Card" A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator value "5" in the Authorization Request, if both: <ul style="list-style-type: none"> The Issuer responded to an Authentication Request with an Authentication Confirmation (PARes value "Y") using Verified by Visa The Cardholder Authentication Verification Value was included in the Authorization Request 	All

Chargeback Condition	Invalid Chargebacks - Reason Code 83	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Non-Authenticated Security Transaction, processed with Electronic Commerce Indicator value "6" if either: <ul style="list-style-type: none"> – The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with a Non-Participation Message (VERes value "N") – The following: <ul style="list-style-type: none"> • 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 – Either: <ul style="list-style-type: none"> • 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 (VERes) was "N" – The Transaction is not an anonymous Visa Prepaid Card Transaction – An exception applies to anonymous Visa Prepaid Card Transactions and International Transactions on a Visa Commercial Card issued or acquired in the U.S. Region 	All excluding Brazil Domestic and U.S. Domestic
General	A Transaction authorized through the Emergency Payment Authorization Service	All excluding U.S. Domestic
General	A Transaction for which an Authorization was obtained, if an Address Verification Service Authentication Request was made by the Acquirer and the Issuer is not an Address Verification Service participant	Canada Domestic

Chargeback Condition	Invalid Chargebacks - Reason Code 83	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A Mail/Phone Order or Electronic Commerce Transaction, if both: <ul style="list-style-type: none"> – 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 ticket Transaction, if either of the following: <ul style="list-style-type: none"> – 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: <ul style="list-style-type: none"> – 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 or a Commercial Card Transaction, and either: <ul style="list-style-type: none"> • 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" 	U.S. Domestic
Chargeback Condition 1	<p>An Electronic Commerce Transaction for which all of the following:</p> <ul style="list-style-type: none"> • 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
Chargeback Condition 1	<p>A Transaction (excluding Recurring Transactions) for which all of the following:</p> <ul style="list-style-type: none"> • The CVV2 results code in the Authorization message is "N - No Match" • The Authorization Request was approved 	CEMEA

Chargeback Condition	Invalid Chargebacks - Reason Code 83	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 2	A Transaction for which an Authorization was obtained	All

ID#: 151013-171009-0007671

Chargeback Time Limit - Reason Code 83 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 83	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007672

Chargeback Processing Requirements - Reason Code 83 (Updated)

Chargeback Processing Requirements - Reason Code 83		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 As applicable: <ul style="list-style-type: none"> 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 and all of the following: <ul style="list-style-type: none"> The information required on the "Summary of Unauthorized Telephone Service Transactions" (Exhibit 2F), if applicable A Cardholder letter denying authorization or participation in the Transaction, or certification that Cardholder denies authorization or participation in the Transaction Certification of the Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) Certification of the date Fraud Activity was reported through VisaNet Certification of the date the Account Number was listed on the Exception File 	All excluding VE

Chargeback Processing Requirements - Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 1 As applicable:</p> <ul style="list-style-type: none"> • 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 	<p>Visa Resolve Online Questionnaire and all of the following:</p> <ul style="list-style-type: none"> • The information required on the "Summary of Unauthorized Telephone Service Transactions" (Exhibit 2F), if applicable • A Cardholder letter denying authorization or participation in the Transaction 	<p>Interregional including VE</p>
<p>Chargeback Condition 2 As applicable:</p> <ul style="list-style-type: none"> • NO SUCH CARD • FICTITIOUS ACCOUNT NUMBER • RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled) 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Certification of the date Fraud Activity was reported through VisaNet • Certification of the date the Account Number was listed on the Exception File 	<p>All excluding VE</p>
<p>Chargeback Condition 2 As applicable:</p> <ul style="list-style-type: none"> • NO SUCH CARD • FICTITIOUS ACCOUNT NUMBER • RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled) 	<p>Visa Resolve Online Questionnaire</p>	<p>Interregional including VE</p>

ID#: 151013-171009-0007673

Representation Time Limit - Reason Code 83

45 calendar days from the Chargeback Processing Date

ID#: 150413-171009-0007674

Representation Rights and Limitations - Reason Code 83 (Updated)

Chargeback Condition	Representation Rights and Limitations - Reason Code 83	Country/Region
General	<ul style="list-style-type: none"> The Acquirer must not represent a Transaction because the Issuer did not certify the following: <ul style="list-style-type: none"> The Card status at the time of the Transaction (e.g., lost, stolen, counterfeit) The date Fraud Activity was reported through VisaNet The date the Account Number was listed on the Exception File The Acquirer may represent if the Merchant attempted to authenticate the Cardholder using Verified by Visa but the Cardholder was not participating For a Representation due to an Issuer failing to properly list the Account Number on the Exception File, properly report Fraud Activity, or close an account, if applicable, the Acquirer must provide information/documentation to support this claim 	All
General	<ul style="list-style-type: none"> A Representation is invalid if the Transaction is key-entered and the Acquirer did not respond to a Retrieval Request or responded with a Nonfulfillment Message code "03" or "04," or provided a Fulfillment which does not contain all the required data elements, as specified in "T & E Transaction Receipt Fulfillment Documents - Data Requirements" The Acquirer may represent if the Transaction Receipt contains an Electronic Imprint (use of POS Entry Mode value "02," "05," "07," "90," or "91") or a Manual Imprint 	All excluding VE
General	The Acquirer must not re-present a No-Show Transaction related to a Peak-Time car rental reservation	U.S. Domestic

Chargeback Condition	Representation Rights and Limitations - Reason Code 83	Country/Region
General	<ul style="list-style-type: none"> A Representation is invalid if the Acquirer did not respond to a Retrieval Request or responded with a Nonfulfillment Message code "03" or "04," or provided a Fulfillment which does not contain all the required data elements, as specified in "T & E Transaction Receipt Fulfillment Documents - Data Requirements" The Acquirer may represent if the Transaction Receipt contains both a signature (or a PIN was obtained) and an Electronic Imprint (use of POS Entry Mode value "02," "05," "07," "90," or "91") or a Manual Imprint 	Interregional including VE

ID#: 151013-171009-0026107

Representation Processing Requirements - Reason Code 83 (Updated)

Representation Processing Requirements - Reason Code 83		
Member Message Text	Supporting Documentation/Certification	Country/Region
A credit or Reversal was processed General As applicable: <ul style="list-style-type: none"> CRED MMDDYY ARN X...X (23 or 24 digits) REVERSAL MMDDYY 	None required	All
The Issuer did not meet the applicable Chargeback conditions General <ul style="list-style-type: none"> X...X (Specify the reason) 	As applicable	All
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none"> AUTH MMDDYY CODE X...X 	Visa Resolve Online Questionnaire and one of the following, as applicable: <ul style="list-style-type: none"> Evidence of an Imprint and a signature or PIN 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 	All

Representment Processing Requirements - Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none">• AUTH MMDDYY CODE X...X	For a Secure Electronic Commerce Transaction, both: <ul style="list-style-type: none">• Visa Resolve Online Questionnaire• A Verified by Visa Authentication history log to prove that the Cardholder was authenticated	U.S. Domestic

Representment Processing Requirements - Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> • AUTH MMDDYY CODE X...X 	<p>Visa Resolve Online Questionnaire and one of the following, as applicable:</p> <ul style="list-style-type: none"> • For a Transaction conducted by a Merchant properly assigned a Merchant Category Code in the range 3000-3299 (airlines), 4511, "Airlines and Air Carriers (Not Elsewhere Classified)," or 4722, "Travel Agencies and Tour Operators," all of the following: <ul style="list-style-type: none"> – Copy of the front of the Card – Copy of the front and back of a legal document that identifies the Cardholder – Copy of a voucher or ticket with passenger's name issued by travel agency and/or airline – Copy of the debit authorization form with all of the following: <ul style="list-style-type: none"> • Primary Cardholder's name • Passengers' names • Account number • Card expiration date • Primary Cardholder's phone number • Airline name • Authorization Code • Transaction amount • Installment Transaction count • Installment Transaction amount • Airport tax amount • Date of the debit authorization form • Cardholder signature (must match Cardholder's signature on the signature panel) • For a Transaction conducted by a Merchant properly assigned Merchant Category Code 5814 "Fast Food Restaurants" or 7922 "Theatrical Producers (Except Motion Pictures) and Ticket Agencies," documentation signed by the Cardholder to prove that the Cardholder received services or merchandise at the agreed location 	<p>Brazil Domestic</p>

Representation Processing Requirements - Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none"> AUTH MMDDYY CODE X...X 	For an Easy Pay Transaction, both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire A "Participation Request and Consent Form" with Imprint and Cardholder signature 	LAC
The Acquirer can remedy the Chargeback General <ul style="list-style-type: none"> CVV2 NON MATCH;ISSR AUTH'D; CVV2 CHECKED 	If applicable, both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Documentation to prove that the Transaction was Chip-initiated and contained a valid Cryptogram 	CEMEA
The Acquirer can remedy the Chargeback Chargeback Condition 1 <ul style="list-style-type: none"> AUTH MMDDYY CODE X...X 	If applicable, both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire For a Chip-initiated Transaction, documentation to prove that the PIN was valid (offline or online) 	U.S. Domestic
The Acquirer can remedy the Chargeback Chargeback Condition 2 <ul style="list-style-type: none"> AUTH MMDDYY CODE X...X 	For a Transaction that used a Fictitious Account Number, both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Information to prove that the Transaction was properly authorized 	U.S. Domestic
The Acquirer can provide Compelling Evidence Chargeback Condition 1 <ul style="list-style-type: none"> None required 	Both: <ul style="list-style-type: none"> Visa Resolve Online Questionnaire Compelling Evidence 	All

ID#: 151013-171009-0007676

Additional Information - Reason Code 83 (Updated)

Chargeback Condition	Additional Information - Reason Code 83	Country/Region
General	<ul style="list-style-type: none">• "Signature on file" notation is not an acceptable signature• A pencil-rubbing of the Card or a photocopy of the Card is not considered a valid Imprint• A Member may use the MOTO or ECI indicator or the Merchant Category Code to identify a Mail/Phone Order Transaction, an Electronic Commerce Transaction, or a Recurring Transaction	All

ID#: 151013-171009-0007677

Reason Code 85 Credit Not Processed

Overview - Reason Code 85

A Merchant did not process a Credit Transaction Receipt as required.

ID#: 150413-171009-0007678

Chargeback Conditions - Reason Code 85 (Updated)

Condition	Chargeback Conditions - Reason Code 85	Country/Region
1	The Cardholder received a credit or voided Transaction Receipt that was not processed	Interregional including VE
2	All of the following: <ul style="list-style-type: none">• The Cardholder returned merchandise, cancelled merchandise, or cancelled services• The Merchant did not process a Credit or voided Transaction Receipt• The Merchant did not process a credit• 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	All

Condition	Chargeback Conditions - Reason Code 85	Country/ Region
3	<p>Both of the following:</p> <ul style="list-style-type: none"> • The Cardholder cancelled a Timeshare Transaction within 14 calendar days of the contract date or the date the contract or related documents were received • The Merchant did not process a credit 	All
4	<p>Any of the following:</p> <ul style="list-style-type: none"> • The Cardholder properly cancelled the guaranteed reservation • The Cardholder properly cancelled but was billed for a No-Show Transaction • The Cardholder provides cancellation code provided by a Hotel or third party booking agent • The Merchant or the third-party booking agent did not accept a cancellation or provide a cancellation code • The Cardholder made a reservation within 72 hours of the scheduled arrival date and attempted to cancel the reservation before 6:00 p.m. in the Hotel's time zone, but was billed for a No-Show Transaction • A Hotel Merchant or third party booking agent billed for a No-Show Transaction for more than one night's stay and applicable taxes when reservation was cancelled or unclaimed 	All
5	<p>For an Advance Deposit Transaction, one of the following:</p> <ul style="list-style-type: none"> • The Cardholder properly cancelled the Advance Deposit Transaction but Merchant did not process a credit • The Merchant provided alternate accommodations but did not process a credit • The Hotel or Cruise Line Merchant did not inform the Cardholder of its cancellation policy • For a U.S. Domestic Transaction, the Merchant provided alternate accommodations or an alternate vehicle but did not process a credit 	All
6	<p>An Original Credit Transaction (including a Money Transfer Original Credit Transaction) was not accepted because either:</p> <ul style="list-style-type: none"> • The recipient refused the Original Credit Transaction • Original Credit Transactions are prohibited by applicable laws or regulations 	All
7	<p>The Cardholder properly cancelled the Advance Payment Service Transaction but the Merchant did not process a credit</p>	U.S. Domestic

ID#: 151013-171009-0007679

Minimum Chargeback Amount - Reason Code 85 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 85	Country/Region
Chargeback Condition 1, 2, 3, 4, and 5 - T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹
Chargeback Condition 1, 2, 3, 4, and 5 - Non-T&E Transaction	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027776

Chargeback Rights and Limitations - Reason Code 85 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 85	Country/Region
General	<ul style="list-style-type: none"> The Chargeback applies if a "void" or "cancelled" notation appears on the Transaction Receipt The Chargeback must not exceed the original Transaction amount 	All
Chargeback Condition 1	<ul style="list-style-type: none"> Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations The Issuer must wait 15 calendar days from the date on the Credit Transaction Receipt before initiating a Chargeback. Does not apply if the Credit Transaction Receipt is undated 	Interregional including VE

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 85	Country/Region
Chargeback Condition 2	<ul style="list-style-type: none"> • Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations • The Chargeback amount is limited to either: <ul style="list-style-type: none"> – 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 • Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the merchandise was returned unless the waiting period causes the Chargeback to exceed the Chargeback time frame, or the Merchant refused the cancellation or return 	All
Chargeback Condition 3	<ul style="list-style-type: none"> • Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations • The Chargeback applies for a Timeshare Transaction processed with an incorrect Merchant Category Code 	All
Chargeback Condition 4 and 5	Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations	All

ID#: 151013-171009-0007680

Invalid Chargebacks - Reason Code 85 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 85	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"> • A dispute regarding the quality of the service rendered or the quality of merchandise, unless a Credit Transaction Receipt is provided • An ATM Cash Disbursement • The Cash-Back portion of a Visa Cash-Back Transaction • A dispute regarding Value-Added Tax (VAT) unless a Credit Transaction Receipt is provided 	All

Chargeback Condition	Invalid Chargebacks - Reason Code 85	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 2	A Transaction in which returned merchandise is held by a customs agency other than the Merchant's country's customs agency	All

ID#: 151013-171009-0007681

Chargeback Time Limit - Reason Code 85 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 85	Country/Region
Chargeback Condition 1	120 calendar days from any of the following: <ul style="list-style-type: none"> • 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 	Interregional including VE
Chargeback Condition 2	120 calendar days from either: <ul style="list-style-type: none"> • The Transaction Processing Date • The date the Cardholder received or expected to receive the merchandise or services 	All
Chargeback Condition 3 and 4	120 calendar days from the Transaction Processing Date	All
Chargeback Condition 5	120 calendar days from one of the following: <ul style="list-style-type: none"> • The Transaction Processing Date • The date on which the Cardholder properly cancelled the Advance Deposit Transaction, if the Merchant did not process a credit • The scheduled arrival date if one of the following: <ul style="list-style-type: none"> – The Merchant provided alternate accommodations but did not process a credit – The Hotel or Cruise Line Merchant did not inform the Cardholder of its cancellation policy 	All excluding U.S. Domestic

Chargeback Condition	Chargeback Time Limit - Reason Code 85	Country/Region
Chargeback Condition 5	120 calendar days from one of the following: <ul style="list-style-type: none"> • The Transaction Processing Date • The date on which the Cardholder properly cancelled the Advance Deposit Transaction, if the Merchant did not process a credit • The scheduled arrival date if one of the following: <ul style="list-style-type: none"> – The Hotel or Cruise Line Merchant did not inform the Cardholder of its cancellation policy – The Merchant provided alternate accommodations or an alternate vehicle but did not process a credit 	U.S. Domestic
Chargeback Condition 6	120 calendar days from the Processing Date of the Original Credit	All excluding U.S. Domestic
Chargeback Condition 6	120 calendar days from the Transaction Processing Date	U.S. Domestic
Chargeback Condition 7	120 calendar days from the Transaction Processing Date	U.S. Domestic

ID#: 151013-171009-0007682

Chargeback Processing Requirements - Reason Code 85 (Updated)

Chargeback Processing Requirements - Reason Code 85		
Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 • CREDIT NOT PROCESSED	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire stating that the Cardholder attempted to resolve the dispute with the Merchant • A copy of the Credit Transaction Receipt or voided Transaction Receipt 	Interregional including VE

Chargeback Processing Requirements - Reason Code 85

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 2 As applicable:</p> <ul style="list-style-type: none"> • MERCHANDISE RETURNED MMDDYY • MERCHANDISE CANCELLED MMDDYY • SERVICE CANCELLED MMDDYY 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire stating all of the following: <ul style="list-style-type: none"> – The date the merchandise or service was cancelled or returned – The name of the shipping company, if applicable – The invoice/tracking number, if available – The date the Merchant received the merchandise, if available – That the Cardholder attempted to resolve the dispute with the Merchant • 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 	<p>All excluding VE</p>
<p>Chargeback Condition 2 As applicable:</p> <ul style="list-style-type: none"> • MERCHANDISE RETURNED MMDDYY • MERCHANDISE CANCELLED MMDDYY • SERVICE CANCELLED MMDDYY 	<ul style="list-style-type: none"> • Visa Resolve Online Questionnaire stating all of the following: <ul style="list-style-type: none"> – The date the merchandise or service was cancelled or returned – The name of the shipping company, if applicable – The invoice/tracking number, if available – The date the Merchant received the merchandise, if available – That the Cardholder attempted to resolve the dispute with the Merchant • 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 	<p>Interregional including VE</p>

Chargeback Processing Requirements - Reason Code 85

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>Chargeback Condition 3 As applicable:</p> <ul style="list-style-type: none"> • TIMESHARE CANC MMDDYY & CONTRACT RECEIPT MMDDYY (contract receipt date if applicable) • CH ATTEMPT TO RESOLVE 	<p>None required</p>	<p>All</p>
<p>Chargeback Condition 4 As applicable:</p> <ul style="list-style-type: none"> • CANC MMDDYY CODE XXXX • CH ATTEMPT TO RESOLVE • CH NOT ADVISED OF CANC POLICY 	<p>Visa Resolve Online Questionnaire stating any of the following:</p> <ul style="list-style-type: none"> • That the Cardholder properly cancelled the guaranteed reservation and one of the following: <ul style="list-style-type: none"> – The Merchant processed a No-Show Transaction – The Merchant did not accept a cancellation or provide a cancellation code – The reservation was made within 72 hours of the scheduled arrival date and canceled before 6:00 p.m. in the Hotel's time zone • A Hotel or third-party booking agent billed a No- Show Transaction for more than one night's stay • The cancellation code, if available 	<p>All</p>
<p>Chargeback Condition 5 As applicable:</p> <ul style="list-style-type: none"> • CANC MMDDYY CODE XXXX • ALT ACCOMM PROVIDED NO CREDIT ISSUED • CH NOT ADVISED OF CANC POLICY • CH ATTEMPT TO RESOLVE 	<p>None required</p>	<p>All excluding U.S. Domestic</p>

Chargeback Processing Requirements - Reason Code 85		
Member Message Text	Supporting Documentation/Certification	Country/ Region
Chargeback Condition 5 As applicable: <ul style="list-style-type: none">• CANC MMDDYY CODE XXXX• CH NOT ADVISED OF CANC POLICY• CH ATTEMPT TO RESOLVE• DATE CANC MMDDYY• ALT ACCOMM/ VEHICLE PROVIDED NO CREDIT ISSUED	None required	U.S. Domestic
Chargeback Condition 6 As applicable: <ul style="list-style-type: none">• RECIPIENT REFUSES CREDIT• NOT ALLOWED BY LOCAL LAW	None required	All

ID#: 151013-171009-0007683

Representment Time Limit - Reason Code 85

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007684

Representation Processing Requirements - Reason Code 85 (Updated)

Representation Processing Requirements - Reason Code 85		
Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>Chargeback Condition 1, 3, 4, 5, 6, and 7</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>Chargeback Condition 2</p> <ul style="list-style-type: none"> • X...X (Specify the reason) • RETURNED MDSE NOT RECEIVED (if applicable) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 1</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	Interregional including VE
<p>The Acquirer can remedy the Chargeback</p> <p>Chargeback Condition 2</p> <ul style="list-style-type: none"> • None required 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • The Transaction Receipt or other records to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction, as applicable 	All

Representation Processing Requirements - Reason Code 85

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback Chargeback Condition 3 <ul style="list-style-type: none"> • None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove that the Transaction was not cancelled within 14 calendar days of the date on the contract or a related document, or the contract receipt date 	All
The Acquirer can remedy the Chargeback Chargeback Condition 4 <ul style="list-style-type: none"> • None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Explanation of why the cancellation code was invalid, if applicable 	All
The Acquirer can remedy the Chargeback Chargeback Condition 5 <ul style="list-style-type: none"> • None required 	Both: <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove that the Cardholder was informed about the cancellation policy (if applicable) 	All
The Acquirer can remedy the Chargeback Chargeback Condition 6 <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All

ID#: 151013-171009-0007685

Additional Information - Reason Code 85 (Updated)

Chargeback Condition	Additional Information - Reason Code 85	Country/Region
General	<ul style="list-style-type: none"> If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received If the Issuer provides a valid Credit or voided Transaction Receipt to support a cancellation or return: <ul style="list-style-type: none"> Proper disclosure of the Merchant's refund policy will not be considered A Cardholder attempt to resolve the dispute with the Merchant is not required A Hotel using a third-party booking agent must accept the cancellation code provided by the third-party booking agent 	All
Chargeback Condition 1	<ul style="list-style-type: none"> Refund acknowledgments and credit letters do not qualify as Credit Transaction Receipts unless they contain all required data A lost ticket application or refund application is not considered a Credit Transaction Receipt 	Interregional including VE
Chargeback Condition 2	<ul style="list-style-type: none"> Proof of shipping does not constitute proof of receipt The Merchant is responsible for merchandise held within its own country's customs agency 	All
Chargeback Condition 3	Visa recommends that the Issuer provide a copy of the cancellation notification to the Merchant	All

ID#: 151013-171009-0007686

Reason Code 86 Paid by Other Means

Overview - Reason Code 86

Merchandise or service was received but paid by other means.

ID#: 150413-171009-0007687

Chargeback Conditions - Reason Code 86 (Updated)

Condition	Chargeback Conditions - Reason Code 86	Country/Region
1	The Cardholder paid for the same merchandise or service by other means	All

ID#: 151013-171009-0007688

Minimum Chargeback Amount - Reason Code 86 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 86	Country/Region
T&E Transaction	US \$25 or equivalent	All (unless otherwise stated)
	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic ¹
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027777

Chargeback Rights and Limitations - Reason Code 86 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 86	Country/Region
General	<ul style="list-style-type: none"> Before the Issuer may initiate a Chargeback, the Cardholder must attempt to resolve the dispute with the Merchant, unless prohibited by applicable laws or regulations 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 Account Number was processed through different payment networks 	All

ID#: 151013-171009-0007689

Invalid Chargebacks - Reason Code 86 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 86	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none">The initial payment of a Delayed Delivery Transaction if the balance payment is not authorized and the balance was not paid by other meansTransactions in which payment for services was made to two different Merchants, unless there is evidence that the payment was passed from one Merchant to the other (e.g. payment from a travel agent to a T&E Merchant)	All

ID#: 151013-171009-0007690

Chargeback Time Limit - Reason Code 86 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 86	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007691

Chargeback Processing Requirements - Reason Code 86 (Updated)

Chargeback Processing Requirements - Reason Code 86

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>General</p> <ul style="list-style-type: none">• None required	<p>All of the following:</p> <ul style="list-style-type: none">• Visa Resolve Online Questionnaire stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations• Proof that the Merchant received payment by other means, including:<ul style="list-style-type: none">– The Acquirer Reference Number or other Transaction information, if paid by a Visa Card– A statement, if paid by another card– A cash receipt or a copy of the front and back of a cancelled check• If the Merchant billed the Cardholder because the Merchant was unable to collect payment on a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (e.g., a rental contract showing that the voucher was accepted by the Merchant)	<p>All excluding VE</p>

Chargeback Processing Requirements - Reason Code 86

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>General</p> <ul style="list-style-type: none"> • None required 	<p>All of the following:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations • Proof that the Merchant received payment by other means, including: <ul style="list-style-type: none"> – A statement, if paid by another card – A cash receipt or a copy of the front and back of a cancelled check • If the Merchant billed the Cardholder because the Merchant was unable to collect payment on a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (e.g., a rental contract showing that the voucher was accepted by the Merchant) 	<p>Interregional including VE</p>

ID#: 151013-171009-0007692

Representation Time Limit - Reason Code 86

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007693

Representation Processing Requirements - Reason Code 86 (Updated)

Representation Processing Requirements - Reason Code 86		
Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	<p>None required</p>	<p>All</p>

Representation Processing Requirements - Reason Code 86

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> • None required 	<p>Both:</p> <ul style="list-style-type: none"> • Visa Resolve Online Questionnaire • Documentation to prove that the Merchant did not receive payment by other means for the same merchandise or service 	All

ID#: 151013-171009-0007694

Reason Code 90 Non-Receipt of Cash or Load Transaction Value at ATM

Overview - Reason Code 90 (Updated)

The Cardholder participated in the Transaction and did not receive cash or Load Transaction value, or received a partial amount.

ID#: 151013-171009-0007695

Chargeback Conditions - Reason Code 90 (Updated)

Condition	Chargeback Conditions - Reason Code 90	Country/Region
1	The Cardholder participated in the Transaction and did not receive cash or Load Transaction value, or received a partial amount	All

ID#: 151013-171009-0007696

Minimum Chargeback Amount - Reason Code 90 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 90	Country/Region
General	CAD \$10	Canada Domestic

Transaction Type	Minimum Chargeback Amount - Reason Code 90	Country/Region
	R\$15	Brazil Domestic

ID#: 151013-160713-0027778

Chargeback Rights and Limitations - Reason Code 90 (Updated)

Chargeback Condition	Chargeback Rights and Limitations - Reason Code 90	Country/Region
General	The Chargeback is limited to the amount not received	All

ID#: 151013-171009-0007697

Invalid Chargebacks - Reason Code 90 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 90	Country/Region
The Chargeback is invalid for any of the following:		
General	The Chargeback is invalid if the Cardholder states that the Transaction was fraudulent or the Transaction was processed more than once	All

ID#: 151013-171009-0007698

Chargeback Time Limit - Reason Code 90 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 90	Country/Region
General	120 calendar days from the Transaction Processing Date	All

ID#: 151013-171009-0007699

Chargeback Processing Requirements - Reason Code 90 (Updated)

Chargeback Processing Requirements - Reason Code 90		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CASH/VALUE NOT RECEIVED • CASH/VALUE AMT \$XXXX RECD \$XXXX 	None required	All

ID#: 151013-171009-0007700

Representation Time Limit - Reason Code 90

45 calendar days from the Chargeback Processing Date

ID#: 171009-171009-0007701

Representation Processing Requirements - Reason Code 90 (Updated)

Representation Processing Requirements - Reason Code 90		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed</p> <p>General</p> <p>As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All
<p>The Issuer did not meet the applicable Chargeback conditions</p> <p>General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All

Representment Processing Requirements - Reason Code 90

Member Message Text	Supporting Documentation/Certification	Country/Region
The Acquirer can remedy the Chargeback	None required	All
General		
As applicable:		
<ul style="list-style-type: none"> • TX TIME HH:MM, SEQ #XXXXX, AMT DISPNS \$XXX.XX • ACQR CERTS ATM IN BALANCE ON MMDDYY 		

ID#: 151013-171009-0007702

Reason Code 93 Merchant Fraud Performance Program

Overview - Reason Code 93

Visa notified the Issuer that the Transaction is identified by the Merchant Fraud Performance Program. This Chargeback does not apply to U.S. Domestic Transactions.

ID#: 150413-171009-0007703

Chargeback Conditions - Reason Code 93 (Updated)

Condition	Chargeback Conditions - Reason Code 93	Country/Region
1	Visa notified the Issuer that the Transaction was identified by the Merchant Fraud Performance Program and the Issuer has not successfully charged back the Transaction under another reason code	All excluding U.S. Domestic

ID#: 151013-171009-0007704

Minimum Chargeback Amount - Reason Code 93 (New)

Transaction Type	Minimum Chargeback Amount - Reason Code 93	Country/Region
T&E Transaction	CAD \$25	Canada Domestic
	R\$25	Brazil Domestic¹

Transaction Type	Minimum Chargeback Amount - Reason Code 93	Country/Region
All Other Transactions	CAD \$10	Canada Domestic
	R\$15	Brazil Domestic ¹

¹ Minimum does not apply to Transactions for payment of airport tax.

ID#: 151013-160713-0027779

Invalid Chargebacks - Reason Code 93 (Updated)

Chargeback Condition	Invalid Chargebacks - Reason Code 93	Country/Region
The Chargeback is invalid for any of the following:		
General	The Chargeback is invalid for an Emergency Cash Disbursement	All excluding U.S. Domestic

ID#: 151013-171009-0007706

Chargeback Time Limit - Reason Code 93 (Updated)

Chargeback Condition	Chargeback Time Limit - Reason Code 93	Country/Region
General	120 calendar days from the date of the identification by the Merchant Fraud Performance Program	All excluding U.S. Domestic

ID#: 151013-171009-0007707

Chargeback Processing Requirements - Reason Code 93 (Updated)

Chargeback Processing Requirements - Reason Code 93		
Member Message Text	Supporting Documentation/Certification	Country/Region
General	None required	All excluding U.S. Domestic and AP
<ul style="list-style-type: none"> MFP RPT DT MMDDYY 		

Chargeback Processing Requirements - Reason Code 93

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>General</p> <ul style="list-style-type: none"> • MFP RPT DT MMDDYY 	<p>For a Transaction that uses a Counterfeit Card: Visa Resolve Online Questionnaire certifying that:</p> <ul style="list-style-type: none"> • The Issuer was a participant in the Card Verification Service at the time of the Transaction • The Card was encoded with the Card Verification Value • The Issuer did not approve an Authorization Request in which the Card Verification Value was invalid or failed verification 	AP

ID#: 151013-171009-0007708

Representation Time Limit - Reason Code 93

45 calendar days from the Chargeback Processing Date.

ID#: 150413-171009-0007709

Representation Rights and Limitations - Reason Code 93 (Updated)

Chargeback Condition	Representation Rights and Limitations - Reason Code 93	Country/ Region
General	<p>An Acquirer may represent the Transaction if all of the following:</p> <ul style="list-style-type: none"> • The Transaction originated at a Zero Floor Limit Merchant Outlet through a Magnetic-Stripe Terminal capable of reading the Card Verification Value • A value of "90" was present in field 22 of the Transaction generation method indicator field • The Issuer approved an invalid Card Verification Value response 	AP

ID#: 151013-171009-0007710

Representment Processing Requirements - Reason Code 93 (Updated)

Representment Processing Requirements - Reason Code 93		
Member Message Text	Supporting Documentation/Certification	Country/Region
<p>A credit or Reversal was processed General As applicable:</p> <ul style="list-style-type: none"> • CRED MMDDYY ARN X...X (23 or 24 digits) • REVERSAL MMDDYY 	None required	All excluding U.S. Domestic
<p>The Issuer did not meet the applicable Chargeback conditions General</p> <ul style="list-style-type: none"> • X...X (Specify the reason) 	None required	All excluding U.S. Domestic
<p>The Acquirer can remedy the Chargeback General</p> <ul style="list-style-type: none"> • PREV CB MMDDYY RC XX 	None required	All excluding U.S. Domestic
<p>The Acquirer can remedy the Chargeback General</p> <ul style="list-style-type: none"> • PREV CB MMDDYY RC XX 	The Acquirer must provide the Issuer with a copy of the Authorization log documenting the invalid Card Verification Value response	AP

ID#: 151013-171009-0007711

Additional Information - Reason Code 93 (Updated)

Chargeback Condition	Additional Information - Reason Code 93	Country/Region
General	If an Issuer has charged back the Transaction using another reason code and the Acquirer successfully represented, the Issuer may initiate a new Chargeback only when Notification is received that the Merchant has been identified by the Merchant Fraud Performance Program. The time limit for the new Chargeback begins with the date of the Notification	All excluding U.S. Domestic

ID#: 151013-171009-0007712

Arbitration

Arbitration Process

Arbitration Description

Arbitration allows Visa to assign liability for a disputed Transaction when the Chargeback and Representment process fails to resolve the dispute.

In Arbitration, Visa decides which party is responsible for the disputed Transaction. The decision by Visa is final, except for any right of appeal permitted, and must be accepted by both the Issuer and Acquirer. During Arbitration, the Arbitration and Compliance Committee reviews all documentation/information submitted by both Members to determine who has final liability for the Transaction. The filing Member is liable for any difference due to currency fluctuation between the amount originally presented and the Chargeback or Representment amount.

ID#: 151012-171009-0007036

Pre-Arbitration Conditions (Updated)

Before filing for Arbitration, the requesting Member must make a pre-Arbitration attempt using Visa Resolve Online, at least a full 30 calendar days prior to the Arbitration filing date if any of the following conditions apply:

- New documentation or information is being provided to the opposing Member about the dispute
- The Acquirer represented with Compelling Evidence. The Issuer must certify in its pre-Arbitration attempt that it attempted to contact the Cardholder to review the Compelling Evidence.
- The Issuer changes the reason code for the dispute after the Representment was processed
- The Acquirer provided evidence that the Cardholder no longer disputes the Transaction. The Issuer must certify in its pre-Arbitration attempt that the Cardholder still disputes the Transaction.

- The Transaction is an ATM Transaction and the ATM Transaction Record is required. The Issuer must certify that either:
 - The Cardholder requires a copy of the ATM Transaction Record
 - The ATM Transaction Record is required for legal or insurance purposes

Effective through 31 December 2013, the Acquirer or Load Acquirer must provide a copy of the ATM Transaction Record at pre-Arbitration to prove disbursed cash amount or Load Transaction value. The Transaction Record must be in English with an explanation or key to the data fields in the Transaction Record.

If a Member is not required to send a pre-Arbitration notification to the opposing Member, but elects to do so, the Member must still provide the opposing Member with at least a full 30 calendar days for a response and the notification must include the field information.

Effective 1 January 2014, the Acquirer must provide a copy of the ATM Transaction Record at pre-Arbitration to prove disbursed cash amount or Load Transaction value. The Transaction Record must be provided with an explanation or key to the data fields in the Transaction Record. The explanation or key must be provided in English.

ID#: 151013-171009-0002878

Pre-Arbitration Response - ATM Disputes (Updated)

An Acquirer that receives a pre-Arbitration attempt, as specified in "Pre-Arbitration Conditions," must supply within 30 calendar days of the pre-Arbitration notification date, a copy of the ATM Cash Disbursement Transaction log containing all of the following:

- Account Number
- Transaction Date
- Transaction time or sequential number identifying the individual Transaction
- ATM number
- Code indicating whether the Transaction was successful

The Acquirer must provide the Transaction Record with an explanation or key to the data fields contained in the Transaction Record. The explanation or key must be provided in English.

ID#: 151013-171009-0001444

Accepting Financial Liability for Pre-Arbitration (Updated)

If the opposing Member accepts financial responsibility for the disputed Transaction, it must:

- Process the pre-Arbitration acceptance through Visa Resolve Online
- Credit the requesting Member for the last amount received by the requesting Member through VisaNet within 30 calendar days of the pre-Arbitration attempt date, excluding U.S. Domestic Transactions

- For U.S. Domestic Transactions, credit the requesting Member through VisaNet or Visa Resolve Online within 30 calendar days of the pre-Arbitration notification date

ID#: 151013-171009-0001896

Not Accepting Financial Liability for Pre-Arbitration

If the opposing Member does not accept financial responsibility for the disputed Transaction, the requesting Member may pursue Arbitration.

ID#: 171009-171009-0001418

Filing for Arbitration

Arbitration Filing Reasons

The conditions under which a Member may file for Arbitration include, but are not limited to:

- Required documentation to support the Representation was incomplete or not transmitted within 5 calendar days of the Representation Processing Date
- Acquirer improperly represented a Chargeback
- Issuer processed a prohibited second Chargeback following any Representation
- Acquirer processed a prohibited second Representation
- Acquirer Reference Number/Tracing Data or Account Number did not match the original data in the first Presentment or Chargeback record

The conditions under which a Member may be held liable for a disputed Transaction include, but are not limited to:

- A Chargeback or Representation was initiated past the time frame allowed
- Required supporting documentation/information was not sent to the opposing Member
- Member was not able to demonstrate to Visa that its case was reasonable

When a Cardholder disputes the Transaction for several issues, the Merchant's rebuttal should address all issues. The Issuer may present the Merchant's rebuttal to the Cardholder so that the Cardholder can address any issues raised by the Merchant.

ID#: 151012-171009-0002604

Arbitration Filing Authority

The requesting Member may file its Arbitration request with either:

- Its Group Member
- Visa

In Visa Europe, the option to file directly with Visa applies only to a Member that does not have a Group Member.

ID#: 151012-171009-0001421

Arbitration Filing Time Limit

The requesting Member must file its Arbitration request with Visa within one of the following:

- 30 calendar days of the Processing Date of the last Chargeback or Representment, if pre-Arbitration was not initiated
- For disputes involving pre-Arbitration, 60 calendar days of the Processing Date of the last Chargeback or Representment. The 60 calendar-day period includes the 30 calendar-day pre-Arbitration waiting period

The Processing Date is not counted as one day.

ID#: 171009-171009-0001447

Group Member Filing Time Limit

In addition to the time limits specified in Arbitration Filing Time Limit, a Group Member has 30 additional calendar days to forward a case submitted by its Member to Visa. In Visa Europe, the option to file directly with Visa applies only to a Member that does not have a Group Member.

ID#: 151012-171009-0001423

Required Documentation for Arbitration (Updated)

When seeking Arbitration, the requesting Member must provide all of the following, in English:

- Information required in Visa Resolve Online Questionnaire for each Transaction
- Information required in Visa Resolve Online Questionnaire
- Information required in Visa Resolve Online Questionnaire or Dispute Resolution Form, as applicable
- For non-English documents, translations (unless the requesting Member did not receive the previously submitted documents in English)
- Any supporting documentation to ensure a fair decision, such as Authorization records, registers, Merchant documents, and Member files

Any documentation/information supplied at Arbitration that has not been previously submitted to the opposing Member at the pre-Arbitration stage will not be considered or reviewed by the Committee. It is not necessary to resubmit or resupply documentation or information previously submitted with the case.

The Requesting Member must send the required Arbitration documentation for Arbitration cases electronically, using Visa Resolve Online.

ID#: 151013-171009-0001424

Invalid Arbitration Request for Group Members

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member has no further recourse with Visa.

