



# Visa Core Rules and Visa Product and Service Rules



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## Summary of Changes

### Summary of Changes since the 16 October 2015 Visa Core Rules and Visa Product and Service Rules

Change	Section
<b>Issuer Requirement to Evaluate Each Transaction</b>  <b>Effective 15 April 2016, 15 October 2016, 21 April 2017, and 13 October 2017</b>  Revisions have been made to require Issuers to evaluate each Transaction for an Authorization or other decision.  For more information: "Optimize Authorization Approval Practices to Improve Customer Experience," <i>Visa Business News</i> , 12 November 2015	1.7.4.1, Issuer Requirement to Evaluate Each Transaction 1.7.4.3, Decline Response Prohibition for Electronic Commerce Transactions 1.7.4.4, Decline Response Prohibition for Visa Checkout 4.1.1.5, Issuance of Domestic Use-Only Visa Cards 4.2.1.1, Visa Electron Program Features 4.7.3.7, Visa Signature Debit Card Authorizations – CEMEA Region 12.7.13.1, Verified by Visa Non-Compliance Assessments for Excessive Decline Rates
<b>International ATM Access Fees Extended to Visa Europe Cardholders</b>  <b>Effective 15 April 2016</b>  Revisions have been made to allow ATM Acquirers to assess Access Fees to Visa Europe Cardholders.  For more information: "International ATM Access Fees Extended to Visa Europe Cardholders," <i>Visa Business News</i> , 19 November 2015	6.4.1.2, Acquirer Imposition of ATM Access Fees
<b>Removal of ID Requirement for PIN-Authenticated Manual Cash Disbursements on Chip Cards</b>  <b>Effective 1 July 2015</b>  Revisions have been made to discontinue the requirement to check ID on certain Manual Cash Disbursements that are PIN-Authenticated Chip Transactions.  For more information: "Manual Cash Disbursement ID Requirement Revised," <i>Visa Business News</i> , 18 June 2015	5.5.1.1, Card and Cardholder Validation in a Face-to-Face Environment
<b>PIN Security Clarification</b>	10.10.1.1, Visa PIN Security Program Requirements

Change	Section
<p><b>Effective 1 November 2015</b></p> <p>Revisions have been made to specifically require Merchants to comply with the PIN Management Requirements Documents and the <i>Visa PIN Security Program Guide</i>. For more information: "PIN Security Rule Clarified; Program Guide Now Public," <i>Visa Business News</i>, 10 December 2015</p>	
<p><b>Unattended Terminal and Visa Easy Payment Service (VEPS) Rule Updates</b></p> <p><b>Effective 15 April 2016 and 15 October 2016</b></p> <p>Revisions have been made to expand VEPS, institute a Zero Floor Limit for Unattended Contactless Transactions, align liability rules, and update VEPS limits in various Visa Inc. and Visa Europe countries. For more information: "Rules for Unattended Terminals and Visa Easy Payment Service Will be Updated," <i>Visa Business News</i>, 19 November 2015, "Visa Easy Payment Service Country-Level Transaction Limits Will Be Revised," <i>Visa Business News</i>, 17 December 2015, "Visa Easy Payment Service Country-Level Transaction Limits Will Be Revised," <i>Visa Business News</i>, 4 February 2016, and "Visa Easy Payment Service Country-Level Transaction Limits Will Be Revised," <i>Visa Business News</i>, 25 February 2016</p>	<p>1.11.1.3, EMV Liability Shift Participation 5.7.1.1, Acceptance Device Requirements 5.7.2.3, Deployment of Contactless-Only Acceptance Devices 5.8.1.2, Zero Floor Limit Transactions 5.9.9.1, Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria 5.9.9.2, Visa Easy Payment Service (VEPS) Maximum Transaction Amounts 6.2.5.2, Chip-Reading ATM Acquirer Requirements 11.1.25.3, Invalid Chargebacks – Reason Code 81 11.1.25.5, Representment Processing Requirements – Reason Code 81</p>
<p><b>Deletion of Interregional Airline Interchange Reimbursement Fee Rules</b></p> <p><b>Effective 16 October 2015</b></p> <p>Revisions have been made to reflect the discontinuation of the Interregional Airline Interchange Reimbursement Fee program.</p>	<p>9.1.2.1, Application of Standard Interchange Reimbursement Fee 9.1.2.6, Interregional Airline Interchange Reimbursement Fee Requirements 9.1.2.8, Processing Time Limit for Airline Transactions</p>
<p><b>Visa Chip Card Expiration Date Requirements</b></p> <p><b>Effective 1 January 2016</b></p> <p>Revisions have been made to require the expiration date on a Visa Card to be on or before the date the Chip on the Card is scheduled to be removed from the Visa Approved Products List.</p>	<p>4.1.22.6, Visa Chip Card Payment Application 4.1.22.27, Effective Date and Expiration Date Consistency</p>

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Change	Section
<p>For more information:  <a href="#">"Chip Card Lifecycle Management Policy and Related Visa Rules Will Be Updated," Visa Business News, 17 December 2015</a></p>	
<p><b>Changes to Key-Entry Requirement and Use of Address Verification Service (AVS) and Card Verification Value 2 (CVV2) at POS</b></p> <p><b>Effective 22 April 2017</b></p> <p>Revisions have been made to remove the requirement for Merchants that are able to process Chip and Magnetic Stripe Transactions to support manual key entry of Account Numbers, to prohibit the use of CVV2 for Card-Present Environment Transactions, and to update language related to the use of AVS in the US Region.</p> <p>For more information:  <a href="#">"Key Entry and CVV2 Requirements Will Change," Visa Business News, 11 February 2016</a></p>	<p>5.4.3.1, Merchant Use of Account Number, Cardholder Signature, or Card Verification Value 2 (CVV2)</p> <p>5.5.1.1, Card and Cardholder Validation in a Face-to-Face Environment</p> <p>5.7.1.1, Acceptance Device Requirements</p> <p>5.8.4.7, Card Verification Value 2 (CVV2) as an Imprint – US Region</p> <p>9.4.1.9, CPS Authorization and Clearing Requirements – US Region</p> <p>10.14.1.3, Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals – US Region</p> <p>10.14.1.4, Address Verification Service Eligible Transactions</p> <p>11.1.25.3, Invalid Chargebacks – Reason Code 81</p>
<p><b>Multinational Merchant Acceptance Program (MMAP)</b></p> <p><b>Effective 16 April 2016</b></p> <p>Revisions have been made to support the new Multinational Merchant Acceptance Program.</p> <p>For more information:  <a href="#">"New Acceptance Program Will Allow Multinational Merchant Card-Absent Volume to Be Consolidated," Visa Business News, 17 March 2016</a></p>	<p>1.1.2.3, Transaction Country Rules</p> <p>1.5.1.1, Acquirer Jurisdiction and Restriction of Cross-Border Acquiring</p> <p>2.3.1.1, BIN Use and Jurisdiction</p> <p>5.2.1.7, Multinational Merchant Acceptance Program (MMAP) Requirements</p> <p>5.2.1.8, Additional Merchant Agreement Requirements</p> <p>11.1.21.1, Chargeback Conditions – Reason Code 76</p> <p>11.1.21.2, Chargeback Rights and Limitations – Reason Code 76</p> <p>11.1.21.3, Invalid Chargebacks – Reason Code 76</p> <p>11.1.21.6, Representment Processing Requirements – Reason Code 76</p>
<p><b>Expansion of Zero Liability</b></p> <p><b>Effective 1 August 2016</b></p> <p>Revisions have been made to extend zero liability protections to all Visa Regions.</p> <p>For more information:  <a href="#">"Consumer Protection Expands Across All Visa Inc. Regions," Visa Business News, 4 February 2016</a></p>	<p>1.4.6.1, Zero Liability</p> <p>1.13.1.1, Visa Core Rules: Related Publications</p> <p>4.1.13.1, Zero Liability – AP Region</p> <p>4.1.13.2, Zero Liability – Canada Region</p> <p>4.1.13.3, Zero Liability – US Region</p> <p>4.1.13.4, Provisional Credit</p> <p>4.8.2.1, Visa Infinite Card Customer Service Requirements</p>

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Change	Section
	4.31.1.1, Visa Product and Service Rules: Issuance – Related Publications
<b>ATM Transaction Chaining Clarification</b> <b>Effective 16 April 2016</b> <p>Revisions have been made to remove the requirement for a Card to be re-read for each Contactless ATM Transaction in a single session.</p> <p>For more information:  <u>"Cards Will Not Need to Be Re-read for Consecutive Contactless ATM Transactions," <i>Visa Business News</i>, 10 March 2016</u></p>	6.2.7.18, ATM Transaction Chaining
<b>Introduction of Enhanced Dispute Resolution Process (previously referenced as Visa Claims Resolution)</b> <b>Effective 15 October 2016</b> <p>Revisions have been made and a Visa Supplemental Requirements document, <i>Enhanced Dispute Resolution Requirements</i>, has been introduced to support the Enhanced Dispute Resolution Process (previously referenced as Visa Claims Resolution [VCR]).</p>	1.7.5.3, Transaction Receipts with Illegible or Invalid Account Numbers 4.1.13.4, Provisional Credit 5.9.2.2, Acquirer Liability for Fallback Transactions 5.9.3.5, Verified by Visa Chargeback Protection Limitations – US Region 7.5.1.1, Acquirer Responsibility for Visa Transactions – US Region 8.4.2.1, Original Credit Transaction Posting 9.1.1.1, Paying or Receiving Interchange 10.5.3.1, Visa Chargeback Monitoring Program (VCMP) 10.5.5.2, Visa Fraud Monitoring Program (VFMP) Timelines 10.7.1.5, Result of Issuer Non-Compliance – AP Region 11.4.1.1, Visa Product and Service Rules: Dispute Resolution – Related Publications Visa Supplemental Requirements List Chargeback Dispute Dispute Response Enhanced Dispute Resolution Processing Date Representment
<b>Removal of Documents from the Visa Supplemental Requirements List</b>	4.31.1.1, Visa Product and Service Rules: Issuance – Related Publications 10.18.1.1, Visa Product and Service Rules: Risk – Related Publications

