

ASV Feedback Form for Payment Brands and Others

This form is used to review ASVs and their work product, and is intended to be completed after a PCI Scanning Service as needed by Payment Brand participants, banks, and other relevant parties.

Information collected from the Feedback Form will be held in strict confidence and used for the sole purpose of improving the quality of service provided by the ASV.

This form can be obtained directly from the ASV during the PCI Scanning Service, or can be found online in a useable format at <https://www.pcisecuritystandards.org>. Please send this completed form to PCI SSC at: compliance@pcisecuritystandards.org.

ASV Client (merchant or service provider reviewed)		Approved Scanning Vendor (ASV)	
Company Name			
Payment Brand Reviewer		ASV employee who performed assessment	
Name			
Title		Employee ID number:	
Telephone			
E-mail			

For each statement, please indicate the response that best reflects your experience and provide comments.
5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree

Question	Select One	Comments
1. The ASV clearly understood how to notify your payment brand about compliance and non-compliance issues, and the status of merchants and service providers.	1-5	
2. No complaints were received about ASV activities related to this scan.	1-5	
3. The ASV demonstrated sufficient understanding of the PCI Data Security Standard and the PCI Security Scanning Procedures.	1-5	