ID#: 171009-171009-0001427

Visa Arbitration Case Rejection

If the Arbitration and Compliance Committee determines that a request is invalid, it may reject the case and retain the filing fee in circumstances, such as one of the following:

- Requesting Member did not file the request within the required time limits
- Multiple Acquirers, Issuers, Account Numbers, Merchants and filing reasons are involved
- A bundled case filing, containing more than 10 Chargebacks, was submitted

ID#: 151012-171009-0001449

Visa Notification of Arbitration Case Acceptance

For a valid request, Visa notifies both Members of case acceptance.

ID#: 171009-171009-0001429

Opposing Member's Response to Arbitration Case

If the opposing Member chooses to respond, it must do so within 14 calendar days of the Visa Notification date, and it may accept financial responsibility for the Transaction and withdraw the case through Visa Resolve Online.

ID#: 151012-171009-0001430

Requesting Member's Response to Arbitration Case

The requesting Member may withdraw its request within 14 calendar days of the Visa Notification date. Once the case is withdrawn, Visa will collect the filing fee from the responsible Member.

ID#: 151012-171009-0002521

Member Exceptions Due to Visa System Problems During the Chargeback and Arbitration Process

In the event a Member misses a deadline or fails to submit documentation electronically due to Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

ID#: 171009-171009-0006595

Arbitration and Compliance Financial Liability (Updated)

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 through VisaNet within 60 calendar days of written Notification from the Arbitration and Compliance Committee.
 - For U.S. Domestic Transactions, Visa will debit or credit the Members involved as appropriate, through Visa Resolve Online.
- Review fee
 - If the responsible Member has domestic currency exchange controls, Visa collects this fee through VisaNet within 30 calendar days of Notification to the Member.
- Filing fee

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

Either Member in an Arbitration or Compliance dispute may also be liable for a penalty fee for each technical violation of the applicable *Visa International Operating Regulations*. Technical penalty fees do not apply to Visa Europe Members.

ID#: 151013-171009-0003623

Arbitration and Compliance Committee Decision

The Arbitration and Compliance Committee bases its decision on all information available to it at the time of reaching the decision, including, but not limited to, the provisions of the *Visa International Operating Regulations* 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 and is final and not subject to any challenge, except for any right of appeal permitted under Appeal Rights.

ID#: 151012-131012-0027133

Arbitration Appeal

Arbitration Appeal Amount

The U.S. dollar amount, or local currency equivalent of the case, determines whether the adversely affected Member may appeal the decision, as shown in the following table:

Arbitration Appeal Rights		
Disputed Amount	Appeal Right	Appeal Authority
Less than US \$5,000	No	Not applicable
US \$5,000 to US \$100,000	Only if Member can provide new evidence not previously available at the time of the original case filing	Arbitration and Compliance Committee
Greater than US \$100,000	Only if Member can provide new evidence not previously available at the time of the original case filing	Arbitration and Compliance Committee

ID#: 111011-171009-0002997

Arbitration Appeal Time Limit

The adversely affected Member must file for appeal within 60 calendar days of the decision Notification date.

ID#: 171009-171009-0002998

Finality of Decision on Arbitration Appeal

The decision on any permitted appeal is final and not subject to any challenge.

ID#: 171009-171009-0001440

Compliance

Compliance Process

Compliance Description

Compliance allows a Member that has no Chargeback, Representment, pre-Arbitration, or Arbitration right to file a complaint against a Member for a violation of the *Visa International Operating Regulations*. A requesting Member is liable for any difference due to currency fluctuation between the amount originally presented and the Chargeback or Representment amount.

ID#: 010410-171009-0001454

Compliance Filing Conditions

Compliance Filing Conditions (Updated)

A Member may file for Compliance if all of the following are true:

- Violation of the *Visa International Operating Regulations* occurred
- Member has no Chargeback or Representment right
- Member incurred or will incur a financial loss as a direct result of the violation¹
- Member would not have incurred the financial loss had the violation not occurred¹

A violation not involving a Transaction is resolved as specified in Regulation Enforcement, and as deemed appropriate by Visa

¹This requirement does not apply for a U.S. Credit Card Surcharge violation as specified in "Improperly Assessed Surcharge."

ID#: 151013-171009-0001455

Interchange Reimbursement Fee Compliance Filing

A Member may file for Compliance for violations of the *Visa International Operating Regulations* that result in the assessment of an incorrect Interchange Reimbursement Fee. Conditions and requirements for filing Interchange Reimbursement Fee Compliance are specified in "Interchange Reimbursement Fee Compliance."

ID#: 111011-171009-0003418

Pre-Compliance for Violations

Pre-Compliance Conditions

Before filing for Compliance, the requesting Member must attempt to resolve the dispute with the opposing Member. This attempt must include all of the following:

- Attempt date
- Clear identification as pre-Compliance attempt
- Planned Compliance filing date
- All pertinent documentation
- Specific violation of the *Visa International Operating Regulations*

ID#: 171009-171009-0003430

Pre-Compliance Attempt

A pre-Compliance attempt must include the information required in the Pre-Compliance Attempt Questionnaire. The pre-Compliance attempt must be sent electronically, using Visa Resolve Online, at least a full 30 calendar days prior to the Compliance filing date.

ID#: 151013-171009-0003431

Pre-Compliance Acceptance

If the opposing Member accepts financial liability for the disputed Transaction, it must credit the requesting Member for the last amount received by the requesting Member through VisaNet within 30 calendar days of the pre-Compliance attempt date.

ID#: 171009-171009-0003432

Non-Acceptance of Financial Liability for Pre-Compliance

If the opposing Member does not accept financial liability for the disputed Transaction, the requesting Member may pursue Compliance.

ID#: 151012-171009-0003433

Data Compromise Recovery Event Resolution (Updated)

A violation involving an Account Data Compromise Event is not resolved through Compliance. Such violations are resolved through the Global Compromised Account Recovery program, as specified in "Global Compromised Account Recovery (GCAR)" and as determined by Visa.

ID#: 151013-010410-0026000

Data Compromise Recovery - U.S. Region (Updated)

In the U.S. Region, 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, as specified in "Global Compromised Account Recovery (GCAR)."

ID#: 151013-010410-0026001

Compliance for Violations

Compliance Filing Reasons (Updated)

A Member may file for Compliance for any violation of the *Visa International Operating Regulations*, except as specified in "Global Compromised Account Recovery (GCAR)."

ID#: 151013-171009-0006998

Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data

A Member may file for Compliance if the Chargeback Reduction Service returned a valid Chargeback or Representment resulting from a Member transmitting invalid data such as:

- Incorrect Transaction Date
- Incorrect Merchant Category Code
- Invalid indicator for the Merchant or Transaction type
- Incorrect state/country code or special condition indicator

Required Documentation:

Both:

- Evidence of incorrect or invalid data
- Evidence Member was able to meet Chargeback or Representment conditions

ID#: 150413-171009-0001462

Chargeback Reduction Service Returned Transaction with Valid Authorization

A Member may file for Compliance if the Chargeback Reduction Service returned a Transaction with a valid Authorization.

Required Documentation: **All** of the following:

- Transaction Receipt
- Proof that the Transaction received an Authorization
- Evidence of the Chargeback Reduction Service return

ID#: 050411-171009-0001463

Visa Reservation Service Compliance Filing

The provisions in this section also apply to U.S. Domestic Car Rental Peak-Time reservation Transactions.

A Member may file for Compliance if a Cardholder used a Card at a Visa Reservation Service to make a reservation, and one of the following occurred:

- Merchant provided alternate accommodations or vehicle but the Cardholder was charged for the Transaction
 - Required Documentation: Cardholder letter confirming the check-in date or car rental date, Merchant Outlet, and location of the alternate accommodations or vehicle. For U.S. Domestic Transactions, Issuer may provide certification in lieu of the Cardholder letter.
- No-Show Transaction amount was different than that quoted to the Cardholder
 - Required Documentation: Written confirmation copy with the quoted rates
- Merchant did not inform the Cardholder of the exact Merchant Outlet location. Cardholder used and paid for the accommodations or car rental at another outlet of that Merchant.
 - Required Documentation: Payment receipt copy for other Merchant Outlet

ID#: 111011-171009-0001570

Unauthorized Signature (Updated)

A Member may file for Compliance if a Cardholder's account was charged for a Transaction and the following:

- Cardholder denies authorizing or participating in the Transaction
- Card that was lost or stolen, and recovered, was used in the disputed Transaction
- First initial, the first initial of the first name, or the last name of the signature on the Transaction Receipt is not spelled the same as the one on the Card signature panel
- Transaction was not one of the following:
 - Vehicle-Specific Fleet Card Transaction
 - Emergency Cash Disbursement
 - Priority Check-out Transaction
 - Transaction using a Proximity Payment Device that is not a standard plastic Card

Required Documentation: All of the following:

- Cardholder letter denying authorization and participation in the Transaction
- Issuer certification, completed Visa Resolve Online Dispute Questionnaire or Unauthorized Signature-Issuer Certification (Exhibit 2G), stating that the recovered Card signature panel was unaltered and describing the Card recovery circumstances. For U.S. Domestic Transactions, completed Visa Resolve Online Dispute Questionnaire or Exhibit 2G.
- Transaction Receipt
- Copy of front and back of recovered Card

ID#: 151013-171009-0001465

Cardholder Letter Required for Legal Purposes

A Member may file for Compliance if 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. This Compliance right does not apply to Transactions involving Issuers or Acquirers in Visa Europe.

Required Documentation: Either:

- Evidence that the signed Cardholder letter is required for legal proceedings (e.g., court order or subpoena)
- Acquirer certification that the signed Cardholder letter is required by applicable laws or regulations or for a law enforcement investigation

ID#: 150413-010100-0025789

Illegible Fulfillment - Unable to Provide Legible Transaction Receipt Copy

Effective for Transactions completed through 19 April 2013, an Acquirer may file for Compliance if it is unable to remedy Chargeback Reason Code 60, "Illegible Fulfillment" because the Transaction Receipt copy is physically damaged, due to circumstances beyond the Acquirer's or Merchant's control, such as a natural disaster.

ID#: 151012-171009-0007364

Copy of Transaction Receipt for Legal Proceeding, Law Enforcement Investigation, or Issuer Investigation (Updated)

For Transactions involving Issuers or Acquirers in Visa Europe a Member may file for Compliance if an Issuer or 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.

Required documentation for Transactions involving Issuers or Acquirers in Visa Europe:

- Evidence that the Transaction Receipt is required for legal proceedings (e.g., court order or subpoena)
- A written statement from the Issuer stating that the Transaction Receipt is required for a law enforcement investigation

For Transactions not involving Issuers or Acquirers in Visa Europe a Member may file for Compliance if an Issuer or Cardholder requires a copy of the Transaction Receipt for legal proceedings, an investigation by law enforcement, or an Issuer investigation, and the Retrieval Request was made within 13 months of the Transaction Processing Date.

Required documentation for Transactions not involving Issuers or Acquirers in Visa Europe:

- Evidence that the Transaction Receipt is required for legal proceedings (e.g., court order or subpoena) or for a law enforcement investigation
- For the purpose of an investigation by the Issuer, certification from the Issuer stating that a signed Transaction Receipt is needed in order to respond to Cardholder escalation

ID#: 151013-171009-0007365

Non-Card

A Member may file for Compliance if a Merchant created a Transaction Receipt that has an Imprint but no Authorization and the card was not a Visa Card, Visa Electron Card, or Counterfeit Card. This provision does not apply to U.S. Domestic Transactions.

ID#: 171009-171009-0001472

Authorization Obtained Using Incorrect Data - U.S. Region

This provision applies to U.S. Domestic Transactions.

A Member may file for Compliance if an Authorization was obtained with invalid or incorrect data and Issuer attempted a valid Chargeback which was returned. When an Issuer's and Acquirer's records differ, the V.I.P. System records will prevail.

Required Documentation: Copy of the Authorization log and Transaction Receipt to support the discrepancy.

ID#: 150413-171009-0003424

Electronic Commerce Transaction Compliance Reason

This provision does not apply to U.S. Domestic Transactions.

A Member may file for Compliance if a Cardholder requires additional information about an Electronic Commerce Transaction coded with ECI value "6" and both:

- Cardholder did not assert that the Transaction was fraudulent
- Acquirer did not respond to the Retrieval Request with a Fulfillment or responded with a Nonfulfillment Message code "03" or "04"

Required Documentation: Cardholder letter requesting more information about the Transaction

ID#: 111011-171009-0001473

EMV Liability Shift - Account Generated Counterfeit Fraud

A Member may file for Compliance for account generated counterfeit fraud. Counterfeit Transactions completed in a Card-Present Environment are the liability of the Acquirer, as specified in "EMV Liability Shift - Acquirer Liability for Account Generated Counterfeit Fraud," if all of the following conditions are met:

- Transaction did not take place at a Chip-Reading Device
- 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
- Transaction was below Merchant's Floor Limit and did not receive Authorization
- Account Number was 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 60 calendar days from the date of listing

The requirements in this section apply to qualifying Transactions, as specified in "EMV Liability Shift Participation."

ID#: 160312-171009-0003135

Improperly Assessed Surcharge (Updated)

A Member may file for Compliance if a Merchant in the U.S. Region or in a U.S. Territory assessed a U.S. Credit Card Surcharge under one of the following conditions:

- U.S. Credit Card Surcharge amount exceeds the applicable U.S. Credit Card Surcharge amount as specified in "U.S. Credit Card Surcharge Maximum Amount – AP Region, LAC Region, and U.S. Region"
- U.S. Credit Card Surcharge was assessed on a Transaction in a manner that does not comply with "Similar Treatment of Visa Transactions – AP Region, LAC Region, and U.S. Region"
- U.S. Credit Card Surcharge was assessed on a Transaction type where surcharging is not permitted
- U.S. Credit Card Surcharge was assessed by a third party
- U.S. Credit Card Surcharge was not disclosed as specified in "U.S. Credit Card Surcharge Disclosure Requirements – AP Region, LAC Region and U.S. Region"
- U.S. Credit Card Surcharge amount did not appear on the Transaction Receipt as specified in "U.S. Credit Card Surcharge Transaction Receipt Requirements – AP Region, LAC Region, and U.S. Region"
- U.S. Credit Card Surcharge amount was not refunded as specified in "Credit and Refund Restrictions"
- For a Dynamic Currency Conversion Transaction, U.S. Credit Card Surcharge amount was not included in the conversion
- Convenience Fee, Service Fee, currency conversion fee, commission, or Wire Transfer Money Order service fee was applied on a Transaction that included a U.S. Credit Card Surcharge

The Member must only request Compliance for the U.S. 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 U.S. Credit Card Surcharge to the Cardholder, the Issuer must credit the Cardholder for the U.S. Credit Card Surcharge amount.

A Member must not file Compliance if the Merchant properly assessed a U.S. Credit Card Surcharge as permitted in "U.S. Credit Card Surcharge Requirements – AP Region, LAC Region, and U.S. Region."

ID#: 151013-270113-0027549

Filing for Compliance

Compliance Filing Procedures

The requesting Member may file its Compliance request with either:

- Its Group Member
- Visa

In Visa Europe, the option to file directly with Visa applies only to a Member that does not have a Group Member.

ID#: 151012-171009-0001475

Compliance Time Limits (Updated)

The requesting Member must file its Compliance request within 90 calendar days. The 90 calendar-day period includes pre-Compliance and begins on the day following:

- For a Transaction violation not involving fraudulent credits, either:
 - Processing Date
 - 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
- For a Transaction violation involving fraudulent credits, the later of either of the following:
 - Processing Date of credit Reversal
 - Processing Date of the fraudulent sale or ATM Cash Disbursement
- For other violations, 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.

ID#: 151013-131012-0003651

Compliance Time Limit for Group Members

In addition to the time limit specified in Compliance Time Limits, a Group Member has 30 additional calendar days to forward a case submitted by its Member to Visa.

ID#: 171009-171009-0001478

Terminated Merchant File Information Requirements - U.S. Region

For U.S. Domestic Transactions, for a violation involving the Terminated Merchant File listing requirements, one of the following:

- Date the Merchant was notified by the previous Acquirer of its intent to terminate the Merchant Agreement
- Date the previous Acquirer should have retroactively listed the Merchant on the Terminated Merchant File
- Day following the date the Member discovered that a violation had occurred, not to exceed 2 years from the Transaction Date, if evidence of the violation was not previously available to the Member

ID#: 151012-171009-0007396

Compliance Case Filing Through Visa Resolve Online

The requesting Member must file all Compliance cases electronically, using Visa Resolve Online.

ID#: 171009-171009-0003809

Required Documentation for Compliance (Updated)

When seeking Compliance, the requesting Member must submit all of the following in English:

- Information required in the Visa Resolve Online Questionnaire for each Transaction
- Information required in the Visa Resolve Online Questionnaire
- If the Compliance involves a prior Chargeback, a completed the Visa Resolve Online Questionnaire for each Chargeback or Representment
- Any supporting documentation to ensure a fair decision, such as Authorization records, registers, Merchant documents, and Member files
- Documentation substantiating that a financial loss would not have resulted had the violation not occurred
- For non-English documents, translations (unless the requesting Member did not receive the previously submitted documents in English)

Any documentation/information supplied at Compliance that has not been previously submitted to the opposing Member at the pre-Compliance stage will not be considered or reviewed by the Committee. It is not necessary to resubmit or resupply documentation or information previously submitted with the case.

The requesting Member must send the required Compliance documentation for Compliance cases electronically, using Visa Resolve Online.

ID#: 151013-171009-0001479

Invalid Compliance Requests for Group Members

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member has no further recourse with Visa.

ID#: 171009-171009-0001482

Visa Determination of Invalid Compliance Request

If the Visa Arbitration and Compliance Committee determines that a request is invalid, it may reject the case and retain the filing fee in certain circumstances, such as one of the following:

- Requesting Member did not file the request within the required time limits
- Multiple Acquirers, Issuers, Account Numbers, Merchants are involved
- A bundled case filing, containing more than 10 Chargebacks, was submitted

ID#: 151012-171009-0001483

Visa Notification

For a valid request, the Arbitration and Compliance Committee notifies both Members of acceptance.

ID#: 171009-171009-0001484

Opposing Member's Response to Compliance Case

If the opposing Member chooses to respond, it must do so within 14 calendar days of the Visa Notification date and it may accept financial responsibility for the Transaction and withdraw the case through Visa Resolve Online.

ID#: 151012-171009-0001485

Requesting Member's Response of Compliance Case

The requesting Member may withdraw its request within 14 calendar days of the Visa Notification date. Once the case is withdrawn, Visa will collect the filing fee from the responsible Member.

ID#: 151012-171009-0001489

Member Exceptions Due to Visa System Problems During the Compliance Process

In the event a Member misses a deadline or fails to submit documentation electronically due to Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

ID#: 171009-171009-0006594

Arbitration and Compliance Committee Decision

The Arbitration and Compliance Committee bases its decision on all information available to it at the time of reaching the decision, including, but not limited to, the provisions of the *Visa International Operating Regulations* 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
- Final and not subject to any challenge, except for any right of appeal permitted under Appeal Rights

If the Arbitration and Compliance Committee determines that the delayed or amended charge specified in “Delayed or Amended Charges - Acceptable Charges” is unsupported or unreasonable, the Arbitration and Compliance Committee may find the Acquirer liable for some or all of the charge.

ID#: 010410-171009-0001490

Compliance Appeal Rights

Compliance Appeal Amount

The U.S. dollar amount, or local currency equivalent of the case, determines whether the adversely affected Member may appeal the decision, as shown in the following table:

Compliance Appeal Rights		
Disputed Amount	Appeal Right	Appeal Authority
Less than US \$5,000	No	Not applicable
US \$5,000 to US \$100,000	Only if Member can provide new evidence not previously available at the time of the original case filing	Arbitration and Compliance Committee
Greater than US \$100,000	Only if Member can provide new evidence not previously available at the time of the original case filing	Arbitration and Compliance Committee

ID#: 111011-171009-0003187

Compliance Appeal Time Limits

The adversely affected Member must file any appeal within 60 calendar days of the decision Notification date.

ID#: 171009-171009-0003188

Compliance and Arbitration Appeal Filing Fee (Updated)

The requesting Member:

- Is assessed a filing fee as specified in the applicable regional fee guide
- Must not collect the filing fee from the opposing Member if the original decision is reversed

Visa will collect the filing and review fees through the Global Member Billing Solution from the responsible Member.

ID#: 151013-171009-0003189

Compliance Appeal Decision

The decision on any permitted appeal is final and not subject to any challenge.

ID#: 171009-171009-0003191

Interchange Reimbursement Fee Compliance

Filing Conditions

Interchange Reimbursement Fee Compliance Eligibility (Updated)

A Member may file for IRF Compliance if all of the following:

- A violation of the *Visa International Operating Regulations* 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 Visa Europe Member¹

- The IRF rate paid or received is not governed by any bi-lateral or private agreements, either domestic, intraregional, or interregional
- Visa has screened the request in accordance with "IRF Compliance Screening" and 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's submission that does not meet the IRF Compliance eligibility criteria may file for Compliance, as specified in "Compliance Filing Conditions."

¹ For violations involving Visa Europe Members, Members may use the process described in "Intercompany Interchange Reimbursement Fee Compliance."

ID#: 151013-171009-0001501

Interchange Reimbursement Fee Compliance Screening and Filing

Interchange Reimbursement Fee Compliance Screening

As specified in the *Interchange Reimbursement Fee Compliance Process Guide*, the filing Member must submit the "Interchange Reimbursement Fee Compliance Screening Form" to Visa within 90 calendar days of the Processing Date of the oldest Transaction submitted in the claim.

Visa may accept a screening request that is submitted more than 90 calendar days after the Processing Date of the oldest Transaction submitted in the claim if all the following:

- The violation was discovered within 2 years of the Processing Date of the oldest Transaction submitted
- The screening request was submitted within 90 calendar days of the discovery of the violation
- Visa determines that extenuating circumstances prevented the Member from discovering the violation earlier

Visa assesses a screening fee to the requesting Member for each "Interchange Reimbursement Fee Compliance Screening Form" submitted, as specified in the applicable regional fee guide.

ID#: 151012-171009-0006999

Interchange Reimbursement Fee Compliance Request Denial

Visa may deny a Member's request to file for IRF Compliance for any reason, including, but not limited to, the following:

- Visa concludes that a Member's failure to exercise due diligence prevented the discovery of the violation within 90 days from the Transaction Processing Date
- Visa determines that the assessment of the incorrect interchange amount resulted from an error (intentional or accidental) by the filing Member
- Visa determines that, contrary to Member certification, some Transactions were assessed the correct interchange amount

If Visa denies a Member's request to use the IRF Compliance process, the Member:

- Must not resubmit the claim, except as specified in the *Interchange Reimbursement Fee Compliance Process Guide*
- May use the standard Compliance process, as specified in "Compliance Filing Conditions"
- Forfeits the IRF Compliance screening fee

ID#: 151012-171009-0001516

IRF Pre-Compliance

Interchange Reimbursement Fee Pre-Compliance (Updated)

If Visa approves a Member's IRF Compliance screening request, the Member must first attempt to resolve the dispute with the opposing Member through the pre-Compliance process.

To initiate IRF pre-Compliance, the filing Member must submit to the opposing Member a properly completed "Pre-Compliance Questionnaire" through Visa Resolve Online.

If the opposing Member accepts financial responsibility for the disputed Transactions or if the filing Member and the opposing Member reach a settlement, the opposing Member must notify Visa of the outcome and credit the agreed amount to the requesting Member through VisaNet within 30 calendar days of the IRF pre-Compliance correspondence date.

The filing Member may collect the screening fee from the responsible Member.

If the opposing Member does not accept financial responsibility for the disputed Transactions and an agreement cannot be reached between the filing Member and the opposing Member, the filing Member may file for IRF Compliance, as specified in "IRF Compliance Filing."

ID#: 151013-171009-0007000

IRF Compliance Process

IRF Compliance Filing

If the opposing Member does not accept financial responsibility for the disputed Transactions and an agreeable settlement cannot be reached through the IRF pre-Compliance process, the filing Member may file for IRF Compliance.

For IRF Compliance requests submitted to Visa, the filing Member will be assessed a review fee, as specified in the applicable regional fee guide.

If Visa rules in favor of the filing Member, the opposing Member is financially liable for the:

- IRF Compliance screening fee
- IRF Compliance review fee
- Amount of the claim, or a portion thereof

If Visa rules in favor of the opposing Member, the filing Member:

- Forfeits the IRF Compliance screening fee and the IRF Compliance review fee
- Is prohibited from resubmitting any Transactions from that claim through another IRF Compliance filing

The decision by Visa is final and not subject to any challenge, except as specified in “IRF Compliance Appeal.”

ID#: 151012-171009-0001538

IRF Compliance Appeal

Interchange Reimbursement Fee Compliance Appeal Filing Requirements

Any appeal by the adversely affected Member must be filed through Visa Resolve Online within 45 calendar days of the decision Notification date.

The appealing Member must submit with the appeal any new or additional information necessary to substantiate its request for an appeal.

Visa will collect from the Member an appeal fee, as specified in the applicable regional fee guide.

Visa may decline an appeal if the new information is insufficient to support a change to the initial Visa decision. If the appeal is not accepted, Visa will retain the appeal fee.

ID#: 151012-171009-0001563

Intercompany Interchange Reimbursement Fee Compliance

Intercompany Interchange Reimbursement Fee Compliance Process

Intercompany Interchange Reimbursement Fee Compliance

The Intercompany Interchange Reimbursement Fee Compliance Process allows a Visa Inc. or a Visa Europe Member to request Compliance against each other for respective violations of the *Visa International Operating Regulations* or *Visa Europe Operating Regulations* that result in the application of an incorrect Interchange Reimbursement Fee.

The Intercompany Interchange Reimbursement Fee Compliance Process does not replace either the existing Visa Europe Interchange Reimbursement Fee adjustment policy for settling disputes between Visa Europe Members or the Visa Inc. Interchange Compliance process for settling disputes between Visa Inc. Members. The Intercompany Interchange Reimbursement Fee Compliance Process applies only to disputed Transactions between a Visa Inc. and a Visa Europe Member.

The Intercompany Interchange Reimbursement Fee Compliance Process is not available for errors caused by either Visa Inc. or Visa Europe. A Member must obtain Visa approval prior to initiating the Intercompany Interchange Reimbursement Fee Compliance Process.

ID#: 151012-130111-0026213

THIS PAGE INTENTIONALLY LEFT BLANK.

Chapter 10: Pricing, Fees and Interchange

Core Principle 10.1

Fees for Access and Use of Visa Products and Services

Establishing Fees for Access

Visa system participants pay fees to Visa for access to and use of Visa products and services. Visa establishes certain fees between issuers and acquirers for specific participant actions such as rewards paid to store clerks for card recovery or the fulfillment of sales receipt copies.

ID#: 010410-010410-0007825

Core Principle 10.2

Participants Pay or Receive Interchange for Transactions

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.

ID#: 010410-010410-0007826

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.

ID#: 010410-010410-0024115

Core Principle 10.3

Visa Determines Interchange Reimbursement Fees

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.

ID#: 010410-080210-0024122

Global Interchange

Interchange Overview

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 International Operating Regulations* and the applicable domestic or regional Interchange Qualification Guide. In addition, there are many other types of Visa transactions, such as Original Credits, ATM inquiries, etc., that are detailed in the Operating Regulations.

ID#: 010410-010410-0006577

General Interchange Requirements

Original Credit Interchange Reimbursement Fee

A Member that originates or receives an Original Credit Transaction, including a Money Transfer Original Credit Transaction, is subject to, or eligible for, the Original Credit Interchange Reimbursement Fee if the Original Credit Transaction is processed in accordance with the requirements specified in the following, as applicable:

- *Visa International Operating Regulations*
- *Original Credits Member Requirements*
- Applicable regional Interchange rate sheet
- *U.S. Interchange Reimbursement Fee Rate Qualification Guide*

ID#: 150413-091210-0026075

Fast Funds Original Credit Transaction Interchange Reimbursement Fee (Updated)

A Recipient Member that participates in Fast Funds service for an incoming Original Credit Transaction, including a Money Transfer Original Credit Transaction, qualifies for the Visa Money Transfer Fast Funds Interchange Reimbursement Fee if the Transaction meets the qualification requirements specified in these Operating Regulations and the following, as applicable:

- *Visa Personal Payments Money Transfer - Global Implementation Guide*
- Applicable regional Interchange rate sheet
- *U.S. Interchange Reimbursement Fee Rate Qualification Guide* or applicable Regional/Country Interchange Reimbursement Fee Guide

ID#: 151013-010410-0027275

Interchange Reimbursement Fees - U.S. Region

General Interchange Reimbursement Fee Requirements - U.S. Region

Interchange Reimbursement Fee Requirements - U.S. Region

In the U.S. Region, a Transaction must meet the qualifications defined in the *Visa International Operating Regulations* and the *U.S. Interchange Reimbursement Fee Rate Qualification Guide* to qualify for a particular Interchange Reimbursement Fee.

ID#: 081010-010410-0006611

Cash Disbursement - U.S. Region

In the U.S. 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.

ID#: 080411-010410-0006494

Inappropriate Interchange Reimbursement Fees - U.S. Region

A U.S. Acquirer must request the correct Interchange Reimbursement Fee when submitting Transactions into Interchange. Fines will be assessed to any Acquirer who requests an inappropriate Interchange Reimbursement Fee, per Merchant Outlet, as specified in "Fine for Inappropriate Interchange Reimbursement Fee - U.S. Region."

ID#: 081010-010410-0007874

Cash-Back Interchange Reimbursement Fee - U.S. Region

Effective through 30 June 2015, in the U.S. Region, the Interchange Reimbursement Fee for a Visa Check Card II Transaction involving Cash-Back is calculated using the purchase amount only. The Cash-Back portion of the Transaction is not subject to Interchange Reimbursement Fees.

ID#: 111011-010410-0005677

ReadyLink Interchange Reimbursement Fee - U.S. Region

In the U.S. 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, as specified in *Visa U.S.A. Interchange Reimbursement Fees*.

ID#: 050411-010410-0004112

Standard and Electronic Interchange Reimbursement Fees - U.S. Region

Standard Interchange Reimbursement Fee Eligibility - U.S. Region

In the U.S. 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
- "Referral" Authorization procedures

ID#: 151012-010410-0006612

Electronic Interchange Reimbursement Fee - General Qualification - U.S. Region (Updated)

In the U.S. 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 "Interchange Reimbursement Fee Qualification Processing Holidays - U.S. 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.

ID#: 151013-010410-0008361

Interchange Reimbursement Fee Qualification Processing Holidays - U.S. Region (Updated)

To qualify for Interchange Reimbursement Fees in the U.S. Region, the Processing Date of the Transaction must not exceed the number of calendar days from the Transaction Date specified in the "Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions - U.S. Region" table or the "Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee - U.S. Region" table.

When calculating days, exclude the Transaction Date, Processing Date, Sundays, and the following U.S. holidays:

- New Year's Day
- 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

The following table specifies the last qualifying central processing day for a given Transaction day.

**Processing Days for Transactions Qualifying for the
Electronic Interchange Reimbursement Fee - U.S. Region**

Transaction Day	Central Processing Day
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

ID#: 151013-010410-0008986

Non-Member-Owned Terminal - U.S. Region

In the U.S. Region, Transactions captured by a Point-of-Transaction Terminal 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
- Visa determines that the entity unfairly prevents Visa or its Members from competing with that entity

ID#: 010410-010410-0006651

Competitor-Owned Terminal - U.S. Region

In the U.S. 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 U.S. Acquirer:

- Has a Merchant Agreement with the U.S. Merchant
- Maintains full responsibility and control over the U.S. Merchant

ID#: 010410-010410-0006652

Electronic Interchange Reimbursement Fee Status Check - U.S. Region

A Transaction originating at a U.S. Prestigious Property Merchant that used the Status Check Procedure may qualify for the Electronic Interchange Reimbursement Fee.

ID#: 010410-010410-0006637

Custom Payment Services (CPS) - U.S. Region

Custom Payment Services General - U.S. Region

Custom Payment Services Overview - U.S. Region

In the U.S. Region, Visa offers Custom Payment Services, as defined in the U.S. Regional Operating Regulations, 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

- CPS/Retail 2
- CPS/Retail Key-Entry
- CPS/Service Station
- CPS/Small Ticket
- CPS/Supermarket

For additional details, see the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010100-0025805

Basic Custom Payment Services (CPS) Requirements - U.S. Region (Updated)

In the U.S. Region, a Custom Payment Services (CPS) Transaction must:

- Comply with:
 - *Visa International Operating Regulations*
 - 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*

CPS Transactions submitted into VisaNet qualify individually as Custom Payment Service (CPS) Transactions.

ID#: 151013-010410-0006613

Processing Time Limits for Custom Payment Services (CPS) Programs - U.S. Region (Updated)

In the U.S. Region, to qualify for the Custom Payment Services (CPS) programs Interchange Reimbursement Fee, the Processing Date of the CPS Transaction must comply with the following table.

**Processing Time Limits for Custom Payment Services
 Interchange Reimbursement Fee Transactions- U.S. Region**

Transaction Type	Processing Date Must Be No More Than:	Exclude The Following When Counting Days:
CPS/Retail CPS/Retail Key-Entry CPS/Restaurant CPS/Service Station CPS/Hotel and Car Rental Card Not Present CPS/Hotel and Car Rental Card Present CPS/Card Not Present CPS/Automated Fuel Dispenser CPS/Account Funding CPS/e-Commerce Basic CPS/e-Commerce Preferred Retail CPS/e-Commerce Preferred Hotel and Car Rental CPS/Small Ticket CPS/Supermarket	2 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the U.S. holidays specified in "Interchange Reimbursement Fee Qualification Processing Holidays - U.S. Region"
CPS/Automated Fuel Dispenser processed as Real-Time Clearing	Completion Message with the final Transaction amount must be sent within X of the preauthorization	N/A
CPS/Retail 2	3 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the U.S. holidays specified in "Interchange Reimbursement Fee Qualification Processing Holidays - U.S. Region"
CPS/Passenger Transport CPS/e-Commerce Preferred Passenger Transport	8 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the U.S. holidays specified in "Interchange Reimbursement Fee Qualification Processing Holidays - U.S. Region"

ID#: 151013-010410-0006656

CPS Ineligible Transactions - U.S. Region

The following Transactions are not eligible for Custom Payment Services (CPS) Interchange Reimbursement Fees:

- 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
 - Commercial Visa Products 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
 - "Referral" Authorization procedures

ID#: 150413-080210-0008491

CPS Processing Days - U.S. Region

The following table specifies the last qualifying central processing day for a given Custom Payment Services (CPS) Transaction day in the U.S. Region:

Processing Days: Custom Payment Services Transactions - U.S. Region

Transaction Type			
CPS/Retail	CPS/Retail 2	CPS/Passenger	
CPS/Retail Key-Entry		Transport	
CPS/Restaurant		CPS/e-Commerce	
CPS/Service Station		Preferred Passenger	
CPS/Hotel and Car		Transport	
Rental Card Not Present			
CPS/Hotel and Car Rental Card Present			
CPS/Card Not Present			
CPS/Automated Fuel Dispenser			
CPS/Account Funding			
CPS/e-Commerce Basic			
CPS/e-Commerce Preferred Retail			
CPS/e-Commerce Preferred Hotel and Car Rental			
CPS/Small Ticket			
CPS/Supermarket			

Transaction Day	Last Qualifying Central Processing Day		
Sunday	Wednesday	Thursday	Second Wednesday
Monday	Thursday	Friday	Second Thursday
Tuesday	Friday	Saturday	Second Friday
Wednesday	Saturday	Monday	Second Saturday
Thursday	Monday	Tuesday	Second Monday
Friday	Tuesday	Wednesday	Second Tuesday
Saturday	Wednesday	Thursday	Second Wednesday

ID#: 151012-080210-0006659

CPS Transaction Amount - Authorization and Clearing - U.S. Region

In the U.S. 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 Transactions with the following Merchant Category Codes:

- MCC 4121, "Taxicabs and Limousines"
- MCC 5813, "Bars and Taverns"
- MCC 7230, "Beauty and Barber Shops"
- MCC 7298, "Health and Beauty Spas"

The Transaction amount transmitted in the Authorization Request and in the Clearing Record must be in the same currency.

ID#: 081010-010410-0008488

CPS Clearing Record Requirements - U.S. Region

In the U.S. Region, Visa allows only one Clearing Record message per Custom Payment Services (CPS) Transaction, except as specified below.

For a CPS/Passenger Transport Transaction or CPS/e-Commerce Preferred Passenger Transport Transaction, Visa allows one or more Clearing Record messages per Transaction.

ID#: 081010-010410-0008495

CPS Electronic Commerce Transactions - U.S. Region

The following table details Custom Payment Services (CPS) program availability and qualification requirements applicable to Electronic Commerce Transactions.

Electronic Commerce Transaction Qualification - U.S. Region

Custom Payment Services	Qualification
CPS/e-Commerce Basic	Available for retail Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa.
CPS/e-Commerce Preferred Retail	Available for retail, either: <ul style="list-style-type: none">• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa

Custom Payment Services	Qualification
CPS/e-Commerce Preferred Hotel and Car Rental	Available for Electronic Commerce Transactions originating from a hotel, cruise line, or car rental Merchant that are either: <ul style="list-style-type: none"> • Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements • Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa
CPS/e-Commerce Preferred Passenger Transport	Available for Electronic Commerce Transactions originating from Airline or passenger railway Merchants, or their agents, and that are either: <ul style="list-style-type: none"> • Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements • Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa
CPS/Hotel and Car Rental Card Not Present	Available for Electronic Commerce Transactions that originate from a Hotel, Cruise Line, or Car Rental Company and that are Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa
CPS/Passenger Transport	Available for Electronic Commerce Transactions originating from an Airline or a passenger railway Merchant or their agent that are Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa

ID#: 150413-010410-0006626

CPS Authorization and Clearing Requirements - U.S. Region

In the U.S. Region, an Authorization Request for a Custom Payment Services (CPS) Transaction must meet the requirements specified in the table below and in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide* for the CPS program:

Authorization Request Requirements for Custom Payment Services Transactions - U.S. Region

Transaction Type	Point-of-Transaction Terminal	Reads/Transmits Full Data ⁵	POS Entry Mode Code is 05, 07, 90, 91 ⁵	Visa or Visa Electron Card is Present	Signature is Obtained ⁷
CPS/Supermarket	X	X ¹	X	X ²	X ²
CPS/Retail	X	X ¹	X	X ²	X ²
CPS/Retail Key-Entry	X ^{1,3}			X	X
CPS/Retail 2	X ⁴			X	X
CPS/Service Station	X	X ¹	X	X ²	X ²
CPS/Restaurant	X	X ¹	X	X ²	X ²
CPS/Hotel and Car Rental Card Not Present	An Acquirer must acknowledge in the Authorization Request that it may forfeit certain Representment rights.				
CPS/Hotel and Car Rental Card Present	X	X ¹	X ⁶	X	X
CPS/Passenger Transport	An Acquirer may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/Card Not Present	An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request for each Transaction, except as specified in the <i>U.S. Interchange Reimbursement Fee Rate Qualification Guide</i> .				
CPS/Automated Fuel Dispenser	X	X	X	X	
CPS/Account Funding	An Acquirer must perform an Address Verification Service and Card Verification Value 2 inquiry at the time of the Authorization Request, as specified in "Additional Authorization Requirements - CPS/Account Funding - U.S. Region."				
CPS/e-Commerce Basic	An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request for each Transaction, except as specified in "CPS/e-Commerce Basic Address Verification - U.S. Region."				
CPS/e-Commerce Preferred Retail	An Acquirer must meet the Authorization requirements, as specified in "CPS/e-Commerce Preferred Retail - U.S. Region," and must perform an Address Verification Service inquiry at the time of the Authorization Request.				