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Change	Section
<p><b>Effective 16 April 2016</b></p> <p>The <i>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, Visa Payment Controls Web Services Implementation Guide, and Visa Payment Controls White Label Implementation Guide</i> have been removed from Appendix A.</p>	<p>Visa Supplemental Requirements List</p>
<p><b>Removal of Requirement to Print First 4 Digits of BIN on Visa Cards</b></p> <p><b>Effective 15 October 2016 and 16 October 2021</b></p> <p>Revisions have been made to eliminate the requirement to print the first 4 digits of the BIN on a Visa Card.</p> <p>For more information: "First Four BIN Digits No Longer Required Under the PAN on Cards," <i>Visa Business News</i>, 31 March 2016</p>	<p>5.5.1.1, Card and Cardholder Validation in a Face-to-Face Environment</p> <p>5.10.3.3, Required Transaction Receipt Content for Specific Transaction Types</p> <p>10.8.1.1, Merchant Card Recovery Procedures at the Point of Sale</p> <p>10.8.2.4, Acquirer Recovered Card Procedures – Additional Notification Requirement – US Region</p> <p>11.1.14.1, Chargeback Conditions – Reason Code 62</p> <p>11.1.14.2, Invalid Chargebacks – Reason Code 62</p> <p>11.1.14.3, Chargeback Processing Requirements – Reason Code 62</p> <p>11.1.14.5, Representment Processing Requirements – Reason Code 62</p>
<p><b>Elimination of ATM and POS Captured Card Return Requirements</b></p> <p><b>Effective 16 April 2016 and 15 October 2016</b></p> <p>Revisions have been made to eliminate the requirement for Cards recovered at ATMs and point-of-sale devices to be returned to the Issuer and replace it with a new process.</p> <p>For more information: "Visa Updates ATM and Point-of-Sale Card Recovery Rules," <i>Visa Business News</i>, 14 April 2016</p>	<p>1.10.6.1, Recovered Card Return Requirement</p> <p>6.2.7.16, Card Retention at an ATM</p> <p>6.2.7.17, Accidental Card Retention at an ATM</p> <p>10.8.1.1, Merchant Card Recovery Procedures at the Point of Sale</p> <p>10.8.2.1, Recovered Card Handling and Notification Requirements</p> <p>10.8.3.1, Unattended Cardholder-Activated Terminal Card Retention</p> <p>10.19.1.1, Visa Product and Service Rules: Risk – Related Forms</p> <p>12.9.3.1, Data and Documentation Requirements for Fee Collections and Funds Disbursements</p> <p>12.9.3.3, Fee Collection Returns</p> <p>12.9.6.1, Recovered Card Rewards</p> <p>12.9.6.2, Acquirer Recovered Card Handling and Reward Collection – US Region</p> <p>12.11.1.1, Fees and Non-Compliance Assessments – Related Forms</p> <p>Input Date</p>

Change	Section
<b>Requirement to Submit Card Art Effective 16 April 2016</b> Revisions have been made to require Issuers to submit to Visa, and to allow Issuer-approved use of, digital Card art representing physical Card designs.	<a href="#">1.3.4.1, Visa Review of Brand, Sponsorship, and Marketing Materials</a>
<b>Issuer Designation of Billing Currency in VisaNet Effective 16 April 2016 and 22 April 2017</b> Revisions have been made to require Issuers to designate their Billing Currency in VisaNet to match the currency of the underlying account or source of funds.	<a href="#">1.4.4.5, VisaNet Issuer Billing Currency Selection Requirements</a> <a href="#">Billing Currency</a>
<b>Issuer Requirements for Consumer Transaction Controls Effective 15 April 2016</b> Revisions have been made to include Issuer requirements for Consumer Transaction Controls.  For more information: <a href="#">"Visa Consumer Transaction Controls Service Launched," Visa Business News, 4 February 2016</a>	<a href="#">4.1.17.1, Visa Payment Controls and Consumer Transaction Controls – Issuer Participation Requirements</a> <a href="#">4.17.3.2, Visa Infinite Business Card Allowable Decline Reasons – AP Region</a> <a href="#">4.17.3.8, Visa Infinite Business Decline Reason Criteria – Canada Region</a> <a href="#">7.3.7.4, Visa Signature, Visa Infinite, and Visa Ultra High Net Worth Cards Allowable Decline Reasons</a> <a href="#">Consumer Transaction Controls</a>
<b>Introduction of Visa Charge Cards in Malaysia – AP Region Effective 12 November 2015</b> Revisions have been made to support the introduction of the Visa Charge Card in Malaysia.  For more information: <a href="#">"Visa Consumer and Commercial Charge Card Will Be Introduced in Malaysia," Visa Business News, 7 January 2016</a>	<a href="#">4.1.3.1, Visa Charge Card Classification – AP Region and US Region</a> <a href="#">4.1.3.3, Visa Charge Card Issuer Registration – AP Region and US Region</a> <a href="#">4.1.22.1, Issuer Requirements for Chip Cards</a> <a href="#">4.8.4.4, Visa Infinite Card Core Services – AP Region</a> <a href="#">4.12.1.2, Commercial Products Core Feature Requirements</a> <a href="#">4.13.4.1, Visa Business Card Core Feature Requirements – AP Region</a> <a href="#">4.15.4.1, Visa Platinum Business Card Core Feature – AP Region</a> <a href="#">4.17.4.2, Visa Infinite Business Card Core Features – AP Region</a> <a href="#">Visa Charge Card – AP Region and US Region</a>
<b>Updates to Rewards Requirements for Visa Signature Cards and Visa Rewards Cards in Australia – AP Region</b>	<a href="#">4.6.4.2, Visa Rewards Product Benefits Requirements in Australia – AP Region</a> <a href="#">4.7.4.1, Visa Signature Card Core Services – AP Region</a> <a href="#">4.16.4.1, Visa Signature Business Card Rewards Program Requirements – AP Region</a>

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Change	Section
<p><b>Effective 1 January 2016</b></p> <p>Updates have been made to the minimum rewards earn rate for Visa Signature Cards and Visa Rewards Cards in Australia.</p> <p>For more information:  <a href="#">"Minimum Rewards Earn Rate Revised," Visa Business News, 17 December 2015</a></p>	
<p><b>Visa payWave Issuance and Application Display in Australia and Malaysia – AP Region</b></p> <p><b>Effective 15 April 2016 and 1 January 2018</b></p> <p>Revisions have been made to update Visa payWave issuance rules and application naming and display requirements for Australia and Malaysia.</p> <p>For more information:  <a href="#">"Rules Will Be Updated for Co-badged Visa Debit Cards in Malaysia," Visa Business News, 7 January 2016</a> and <a href="#">"Visa Rules Updated to Ensure Consistent Display of Visa Applications," Visa Business News, 3 December 2015</a></p>	<p><a href="#">4.1.22.1, Issuer Requirements for Chip Cards</a></p> <p><a href="#">4.1.22.38, Visa payWave Application Requirement in Australia, Malaysia and United States – AP Region and US Region</a></p> <p><a href="#">5.7.1.1, Acceptance Device Requirements</a></p> <p><a href="#">7.3.2.2, Chip Transaction Routing Requirement in Australia and Malaysia – AP Region</a></p>
<p><b>Visa Signature Card Requirements for Vietnam – AP Region</b></p> <p><b>Effective 1 November 2015</b></p> <p>Revisions have been made to include Visa Signature Card requirements for Vietnam.</p> <p>For more information:  <a href="#">"Visa Signature Is Now Available in Vietnam," Visa Business News, 10 December 2015</a></p>	<p><a href="#">4.7.1.2, Visa Signature Minimum Spending Limit – AP Region</a></p> <p><a href="#">4.7.1.3, Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region</a></p> <p><a href="#">4.7.4.1, Visa Signature Card Core Services – AP Region</a></p>
<p><b>Visa Platinum Minimum Spending Limit in Cambodia – AP Region</b></p> <p><b>Effective 1 November 2015</b></p> <p>Revisions have been made to the Minimum Spending Limit for Visa Platinum in Cambodia.</p> <p>For more information:  <a href="#">"Minimum Spending Limit for Visa Platinum Modified in Cambodia," Visa Business News, 10 December 2015</a></p>	<p><a href="#">4.5.1.3, Visa Platinum Card Minimum Spending Limit – AP Region Secured Card – AP Region</a></p>

Change	Section
<p><b>Removal of Spend Qualification and Updates to Spend Requirements in Australia – AP Region</b></p> <p><b>Effective 1 November 2015 and 1 January 2016</b></p> <p>Revisions have been made to replace the spend qualification assessment with portfolio-level spend requirements, to revise certain minimum spend thresholds, and to remove the Minimum Spending Limit for Visa Signature Business Cards in Australia.</p> <p>For more information:          "Spend Qualification Removed; Minimum Spend Thresholds Revised," <i>Visa Business News</i>, 17 December 2015 and "Visa Signature Business Minimum Spending Limit Removed in Australia," <i>Visa Business News</i>, 10 March 2016</p>	<p>4.6.1.1, Visa Rewards Product Minimum Spend Requirement in Australia – AP Region</p> <p>4.7.1.3, Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region</p> <p>4.8.1.4, Visa Infinite Minimum Spend Requirement in Australia – AP Region</p> <p>4.15.1.2, Visa Platinum Business Card Minimum Spend Requirements in Australia – AP Region</p> <p>4.16.1.1, Visa Signature Business Card Issuance – Spend Qualification Threshold – AP Region</p> <p>4.16.1.2, Visa Signature Business Cardholder Spending Limit – AP Region</p> <p>4.17.1.5, Visa Infinite Business Card Point-of Sale Spend Qualification Threshold in Australia – AP Region</p>
<p><b>Visa Infinite Debit Card Minimum Spending Limits in China – AP Region</b></p> <p><b>Effective 1 January 2016</b></p> <p>Modifications have been made to the Minimum Spending Limit requirement for Visa Infinite debit Cards issued in China.</p> <p>For more information:          "Visa Infinite Requirements Updated in China," <i>Visa Business News</i>, 21 January 2016</p>	<p>4.8.1.2, Visa Infinite Card Spending Limits</p> <p>4.8.1.5, Visa Infinite Debit Card Issuance Requirements in China – AP Region</p>
<p><b>Additional Cardholder Authentication for Token Issuance – Canada Region</b></p> <p><b>Effective 31 December 2015</b></p> <p>Revisions have been made to improve payment security for tokenized Transactions in Canada.</p> <p>For more information:          "Enhanced Token Security Rules Introduced," <i>Visa Business News</i>, 21 January 2016</p>	<p>4.1.22.9, Contactless Issuer Requirements</p> <p>4.1.22.18, Additional Cardholder Authentication for Token Issuance – Canada Region</p>
<p><b>Service Fee Requirements – Canada Region</b></p>	<p>5.6.3.1, Service Fee Assessment Requirements – Canada Region, CEMEA Region, and US Region</p>