Transaction Type	Point-of-Transaction Terminal	Reads/Transmits Full Data ⁵	POS Entry Mode Code is 05, 07, 90, 91 ⁵	Visa or Visa Electron Card is Present	Signature is Obtained ⁷
CPS/e-Commerce Preferred Hotel and Car Rental	An Acquirer must meet the Authorization requirements, as specified in "Additional Authorization Requirements - CPS/e-Commerce Preferred Hotel, Car Rental, and Passenger Transport - U.S. Region," and may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/e-Commerce Preferred Passenger Transport	An Acquirer must meet the Authorization requirements, as specified in "Additional Authorization Requirements - CPS/e-Commerce Preferred Hotel, Car Rental, and Passenger Transport - U.S. Region," and may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/Small Ticket	X ²	X	X	X	

1. The Authorization Request must originate at an attended Point-of-Transaction Terminal.
2. Transaction must be authorized and completed in either a Face-to-Face Environment or at an Unattended Cardholder-Activated Terminal.
3. An Acquirer must perform an Address Verification Service Inquiry at the time of the Authorization Request and receive a "full match," "unsupported," or "retry" response to a "ZIP code only match" request.
4. Transactions for which the Card is not present and signature is not obtained are eligible for CPS/Retail 2, as specified in "CPS/Retail 2 Merchant Category Codes - U.S. Region"
5. Full unaltered contents of track 1 or track 2 of Magnetic Stripe, Chip, or Contactless Payment chip.
6. At least the first Authorization Request.
7. Cardholder signature is not required if the Transaction qualifies as a Visa Easy Payment Service Transaction.

ID#: 151012-010410-0006633

CPS Authorization Code Requirements - U.S. Region (Updated)

A U.S. Acquirer must obtain an Authorization Code for each Custom Payment Services (CPS) Transaction, as specified in the table below:

Custom Payment Services Authorization Code Requirements

Transaction Type	Authorization Code Requirements for Each Transaction
CPS/Retail	Exactly one, obtained on the Transaction Date

Transaction Type	Authorization Code Requirements for Each Transaction
CPS/Retail Key-Entry	Exactly one, obtained on the Transaction Date
CPS/Retail 2	Exactly one, obtained on the Transaction Date
CPS/Restaurant	Exactly one, obtained on the Transaction Date
CPS/Service Station	Exactly one, obtained on the Transaction Date
CPS/Hotel and Car Rental Card Not Present	At least one. The Acquirer may obtain multiple Authorization Codes for a Transaction.
CPS/Hotel and Car Rental Card Present	At least one. The Acquirer may obtain multiple Authorization Codes for a Transaction.
CPS/Passenger Transport	Exactly one
CPS/Card Not Present	Exactly one
CPS/Automated Fuel Dispenser	A Status Check Authorization (or estimated amount, if using Real-Time Clearing) request originated at an Automated Fuel Dispenser
CPS/Account Funding	Exactly one, obtained on the Transaction Date
CPS/e-Commerce Basic	Exactly one
CPS/e-Commerce Preferred Retail	Exactly one
CPS/e-Commerce Preferred Hotel and Car Rental	At least one. The Acquirer may obtain multiple Authorization Codes for a Transaction.
CPS/e-Commerce Preferred Passenger Transport	Exactly one
CPS/Small Ticket	Exactly one, obtained on the Transaction Date

ID#: 151013-010410-0006800

CPS/Automated Fuel Dispenser - U.S. Region

CPS/Automated Fuel Dispenser - Merchant Requirements - U.S. Region

To be eligible to submit CPS/Automated Fuel Dispenser Transactions, a U.S. 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.

ID#: 010410-010410-0008556

Additional Authorization Requirements-CPS/Automated Fuel Dispenser - U.S. Region (Updated)

A U.S. 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 US \$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 of the preauthorization request.

ID#: 151013-010410-0008557

CPS/Automated Fuel Dispenser Transaction Amount - U.S. Region

In the U.S. Region, except as set forth below for a CPS/Automated Fuel Dispenser Transaction, the Transaction amount must not exceed:

- For a Visa Fleet Card, US \$150
- For all other Cards, US \$75
- For a Real-Time Clearing Transaction, US \$500

As specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*, only for the purpose of calculating the applicable Interchange Reimbursement Fee in the U.S. Region, for a CPS/Automated Fuel Dispenser Transaction, the Transaction amount must not exceed:

- For a Real-Time Clearing Transaction, US \$500
- For all other Transactions, US \$125

ID#: 151012-010410-0006823

CPS/Hotel and Car Rental - Card Not Present and Card Present - U.S. Region

CPS Hotel and Car Rental Chargeback Protection Limit - U.S. Region

For a Lodging Merchant in the U.S. Region, if the Transaction amount is greater than the Chargeback Protection Limit, the Transaction must:

- Be authorized as specified in "Hotel Estimated Authorization Amount"

- Be no more than 15% greater than the sum of the authorized amounts
- Meet the Authorization Reversal requirements specified below

For a non-Prestigious Property Transaction, the cleared Transaction amount must be within 15%, plus or minus, of the total estimated amount authorized.

- The Acquirer may submit one full or partial Authorization Reversal to meet the 15% Authorization variance requirement.
- The Authorization Reversal may be greater than the amount of the initial Authorization Request.

An Acquirer may use the Status Check Procedure for a Prestigious Property Transaction if the cleared Transaction amount is less than or equal to the Chargeback Protection Limit.

ID#: 081010-010410-0008569

Car Rental Merchant CPS Authorization Requirements - U.S. Region

An Acquirer of a car rental Merchant in the U.S. Region may use an estimated Transaction amount for submitting an Authorization Request as specified in "Car Rental Estimated Authorization Amount." If the final Transaction amount is greater than the authorized amount, the Transaction must be authorized as specified in "T&E Final Authorization."

ID#: 150413-010410-0008570

CPS/Supermarket - U.S. Region

CPS/Supermarket Qualification - U.S. Region

In the U.S. Region, the CPS/Supermarket Interchange Reimbursement Fee qualification requirements apply only to those Supermarket Incentive Program Transactions processed as specified below.

The Transactions must have the following characteristics:

- Completed in a Face-to-Face Environment
- The 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 properly 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 (packaged and in-store bakery goods, dairy products, delicatessen products, floral items, frozen foods, meat, and produce) representing at least 45% of total monthly sales

- Merchant accepts Visa Cards or Visa Electron Cards for the purchase of all goods and services sold in the store, at all check-out lanes that accept checks
- Complies with the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*

ID#: 081010-010410-0008523

CPS/Rewards - U.S. Region

Custom Payment Services - Traditional Rewards Card and Visa Signature Card Transactions - U.S. Region

In the U.S. Region, a Transaction completed with a Visa Traditional Rewards Card or Visa Signature Card may qualify for either:

- CPS/Rewards 1 Interchange Reimbursement Fee
- 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 one 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
- CPS/Retail Key-Entry
- CPS/e-Commerce Basic

ID#: 081010-010410-0008984

CPS/Rewards 1 and CPS/Rewards 2 for Visa Signature Card Transactions - U.S. Region

In the U.S. 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

ID#: 010410-010410-0008568

CPS/Small Ticket - U.S. Region

CPS/Small Ticket Merchant Category Codes - U.S. Region

In the U.S. Region, in addition to the exclusions specified in “Visa Easy Payment Service (VEPS) Merchant Category Code Exclusions,” 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
- Commercial Visa Product 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.”

ID#: 151012-161010-0026011

Industry-Specific Merchant Programs - U.S. Region

Industry-Specific Merchant Program Requirements - U.S. Region

Industry-Specific Merchant Incentive Programs - U.S. Region

In the U.S. 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.

ID#: 050411-010100-0025930

Visa Utility Program Interchange Reimbursement Fee Qualification - U.S. Region

In the U.S. Region, only Visa Consumer Card Transactions or Visa Business Card Transactions (including Visa Business Enhanced Card and 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, as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide* and the *Visa Utility Interchange Reimbursement Fee Program Guide*.

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 U.S. 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 (e.g., 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
- 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*.

ID#: 151012-010410-0008990

Visa Debt Repayment Program - U.S. Region

In the U.S. Region, Visa Debt Repayment Program Transactions completed by a registered Visa Merchant qualify for the Debt Repayment Program Interchange Reimbursement Fee by meeting the applicable business requirements specified in the *Visa Debt Repayment Program Guide* and the *U.S. 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 6012, "Financial Institutions - Merchandise and Services," or 6051, "Non-Financial Institutions - Foreign Currency, Money Orders (not Wire Transfer), Travelers Cheques"
- Transaction is a U.S. Domestic Transaction
- The bill payment and existing debt indicators are included in the Authorization Request and Clearing Record

To qualify for the Debt Repayment 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 Debt Repayment Program Merchant.

- Comply with "Basic Custom Payment Services (CPS) Requirements - U.S. Region"
- Be registered by its Acquirer as specified in the *Visa Debt Repayment Program Guide*

ID#: 151012-010410-0006781

Debit Tax Payment Interchange Reimbursement Fee Qualification - U.S. Region (Updated)

In the U.S. 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 Higher Education Payment Program Guide* and the *U.S. 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 "Government and Higher Education Payment Program Requirements"

The Acquirer must register the Tax Payment Merchant, as specified in the *Visa Government and Higher 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 Commercial Visa Product
- 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.

ID#: 151013-010410-0006762

GSA Large Ticket Interchange Reimbursement Fee Qualification - U.S. Region

In the U.S. 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 US \$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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*
- CPS-qualified
- Not completed by a Travel Service Category or Passenger Transport Service Category Merchant

ID#: 150413-010410-0008539

GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification - U.S. Region

In the U.S. 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

ID#: 111011-010100-0026015

GSA Government-to-Government Disqualification - U.S. Region

In the U.S. Region, Visa reserves the right to disqualify a Merchant from participation in, modify, or discontinue the GSA Government-to-Government Program at any time.

ID#: 081010-041008-0007196

Interchange Reimbursement Fee Programs - U.S. Region

Credit Voucher Program - U.S. Region

Credit Voucher Program Qualification - U.S. Region (Updated)

In the U.S. 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 Merchant Category Codes (MCCs 3000-3299, 4112, and 4511)
- Transactions involving Visa Consumer Credit Cards with non-Passenger Transport Merchant Category Codes (all MCCs except 3000-3299, 4112, and 4511)
- Transactions involving Visa Business credit and Visa Corporate credit Cards with non-Passenger Transport Merchant Category Codes (all MCCs except 3000-3299, 4112, and 4511)
- Transactions involving Visa Purchasing credit Cards with non-Passenger Transport Merchant Category Codes (all MCCs 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 *U.S. 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

ID#: 151013-010410-0008760

Credit Vouchers for Airline/Railway Ticket - U.S. Region

For CPS/Passenger Transport Transactions in the U.S. Region, an Acquirer must provide the Airline/Railway Ticket Identifier that was associated with the original Transaction for the related Credit Voucher Transaction.

ID#: 081010-010410-0006542

Credit Voucher Interchange Reimbursement Fee for Mail/Phone Order and Electronic Commerce Merchants - U.S. Region

In the U.S. 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
- Commercial Visa Product 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.

ID#: 151012-010410-0006545

Performance Threshold Interchange Reimbursement Fees

Performance Threshold Interchange Reimbursement Fee - Visa Consumer Credit - U.S. Region

In the U.S. 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
- U.S. Domestic Transaction
- CPS-qualified using the fee edit criteria for CPS/Retail or CPS/Supermarket

U.S. 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 *U.S. 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.

ID#: 160312-010100-0026709

ATM Interchange Reimbursement Fees - U.S. Region

ATM Interchange Reimbursement Fee Levels - U.S. Region

The Interchange Reimbursement Fee paid to the Acquirer for a domestic Visa ATM Cash Disbursement Transaction in the U.S. Region is determined by an Issuer's quarterly Transaction count of approved Visa ATM Cash Disbursements from the previous quarter.

Visa will determine an Issuer's Transaction count of approved ATM Cash Disbursements and implement the corresponding Interchange Reimbursement Fee level no later than 45 days following the end of each calendar quarter

ID#: 150413-140412-0026760

Visa Signature Preferred Interchange Reimbursement Fees - U.S. Region

Visa Signature Preferred Interchange Reimbursement Fee Requirements - U.S. Region

Visa Signature Preferred Interchange Reimbursement Fee Qualification - U.S. Region

In the U.S. Region, Visa Signature Preferred Card Transactions may be CPS-qualified under one of the consumer programs as defined in the U.S. Regional Operating Regulations and as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0008515

Visa Signature Preferred Standard Interchange Reimbursement Fee - U.S. Region

In the U.S. 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.

ID#: 081010-010410-0008989

Visa Signature Preferred Electronic Interchange Reimbursement Fee - U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 151012-010100-0025806

Visa Signature Preferred Retail Interchange Reimbursement Fee - U.S. Region

In the U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0006758

Visa Signature Preferred Card Not Present Interchange Reimbursement Fee - U.S. Region

In the U.S. 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 *U.S. 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.

ID#: 081010-010410-0006756

Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee - U.S. Region

In the U.S. 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 *U.S. 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*.

ID#: 151012-010410-0008519

Visa Signature Preferred Fuel Interchange Reimbursement Fee - U.S. 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.

ID#: 081010-010100-0025807

Visa Signature Preferred Utility Interchange Reimbursement Fee - U.S. Region

In the U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide* and the *Visa Utility Interchange Reimbursement Fee Program Guide*.

ID#: 081010-010100-0025808

Commercial Interchange Reimbursement Fees - U.S. Region

Commercial Interchange Reimbursement Fees and Programs - U.S. Region

Commercial Card Standard Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, Commercial Visa Product 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*, and are assessed the Commercial Card Standard Interchange Reimbursement Fee rate.

ID#: 151012-151010-0026002

Commercial Card Electronic Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, Commercial Visa Product Transactions are eligible for the Electronic Interchange Reimbursement Fee, as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*. The following Commercial Visa Product Transactions are specifically excluded:

- High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Non-Secure Transactions

ID#: 151012-151010-0026003

Commercial Card - Non-Travel Service, Level II Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee is available for taxable Commercial Visa Product Transactions that are CPS-qualified and meet certain additional data requirements, as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*. Tax-exempt Commercial Visa Product Transactions and Commercial Visa Product Transactions using the CPS/Account Funding program are not eligible for the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee.

ID#: 151012-151010-0026004

Purchasing Card Electronic with Data Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Electronic with Data Interchange Reimbursement Fee is available to:

- Non-General Services Administration (non-GSA) Visa Purchasing Transactions that meet certain additional data requirements, but are not CPS-qualified
- 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.

ID#: 150413-151010-0026005

Purchasing Card Level III (Non-Travel Service Category) - U.S. Region

In the U.S. Region, as specified in the *U.S. 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.

ID#: 150413-151010-0026006

Utility Business Program - U.S. Region

In the U.S. Region, Visa Business Card, Visa Business Enhanced 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 151012-151010-0026007

Commercial Card Retail Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, Commercial Visa Product 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*, and occur at a Retail Merchant Outlet.

ID#: 151012-010100-0025811

Commercial Card - Card Not Present Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, Mail/Phone Order Transactions, Electronic Commerce Transactions, or Transactions completed by a Merchant in a select developing market as defined in the *U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 151012-010100-0025812

Commercial Card Business-to-Business (B2B) Interchange Reimbursement Fee - U.S. Region

In the U.S. Region, Commercial Visa Product 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 *U.S. 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*.

ID#: 151012-010100-0025810

Visa Purchasing Large Ticket Interchange Reimbursement Fee - U.S. Region

Visa Purchasing Large Ticket Interchange Reimbursement Fee - General - U.S. Region

Visa Purchasing Large Ticket Interchange Reimbursement Fee Qualification - U.S. Region

In the U.S. 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 US \$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
- U.S. Domestic Transaction
- Meets the applicable requirements specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*

ID#: 150413-010410-0008758

Visa Large Purchase Advantage Interchange Reimbursement Fee – U.S. Region

Visa Large Purchase Advantage Interchange Reimbursement Fee – General – U.S. Region

Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – U.S. Region

In the U.S. Region, a Visa Large Purchase Advantage Transaction may be authorized, cleared and settled up to a maximum Transaction amount of US \$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 U.S. Domestic Transaction
- A non-General Services Administration (GSA) Transaction
- For an amount greater than US \$10,000
- Qualified for an eligible Custom Payment Service (CPS) that supports Card-not-present Transaction processing, as specified in the *U.S. 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.

ID#: 150413-010100-0026971

Visa Fleet Cards Interchange Reimbursement Fee - U.S. Region

Visa Fleet Cards Interchange Reimbursement Fee - General - U.S. Region

Visa Fleet Card Interchange Reimbursement Fee Enhanced Data Requirements - U.S. Region (Updated)

Complete and accurate Visa Fleet Card Enhanced Data is required to qualify for Purchasing Card Level II or Level III Interchange Reimbursement Fees, as specified in the *Visa Fleet Card Implementation Guide* and the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 151013-140213-0027565

Visa Fees - General

Fee Assessment and Responsibility

Responsibility for Charges - U.S. Region

All charges imposed by Visa, whether in the form of fees, exchange rates, or otherwise, are charges imposed on U.S. Members or VisaNet Processors or Agents operating on behalf of a U.S. Member. A U.S. Member or VisaNet Processor or Agent operating on behalf of a U.S. Member is responsible for paying all charges, regardless of whether it absorbs the charges, passes them on, or increases them in billing its customer (e.g., Cardholder, Merchant). The Member, VisaNet Processor, or Agent must not represent to its customer that Visa imposes any charge on its customer.

ID#: 010410-010410-0003015

Fee Collection

Visa Fee Collection and Funds Disbursement

Card Service Fee Collection

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

ID#: 111011-010410-0007886

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 prior to the date that either:

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

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

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

Any collection or refund does not include interest.

ID#: 151012-010100-0026403

Member Fee Collection and Funds Disbursement

Member Fee Collection and Funds Disbursement Limitations (Updated)

A Member must not use a Fee Collection Transaction for funds disbursement other than those listed in the "Fee Collection and Funds Disbursement by Members" table, "Fee Collection Returns," and "Resubmission of Returned Fee Collection."

ID#: 151013-220813-0003006

Fee Collection Time Limit (Updated)

Unless otherwise specified, a Member must collect fees or disburse funds within either:

- 180 calendar days from the related event
- For a U.S. Domestic Transaction, 45 calendar days from the related event

ID#: 151013-220813-0003007

Fee Collection Returns (New)

A Member may return a Fee Collection Transaction for one of the following reasons:

- The wrong Member receives the fee collection
- Required information in the message field of the fee collection is not received or is inaccurate
- Receiving Member disputes the amount of the collection because it either:

- Is inaccurate
- Exceeds the maximum amount authorized by the *Visa International Operating Regulations*
- A copy of the bill does not support a telephone, fax, or cable charge, and was requested
- The Member receiving the fee collection claims it is improper under the *Visa International Operating Regulations*
- Required documentation was not received
- An Acquirer submitted a telecommunications fee collection when the International Automated Referral Service was used to process an Authorization
- In the U.S Region, fee collection was duplicated in error and not reversed, as specified in "Duplicate or Erroneous Data"

A Member receiving a fee collection must return it using the same format as the original fee collection.

The message field must contain the word "return" (or an abbreviation) and the return reason.

The minimum period that a Member must wait for documentation is either:

- 30 calendar days. If the documentation is not received, the fee may be returned within the next 30 calendar days.
- In the U.S Region, 21 calendar days from the Central Processing Date. If the documentation is not received, the fee may be returned within the next 24 calendar days.

In the U.S. Region, an Issuer must not return the fee for a Recovered Card Handling Fees/Rewards (Reason Code 0150) if the Issuer does not receive the "Recovered Card Advice" (Exhibit 1E) and the recovered Visa Card or Visa Electron Card or a legible copy of the front and back of the recovered Visa Card or Visa Electron Card within 21 calendar days of the Central Processing Date. If this documentation is not received, the Issuer may request Compliance, as specified in "Compliance Process" within 90 calendar days from the Central Processing Date of the Fee Collection Transaction.

ID#: 151013-220813-0027790

Resubmission of Returned Fee Collection (New)

A Member may resubmit a returned Fee Collection Transaction for one of the following reasons:

- Information or documentation supporting the fee collection was not received
- Amount of the original fee collection was inaccurate
- Original fee collection was correct, but receiving Member returned it improperly

A Member resubmitting a returned fee collection must either:

- Make the resubmission within 30 calendar days from the date the Receiving Member returned the original fee collection
- In the U.S Region, make the resubmission within 45 calendar days from the Central Processing Date of the returned Fee Collection

If the fee collection was returned because of missing information or documentation, the resubmission must contain the applicable information or documentation.

In the U.S. Region, a Member must not resubmit a Fee Collection for Recovered Card Handling Fees/Rewards (Reason Code 0150) or Recovery of Retrieval Request fees (Reason Code 0170).

ID#: 151013-220813-0027791

Limits of Fee Collection Returns (Updated)

In no case may there be a third submission, return, or rejection of a Fee Collection Transaction through VisaNet. A Member that receives a third submission or return of a Fee Collection Transaction may pursue Compliance.

In the U.S. Region, a Member must not submit an outstanding Fee Collection Transaction for Compliance for the following disputes, which must be settled directly between the Members involved and are not subject to Compliance procedures:

- "Good Faith" Collection Letter Settlement Funds Disbursement (Reason Code 0240)
- Interchange Reimbursement Fee pre-Compliance Settlement Funds Disbursement (Reason Code 0350)

ID#: 151013-220813-0008059

Fee Collection/Funds Disbursement Process - U.S. Region (Updated)

A U.S. Member or its Authorizing Processor may collect fees or disburse funds as allowed through VisaNet using the Fee Collection Transaction (transaction code 10) or Funds Disbursement Transaction (transaction code 20) specified in the "Fee Collection Returns," "Resubmission of Returned Fee Collection," and "Data and Documentation Requirements for Fee Collections and Funds Disbursements."

No other use of the Fee Collection Transaction/Funds Disbursement Transaction process is permitted.

ID#: 151013-010410-0003152

Fee Collection and Funds Disbursement Time Limit - U.S. Region

A U.S. Member or its Authorizing Processor must collect fees or disburse funds within 45 days from the related event, unless otherwise specified.

ID#: 010410-010410-0003153

Automated Clearing House Service Fee Collection and Funds Disbursement - U.S. Region

Automated Clearing House Service Authorization Agreement - U.S. Region

Visa will provide a U.S. 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 U.S. Member or VisaNet Processor notifies Visa of either:

- Its replacement by a new agreement
- Revocation of the agreement because the Member or VisaNet Processor was terminated

ID#: 010410-010410-0007974

Automated Clearing House Service Requirements - U.S. Region

Upon Visa request, a U.S. 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:

- Notify Visa at least 10 calendar days before the effective date of the change
- Submit a new automated clearing house authorization agreement with the change

ID#: 010410-010410-0008067

Rejection of Automated Clearing House Transactions - U.S. 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:

- U.S. Member did **not** comply with "Automated Clearing House Service Requirements - U.S. Region"

- Existing automated clearing house authorization agreement was revoked before a replacement authorization agreement took effect

ID#: 010410-010410-0007881

Non-Use of Automated Clearing House Service - U.S. Region

A U.S. 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#: 010410-010410-0007882

Initial Service Fee Collection through Automated Clearing House Service - U.S. Region

Visa may collect initial service fees through the automated clearing house service from all new U.S. Principal-type and Associate-type Members, as specified in Article III of the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*.

ID#: 151013-010410-0007884

Automated Clearing House Service Requirements for Principal-Type or Associate-Type Members - U.S. Region

Upon Visa request, a U.S. Principal-type or Associate-type Member, or an applicant for Principal-type or Associate-type membership, must comply with "Automated Clearing House Service Requirements - U.S. Region" for the purpose of collecting fees and disbursing funds through the automated clearing house service.

ID#: 010410-010410-0007885

Automated Clearing House Collections Made in Error - U.S. Region

Visa is **not** liable for U.S. automated clearing house collections in error, except through intentional misconduct.

ID#: 010410-010410-0007883

Visa Interchange Reimbursement Fee Adjustments

Interchange Reimbursement Fee Adjustments

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 "Interchange Reimbursement Fee Adjustments."

This provision is not applicable to Transactions involving Issuers or Acquirers in the jurisdiction of Visa Europe.

ID#: 151013-010410-0007959

Interchange Reimbursement Fee Adjustment Conditions

Interchange Reimbursement Fee adjustments may only be made as follows:

- Adjustments are limited to Transactions occurring within 90 calendar days of the Processing Date of the oldest Transaction submitted by the Member or identified by Visa
- Transactions beyond 90 calendar days (not to exceed 2 years from the date submitted by the Member or identified by Visa) may be considered for adjustment if Visa determines that extenuating circumstances prevented the Member from discovering the violation sooner
- When an Issuer or Acquirer is at fault, the impacted Issuer(s) or Acquirer(s) is required to use the Interchange Reimbursement Fee Compliance process
- Adjustments will only be made when the total Interchange Reimbursement Fee amount to be corrected is greater than US \$2,500
- Individual correcting Transactions will only be made if the amount of the correcting transaction is greater than US \$50

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

ID#: 010410-010410-0007972

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 US \$5,000

ID#: 010410-010410-0007960

Interchange Reimbursement Fee-Related Fines

Interchange Reimbursement Fee Fines

Fine for Inappropriate Interchange Reimbursement Fee - U.S. Region

A U.S. 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 assessed a fine, per Merchant Outlet, as specified in the table below.

**Fines Related to a Merchant Outlet Receiving an
Inappropriate Interchange Reimbursement Fee - U.S. Region**

Violation	Fine
Fourth month	US \$1,000
Fifth month	US \$5,000
Each month after the fifth month	US \$10,000

ID#: 010410-010410-0003493

Fine for Inappropriate Credit Transaction Interchange Reimbursement Fee - U.S. Region

A U.S. Acquirer whose Merchant Outlet is identified during 2 consecutive months as receiving an inappropriate Interchange Reimbursement Fee for Credit Transactions is assessed a fine equal to 3 times the U.S. dollar value of the fees that were due to the Issuer during the previous 12-month period.

ID#: 010410-010410-0003494

Fine for Failure to Qualify for Supermarket Classification - U.S. Region

A U.S. Acquirer whose Merchant Outlet is identified as failing to meet the qualification requirements for Merchant Category Code 5411, "Supermarkets," classification, as specified for the Supermarket Incentive Program, is assessed a penalty of US \$5,000 per month, per Merchant Outlet, until the qualification requirements are met.

ID#: 010410-010410-0003495

Appendices

Floor Limits

Maximum Authorized Floor Limits

Andorra (Euro)

ANDORRA (Euro)			
Merchant Type	MCC	Non-Chip Floor Limit	Chip Floor Limit
Airlines	All	510	510
Railroads	All	130	130
Car Rental Companies	All	120	120
Hotels	All	240	240
Special Hotels	All	1,565	1,565
Restaurants	All	90	90
Special Restaurants	All	480	480
Travel Agencies	All	510	510
Hospitals	All	240	240
All Other Merchants	All	150	150
Unattended Transactions	All, excluding 4111, 4112, 4131, 4784, 7523	0	40
Unattended Transactions	4111, 4112, 4131, 4784, 7523	40	40

ID#: 181012-010100-0026833

Visa Regions

Visa Inc. and Visa Europe

Visa Inc. Regions and Visa Europe Territory (New)

The Visa Inc. Regions and Visa Europe Territory are comprised of the countries listed in the following table. The assignment of countries as between the Visa Inc. and Visa Europe jurisdictions may be amended from time to time by agreement between Visa Inc. and Visa Europe.

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; U.S. Minor Outlying Islands (including Baker Island, Howland Island, Jarvis Island, Johnston Island, Midway Island, Palmyra Island, Wake Island); Vanuatu; Vietnam; Wallis and Futuna

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 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 Is., New Siberian Is., Novaya Zemlya, Ostrov Ratmanova, Sakhalin, Severnaya Zemlya); Rwanda; Saint Helena, Ascension, and Tristan da Cunha (including Gough Island); Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Seychelles; Sierra Leone; Somalia; South Africa; South Sudan; Sudan; Swaziland; Syria; Tajikistan; Tanzania; Togo; Tunisia; Turkmenistan; Uganda; Ukraine; United Arab Emirates; Uzbekistan; Western Sahara; Yemen; Zambia; Zimbabwe

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; U.S. Virgin Islands; Uruguay; Venezuela

Visa Europe Territory

Andorra; Austria; Bear Island; Belgium; Bulgaria; Channel Islands; Cyprus; Czech Republic; Denmark; Estonia; Faeroe Island; Finland; France; Germany; Gibraltar; Greece; Greenland; Hungary; Iceland; Ireland; Isle of Man; Israel; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; the Netherlands; Norway; Poland; Portugal; Republic of Croatia; Romania; San Marino; Slovakia; Slovenia; Spain; Sweden; Switzerland; Turkey; United Kingdom

ID#: 151013-120913-0027823

THIS PAGE INTENTIONALLY LEFT BLANK.

Glossary

Terms and Definitions

0-9

3-D Secure

A Visa-approved Authentication Method that is the global authentication standard for Electronic Commerce Transactions.

ID#: 010410-010410-0024200

3-D Secure Specification (Updated)

A software protocol that enables secure processing of Transactions over the Internet and other networks.

The 3-D Secure Specification includes:

- *3-D Secure Protocol Specification Core Functions*
- *3-D Secure Functional Requirements Access Control Server*
- *3-D Secure Functional Requirements Merchant Server Plug-in*
- *3-D Secure Security Requirements Enrollment and Access Control Servers*
- In the U.S. Region, *3-D Secure U.S. Region Supplemental Functional Requirements - Access Control Server*

ID#: 151013-010410-0024203

A

Acceptance Mark - U.S. Region

A Visa-Owned Mark that denotes Point-of-Transaction acceptance for payments and Cash Disbursements under specific rules.

ID#: 150511-010410-0024205

Access Fee

A fee that is imposed by an ATM Acquirer as part of a Cash Disbursement Transaction, to a Cardholder for use of its ATM.

ID#: 150511-180409-0024207

Account Data Compromise Event

An event in which a security breach puts account data at risk of being stolen.

ID#: 160312-150512-0026743

Account Funding Transaction

A Transaction that transfers funds from a Visa account to another account.

ID#: 050411-010410-0024213

Account Funding Transaction - U.S. Region

An Electronic Commerce Transaction that meets the Account Funding Transaction requirements specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024214

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)

ID#: 150413-200509-0024215

Account Level Processing – AP Region, Canada Region and CEMEA Region (Updated)

An optional service provided by Visa that enables an Issuer:

- To manage select product-based payment 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

ID#: 151013-010410-0027308

Account Number

An Issuer-assigned number that identifies an account in order to post a Transaction.

ID#: 010410-010410-0024216

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.

ID#: 111011-010410-0024217

Account Number Verification Service - U.S. Region

A service that:

- Is available to a Merchant's Authorizing Processor that has a computer interface with BASE I
- Electronically verifies whether negative Account Number information is listed on the Exception File

ID#: 230711-010410-0024218

Account-Number-Verifying Terminal - U.S. Region

A Point-of-Transaction Terminal that:

- May be required at specified high-risk locations
- Reads the Account Number encoded on the Magnetic Stripe or Chip
- Compares the last four digits of the encoded Account Number to the key-entered last four digits of the embossed or printed Account Number
- Transmits the full, unaltered contents of the Magnetic Stripe or Chip in the Authorization Message

ID#: 080411-010410-0024210

Acquirer

A Member that signs a Merchant or disburses currency to a Cardholder in a Cash Disbursement, and directly or indirectly enters the resulting Transaction Receipt into Interchange.

ID#: 010410-010410-0024219

Acquirer Activity File

A file that an Acquirer maintains of approved and declined Authorization Requests from other Members' Cardholders.

ID#: 010410-010410-0024220

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.

ID#: 010410-010410-0024221

Acquirer Confirmation Advice – U.S. Region (Updated)

In the U.S. Region, a message specifying the final Transaction amount for a Status Check Procedure Transaction.

ID#: 151013-201012-0026794

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.

ID#: 010410-010410-0024222

Acquirer Monitoring Program - U.S. Region

A program that monitors an Acquirer's Fraud Activity level and provides reports to the Acquirer when its Fraud Activity level exceeds established thresholds.

ID#: 010410-010410-0024224

Acquirer Processor - Canada Region

A Non-Member Agent or Processor that a Member has engaged to support its Visa acquiring business.

ID#: 010410-010410-0024225

Acquirer Reference Number

A 23-digit identification number included in a BASE II Clearing Record, as specified in the applicable VisaNet Manuals. See Tracing Data.

ID#: 151012-010410-0024226

Acquisition

The purchase of a Member organization by another organization where the acquired Member's charter remains intact.

ID#: 111011-010410-0024229

Activate Later Feature - Canada Region

A feature that allows a Canada Cardholder to postpone enrollment in Verified by Visa during an Electronic Commerce Transaction at an Activate Later Merchant.

ID#: 150413-010410-0024230

Activate Later Merchant - Canada Region

An Electronic Commerce Merchant that meets the requirements of "Verified by Visa Activate Later Feature Merchant Requirements - Canada Region."

ID#: 050411-010410-0024231

Activation and Load Service

A Visa processing 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.

ID#: 081010-010100-0025556

Activity File

A V.I.P. System file used for Stand-In Processing that contains accumulated Transaction activity processed for each Cardholder within a specified time period, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0024233

Activity File Parameter

A maximum limit that an Issuer establishes on the number and value of Transactions that Visa may authorize on its behalf.

ID#: 151012-010410-0024234

Activity Limits - U.S. Region

See Activity File Parameters.

ID#: 010410-010410-0024235

Additional Commercial Card Data - U.S. Region

Data contained in the Clearing Record for a Commercial Visa Product Transaction as follows:

- Sales tax, if completed with a Visa Business Card or Visa Corporate Card
- Sales tax and accounting code, if completed with a Visa Purchasing Card
- Data required when completed with a Visa Fleet Card for the purchase of fuel from a Visa Fleet Service Merchant

ID#: 010410-010410-0024236

Address Verification Service - Canada Region

An optional VisaNet service through which a Merchant can verify a Cardholder's billing address before completing a Transaction in a Card-Absent Environment.

ID#: 010410-010410-0024237

Address Verification Service - U.S. Region (Updated)

A VisaNet service through which a Merchant may verify a Cardholder's billing address before completing any one of the following:

- A Mail/Phone Order or Electronic Commerce Transaction where merchandise or airline tickets will be delivered to the Cardholder or the Cardholder's designee, or where services were purchased
- A CPS/Retail Key-Entry Transaction
- A CPS/Account Funding Transaction or CPS/e-Commerce Basic Transaction
- A CPS/e-Commerce Preferred Retail Transaction
- A CPS/e-Commerce Preferred Hotel and Car Rental Transaction
- An Automated Fuel Dispenser Transaction (ZIP only inquiry)

- A Face-To-Face Environment Transaction if the Merchant has been qualified by Visa to use the Address Verification Service (ZIP only inquiry)
- **Effective 8 August 2013**, a Transaction at an Unattended Cardholder-Activated Terminal properly assigned Merchant Category Code 4111 "Local and Suburban Commuter Passenger Transportation, Including Ferries," or 4112, "Passenger Railways" (ZIP only inquiry).

ID#: 151013-080813-0024238

Address Verification Service Authentication Request - Canada Region

A request to verify a Cardholder's billing address through the Address Verification Service.

ID#: 010410-010410-0024239

Adjustment

A Single Message System message used to partially or fully negate or cancel a transaction that has been sent through Interchange in error.

ID#: 010410-010410-0024241

Advance Deposit Service

A service that a Hotel or Cruise Line provides to a Visa Cardholder, allowing use of a Visa Card to pay an advance deposit required by the Merchant to reserve accommodations.

ID#: 010410-010410-0024246

Advance Deposit Transaction

A Transaction that a Hotel or Cruise Line completes, resulting from a Visa Cardholder's agreement to use a Visa Card for payment of an advance deposit to reserve accommodations.

ID#: 010410-010410-0024247

Advance Payment Service - U.S. Region

A Visa service that allows a Cardholder to use their Card for a partial or complete advance payment for recreational services or activities provided by an Advance Payment Service Merchant.

ID#: 010410-010410-0024250

Advance Payment Service Merchant - U.S. Region

A non-T&E Merchant participating in the Advance Payment Service, whose primary function is to provide recreational services related to tourism and travel, such as the purchase of provisions and transport equipment or hiring of staff before the scheduled services. These services include, but are not limited to:

- Fishing boat or scuba-diving charters
- Hot-air balloon rides
- Whitewater rafting

ID#: 010410-010410-0024251

Advance Payment Service Transaction - U.S. Region

A Transaction completed by an Advance Payment Service Merchant.

ID#: 010410-010410-0024252

Advanced Resolution Services - U.S. Region

Advanced Resolution Services, Inc., a wholly-owned subsidiary of Visa U.S.A. that provides to Members Advanced ID Solutions and Strategic Bankruptcy Solutions, among other services.

ID#: 010410-010410-0024245

Advice File

A file listing Authorization Responses issued by Stand-In Processing on behalf of Issuers.

ID#: 111011-010410-0024253

Advice Limit

An Issuer-selected dollar amount below which Authorization Requests for purchase Transactions are checked against the Exception File. No Advice File records are created, and the Activity File is not checked or updated. The Issuer's Advice Limit must not exceed the Issuer Limit.

ID#: 010410-010410-0024254

Affiliate - U.S. Region

A Member or Licensee of Visa International, or a Member of Visa U.S.A.

ID#: 010410-010410-0024257

Affinity/Co-Brand Merchant (Updated)

A Merchant that is affiliated with an Affinity/Co-Brand Partner.