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

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Change	Section
<p><b>Effective 11 December 2015</b></p> <p>Revisions have been made to allow Merchants in the education sector to assess a Service Fee Assessment on Transactions greater than CAD 1,000.</p> <p>For more information:  <i>"Canada Service Fee Program Amended," Visa Business News, 17 December 2015</i></p>	
<p><b>Changes to the Domestic ATM Representment Time Limit in India and Changes to Domestic Representment Time Limit in Nigeria – CEMEA Region</b></p> <p><b>Effective 21 February 2016 and 1 March 2016</b></p> <p>Revisions have been made to the domestic ATM Representment time limits in India and the domestic Representment time limits in Nigeria.</p> <p>For more information:  <i>"Representment Time Limit Will Be Revised for Domestic ATM Transactions in India," Visa Business News, 25 February 2016</i> and <i>"Representment Time Frames Will Be Revised for Domestic Transactions in Nigeria," Visa Business News, 18 February 2016</i></p>	<p>11.1.7.3, Representment Time Limit</p> <p>11.1.26.4, Chargeback Processing Requirements – Reason Code 82</p> <p>11.1.30.4, Chargeback Processing Requirements – Reason Code 90</p>
<p><b>Processing of Domestic Original Credit Transactions as Fast Funds – LAC Region</b></p> <p><b>Effective 16 April 2016 and 14 April 2018</b></p> <p>Revisions have been made to require LAC Issuers to process incoming Original Credit Transactions as Fast Funds.</p> <p>For more information:  <i>"Fast Funds Processing of OCTs Will Be Required for New and Existing Issuers," Visa Business News, 7 April 2015</i></p>	<p>8.4.5.1, Original Credit Transactions – Fast Funds Processing</p>
<p><b>Disbursement of Gambling Winnings to Prepaid Cards – US Region</b></p> <p><b>Effective 16 April 2016</b></p> <p>Revisions have been made to remove the requirement for gambling winnings disbursed to a Visa Prepaid Card to be issued to the same Account Number.</p>	<p>5.9.3.8, Disbursement of Gambling Winnings to a Cardholder</p>

Change	Section
<p><b>Consumer Credit New Account Linking Requirements – US Region</b></p> <p><b>Effective 1 October 2016</b></p> <p>Revisions have been made to require US Visa Consumer Credit Card Issuers to report account linking data.</p> <p>For more information: “Consumer Credit Account Linking Requirements,” <i>Visa Business News</i>, 28 April 2016</p>	<p>4.1.12.3, <i>Issuer Requirements for Reporting Linked Consumer Credit Accounts – US Region</i></p>
<p><b>Visa Account Updater (VAU) Issuer Requirements – US Region</b></p> <p><b>Effective 16 April 2016 and 1 October 2016</b></p> <p>Revisions have been made to require US Issuers to enroll BINs in VAU and to update other VAU requirements.</p> <p>For more information: “Participation in Visa Account Updater to be Required for U.S. Issuers and Issuer-Processors,” <i>Visa Business News</i>, 5 November 2015</p>	<p>8.5.3.1, <i>Use of Visa Account Updater (VAU) – US Region</i></p>
<p><b>ATM Cash Disbursement Fee Rates and Structure Updates – US Region</b></p> <p><b>Effective 16 April 2016</b></p> <p>Language describing ATM Cash Disbursement Fee qualification criteria has been moved to the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p> <p>For more information: “U.S. Domestic ATM Cash Disbursement Fee Structure and Rates Will Be Modified; Issuer Switch Fee Will Change,” <i>Visa Business News</i>, 11 February 2016</p>	<p>Section 9.2.2.3, “ATM Interchange Reimbursement Fee Levels – US Region” (deleted)</p>
<p><b>Automated Fuel Dispenser (AFD) Transaction Amounts in Cardholder Alerts and Online Statements – US Region</b></p>	<p>7.4.3.3, <i>Display of Authorization Amount for Automated Fuel Dispenser Transactions – US Region</i></p>

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

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Change	Section
<p><b>Effective 15 October 2016</b></p> <p>Revisions have been made to prohibit US Issuers from using the amount of a preauthorization request or Status Check Authorization for an AFD Transaction in an online Cardholder statement or in a Cardholder alert.</p> <p>For more information:</p> <p>"Use of Estimated Amounts in Cardholder Communications for AFD Transactions Will Be Prohibited," <i>Visa Business News</i>, 31 March 2016</p>	
<p><b>Non-Member Administrative License Category – US Region</b></p> <p><b>Effective 15 April 2016</b></p> <p>Revisions have been made to introduce a license category for US Non-Member Administrators.</p>	<p>1.1.4.1, Operating Certificate Filing</p> <p>1.1.4.2, Exchange Rates for Operating Certificates</p> <p>Non-Member Administrator – US Region</p> <p>Operating Certificate</p> <p>Sponsor</p>
<p><b>Effective Date Revisions</b></p> <p>Most effective dates older than 6 months have been deleted.</p>	
<p><b>Editorial Changes</b></p> <p>Editorial revisions have been made to ensure consistency and clarity and to delete obsolete or redundant language.</p>	

ID# 0029505

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## Summary of Changes

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## Introduction

### The Visa Rules

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

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

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

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

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

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

As a separate company, Visa Europe independently manages the Visa Europe Operating Regulations, which govern activities of Members operating in the Visa Europe Territory.

ID# 0020308

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#### Writing Conventions (Updated)

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

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

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

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

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

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

ID# 0020315

Edition: Apr 2016 | Last Updated: Oct 2014

## Unique Rule IDs and Additional Information

The bar below each rule contains the following information:

### Information in Rule ID

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

ID# 0020316

Edition: Apr 2016 | Last Updated: Oct 2015

## Contact Information

Members may send comments, suggestions, or questions about the Visa Rules via email to [VisaRulesInquiries@visa.com](mailto:VisaRulesInquiries@visa.com).

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## Part 1: Visa Core Rules



# 1 Visa Core Rules

## 1.1 General

### 1.1.1 Governance

#### 1.1.1.1 Applicability of Rules

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

- Visa Charter Documents
- *Visa Core Rules*
- *Visa Payment System Operating Regulations – Russia* (if applicable)
- *Visa International Travelers Cheque Operating Regulations* (if applicable)
- *Interlink Bylaws and Operating Regulations* (if applicable)
- Visa Product and Service Rules
- Visa Supplemental Requirements

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

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

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

#### 1.1.1.2 Applicable Laws and Conflicts

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

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

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

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#### 1.1.1.3 Compliance with Visa Rules

A Member must comply with the applicable Visa Charter Documents and the Visa Rules.

A Member must ensure that its agents, Merchants, Sponsored Merchants, and Payment Facilitators comply with the applicable provisions of the Visa Rules.

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#### 1.1.1.4 Member Communications

Global and regional communications are prepared by Visa to announce changes that have been approved but are not yet incorporated into the Visa Rules. These communications have the full authority of the Visa Rules. While Visa may distribute these communications, Members are responsible for obtaining and referring to this information on Visa Online.

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#### 1.1.1.5 Use of the Visa Rules

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

## Visa Core Rules

### Visa Core Rules

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

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

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

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

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#### 1.1.1.6 Visa Inc. Regions and Visa Europe Territory

The Visa Inc. regions and Visa Europe Territory are comprised of the countries listed below. The assignment of countries between the Visa Inc. and Visa Europe jurisdictions may be amended from time to time by agreement between Visa Inc. and Visa Europe.

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

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

**Table 1-2: Canada Region**

Canada

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

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

## Visa Core Rules

### Visa Core Rules

#### General

Serbia; Seychelles; Sierra Leone; Somalia; South Africa; South Sudan; Sudan; Swaziland; Syria; Tajikistan; Tanzania; Togo; Tunisia; Turkmenistan; Uganda; Ukraine; United Arab Emirates; Uzbekistan; Western Sahara; Yemen; Zambia; Zimbabwe

**Table 1-4: Latin America and Caribbean Region**

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

**Table 1-5: US Region**

United States of America

**Table 1-6: 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; Republic of Ireland; Isle of Man; Israel; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal; Republic of Croatia; Romania; San Marino; Slovakia; Slovenia; Spain; Sweden; Switzerland; Turkey; United Kingdom; Vatican City

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### 1.1.1.7 Visa Canada Member Responsibilities – Canada Region

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

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

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

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

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

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

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

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

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

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

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

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#### 1.1.1.9 Visa Payment System Operating Regulations – Russia

A Member that holds a Principal license outside of the Russian Federation and sponsors Members within the jurisdiction of the Russian Federation must comply with Visa requirements, as established from time to time, to maintain compliance with the regulatory requirements in the Russian Federation, including the *Visa Payment System Operating Regulations – Russia*.

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

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

The Member must not do anything to cause Visa U.S.A. Inc. to violate the Visa Rules.

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

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

- The 50 United States, including the District of Columbia

- A US military base overseas
- A US embassy or consulate on foreign territory

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

#### 1.1.2.1 Domestic Transaction Rules

Rules for Domestic Transactions may supersede those for International Transactions, Authorizations, Clearing, Settlement, Chargebacks, and Retrieval Requests if the Transaction is a Domestic Transaction and either:

- A Private Agreement governs the Transaction and the Private Agreement does not discriminate against other Members
- The Transaction is governed by the rules of a Group Member

Members bound by a Private Agreement must notify Visa in writing at least 30 calendar days before implementing or canceling the agreement.

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

Private Arrangements are prohibited in the US Region.

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#### 1.1.2.2 Other Rules

National and Group Member or Private Agreements:

- Govern operation of the Visa, Visa Electron, Plus, and Visa TravelMoney Programs within the jurisdiction of the National Organization or Group Member
- Govern activity within the scope of any Private Agreement

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#### 1.1.2.3 Transaction Country Rules (Updated)

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

### Effective through 15 April 2016

Private Agreements must exclude Interchange originating from an Airline that participates in the International Airline Program.

### Effective 16 April 2016

Private Agreements must exclude Interchange originating from the following:

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

A Member must authorize, clear, and settle all International Transactions through VisaNet, including those resulting from the use of restricted Cards outside the country of issuance.

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## 1.1.3 Waivers

### 1.1.3.1 Waivers to the Visa Rules (Updated)

Visa may grant a Member's request for a Waiver to a particular rule or requirement in the Visa Rules if the Member cannot comply for reasons including, but not limited to, any of the following:

- The Member is testing a new Visa product or service.
- The Member is participating in a pilot program.
- The Member is expanding into new market segments or countries or Visa determines a need for a Waiver to expand acceptance, or for other purposes.
- The 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 the Visa Rules

If a Member cannot comply due to applicable laws or regulations that contravene the Visa Rules, 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 a certified English translation.

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#### 1.1.3.2 Waiver Limitations (Updated)

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

Visa reserves the right to amend or revoke any Waiver upon Notification to the Member.

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#### 1.1.3.3 Waiver Submission Requirements (Updated)

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

The request must comply with all of the following:

- Be submitted in writing (English)
- Specify the rule or requirement to which the Waiver is sought
- Contain full details about the nature and circumstances of the requested Waiver, including, but not limited to, the following:
  - 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

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#### 1.1.3.4 Waiver Decision (Updated)

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

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### 1.1.4 Operating Certificates

#### 1.1.4.1 Operating Certificate Filing (Updated)

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

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

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

ID# 0027829

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#### 1.1.4.2 Exchange Rates for Operating Certificates (Updated)

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

The monthly spot rates are sourced from Reuters, as shown in the *FT Guide to World Currencies*, published in the Financial Times on the third Monday of each month. These rates are also available for reference in the Operating Certificate application on Visa Online.

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#### 1.1.4.3 Group Member Service Fee Collection

A Group Member may collect Card service fees from a non-owner or non-member only if both:

- It grants the non-owner or non-member equitable voting rights in the Group Member
- It includes the sales volume and/or number of Plus Cards of the non-owner or non-member in the Operating Certificate of the Group Member

A Group Member must not include in its Operating Certificate the sales volume and/or number of Plus Cards of its owners or members arising outside the Group Member's Country of Domicile. The owners or members must both:

- Report such activity separately

- Pay the applicable Card service fees

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## 1.1.5 Confidentiality

### 1.1.5.1 Visa Confidential Materials – Member Responsibilities

A Member must comply with all of the following:

- Maintain Visa Confidential information in strict confidence
- Not disclose any Visa Confidential information. This does not apply in the US Region or a US Territory. An Acquirer in the US Region or a US Territory may provide BIN information to a Merchant for purposes of identifying the product type at the point of sale.
- Store and handle Visa Confidential information in such a way as to prevent unauthorized disclosure
- Take reasonable measures to protect Visa Confidential information and treat it with at least the degree of care with which a Member treats its own confidential and proprietary information, or in case of information assigned a higher classification standard, as follows:
  - For information labeled or otherwise designated as Visa Confidential – Special Handling, in accordance with Visa handling instructions, which may be delivered with its transmission or in its content
  - For information labeled or otherwise designated as Visa Confidential – PII Private, with the strongest level of protection (including encryption or sufficient compensating controls, and limited distribution for any transmissions) applied by the Member for its highly sensitive information
- Disclose Visa Confidential information only to those employees with specific need to know

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### 1.1.5.2 Confidentiality of VisaNet Information

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

- Advised of the confidential and proprietary nature of these systems
- Prohibited from providing access to or disclosing these systems to any third party. This does not apply in the US Region or a US Territory. An Acquirer in the US Region or a US Territory may provide BIN information to a Merchant for purposes of identifying the product type at the point of sale.

- Prohibited from using these systems for any purpose not authorized in the Visa Rules

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### 1.1.5.3 Disclosure of Confidential Information

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

This does not apply to:

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

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

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

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

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

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

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#### 1.1.5.4 Confidentiality of Visa Systems Information

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

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

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

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

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

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

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### 1.1.6 Visa Rights

#### 1.1.6.1 Visa Ownership of Intellectual Property

A participant in the Visa system must recognize Visa's ownership of its intellectual property, including the Visa name, Visa Marks, and Visa technology, and agree to protect these ownership rights and the integrity of the Marks by complying with the applicable Visa Rules in all activities, including issuing, acquiring, and processing.

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

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

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

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

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

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

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

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

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### 1.1.6.4 Investigation Response Requirement

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

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

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### 1.1.6.5 Right to Request Cards

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

Upon written request, an Issuer must both:

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

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### 1.1.7 Use of VisaNet

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

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

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

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### 1.1.7.2 Restricted Use of VisaNet

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

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### 1.1.8 Misencoded Cards

#### 1.1.8.1 Liability for Misencoded Cards

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

- To the Acquirer that received the Transaction Receipt, if the misencoded Card bears a BIN that was not assigned to a Member. The Acquirer is liable until both:
  - The misencoded Card is recovered.
  - Visa identifies the Issuer that ordered its manufacture.
- To the Issuer to which the BIN is assigned, if an Acquirer receives a misencoded Card bearing a valid BIN but an invalid Account Number. The Issuer is liable both:
  - If the Acquirer presents the Transaction Receipt within 180 calendar days of the Transaction Date
  - Until the Issuer that ordered the manufacture of the Visa Card or Visa Electron Card is identified

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

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

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

ID# 0001817

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## 1.1.9 Liabilities and Indemnifications

### 1.1.9.1 Taking Responsibility

Each Visa participant Member is solely responsible for its issuance of Visa products and acquiring of Merchants to accept Visa products, including responsibility for settlement of Transactions, compliance with the Visa Charter Documents and the *Visa International Operating Regulations*, and ensuring that their Visa programs comply with all applicable legal and regulatory requirements. Participants indemnify Visa for claims or liabilities that arise out of their issuance of Visa products and acquiring of Merchants, and broadly disclaim liability against Visa for such activities.

ID# 0007758

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### 1.1.9.2 Disclaimer of Warranty and Representation

VISA DOES NOT MAKE OR GIVE, AND HEREBY EXPRESSLY DISCLAIMS, ALL WARRANTIES, REPRESENTATIONS, OR CONDITIONS, BOTH EXPRESS AND IMPLIED, ARISING BY STATUTE OR OTHERWISE IN LAW, OR FROM A COURSE OF DEALING OR USAGE OF TRADE, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY, REPRESENTATION, OR CONDITION OF MERCHANTABILITY, MERCHANTABILITY QUALITY, OR FITNESS FOR ANY PURPOSE, PARTICULAR, SPECIFIC, OR OTHERWISE, OR ANY WARRANTY OF TITLE OR NON-INFRINGEMENT, FOR ANY OF THE PRODUCTS, PROCESSING, SERVICES, PROGRAMS, SPECIFICATIONS, STANDARDS, SOFTWARE, HARDWARE, OR FIRMWARE CREATED, SUPPLIED, REQUIRED, LICENSED, OR APPROVED BY VISA, OR REFERENCED IN THE *Visa International Operating Regulations*.

ID# 0007443

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### 1.1.9.3 Liabilities and Indemnification

#### Effective 1 October 2007

For the avoidance of doubt and without limiting the liability of any Member for Settlement Losses (as defined in Section 9.01 of the *Visa International Certificate of Incorporation and Bylaws*), any obligation of a Member under this section to indemnify and hold Visa harmless against losses and damages arising from the Member's participation in the Visa system does not extend to liability, if any, for any of the following:

- Any acts or omissions of Visa, or
- Any acts or omissions of any other Member of Visa (other than a Member for whose actions or omissions such Member is expressly responsible pursuant to the *Visa International Certificate of Incorporation and Bylaws* or the *Visa International Operating Regulations*).

For US Members, subject to any obligation to indemnify and hold harmless the Corporation under the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, including for "Covered Litigation" as provided therein.

#### Effective 2 October 2007

For the avoidance of doubt and without limiting the liability of any Member for Settlement Losses (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*), any obligation of a Member under this section to indemnify and hold Visa harmless against losses and damages arising from the Member's participation in the Visa system does not extend to liability, if any, for either:

- Any acts or omissions of Visa
- Any acts or omissions of any other Member of Visa (other than a Member for whose actions or omissions such Member is expressly responsible pursuant to the *Visa International Certificate of Incorporation and Bylaws* or the *Visa International Operating Regulations*).

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### 1.1.9.4 General Liabilities and Indemnification Provisions

Section 1.1.9.4, "General Liabilities and Indemnification Provisions," specifies broad disclaimer and indemnification provisions that apply to all products, programs, services, specifications, standards, or other matters or items provided by Visa, Members, or their subsidiaries, affiliates, business partners, contractors, employees, officers, VisaNet Processors, Third Parties, directors, agents, or representatives. The intent of specifying broad provisions is to provide a total disclaimer and liability limitation and total indemnification of Visa by a Member.

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#### 1.1.9.5 Application of Liabilities and Indemnification

For purposes of the section, "Visa" includes the following entities when they are involved on behalf of Visa in a situation giving rise to any Claim or Liability:

- Subsidiaries and affiliates
- Business partners
- Contractors
- Employees
- Officers
- VisaNet Processors
- Third Parties
- Directors
- Agents
- Representatives

These entities are not third-party beneficiaries under the *Visa International Operating Regulations* and have no independent right to enforce any rights or obligations under this section.

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#### 1.1.9.6 Visa Indemnification – General

Visa is not liable for, and a Member is responsible for, and indemnifies and holds Visa harmless against, all Claims and Liabilities arising from any of the following:

- Direct or indirect use of, offering of, or participation in any processing, product, program, service, specification, standard, software, hardware, or firmware referenced in the *Visa International Operating Regulations* or created, supplied, required, licensed, or approved by Visa
- The use of Visa-Owned Marks, including any materials produced by or for a Member
- The use of Non-Visa-Owned Marks or Trade Names, or non-Visa-specified technology, including without limitation software or hardware, in connection with any processing, product, program, service, specification, standard, software, hardware, or firmware created, supplied, required, licensed, or approved by Visa, or referenced in the *Visa International Operating Regulations*
- Any other cause whatsoever, without limitation

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### 1.1.9.7 Indemnification – Private Agreement

Visa has no obligation under the *Visa International Certificate of Incorporation and Bylaws*, Article IX and Section 9.01 to indemnify a Member that is bound by a Private Agreement for a loss if:

- The Private Agreement is in variance to the *Visa International Operating Regulations*.
- It is this variance that permits the Member that is a party to the Private Agreement to suffer a loss.
- This loss would not have occurred had the requirements of the *Visa International Operating Regulations* been followed.
- The affected POS and ATM Transactions are not submitted to VisaNet as, at minimum, Collection Only (including domestic ATM Transactions and Manual Cash Disbursements) within 24 hours of the Transaction Date.
- Submitted Transactions do not comply with the data values and rules of Visa
- Visa does not receive notice of a Settlement failure within 24 hours from the date the Member is owed funds.

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### 1.1.9.8 Member Indemnification of Visa

A Member is responsible for, and indemnifies and holds Visa harmless against, all Claims or Liabilities involving any of the following entities or persons:

- Members
- Members of Group Members
- Sponsored Members
- Member agents
- Member business partners
- Member representatives
- Vendors to Members
- Member officers
- Member employees
- Merchants
- Payment Facilitators
- Sponsored Merchants
- Cardholders
- Third parties contributing to a Claim or Liability

- Prepaid Partners
- Airline Authorizing Processors
- ATM Operators

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### 1.1.9.9 BIN Licensee Indemnification of Visa

Each BIN Licensee and BIN User indemnifies and holds harmless Visa and its Members against all activities associated with the BIN.

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### 1.1.9.10 Maximum Visa Liability

In no event will Visa be liable for any acts or omissions of any Member, or entity or person for whose actions or omissions a Member is responsible pursuant to the Visa Charter Documents or the *Visa International Operating Regulations*. In no event will Visa be liable in the aggregate for any individual or related series of Claims or Liabilities in an amount exceeding USD 1,000,000.

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### 1.1.9.11 Specific Liabilities and Indemnification Provisions

In addition to general disclaimer, liability and indemnification provisions, specific disclaimer, liability and indemnification provisions apply to particular products, programs, services, specifications, standards, or other matters or items provided by Visa, Members, or their subsidiaries, affiliates, business partners, contractors, employees, officers, VisaNet Processors, Third Parties, directors, agents, or representatives. However, those more specific disclaimers and limitations of liability in no way limit the scope or content of Section 1.1.9.4, "General Liabilities and Indemnification Provisions," unless expressly stated otherwise.