ID#: 151013-010413-0027358

Affinity/Co-Brand Partner (Updated)

A non-Member entity that enters into a contractual agreement with an Issuer for the issuance of Affinity/Co-Branded Cards bearing the Affinity/Co-Brand Partner's Trade Name or Mark.

ID#: 151013-010413-0027359

Affinity/Co-Brand Program (Updated)

A program resulting from a contractual relationship between an Issuer and one or more Affinity/Co-Brand Partners for the issuance of Affinity/Co-Branded Cards.

ID#: 151013-010413-0027360

Affinity/Co-Branded Card (Updated)

A Visa Card bearing the Trade Name or Mark of an Affinity/Co-Brand Partner(s).

ID#: 151013-010413-0027361

Agent

An entity that acts as a VisaNet Processor, a Third Party Agent, or both.

ID#: 111011-010100-0025920

Agent Reference File - U.S. Region

A file maintained by Visa containing information about Third Parties.

ID#: 010410-010410-0024269

Aggregated Transaction

A Transaction that combines all purchases made by the same Cardholder on the same Visa Account Number during a defined time period and up to a defined amount into a single Transaction before submitting it for Clearing.

ID#: 150413-010410-0024270

Aggregated Transaction Receipt

A Transaction Receipt for an Aggregated Transaction that is provided or made available to a Cardholder by a Merchant.

ID#: 150413-010410-0024271

AID - Canada Region

Application Identifier.

ID#: 010410-010410-0024272

Airline

Either:

- A passenger airline Merchant
- Its authorized agent that sells airline tickets on behalf of the airline

ID#: 150413-010410-0024273

Airline Authorizing Processor

A Visa-approved non-Member whose primary function is to provide reservation and Authorization services for Airline Transactions, or travel-related services that includes the purchase of an Airline ticket.

ID#: 010410-010410-0024274

Airline Ticket Identifier

A 13-digit number on an Airline Transaction Receipt comprising either:

- The servicing carrier code and a transmission control number, excluding the check-digit, if the Airline ticket is printed on a transitional automated ticket form
- A carrier number, form number, and serial number, excluding the check-digit, if the Airline ticket is printed on an automated ticket/boarding pass form

ID#: 010410-010410-0024278

Airline/Railway Ticket Identifier - U.S. Region

A 13-digit number on an Airline or railway Transaction Receipt comprising either:

- The servicing carrier code and a transmission control number, excluding the check-digit, if the ticket is printed on a transitional automated ticket form
- A carrier number, form number, and serial number, excluding the check-digit, if the ticket is printed on an automated ticket/boarding pass form

ID#: 010410-010410-0024277

Alert - U.S. Region

A Notification to an Acquirer when its Fraud Activity-to-sales ratio exceeds Visa-specified Acquirer Monitoring Program Alert thresholds.

ID#: 010410-010410-0024279

Anti-Money Laundering Program - U.S. Region

A program that a Member implements and maintains to prevent money laundering and terrorist financing.

ID#: 010410-010410-0024280

AP

Asia-Pacific.

ID#: 010410-010410-0024281

Application Identifier - Canada Region

An EMV-compliant identifier that specifies a unique payment application contained in a Compliant Chip Card.

ID#: 010410-010410-0024283

Application Identifier - U.S. Region (New)

An EMV-compliant identifier that specifies a unique payment application contained in a Chip Card.

ID#: 151013-250413-0027581

Application Selection Flag - Canada Region

An EMV-compliant Canadian payment industry specification that allows an Issuer to control which payment applications that are contained in a Compliant Chip Card can process a Transaction at a POS or an ATM.

ID#: 010410-010410-0024284

Application Transaction Counter - U.S. Region

An application on a Contactless Card that sequentially tracks the number of times the Chip is read and used by the Issuer during the Authorization process to help ensure the Transaction is valid.

ID#: 010410-010410-0024286

Approval Response

An Authorization Response where the Transaction was approved.

ID#: 010410-010410-0024287

Approved Fulfillment Vendor

An entity approved by Visa to package, store, or ship Visa Products that is not an Approved Manufacturer or Approved Personalizer as specified in the Approved Vendor Program.

ID#: 111011-010100-0025522

Approved Manufacturer

An entity approved by Visa to manufacture or print Visa Products.

ID#: 050411-010410-0024288

Approved Personalizer

An entity approved by Visa to personalize Visa Products.

ID#: 111011-010100-0025523

Approved Vendor

An entity approved by Visa to act as a manufacturer, a personalizer, or an encryption support or a fulfillment vendor.

ID#: 111011-010100-0025521

Arbitration

A process where Visa determines financial liability between Members for Interchange Transactions that are presented and charged back.

ID#: 010410-010410-0024289

Arbitration and Compliance Committee

A Visa committee that resolves certain disputes between Members that arise from Chargebacks or from violations of any *Visa International Operating Regulations*.

ID#: 010410-010410-0024290

ASF - Canada Region

Application Selection Flag.

ID#: 010410-010410-0024291

Associate-Type Member

A Member of Visa with rights and responsibilities, as defined in the applicable Certificate of Incorporation and Bylaws, that is either an:

- Associate, as defined in the applicable Certificate of Incorporation and Bylaws
- Acquiring Associate, as defined under the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, Section 2.04(e)

ID#: 111011-010410-0024293

Assuming Member - U.S. Region

The Member that assumes the Visa programs of a failed Member upon a regulatory closure of that failed Member.

ID#: 111011-010100-0025754

ATM

An unattended Magnetic-Stripe or Chip-reading Terminal that has Electronic Capability, accepts PINs, and disburses currency.

ID#: 010410-010410-0024295

ATM Acceptance Mark - U.S. Region

An Acceptance Mark that denotes Card acceptance at an ATM.

ID#: 010410-010410-0024297

ATM Acquirer

An Acquirer that provides ATM services.

ID#: 010410-010410-0024298

ATM Cash Disbursement (Updated)

A Cash Disbursement obtained at an ATM for which the Cardholder's PIN is accepted.

ID#: 151013-140813-0024299

ATM Mark

A Mark that denotes ATM acceptance.

ID#: 010410-010410-0024300

ATM Operator - U.S. Region

An entity authorized by a Member or the Member's Agent to originate a Transaction through the connection of an ATM to the Visa ATM Network, and that displays an Acceptance Mark. ATM Operators own, operate, or lease ATMs that are connected to the Visa ATM Network and may exhibit either or both of the following characteristics:

- Receive revenue from the Interchange process or from fees assessed with Transactions
- Manage cryptographic functions or stock ATMs with cash

ID#: 010410-010410-0024301

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.

ID#: 150413-010410-0024302

Australia Bill Payment Transaction – AP Region

A Transaction which is in accordance with the requirements specified in "Australia Bill Payment Transaction Requirements – AP Region."

ID#: 080411-060111-0026178

Authentication

A cryptographic process that validates the identity and integrity of Chip data.

ID#: 010410-010410-0024303

Authentication Confirmation

A message from a Verified by Visa Issuer in response to an Authentication Request confirming Cardholder authentication.

ID#: 150413-010410-0024304

Authentication Data

All Transaction-related data associated with a Verified by Visa Authentication Request.

ID#: 150413-150312-0026423

Authentication Denial

A message sent by a Verified by Visa Issuer in response to an Authentication Request, that denies Cardholder authentication.

ID#: 150413-010410-0024306

Authentication History Server

A Visa-operated database of all Verified by Visa Authentication Records, as specified in the applicable Verified by Visa Implementation Guide.

ID#: 150413-010410-0024307

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#: 010410-010410-0024309

Authentication Method

A Visa-approved protocol, such as Verified by Visa, that meets the minimum standards for authenticating the Cardholder in an Electronic Commerce Transaction.

ID#: 160312-010410-0024310

Authentication Record

A record of the Verified by Visa authentication status from a Verified by Visa Issuer in response to an Authentication Request.

ID#: 150413-010410-0024311

Authentication Request

A request for Cardholder authentication from a Verified by Visa Merchant.

ID#: 150413-010410-0024313

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#: 150413-150312-0026811

Authorization

A process where an Issuer, a VisaNet Processor, or Stand-In Processing approves a Transaction. This includes Offline Authorization.

ID#: 080411-010410-0024316

Authorization and Settlement Match - U.S. Region

In the U.S Region, 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&E Merchant as specified in the *Visa Settlement Match (VSM) Implementation Guide*.

ID#: 150413-140412-0026823

Authorization Code

A code that an Issuer, its VisaNet 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.

ID#: 010410-010410-0024317

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.

ID#: 081010-010410-0024318

Authorization Request

A Merchant's or Acquirer's request for an Authorization.

ID#: 010410-010410-0024319

Authorization Request Cryptogram

An application Cryptogram generated by a Chip Card when requesting Online Authorization.

ID#: 111011-150410-0025502

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
- Referral Response

ID#: 111011-010410-0024321

Authorization Response - U.S. Region

An Issuer, Authorizing Processor, or Stand-In Processing reply to an Authorization Request or Account Number Verification. The U.S. Regional Operating Regulations refers to the following types of Authorization Response:

- Approval Response
- Decline Response
- Pickup Response
- Referral Response

ID#: 010410-010410-0025500

Authorization Reversal

A VisaNet message that negates an Approval Response previously sent through the V.I.P. System as specified in the *Visa International Operating Regulations* and applicable VisaNet Manuals. An Authorization Reversal may be for the full amount of the previous Authorization or an amount less than the previous Authorization amount.

ID#: 151012-010410-0025601

Authorizing Member - U.S. Region

See Authorizing Processor.

ID#: 010410-010410-0024323

Authorizing Processor - U.S. Region

A Member of Visa or its VisaNet Processor that provides Authorization services for Merchants or other Members. This definition does not imply or confer membership rights as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II.

ID#: 010410-010410-0024324

Automated Fuel Dispenser

An Unattended Cardholder-Activated Terminal that dispenses only fuel such as gasoline, diesel fuel, or propane.

ID#: 151012-010410-0024328

B

Balance Inquiry

A Cardholder request for their account balance that is initiated at an ATM and processed as a separate, non-financial transaction.

ID#: 010410-010410-0024334

Balance Inquiry Service

An ATM service that allows a Cardholder to check their account balance through VisaNet.

ID#: 010410-010410-0024335

Bank Identification Number - U.S. Region

See BIN.

ID#: 010410-010410-0024339

Bankruptcy Notification Service - U.S. Region

A Strategic Bankruptcy Solutions service that identifies:

- Visa and non-Visa card applicants
- Cardholders and non-Visa cardholders who have filed bankruptcy

ID#: 010410-010410-0024337

Bankruptcy Retrieval Service - U.S. Region

A service that:

- Collects and validates certain data contained in bankruptcy filings obtained from bankruptcy courts
- Transmits this data on a scheduled basis to the Strategic Bankruptcy Solutions system

ID#: 010410-010410-0024338

BASE I

A component of the V.I.P. System that provides Authorization-related services for Transactions that are subsequently cleared and settled through BASE II.

ID#: 050411-010410-0024343

BASE II

A VisaNet system that provides deferred Clearing and Settlement services to Members.

ID#: 010410-010410-0024341

BASE II Software - U.S. Region

Software developed for use in connection with BASE II.

ID#: 010410-010410-0024342

Basic Currency Conversion Rate

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 itself receives; or the government-mandated rate in effect for the applicable Processing Date.

ID#: 151012-010410-0024345

Bill Payment Transaction – Australia – AP Region

See "Australia Bill Payment Transaction – AP Region"

ID#: 050411-060111-0026186

Bill Payment Transaction - U.S. Region

A Transaction that results from an agreement between a Cardholder and a Merchant where the Cardholder is billed for goods or services within an ongoing service cycle that is known and agreed upon, in advance, by both the Merchant and the Cardholder. Transactions may occur monthly or on a periodic basis. Such Transactions include:

- Single payments initiated by the Cardholder in either a Face-to-Face Environment or Card-Absent Environment
- Recurring Transactions
- Installment Billing Transactions

ID#: 010410-010410-0024350

Billing Currency

The currency in which an Issuer bills a Cardholder for Transactions. If the Billing Currency is the euro or one of its national currency units, either may be used for Chargeback or statementing purposes.

ID#: 010410-010410-0024349

BIN

A 6-digit number assigned by Visa and used to identify a Member or VisaNet Processor for Authorization, Clearing, or Settlement processing.

ID#: 010410-010410-0024351

BIN Licensee

A Member or non-Member VisaNet Processor that is allocated responsibility by Visa for a specific BIN, as specified in the *Visa International Operating Regulations* and applicable Certificate of Incorporation and Bylaws.

ID#: 111011-010410-0024352

BIN User

Any Member authorized to use a BIN licensed to its Sponsor, as specified in the *Visa International Operating Regulations*.

ID#: 111011-010100-0025530

Board

See Board of Directors.

ID#: 010410-010410-0024353

Board of Directors

One of the following as applicable:

- Visa Inc. Board of Directors
- Visa International Board of Directors
- Visa U.S.A. Board of Directors
- Visa Canada Board of Directors
- Visa Worldwide Board of Directors

ID#: 010410-010410-0024354

Branch

The office of a Member where Manual Cash Disbursements must be made and Cards may also be issued.

ID#: 010410-010410-0024355

Business I.D. - U.S. Region

A unique Member identification number assigned by Visa.

ID#: 010410-010410-0024356

C

Campus Card - U.S. Region (Updated)

A Visa Debit Card issued to a student, staff member or faculty member of an educational organization in the U.S. Region as an integral part of a campus program that:

- Bears the Visa Mark
- 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

ID#: 151013-090409-0024358

CAMS (Updated)

The reporting system used by Visa to notify Issuers outside of Visa Europe of Account Numbers that may have been compromised.

ID#: 151013-150512-0026038

CAMS Alert (Updated)

A Notification through CAMS sent to alert Issuers of Account Numbers involved in a potential Account Data Compromise Event.

ID#: 151013-150512-0026061

CAMS Event (Updated)

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.

ID#: 151013-150512-0026062

Car Rental Company

A Merchant whose primary business is the rental of passenger vehicles at either a corporate or franchise location, or at locations of licensees bearing the name of the corporate entity.

ID#: 010410-010410-0024404

Car Rental Merchant - U.S. Region

See Car Rental Company.

ID#: 010410-010410-0024405

Card

A valid Visa Card, Visa Electron Card, or Proprietary Card bearing the Plus Symbol.

ID#: 010410-010410-0024365

Card Dispensing Machine

Effective through 31 December 2013, a device that dispenses Visa Cash Cards when the purchaser makes appropriate payment. A Card Dispensing Machine may accept cash or payment cards as payment for Visa Cash Cards.

ID#: 111011-010410-0024386

Card Distribution Point

A location, other than a Branch, where a Visa Product may be sold or distributed. Examples include, but are not limited to, the following:

- Merchant Outlets that sell Visa Prepaid Cards
- Corporate entities that distribute cards to employees for the purpose of payroll, incentives, or benefits

ID#: 151012-010410-0024387

Card Manufacturing Agreement - U.S. Region

An agreement provided by Visa that specifies security procedures to be followed by a Certified Manufacturer.

ID#: 010410-010410-0024388

Card Personalization - U.S. Region

The process that includes the embossing, printing, or encoding of a Visa Card, or the embedding or initializing of an Integrated Circuit Chip on a Visa Card.

ID#: 010410-010410-0024389

Card Recovery Bulletin

A directory of blocked Account Numbers listed on the International Exception File, intended for distribution to Merchants. The Card Recovery Bulletin may take one of the following forms:

- National Card Recovery Bulletin
- National Card Recovery File
- Regional Card Recovery File

ID#: 010410-010410-0024390

Card Recovery Bulletin Listing

A single Account Number that an Issuer requests to be included in a specified Card Recovery Bulletin Region.

ID#: 010410-010410-0024391

Card Recovery Bulletin Region

A geographical area comprising countries where a given set of Card Recovery Bulletin Listings is effective for a specified period.

ID#: 010410-010410-0024392

Card Recovery Bulletin Service

A service where an Issuer notifies Acquirers of blocked Account Numbers. The service comprises distribution of both:

- A printed Card Recovery Bulletin
- The Regional Card Recovery File

ID#: 010410-010410-0024395

Card Verification Service

A VisaNet service where Visa validates the Card Verification Value in an Authorization Request on behalf of an Issuer.

ID#: 010410-010410-0024398

Card Verification Value

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.

ID#: 010410-010410-0024399

Card Verification Value 2

A unique check value printed on the back of a Card, which is generated using a secure cryptographic process, as specified in the *Payment Technology Standards Manual*.

ID#: 010410-010410-0024400

Card Verification Value 2 - U.S. Region

A unique check value generated using a secure cryptographic process, as specified in the *Payment Technology Standards Manual*, that is indent-printed on the back of a Visa Card, or provided to a Virtual Account-Holder.

ID#: 010410-010410-0024401

Card Verification Value 2 Program - U.S. Region

A Visa program that enables Issuers to validate the Card Verification Value 2, ensuring that it matches the value indent-printed on the Visa Card at the time of issuance or provided to a Virtual Account Holder.

ID#: 050411-010410-0024402

Card-Absent Environment

An environment where a Transaction is completed under both of the following conditions:

- Cardholder is not present
- Card is not present

ID#: 010410-010410-0024362

Card-Present Environment

An environment that comprises the conditions of either the Face-to-Face or Unattended Environments.

ID#: 010410-010410-0024363

Cardholder

An individual who is issued and authorized to use a:

- Card
- Virtual Account

ID#: 010410-010410-0024372

Cardholder Access Device

A terminal, personal computer, or other device that a Cardholder uses to initiate an Electronic Commerce Transaction.

ID#: 010410-010410-0024374

Cardholder Authentication Verification Value

A unique value transmitted in response to an Authentication Request.

ID#: 150413-010410-0024375

Cardholder Information Security Program - U.S. Region

A program developed by Visa that defines the standard of due care and enforcement for protecting sensitive Cardholder information.

ID#: 010410-010410-0024378

Cardholder Inquiry Service

A service that assists a Cardholder in reaching their Issuer when calling the Visa Global Customer Care Services for account information.

ID#: 081010-010410-0024379

Cardholder Maintenance File - U.S. Region (Updated)

Effective 1 January 2014, a file consisting of Cardholder names, addresses, and account information for all eligible Visa Traditional Rewards, Visa Signature Cardholders, and provided to Visa on an ongoing basis in accordance with the requirements and the format specified in the applicable VisaNet Manuals.

ID#: 151013-010410-0024380

Cardholder Verification

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 International Operating Regulations* (e.g., Cardholder identification for Manual Cash Disbursements).

ID#: 010410-010410-0024381

Cardholder Verification Method

Instructions encoded within a Chip that define how the authenticity of a Cardholder's identity is to be verified.

ID#: 010410-010410-0024382

Cardholder Verification Method List

An Issuer-defined list contained within a Chip establishing the hierarchy of preferences for verifying a Cardholder's identity.

ID#: 010410-010410-0024383

Cash Disbursement

Currency, including travelers cheques, paid out to a Cardholder using a Card, excluding Cash-Back.

ID#: 010410-010410-0024407

Cash Disbursement Fee

A fee paid by an Issuer to an Acquirer for performing a Cash Disbursement.

ID#: 010410-010410-0024409

Cash Disbursement Machines of Non-Member Institutions - LAC Region

See ATMs of Non-Member Institutions.

ID#: 010410-010410-0024410

Cash Disbursement Transaction Receipt

A Transaction Receipt evidencing a Manual Cash Disbursement.

ID#: 010410-010410-0024412

Cash-Back

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.

ID#: 010410-010410-0024406

CEMEA

Central and Eastern Europe, Middle East, and Africa.

ID#: 010410-010410-0024413

Center

A Member or VisaNet Processor facility where Authorization, Clearing, Settlement, or other related activities take place.

ID#: 010410-010410-0024415

Central Bank

A government agency responsible for the supervision and operation of banking activities for the national government. Central Bank activities generally include maintaining reserve accounts required of depository institutions, regulating money supply, transferring funds, and acting as fiscal agent for the government.

ID#: 010410-010410-0024418

Central Reservation Service - U.S. Region

An entity that acts as a reservations resource for various geographically contiguous lodging establishments.

ID#: 010410-010410-0024421

Certification Authority (Updated)

An entity that issues and manages Digital Certificates for use with Visa products and services in accordance with Visa-specified requirements. Entities eligible to be Certification Authorities within the Visa Certification Authority hierarchy include:

- Visa
- **Effective through 14 October 2013**, Visa Regions
- Visa Members

ID#: 151013-010410-0024423

Chargeback

A Transaction that an Issuer returns to an Acquirer.

ID#: 010410-010410-0024424

Chargeback Period (Updated)

The number of calendar days from the Processing Date, as set out in the Dispute Resolution rules, of a Transaction during which time the Issuer may exercise a Chargeback right.

ID#: 151013-010410-0024426

Chargeback Protection Limit - U.S. Region

A dollar amount that has been established for single Transactions at specific types of Merchant Outlets below which the Acquirer is protected from a "No Authorization" (Reason Code 72) Chargeback.

ID#: 010410-010410-0024427

Chargeback Reduction Service

A VisaNet service that screens Presentments and Chargebacks and returns certain invalid items to the Acquirer or Issuer, as appropriate.

ID#: 010410-010410-0024429

Chargeback Reference Number - U.S. Region

An Issuer-assigned number that identifies the source of an outgoing Chargeback.

ID#: 010410-010410-0024430

Cheque

A travelers cheque that a Member issues and that bears the Visa-Owned Marks.

ID#: 010410-010410-0024431

Chip

An electronic component designed to perform processing or memory functions.

ID#: 010410-010410-0024436

Chip Card

A Card embedded with a Chip that communicates information to a Point-of-Transaction Terminal.

ID#: 010410-010410-0024438

Chip Compliance Reporting Tool (CCRT)

A centralized, server-based, online solution for the systematic reporting of Acquirer Device Validation Toolkit (ADVT) test results.

ID#: 160312-011010-0025676

Chip Specifications - Canada Region

All requirements set out in the EMV, VIS, VSDC, PCI, and Visa PIN Entry Device specifications available on Visa Online, as may be amended and/or replaced from time to time.

ID#: 230312-010410-0024439

Chip-initiated Transaction

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.

ID#: 010410-010410-0024433

Chip-Reading Device

A Point-of-Transaction Terminal capable of reading, communicating, and processing Transaction data from a Chip Card.

ID#: 010410-010410-0024435

Classic Visa Check Card - U.S. Region

See Consumer Visa Check Card.

ID#: 010410-010410-0024442

Classic Wordmark

A Visa-Owned Mark comprising the word "Classic" when used in connection with the Visa Program.

ID#: 010410-010410-0024443

Clearing

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.

ID#: 010410-010410-0024444

Clearing Processor

A Member or its Visa-approved VisaNet 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 Bylaws*, Article II, in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, or in the Visa Worldwide Supplementary Operating Regulations (for Asia-Pacific), Section 1.

ID#: 151012-141010-0026051

Clearing Record

A record of a Presentment, Chargeback, Representment, Reversal, or Adjustment in the format necessary to clear the Transaction.

ID#: 010410-010410-0024446

Clearing Reversal - U.S. Region

A VisaNet Transaction that negates a Transaction previously sent through BASE II or the Single Message System, as specified in the U.S. Regional Operating Regulations and applicable VisaNet Manuals.

ID#: 151012-010410-0024447

Client Organization

A company or organization that sponsors a Commercial Visa Product program, such as Visa Business, Visa Corporate, Visa Purchasing (including Visa Fleet in the U.S. Region), and any other 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 and self-employed individuals.

ID#: 160312-141010-0026020

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)
- Electronic Client Information Questionnaire (eCIQ)
- Visa Client Support Application (VCSA)

ID#: 151012-010100-0026479

Collateral Material (Updated)

Printed, broadcast, or other communications regarding the 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.

ID#: 151013-010413-0027362

Collateral Material - Canada Region

Printed, broadcast, electronic, or other material bearing any of the Visa Program Marks.

ID#: 050411-010410-0024450

Collection-Only (New)

Effective 15 October 2013, the reporting of data related to a Domestic Transaction that was processed outside of VisaNet and submitted only for informational purposes.

ID#: 151013-151013-0027828

Collision/Loss Damage Waiver

A Visa Card feature that provides collision or loss damage insurance on car rental Transactions to Visa Cardholders.

ID#: 050411-010410-0024453

Combined Data Authentication - Canada Region

An Authentication as specified in the Chip Specifications.

ID#: 050411-010410-0024455

Combined Terminated Merchant File - U.S. Region

See Terminated Merchant File.

ID#: 010410-010410-0024456

Comet Design (Updated)

Effective through 31 December 2013, a Visa-Owned Mark that consists of a curved graphic element.

ID#: 151013-010410-0024457

Commercial Card - U.S. Region

See Commercial Visa Product.

ID#: 010410-010410-0024458

Commercial Card Enhanced Data Transport - U.S. Region

A Visa service that enables Issuers to provide their Commercial Visa Product customers with optional enhanced reporting of Commercial Card Transaction information provided by Merchants and Acquirers.

ID#: 010410-010410-0024459

Commercial Level II Transaction - U.S. Region

A Commercial Visa Product Transaction that is authorized and processed to qualify for the Commercial Level II Interchange Reimbursement Fee.

ID#: 010410-010410-0024462

Commercial Level III Transaction - U.S. Region

A Commercial Visa Product Transaction that is authorized and processed to qualify for the Commercial Level III Interchange Reimbursement Fee.

ID#: 010410-010410-0024461

Commercial Payables - U.S. Region

In the U.S. Region, an environment where a Commercial Visa Product 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.

ID#: 150413-140412-0026824

Commercial Visa Prepaid Product

A Commercial Visa 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. Commercial Visa Prepaid Products are offered to client organizations solely to provide a means to pay for the acquisition of business-related goods and services.

ID#: 081010-010410-0024463

Commercial Visa Product - U.S. Region

A Visa Card or a Virtual Account issued to a Client Organization for business-related purchases, subject to the requirements specified in the *Visa International Operating Regulations* and *Visa Product Brand Standards*, and associated with a BIN, account range, or an account designated as one of the following:

- Visa Corporate Card
- Visa Business Card
- Visa Purchasing Card

ID#: 151012-010410-0024464

Compelling Evidence (Updated)

Effective through 18 October 2013, information or documentation provided by a Merchant or an Acquirer in a Representation that attempts to prove that the Cardholder participated in the Transaction, received goods or services, or otherwise benefited from the Transaction, as specified in "Use of Compelling Evidence." Compelling Evidence does not mandate that Visa, the Issuer, or any other person conclude, as a matter of fact or law, that the Cardholder participated in the Transaction, received goods or services, or otherwise benefited from the Transaction.

Effective 19 October 2013, information or documentation provided by a Merchant or an Acquirer in a Representation 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 "Use of Compelling Evidence." Compelling Evidence does not mandate that Visa, the Issuer, or any other person conclude, as a matter of fact or law, that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction.

ID#: 151013-191013-0027268

Competitive Credit Card Brand - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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.

ID#: 151013-270113-0027526

Competitive Credit Card Cost of Acceptance - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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.

ID#: 151013-270113-0027527

Competitive Credit Card Product - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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.

ID#: 151013-270113-0027528

Competitive Credit Card Product Cost of Acceptance - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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.

ID#: 151013-270113-0027529

Completion Message

A Clearing Record to follow a preauthorization as part of Real-Time Clearing Processing.

ID#: 010410-010410-0024469

Compliance

A process where Visa resolves disputes between Members arising from violations of the *Visa International Operating Regulations*, 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.

ID#: 010410-010410-0024470

Compliant Chip Card - Canada Region

A Chip Card that contains a Visa Smart Payment Application capable of processing Full Data and that complies with Chip Specifications.

ID#: 010410-010410-0024471

Compliant Chip Card Offline Authorization - Canada Region

A process that allows an Authorization Request initiated by a Compliant Chip Card to be processed as a Full Data Transaction in a below-Floor Limit Environment without sending the Authorization Request to the Issuer.

ID#: 010410-010410-0024472

Compliant Chip Card Reading Device - Canada Region

A Point-of-Transaction Terminal or a POS capable of reading, communicating, and processing Full Data Transactions from a Compliant Chip Card.

ID#: 010410-010410-0024473

Compliant Chip Transaction - Canada Region

An Online or offline authorized Transaction generated by a Compliant Chip Card and its PIN at a Compliant Chip Card Reading Device with a Compliant PED.

ID#: 010410-010410-0024474

Compliant PED - Canada Region

A PIN entry device that meets the requirements set out in the Chip Specifications and that supports plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs.

ID#: 010410-010410-0024475

Compromised Account Management System

See CAMS.

ID#: 160312-150512-0026577

Compromised Entity (Updated)

An entity that has experienced an Account Data Compromise Event. A Compromised Entity may be a Visa Merchant, Visa Acquirer, Acquirer processor, service provider, or other entity used by an Acquirer or its Merchants, service providers, or ATMs for processing Visa-branded transactions.

ID#: 151013-150512-0026744

Confidential Consumer Cardholder Information - U.S. Region

An Account Number, or other personally identifiable information relating to a Consumer Cardholder.

ID#: 220411-010100-0026359

Confidential Enhanced Merchant-Level Data - U.S. Region

Merchant-related data provided through Visa to an Issuer in connection with a Commercial Visa Product. This data includes all Enhanced Merchant-Level Data except for Non-Confidential Enhanced Merchant-Level Data, and is subject to the disclosure restrictions as specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024477

Consumer Card - U.S. Region

See Visa Consumer Card.

ID#: 010410-010410-0024480

Consumer Cardholder - U.S. Region

A Cardholder, other than the Cardholder of a Commercial Visa Product.

ID#: 010410-010410-0024479

Consumer Device Cardholder Verification Method (CDCVM)

A Visa-approved Cardholder Verification Method that is used by a Mobile Payment Device to verify a Cardholder's identity. The only approved Consumer Device Cardholder Verification Method is Passcode.

ID#: 150413-080312-0026877

Consumer Visa Check Card - U.S. Region

A Visa Check Card that accesses a deposit, investment, or other asset account of a consumer, including a fiduciary account.

ID#: 010410-010410-0024481

Consumer Visa Deferred Debit Card - U.S. Region

A Consumer Card that accesses a deposit, investment, or other asset account of a consumer, 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.

ID#: 010410-010410-0024482

Contactless Card - U.S. Region

See Visa Contactless.

ID#: 010410-010410-0024483

Contactless Payment - U.S. Region

A form of Visa payment conducted in the Card-Present Environment at the Point-of-Transaction through a Visa-approved wireless interface such as radio frequency or infrared technology.

ID#: 010410-010410-0024484

Contactless Payment Terminal - U.S. Region

A Point-of-Transaction Terminal that reads the Magnetic-Stripe Data on a Contactless Payment Chip through a Visa-approved wireless interface, and that includes Magnetic-Stripe-reading capability.

ID#: 010410-010410-0024485

Contactless Payment Transaction - U.S. Region

A Transaction completed at a Point-of-Transaction Terminal through a Visa-approved wireless interface in the Card-Present Environment.

ID#: 010410-010410-0024486

Convenience Fee - AP Region and U.S. Region

A fee charged by a Merchant for a bona fide convenience to the Cardholder, in the form of an alternative channel outside the Merchant's customary payment channel (i.e. not solely for the acceptance of the Visa Card).

ID#: 150413-010410-0027486

Copy - U.S. Region

See Transaction Receipt.

ID#: 010410-010410-0024490

Copy Request

A Retrieval Request that is processed through an electronic documentation transfer method.

ID#: 010410-010410-0024491

Copy Request Identifier

A unique 12-digit identification number that VisaNet assigns to a Copy Request. In the Single Message System, the Retrieval Request identifier.

ID#: 010410-010410-0024492

Copyright

A form of protection that the laws of various countries provide for original literary, dramatic, musical, artistic, and certain other intellectual works.

ID#: 010410-010410-0024489

Correspondent Bank

A depository institution that holds an account with, or on behalf of, a Settlement Bank, and engages in an exchange of services with that bank.

ID#: 010410-010410-0024494

Counterfeit Card

One of the following:

- 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
- An instrument that is printed with the authority of the Issuer and that is subsequently embossed or encoded without the authority of the Issuer
- 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

ID#: 010410-010410-0024495

Counterfeit Fraud Recovery (Updated)

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.

ID#: 151013-150512-0026063

Counterfeit Transaction Receipt

A Transaction Receipt arising from the use of a Counterfeit Card.

ID#: 010410-010410-0024497

Country of Domicile

The country in which a Member has its principal place of business.

ID#: 010410-010410-0024499

Country Office

A secondary office location of a Visa Region, located in a country within the same Visa Region.

ID#: 010410-010410-0024498

CPS Transaction - U.S. Region

A Transaction that meets one of the Custom Payment Services (CPS) requirements in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024523

CPS/Account Funding - U.S. Region

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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024500

CPS/Automated Fuel Dispenser - U.S. Region

A payment service for Transactions that take place at an Automated Fuel Dispenser properly assigned Merchant Category Code 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024501

CPS/Card Not Present - U.S. Region

A payment service for Transactions completed in a Card-Absent Environment, except for Electronic Commerce Transactions, that meet the applicable requirements specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024502

CPS/e-Commerce Basic - U.S. Region

A payment service for Electronic Commerce Transactions that meet the applicable requirements specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024503

CPS/e-Commerce Preferred Hotel and Car Rental - U.S. Region

A payment service for Secure Electronic Commerce Transactions that originate from a Hotel, Cruise Line, or Car Rental Merchant, are completed using Verified by Visa, and meet the applicable requirements specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024504

CPS/e-Commerce Preferred Passenger Transport - U.S. Region

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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024505

CPS/e-Commerce Preferred Retail - U.S. Region

A payment service for Secure Electronic Commerce Transactions completed using Verified by Visa that meet the applicable requirements specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024506

CPS/Hotel and Car Rental Card Not Present - U.S. Region

A payment service for lodging, cruise line, and car rental Transactions in a Card-Absent Environment (including T&E Advance Deposit Transactions, No Show Transactions, and other key-entered Transactions) where the hotel stay, cruise duration, or length of rental is more than 1 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024509

CPS/Hotel and Car Rental Card Present - U.S. Region

A payment service for lodging, cruise line, and car rental Transactions 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024510

CPS/Passenger Transport - U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024511

CPS/Restaurant - U.S. Region

A payment service for Transactions completed in a Face-to-Face Environment by a Merchant properly assigned Merchant Category Code 5812, "Restaurant" or 5814, "Fast Food" 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024512

CPS/Retail - U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

Transactions with one of the following Merchant Category Codes are ineligible for CPS/Retail:

- 5411, "Grocery Stores and Supermarkets"
- 5541, "Service Stations"
- 5812, "Eating Places and Restaurants"
- 5814, "Fast Food Restaurants"
- 5962, "Direct Marketing - Travel-Related Arrangement Services"
- 5966, "Direct Marketing - Outbound Telemarketing"
- 5967, "Direct Marketing - Inbound Teleservices Merchant"

ID#: 081010-010410-0024513

CPS/Retail 2 - U.S. 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 *U.S. 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

ID#: 081010-010410-0024514

CPS/Retail Key-Entry - U.S. 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 151012-010410-0024515

CPS/Rewards 1 Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 1 Transactions specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024516

CPS/Rewards 2 Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 2 Transactions specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024517

CPS/Rewards Interchange Reimbursement Fee - U.S. Region

One of the following Interchange Reimbursement Fees for Visa Consumer Credit Transactions that meet the applicable requirements specified in the U.S. Regional Operating Regulations:

- CPS/Rewards 1
- CPS/Rewards 2

ID#: 010410-010410-0024518

CPS/Service Station - U.S. Region

A payment service for Transactions with Merchant Category Code 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 *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 081010-010410-0024519

CPS/Small Ticket - U.S. Region

A payment service for Visa Easy Payment Service Transactions less than or equal to US \$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 meet the applicable requirements specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 160312-010410-0024520

CPS/Supermarket - U.S. Region

A payment service for Supermarket Incentive Program Transactions that meet the applicable requirements specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024521

CPS/T&E Transaction - U.S. Region

A CPS Transaction processed as specified in the U.S. Regional Operating Regulations that applies to the following types of CPS/T&E Transactions:

- CPS/Hotel and Car Rental Card Not Present Transaction
- CPS/Hotel and Car Rental Card Present Transaction
- CPS/Passenger Transport Transaction

ID#: 010410-010410-0024522

Credit Bureau - U.S. Region (Updated)

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, including but not limited to 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 files in U.S. bankruptcy courts, to Strategic Bankruptcy Solutions.

ID#: 151013-010410-0024524

Credit Optics - U.S. Region

An optional feature of Visa Advanced ID Solutions that provides U.S. Members with a score and related reason code(s) provided by ID Analytics, Inc. that predict the potential of 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 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.

ID#: 111011-010100-0025783

Credit Reporting Improvement Service - U.S. Region

A service that supports an Issuer by monitoring the reporting and handling of credit bureau data.

ID#: 010410-010410-0024526

Credit Transaction - AP Region, LAC Region, and U.S. Region

In the U.S. Region or a U.S. Territory, a Merchant's refund or price adjustment credited to a Cardholder account.

ID#: 150413-270113-0024527

Credit Transaction Receipt

A Transaction Receipt evidencing a Merchant's refund or price adjustment to be credited to a Cardholder's account.

ID#: 010410-010410-0024528

Credit Voucher - U.S. Region

See Credit Transaction Receipt.

ID#: 010410-010410-0024529

Cruise Line

A Merchant that sells and provides recreational travel on water, including overnight accommodations.

ID#: 010410-010410-0024532

Cryptogram

A value resulting from a combination of specific key data elements that are used to validate the source and integrity of data.

ID#: 010410-010410-0024533

Currency Conversion Rate

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 itself receives; or the government-mandated rate in effect for the applicable Processing Date. In each instance, plus or minus any adjustment determined by the Issuer.

ID#: 151012-010410-0024534

Currency Conversion Rate - U.S. Region

Either:

- A rate selected by Visa from the range of rates available in wholesale currency markets on the applicable Processing Date (such rate may vary from the rate Visa itself receives) plus or minus any adjustment determined by the Issuer
- The government-mandated rate in effect on the applicable Processing Date, plus or minus any adjustment determined by the Issuer

ID#: 151013-010410-0024535

Custom Payment Services (CPS)

A Visa payment service that accommodates specific payment environments with an identifier that remains with the Transaction throughout its life cycle.

ID#: 010410-010410-0024536

CVM - Canada Region

Cardholder Verification Method.

ID#: 010410-010410-0024537

D

Data Capture-Only Capability

The capability of a Point-of-Transaction terminal to store Transaction Receipt data that is electronically captured for Deposit purposes, where the terminal does not have capability to go Online for Authorization.

ID#: 050411-010410-0024538

Data Encryption Standard - U.S. Region

The data encryption standard defined in American National Standards Institute X3.92-1981 for encrypting and decrypting binary coded data.

ID#: 010410-010410-0024540

Data Protection Method

A Visa-approved method for the protection of Account Numbers and other Cardholder data, as specified in the Payment Card Industry Data Security Standard (PCI DSS).

ID#: 150413-010410-0024541

Data Reformatter Service - U.S. Region

A service that streamlines file processing for Direct Exchange Open File Delivery endpoints by eliminating in-house file manipulation.

ID#: 010410-010410-0024542

Debit Card Cost of Acceptance - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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.

ID#: 151013-270113-0027530

Debit Tax Payment Interchange Reimbursement Fee - U.S. Region (Updated)

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 Higher Education Payment Program.

ID#: 151013-010410-0024544

Debt Repayment Program Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee for Visa Debt Repayment Transactions that meet the requirements of the Debt Repayment Program.

ID#: 010410-010410-0024546

Debt Repayment Program Merchant - U.S. Region

A Merchant that processes Visa Debt Repayment Program Transactions as specified in the *Visa Debt Repayment Program Guide*.

ID#: 010410-010410-0024547

Decline Response

An Authorization Response where the Transaction was declined.

ID#: 010410-010410-0024548

Deferred Clearing Processing

A 2-step process whereby Transactions are authorized, cleared, and settled through either the:

- Single Message System
- V.I.P. System and BASE II

ID#: 010410-010410-0024550

Deferred Clearing Transaction

A Transaction that is authorized, cleared, and settled in 2 separate messages through either the Single Message System or the V.I.P. System and BASE II.

ID#: 010410-010410-0024551

Deferred Payment Transaction - U.S. Region

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.

ID#: 010410-010410-0024552

Delayed Delivery Transaction

A single Transaction where a Cardholder completes 2 separate Transaction Receipts. The first Transaction Receipt functions as a deposit (such as a down payment) for goods or services; the second is to pay the balance due the Merchant.

ID#: 010410-010410-0024553

Deposit (Updated)

The submission of a Transaction by a Merchant or Payment Service Provider to an Acquirer, resulting in a credit or debit to the Merchant's, Sponsored Merchant's, or Payment Service Provider's account.

ID#: 151013-010410-0024556

Deposit Date (Updated)

The date on which an Acquirer receives a Transaction from a Merchant.

ID#: 151013-010410-0024557

Deposit-Only Account Number

A Visa Account Number established by a Visa Card or Visa Electron Card Issuer, used exclusively to receive an Original Credit on behalf of one or more of its customers.

ID#: 010410-010410-0024554

Diamond Design

A Visa-Owned Mark, used as an element of the Plus Symbol, consisting of three triangles with an open space in the lower right-hand corner, arranged to form an outline of the symbol "+."

ID#: 010410-010410-0024558

Digital Certificate

A digitally signed credential used to authenticate the owner of the credential or to ensure the integrity and confidentiality of the message it is signing.

ID#: 010410-010410-0024559

Disbursing Member

A Member that pays out currency in a Cash Disbursement.

ID#: 010410-010410-0024562

Dispute Resolution Questionnaires - U.S. Region

A series of specific questionnaires, available in Visa Resolve Online, designed for each Chargeback category to facilitate the exchange of information in the dispute resolution process. A Dispute Resolution Questionnaire:

- Is required when documentation is sent to the opposing Member
- May be used for non-fraud related disputes when a Cardholder or Merchant letter is unavailable.

ID#: 010410-010410-0024563

Distribution of Visa Prepaid Cards Outside the Country of Issuance

The issuance of Visa Prepaid Cards (e.g., Visa Payroll, Visa Incentive, etc.) to multinational corporations or government entities for use by their employees or beneficiaries residing in a country other than the country in which the Member is located.

ID#: 150413-081211-0026803

Documentation Indicator - U.S. Region

A VisaNet code indicating the status of mailed supporting documentation and the validity of the Acquirer Reference Number.

ID#: 050411-010410-0024564

Domestic Cooperative Brand Development Fund - LAC Region

A fund established by Visa and Members to support Brand development and exposure that consists, at a minimum, of 0.1% of the Visa Point of Sale Volume within a given country.

ID#: 010410-010410-0024566

Domestic Interchange

Interchange of a Domestic Transaction.

ID#: 010410-010410-0024567

Domestic Transaction

A Transaction where the Issuer of the Card used is located in the Transaction Country.

ID#: 010410-010410-0024568

Dove Design

A Visa-Owned Mark depicting a dove in flight that identifies the Visa Program.

ID#: 010410-010410-0024570

Dual-Issuer Branded Visa Commercial Card

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 *Visa Multinational Program Guide*.

ID#: 160312-141010-0026028

Dynamic Card Verification Value (dCVV)

A Card Verification value dynamically generated by a Chip Card for inclusion in the Authorization message (e.g., as part of the Magnetic-Stripe data).

ID#: 111011-150410-0025503

Dynamic Card Verification Value (dCVV) - U.S. Region

An authentication value for each Contactless Payment Transaction.

ID#: 010410-010410-0024573

Dynamic Currency Conversion (Updated)

Effective through 10 April 2013, the conversion of the purchase price of goods or services from the currency in which the purchase price is displayed to another currency as agreed to by the Cardholder and Merchant. That currency becomes the Transaction Currency, regardless of the Merchant's local currency.

Effective 11 April 2013, 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.

ID#: 151013-110413-0024574

Dynamic Data Authentication

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.

ID#: 010410-010410-0024575

E

Edit Package

The software that Visa supplies to VisaNet Processors to:

- Validate Interchange data
- Process Interchange data sent from the VisaNet Processor to Visa
- Process incoming Transactions received from Visa

ID#: 010410-010410-0024577

Edit Package Software - U.S. Region

See Edit Package.

ID#: 010410-010410-0024579

Electronic Capability

Point-of-Transaction Capability where all of the following are true:

- 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)

- Authorization Response is obtained Online, or as instructed by the Issuer
- Authorization Response and Transaction Receipt data are captured electronically

ID#: 010410-010410-0024582

Electronic Commerce Indicator

A value used in an Electronic Commerce Transaction to indicate the Transaction's level of authentication and security, as specified in the applicable Verified by Visa Implementation Guide.

ID#: 150413-150312-0026401

Electronic Commerce Merchant

A Merchant that conducts the sale of goods or services electronically over the Internet and other networks.

ID#: 010410-010410-0024584

Electronic Commerce Merchant Rate

An Interregional Interchange Reimbursement Fee paid for an Electronic Commerce Transaction that is conducted by a Verified by Visa Merchant.

ID#: 150413-010410-0024586

Electronic Commerce Transaction

A Transaction between a Merchant and Cardholder over the Internet and other networks using a Cardholder Access Device. An Electronic Commerce Transaction is one of the following:

- Non-Secure Transaction
- Non-Authenticated Security Transaction
- Secure Electronic Commerce Transaction

ID#: 010410-010410-0024587

Electronic Commerce Transaction Receipt

A Transaction Receipt provided to the Cardholder by an Electronic Commerce Merchant.

ID#: 010410-010410-0024591

Electronic Format Cardholder Receipt (Updated)

The Cardholder copy of a Transaction Receipt sent electronically to the cardholder.

ID#: 151013-010410-0027353

Electronic Imprint

The reading and printing or capture of Card information at a Magnetic-Stripe Terminal or a Chip-Reading Device.

ID#: 010410-010410-0024593

Electronic Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee paid to or received by a Member for a Transaction that meets the qualifications in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024594

Electronic Rate

An Interchange Reimbursement Fee charged when the Transaction meets the requirements specified in "Electronic Rate Qualification."

ID#: 010410-010410-0024597

Electronic Signature - U.S. Region

In the U.S. Region, e-mail exchanges directly between Visa and a Member will constitute a binding contractual agreement between the parties with the same legal force and effect as a written contract with handwritten signatures, where all of the following are true:

- Within the e-mail exchange, Visa seeks and the Member provides confirmation concerning an agreement between the parties or terms and conditions to govern such an agreement
- Visa includes in its request for confirmation:
 - An explicit notice that it intends such e-mail request and confirmation to constitute a binding agreement
 - A notice that the Member's confirmation will constitute affirmations that the Member intends the e-mail exchange to constitute a binding commitment and that the person providing the e-mail confirmation on behalf of the Member is an officer authorized to so bind the Member
 - An explicit time limit for Member's confirmation to be received by Visa in order to be effective

- Within the e-mail exchange, Visa-designated authentication practices are employed by both Visa and the Member

ID#: 111011-010100-0025755

Electronic Transaction Receipt

A Transaction Receipt created electronically in a Card-Present Environment where the terminal generates the required data that is printed on the Transaction Receipt.

ID#: 010410-010410-0024599

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 as specified in "Visa Global Customer Assistance Services Program Requirements."

ID#: 081010-010410-0024601

Emergency Card Replacement

A temporary Visa Card that Visa Global Customer Assistance Services, the Issuer, or its Agent provides to replace an Eligible Cardholder's damaged, lost, or stolen Visa Card.

ID#: 081010-010410-0024610

Emergency Cash Disbursement

A Cash Disbursement by a Member or its agent, including Visa, to an Eligible Cardholder who has reported a Visa Card or Visa TravelMoney Card as damaged, lost, or stolen.

ID#: 081010-010410-0024605

Emergency Payment Authorization Service

A service offered to Visa Infinite 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.

ID#: 081010-010410-0024608

Emergency Replacement Visa TravelMoney Card - U.S. Region

A Visa TravelMoney Card that an Issuer provides to replace an Eligible Cardholder's lost or stolen Visa TravelMoney Card issued by the same Issuer.

ID#: 010410-010410-0024611

Emergency Service Location

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.

ID#: 081010-010410-0024612

Emergency/Travel Services - U.S. Region

Effective through 30 September 2011, emergency services provided to Eligible Cardholders and Cheque purchasers traveling away from home. These include:

- Emergency Cash Service
- Emergency Card Replacement Service
- Emergency medical/legal assistance
- Emergency ticket replacement
- Emergency message service
- Auto Rental Insurance
- General travel assistance

Effective 1 October 2011, emergency services provided to Eligible Cardholders traveling away from home. These include:

- Emergency Cash Service
- Emergency Card Replacement Service
- Emergency medical/legal assistance
- Emergency ticket replacement
- Emergency message service
- Auto Rental Insurance
- General travel assistance

ID#: 150413-010410-0024615

EMV Integrated Circuit Card Specifications for Payment Systems (EMV)

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.

ID#: 151012-010410-0024620

EMV PIN Transaction

A Chip-initiated Transaction (excluding ATM Transactions) verified utilizing Online or Offline PIN Verification.

ID#: 010410-010410-0024624

EMV PIN-Compliant (Updated)

A Chip-Reading Device that complies with the PIN requirements of the Payment Card Industry Security Council.

ID#: 151013-010410-0024622

EMV-Compliant

A term used to describe a Card or terminal application that complies with the requirements specified in the EMV Integrated Circuit Card Specifications for Payment Systems (EMV).

ID#: 150413-010410-0024617

EMV-Compliant - U.S. Region

A Card or terminal application that complies with the requirements specified in the EMV Integrated Circuit Card Specifications for Payment Systems (EMV).

ID#: 150413-010410-0024619

Enhanced Data

Data provided through Visa to an Issuer in connection with a Visa Commercial Card program. Such data may include either or both:

- Enhanced Merchant-Level Data (including data for a Sponsored Merchant or a Payment Service Provider)

- **Enhanced Transaction-Level Data**

ID#: 151012-300611-0026463

Enhanced Merchant-Level Data

Merchant- or Sponsored Merchant-related data (including Payment Service Provider data) provided through Visa to an Issuer in connection with a Visa Commercial Card program. Such data includes:

- Merchant street address
- Merchant telephone number
- Incorporation status
- Owner's name

ID#: 151012-300611-0026464

Enhanced Transaction-Level Data - U.S. Region

Transaction-related data provided through Visa to an Issuer in connection with a Commercial Visa Product. Such data includes:

- Accounting code
- Sales tax
- Description of items purchased, cost per unit, number of units
- Vehicle fleet data (vehicle/driver ID, odometer reading)
- Detailed itinerary information (Airline, origination/destination, class of travel)

ID#: 010410-010410-0024631

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

ID#: 010410-010410-0024634

Exception File - U.S. Region

A VisaNet file of Account Numbers for which the Issuer has predetermined an Authorization Response, that a Member accesses Online.

ID#: 010410-010410-0024635

Excessive Fraud Activity - U.S. Region

Fraud Activity that exceeds Visa-specified parameters.

ID#: 010410-010410-0024637

Expired Card

A Card on which the embossed, encoded, or printed expiration date has passed.

ID#: 010410-010410-0024638

Exported Transaction Receipt

A Transaction Receipt that is deposited outside of the Transaction Country.

ID#: 010410-010410-0024639

Extension (Updated)

A publication or Website referenced in, and with the same authority as, the *Visa International Operating Regulations*. An Extension is the current version of the publication or Website, unless otherwise specified. See "Authority of Other Publications."

ID#: 151013-080312-0026983

F

Face-to-Face Environment (Updated)

An environment in which a Transaction is completed under all of the following conditions:

- Card or Proximity Payment Device is present
- Cardholder is present

- Individual representing the Merchant or Acquirer completes the Transaction

ID#: 151013-010410-0024643

Fallback Transaction

An EMV Chip Card Transaction initially attempted at a Chip-Reading Device, where the device's inability to read the Chip prevents the Transaction from being completed using the Chip Card data, and the Transaction is instead completed using an alternate means of data capture and transmission.

ID#: 010410-010410-0024645

Fallback Transaction - Canada Region

A Transaction occurring in either:

- An Unattended Environment, regardless of whether Authorization is required
- A Face-to-Face Environment between a Compliant Chip Card and a Compliant Chip Card Reading Device that is either:
 - Not completed as a Full Data Transaction
 - Not initiated as a Full Data Transaction

ID#: 010410-010410-0024646

Fast Funds (Updated)

A service that requires a participating Recipient Member to make funds available to the Cardholder within 30 minutes of receipt and approval of an incoming Original Credit Transaction, including a Visa Money Transfer Original Credit Transaction, initiated as an Online Financial Transaction.

ID#: 151013-091210-0026077

Fee Collection Transaction

A transaction used to collect financial obligations of a Member arising out of the *Visa International Operating Regulations*, the *Visa International Certificate of Incorporation and Bylaws*, other requirements adopted by the International Board, or otherwise.

ID#: 010410-010410-0024647

Fee Guide

One of the following guides:

- *Visa Asia Pacific Fee Guide*
- *Visa Canada Fee Guide*

- *Visa CEMEA Fee Guide*
- *Visa LAC Fee Guide*
- *Visa U.S.A. Fee Guide*
- Any domestic or local Visa fee guide

ID#: 151012-151012-0027310

Fleet Card - U.S. Region

See Visa Fleet Card - U.S. Region.

ID#: 010410-010410-0024650

Fleet Service

A Visa Commercial Card enhancement that enables a corporation to improve its vehicle fleet management process.

ID#: 010410-010410-0024651

Fleet Service - U.S. Region

See Visa Fleet Service - U.S. Region.

ID#: 010410-010410-0024652

Flexible Spending Account (FSA) - U.S. Region

See Visa Flexible Spending Account (FSA) - U.S. Region.

ID#: 010410-010410-0024653

Floor Limit

A currency amount that Visa has established for single Transactions at specific types of Merchant Outlets and Branches, above which Authorization is required. The *Visa International Operating Regulations* refer to 2 Floor Limit types:

- Standard Floor Limit
- Zero Floor Limit

ID#: 010410-010410-0024654

Foreign Branch - U.S. Region

The branch office of a Visa Member located outside the United States.

ID#: 010410-010410-0024655

Foreign Branch Transaction Receipt - U.S. Region

A Transaction Receipt that originates at a Merchant Outlet located outside of the United States and is deposited to a Foreign Branch.

ID#: 010410-010410-0024656

Foreign Currency

A currency other than local currency.

ID#: 010410-010410-0024657

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

ID#: 010410-010410-0024659

Fraud Window (Updated)

A 13-month maximum time period that can be up to 12 months prior to and one month past the CAMS Alert date. Magnetic-Stripe read counterfeit transactions must fall within the Fraud Window to qualify for recovery. A Fraud Window cannot begin before the start of an Account Data Compromise Event's Intrusion Access Window.

In cases where an event's Intrusion Access Window began less than 12 months prior to the CAMS Alert date, Visa will use that Intrusion Access Window as the starting point for the Fraud Window.

ID#: 151013-150512-0026746

Fraudulent User

An individual who is not the Cardholder or designee and who uses a Card (or, in a Mail/Phone Order or Recurring Transaction, an Account Number) to obtain goods or services without the Cardholder's consent.

ID#: 010410-010410-0024658

Fulfillment

A document image that the Acquirer supplies in response to a Retrieval Request.

ID#: 050411-010410-0024661

Full Data Transaction - Canada Region

A Transaction processed using Full Data by Acquirers certified by Visa Canada to process Full Data.

ID#: 010410-010410-0024664

Full-Chip Data

Data that provides:

- EMV minimum mandated requirements
- Visa-specified information necessary to support Online cryptographic validation
- Record of the Card and terminal interactions completed during a Transaction

ID#: 010410-010410-0024662

Funds Disbursement Transaction - U.S. Region

A VisaNet transaction used by a Member or Visa to disburse funds to a Clearing Processor.

ID#: 010410-010410-0024665

Funds Transfer Settlement Reporting Entity

An endpoint within a Visa Settlement hierarchy associated with one or more Settlement Reporting Entities.

ID#: 160312-141010-0026048

G

G2G Merchant - U.S. Region

See Government-to-Government Merchant.

ID#: 081010-041008-0024669

General Member - Canada Region

A customer of Visa Canada in the category of “General Customer” as defined in the Canada Regional Operating Regulations.

ID#: 010410-010410-0024671

General Member Identification - Canada Region

Any corporate name or Trade Name of the General Member alone or in combination with its corporate logo.

ID#: 010410-010410-0024672

Global Brand Protection Program

A global program that monitors Acquirers, Merchants, Payment Service Providers, and Sponsored Merchants to ensure that these entities do not:

- Process illegal Transactions or are not associated with illegal activity
- Engage in potentially deceptive marketing practices, as defined in the *Visa Global Brand Protection Program Guide for Acquirers*
- Process Transactions that may adversely affect the goodwill of the Visa system

ID#: 150413-010611-0026388

Global Co-Branded Card

A Card that:

- Is issued by one or more Issuers that has a contractual relationship with a Global Co-Branding Partner
- Bears the Trade Name or Mark of the Global Co-Branding Partner on the front of the Card

- May offer a Cardholder tangible benefits for Card usage and loyalty (e.g., rebates, discounts, airline miles, etc.)

ID#: 151012-010410-0024675

Global Co-Branding Partner

A non-Member that:

- Is not eligible for membership in Visa
- Is a for-profit commercial entity or non-profit organization
- Has a contractual relationship for the issuance of Global Co-Branded Cards:
 - With one or more Issuers
 - In one or more Visa Regions and countries

ID#: 151012-010410-0024676

Global Co-Branding Partnership

A contractual relationship between an Issuer and a Global Co-Branding Partner.

ID#: 151012-010410-0024677

Global Compromised Account Recovery (Updated)

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 which also involve the compromise of PIN data.

ID#: 151013-150512-0026034

Global Customer Assistance Services Guide

One of the following guides:

- *Global Customer Assistance Service Guide - AP Region*
- *Global Customer Assistance Services Member Guide - CEMEA Region*
- *Global Customer Assistance Services Member Guide - LAC Region*
- *Global Customer Assistance Services Issuer Guide - Visa Canada*

ID#: 151012-151012-0027313

Global Member Billing Solution

The primary billing system used by Visa.

ID#: 111011-010410-0024680

Global Merchant Chargeback Monitoring Program

A program that monitors International Transactions and international Chargebacks to identify Merchants and Acquirers that cause undue economic and goodwill damage to the Visa system.

ID#: 111011-010410-0024681

Government and Higher Education Payment Program - U.S. Region (Updated)

A Visa payment program which allows a Government or Higher Education Merchant to assess a Service Fee as specified in "Government and Higher Education Payment Program Requirements."

ID#: 151013-061112-0027487

Government and Higher Education Payment Program Transaction - U.S. Region (Updated)

A Visa Consumer Card or Commercial Visa Product Transaction that represents payment for goods or services (including tax payments) to a Government or Higher Education Merchant.

ID#: 151013-010410-0027489

Government or Higher Education Merchant - U.S. Region (Updated)

A government agency (including a taxing authority), or institution of higher education properly assigned one of the following Merchant Category Codes:

- 9211, "Court Costs"
- 9222, "Fines"
- 9399, "Government Services (Not Elsewhere Classified)"
- 9311, "Tax Payments"
- 8220, "Colleges, Universities, Professional Schools, and Junior Colleges"
- 8244, "Business and Secretarial Schools"
- 8249, "Vocational and Trade Schools"

ID#: 151013-010410-0027488

Government Payment – CEMEA Region (Updated)

Effective through 7 June 2013, in the CEMEA Region, a Domestic Transaction in Russia undertaken at a Merchant or Acquirer for the payment of government-related charges, as specified by applicable laws or regulations, as amended from time to time.

Effective 8 June 2013, in the CEMEA Region, a domestic Transaction undertaken at a government agency (including a taxing authority) Merchant or Acquirer for the payment of government-related charges, as specified by local applicable law, as amended from time to time.

ID#: 151013-080613-0026120

Government-to-Government Merchant - U.S. Region

A federal government agency that has been properly assigned Merchant Category Code 9399 or 9402 and registered with Visa.

ID#: 081010-041008-0024684

Group Member

A Member as defined under the *Visa International Certificate of Incorporation and Bylaws*, Section 2.21.

ID#: 010410-010410-0024685

GSA Government-to-Government (G2G) Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee paid to, or received by, a Member for a GSA G2G Transaction processed as specified in "GSA Government-to-Government IRF - General."

ID#: 081010-041008-0024686

GSA Government-to-Government (G2G) Transaction - U.S. Region

A Transaction completed at a Merchant that is properly assigned Merchant Category Code 9399 or 9402, with a Visa Purchasing Card that is issued to federal government agencies by an Issuer contracted with the General Services Administration, as specified in "GSA Government-to-Government IRF - General."

ID#: 081010-041008-0024687

GSA Government-to-Government (G2G) Program - U.S. Region

A General Services Administration program that allows eligible federal government Merchants properly assigned Merchant Category Code 9399 or 9402 and registered with Visa to process GSA Visa Purchasing Card Transactions and qualify for the GSA G2G Interchange Reimbursement Fee.

ID#: 050411-041008-0024688

GSA Large Ticket Transaction - U.S. Region

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 meets the requirements specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024689

GSA Large Ticket Transaction Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee paid to or received by a Member for a GSA Large Ticket Transaction processed as specified in the U.S. Regional Operating Regulations.

ID#: 010410-010410-0024690

Guest Folio

A Hotel's or Cruise Line's guest file.

ID#: 010410-010410-0024691

Guest Folio - U.S. Region

The guest file of a Lodging Merchant or Cruise Line.

ID#: 010410-010410-0024692

H

Health Care Merchant - U.S. Region

A Merchant, other than a pharmacy, whose primary business is providing health care services. A Health Care Merchant is identified by the following Merchant Category Codes: 4119, 5975, 5976, 7277, 8011, 8021, 8031, 8041, 8042, 8043, 8044, 8049, 8050, 8062, 8071, and 8099.

ID#: 010410-010410-0024698

Health Reimbursement Arrangement (HRA) - U.S. Region

See Visa Health Reimbursement Arrangement (HRA) - U.S. Region.

ID#: 150413-010410-0024699

Health Savings Account (HSA) - U.S. Region

See Visa Health Savings Account (HSA) - U.S. Region.

ID#: 010410-010410-0024700

Healthcare Auto-Substantiation - U.S. Region

A process that enables an Issuer to automatically substantiate the dollar amount of the qualifying medical purchases in the Authorization Request for a Visa Flexible Savings Account (FSA) or a Visa Health Reimbursement Arrangement (HRA) Transaction. Issuers of these Cards and any Agents that process Transactions for such Cards must perform Healthcare Auto-Substantiation.

ID#: 150413-010410-0024696

High-Brand Risk Merchant

A Merchant assigned a Merchant Category Code, considered by Visa to be high-brand risk, as specified in "High-Brand Risk Merchant Category Codes."

ID#: 151012-010611-0026389

High-Brand Risk Sponsored Merchant

An Electronic Commerce Sponsored Merchant required to be classified with a Merchant Category Code considered by Visa to be high-risk, as specified in "High-Brand Risk Merchant Category Codes," that contracts with a Payment Service Provider to obtain payment services.

ID#: 151012-010611-0026390

High-Brand Risk Transaction

A Transaction performed by a High-Brand Risk Merchant, High-Risk Internet Payment Service Provider or High-Brand Risk Sponsored Merchant assigned a Merchant Category Code, considered by Visa to be high-brand risk, as specified in "High-Brand Risk Merchant Category Codes."

ID#: 151012-010611-0026391

High-Risk Electronic Commerce Merchant

An Electronic Commerce Merchant identified by the Global Merchant Chargeback Monitoring Program or other Visa risk management initiatives (e.g., Merchant Fraud or similar region-specific programs) that causes undue economic and goodwill damage to the Visa system.

ID#: 010410-010410-0024701

High-Risk Internet Payment Service Provider

A Payment Service Provider 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 a Merchant Category Code considered to be high-risk, as specified in “High-Brand Risk Merchant Category Codes”

ID#: 151012-010611-0026392

Hotel

A hotel Merchant.

ID#: 010410-010410-0024708

Hotel Reservation Service

A Visa Hotel service where a Cardholder may use a Visa Card to guarantee overnight accommodations.

ID#: 010410-010410-0024709

I

iCVV - U.S. Region

An alternate Card Verification Value that an Issuer may encode on a Chip instead of the standard Card Verification Value contained in the Magnetic Stripe of the Chip Card.

ID#: 010410-010410-0024710

ID Score Plus - U.S. Region

An optional feature of Visa Advanced ID Solutions that provides Members with a score and related reason code(s) provided by ID Analytics, Inc. that 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#: 010410-010410-0024711

Imprint

Cardholder data transferred from a Card to a Transaction Receipt to complete a Transaction. There are 2 kinds of imprints:

- Electronic Imprint
- Manual Imprint

ID#: 010410-010410-0024713

In-Transit Transaction (Updated)

The purchase of goods, services, or gambling on board a passenger transport vehicle. **Effective 12 September 2013**, this includes Transactions on-board a Cruise line, bus, airplane, ferry and train.

ID#: 151013-010410-0024717

Inbound Teleservices - U.S. Region

Non-business-to-business audiotext/videotext and or digital content services accessed via telephone, fax, or over an open network, such as the Internet, for the purchase of services or information including, but not limited to, pay-per-call services such as:

- Psychic readings
- Sports scores
- Stock market quotes

ID#: 010410-010410-0024719

Incremental Counterfeit Fraud (Updated)

Actual counterfeit fraud reported by Issuers on Account Data Compromise Event accounts that is above a baseline or "expected" level of fraud reported on non-event accounts during an event's Fraud Window.

ID#: 151013-150512-0026747

Independent Contractor - U.S. Region

An individual whose bank card-related business relationship with a Member or Third Party involves any of the following:

- Merchant solicitation, sales, or service
- Merchant Transaction processing solicitation
- Cardholder solicitation or Card application processing services

ID#: 010410-010410-0024720

Input Date (Updated)

The date on which a Member submits outgoing Interchange, or, for Domestic Transactions, the date on which the Member processes outgoing Interchange.

ID#: 151013-010410-0024722

Installment Billing Transaction - U.S. Region

A single purchase of goods that:

- Is divided into 2 or more installment payment Transactions
- Originates at a Mail/Phone Order or Electronic Commerce Merchant
- Is authorized and processed as specified in "Installment Transaction General Requirements"

ID#: 151013-010410-0024723

Installment Transaction

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.

ID#: 010410-010410-0024724

Instant Card Personalization Issuance

The ability to instantly personalize Visa cards as a customer waits or to respond immediately to a request for an emergency replacement of a Cardholder's lost or stolen card.

ID#: 050411-010100-0025525

Instant Card Personalization Issuance Agent

A Third Party Agent that performs instant card personalization and issuance for an Issuer.

ID#: 050411-010100-0025526

Instant/Remote Issuance - U.S. Region

The instant issuance of Visa Card products at a location other than a Member's card manufacturing facility (e.g., a branch office).

ID#: 010410-010410-0024725

Integrated Circuit Card

See Chip Card.

ID#: 010410-010410-0024726

Integrated Circuit Card Terminal

See Chip-Reading Device.

ID#: 010410-010410-0024727

Integrated Circuit Chip

See Chip.

ID#: 010410-010410-0024728

Interchange

The exchange of Clearing Records between Members. The *Visa International Operating Regulations* refers to the following types of Interchange:

- Domestic Interchange
- International Interchange

ID#: 010410-010410-0024729

Interchange Authorization Limit

The amount over which a manual authorizer must obtain an Authorization from an Issuer on a proposed Transaction or group of Transactions initiated on the same day by the same Cardholder.

ID#: 010410-010410-0024731

Interchange File

An electronic file containing a Member's Interchange data.

ID#: 010410-010410-0024732

Interchange Reimbursement Fee (IRF)

A fee reimbursed by an Acquirer to an Issuer in the Clearing and Settlement of an Interchange Transaction.

ID#: 151012-010410-0024733

Interchange Reimbursement Fee (IRF) - U.S. Region (Updated)

One of the following:

- A fee that an Acquirer pays to an Issuer in the Clearing and Settlement of an Interchange Transaction
- A fee that an Issuer pays to an Acquirer for making a Cash Disbursement to a Cardholder

ID#: 151013-010410-0024734

IRF Compliance

A process by which Visa resolves disputes between Members for a Member's violation of the *Visa International Operating Regulations* 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.

ID#: 151012-010410-0024735

Intercompany Interchange Reimbursement Fee Compliance Process

A process by which Members of Visa Inc. and Visa Europe can resolve disputes and recover financial losses caused by the application of an incorrect Interchange Reimbursement Fee resulting from a violation of either the *Visa International Operating Regulations* by a Visa Inc. Member or *Visa Europe Operating Regulations* by a Visa Europe Member. The process is only available for cross-border Transactions between Visa Inc. and Visa Europe.

ID#: 151012-130111-0026214

Interlink Program

A program through which an Interlink participant (acting as an Interlink issuer) provides Point-of-Transaction services to Interlink cardholders, to Interlink merchants, or both, as specified in the *Interlink Network, Inc. Bylaws and Operating Regulations* and the *Visa International Operating Regulations*.

ID#: 151013-010410-0024737

Interlink Program Marks

The Interlink Mark, Network Design Mark, and any other service Marks adopted by Visa for use with the Interlink Program.

ID#: 010410-010410-0024738

Interlink Symbol - U.S. Region

The combination of the Interlink Wordmark and Network Design Mark. One of the Interlink Program Marks.

ID#: 010410-010410-0024739

Interlink Wordmark - U.S. Region

A Mark comprising the word "Interlink." One of the Interlink Program Marks.

ID#: 010410-010410-0024740

Intermediary Bank

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.

ID#: 010410-010410-0024741

International Airline

Either:

- An Airline that sells tickets directly in its own name in 2 or more countries, or operates scheduled flights between 2 or more countries, or both
- Its authorized agent that sells airline tickets on behalf of the Airline

ID#: 010410-010410-0024742

International Airline Transaction - U.S. Region

A Transaction completed at an International Airline participating in the International Airline Program.

ID#: 010410-010410-0024743

International Automated Referral Service

A VisaNet service that enables a VisaNet Processor to obtain an immediate reply to a Referral Response.

ID#: 010410-010410-0024745

International Board

The Visa International Board of Directors.

ID#: 010410-010410-0024746

International Interchange

Interchange of an International Transaction.

ID#: 010410-010410-0024747

International Service Assessment

A fee charged to the Issuer and Acquirer for each International Transaction.

ID#: 081010-010410-0024749

International Service Center - U.S. Region

See Visa Customer Care Services - U.S. Region.

ID#: 010410-010410-0024750

International Transaction

A Transaction where the Issuer of the Card used is not located in the Transaction Country.

A variance to this definition applies in the AP Region, LAC Region, and U.S. Region for U.S. Covered Visa Debit Card Transactions in the U.S. Region or a U.S. Territory for routing and Interchange Reimbursement Fee purposes.

ID#: 150413-010410-0024752

Internet Domain Name - U.S. Region

A network name associated with an organization, such as "Visa.com," "Visabank.com," or "Merchantnamevisa.com."

ID#: 010410-010410-0024755

Internet Domain Name-Visa Simple

An Internet domain name consisting of the name "Visa" used alone, such as:

- "Visa.xx"
- "Visa.com"
- "Visa.net"
- "Visa.org.xx"

ID#: 010410-010410-0024758

Interregional Interchange

Interchange for an Interregional Transaction.

ID#: 010410-010410-0024761

Interregional Transaction

A Transaction where the Issuer of the Card used is not located in the Transaction Region.

ID#: 010410-010410-0024762

Intraregional Transaction

A Transaction where the Issuer of the Card used is located in the Transaction Region, but not in the Transaction country.

ID#: 010410-010410-0024763

Intrusion Access Window (Updated)

A period of time during which Magnetic-Stripe Data was exposed to intruders as a result of an Account Data Compromise Event and could have been stolen.

ID#: 151013-150512-0026748

Issuer

A Member that enters into a contractual relationship with a Cardholder for the issuance of one or more Card products.

ID#: 010410-010410-0024768

Issuer Chip Rate (Updated)

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.

ID#: 151013-010410-0024770

Issuer Limit

An Issuer-specified amount limit that determines how a Transaction will be authorized. Visa routes a Transaction as follows, based on the Transaction amount:

- Amount at or above the Issuer Limit, to the Issuer or its VisaNet Processor

- Amount below the Issuer Limit, to Stand-In Processing using the Positive Cardholder Authorization Service

ID#: 010410-010410-0024771

Issuers' Clearinghouse Service - U.S. Region

A service developed jointly by Visa and MasterCard Worldwide that is designed to reduce Member losses from excessive credit applications and unauthorized use.

ID#: 081010-010410-0024769

J

No glossary terms available for J.

ID#: 010410-010410-0025512

K

Key Management Service

A service that Visa provides to process, store, and transmit Member keys associated with the security algorithm used in the V.I.P. System to protect the security of PINs.

ID#: 010410-010410-0024773

L

LAC

Latin America and Caribbean.

ID#: 010410-010410-0024774

Late Settlement Fee

The fee that Visa collects from a Member for failure to transfer the Settlement Amount to the Visa Settlement Bank on the date due.

ID#: 010410-010410-0024775

Lead Bank

A Visa Multinational Program participant that initiates Multi-Country Issuing on behalf of a Multinational Company client.

ID#: 160312-141010-0026026

Level 4 Merchant – AP Region

A Merchant in Australia or New Zealand processing fewer than 20,000 Visa Electronic Commerce Transactions annually or fewer than 1 million cumulative Visa Transactions annually.

ID#: 160312-060111-0026187

Level II Enhanced Data - U.S. Region

Data provided to Visa in connection with a Commercial Visa Product Transaction that includes the sales tax amount, customer code (i.e., cost center, general ledger number, order/invoice number), and additional data for T&E Transactions, as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 010410-010410-0024778

Level III Enhanced Data - U.S. Region

Data provided to Visa in connection with a Commercial Visa Product Transaction that includes full line item detail and additional data for T&E Transactions, as specified in the *U.S. Interchange Reimbursement Fee Rate Qualification Guide*.

ID#: 010410-010410-0024777

Liability

As specified in the *Visa International Operating Regulations*, 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.

ID#: 010410-010410-0024779

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

ID#: 010410-010410-0024780

Limited Acceptance - U.S. Region (Updated)

A term describing a Merchant's option to accept one category of Visa Cards and not another. Categories consist of:

- Visa Credit and Business Category
- Visa Debit Category

A variance to this definition applies to Visa Business Check Cards accepted as specified in "Qualification for Debt Repayment Program – U.S. Region" and "Merchants Not Participating in Debt Repayment Program - U.S. Region."

ID#: 151013-010410-0024784

Limited Acceptance Merchant - U.S. Region

A category of Merchant that accepts either, but not both, of the following:

- Visa Credit and Business Category Cards
- Visa Debit Category Cards

ID#: 010410-010410-0024785

Listed Card

A Card whose Account Number is listed on the Exception File.

ID#: 010410-010410-0024786

Load Acquirer

Effective through 31 December 2013, a Member financial institution or its agent that operates Load Devices and support systems that allow consumers to:

- Load value to a reloadable Visa Cash Card
- Unload value from a reloadable Visa Cash Card, where applicable

ID#: 111011-010410-0024787

Load Transaction

A means of adding monetary value to a Card at a Point-of-Transaction Terminal or ATM.

ID#: 010410-010410-0024791

Load Transaction Receipt (Updated)

A Transaction Receipt generated at an ATM as a result of a Cardholder adding monetary value to a Chip Card.

ID#: 151013-010410-0024792

Location Code - U.S. Region

A unique code identifying either a Point-of-Transaction Terminal or Merchant Outlet where a Transaction originates.

ID#: 010410-010410-0024793

Lodging Merchant - U.S. Region

A Merchant that sells overnight accommodations, intended for a limited period of time, at a fixed location.

ID#: 010410-010410-0024794

Logotype

A Wordmark depicted in stylized lettering.

ID#: 010410-010410-0024795

Lost/Stolen Card and Emergency Card Replacement Passthrough Service - U.S. Region

An optional service to assist Members in directly handling Cardholder requests for emergency services. An Issuer that subscribes to the passthrough service determines the circumstances in which Visa Customer Care Services will transfer Cardholder inquiries resulting from lost or stolen Cards and requests for Emergency Card Replacements directly to the Issuer.

ID#: 081010-010410-0024797

Lost/Stolen Card Reporting Service - U.S. Region

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.

ID#: 010410-010410-0024798

M

Magnetic Stripe

A magnetic stripe on a Card that contains the necessary information to complete a Transaction.

ID#: 010410-010410-0024808

Magnetic-Stripe Card

A Card bearing a Magnetic Stripe that contains the necessary information to complete a Transaction.

ID#: 010410-010410-0024801

Magnetic-Stripe Data

Data contained in a Magnetic Stripe and replicated in a Chip.

ID#: 010410-010410-0024802

Magnetic-Stripe Image

The minimum Chip payment data replicating the Magnetic Stripe information required to process an EMV-Compliant Transaction.

ID#: 010410-010410-0024803

Magnetic-Stripe Terminal

A terminal that reads the Magnetic Stripe on a Card.

ID#: 010410-010410-0024806

Magnetic-Stripe Terminal - U.S. Region

A Point-of-Transaction Terminal that reads the Magnetic Stripe on a Card and that additionally may read Contactless Payment Card data via a wireless interface.