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### 1.1.9.12 Indemnification – Deferred Settlement

For any Deferred Settlement arrangement, Visa has no indemnity or reimbursement obligation and is not otherwise liable under the *Visa International Certificate of Incorporation and Bylaws*, Article IX, Section 9.01, "to any Member for Settlement losses resulting out of or arising from Deferred Settlement."

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### 1.1.9.13 PIN Security Indemnification

By submitting a Transaction into Interchange, an Acquirer warrants that required safeguards, as specified in the PIN Management Requirements Documents, are protecting PINs. The Acquirer agrees to indemnify and hold the Issuer harmless for any Claims or Liabilities resulting from the Acquirer's breach of this warranty.

The recovery under this warranty does not extend to any losses incurred by an Issuer for Counterfeit Card Transactions resulting from an Account Data Compromise Event. An Issuer may recover such losses through the Global Compromised Account Recovery program, subject to the requirements and limitations of that program.

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### 1.1.9.14 Member Liability for Visa Program Activities – US Region

A US Member is liable for all Visa Program activities undertaken or conducted by virtue of, or as a result of, its membership, whether performed directly or indirectly by the Member or any third-party non-Member. This includes, but is not limited to, guaranteeing that Merchants and Sponsored Merchants are paid for proper acceptance of a Card and that payments received from Cardholders are applied for the purpose for which such payments were remitted. These obligations may not be waived, abrogated, or superseded in any manner.

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### 1.1.9.15 Visa Products and Services Indemnification – US Region

Each US Visa Card Issuer is responsible for, and indemnifies and holds harmless Visa against, any Claims and Liabilities arising from the services associated with Visa Products, including, but not limited to, any failure to keep in force the insurance coverage required by the Visa Rules.

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### 1.1.9.16 Indemnification Related to Merchant Litigation Following a Valid Chargeback

An Acquirer is responsible for, and indemnifies and holds harmless Visa and the Issuer against, all Claims and Liabilities by a Merchant or Sponsored Merchant that are valid according to the *Visa International Operating Regulations*. The Issuer must notify the Acquirer of a Claim or Liability for which the indemnity is sought as soon as reasonably possible after receipt of the Claim or Liability. The Acquirer may defend the Claim or Liability on behalf of the Issuer.

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#### 1.1.9.17 Indemnification Related to Non-Visa-Assigned BIN

A Member using a non-Visa-assigned BIN must represent and warrant to Visa and its Members that the Member's use of the non-Visa-assigned BIN in connection with Visa services is duly authorized by the authority under which the Member obtained use of the BIN. The Member also must indemnify and hold harmless Visa and its Members from any Claims and Liabilities arising from the Member's use of the non-Visa-assigned BIN.

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#### 1.1.9.18 Indemnification Related to International Airlines

By making a Presentment through VisaNet, an Acquirer of an International Airline:

- Warrants that the Transaction and the Transaction Receipt, and the export thereof, do not violate, and will not cause an Issuer, its Group Member, or Visa to violate applicable local laws or the Visa Rules
- Agrees to hold the Issuer, its Group Member, or Visa harmless from all losses and damages resulting from a breach of such warranty

Nothing in this section nullifies or supersedes either the jurisdictional rights of Principals under the *Visa International Certificate of Incorporation and Bylaws*, Article II, or any local legal restrictions, including those that apply to the export of Transactions, currency, or data.

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#### 1.1.9.19 Indemnification Related to International Airlines – US Region

A US Acquirer of an International Airline, with respect to Transactions originated at an International Airline Merchant Outlet, indemnifies and holds Visa and its Members (other than the Acquirer) harmless from all Claims and Liabilities arising from the export of Transactions or local currency as a result of a breach of applicable laws or regulations or the Visa Rules.

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#### 1.1.9.20 Limited Liabilities for a BIN Licensee – US Region

A US BIN Licensee may limit its liabilities arising from unauthorized uses of the licensed BIN(s), as specified in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Section 2.05(b). Visa records will prevail in the determination of responsibility for all activities.

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### 1.1.9.21 Indemnification Related to Healthcare Auto-Substantiation Transactions – US Region

Visa is not liable for Claims and Liabilities incurred by Members, their Merchants, or their Cardholders caused by inaccuracies, errors, or delays in Healthcare Auto-Substantiation Transactions or otherwise associated with Healthcare Auto-Substantiation Transactions.

A Member submitting information regarding Healthcare Auto-Substantiation Transactions indemnifies and holds Visa harmless against Claims and Liabilities relating to the accuracy or quality of information submitted for such Transactions.

A Member that obtains information in connection with Healthcare Auto-Substantiation Transactions indemnifies and holds Visa harmless against Claims and Liabilities asserted by its Merchants or Cardholders.

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### 1.1.9.22 Indemnification Related to System Use by Member Agent

Any Member that designates an agent, whether a Member or a non-Member, to perform activities or 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 agent's performance or non-performance in connection with VisaNet, or the agent's performance or non-performance of services in support of the Member's Visa-related business.

This indemnification applies whether or not the performance or non-performance was in connection with services provided by the 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# 0007563

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### 1.1.9.23 Responsibility for Losses Caused by VisaNet Processors

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

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#### 1.1.9.24 Limitation of Liability for VisaNet Processors

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

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

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#### 1.1.9.25 Liability for Merchant Outlet Activities

To the extent that Visa is insured for the liabilities and losses specified in Section 1.1.9.4, "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

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#### 1.1.9.26 Member Liability for ATM Operator Activities – US Region

A US Member is liable for all Visa Program activities undertaken or conducted by virtue of, or as a result of, its membership, whether performed directly or indirectly by the Member or any third-party non-Member, including, but not limited to, ensuring that settlement duly owed to ATM Operators is paid.

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#### 1.1.9.27 Liability for Airline Authorizing Processor (Updated)

An Acquirer is liable for all Visa processing activities of an Airline Authorizing Processor that is performing services for its Airline.

The Acquirer indemnifies and holds harmless Visa against all Claims, losses, damages, and Liabilities arising out of all of its Airline Authorizing Processor's Visa processing activities, whether or not the Acquirer has specifically designated its Airline Authorizing Processor to Visa.

ID# 0007564

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### 1.1.9.28 Systems Failure Responsibility

Visa is not responsible for Claims or Liabilities arising out of, but not limited to, the following:

- Mechanical or other breakdown, malfunction, or defect of any equipment, facilities, or computer programs used by Visa to perform VisaNet services
- Delay or failure to provide VisaNet services to VisaNet Processors
- Loss or destruction of any information furnished by Members to VisaNet
- Supplying VisaNet Processors with any information through VisaNet that is incomplete, incorrect, or otherwise erroneous
- Misapplied or incorrect Interchange Reimbursement Fees or error, delay, failure, or omission in the settlement of Interchange, whether as a result of a Visa error, Issuer error, Acquirer error, system breakdown, malfunction, or computer programming error

This provision is not applicable to Transactions involving Issuers or Acquirers in the Visa Europe Territory.

Additionally, in the US Region, Visa is not responsible for Claims or Liabilities arising out of, but not limited to:

- Testing of equipment and reporting of test results to US Members by Visa
- Any personal injury, property damage, or other loss or liability incurred by a US Member or its Agents, Cardholders, customers, Merchants, or Sponsored Merchants in connection with the Member's use of VisaNet or the performance of any VisaNet services by Visa

ID# 0007629

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### 1.1.9.29 Liability Allocation

Liability to indemnify Visa for Claims or Liabilities arising from VisaNet will be allocated by Visa between Issuers and Acquirers, including, but not limited to, the following:

- Issuers have primary responsibility for, and indemnify Visa against, Claims or Liabilities arising from their Cardholders.
- Acquirers have primary responsibility for, and indemnify Visa against, Claims or Liabilities arising from claims of their Merchants, the Sponsored Merchants of their Payment Facilitators, or their Payment Facilitators.
- Acquirers are responsible for, and indemnify Visa against, Claims or Liabilities arising from the processing of any non-Visa transaction through VisaNet.

- Members are responsible for, and indemnify Visa against, Claims or Liabilities arising from property damage, bodily injury, or both, incurred at their locations or at the location of their agent.

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### 1.1.9.30 Stand-In Processing – 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.

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### 1.1.9.31 Visa Merchant Direct Exchange Merchant Indemnification

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 Section 1.1.7.2, "Restricted Use of VisaNet," and Section 8.6.3, "Modifications to Software."

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.

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### 1.1.9.32 Indemnification Related to Systems Link between VisaNet and American Express – US Region

In connection with use of the systems link between VisaNet and American Express, each US Member and its Agents indemnify and hold harmless Visa against all Claims and Liabilities, or other consequences arising from any breach by the Member or Agent of any of its obligations or from any other cause.

Visa indemnifies and holds harmless US Members and their Agents from any Claims and Liabilities asserted by Cardholders, Merchants, and Sponsored Merchants due to the acts or omissions of American Express, its officers, agents, or employees in connection with use of the systems link between VisaNet and American Express to authorize and clear Visa Transactions.

Any obligation by Visa to indemnify US Members or their Agents is subject to the prior successful recovery by Visa against American Express of indemnification for the act or omission, as specified in the agreement between Visa and American Express.

A US Member or its Agent is not entitled to indemnification for special, indirect, incidental, or consequential damages. A Member or its Agent that receives notice of a Claim or Liability for which it may be entitled to indemnification must give prompt written notice to Visa. Either Visa or American Express may, at its option and expense, assume defense of the Claim and Liability. A Member or its Agent seeking indemnification under this section must make best efforts to minimize the amount of Claims and Liabilities for which indemnification is sought. Failure to do so will result in loss of the right to indemnification.

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### 1.1.9.33 Indemnification Related to Systems Link between VisaNet and Discover Financial Services – US Region

In connection with use of the systems link between VisaNet and Discover Financial Services,<sup>1</sup> each US Member and its Agents indemnify and hold harmless Visa against all Claims and Liabilities.

Visa indemnifies and holds harmless US Members and their Agents from any Claims and Liabilities asserted by Cardholders, Merchants, Sponsored Merchants, and Members due to the negligent or willful misconduct or processing errors of Discover Financial Services, its officers, agents, or employees in connection with the use of the systems link between VisaNet and Discover Financial Services to authorize and clear Visa Transactions or Discover transactions.

Any obligation by Visa to indemnify US Members or their Agents is subject to the prior successful recovery by Visa against Discover Financial Services of indemnification for the act or omission, as specified in the agreement between Visa and Discover Financial Services.

A US Member or its Agent is not entitled to indemnification for special, indirect, incidental, or consequential damages. A Member or its Agent that receives notice of a Claim or Liability for which it may be entitled to indemnification must give prompt written notice to Visa. Either Visa or Discover Financial Services may, at its option and expense, assume defense of the Claim and Liability. A Member or its Agent seeking indemnification under this section must make best efforts to minimize the amount of Claims and Liabilities for which indemnification is sought. Failure to do so will result in loss of the right to indemnification.