ID#: 010410-010410-0024807

Magnetic-Stripe-Reading Terminal - U.S. Region

See Magnetic-Stripe Terminal.

ID#: 010410-010410-0024800

Mail/Phone Order Merchant

A Merchant that completes a Mail/Phone Order Transaction.

ID#: 010410-010410-0024809

Mail/Phone Order Transaction

A Transaction where a Cardholder orders goods or services from a Merchant by telephone, mail, or other means of telecommunication, and neither the Card nor the Cardholder is present at the Merchant Outlet.

ID#: 010410-010410-0024810

Manual Cash Disbursement

A Cash Disbursement obtained with a Visa Card or Visa Electron Card in a Face-to-Face Environment.

ID#: 010410-010410-0024814

Manual Imprint

An imprint of the embossed data on the front of the Card taken with a Manual Imprinter. A Manual Imprint must not consist of an impression taken from the Card using pencil, crayon, or other writing instrument.

ID#: 010410-010410-0024815

Manual Imprinter - U.S. Region (Updated)

A mechanical device specifically designed to transfer the embossing on a Card and Merchant plate to a Transaction Receipt.

ID#: 151013-010410-0024816

Manual Transaction Receipt

A Transaction Receipt created when an Account Number is transferred to the Transaction Receipt without the use of electronic means in a manual or semi-electronic environment.

ID#: 010410-010410-0024817

Mark

A word, name, design, symbol, or other device, or any combination thereof, that Visa or any entity adopts to identify its goods or services.

ID#: 010410-010410-0024818

Maximum Surcharge Cap - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. Territory, the maximum U.S. 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, www.visa.com.

ID#: 151013-270113-0027531

Member

A client of Visa U.S.A., Visa International, Visa Worldwide, or a customer which has entered into a Services Agreement with Visa Canada. Requirements for membership are defined in the applicable Certificate of Incorporation and Bylaws.

ID#: 111011-010410-0024822

Member Message Field

A text field in the VisaNet record of a Chargeback or Representment that contains pre-formatted messages.

ID#: 010410-010410-0024825

Membership Application

The set of forms and/or documents containing rights, duties, obligations, and disclosures which, when signed and submitted by an authorized officer of a financial institution to become a Visa Member, represent a contractual obligation between Visa and such Member, under which the Member will be bound.

ID#: 111011-010410-0024823

Merchant

An entity that contracts with an Acquirer to originate Transactions and that is eligible to display a Visa-Owned Mark.

ID#: 050411-010410-0024828

Merchant Agreement

A contract between a Merchant and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer's Visa or Visa Electron Program.

ID#: 010410-010410-0024830

Merchant Alert Service

A regional risk management service that requires a participating Acquirer to both:

- Submit information about a Merchant it has terminated
- Verify, before signing, that a Merchant is not listed with the service

ID#: 010410-010410-0024831

Merchant Bank

A Member as defined under the *Visa International Certificate of Incorporation and Bylaws*, Section 2.07.

ID#: 010410-010410-0024832

Merchant Category Code

A code designating the principal trade, profession, or line of business in which a Merchant is engaged, as specified in the *Visa Merchant Data Standards Manual*.

ID#: 010410-010410-0024834

Merchant Certificate

An electronic document used to authenticate a Merchant in an Electronic Commerce Transaction.

ID#: 010410-010410-0024835

Merchant Descriptor - U.S. Region (Updated)

A term describing the aggregate of the BIN, Merchant name, Merchant city, Merchant state, and Merchant Category Code fields contained in an Authorization Request or Clearing Record, as specified in the applicable VisaNet Manuals.

A Merchant Outlet may have one or more Merchant Descriptors.

ID#: 151013-010410-0024837

Merchant Discount Rate - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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:

- 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.

ID#: 151013-270113-0027532

Merchant Fraud Performance Program

A fraud management program used to identify Merchants with excessive fraud levels.

ID#: 010410-010410-0024839

Merchant Outlet

Either:

- The physical premises of a Merchant at which a Transaction is completed

- For an Electronic Commerce or Mail/Phone Order Merchant, the country where all of the following occur:
 - There is a Permanent Establishment through which Transactions are completed. In the absence of a Permanent Establishment, a Merchant that provides only digital goods must use the country where the principals of the company work.
 - The Merchant holds a valid business license for the Merchant Outlet
 - The Merchant has a local address for correspondence and judicial process other than a post office box or mail-forwarding address, which do not meet this requirement
 - The Merchant Outlet pays taxes relating to the sales activity

ID#: 160312-010410-0024842

Merchant Plug-In (MPI) Client Certificate - Canada Region

A unique electronic cryptogram used to authenticate an Electronic Commerce Merchant that has enrolled in Verified by Visa.

ID#: 150413-010410-0024844

Merchant Verification Value (MVV)

An assigned value transmitted in the Transaction message used by Visa to identify an Acquirer or Merchant who 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.

ID#: 160312-010111-0026121

Merger

A term used to describe any of the following:

- Purchase of a Member organization by another organization where the acquired Member's charter is dissolved
- Merging of two or more organizations into a single entity requiring a new charter

ID#: 111011-010100-0025531

Message Processing Service - U.S. Region

An Authorization service that the V.I.P. System provides in response to an Authorization Request entered into the V.I.P. System by a Member, an Authorizing Merchant, or a VisaNet Authorization center.

ID#: 010410-010410-0024849

Minimum Spending Limit – AP Region

The ability for Cardholders to accumulate charges of 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.

ID#: 081010-010310-0025673

Misembossed Card

A valid Card on which erroneous information is embossed.

ID#: 010410-010410-0024850

Misencoded Card

A valid Card on which erroneous information is encoded.

ID#: 010410-010410-0024851

Mobile Payment Acceptance Solution (Updated)

A payment acceptance application that utilizes 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.

ID#: 151013-011012-0027382

Mobile Payment Device

A Proximity Payment Device that resides in a portable electronic device that can access a wireless network.

ID#: 150413-080312-0026785

Money Transfer Original Credit Program

A Visa program that allows a Member to offer funds transfer services to its Visa Cardholders or other consumers resulting in a credit to the recipient Cardholder's Visa account, as specified in *Original Credits Member Requirements* or the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 150413-091210-0026080

Money Transfer Original Credit Transaction

A funds transfer Transaction initiated by a Member that results in a credit to a Visa Account Number for a purpose other than refunding a Visa purchase (e.g., overseas remittances, gift transfers, Visa Card payments), as specified in *Original Credits Member Requirements* or the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 150413-010410-0026081

MoneyChoices - U.S. Region

An optional Visa program that provides Members with an Internet-based educational resource for Visa Cardholders in need of financial planning or money-management skills.

ID#: 010410-010410-0024852

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 "Indirect Cross-Border Issuing."

ID#: 160312-141010-0026027

Multi-Currency Priced Transaction

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.

ID#: 111011-090910-0025996

Multinational Company

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*.

ID#: 111011-010410-0024854

Mobile Money Consumer Authentication - AP Region, CEMEA Region, and LAC Region (New)

A 2-part authentication process conducted by a Mobile Money Operator to verify a Visa Mobile Prepaid account holder, as specified in the *Visa Mobile Prepaid Implementation Guide*.

ID#: 151013-151112-0027678

Mobile Agent Authentication - AP Region, CEMEA Region, and LAC Region (New)

A 2-part authentication process conducted by a Mobile Money Operator to verify a Mobile Money Agent account holder, as specified in the *Visa Mobile Prepaid Implementation Guide*.

ID#: 151013-151112-0027679

Mobile Money Agent - AP Region, CEMEA Region, and LAC Region (New)

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, as specified in the *Visa Mobile Prepaid Implementation Guide*.

ID#: 151013-151112-0027166

Mobile Money Operator - AP Region, CEMEA Region, and LAC Region (New)

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.

ID#: 151013-151112-0027167

N

National Card Recovery Bulletin

A special edition of the Card Recovery Bulletin that lists domestic Account Numbers in addition to other applicable listings.

ID#: 010410-010410-0024856

National Card Recovery File

A weekly file of all Visa account numbers listed on the Exception File with a Pickup Response.

ID#: 151012-010410-0024857

National Office

A Visa office with jurisdiction over a single country.

ID#: 010410-010410-0024861

National Operating Regulations

The operating regulations of a National Office.

ID#: 010410-010410-0024862

National Organization

An organization as defined under the *Visa International Certificate of Incorporation and Bylaws*, Section 16.01.

ID#: 010410-010410-0024863

Negative Option Merchant

A Merchant that offers goods and/or services that result in a Negative Option Transaction.

ID#: 151012-010611-0026394

Negative Option Transaction

An offer of goods and/or services that Cardholders need to expressly reject during the Transaction process, including expressly declining willingness to participate in future Transactions.

ID#: 151012-010611-0026393

Net Sales - U.S. Region

In calculation of Interchange Reimbursement Fees, Transaction Receipt totals less Credit Transaction Receipt totals.

ID#: 010410-010410-0024867

Network Design Mark - U.S. Region

A Visa-owned service Mark used in the Interlink Program.

ID#: 010410-010410-0024866

New Channel

An environment in which payment is initiated via a Cardholder Access Device or other device that does not use a standard Hypertext Markup Language (HTML) browser to process an Authentication Request.

ID#: 010410-010410-0024868

No-Show Transaction

A Transaction that a Hotel participating in the Hotel Reservation Service or a Car Rental Company participating in the Specialized Vehicle Reservation Service completes, resulting from a Cardholder's alleged failure to cancel or use the reservation.

ID#: 010410-010410-0024869

No-Show Transaction - U.S. Region

A Transaction resulting from a Cardholder's alleged failure to cancel or use the reservation completed by either a:

- Lodging Merchant participating in the Visa Reservation Service
- Car Rental Company participating in the Visa Reservation Service

ID#: 010410-010410-0024870

Non-Authenticated Security Transaction

An Electronic Commerce Transaction that uses data encryption for security but is not authenticated using an Authentication Method.

ID#: 010410-010410-0024871

Non-Confidential Enhanced Merchant-Level Data - U.S. Region

Merchant-related data provided through Visa to an Issuer in connection with a Commercial Visa Product, comprising only the following data elements:

- Merchant name
- Merchant street address
- Merchant city, state, and ZIP code
- Merchant telephone number

ID#: 010410-010410-0024872

Non-member - Canada Region

An entity that is not eligible to be a customer of Visa.

ID#: 010410-010410-0024874

Non-member Identification - Canada Region

The name or Trade Name alone or in combination with the Corporate logo or Mark of a Non-member.

ID#: 010410-010410-0024875

Non-Member Licensee - U.S. Region

An entity that:

- Is licensed to participate in the Visa or Visa Electron Program in a country outside of the United States and is not a Member of Visa
- Has the privileges and obligations of Interchange in the Visa or Visa Electron Program, as applicable

ID#: 010410-010410-0024876

Non-Participation Message

A message to a Verified by Visa Merchant indicating that the Issuer or Cardholder, represented by either the Issuer BIN or the Account Number, does not participate in 3-D Secure.

ID#: 150413-010410-0024878

Non-Registered Country

A country for which Visa has not given written permission for an Acquirer to accept International Airline Transactions.

ID#: 010410-010410-0024879

Non-Reloadable Card

A Visa Prepaid Card that is funded with monetary value only once.

ID#: 081010-010410-0024880

Non-Secure Transaction

An Electronic Commerce Transaction that has no data protection.

ID#: 010410-010410-0024881

Non-Settled Advice

A text message available to Members that specifies the count and amount of Clearing Records processed in Domestic Interchange.

ID#: 010410-010410-0024882

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:

- Provide the designated level of utility promised to the Cardholder
- Contain the physical elements and data components required to complete a Transaction

ID#: 150413-010410-0024883

Non-Visa Debit Transaction - U.S. 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 PIN-Debit Network.

ID#: 010410-010410-0024885

Non-Visa-Owned Marks

The Marks used in conjunction with a program sponsored by Visa, but owned by a third party.

ID#: 010410-010410-0024884

Nonfulfillment Message

A response to a Retrieval Request indicating that the Acquirer will not provide a copy through an electronic document transfer method.

ID#: 010410-010410-0024886

Notification

Written notice delivered by mail, courier, facsimile, hand, e-mail, or other electronic delivery method. Notification is effective when posted, sent, or transmitted by Visa to the Member or its Agent.

ID#: 160312-150211-0024887

Numeric ID

Any identifier, other than a BIN, assigned by Visa to a Visa Member, VisaNet 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.

ID#: 111011-080911-0026475

O

Offline Authorization

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.

ID#: 010410-010410-0024898

Offline Data Authentication - Canada Region

Any Authentication as specified in the Chip Specifications, including Combined Data Authentication, Dynamic Data Authentication, and Static Data Authentication.

ID#: 010410-010410-0024900

Offline PIN Verification

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.

ID#: 010410-010410-0024902

Olympic Marks

The Marks of the Olympic games when used in conjunction with the Visa, Visa Electron, or Visa TravelMoney Program.

ID#: 010410-010410-0024906

On-Us Transaction (Updated)

Effective through 14 October 2013, a Transaction where the Issuer and the Acquirer are the same Member.

Effective 15 October 2013, a Transaction where an individual Member, represented by one Visa Business ID (BID):

- Holds an issuing license and has issued the Visa Card used in the Transaction
- Holds an acquiring license and acquired the corresponding Merchant volume

ID#: 151013-010410-0024907

Online

A method of requesting an Authorization through a communications network other than voice.

ID#: 010410-010410-0024910

Online Address - U.S. Region

The electronic sales location (domain name) of a Merchant that conducts the sale of goods or services over the Internet or other network (e.g., <http://www.merchantname.com>).

ID#: 010410-010410-0024911

Online Card Authentication Cryptogram

A cryptogram generated by a Chip Card during a Transaction and used to validate the authenticity of the Card.

ID#: 050411-010410-0024912

Online Check Card Transaction - U.S. Region

Effective through 30 June 2015, a Transaction completed through the use of a Visa Check Card II that is a single-message-acquired, full-financial Transaction.

ID#: 111011-010410-0024913

Online Financial Processing

A process that combines Authorization, Clearing, and Settlement into a single Online Financial Transaction.

ID#: 010410-010410-0024914

Online Financial Transaction

A Transaction that is authorized, cleared, and settled in a single online message.

ID#: 010410-010410-0024915

Online Gambling Merchant

An Electronic Commerce Merchant that provides any form of gambling services over the Internet or other networks. Gambling services include, but are not limited to, the following:

- Betting
- Lotteries
- Casino-style games
- Funding an account established by the Merchant on behalf of the Cardholder
- Purchase of value for proprietary payment mechanisms, such as electronic gaming chips

ID#: 010410-010410-0024916

Online Gambling Transaction

An Electronic Commerce Transaction representing the purchase of any form of gambling services over the Internet or other networks. Gambling services include, but are not limited to, the following:

- Betting
- Lotteries
- Casino-style games
- Funding an account established by the Merchant on behalf of the Cardholder
- Purchase of value for proprietary payment mechanisms, such as electronic gaming chips

ID#: 010410-010410-0024917

Online PIN Verification

A process used to verify the Cardholder's identity by sending an encrypted PIN value to the Issuer or the Issuer's agent for validation in an Authorization Request.

ID#: 010410-010410-0024918

Open File Delivery - U.S. Region

A component of the Direct Exchange network that allows Visa and endpoints to exchange data files through a single connection to VisaNet. Applicable file types include BASE II, Automated Clearing House, Single Message System reports, and raw data files.

ID#: 010410-010410-0024920

Operating Certificate (New)

Effective 15 October 2013, a report that a Member sends to Visa at a set pre-determined time, detailing its Visa Card and Merchant statistics.

ID#: 151013-151013-0027826

Operating Expense Recovery (Updated)

A component of the Global Compromised Account Recovery 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.

ID#: 151013-150512-0026064

Operator Assistance Service - U.S. Region

An Authorization service provided by Visa or its agent to a Merchant or its Authorizing Processor.

ID#: 010410-010410-0024922

Order Form - U.S. Region

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
- E-mail or other electronic record that meets the requirements of applicable laws or regulations

ID#: 150413-010410-0024923

Original Adjustment - U.S. Region

One of the following:

- 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.
- **Effective through 30 June 2015**, an Online Check Card Transaction completed and submitted through Interchange without an Authorization because the connection between the Merchant and its Authorizing Processor was inoperable.

ID#: 150413-010410-0024924

Original Credit Transaction

A Transaction initiated by a Member either directly, or on behalf of its Merchants, that results in a credit to a Visa Account Number for a purpose other than refunding a Visa purchase, as specified in the *Original Credits Member Requirements*.

ID#: 151012-010410-0024925

Originating Member

An Issuer or Acquirer that initiates an Original Credit Transaction, including a Money Transfer Original Credit Transaction, as specified in *Original Credits Member Requirements* or the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 150413-010410-0024926

Outbound Telemarketing - U.S. Region

Merchant-initiated contact with a Cardholder via a telephone call or a mailing (other than a catalog) that instructs the Cardholder to call the Merchant. These solicitations include, but are not limited to, discount buying clubs, discount travel clubs, membership clubs, credit card protection/registration services, cosmetics, health care products, and vitamins. This definition also includes "up sell" Merchants. These Merchants often solicit Cardholders when they contact call centers to purchase products of other direct marketing Merchants or to request customer service assistance.

ID#: 010410-010410-0024927

P

PAReq

The "Payer Authentication Request" message type, as specified in the applicable Verified by Visa Implementation Guide. See "Authentication Request."

ID#: 150413-150312-0026812

PARes

The "Payer Authentication Response" message type, as specified in the applicable Verified by Visa Implementation Guide. See "Authentication Response."

ID#: 150413-150312-0026813

Partial Amount Indicator - U.S. Region

A VisaNet code used in a Chargeback or Representation Record to indicate either:

- The Chargeback amount is less than the Transaction amount
- The Representation amount is less than the Chargeback amount

(Previously known as Special Chargeback Indicator.)

ID#: 010410-010410-0024928

Partial Authorization

An Authorization for an amount less than the amount requested by a Merchant for a Transaction on a Visa Card.

ID#: 010410-010410-0024929

Participant-Type Member

A Member of Visa characterized as one of the following:

- Credit Participant, as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, Section 2.04(h)
- Debit Participant, as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, Section 2.04(i)
- Cash Disbursement Participant, as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, Section 2.04(j)
- Participant, as defined in the applicable Certificate of Incorporation and Bylaws

ID#: 111011-010410-0024930

Partner Bank

A Visa Multinational Program participant that partners with the Lead Bank in the 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.

ID#: 160312-141010-0026029

Passcode

A code entered by the Cardholder into a Mobile Payment Device to authenticate the Cardholder.

ID#: 150413-080312-0026790

Passenger Transport Service Category - U.S. Region

A Transaction category that provides customized services and procedures for Airlines, passenger railway Merchants, or their agents.

ID#: 010410-010410-0024932

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#: 010410-010410-0024933

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#: 010410-010410-0024934

Payment Card Industry Forensic Investigator (PFI)

An individual or entity approved by the Payment Card Industry Security Standards Council (PCI SSC) to respond in the event of a security incident and perform forensic investigations.

ID#: 151012-210411-0026276

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#: 151012-200509-0024935

Payment Service Provider

An entity that contracts with an Acquirer to provide payment services to a Sponsored Merchant.

ID#: 151012-010711-0026428

Payment Service Provider Agreement

A Merchant Agreement between a Payment Service Provider and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer's Visa Program.

ID#: 151012-010711-0026430

Peak Time - U.S. Region

The period of time, designated by a Car Rental Company, during which a Cardholder may use their Card to reserve a car that will be guaranteed under the Visa Reservation Service. The Peak Time may include any of the following:

- Legal holidays, including 3-day weekends
- Resort rentals during seasons best suited for the resort's activities
- Special events that draw attendees from outside the local area, such as the Olympics, the Super Bowl, or Mardi Gras

ID#: 010410-010410-0024937

Performance Threshold Interchange Reimbursement Fee Program - Visa Consumer Credit - U.S. 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#: 010410-010410-0024938

Performance Threshold Interchange Reimbursement Fee Transaction - U.S. Region

A consumer Visa credit Card Transaction that originates at a Merchant Outlet that qualifies for a Performance Threshold Interchange Reimbursement Program.

ID#: 150413-010410-0024940

Permanent Establishment

A fixed place of business through which an Electronic Commerce or Mail/Phone Order Merchant conducts its business, regardless of Website or server locations.

ID#: 010410-010410-0024941

Personal Identification Number - U.S. Region

See PIN.

ID#: 010410-010410-0024943

Physically Secure Device - U.S. Region

A device with negligible probability of being successfully penetrated to disclose all or part of any cryptographic key or PIN.

ID#: 010410-010410-0024944

Pickup Response

An Authorization Response where the Transaction is declined and confiscation of the Card is requested.

ID#: 010410-010410-0024945

PIN

A personal identification numeric code that identifies a Cardholder in an Authorization Request.

ID#: 010410-010410-0024948

PIN Management Requirements Documents (Updated)

A suite of PIN security documents that includes:

- *PCI PIN Transaction Security (PTS) - PIN Security Requirements*
- *PCI PIN Transaction Security (PTS) - Point of Interaction (POI) Modular Security Requirements*

ID#: 151013-130912-0027348

PIN Verification

A procedure used to verify Cardholder identity when a PIN is used in an Authorization Request.

ID#: 010410-010410-0024951

PIN Verification Field

A field encoded on the Magnetic Stripe or Chip of a Visa or Visa Electron Card comprising a PIN Verification Value, calculated with an algorithm using portions of the Account Number and PIN, and a one-digit key indicator.

ID#: 010410-010410-0024952

PIN Verification Service

A service that Visa provides for the verification of Cardholder PINs transmitted with Authorization Requests.

ID#: 010410-010410-0024953

PIN Verification Value

A 4-digit value used in PIN verification.

ID#: 010410-010410-0024954

PIN Verification Value File

A VisaNet file of Account Numbers and PIN Verification Values maintained at a VisaNet Interchange Center at an Issuer's option for use as part of the PIN Verification Service.

ID#: 010410-010410-0024955

PIN-Authenticated Visa Debit Transaction – U.S. Region

A PIN-authenticated Transaction completed with a Visa Debit Card or a Visa Business Check Card at the point-of-sale.

ID#: 150413-140412-0026511

PIN-Debit Network - U.S. Region

A non-Visa debit network that typically authenticates transactions by use of a PIN that is not generally known as, marketed as, or enabled as a competitive general-purpose card program, or other prohibited payment program, either directly or through a joint acceptance agreement.

ID#: 010410-010410-0024946

PIN-Preferring Chip Card

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).

ID#: 081010-010410-0024947

Plus ATM

An ATM that displays the Plus Symbol and not the Visa Brand Mark.

ID#: 010410-010410-0024956

Plus ATM - U.S. Region

An ATM that displays the Plus Symbol.

ID#: 050411-010410-0024957

Plus Card - U.S. Region

A card that bears the Plus Symbol.

ID#: 050411-010410-0024958

Plus Design

See Diamond Design.

ID#: 010410-010410-0024959

Plus Logo - U.S. Region

See Plus Symbol.

ID#: 010410-010410-0024961

Plus Logotype

The Plus Wordmark depicted in stylized lettering.

ID#: 010410-010410-0024960

Plus Program

A program through which a Plus participant provides ATM services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.

ID#: 010410-010410-0024962

Plus Program - U.S. Region

A program through which a Plus Program Participant provides ATM services to cardholders, as specified in the *Plus System, Inc. Bylaws and Operating Regulations*.

ID#: 010410-010410-0024963

Plus Program Marks

The Marks used in connection with the Plus Program, including the Diamond Design, Plus Symbol, Plus Logotype, Plus Wordmark, Plus Symbol-Contained, and Plus Symbol-Uncontained, as specified in the *Visa Product Brand Standards*.

ID#: 150413-010410-0024964

Plus Program Participant

An entity participating in the Plus Program, as specified in the *Visa International Certificate of Incorporation and Bylaws*, Section 2.09.

ID#: 010410-010410-0024965

Plus Symbol

A Mark consisting of the Diamond Design combined with the Plus Logotype denoting ATM access only. One of the Visa-Owned Marks. The Plus Symbol:

- Must be used as specified in the *Visa Product Brand Standards*
- May be used as either the:
 - Plus Symbol-Contained
 - Plus Symbol-Uncontained

ID#: 150413-010410-0024966

Plus Symbol - Contained - U.S. Region

A Plus Symbol enclosed in a rectangular field and outline box.

ID#: 010410-010410-0024967

Plus Symbol - Uncontained - U.S. Region

A Plus Symbol that is free-standing and not enclosed in a rectangular field and outline box.

ID#: 010410-010410-0024968

Plus System Symbol - U.S. Region

A Visa-Owned ATM Acceptance Mark consisting of the Plus Design combined with the Plus Wordmark denoting ATM access only.

ID#: 010410-010410-0024971

Plus System Wordmark - U.S. Region

See Plus Wordmark.

ID#: 010410-010410-0024972

Plus System, Inc.

A subsidiary of Visa U.S.A. Inc. sublicensed to administer the Plus Program in the United States and certain other countries, in accordance with the affiliation agreements between that entity and Visa.

ID#: 010410-010410-0024969

Plus Wordmark

A Visa-Owned Mark consisting of the word "Plus" with the initial letter capitalized.

ID#: 010410-010410-0024973

Point-of-Sale Balance Inquiry (Updated)

A Cardholder request for their Visa Prepaid Card account balance that is initiated at the Point-of-Transaction and processed as a separate, non-financial transaction.

ID#: 151013-010410-0025553

Point-of-Sale Balance Inquiry Service

A service that uses the Visa System to provide a Point-of-Sale Balance Inquiry.

ID#: 010410-010410-0024989

Point-of-Sale Balance Return

An Authorization Response in which an Issuer of Visa Prepaid Cards provides the remaining balance for participating Merchants to print on the Transaction Receipt.

ID#: 081010-010100-0025554

Point-of-Sale Balance Return Service

A service that uses the Visa System to provide a Point-of-Sale Balance Return.

ID#: 010410-010100-0025552

Point-of-Transaction

The physical location where a Merchant or Acquirer (in a Face-to-Face Environment) or an Unattended Cardholder-Activated Terminal (in an Unattended Environment) completes a Transaction Receipt.

ID#: 151012-010410-0024974

Point-of-Transaction - U.S. Region

One of the following:

- In a Face-to-Face Environment, the physical location at which a Merchant or Acquirer completes a Transaction Receipt
- In a Card-Present Environment, where an individual representing the Merchant or Acquirer is not present, the physical location at which a Cardholder completes an Unattended Transaction
- At an Online Address, the checkout page(s) of a Merchant's Website at which a Cardholder completes a Transaction

ID#: 151012-010410-0024975

Point-of-Transaction Capability

The capability of a Merchant, Acquirer, or Unattended Cardholder-Activated Terminal to obtain an Authorization and process Transaction Receipt data. The *Visa International Operating Regulations* refer to these Point-of-Transaction Capability types:

- Authorization-Only Capability
- Data Capture-Only Capability
- Electronic Capability
- Manual Capability
- Semi-Electronic Capability

ID#: 151012-010410-0024976

Point-of-Transaction Terminal

A device used at the Point-of-Transaction that has a corresponding Point-of-Transaction Capability. The *Visa International Operating Regulations* refer to the following types of Point-of-Transaction Terminals:

- ATM
- Chip-Reading Device
- Magnetic-Stripe Terminal
- Unattended Cardholder-Activated Terminal

ID#: 151012-010410-0024978

Point-of-Transaction Terminal - U.S. Region

A device used at the Point-of-Transaction that has a corresponding Point-of-Transaction Capability. The U.S. Regional Operating Regulations refer to the following types of Point-of-Transaction Terminals:

- Account-Number-Verifying Terminal
- ATM
- Automated Dispensing Machine
- Chip-Reading Device
- Contactless Payment Terminal
- Magnetic-Stripe Terminal
- Unattended Cardholder-Activated Terminal

ID#: 151012-010410-0024979

Point-to-Point File Service - U.S. Region

A service that enables Open File Delivery endpoints to transfer batch files to other Open File Delivery endpoints through Direct Exchange.

ID#: 010410-010410-0024980

Points - U.S. Region

A value awarded to a participating Cardholder's rewards account as part of the Visa Extras Program.

ID#: 010410-010410-0024981

Portfolio Sale

Sale of programs, in whole or part, from one organization to another where the selling organization and purchasing organization each maintains their respective charters.

ID#: 111011-010100-0025532

POS - Canada Region

A Point-of-Transaction Terminal that excludes ATMs.

ID#: 010410-010410-0024988

POS Entry Mode

A VisaNet field indicating the method used to obtain and transmit the Cardholder information necessary to complete a Transaction, .e.g., manual key entry, Magnetic-Stripe-read, or Chip-read.

ID#: 150413-010410-0024990

Post-Issuance Application Change

A method that enables an Issuer to modify or block an application already residing on a Chip.

ID#: 010410-010410-0024985

Post-Issuance Application Load

A method that enables an Issuer to add an application or service to the contents of a Chip without reissuing a Card.

ID#: 010410-010410-0024986

Post-Issuance Updates

A method that enables an Issuer to update information stored in a Chip without reissuing the Card. There are 2 types of Post-Issuance Updates:

- Post-Issuance Application Change
- Post-Issuance Application Load

ID#: 010410-010410-0024987

Preauthorized Health Care Transaction - U.S. Region

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.

ID#: 010410-010410-0024991

Preauthorized Payment Cancellation Service

A service that enables Visa Card Issuers to stop payment on Preauthorized Transactions.

ID#: 160312-100211-0026230

Preauthorized Payment Cancellation Service Guides

A suite of guides that includes:

- *Preauthorized Payment Cancellation Service - Issuer Host System Implementation Guide*
- *Preauthorized Payment Cancellation Service - Issuer Quick Reference Guide*

ID#: 151012-151012-0027252

Preauthorized Transaction

A Transaction for which a Cardholder has given advance permission to periodically charge his or her account. Preauthorized Transactions include, but are not limited to, Recurring Transactions, Installment Billing Transactions, and Preauthorized Health Care Transactions.

ID#: 160312-100211-0026231

Prepaid Account

An account established by an Issuer, with previously deposited, authorized, or transferred funds, which is decreased by purchase Transactions, Cash Disbursements, or account fees.

ID#: 010410-010410-0024994

Prepaid Issuer Risk Program - U.S. Region

A program that increases an Issuer's accountability for controlling its Agent relationships that support Visa Prepaid Card Issuer programs and enhances control mechanisms to mitigate risk to the Visa system.

ID#: 081010-010410-0024997

Prepaid Partner

A Merchant, Member, or Third Party agent (excluding cobranded partners, Approved Manufacturers and Card Personalizers) that has a contract with a Visa Acquirer to sell, activate and/or perform Load Transaction processing for Visa Prepaid Cards.

ID#: 010410-010410-0024998

Prepaid Partner Agreement

A contract between a Visa Prepaid Card Issuer and a Member, Merchant or Third Party agent (excluding co-branded partners, Approved Manufacturers and Card Personalizers) containing respective rights, duties and obligations for the sale, activation and/or Load Transaction processing of Visa Prepaid Cards.

ID#: 010410-010410-0024999

Presentment

A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Chargeback (a Representment).

ID#: 010410-010410-0025001

Prestigious Property - U.S. Region

A Lodging Merchant that is permitted to use the Status Check Procedure.

ID#: 010410-010410-0025002

Primary Account Number (PAN) - U.S. Region

See Account Number.

ID#: 010410-010410-0025003

Primary Mark

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.

ID#: 010410-010410-0025004

Principal-Type Member

A Member of Visa characterized as one of the following:

- Principal Member, as defined in the applicable Certificate of Incorporation and Bylaws
- Acquirer Member, as defined in the applicable Certificate of Incorporation and Bylaws
- Administrative Member, as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, Section 2.04(c)
- Debit Interchange Member, as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Article II, Section 2.04(g)
- Group Member, as defined in the applicable Certificate of Incorporation and Bylaws
- Merchant Acquirer Member, as defined in the applicable Certificate of Incorporation and Bylaws
- Cash Disbursement Member, as defined in the applicable Certificate of Incorporation and Bylaws

ID#: 111011-010410-0025005

Priority Check-out Agreement - U.S. Region

A written agreement that, when bearing a Cardholder's signature, authorizes a Lodging or Cruise Line Merchant participating in the Priority Check-out Service to deposit a Transaction Receipt without the Cardholder's signature for the total amount of their obligation.

ID#: 010410-010410-0025008

Priority Check-out Service - U.S. Region

A Visa service provided by Lodging and Cruise Line Merchants, that allows a Cardholder to authorize the use of their Card for payment of the total obligation to the Lodging or Cruise Line Merchant, with or without prior knowledge of the total amount, by signing a completed Priority Check-out Agreement.

ID#: 010410-010410-0025010

Priority Check-out Transaction

A Transaction that a Lodging Merchant, Hotel or Cruise Line participating in the Priority Check-out Service completes, resulting from completion of a Priority Check-out Agreement.

ID#: 160312-010410-0025011

Priority Check-out Transaction - U.S. Region

A Transaction that a Lodging or Cruise Line Merchant participating in the Priority Check-out Service completes.

ID#: 010410-010410-0025012

Private Agreement

A bilateral agreement between Members, or the operating regulations of a Group Member, pertaining to Authorization or Clearing and Settlement of Domestic Transactions.

ID#: 010410-010410-0025013

Private Arrangement - U.S. Region

An agreement where Authorization Requests or Transactions involving two different Members are not processed through VisaNet. Private Arrangements are prohibited.

ID#: 010410-010410-0025014

Private Keys

The private or "secret" key paired with a Public Key in a Public Key cryptographic system that is used to decrypt data which was encrypted by its corresponding Public Key or encrypt data which can only be decrypted by its corresponding Public Key.

ID#: 151011-010410-0025015

Private Label Card

A merchant's proprietary card that is accepted only at its own locations, or a multi-use non-Visa-branded Card.

ID#: 111011-010410-0025016

Private Processing Arrangement — AP Region

An agreement where Transactions involving two different Members are not authorized and cleared through VisaNet.

ID#: 160312-010411-0026203

Processing Date (Updated)

The date (based on Greenwich Mean Time) on which the Member submitted, and Visa accepted, Interchange data. Equivalents to the Processing Date are:

- In BASE II, the central processing date
- 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)
- If cleared under a Private Agreement, the date on which a Member processes outgoing Interchange
- Endorsement date, if the Interchange data was accepted by Visa on the same date on which it was first submitted by the Acquirer

ID#: 151013-010410-0025017

Product Name

A name for goods or services offered by a Member to a Cardholder, e.g., Visa Platinum.

ID#: 010410-010410-0025018

Product Replacement Center

A facility that issues Emergency Card Replacements to an Eligible Cardholder at the request of Visa Global Customer Care Services.

ID#: 081010-010410-0025019

Proprietary Card

A Card that does not bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier but may bear a Plus Symbol.

ID#: 010410-010410-0025020

Proximity Payment

A payment performed in a Card-Present Environment over a Visa-approved wireless interface at the Point-of-Transaction. This includes payments made with contactless devices, mobile telephones, and micro tags.

ID#: 010410-010410-0025021

Proximity Payment - U.S. Region

A form of Visa payment conducted in the Card-Present Environment at the Point-of-Transaction through a Visa-approved wireless interface such as radio frequency or infrared technology, as specified in the *Visa International Operating Regulations*. For programs in the U.S. Region, see Contactless Payment - U.S. Region.

ID#: 010410-010410-0025022

Proximity Payment Device

A payment tool using a Visa-approved wireless interface to access a Visa account that:

- Has distinct branding, issuance, and technical requirements
- Provides the ability to conduct a Proximity Payment Transaction
- Includes contactless devices, mobile telephones, and micro tags

ID#: 111011-010410-0025023

Proximity Payment Transaction

A Transaction conducted over a Visa-approved wireless interface.

ID#: 010410-010410-0025024

Proximity Payment Transaction - U.S. Region

A Transaction completed at a Point-of-Transaction Terminal through a Visa-approved wireless interface, as specified in the *Visa International Operating Regulations*. For programs in the U.S. Region, see Contactless Payment Transactions.

ID#: 160312-010410-0025025

Proximity Payment-Only Terminal

A terminal that accepts only Proximity Payment Devices.

ID#: 151012-131011-0026669

PSP

See Payment Service Provider.

ID#: 151012-010711-0026429

Public Keys

The non-secret portion of the cryptographic method used for verification during a Transaction.

ID#: 010410-010410-0025028

Q

Qualifying CAMS Event (Updated)

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:

- Payment Card Industry Data Security Standard (PCI DSS)
- PIN Management Requirements Documents
- *Visa PIN Security Program Guide*

ID#: 151013-150512-0026065

Qualifying Purchase - U.S. Region

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, optionally, exclude the following Transactions from qualifying:

- Balance transfers
- Convenience checks
- Cash Disbursements
- Finance charges
- Quasi-Cash Transactions
- Any Transaction unauthorized by the Cardholder

ID#: 010410-010410-0025031

Quarterly Operating Certificate (Updated)

Effective through 14 October 2013, a report that each Member sends to Visa in a set pre-determined time, detailing its Visa Card and Merchant statistics.

ID#: 151013-010410-0025032

Quasi-Cash Transaction

A Transaction representing a Merchant's or Member's sale of items that are directly convertible to cash, such as:

- Gaming chips
- Money orders
- Deposits
- Wire Transfers
- Travelers cheques
- Visa TravelMoney Cards
- Foreign Currency
- Additional Transaction approved by Visa

ID#: 010410-010410-0025033

R

Real-Time Clearing

An optional program for Acquirers and Merchants that allows an Automated Fuel Dispenser Merchant to send an Authorization request (preauthorization) for an estimated Transaction amount (up to a maximum Transaction amount of US \$500 or local currency equivalent) through the Single Message System. Upon completion of the Transaction, the Automated Fuel Dispenser Merchant must send the actual Transaction amount (Completion Message) to the Issuer within X of the preauthorization request.

ID#: 111011-010410-0025034

Real-Time Clearing Transaction

An Automated Fuel Dispenser Transaction that is authorized and cleared through Real-Time Clearing.

ID#: 010410-010410-0025035

Reason Code - U.S. Region

A VisaNet code that provides additional information to the Receiving Member regarding a Chargeback, Representment, Fee Collection, Funds Disbursement, or Transaction Receipt Request.

ID#: 010410-010410-0025036

Recalled BIN

The status of a BIN released back to Visa, indicating its eligibility for deletion from VisaNet based on the effective recall date.

ID#: 111011-080911-0026476

Receipt Date (Updated)

The date on which a Member processes incoming Interchange. Commonly used for the calculation of second Chargeback and Representment time limits by the Receiving Member.

ID#: 151013-010410-0025037

Receiving Member

A Member receiving a Transaction through Interchange.

ID#: 010410-010410-0025038

Recipient Member

An Issuer that receives an Original Credit Transaction, including a Money Transfer Original Credit Transaction, as specified in *Original Credits Member Requirements* or the *Visa Personal Payments Money Transfer - Global Implementation Guide*.

ID#: 150413-010410-0025039

Recurring Services Merchant

A Merchant that provides services of an ongoing nature to a Visa Cardholder (e.g., club membership, magazine subscription) and completes Recurring Transactions to bill the Cardholder for these services.

ID#: 010410-010410-0025040

Recurring Transaction

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.

ID#: 010410-010410-0025041

Recurring Transaction - U.S. Region

A Transaction for which a Visa Cardholder provides permission, in either written or electronic format, to a Merchant to periodically charge their Account Number for recurring goods or services. These may include payment of recurring charges, such as insurance premiums, subscriptions, Internet service provider monthly fees, membership fees, tuition, or utility charges.

ID#: 010410-010410-0025042

Reference Card

An item containing relevant account information, such as an Account Number, expiration date, etc., that is provided to a Virtual Account Holder.

ID#: 010410-010410-0025043

Referral Response

An Authorization Response where the Merchant or Acquirer is instructed to contact the Issuer for further instructions before completing the Transaction.

ID#: 010410-010410-0025046

Referral/Activity Default Response - U.S. Region

An Issuer-specified Approval or Decline Response generated by BASE I under certain conditions, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0025044

Region of Domicile

The Visa Region where a Member has its principal place of business.

ID#: 010410-010410-0025056

Regional Board (Updated)

Effective through 14 October 2013, one of the Visa Regional Boards of Directors, as specified in the *Visa International Certificate of Incorporation and Bylaws*. There are 2 Regional Boards:

- Visa Canada Board
- Visa U.S.A. Board

ID#: 151013-010410-0025048

Regional Card Recovery File

A regional electronic version of the Card Recovery Bulletin that is distributed via the V.I.P. System to countries that receive a National Card Recovery Bulletin.

ID#: 010410-010410-0025049

Regional Office (Updated)

Effective through 14 October 2013, the head office of a Visa Inc. region, located as follows:

- Asia-Pacific Region: Tokyo, Japan
- Canada Region (Visa Canada Corporation): Toronto, Canada
- CEMEA Region: London, England

- Latin America and Caribbean Region: Miami, FL, U.S.A.
- U.S.A. Region (Visa U.S.A. Inc.): Foster City, CA, U.S.A.

ID#: 151013-010410-0025054

Regional Operating Regulations

The operating regulations of a Visa Region.

ID#: 010410-010410-0025055

Reimbursement Attribute - U.S. Region

A VisaNet code designating the Interchange Reimbursement Fee applicable to a Transaction.

ID#: 010410-010410-0025057

Reimbursement Fee - U.S. Region

See Interchange Reimbursement Fee - U.S. Region.

ID#: 010410-010410-0025058

Reloadable Card

A Visa Prepaid Card that may be funded more than once.

ID#: 081010-010410-0025059

Representation

A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Chargeback.

ID#: 010410-010410-0025063

Research Service - U.S. Region

A VisaNet service that provides research into historical V.I.P. System transactions upon Member request.

ID#: 010410-010410-0025065

Response - U.S. Region

See Authorization Response.

ID#: 010410-010410-0025066

Retail Merchant

A Merchant that is not one of the following:

- Mail/Phone Order Merchant
- Recurring Services Merchant
- T&E Merchant

ID#: 010410-010410-0025068

Retail Transaction

A Transaction at a Retail Merchant outlet.

ID#: 010410-010410-0025069

Retrieval Request

An Issuer's request for a Transaction Receipt, which could include the original, a paper copy or facsimile, or an electronic version thereof.

ID#: 010410-010410-0025070

Returned Item

A financial or non-financial item that BASE II or the Single Message System returns to the sending Member.

ID#: 160312-100211-0026232

Reversal

A BASE II or Online Financial Transaction used to negate or cancel a transaction that has been sent through Interchange in error.

ID#: 010410-010410-0025072

Rewards Currency - U.S. Region

A reward denomination defined by an Issuer consisting of either air miles, points, or discounts offered in connection with a Visa Traditional Rewards Card.

ID#: 010410-010410-0025073

Rewards Product Identification Number

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.

ID#: 050411-141209-0025587

Risk Identification Service (RIS) Online - U.S. Region

A Merchant and Member level fraud monitoring program that identifies Merchants and Members with unusual levels of Fraud Activity and utilizes Visa Online to manage the delivery of program Notifications and remediation information.

ID#: 010410-010410-0025075

S

Strategic Bankruptcy Solutions Documents (Updated)

A suite of documents that includes:

- *Bankruptcy Information Service User's Manual*
- *File Proof User's Manual*

ID#: 151013-151012-0027253

Sample Card Design

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.

ID#: 081010-010410-0025077

Scrip

A 2-part paper receipt that is redeemable at a Merchant Outlet for goods, services, or cash.

ID#: 010410-010410-0025079

Secure Electronic Commerce Rate

An Interregional Interchange Reimbursement Fee paid for a Secure Electronic Commerce Transaction.

ID#: 010410-010410-0025083

Scrip Terminal - U.S. Region

An Unattended Cardholder-Activated Terminal that prints Scrip.

ID#: 151012-010410-0025080

Secure Electronic Commerce Transaction

An Electronic Commerce Transaction that has been authenticated using an Authentication Method.

ID#: 010410-010410-0025084

Secure Sockets Layer (SSL)

A protocol that uses Public Key encryption for the secure processing of Transactions over the Internet and other networks.

ID#: 010410-010410-0025086

Sending Member

A Member entering a Transaction into Interchange.

ID#: 010410-010410-0025092

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 (e.g., International Transactions, Domestic Transactions, restricted Card use), and defines requirements for processing a Transaction with the Card (e.g., Chip-enabled, Cardholder Verification, Online Authorization).

ID#: 081010-010410-0025094

Service Fee - CEMEA Region (New)

Effective 8 June 2013, a fee assessed by a government agency (including a taxing authority) Merchant or Acquirer or its agent in Russia or Egypt, to a Cardholder using a Visa Card or Visa Electron Card for making a qualifying Government Payment (including tax payments).

ID#: 151013-080613-0027690

Service Fee - U.S. Region (Updated)

A fee assessed by a Government or Higher Education Merchant or its agent to a Cardholder using a Visa Card for payment of goods or services (including tax payments).

ID#: 151013-061112-0027490

Service Provider - Canada Region (New)

Effective 12 November 2013, a Third Party Agent or an entity that provides services in connection with payment acceptance services.

ID#: 151013-121113-0027723

Services Agreement

A license or contract between Visa Canada and an entity that has a contract or license, which allows the entity to participate in the Visa program or use the Visa-Owned Marks, including in accordance with the *Visa International Operating Regulations*.

ID#: 010410-010410-0025093

Settlement

The reporting and funds transfer of Settlement Amounts owed by one Member to another, or to Visa, as a result of Clearing.

ID#: 050411-010410-0025095

Settlement Amount

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.

ID#: 050411-010410-0025096

Settlement Bank

A bank, including a Correspondent or Intermediary Bank, that is both:

- Located in the country where a Member's Settlement Currency is the local currency
- Authorized to execute Settlement of Interchange on behalf of the Member or the Member's bank

ID#: 010410-010410-0025097

Settlement Currency

A currency that Visa uses to settle Interchange, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0025098

Settlement Date

The date on which Visa initiates the transfer of Settlement Amounts in the Settlement of Interchange. See Processing Date.

ID#: 010410-010410-0025099

Settlement Reporting Entity

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.

ID#: 160312-141010-0026049

Settlement Summary - U.S. Region

A report that provides a Clearing Processor's net Settlement position for BASE II and the Single Message System.

ID#: 010410-010410-0025100

SIGIS - U.S. Region

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.

ID#: 010410-010410-0025102

Signature-Authenticated - U.S. Region

A descriptor that refers to a Transaction completed in a Face-to-Face Environment where the Cardholder's identity has been verified by a signature, unless the Transaction is one of the following:

- A Visa Easy Payment Service Transaction
- Contactless Payment Transaction

ID#: 160312-010410-0025103

Single Merchant

An individual Merchant or Merchant Outlet, or group thereof, doing business under a common Trade Name or Mark.

ID#: 010410-010410-0025106

Single Message Service - U.S. Region

A VisaNet service that enables a Member to process Online Financial and Deferred Clearing Transactions through a single VisaNet interface.

ID#: 010410-010410-0025107

Single Message System

A component of the V.I.P. System that processes Online Financial and Deferred Clearing Transactions through a single VisaNet interface for purchases and ATM Transactions.

ID#: 010410-010410-0025108

Special Condition Indicator - U.S. Region

A VisaNet code used in the Clearing Record to specify that one or more unique conditions apply to the Transaction.

ID#: 010410-010410-0025117

Specialized Vehicle

A unique class of rental vehicle not in a Car Rental Company's main rental fleet (e.g., mini-vans, four-wheel-drive vehicles, selected sports models, luxury and vintage vehicles), that does not constitute more than 5% of the Merchant's total rental fleet.

ID#: 010410-010410-0025114

Specialized Vehicle Reservation Service

A service provided by Car Rental Companies in the U.S. Region, where a Cardholder may use a Visa Card to guarantee reservations for Specialized Vehicles.

ID#: 010410-010410-0025116

Sponsor

A Member that is responsible, in part or whole, for other Members of Visa, as specified in the applicable Certificate of Incorporation and Bylaws.

ID#: 111011-010410-0025120

Sponsored Merchant

A merchant that contracts with a Payment Service Provider to obtain payment services. A Merchant is considered a Sponsored Merchant for Transactions in which payment services are provided by a Payment Service Provider.

ID#: 151012-010410-0025119

Sponsorship Marks

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.

ID#: 050411-150411-0026242

Stand-In Processing (STIP)

The V.I.P. System component that provides Authorization services on behalf of an Issuer when the Positive Cardholder Authorization System is used or when the Issuer or its VisaNet Processor is unavailable.

ID#: 010410-010410-0025121

Stand-In Processing Account

An Issuer-supplied valid Account Number (established and activated in the Issuer's Authorization system) that is maintained at 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.

ID#: 081010-010410-0025122

Stand-In Processing Account Number - U.S. Region

An Issuer-supplied valid Account Number (established and activated in the Issuer's Authorization system) that is maintained at Visa Customer Care Services. This Account Number is embossed or printed, and encoded on an Emergency Card Replacement when the Issuer is not available to provide a new Account Number.

ID#: 081010-010410-0025123

Standard Floor Limit

A Floor Limit that varies by Merchant type, as specified in "Maximum Authorized Floor Limits."

ID#: 151012-010410-0025125

Standard Interchange Reimbursement Fee - U.S. Region

The Interchange Reimbursement Fee available to all Merchant service categories for any Transaction not eligible for any other Interchange Reimbursement Fee.

ID#: 010410-010410-0025126

Standard Rate

An Interchange Reimbursement Fee charged for any Transaction that does not meet the requirements of the Chip, Secure Electronic Commerce, Electronic Commerce Merchant, Interregional Airline, or Electronic Rate, and is not one of the following:

- Visa Commercial Card Transaction
- Visa Infinite Card Transaction

ID#: 010410-010410-0025127

Static Data Authentication – AP Region

A type of offline data Authentication where the terminal validates a cryptographic value placed on the Card during personalization. This validation protects against some types of counterfeit but does not protect against skimming.

ID#: 050411-060111-0026179

Static Data Authentication - Canada Region

An Authentication as specified in the Chip Specifications.

ID#: 010410-010410-0025128

Status Check Authorization

An Authorization Request for 1 currency unit.

ID#: 010410-010410-0025130

Status Check Procedure - U.S. Region

A procedure where a Lodging or Automated Fuel Dispenser Merchant requests an Authorization for US \$1, as specified in the U.S. Regional Operating Regulations.

ID#: 081010-010410-0025131

Strategic Bankruptcy Solutions - U.S. Region

A Visa service that:

- 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

ID#: 010410-010410-0025133

Substitute Transaction Receipt (Updated)

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.

ID#: 151013-010410-0025135

Summary of Interchange Entries

Data required to accompany Domestic Interchange processed under a Private Agreement.

ID#: 010410-010410-0025136

Supermarket Incentive Program - U.S. Region

A Visa program that permits certain supermarket Merchant Outlets to qualify for a reduced Interchange Reimbursement Fee.

ID#: 010410-010410-0025137

Supermarket Incentive Program Transaction - U.S. Region

A Transaction that:

- Originates at a Merchant Outlet participating in the Supermarket Incentive Program
- Is authorized and processed as specified in the U.S. Regional Operating Regulations

ID#: 010410-010410-0025138

Suspect Transaction - U.S. Region

A Transaction completed subsequent to the day that the Account Number was listed on the Exception File with a Pickup Response code of "07," "41," or "43," or reported as Fraud Activity.

ID#: 050411-010410-0025140

Surcharge - AP Region (Updated)

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.

ID#: 151013-180313-0027588

T

T&E

An abbreviation for Travel and Entertainment.

ID#: 010410-010410-0025141

T&E Advance Deposit Service - U.S. Region

A service that a Lodging Merchant, Cruise Line merchant, or Car Rental Company provides to a Cardholder, allowing use of a Visa Card to pay an advance deposit required to reserve accommodations or a vehicle.

ID#: 010410-010410-0025142

T&E Advance Deposit Transaction - U.S. Region

A Transaction that a Lodging Merchant, Cruise Line merchant, or Car Rental Company completes as a result of a Cardholder's agreement to use a Visa Card to pay for an advance deposit to reserve accommodations or a vehicle.

ID#: 010410-010410-0025143

T&E Document

A photocopy of all documents pertaining to a T&E Transaction originating from a Car Rental Company, Hotel, or Cruise Line, including the following as applicable:

- Transaction Receipt
- Car rental agreement
- Guest Folio (if created)
- Card Imprint (if obtained)
- Cardholder signature (if obtained)

ID#: 010410-010410-0025144

T&E Document - U.S. Region

A photocopy of all documents pertinent to a T&E Transaction, such as a Guest Folio or car rental agreement that:

- Evidences a Cardholder's participation in a lodging, cruise line, or car rental Transaction
- Contains a Card Imprint and signature, if either or both was obtained
- Is supplied in response to a Retrieval Request

ID#: 010410-010410-0025145

T&E Merchant

An Airline, Car Rental Company, Hotel, or Cruise Line whose primary function is to provide travel-related services. A travel agency (excluding one that is primarily engaged in the sale of transportation or travel-related arrangement services by Mail/Phone Order) is a T&E Merchant to the extent that it acts as the agent of an Airline, a Car Rental Company, a Cruise Line, or a Hotel.

ID#: 010410-010410-0025146

T&E Merchant - U.S. Region

A Merchant whose primary function is to provide travel-related services. The U.S. Regional Operating Regulations refer to the following types of T&E Merchant:

- Airline
- Passenger railway
- Car Rental Company
- Lodging Merchant
- Cruise Line Merchant
- Central Reservation Service
- Travel agency, only if it acts as an agent of an Airline, passenger railway, Car Rental Company, Lodging Merchant, or Cruise Line Merchant (excluding a travel agency that is primarily engaged in the sale of transportation or travel-related arrangement services by mail/phone order)

ID#: 010410-010410-0025147

T&E Services - U.S. Region

Travel-related services provided to Eligible Cardholders, including:

- Priority Check-out Service
- T&E Advance Deposit Service

- Visa Reservation Service

ID#: 010410-010410-0025148

T&E Transaction

A Transaction at a T&E Merchant Outlet.

ID#: 010410-010410-0025149

Tax Payment Merchant - U.S. Region (Updated)

A Government or Higher Education Merchant that is a government taxing authority or its designated agent, properly assigned Merchant Category Code 9311, "Tax Payments" and authorized to process Tax Payment Transactions.

ID#: 151013-061112-0027491

Tax Payment Transaction - U.S. Region (Updated)

A Visa Consumer Card or a Commercial Visa Product Transaction that represents a payment of eligible Federal, state, or local taxes to a Tax Payment Merchant. Tax Payment Transactions are limited to:

- Federal and state personal and small business income taxes
- Real estate/property taxes

ID#: 151013-010410-0025152

Telephone Service Transaction

A Transaction in which a Cardholder uses a Visa Card to purchase a telephone call.

ID#: 151012-010410-0025153

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
- Performing Transaction velocity checking

ID#: 010410-010410-0025154

Terminal Risk Management - U.S. Region

A process performed by a Chip-Reading Device to protect a Member from fraud by:

- Initiating Online Issuer Authorization for all Transactions
- Performing Transaction velocity checking

ID#: 010410-010410-0025155

Terminated Merchant File - U.S. Region

A file (currently known as "MATCH"), that identifies Merchants and principals of Merchants that Acquirers have terminated for specified reasons.

ID#: 111011-010410-0025159

Third Party Agent (Updated)

An entity, not defined as a VisaNet 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

ID#: 151013-010410-0025921

Timeshare Merchant

A Merchant that manages the sales, rentals, or other uses of condominiums, holiday homes, holiday clubs, or apartments known as "timeshares."

ID#: 010410-010410-0025167

Timeshare Transaction

A Transaction resulting in the sale, rental, or other uses of condominiums, holiday homes, holiday clubs, or apartments known as "timeshares."

ID#: 010410-010410-0025168

Tracing Data

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.

ID#: 010410-010410-0025170

Trade Dress

The physical appearance of a label, package, or display card.

ID#: 010410-010410-0025171

Trade Name

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.

ID#: 010410-010410-0025172

Trade Secret

Any formula, pattern, device, or compilation of information that is used in a business, and that provides an opportunity to obtain an advantage over competitors who do not know or use it.

ID#: 010410-010410-0025173

Trailing Chargeback Activity

Chargeback activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant.

ID#: 111011-010410-0025174

Transaction

The act between a Cardholder and a Merchant or an Acquirer that results in a Transaction Receipt, if applicable.

ID#: 111011-010410-0025175

Transaction Country

The Country where a Merchant Outlet is located, regardless of the Cardholder's location when a Transaction occurs. For Transactions completed aboard an aircraft or a Cruise Line vessel, the Transaction Country is where the Merchant deposits the Transaction Receipt.

ID#: 010410-010410-0025179

Transaction Currency

The currency in which a Transaction is originally completed.

ID#: 010410-010410-0025180

Transaction Date

The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs.

ID#: 010410-010410-0025181

Transaction Identifier

A unique value that Visa assigns 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.

ID#: 010410-010410-0025182

Transaction Information

Information necessary for processing Transactions, as specified in the Payment Card Industry Data Security Standard (PCI DSS).

ID#: 150413-010410-0025183

Transaction Receipt

An electronic or paper record of a Transaction (or a copy), generated at the Point-of-Transaction.

ID#: 050411-010410-0025184

Transaction Record

A paper record issued by, or in connection with, a Point-of-Transaction Terminal.

ID#: 010410-010410-0025187

Transaction Region

The Visa Region where a Merchant Outlet is located, regardless of the Cardholder's location when a Transaction occurs. For Transactions completed aboard an aircraft, the Transaction Region is where the Merchant deposits the Transaction Receipt.

ID#: 010410-010410-0025188

Travel Service Category - U.S. Region

An Interchange Reimbursement Fee category for Lodging, Cruise Line, and restaurant Merchants, Car Rental Companies, and travel agencies and tour operators identified by Merchant Category Code 4722.

ID#: 010410-010410-0025192

U

U.S. Covered Visa Debit Card - AP Region, LAC Region, and U.S. Region

A Visa Card issued in the U.S. Region or in a U.S. Territory that accesses a transaction, savings or other asset account, regardless of whether Cardholder Verification is based on signature, PIN or other means, including a general-use Visa Prepaid Card and Consumer Visa Deferred Debit Card, but solely to the extent any such Visa Card is a "debit card" as defined in Federal Reserve Board Regulation II, 12 CFR Part 235.

ID#: 151012-011011-0026512

U.S. Credit Card Surcharge - AP Region, LAC Region, and U.S. Region (Updated)

A fee assessed to a Cardholder by a Merchant in the U.S. Region or in a U.S. Territory that is added to a Visa Credit Card Transaction for the acceptance of a Visa Credit Card.

ID#: 151013-270113-0027533

U. S. Territory

One of the following:

- American Samoa
- Guam
- Commonwealth of the Northern Mariana Islands
- Puerto Rico
- U.S. Minor Outlying Islands
- U.S. Virgin Islands

ID#: 151013-210710-0026422

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#: 150413-010410-0025194

Unattended Cardholder-Activated Terminal

A Cardholder-operated device, managed by the Merchant, that reads, captures, and transmits Card information without an attendant physically present to validate the Cardholder signature or to assist in completing the Transaction. An Unattended Cardholder-Activated Terminal may dispense goods, provide services, or both.

ID#: 151012-151011-0025720

Unattended Environment (Updated)

An environment in which a Transaction is completed under all of the following conditions:

- Card is present
- Cardholder is present

- Cardholder completes the Transaction directly at an Unattended Cardholder-Activated Terminal
- Authorization, if required, is obtained electronically

ID#: 151013-010410-0025196

Unattended Transaction

A Transaction conducted at an Unattended Cardholder-Activated Terminal.

ID#: 151012-010100-0025721

Unauthorized Use

A Transaction that meets one of the following criteria:

- Is not processed on behalf of a Member
- Is processed on behalf of a Member by a VisaNet Processor not designated for processing activities
- Is processed on behalf of a Member but not within the scope of the Member's category or categories of membership
- Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa
- Is processed using a BIN that has not been designated by the BIN Licensee for that Member's use

ID#: 111011-010100-0025922

Unauthorized Use - U.S. Region

A Transaction that meets one of the following criteria:

- Is not processed on behalf of a Member
- Is processed on behalf of a Member by a VisaNet Processor not designated for processing activities
- Is processed on behalf of a Member but not within the scope of the Member's category of membership
- Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa
- Is processed using a BIN that has not been designated by the BIN Licensee for that Member's use

ID#: 010410-010410-0025197

Unload Transaction

A Transaction where monetary value is removed from a Reloadable Card and transferred to another account held by the same financial institution.

ID#: 010410-010410-0025198

Unrecognized Service Code

A Service Code that cannot be recognized by a Magnetic-Stripe Terminal or Chip-Reading Device.

ID#: 010410-010410-0025199

Up-Selling Merchant

A Merchant that offers a Cardholder goods and/or services online through the initial Merchant, but is not the initial Merchant, a subsidiary or affiliate of the initial Merchant with whom the Cardholder initiated the Transaction.

ID#: 151012-010611-0026395

Usage Code - U.S. Region

A VisaNet code that identifies the specific processing cycle of a Chargeback or Presentment.

ID#: 010410-010410-0025200

V

V Distribution Program

A program through which a Member provides payment services to V Distribution Program Distributors and V Distribution Program Cardholders by acting as a V Distribution Program Issuer, Acquirer, or both.

ID#: 010410-010410-0025419

V Distribution Program Card

An enhancement to a Visa Business or Visa Purchasing Card product, targeted to retailers, for payment of goods and services from a V Distribution Program Distributor.

ID#: 010410-010410-0025420

V Distribution Program Cardholder

A retailer to whom an Issuer has issued a V Distribution Program Card.

ID#: 010410-010410-0025421

V Distribution Program Distributor

A commercial entity that accepts the V Distribution Program Card as payment for goods and services.

ID#: 010410-010410-0025422

V Distribution Program Issuer

A Member that participates in the V Distribution Program and whose name appears on a V Distribution Program Card as the Issuer.

ID#: 010410-010410-0025423

V PAY Brand Mark

The Visa-Owned Mark used to represent the V PAY Product.

ID#: 010410-010410-0025424

V PAY Card

A Chip Card that bears the V PAY Brand Mark, enabling a V PAY Cardholder to obtain goods, services, or cash from a V PAY Merchant or Acquirer or ATM.

ID#: 010410-010410-0025425

V PAY Merchant

A Merchant that displays the V PAY Brand Mark.

ID#: 010410-010410-0025426

V PAY Product

An unembossed "Chip only" Card developed in Visa Europe.

ID#: 010410-010410-0025427

V PAY Transaction

A Chip-initiated Transaction completed with a V PAY Card at a V PAY Merchant or Acquirer.

ID#: 010410-010410-0025428

V.I.P. System

The processing component of the VisaNet Integrated Payment System comprised of BASE I and the Single Message System used for single message Authorization in connection with financial Transaction processing.

ID#: 010410-010410-0025201

V.I.P. System Endpoint Certification Program - U.S. Region

A certification program that provides protection to Visa Members and their VisaNet Processor endpoint systems from the risk of unpredictable processing from non-compliant code and helps ensure the integrity of the Visa payment system by requiring that all endpoints certify compliance with Visa specifications.

ID#: 010410-010410-0025203

V.I.P. System User

A VisaNet Processor that connects to the V.I.P. System through a terminal or computer device for Authorization and other services.

ID#: 010410-010410-0025204

V.me by Visa (Updated)

Where available, a Visa platform that enables a V.me by Visa Account Holder to store and manage accounts in a secure centralized location, make purchases with V.me by Visa Merchants, and use other forms of financial and non-financial services. V.me by Visa is an optional platform governed by the *Visa International Operating Regulations* and the V.me by Visa terms of service. V.me by Visa may support Visa and non-Visa products and services, as applicable in a Visa Region.

ID#: 151013-150412-0026984

V.me by Visa Account Holder

A user that has successfully enrolled in V.me by Visa. A V.me by Visa Account Holder may or may not be a Cardholder.

ID#: 150413-150412-0026986

V.me by Visa Mark

A Visa-Owned Mark that denotes V.me by Visa user enrollment and merchant checkout services.

ID#: 150413-150412-0026985

V.me by Visa Merchant

An entity that has successfully enrolled in V.me by Visa and is eligible to display the V.me by Visa Mark to indicate V.me by Visa acceptance. A V.me by Visa Merchant may or may not be a Merchant.

ID#: 150413-150412-0026987

VAB (Updated)

The reporting system used by Visa to notify Visa Europe Issuers of Visa Account Numbers that may have been compromised.

ID#: 151013-150512-0026036

VAB Event (Updated)

An Account Data Compromise Event where one VAB alert or multiple, related VAB alerts are sent notifying Issuers of Account Numbers involved in a potential compromise.

ID#: 151013-150512-0026037

Variance

Formal consent, granted by Visa, that permits a Member or Members to not comply with one or more specific rules in the *Visa International Operating Regulations* for an unspecified period of time. A Variance may include specific conditions, and may be repealed or modified at the discretion of Visa.

ID#: 160312-080312-0026497

Vehicle-Specific Fleet Card

A Visa Commercial Card with Fleet Service enhancement that is assigned to a specific vehicle.

ID#: 010410-010410-0025208

VERes

The "Verify Enrollment Response" message type, as specified in the applicable Verified by Visa Implementation Guide, that indicates whether the Card is enrolled in Verified by Visa and can be authenticated.

ID#: 150413-150312-0026814

Verified by Visa

A Visa-approved Authentication Method based on the 3-D Secure Specification.

ID#: 150413-010410-0025209

Verified by Visa Implementation Guide (Updated)

One of the following guides:

- *Verified by Visa Acquirer and Merchant Implementation Guide*
- *Verified by Visa Issuer Implementation Guide*

ID#: 151013-151012-0027314

Verified by Visa Mark

A Mark used in conjunction with Verified by Visa. One of the Visa-Owned Marks.

ID#: 150413-010410-0025210

Virtual Account

An account for which no Card is issued, established primarily for completing Electronic Commerce Transactions.

ID#: 010410-010410-0025211

Virtual Account Holder

An individual or commercial entity to whom a Virtual Account is issued or who is authorized to use a Virtual Account.

ID#: 010410-010410-0025212

Virtual Account Issuer

A Member that establishes a Virtual Account and enters into a contractual relationship with a Virtual Account Holder.

ID#: 010410-010410-0025213

VIS-Compliant

A Card application that complies with either:

- The requirements specified in the Visa Integrated Circuit Card Specification (VIS) and has been approved by Visa Approval Services
- The requirements specified in the EMV Common Payment Application Specifications (EMV) and has been personalized to a Common Core Definition-compliant profile and approved by EMVCo

ID#: 151012-010410-0025214

VIS-Compliant - U.S. Region

A Card application that complies with the requirements specified in the Visa Integrated Circuit Card Specification (VIS).

ID#: 150413-010410-0025215

Visa (Updated)

Visa International Service Association and all of its subsidiaries and affiliates, and subsidiaries and affiliates of Visa Inc., excluding Visa Europe. When used within the *Visa International Operating Regulations*, Visa refers to any Visa Inc. subsidiary, affiliate, regional office, management, or committee as applicable.

ID#: 151013-010410-0025217

Visa Access Token Program (Updated)

A Visa program that allows a Merchant to use Visa account information for the purpose of accessing a service, rather than as payment for that service.

ID#: 151013-140612-0027234

Visa Account Bulletin

See VAB.

ID#: 160312-150512-0026035

Visa Account Updater Documents

A suite of documents that includes:

- *Visa Account Updater - Implementation Guide*
- *Visa Account Updater - Terms of Use*
- *Visa Account Updater - User's Guide*

ID#: 151012-151012-0027255

Visa Account Updater

A service that enables an Issuer to provide updated Cardholder account information to a participating Acquirer.

ID#: 150413-100211-0026233

Visa Acquirer

A Member that signs a Visa Merchant or disburses currency or loads funds to a Visa Cardholder in a Cash Disbursement or Load Transaction, and directly or indirectly enters the resulting Transaction Receipt into Interchange.

ID#: 010410-010410-0025237

Visa Advanced Authorization

A real-time risk management tool that delivers risk data to Issuers in the Authorization Request to alert them to possible fraudulent activity on their Cardholder accounts.

ID#: 050411-010410-0024244

Visa Advanced ID Solutions - U.S. Region (Updated)

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).

ID#: 151013-010410-0025239

Visa Agro Card - LAC Region

A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with the agribusiness sector, as specified in "Visa Agro Card – LAC Region" and the *Visa Product Brand Standards*.

ID#: 151012-010100-0026526

Visa ATM

An ATM that displays the Visa Brand Mark or the Visa Flag Symbol, but not the Plus Symbol.

ID#: 010410-010410-0025241

Visa ATM Network - U.S. Region

A service offered by participating Members that allows a Cardholder to obtain currency or travelers cheques from an ATM displaying the Visa Flag Symbol or the Visa Brand Mark.

ID#: 010410-010410-0025242

Visa ATM Network Transaction - U.S. Region

See ATM Cash Disbursement.

ID#: 010410-010410-0025243

Visa Billing Statement - U.S. Region

A monthly report provided by Visa that details charges assessed to Members. Items appearing on this report will be collected using the Fee Collection transaction Reason Code 5010 (Global Member Billing Solution).

ID#: 010410-010410-0025244

Visa Brand Mark

A Visa-Owned Mark that represents the Visa organization and its product and service offerings. It must be used as specified in the *Visa International Operating Regulations* and the *Visa Product Brand Standards* and denotes acceptance for both Payment and Cash Disbursement.

ID#: 010410-010410-0025245

Visa Brand Mark with the Electron Identifier (Updated)

A Visa-Owned Mark consisting of the Visa Brand Mark and the name “Electron.”

ID#: 151013-010410-0025246

Visa Brand Name

A Visa-Owned Mark comprising the name “Visa.”

ID#: 010410-010410-0025247

Visa Business Card (Updated)

A Visa Card targeted to the small business market that is used to pay for employee business travel and general expenses, and is issued as specified in the *Visa International Operating Regulations* and the *Visa Product Brand Standards*.

A variance to this definition applies in the U.S. Region for Visa Business Check Cards participating in the U.S. Debt Repayment Program.

ID#: 151013-010410-0025248

Visa Business Cardholder

An employee of a small business to whom an Issuer has issued a Visa Business Card, including sole proprietors and self-employed individuals.

ID#: 010410-010410-0025249

Visa Business Check Card - U.S. Region

A Visa Business Card issued as a Visa Check Card.

ID#: 010410-010410-0025250

Visa Business Debit Card - Canada Region (Updated)

A Visa Card that accesses a business deposit account or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.

ID#: 151013-140612-0027282

Visa Business Electron Card (Updated)

A Visa Electron Card intended for the small business market and used to pay for employee business travel and general expenses.

ID#: 151013-010410-0025252

Visa Business Enhanced - U.S. Region

A Visa Business Card that is issued as specified in "Visa Business Enhanced Cards" and the *Visa Business Credit Cards Product and Implementation Guide - U.S. Region*.

ID#: 150413-151011-0026354

Visa Business Platinum Check Card - U.S. Region (Updated)

Effective through 10 April 2013, a Visa Business Check Card issued as Visa Platinum.

ID#: 151013-110413-0025253

Visa Business Platinum Credit Card - U.S. Region (Updated)

Effective through 10 April 2013, a Visa Business Card issued as Visa Platinum.

ID#: 151013-110413-0025254

Visa Buxx - U.S. Region

A Visa Prepaid Card designed for teenagers, with account ownership by a parent or guardian.

ID#: 050411-010410-0025255

Visa Canada

Visa Canada Corporation.

ID#: 010410-010410-0025257

Visa Card

A Card that bears the Visa Brand Mark as specified in the *Visa International Operating Regulations* and the *Visa Product Brand Standards*, 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.

ID#: 050411-010410-0025258

Visa Card - U.S. Region

A Magnetic Stripe and/or a Visa Contactless Card bearing the Visa Brand Mark, or a non-Card form Contactless Payment device bearing the Visa Brand Mark, that enables a Visa Cardholder to obtain goods, services, or cash from a Visa Merchant or an Acquirer. All Visa Cards must bear the Visa Brand Mark.

ID#: 160312-010410-0025259

Visa Card Program

A program through which a Member provides product payment services to Cardholders using Cards that bear the Visa Brand Mark.

ID#: 010410-010410-0025260

Visa Card Program - U.S. Region

See Visa Program.

ID#: 010410-010410-0025261

Visa Card Program Marks - U.S. Region

See Visa Program Marks.

ID#: 010410-010410-0025262

Visa Cargo Card - LAC Region

Commercial Visa Card targeted to carriers/shippers' service providers to pay for truck drivers' expenses related to the transportation business. A Visa Cargo Card is one of the following:

- Commercial Visa Prepaid Product
- Visa Business Electron Card

ID#: 050411-151110-0026071

Visa Cash-Back Service

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 U.S. Region, the service is accessed through one of the following:

- The use of a Visa Debit Card or Visa Business Check Card and processed as a PIN-Authenticated Visa Debit Transaction
- **Effective through 30 June 2015**, the use of a Visa Check Card II Card processed as a PIN-based Single Message Transaction

ID#: 150413-011010-0026046

Visa Cash Card

Effective through 31 December 2013, a Chip Card that holds monetary value and stores security keys. There are 3 types of Visa Cash Cards:

- Disposable Card
- Feature Reloadable Card
- Reloadable Card

ID#: 111011-010410-0025264

Visa Cash Program

Effective through 31 December 2013, a program through which a financial institution provides Visa Cash Card services to Cardholders or Merchants by acting as a Load Acquirer, Merchant Acquirer, Card Issuer, funds source, or some combination thereof.

ID#: 111011-010410-0025265

Visa Cash Program Participant

Effective through 31 December 2013, a financial institution that is one of the following:

- Load Acquirer
- Merchant Acquirer
- Card Issuer
- Funds source

ID#: 111011-010410-0025266

Visa Cash Symbol

Effective through 31 December 2013, a Mark created by combining the Visa Brand Name, Comet Design, and the word “Cash.” One of the Visa-Owned Marks.

ID#: 111011-010410-0025267

Visa Central Travel Account

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.

ID#: 151012-140711-0026400

Visa Charge Card - U.S. Region

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.

ID#: 160312-240211-0026358

Visa Check Card - U.S. Region

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.

ID#: 010410-010410-0025268

Visa Check Card II - U.S. Region

Effective through 30 June 2015, a Consumer Visa Check Card that accesses a deposit, investment, or other consumer asset account, including a fiduciary account.

ID#: 111011-010410-0025269

Visa Chip Services - U.S. Region

An optional suite of enrollment-based Chip services that support Members in the adoption of Chip technology.

ID#: 150413-120112-0026807

Visa Classic Card

A general-purpose Visa Card that is issued as specified in the *Visa International Operating Regulations* or the *Visa Product Brand Standards*.

ID#: 010410-010410-0025270

Visa Commercial - U.S. Region

A product identifier that, at the option of an Issuer, may be printed on the front of a Commercial Visa Product.

ID#: 010410-010410-0025271

Visa Commercial Card Product - U.S. Region

See Commercial Visa Product - U.S. Region.

ID#: 010410-010410-0025274

Visa Commercial Cards

A product family of Cards intended for business expense use that comprises the:

- Visa Business Card
- Visa Business Electron Card
- Visa Corporate Card
- Visa Purchasing Card

ID#: 010410-010410-0025272

Visa Commercial Solutions Data and Reporting Tools

Various optional data management, reporting, and analysis services provided to Issuers and their clients or Client Organizations in connection with their Commercial Visa Product Programs.

ID#: 160312-141010-0026021

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.

ID#: 150413-120112-0026799

Visa Consumer Card - U.S. Region

A Visa Card other than a Commercial Visa Product Card.

ID#: 010410-010410-0025276

Visa Consumer Credit Card - U.S. Region

A Visa Consumer Card including a Visa Charge Card, other than a Visa Debit Card, that may be issued as any of the following:

- Visa Traditional
- Visa Traditional Rewards
- Visa Signature
- Visa Signature Preferred

ID#: 160312-240211-0025277

Visa Contactless - U.S. Region

A Contactless Payment-enabled Visa Card or Visa Micro Tag issued in conjunction with, and as a companion to, a full-size Visa Card.

ID#: 010410-010410-0025278

Visa Contactless Payment Program - U.S. Region

A program through which participating Members issue Visa Cards with Contactless Payment capability or support Contactless Payment at a Point-of-Transaction Terminal.

ID#: 010410-010410-0025279

Visa Contactless Payment Service Specifications - AP Region

A suite of specifications that includes:

- *Visa Contactless Payment Service - Visa Asia Pacific Reader Interface Specification*
- *Visa Contactless Payment Service - Visa Asia Pacific Reader Specification*
- *Visa Contactless Payment Service - Visa Asia Pacific Terminal Specification*

ID#: 151012-151012-0027315

Visa Contactless Payment Specification

The specification for Visa contactless payments.

ID#: 151012-151012-0027316

Visa Corporate Card

A Visa Card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses, and is issued as specified in "Visa Commercial Corporate Products."

ID#: 010410-010410-0025280

Visa Corporate Cardholder

An employee of a mid-to-large-size company to whom an Issuer has issued a Visa Corporate Card.

ID#: 010410-010410-0025281

Visa Corporate Debit Card - LAC Region (Updated)

A commercial Visa debit card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses, and is issued as specified in "Visa Commercial Corporate Products."