<sup>1</sup> Or any of its subsidiaries or affiliates

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#### 1.1.9.34 Indemnification Related to Use of the PIN Debit Gateway – US Region

In connection with use of the Visa PIN Debit Gateway Service, including any of its related systems links to various PIN debit networks, each US Member and its related VisaNet Processors, Merchants, and Agents indemnify and hold harmless Visa from and against all Claims and Liabilities, or any other fees, costs or consequences arising from a Member's participation in the Visa PIN Debit Gateway Service, or Visa's operation of that service on behalf of a Member, including, but not limited to, any breach by the Member or its related VisaNet Processors, Merchants, Agents, or other third parties, of any obligations in connection with the Visa PIN Debit Gateway Service or the various PIN debit networks or from any other cause.

Visa is not liable for any Claims or Liabilities incurred by US Members or their related VisaNet Processors, Merchants, Agents, or cardholders, caused by inaccuracies, errors, omissions, or delays in the Visa PIN Debit Gateway Service or otherwise associated with the PIN Debit Gateway Service or its use by Members, VisaNet Processors, Merchants, Agents, or cardholders.

Visa is not liable for indirect, special, incidental, or consequential damages incurred by US Members, VisaNet Processors, Merchants, Agents, or cardholders in connection with participation in or use of the Visa PIN Debit Gateway Service.

Visa is not liable for settlement loss related to non-Visa transactions processed through the Visa PIN Debit Gateway Service.

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#### 1.1.9.35 Lawfulness of Visa Transactions

By submitting Visa Transactions into Interchange, an Acquirer warrants that the Transaction and the Transaction Receipt do not violate, and will not cause an Issuer to violate, applicable law. The Acquirer agrees to indemnify and hold harmless the Issuer and Visa for all Claims and Liabilities resulting from the Acquirer's breach of this warranty.

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#### 1.1.9.36 Lawfulness of PIN Debit Gateway Transactions – US Region

A US Acquirer or VisaNet Processor that participates in the Visa PIN Debit Gateway Service warrants that its non-Visa, PIN-based transactions or non-PIN-based bill payment transactions, submitted to VisaNet, do not violate, and will not cause an issuer to violate, applicable law.

A US Acquirer or VisaNet Processor agrees to indemnify and hold harmless the Issuer for all Claims and Liabilities resulting from the Acquirer's or VisaNet Processor's breach of this warranty, and to indemnify and hold harmless Visa for all Claims and Liabilities resulting from the processing of any non-Visa transaction.

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### 1.1.9.37 Lawfulness of Non-Visa Transactions

A Member that uses VisaNet System services for a non-Visa transaction or that submits a non-Visa Transaction into Interchange:

- Warrants that the transaction does not violate, and will not cause an Issuer to violate, applicable law
- Holds harmless the Issuer from any and all losses and damages resulting from a breach of this warranty
- Holds harmless Visa from and against all Claims, liabilities, losses, and expenses arising from the processing of any non-Visa transaction

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### 1.1.9.38 Visa Global Customer Assistance Services Program Indemnification

Without regard to, but not otherwise limiting or modifying the provisions of Section 1.1.9.4, "General Liabilities and Indemnification Provisions":

- Visa disclaims all warranties with respect to the Visa Global Customer Care Services and all Visa Card services, including any Emergency Travel Services or supplemental services by Visa or its contractors, both express and implied, including, but not limited to, any implied warranty of merchantability and warranty of fitness for a particular purpose.
- A Member indemnifies and holds Visa harmless against Claims or Liabilities arising for Visa in connection with operating or establishing the Visa Global Customer Care Services or any of its component services, including the activities of an Emergency Service Location. This obligation to indemnify includes any error or omission in accepting a lost or stolen Card report or blocking the Account Number of a Card reported lost or stolen on the Exception File.
- A Member operating or establishing an Emergency Service Location is responsible for, and holds Visa harmless against, Claims or Liabilities arising from negligent or willful acts or omissions in performing Emergency Service Location.
- If an Issuer requests that Visa Global Customer Care Services provide services to a Cardholder in addition to those specified in Section 4.1.14.9, "Visa Global Customer Assistance Services Program Requirements," the Issuer is responsible for and holds Visa harmless against all Claims or Liabilities arising from that assistance.

- A participating Issuer is responsible for, and holds Visa and the applicable Emergency Service Location harmless against, Claims or Liabilities arising from the Emergency Cash Service and the Emergency Card Replacement Service with respect to the Issuer's Cards. The Member operating the Emergency Service Location is not entitled to indemnification for its negligent or willful wrongful acts or omissions.

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### 1.1.9.39 Liability for Distribution of Visa Prepaid Cards Outside the Country of Issuance

A Visa Member that participates in the Distribution of Visa Prepaid Cards Outside the Country of Issuance indemnifies and holds harmless Visa and its Members, directors, officers, employees and agents from and against any and all Claims and Liabilities, damages, and expenses, including reasonable attorney fees, arising from its issuance of and participation in the Distribution of Visa Prepaid Cards Outside the Country of Issuance.

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### 1.1.9.40 Indemnification Related to Screening for Money Transfer Original Credit Transactions

A Visa Member that participates in Money Transfer Original Credit Transactions indemnifies and holds harmless Visa and its Members from and against any and all Claims and Liabilities arising out of the Visa Member's use of, and reliance on, the watch list scoring service including, but not limited to, the Visa Member's use of, and reliance on, the results of screening sender information against certain anti-money laundering, anti-terrorist financing, and sanctions watch lists.

Visa makes no representations or warranties with respect to the watch list scoring service or the results obtained thereof, and disclaims any and all liability in connection with the Visa Member's use of watch list scoring service including, but not limited to, the Visa Member's use of, and reliance on, the results of screening sender information against certain anti-money laundering, anti-terrorist financing, and sanctions watch lists.

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### 1.1.9.41 Card Recovery Bulletin Service Indemnification

With respect to Claims or Liabilities for which Visa is not responsible under this section, Members indemnify and hold Visa harmless as follows:

- An Issuer indemnifies and holds Visa harmless against all Claims or Liabilities arising from claims of its Cardholders resulting from the Card Recovery Bulletin service.

- An Acquirer indemnifies and holds Visa harmless against all Claims or Liabilities arising from claims of its Merchants resulting from the Card Recovery Bulletin service, other than those asserted by Cardholders against Merchants.

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### 1.1.9.42 Indemnifications Related to National Card Recovery File – US Region

Visa indemnifies US Members for losses actually incurred arising from errors in the distribution of, or failure to distribute, the National Card Recovery File.

With respect to Claims and Liabilities in connection with the National Card Recovery File for which Visa is not responsible under this section, US Members indemnify and hold harmless Visa as follows:

- Each Issuer indemnifies and holds harmless Visa from and against all Claims and Liabilities asserted by its Cardholders or third parties, other than Merchants or Sponsored Merchants, resulting from the National Card Recovery File.
- Each Acquirer indemnifies and holds harmless Visa from and against all Claims and Liabilities asserted by its Merchants, the Sponsored Merchants of its Payment Facilitators, or its Payment Facilitators (other than claims that are asserted against Merchants or Sponsored Merchants by Cardholders) or third parties other than Cardholders, resulting from the National Card Recovery File.

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### 1.1.9.43 Indemnifications Related to Visa Advanced ID Solutions – US Region

Advanced Resolution Services, Visa, the Advanced Resolution Services Consumer Office, Bankruptcy Retrieval Services, Credit Bureaus, and, with regard to the Issuers' Clearinghouse Service, MasterCard Worldwide and Lakeside Information Resources, are not liable for Claims and Liabilities incurred by US Members, their Cardholders, applicants for Cards, applicants for or customers of non-Visa cards, or other Visa or non-Visa products, caused by inaccuracies, errors, or delays in Visa Advanced ID Solutions, or otherwise associated with Visa Advanced ID Solutions. This limitation does not apply only with respect to Lakeside Information Resources or the Advanced Resolution Services Consumer Office in the event of Claims and Liabilities caused by the willful misconduct of Lakeside Information Resources, the Advanced Resolution Services Consumer Office, their officers, employees, agents, or representatives. Advanced Resolution Services, Visa, the Advanced Resolution Services Consumer Office, Bankruptcy Retrieval Services, Credit Bureaus, and, with regard to the Issuers' Clearinghouse Service, MasterCard Worldwide and Lakeside Information Resources, are not liable for indirect, special, incidental, or consequential damages incurred by US Members, Cardholders, applicants for Cards, or applicants for or customers of non-Visa cards or other Visa or non-Visa products, in connection with Visa Advanced ID Solutions.

A US Member submitting information to Visa Advanced ID Solutions indemnifies and holds harmless Advanced Resolution Services and Visa against Claims and Liabilities arising from the accuracy or quality of information submitted to Visa Advanced ID Solutions.

A US Member that obtains reports from Visa Advanced ID Solutions indemnifies and holds harmless Advanced ID Solutions and Visa against Claims and Liabilities asserted by Cardholders or applicants for Cards.

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#### 1.1.9.44 Indemnifications Related to Strategic Bankruptcy Solutions – U.S. Region

Advanced Resolution Services, Visa, the Advanced Resolution Services Consumer Office, Bankruptcy Retrieval Services, and Credit Bureaus are not liable for Claims and Liabilities incurred by US Members, their Cardholders, applicants for Cards, or applicants for or customers of non-Visa cards or other Visa or non-Visa products caused by inaccuracies, errors, or delays in Strategic Bankruptcy Solutions, or otherwise associated with Strategic Bankruptcy Solutions. This limitation does not apply only with respect to the Advanced Resolution Services Consumer Office in the event of Claims and Liabilities caused by the willful misconduct of the Advanced Resolution Services Consumer Office, its officers, employees, agents, or representatives. Advanced Resolution Services, Visa, the Advanced Resolution Services Consumer Office, Bankruptcy Retrieval Services, and Credit Bureaus are not liable for indirect, special, incidental, or consequential damages incurred by Members, Cardholders, applicants for Cards, applicants for or customers of non-Visa cards or other Visa or non-Visa products, or others, in connection with Strategic Bankruptcy Solutions or its use by the Member.

A US Member that obtains reports from Strategic Bankruptcy Solutions indemnifies and holds harmless Advanced Resolution Services and Visa against Claims and Liabilities asserted by Cardholders, applicants for Cards, applicants for or customers of non-Visa cards or other Visa or non-Visa products, or others, in connection with Strategic Bankruptcy Solutions.

A US Member that obtains reports from Strategic Bankruptcy Solutions that contain Chapter 13 bankruptcy data must not pursue a claim against a US bankruptcy trustee in that trustee's individual capacity arising from the Member's receipt of Chapter 13 bankruptcy data provided by that US bankruptcy trustee. This provision does not, for example, prohibit a Member from pursuing a claim against a debtor under US bankruptcy law in which the Member may be required to name the trustee as a nominal defendant or from objecting in a non-litigation context to a trustee's implementation of US bankruptcy law requirements.