ID#: 151013-140612-0027287

Visa Corporate Prepaid Card

A Visa Prepaid Card that draws from funds owned by a commercial or government entity in a Prepaid Account which is used primarily to pay for business travel and entertainment expenses and not for personal, family, or household purposes, and which is issued as specified in "Visa Prepaid Products."

ID#: 150413-141111-0026742

Visa Credit Acceptor – Canada Region

A Merchant that accepts Visa Credit Cards issued by Canadian Issuers.

ID#: 081010-160810-0025971

Visa Credit and Business Category - U.S. Region

A Card category that consists of the following:

- Consumer Card, other than a Visa Debit Card, issued by a U.S. Issuer
- Commercial Visa Product
- Visa Card issued by a non-U.S. Issuer

ID#: 010410-010410-0025283

Visa Credit Card (Updated)

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.

ID#: 151013-010410-0027534

Visa Credit Card - Canada Region

A Visa Card other than Visa Debit Category Card.

ID#: 151012-140612-0025972

Visa Credit Card Cost of Acceptance - AP Region, LAC Region, and U.S. Region (Updated)

In the U.S. Region or in a U.S. 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
- 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, www.visa.com.

ID#: 151013-270113-0027535

Visa Credit Card Product Cost of Acceptance - AP Region, LAC Region, and U.S. Region (Updated)

For a Merchant in the U.S. Region or in a U.S. 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 of a product type at the Merchant for the preceding one or 12 months, at the option of the Merchant.
- 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, www.visa.com

ID#: 151013-270113-0027536

Visa Credit Card Surcharge Cap - AP Region, LAC Region, and U.S. Region (Updated)

The average Merchant Discount Rate that a Merchant in the U.S. Region or in a U.S. Territory pays to its Acquirer for Visa Credit Card Transactions completed with a specific Visa product type. The average Merchant Discount Rate is either:

- Calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding 12 months
- 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

ID#: 151013-270113-0027537

Visa Customer Care Services - U.S. Region

A 24-hour-a-day, 7-day-a-week center that Visa maintains as part of the Global Customer Assistance Services program, where a Cardholder can obtain:

- Information and certain types of emergency assistance while traveling
- Emergency Cash Disbursements and Emergency Replacement Cards

ID#: 010410-010410-0025285

Visa Debit Acceptor - Canada Region

A Merchant that accepts Visa Debit Category Cards issued by Canadian Issuers.

ID#: 151012-140612-0025286

Visa Debit Card - Canada Region

A Visa Card that accesses a consumer deposit, savings or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.

ID#: 081010-010410-0025287

Visa Debit Card - U.S. Region

A Visa Consumer Card that accesses a deposit, investment, or other asset of a consumer, including a fiduciary account, but not including a Consumer Visa Deferred Debit Card. A Visa Debit Card includes the following:

- Visa Buxx
- Consumer Visa Check Card
- **Effective through 30 June 2015**, Visa Check Card II
- Visa Gift Card
- Visa Incentive Card
- Visa Payroll
- Visa Prepaid Card

ID#: 161111-010410-0025288

Visa Debit Category - Canada Region (Updated)

A category of debit Visa Cards issued by Canadian Issuers that consists of the following:

- Visa Debit Card
- Visa Business Debit Card

ID#: 151013-140612-0027281

Visa Debit Category - U.S. Region

A Card category that consists of the following:

- Visa Debit Card issued by a U.S. Issuer
- Visa Card issued by a non-U.S. Issuer

ID#: 010410-010410-0025289

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.

ID#: 151012-140612-0025290

Visa Debt Repayment Program Transaction - U.S. Region

A Visa Debit Card Transaction completed by a Visa Debit Category Limited Acceptance Merchant that is authorized and processed as specified in the *Visa International Operating Regulations*.

ID#: 010410-010410-0025291

Visa Distributed Processing Solution (VDPS)

See Visa Europe Authorization Service.

ID#: 230312-010410-0025292

Visa Easy Payment Service (VEPS)

A Visa Point-of-Transaction service that permits qualified Visa Easy Payment Service Merchants to process small value Transactions, as specified in the "Country Level Visa Easy Payment Service Transaction Limits" without requiring a Cardholder Verification Method or the issuance of a Transaction Receipt unless requested by the Cardholder in accordance with the procedures specified in the *Visa International Operating Regulations*.

ID#: 160312-161010-0025697

Visa Easy Payment Service (VEPS) Merchant

A Merchant Outlet that qualifies to participate in the Visa Easy Payment Service program on the basis of its assigned Merchant Category Code, as specified in "Visa Easy Payment Service (VEPS) Merchant Category Code Exclusions."

ID#: 160312-161010-0025696

Visa Electron Acquirer

A Member that both:

- Signs a Visa Electron Merchant or disburses currency to a Cardholder using a Visa Electron Card in a Manual Cash Disbursement
- Directly or indirectly enters the resulting Transaction Receipt into Interchange

ID#: 010410-010410-0025294

Visa Easy Payment Service (VEPS) Transaction

An electronically-read Transaction that is:

- Authorized
- Conducted in a Face-to-Face Environment^{1,2}
- Does not exceed the Transaction limits specified in “Visa Easy Payment Service Country-Level Transaction Limits”
- Initiated by a qualified Merchant as specified in “Visa Easy Payment Service (VEPS) Merchant Category Code Exclusions”

¹ A variance to this requirement applies in the AP Region. Domestic Proximity Payment Transactions conducted at Unattended Cardholder-Activated Terminals may qualify as Visa Easy Payment Service Transactions.

² A variance to this requirement applies in the U.S. Region. Transactions less than or equal to US \$15 conducted at Unattended Cardholder-Activated Terminals may qualify as Visa Easy Payment Transactions.

ID#: 150413-161010-0025698

Visa Electron Card (Updated)

A Card that bears the Visa Brand Mark with the Electron Identifier.

ID#: 151013-010410-0025295

Visa Electron Merchant (Updated)

A Merchant that:

- Displays the Visa POS graphic with the Electron Identifier or the Visa Brand Mark with the Electron Identifier
- 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

ID#: 151013-140813-0025299

Visa Electron 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 Electron Transaction and meets the minimum requirements for the Visa Electron Program.

ID#: 010410-010410-0025300

Visa Electron Program

A program through which a Member provides payment services to Visa Electron Merchants and Visa Electron Cardholders by acting as a Visa Electron Issuer, Visa Electron Acquirer, or both.

ID#: 010410-010410-0025301

Visa Electron Transaction

A Transaction completed with a Visa Electron Card.

ID#: 010410-010410-0025304

Visa Employee Benefit Card

A Visa Prepaid Card through which an Issuer enables employers and benefit administrators to provide employees with a Card that allows direct access to benefits such as qualified health care, dependent care, transit, fuel and meal expenses.

ID#: 081010-010410-0025307

Visa Europe

The company, Visa Europe Limited, registered in England and Wales with its registered address at One Sheldon Square, London W2 6TT with company number 5139966.

ID#: 010410-010410-0025310

Visa Europe Authorization Service

A scalable VisaNet system that delivers Online Authorization and financial processing services to Members.

ID#: 230312-010410-0025311

Visa Europe Territory (New)

A multinational geographic area under the jurisdiction of Visa Europe, as specified in “Visa Inc. Regions and Visa Europe Territory.”

ID#: 151013-120913-0027561

Visa Extras Program - U.S. Region

A Points-based loyalty program that enables participating Cardholders to earn Points toward rewards consisting of goods or services based on eligible Visa purchase Transactions.

ID#: 010410-010410-0025312

Visa FeatureSelect - U.S. Region

An optional service that allows U.S. Issuers to automate the customization, management, and servicing of core and Issuer-registered optional Card enhancements for all Visa and non-Visa products .

ID#: 160312-141209-0025586

Visa File Exchange Service - U.S. Region

A program through which Members and their qualified Agents exchange non-clearing and settlement files with Visa.

ID#: 010410-010410-0025314

Visa File Exchange Service Documents

A suite of documents that includes:

- *Visa File Exchange Service Product Description*
- *Visa File Exchange Service Implementation Guide*

ID#: 150413-151012-0027317

Visa Flag Symbol - U.S. Region

A Visa-Owned Mark consisting of the Bands Design with the Visa Logotype centered in the middle band. A Visa Card must not bear the Visa Flag Symbol.

ID#: 160312-010410-0025316

Visa Fleet Card - U.S. Region

A Visa Purchasing Card used only for the purchase of fuel and vehicle maintenance services.

ID#: 010410-010410-0025317

Visa Fleet Service - U.S. Region

An enhancement to Visa Purchasing that provides company vehicle fleet managers with information to track vehicle fuel and maintenance expenses.

ID#: 010410-010410-0025318

Visa Fleet Service Merchant - U.S. Region

A Merchant whose primary business is providing fuel or vehicle maintenance services. A Visa Fleet Service Merchant is identified by the following Merchant Category Codes: 4468, 4582, 5511, 5532, 5533, 5541, 5542, 5599, 7531, 7534, 7535, 7538, 7542, 7549, and 7699.

ID#: 010410-010410-0025319

Visa Flexible Spending Account (FSA) - U.S. Region

A Visa Prepaid Card program administered by an employer, in accordance with the 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.

ID#: 010410-010410-0025320

Visa Gift Card

A Visa Prepaid Card, designed for consumer gift giving.

ID#: 081010-010410-0025321

Visa Global ATM Network

The network through which an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.

ID#: 010410-010410-0025322

Visa Global ATM Program

A program where an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.

ID#: 010410-010410-0025323

Visa Global Customer Assistance Services Program

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#: 081010-010410-0024678

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#: 081010-010410-0025343

Visa Gold Card

A premium Visa Card that both:

- Offers core and optional services as specified in *Visa International Operating Regulations*
- Is issued as specified in the *Visa Product Brand Standards*

(Regional variations may be found in the applicable Regional Operating Regulations.)

ID#: 010410-010410-0025324

Visa Gold Card Product Standards - AP Region and CEMEA Region (New)

One of the following documents:

- *Visa Gold Card Product Standards - AP Region*
- *Visa Gold Card Product Standards - CEMEA Region*

ID#: 151013-090513-0027583

Visa Health Reimbursement Arrangement (HRA) - U.S. Region

An employer-funded Visa Prepaid Card program that reimburses employees, in accordance with the IRS regulations, for qualified out-of-pocket medical expenses not covered by the employer's health care plan.

ID#: 150413-010410-0025325

Visa Health Savings Account (HSA) - U.S. Region

A Visa Prepaid Card program operated in accordance with the IRS regulations that enables participants of a qualified high-deductible health plan (HDHP) to access funds contributed by an employee, employer, or both, for qualified out-of-pocket health care expenses.

ID#: 010410-010410-0025326

Visa Healthcare Auto-Substantiation Transactions Documents

A suite of documents that includes:

- *Visa Healthcare Auto-Substantiation Transaction Consolidated Technical Requirements*
- *Visa Healthcare Auto-Substantiation Transaction Retrieval of SIGIS Receipt Detail Implementation Guide*
- *Visa Healthcare Auto-Substantiation Transaction Service Description and Implementation Guide*

ID#: 150413-151012-0027318

Visa Hotel and Cruise Line Services

Services that a Hotel or Cruise Line may provide to Cardholders, including:

- Advance Deposit Service
- Hotel Reservation Service
- Priority Check-out Service

- Cash Disbursement

ID#: 010410-010410-0025327

Visa ICS Prescreen Service - U.S. 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#: 151012-010410-0025000

Visa Inc.

A Delaware stock corporation.

ID#: 010410-010410-0025328

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#: 081010-010410-0025329

Visa Incentive Network - U.S. Region (Updated)

Effective through 31 December 2013, a program that allows targeted rewards such as discounts or sweepstakes to be made available to select Visa Cardholders.

ID#: 151013-010410-0025330

Visa Infinite Business Card - Canada Region

A Visa Card targeted to small business market that has attributes exceeding that of a Visa Business Card.

ID#: 050411-011109-0025630

Visa Infinite Card

A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.

ID#: 010410-010410-0025331

Visa Infinite Card Product Standards - AP Region and CEMEA Region (New)

One of the following documents:

- *Visa Infinite Card Product Standards - AP Region*
- *Visa Infinite Card Product Standards - CEMEA Region*

ID#: 151013-090513-0027586

Visa Infinite Exclusive Privileges

A Merchant-partner program with exclusive offers for Visa Infinite Cardholders.

ID#: 010410-010410-0025332

Visa Infinite Preferred Card – AP Region

A Visa Card that is issued in accordance with the requirements specified in "Visa Infinite Preferred Card in Singapore – AP Region."

ID#: 150413-041111-0026544

Visa Infinite Privilege Business Card - Canada Region (New)

Effective 1 November 2013, a Visa Card targeted to the high affluent small business segment that has attributes exceeding those of a Visa Infinite Business Card.

ID#: 151013-240513-0027721

Visa Infinite Privilege Card - Canada Region (New)

Effective 1 November 2013, a Visa Card targeted to the high affluent consumer that has attributes exceeding those of a Visa Infinite Card.

ID#: 151013-240513-0027720

Visa Information Management

Optional services provided by Visa to Members and clients of Members to enhance reporting and data gathering.

ID#: 010410-010410-0025333

Visa Information Management Documents

A suite of documents that includes:

- *Visa Information Management Services Terms and Conditions*
- *Visa Information Management Services Terms of Use*
- *Visa Information Management User Management Guide*
- *Visa Information Management User's Guide*

ID#: 150413-151012-0027319

Visa Integrated Billing Statement

A monthly report provided by Visa that details charges assessed to Members. Items appearing on this report are collected using the Fee Collection Transaction reason code 5010 ("Visa Integrated Billing Statement").

ID#: 010410-010410-0025334

Visa Integrated Circuit Card Specification (VIS) (Updated)

Chip Card and terminal requirements for Visa Smart Payment programs that serve as companion specifications to the EMV Integrated Circuit Card Specifications (EMV).

ID#: 151013-010410-0027328

Visa IntelliLink Compliance Management

A web-based service designed to meet the Visa Commercial Card program management needs of Issuers and their Client Organizations. Visa IntelliLink Compliance Management provides information services such as:

- Analytics and investigative reporting
- Misuse detection
- Program compliance
- Regulatory compliance
- Spend management
- Administration

ID#: 160312-141010-0026022

Visa IntelliLink Compliance Management Documents

A suite of documents that includes:

- *Visa IntelliLink Compliance Management Terms of Use*
- *Visa IntelliLink Compliance Management User's Guide*

ID#: 150413-151012-0027320

Visa IntelliLink Spend Management

Visa IntelliLink Spend Management is an optional service provided to Members and their clients to access and manage commercial multi-program data, reports, statements, and expense management.

ID#: 050411-300909-0025614

Visa Interchange Directory

A directory containing contact information on Members and VisaNet Processors that Visa compiles and sends to all Members and VisaNet Processors.

ID#: 160312-010100-0026130

Visa International - U.S. Region

See Visa.

ID#: 010410-010410-0025341

Visa International Operating Regulations

A body of regulations that sets forth the requirements for Members operating Visa programs. The *Visa International Operating Regulations* contain:

- International regulations applicable to all Members
- AP Regional Operating Regulations applicable to Members operating in the Asia-Pacific Region, including clients of Visa Worldwide Private Ltd.
- Canada Regional Operating Regulations applicable to Members operating in the Canada Region
- CEMEA Regional Operating Regulations applicable to Members operating in the Central Europe, Middle East, and Africa Region
- LAC Regional Operating Regulations applicable to Members operating in the Latin America and Caribbean Region

- U.S. Regional Operating Regulations applicable to Members operating in the U.S. Region

ID#: 010410-010410-0025342

Visa International Prepaid Program Guidelines

One of the following guidelines:

- *Visa International Prepaid Program Guidelines with Additional Asia Pacific Guidelines*
- *Visa International Prepaid Program Guidelines with Additional Canada Guidelines*
- *Visa International Prepaid Program Guidelines with Additional Central Europe, Middle East, and Africa Guidelines*
- *Visa International Prepaid Program Guidelines with Additional Latin America Countries Guidelines*
- *Visa International Prepaid Program Guidelines with Additional United States Guidelines*

ID#: 150413-151012-0027321

Visa Internet Domain Name

A Visa-Owned Mark used to represent the Visa organization on the Internet or other networks. The *Visa International Operating Regulations* refer to 3 types of Visa Internet Domain Names:

- Internet Domain Name—Visa Simple
- Internet Domain Name beginning with the word “Visa”
- Internet Domain Name including the word “Visa”

ID#: 010410-010410-0025345

Visa Issuer

A Member that issues Visa Cards.

ID#: 010410-010410-0025346

Visa Large Purchase Advantage

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, and subject to the requirements specified in “Visa Large Purchase Advantage Issuer Requirements - U.S. Region” and “Visa Commercial Purchasing Products.”

ID#: 150413-010100-0027089

Visa Logotype - U.S. Region

The Visa Wordmark depicted in stylized lettering.

ID#: 010410-010410-0025347

Visa Loyalty Platform Services

Rewards and loyalty services available to Members to enhance their proprietary loyalty programs.

ID#: 160312-151010-0025867

Visa Meetings - U.S. Region

A Visa Purchasing Card used for purchases associated with business meetings and events.

ID#: 010410-010410-0025349

Visa Meetings Card

A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with business meetings and events, as specified in "Visa Meetings Card" and the *Visa Product Brand Standards*.

ID#: 010410-010410-0025350

Visa Merchant

A Merchant that displays the Visa Brand Mark and accepts all Visa Cards.

ID#: 010410-010410-0025352

Visa Merchant Direct Exchange (Updated)

A direct link between a Merchant and VisaNet for Authorization or Online Financial Transaction processing.

ID#: 151013-050612-0027068

Visa Merchant Direct Exchange Merchant (Updated)

A Merchant that directly enters Authorization Requests or Online Financial Transactions into the V.I.P. System.

ID#: 151013-050612-0027067

Visa Merchant Trace System – AP Region

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 a Merchant Category Code and country

ID#: 160312-010311-0026136

Visa Message Gateway Service - U.S. Region

A component of the Direct Exchange network that allows VisaNet endpoints to access authorization processing services. It operates as a switch for all payment transactions, routing traffic between all Visa payment processing participants.

ID#: 081010-010410-0025353

Visa Micro Tag - U.S. Region

A Visa Contactless-only payment device without a Magnetic Stripe issued as a companion to a corresponding full-size Visa Card in accordance with the provisions specified in the *Visa International Operating Regulations* and the *Visa Product Brand Standards*. Also see Visa Card - U.S. Region.

ID#: 151012-010410-0025354

Visa Mini Card

A miniaturized version of a Visa Card or Visa Electron Card that must:

- Provide the designated level of utility promised to the Cardholder
- Contain the physical elements and data components required to complete a Transaction

ID#: 010410-010410-0025355

Visa Mobile Gateway Specifications

A suite of documents that includes the following:

- *Visa Mobile Gateway Issuer Update Functional Specification*
- *Visa Mobile Gateway Issuer Update Protocol Specification*
- *Visa Mobile Gateway Secure Channel Functional Specification*

- *Visa Mobile Gateway Secure Channel Protocol Specification*

ID#: 150413-080312-0026819

Visa Mobile Payment Application

The payment application that resides in a Mobile Payment Device, as specified in the *Visa Mobile Contactless Payment Specification (VMCPS)*.

ID#: 150413-080312-0026786

Visa Mobile Prepaid - AP Region, CEMEA Region, and LAC Region (New)

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, as specified in the *Visa Mobile Prepaid Implementation Guide*.

ID#: 151013-151112-0027165

Visa Money Transfer Program - U.S. Region

A component of the overall Original Credit program that supports a person-to-person funds transfer service for Visa Cardholders or other consumers resulting in a credit to the recipient Cardholder's Visa account, as specified in the *Visa Personal Payments Money Transfer - Global Implementation Guide*. See also Money Transfer Original Credit Program.

ID#: 150413-150210-0025691

Visa Multinational Program

A Visa program that supports the delivery of Visa commercial solutions to Multinational Companies.

ID#: 160312-141010-0026030

Visa Online (Updated)

A password-protected Website that provides Members, VisaNet Processors, and other authorized users with access to Visa information.

ID#: 151013-010410-0025360

Visa Payables Automation

An optional electronic payment solution that enables Issuers to automate their accounts payable processes using Visa Commercial Cards and one of the Visa Commercial Solutions Data and Reporting Tools.

ID#: 151012-010100-0026535

Visa Payables Automation Guides

A suite of guides that includes:

- *Visa Payables Automation Implementation Guide*
- *Visa Payables Automation Web Services Implementation Guide*

ID#: 151012-151012-0027323

Visa 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 and meets the minimum requirements of the Visa Program.

ID#: 010410-010410-0025361

Visa Payment Controls (Updated)

An optional Visa service that allows Cardholders to monitor and control Card use by authorizing Issuers to selectively block certain types of Visa Consumer Credit Card or Visa Commercial credit Transactions, processed through VisaNet, based on the list of available control criteria (e.g., Merchant Category Code, dollar amount, location etc.), as specified in the Visa Payment Controls Documents.

ID#: 151013-200412-0027235

Visa Payment Controls Documents (Updated)

A suite of documents that includes:

- *Visa Payment Controls Service Description*
- *Visa Payment Controls Web Services Implementation Guide*
- *Visa Payment Controls White Label Implementation Guide*

ID#: 151013-151012-0027324

Visa Payroll

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.

ID#: 081010-010410-0025363

Visa Payroll Card Documents

A suite of documents that includes:

- *Visa Payroll Card Member Implementation Guide*
- *Visa Payroll Card Service Description*

ID#: 150413-151012-0027325

Visa payWave Application (New)

Effective 23 April 2013, a Visa application contained on a Chip that enables a Visa Contactless Payment Specification compliant Contactless Payment Transaction to be performed.

ID#: 151013-230413-0027792

Visa payWave Application - U.S. Region (Updated)

Effective through 22 April 2013, a Visa application contained on a contactless Chip that enables a Contactless Payment Transaction to be performed, as specified in the Visa Contactless Payment Specification.

ID#: 151013-220413-0026758

Visa PIN Debit Gateway Service - U.S. Region

A Visa processing service that switches non-Visa, PIN-based, or qualified non-PIN-based bill payment debit transactions to debit networks for authorization, clearing, settlement, and exception item processing, which may include chargebacks, representations, and other non-financial and financial transactions as defined by the operational rules of the applicable network.

ID#: 081010-010410-0025364

Visa Platinum

A Card product that has attributes equal to or exceeding those of a Visa Gold Card.

ID#: 010410-010410-0025366

Visa Platinum Business Card - LAC Region (New)

Effective 15 April 2013, a Visa Business Card that has attributes equal or exceeding those of a Visa Platinum Card and that is targeted to small businesses.

ID#: 151013-150413-0027674

Visa Platinum Card Product Standards - AP Region and CEMEA Region (New)

One of the following documents:

- *Visa Platinum Card Product Standards - AP Region*
- *Visa Platinum Card Product Standards - CEMEA Region*

ID#: 151013-090513-0027584

Visa Point-of-Sale Solutions Program (Updated)

An optional Visa program for Acquirers that enables direct delivery through VisaNet of value-added services to the Point-of-Transaction at participating Merchants. The Visa Point-of-Sale Solutions Program is only available to qualifying Merchants of participating Acquirers and through a validated, participating Visa Point-of-Sale Solutions Program payment technology provider.

ID#: 151013-010412-0026996

Visa Integrated Redemption - U.S. Region (Updated)

An optional service offered by Visa to a U.S. Acquirer which it may offer to its Merchants, allowing the redemption of offers from the Visa offers program or from participating third-party offer programs by enrolled Cardholders at the Point-of-Transaction.

ID#: 151013-100113-0027564

Visa POS Solutions Program Guides (Updated)

A suite of guides that includes:

- *Visa POS Solutions Program Client Implementation Guide*
- *Visa POS Solutions Program Acquirer Merchant Activation Guide*

ID#: 151013-140912-0027385

Visa Premier Card

A premium Visa Card that both:

- Offers core and optional services as specified in the *Visa International Operating Regulations*
- Is issued as specified in the *Visa Product Brand Standards*

(Regional variations may be found in the applicable Regional Operating Regulations.)

ID#: 010410-010410-0025370

Visa Premium Corporate Card - LAC Region (New)

Effective 15 May 2013, 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, and issued as specified in "Visa Premium Corporate Cards Issuance Requirements – LAC Region."

ID#: 151013-150513-0027754

Visa Prepaid Business Card - U.S. Region

A Visa Business Card used to access funds in a Prepaid Account.

ID#: 010410-010410-0025371

Visa Prepaid Card

A Visa Card used to access funds in a Visa Prepaid Account or a Card where monetary value is stored on a Chip.

ID#: 081010-010410-0024996

Visa Prepaid Card Transaction

The act between a Cardholder using a Visa Prepaid Card and a Merchant or an Acquirer resulting in a Transaction Receipt.

ID#: 081010-010100-0025555

Visa Prepaid Purchasing Card - U.S. Region

A Visa Purchasing Card used to access funds in a Prepaid Account.

ID#: 010410-010410-0025375

Visa Product (Updated)

Any Visa Card, Visa Electron Card, component, or secure feature that relates to Card production, manufacture, personalization, or fulfillment managed under the Approved Vendor Program.

ID#: 151013-010410-0025527

Visa Program

A program through which a Member provides payment services to Visa Cardholders or Merchants by acting as an Issuer, an Acquirer, or both.

ID#: 010410-010410-0025377

Visa Program - Canada Region

The aggregation of the individual Visa Card programs operated by Visa Members using the Visa-Owned Marks.

ID#: 010410-010410-0025378

Visa Program Marks

The Marks used in connection with the Visa Program.

ID#: 010410-010410-0025379

Visa Purchasing Card

A Visa Card issued to commercial entities (public and private) that is used for commercial purchases and is issued as specified in "Visa Commercial Purchasing Products."

ID#: 010410-010410-0025380

Visa Purchasing Cardholder

An employee of a public or private commercial entity to whom an Issuer has issued a Visa Purchasing Card.

ID#: 010410-010410-0025381

Visa Purchasing Large Ticket Interchange Reimbursement Fee - U.S. Region

An Interchange Reimbursement Fee paid to or received by a Member for a Visa Purchasing Large Ticket Transaction processed as specified in "Visa Purchasing Large Ticket IRF."

ID#: 010410-010410-0025382

Visa Purchasing Large Ticket Transaction - U.S. Region

A Transaction completed with a Visa Purchasing Card that meets the large ticket transaction requirements specified in "Visa Purchasing Large Ticket IRF."

ID#: 010410-010410-0025383

Visa ReadyLink - U.S. Region

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, as defined in the *Visa ReadyLink Service Description and Implementation Guidelines* at a Prepaid Partner.

ID#: 050411-010410-0025384

Visa ReadyLink Transaction - U.S. Region

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, as defined in the *Visa ReadyLink Service Description and Implementation Guidelines* that has been designated for participation in Visa ReadyLink.

ID#: 080411-010410-0025385

Visa Region (Updated)

A national or multinational geographic area, as specified in "Visa Inc. Regions and Visa Europe Territory." There are 5 Visa Inc. Regions:

- Asia-Pacific (AP) Region
- Canada (CAN) Region
- Central and Eastern Europe, Middle East and Africa (CEMEA) Region
- Latin America and Caribbean (LAC) Region
- United States of America (U.S.) Region

Effective through 14 October 2013, Visa Canada and Visa U.S.A. are under the jurisdiction of a Regional Board.

ID#: 151013-010410-0025386

Visa Reservation Service

Visa services provided by either a:

- Lodging Merchant to guarantee accommodations
- Car Rental Company to guarantee a Specialized Vehicle or Peak-Time reservation

ID#: 010410-010410-0025387

Visa Resolve Online

An online Visa service for the retrieval and transmission of dispute resolution information and documentation.

ID#: 050411-010410-0025388

Visa Rewards Product – AP Region and CEMEA Region (Updated)

A Visa Card that is issued in accordance with the requirements specified in *Visa Rewards Card Product Guide – AP and CEMEA Regions*.

ID#: 151013-131212-0027244

Visa Risk Manager

An optional suite of subscription-based risk management products designed to help Issuers optimize loss prevention and maximize profitability through intelligent risk-management decisioning.

ID#: 150413-010410-0025389

Visa Salary

See Visa Payroll.

ID#: 081010-010100-0025714

Visa SavingsEdge – U.S. Region

A U.S. Region program offered by Visa to eligible Visa Business Cardholders of Visa Business Issuers that enables enrolled Cardholders to receive discounts in the form of statement credits for qualifying purchases specified in the *Visa SavingsEdge Service Description – U.S. Region* made at participating Merchants.

ID#: 151012-150711-0026272

Visa Settlement Bank

A bank where Visa maintains its Settlement accounts and performs funds transfer for Settlement.

ID#: 010410-010410-0025391

Visa Signature - U.S. Region

A Visa Card that is issued in accordance with the requirements specified in “Visa Signature Cards.”

ID#: 010410-010410-0025392

Visa Signature Business - AP Region

A Visa Card that is issued in accordance with the requirements specified in "Visa Signature Business Cards."

ID#: 160312-010111-0026123

Visa Signature Business - U.S. Region

A Visa Business Card that is issued as specified in “Visa Signature Business Cards” and the *Visa Business Credit Cards Product and Implementation Guide - U.S. Region*.

ID#: 150413-010410-0025393

Visa Signature Card

A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.

ID#: 010410-010410-0025394

Visa Signature Card Product Standards - AP Region and CEMEA Region (New)

One of the following documents:

- *Visa Signature Card Product Standards – AP Region*
- *Visa Signature Card Product Standards – CEMEA Region*

ID#: 151013-090513-0027585

Visa Signature Preferred - U.S. Region

A Visa Card that is issued in accordance with the requirements specified in “Visa Signature Preferred Cards - U.S. Region.”

ID#: 010410-010410-0025396

Visa Smart Payment

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.

ID#: 150413-010410-0025397

Visa Surcharge Cap - AP Region, LAC Region, and U.S. Region (Updated)

For a Merchant in the U.S. Region or a U.S. 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.

ID#: 151013-270113-0027538

Visa Traditional - U.S. Region

A Visa Consumer Credit Card excluding Visa Signature and Visa Signature Preferred.

ID#: 010410-010410-0025399

Visa Traditional Rewards Card - U.S. Region

A consumer credit product that enables Cardholders, based on their qualifying purchases, to earn units of a rewards currency consisting of either:

- Points that are redeemable for cash, cash-equivalent rewards (i.e., gift certificate, gift card, or statement credit), or any other reward option permitted upon prior approval by Visa
- Air miles that are redeemable for air travel

ID#: 010410-010410-0025400

Visa Transaction Alerts Service

An optional Visa service that enables Cardholder notification of Transactions occurring on their Cards or accounts.

ID#: 111011-130510-0025728

Visa Transaction Information - Canada Region

Any information or data regarding a Transaction that is contained on the Transaction Receipt.

ID#: 010410-010410-0025401

Visa Transaction Information - U.S. Region

Any Transaction information or data that is contained in either the VisaNet:

- Authorization message
- Clearing Record

ID#: 010410-010410-0025402

Visa Transit Card

A Visa Prepaid Card designated for use at transit Merchants. A Visa Transit Card may be provided by an employer to an employee to access tax-advantaged transit benefits or sold directly to consumers.

ID#: 081010-010410-0025403

Visa TravelMoney Wordmark

A Visa licensed Brand Mark meeting the specifications set out in the *Visa Product Brand Standards*.

ID#: 010410-010410-0025410

Visa U.S. Common Debit Application Identifier - U.S. Region (New)

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.

ID#: 151013-250413-0027582

Visa U.S. Regulation II Certification Program - AP Region, LAC Region, and U.S. Region (Updated)

A certification program that enables an Issuer in the U.S. Region or in a U.S. Territory to certify the status of its consumer debit, commercial debit, and prepaid portfolios in alignment with U.S. Federal Reserve Board Regulation II, 12 CFR Part 235.

The program also enables an Issuer in the U.S. Region or in a U.S. Territory to notify Visa of its compliance with the final fraud-prevention standards of the U.S. Federal Reserve Board Regulation II, 12 CFR Part 235.

ID#: 151013-080312-0026999

Visa U.S.A.

Visa U.S.A. Inc.

ID#: 010410-010410-0025412

Visa Utility Interchange Reimbursement Fee Program - U.S. Region

A Visa program that permits Acquirers to qualify for the Utility Program Interchange Reimbursement Fee for a Consumer Card, or a Visa Business (including Visa Business Enhanced and Visa Signature Business) Transaction completed at a utility Merchant assigned Merchant Category Code 4900, "Utilities - Electric, Gas, Water, and Sanitary," as specified in "Visa Utility Program Interchange Reimbursement Fee Qualification - U.S. Region."

ID#: 151012-010410-0025413

Visa Wordmark

A Visa-Owned Mark consisting of the word "Visa." See Visa Brand Name.

ID#: 010410-010410-0025415

Visa Worldwide Pte. Ltd.

The organization operating the Visa Network in the AP Region.

ID#: 010410-010410-0025416

Visa-Owned Marks (Updated)

All Trademarks owned by Visa.

ID#: 151013-010410-0025216

Visa/Plus ATM

An ATM that:

- Displays the Visa Brand Mark and the Plus Symbol
- May also display the Visa Brand Mark with the Electron Identifier

ID#: 010410-010410-0025368

VisaNet

The systems and services, including the V.I.P. System, Visa Europe Authorization Service, and BASE II, through which Visa delivers Online Financial Processing, Authorization, Clearing, and Settlement services to Members, as applicable.

ID#: 230312-010410-0025218

VisaNet Copy Request and Fulfillment Service

An automated process for transmitting Copy Requests, Retrieval Requests, and Fulfillments and monitoring the integrity and quality of the service through Visa Resolve Online.

ID#: 010410-010410-0025225

VisaNet Copy Request and Fulfillment Service Fees

Service-related fees that include, but are not limited to:

- Transaction fees
- Fulfillment incentive fees

ID#: 010410-010410-0025226

VisaNet Integrated Payment System - U.S. Region

See V.I.P. System.

ID#: 010410-010410-0025228

VisaNet Interchange Center

A Visa Inc. or a Visa Europe facility that operates the VisaNet data processing systems and support networks.

ID#: 010410-010410-0025229

VisaNet Manuals

A suite of documents that includes:

- *BASE II Clearing Data Codes*
- *BASE II Clearing Edit Package Messages*
- *BASE II Clearing Edit Package Operations Guide*
- *BASE II Clearing Edit Package Reports*
- *BASE II Clearing Edit Package Run Control Options Quick Reference*
- *BASE II Clearing Interchange Formats, TC 01 to TC 48*
- *BASE II Clearing Interchange Formats, TC 50 to TC 92*
- *BASE II Clearing PC Edit Package for Windows User's Guide*
- *BASE II Clearing Reports*
- *BASE II Clearing Services*
- *BASE II Clearing System Overview*
- *BASE II Clearing VML Developer Handbook*
- *BASE II Clearing VML Formats*
- *BASE II Transactions Quick-Reference Card*
- *V.I.P. System BASE I Processing Specifications*
- *V.I.P. System BASE I Technical Specifications, Volume 1*
- *V.I.P. System BASE I Technical Specifications, Volume 2*
- *V.I.P. System Overview*
- *V.I.P. System Reports*
- *V.I.P. System Services, Volume 1*
- *V.I.P. System Services, Volume 2*

- *V.I.P. System SMS ATM Processing Specifications (International)*
- *V.I.P. System SMS ATM Technical Specifications, Volume 1*
- *V.I.P. System SMS ATM Technical Specifications, Volume 2*
- *V.I.P. System SMS Interlink Member Implementation Guide*
- *V.I.P. System SMS Interlink Technical Specifications*
- *V.I.P. System SMS POS (Visa & Visa Electron) Processing Specifications (International)*
- *V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 1*
- *V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 2*
- *V.I.P. System SMS Processing Specifications (U.S.)*
- *VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications*
- *VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports*

ID#: 150413-151012-0027326

VisaNet Processor

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.

ID#: 111011-010410-0025230

VisaNet Settlement Service

The VisaNet system that provides Settlement reporting and funds transfer services to BASE II and V.I.P. System Clearing Processors, as specified in the applicable VisaNet Manuals.

ID#: 151012-010410-0025232

VisaVue Member Participation Agreement

An agreement that specifies the terms and conditions for use of VisaVue Online.

ID#: 151012-010100-0026456

VisaVue Online

An optional, web-based Visa Transaction reporting and analytic tool that enables Members to analyze their VisaNet Transaction data.

ID#: 151012-010100-0026455

Voice Authorization

An Approval Response obtained through interactive communication between an Issuer and an Acquirer, their VisaNet Processors, or the International Automated Referral Service, through telephone or facsimile communications.

ID#: 111011-010410-0025417

W

Waiver

Temporary formal consent, granted by Visa, that permits a Member or Members to not comply with one or more specific rules in the *Visa International Operating Regulations* for a specified period of time. A Waiver may include specific conditions, and may be repealed, modified, or extended at the discretion of Visa.

ID#: 160312-080312-0026498

Website

One or more Internet addresses at which an individual or organization provides information to others, often including links to other locations where related information may be found.

ID#: 010410-010410-0025430

Wire Transfer Money Order - U.S. Region

A check or money order purchased by a Cardholder from a Wire Transfer Money Order Merchant.

ID#: 010410-010410-0025434

Wire Transfer Money Order Merchant - U.S. Region

A Merchant that sells money orders by electronic funds transfer.

ID#: 010410-010410-0025435

Wire Transfer Money Order Transaction - U.S. Region

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.

ID#: 081010-010410-0025436

Wordmark

A Mark consisting entirely of a word.

ID#: 010410-010410-0025438

Workout Period (Updated)

In conjunction with the Global Merchant Chargeback Monitoring Program, a 3-month remediation period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's international Chargeback activities within acceptable levels. The Workout Period is not applicable for:

- Acquirer-level thresholds
- High-Brand Risk Merchants, as specified in "High-Brand Risk Merchant Category Codes"

ID#: 151013-010610-0025701

Workout Period - U.S. Region

Either:

- In conjunction with the Risk Identification Service (RIS) Online, a 90-calendar-day period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's Suspect Transactions-to-sales and Fraud Activity-to-sales ratio within acceptable levels
- In conjunction with the Acquirer Monitoring Program, a 90-calendar-day period during which Visa monitors an Acquirer's remedial plan to bring the Acquirer's Fraud Activity-to-sales ratio below the program's Alert thresholds

ID#: 010410-010410-0025439

X

No glossary terms available for X.

ID#: 010410-010410-0025513

Y

No glossary terms available for Y.

ID#: 010410-010410-0025514

Z

Zero Floor Limit

A Floor Limit with a currency amount of zero (i.e., Authorization is required for all Transactions).

ID#: 010410-010410-0025441