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### 1.1.9.45 Indemnifications Related to Credit Reporting Improvement Service – US Region

Visa, Integrated Solutions Concepts, Inc., its agents, consultants, contractors and subcontractors, and other third parties it deems necessary to provide the Credit Reporting Improvement Service shall not be responsible for any Claims or Liabilities incurred by US Members, their Agents, their Cardholders, or applicants for Cards caused by inaccuracies or errors in the Credit Reporting Improvement Service or otherwise associated with the Credit Reporting Improvement Service or its use by Members.

A US Member shall indemnify and hold harmless Visa, Integrated Solutions Concepts, Inc., and its agents, consultants, contractors, and subcontractors, and other third parties it deems necessary to provide the Credit Reporting Improvement Service against all Claims and Liabilities asserted by its Cardholders or applicants for Cards or others, in connection with the Credit Reporting Improvement Service or its use by the Member.

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### 1.1.9.46 Indemnifications Related to Terminated Merchant File – US Region

Visa is not liable for any Claims and Liabilities that are attributable to the Terminated Merchant File and incurred by any of the following:

- US Members or their Agents
- US Merchants of Members
- US Sponsored Merchants of Payment Facilitators

A US Member adding or deleting a Merchant, Payment Facilitator, or Sponsored Merchant to or from the Terminated Merchant File indemnifies and holds harmless Visa against all Claims and Liabilities arising from the erroneous addition or deletion of a Merchant, Payment Facilitator, or Sponsored Merchant to or from the file or the failure to remove a Merchant, Payment Facilitator, or Sponsored Merchant when required.

A US Member that queries the Terminated Merchant File indemnifies and holds harmless Visa against all Claims and Liabilities arising from Merchants, Payment Facilitators, or Sponsored Merchants related to the query to the file.

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### 1.1.9.47 Indemnification Related to Arrest and Card Recovery

An Issuer requesting the arrest of a Card user or the recovery or retention of a Card indemnifies and holds the VisaNet Processor, Acquirer, Merchant, and Sponsored Merchant harmless from and against all Claims or Liabilities arising from that arrest, ensuing prosecution, or Card recovery or retention. Indemnification applies unless caused by negligence or unauthorized acts of the VisaNet Processor, Member, Merchant, or Sponsored Merchant or its officers, employees, or agents providing the service.

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### 1.1.9.48 Issuer Liabilities Related to Lost or Stolen Card Reports

An Issuer is responsible for all Claims or Liabilities resulting from any error or omission in connection with accepting a lost or stolen Card report or blocking the reported lost or stolen Card Account Number on the Exception File.

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### 1.1.9.49 Liabilities Related to Unlawful or Wrongful Acts

Any action by a VisaNet Processor that is unlawful or wrongful or that constitutes an unlawful or wrongful act under applicable law is considered unauthorized. However, for Claims or Liabilities, an action that is unlawful or wrongful, solely because the arrested person unlawfully or fraudulently used the Card, is not deemed an unauthorized act.

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## 1.2 Licensing and Numerics Management

### 1.2.1 Licensing – General Membership

#### 1.2.1.1 Unauthorized Activity of Sponsored Member

A Sponsored Member must not engage in any activity that its Sponsor has not authorized.

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### 1.2.1.2 Limitation of Sponsor Liabilities – US Region

A US Sponsor may limit its liabilities for its Sponsored Members to those whose activities are processed as specified in the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*, Section 2.05(b).

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### 1.2.1.3 Prohibition of BIN Sale or Exchange

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

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### 1.2.1.4 Jurisdiction

The jurisdiction of a Member is limited to its Country of Domicile (and that country's territories and possessions) and any other country(ies) approved by Visa. This does not apply to certain Visa Corporate Card or Visa Purchasing Card or government prepaid programs where Cards are distributed to qualified recipients as specified in the Visa Rules.

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### 1.2.1.5 Notification of Events or Conditions Affecting Membership

A Member must notify Visa immediately in writing upon occurrence of any event or condition that materially impacts the Member's Visa Program. The notification must describe the event or condition, unless such disclosure is prohibited by applicable laws or regulations.

A Member that becomes subject to any legal or regulatory action or order that materially impacts its Visa Program must provide a copy of the notification of the action or order to Visa within 14 calendar days of the effective date of the action or order. Such actions or orders may include administrative action entered or issued by any court or governmental agency including, but not limited to, any of the following:

- A memorandum of understanding
- Any condition imposed in writing by any agency
- An order to cease and desist
- A capital directive, and/or a prompt corrective action directive or any communication from the agency

- Any administrative, civil or criminal order or other form of relief imposed by a court or by a government agency having jurisdiction over the Member

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### 1.2.1.6 Terminated Member Liability

A terminated Member continues to be responsible for any financial or other obligations incurred as a result of its membership before its termination date and will not be entitled to a refund of any fees previously paid to Visa.

The terminated Member must comply with all of the following:

- Not take any action that causes dilution of the Visa-Owned Marks or may cause a significant number of the public to believe that the terminated Member's operations continue in any way to be associated with the Visa-Owned Marks.
- Fulfill all Member obligations under the Charter Documents and the Visa Rules for Transactions completed before the termination effective date or involving the use of an unexpired Card or Cheque issued by the Member
- Immediately discontinue the use of and destroy all printed material and supplies bearing the Visa-Owned Marks
- Assist Visa in making all necessary and appropriate changes in official records to indicate that the terminated Member is no longer an authorized user of the Visa-Owned Marks
- Continue to comply with all confidentiality provisions as specified in the Visa Rules
- Immediately advise its Cardholders, Merchants, and Agents
- Cancel all Cardholder, Merchant, and Agent agreements no later than the termination effective date
- Relinquish to Visa all of its rights and privileges as a Visa Member

In the US Region, an organization described in Section 2.01(g) of the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws* must require its owners or members that are not Members to immediately discontinue use of and destroy all printed materials and supplies bearing any Visa-Owned Mark.

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### 1.2.1.7 Group Member Requirements

A Group Member must not accept for membership or ownership an organization that is not eligible for Visa membership as specified in the Visa Charter Documents.

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### 1.3 Use of Marks

#### 1.3.1 Marks License

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

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

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

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

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

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

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

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##### 1.3.1.4 Prohibition against Using "Visa" in a Domain Name

A Member or its agent must not adopt, use, register, or attempt to register any domain name containing "Visa" or any other Visa-Owned Mark in any domain name extension. A Member's ownership of any domain name containing the Visa Brand Name or a Visa-Owned Mark must be immediately transferred to Visa upon request, with the exception of domain name registrations that comply with Section 1.3.1.5, "Permitted Uses of "Visa" Within a Domain Name." Visa may, at its discretion, license the domain name back to the Member.

The examples in Table 1-7, "Domain Names Members Are Not Permitted to Register," are Visa domain names that must be transferred to Visa:

**Table 1-7: Domain Names Members Are Not Permitted to Register**

Visa-Owned Domain Names	Examples
Visa	Visa.com Visa.net Visa.co.mx
Visa + Country or Country + Visa	VisaSingapore.com SouthAfricaVisa.co.za
Visa + Product Name or Product Name + Visa	VisaClassic.net ClassicVisa.net
Visa + Generic Descriptor or Generic Descriptor + Visa	VisaGiftCard.biz GiftCardVisa.info

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#### 1.3.1.5 Permitted Uses of "Visa" Within a Domain Name

A Member may only register certain domain names that include "Visa" or any other Visa-Owned Mark as per permitted combinations specified in Table 1-8, "Permitted Domain Name Examples." The Member must agree to use the domain name only to promote Visa products and services and must not transfer the domain name to any third party.

If Visa determines that a domain name registration that contains any Visa-Owned Mark conflicts with Visa rights or is detrimental to the Visa brand, Visa may ask for an assignment of the domain name and the Member must immediately comply with the request.

**Table 1-8: Permitted Domain Name Examples**

Permitted Combinations	Examples
Visa + Member Name	VisaXYZBank.com
Member Name + Visa	XYZBankVisa.net
Visa + Member's Product Name	VisaXYZCard.com
Member's Product Name + Visa	XYZCardVisa.info
Visa + Member's Program Name	VisaXYZProgram.co.mx
Member's Program Name + Visa	XYZProgramVisa.ca

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### 1.3.1.6 Copyright Notice for Copied Material

A Member must provide protection for the Visa-owned copyrights for copied Visa, Visa Electron, and Plus Program materials by complying with Table 1-9, "Copyright Notice Requirements."

Table 1-9: Copyright Notice Requirements

Copied Material with No Substantial Changes	Copied Material with Substantial Changes
All Visa material that a Member copies and has not substantially changed, and that has the following copyright notice, must retain this notice on all reproductions of all or a portion of the material: © YYYY* Visa. All Rights Reserved *Year the original was published	All copies of materials with the copyright notice specified in this table and that Visa or a Member substantially changes must bear the following notice: © YYYY*, YYYY** Visa. All Rights Reserved *Year the original was published **Year Visa or Member last revised the material

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### 1.3.2 General Use of Marks

#### 1.3.2.1 Visa Program Marks List

The Visa Program Marks include:

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

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#### 1.3.2.2 Brand Prominence

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

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

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

The Visa Brand Mark must appear exactly as shown in the *Visa Product Brand Standards*.

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

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

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### 1.3.2.4 Card Design Requirements

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

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

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

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

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

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

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

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

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

In a country with multiple Group Members, a Group Member must not use "Visa" 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.

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### 1.3.2.8 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 Rules.

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

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

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

ID# 0007277

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### 1.3.2.10 Ownership of Visa-Owned Marks

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

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#### 1.3.2.11 Visa Endorsement of Goods/Services

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

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#### 1.3.2.12 Use of Elements Similar to the Visa-Owned Marks

A Member or its agent must not use, adopt, register, or attempt to register a company name, product name, or Mark that may be identical or confusingly similar to a Visa-Owned Mark, including, but not limited to, any of the following:

- Names
- Trademarks
- Service Marks
- Trade Names
- Logos
- Words
- Symbols

If Visa determines that a Member's trademark is identical or confusingly similar to a Visa-Owned Mark, the Member must immediately withdraw its trademark application or registration and discontinue use of the Mark.

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

In marketing collateral, a Member must not use:

- A Visa-Owned Mark in such a way that it could be mistaken for an actual Card and used in a Transaction
- The Visa Brand Name in any classified advertising section, except as specified in Section 3.2.2.6, "Permitted Merchant Use – US Region"
- The Visa Brand Name on a check

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### 1.3.2.14 Card Reproduction Prohibition

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

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

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### 1.3.2.15 Obscured/Defaced Visa-Owned Marks

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

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

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## 1.3.3 Protecting the Visa Brand

### 1.3.3.1 Protecting the Visa Brand Reputation

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

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### 1.3.3.2 Prohibition of Marks Infringement and Brand Denigration

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

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

ID# 0025557

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### 1.3.3.3 Marks Use and Marketing Restrictions

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

ID# 0025558

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

A Member must not use the Visa-Owned Marks:

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

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

ID# 0007283

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### 1.3.3.5 Promotion of Visa Services

A Member must actively promote to its customers Visa services, products, and systems, consistent with its membership category.

If the Member participates in another payment system, it must not intentionally provide inferior service or otherwise discriminate against the Visa payment system.

ID# 0029301

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### 1.3.4 Marketing, Promotion, and Advertising Materials

#### 1.3.4.1 Visa Review of Brand, Sponsorship, and Marketing Materials (Updated)

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

- **Effective through 15 April 2016**

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.

- **Effective 16 April 2016**

Proposed designs for all form factors intended for use in Visa payments in a physical or digital form.<sup>1</sup> These must be submitted to Visa before production and each time the design is changed.

- Use of any Visa-Owned Mark in the Member's sponsorship of any events, including a specific sporting, musical, artistic, or other event.<sup>2</sup> The Member must provide all advertising, promotions, and public relations material for each country in which the sponsorship activity will occur. If a Member plans sponsorship activities in an additional country at a later date, it must submit a new request.

- Dual Payment Card Marketing<sup>3</sup> (including all offers, solicitations, promotions, and communications that include any Visa-Owned Marks or Visa-branded products), before production and distribution

- **Effective through 30 March 2016**

In the US Region, all marketing and promotional materials pertaining to the Visa Extras Program, before production and distribution

- In the US Region, use of Limited Acceptance signage for any purpose other than those permitted in the Visa Rules

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

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

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

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

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

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

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

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

<sup>2</sup> Not applicable to the purchase of advertising not specifically tied to the sponsorship of these events.

<sup>3</sup> In the AP Region, Dual Payment Card Marketing is not allowed for Visa Infinite Business Cards and Visa Ultra High Net Worth Cards.

ID# 0027788

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### 1.3.4.2 Member Identification

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

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

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

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

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

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

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

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

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

- A wordmark may be used to denote ATM sharing only if it appears on the back of a Visa Card, as specified in Section 3.2.3.5, "Use of Cirrus Wordmark – US 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 US Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than Visa Cards provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or their subsidiaries or affiliates.

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

#### 1.3.4.5 Visa Brand Mark on Cards

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

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#### 1.3.4.6 Restricted Use of Other Marks (Updated)

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

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

A Member may use non-Visa-owned brand Marks to indicate acceptance at Merchant Outlets solely within the country of Card issuance only if these non-Visa-owned brand Marks are clearly less prominent than the Visa Brand Mark or Visa Brand Mark with the Electron Identifier.<sup>1, 2</sup>

Except for the Account Number, a Visa Card must not bear any number or device, whether embossed, printed, etched, encoded, or otherwise affixed, that is used for international payment purposes.

A Member must not use the Marks of a non-Visa general purpose payment card network on a Visa Card without prior written consent from Visa.<sup>2</sup>

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

<sup>1</sup> This does not apply in the Canada Region to Cards bearing the Mark of the Interac Association.

<sup>2</sup> This does not apply in the US Region and US Territories to US Covered Visa Debit Cards.

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

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

- Any Trade Name or Mark that identifies or is associated with any entity, or its subsidiaries or affiliates, deemed competitive by Visa,<sup>1</sup> including:

- American Express Company
- Discover Financial Services<sup>2</sup>
- MasterCard Worldwide (including Maestro)<sup>3</sup>
- Any Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark

<sup>1</sup> This does not apply in the US Region and US Territories for US Covered Visa Debit Cards.

<sup>2</sup> This does not apply in the US Region for Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

<sup>3</sup> This does not apply in the LAC Region and US Region to certain Visa Cards bearing the Cirrus Wordmark.

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## 1.4 Issuance

### 1.4.1 Issuance Conditions

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

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

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

A Visa Canada General Member must:

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

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#### 1.4.1.3 Issuer Jurisdiction (Updated)

An Issuer must not solicit or issue Cards outside the Issuer's Country of Domicile (and that country's territories and possessions). This does not apply to the following:

- The Issuer solicits or issues Cards through its foreign Branch<sup>1</sup> if the foreign Branch accepts demand deposits, upon approval from Visa.
- The Issuer participates in Centralized Card Issuance as specified in Section 4.12.1, "Commercial Card Issuance Requirements."
- The Issuer participates in Distribution of Visa Prepaid Cards outside the Country of Issuance as specified in Section 4.11.4, "Prepaid – Cross-Border Remittance."
- The Issuer issues Visa Prepaid Remittance Cards as specified in Section 4.11.4, "Prepaid – Cross-Border Remittance."
- In the AP Region and CEMEA Region, the Issuer participates in intraregional cross-border issuance of Visa TravelMoney Cards with POS and ATM functionality as specified in Section 4.11.3.2, "Visa TravelMoney Cross-Border Issuance – AP Region and CEMEA Region."

<sup>1</sup> A Member Branch located outside the Member's principal place of business

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#### 1.4.2 Account Numbers

##### 1.4.2.1 BIN and Account Numbers

BIN and Account Number structures embossed, encoded, or printed on a Visa Card and Visa Electron Card must comply with all of the following specifications:

- 16-digits<sup>1</sup>
- 4-4-4-4 grouping (for example, 4000-0012-3456-7899)
- First 6 digits same as BIN
- Modulus Ten check-digit

<sup>1</sup> This does not apply in the LAC Region to Visa Electron Cards that display partial Account Numbers.

ID# 0003196

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### 1.4.3 Notification and Disclosure

#### 1.4.3.1 Notification of Card Use Restrictions

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

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#### 1.4.3.2 International Transaction or Currency Conversion Fee Disclosure (Updated)

**Effective 1 September 2015 in the AP, CEMEA, and US Regions**

**Effective 1 September 2016 in the Canada and LAC Regions**

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

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

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

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

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

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

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### 1.4.3.3 Recurring Transaction Data on Cardholder Billing Statement

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

- Identifies the Merchant that processed the Recurring Transaction
- Enables the Cardholder to contact the Merchant

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### 1.4.3.4 Cardholder Signature on Card

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

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

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

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

- Supporting a loyalty program
- Providing fraud control services

This does not apply to a Visa Commercial Card Issuer.

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## 1.4.4 Issuer Operational Standards

### 1.4.4.1 PIN Issuance

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

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

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### 1.4.4.2 PIN Issuance Requirements

An Issuer must:

- Notify its Cardholders of PIN availability and that they may either select their own PIN or request that a PIN be issued
- Successfully complete certification testing to demonstrate its capability to perform PIN Verification, or designate Visa to perform this function
- Ensure the security of the PIN
- Convert to a secure PIN block format
- Select Stand-In Processing Issuer options pertaining to a Transaction for which a PIN is used
- In the US Region, notify its Cardholders of the availability of the Visa ATM Network. An Issuer must provide the notification annually to all active Cardholders of all of the following:
  - Visa Check Card
  - Visa Signature
  - Visa Signature Preferred

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

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

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### 1.4.4.4 Issuer Credit Transaction Posting

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

- Within 5 calendar days from the Settlement date
- In the US Region, within 3 business days from the Settlement date. This does not apply to Visa Debit Cards.

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## 1.4.4.5 VisaNet Issuer Billing Currency Selection Requirements (New)

**Effective 16 April 2016** for all new programs

**Effective 22 April 2017** for all programs

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

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

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

<sup>2</sup> This does not apply to Visa prepaid TravelMoney cards or Centralized Card Issuance as specified in Section 4.12.1, "Commercial Card Issuance Requirements"

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## 1.4.5 Notification to Visa of Loss or Theft

### 1.4.5.1 Notification of Loss or Theft of Visa Products

An Issuer must immediately notify Visa of the suspected or confirmed loss or theft of any Visa Product.

The notification must include all of the following information, if available:

- Issuer name
- Name and address of a Visa–approved vendor that provides Card manufacturing, personalization, or fulfillment services (if applicable)
- Name and address of Third Party Agent (if applicable)
- Number of missing Visa Products
- Batch number
- Pertinent details regarding the loss and ensuing investigation
- Name and address of Issuer contact
- Name and telephone number of person reporting the loss or theft

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### 1.4.6 Zero Liability

#### 1.4.6.1 Zero Liability (New)

**Effective 1 August 2016**

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

The limitation of liability does not apply to the following:

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

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

The Issuer must communicate any restrictions to its Cardholders.

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### 1.5 Acceptance

#### 1.5.1 General Acquirer Requirements

##### 1.5.1.1 Acquirer Jurisdiction and Restriction of Cross-Border Acquiring (Updated)

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

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

- The Acquirer is licensed by Visa to accept Transactions from a Merchant Outlet in another country.
- The Merchant is an Airline<sup>1</sup> or an on-board service provider contracted by the Airline<sup>2</sup> and the Acquirer maintains the relationship in accordance with the provisions of the International Airline Program.

- The Merchant Outlet is, or is located in or on the premises of, a military base, embassy, or consulate or international governmental organization (for example: the United Nations) on foreign territory.<sup>2</sup>
- With prior written approval from Visa, the Acquirer accepts Transactions from a Merchant Outlet through its foreign Branch<sup>3</sup>
- **Effective 16 April 2016**  
Visa has provided written permission for the Acquirer to participate in the Multinational Merchant Acceptance Program in the Merchant Outlet country.

A Payment Facilitator must not contract with a Sponsored Merchant that is outside the country in which the Payment Facilitator and its Acquirer are located.

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

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

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

A Principal-Type Member, Associate-Type Member, or Group Member may accept Transactions from a Merchant Outlet in another country if there is no Member or foreign Branch<sup>3</sup> that is able or willing, because of legal, financial, infrastructural, or operational restrictions (including inability to comply with the *Visa International Certificate of Incorporation and Bylaws* or the Visa Rules) to enter into Merchant Agreements with Merchants within that country. If subsequently a Member having its principal place of business in that country implements an active Visa Program, the Member must cease activities within that country and transfer existing cross-border Merchant contracts to the new Acquirer within the time period specified by Visa.

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

With prior approval from Visa, a Member may make Manual Cash Disbursements outside its Country of Domicile only if the Manual Cash Disbursement occurs at a Branch that accepts demand deposits.

<sup>1</sup> If an Airline ticket is sold by a travel agency, the Transaction Country is the country in which the travel agency is located.

<sup>2</sup> Such a Merchant may contract with an Acquirer whose Country of Domicile is the Merchant's home country, the Merchant Outlet Country, or both.

<sup>3</sup> A Member Branch located outside the Member's Country of Domicile.

#### 1.5.1.2 Merchant Qualification Standards

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

- Financially responsible
- Not engaged in any activity that could cause harm to the Visa system or the Visa brand
- Operating within an allowed jurisdiction

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

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#### 1.5.1.3 Submission of Illegal Transactions

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

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#### 1.5.1.4 Acquirer Use of Digital Certificates

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

ID# 0004617

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#### 1.5.1.5 Non-Disclosure of Account Numbers Associated with Tokenized Transactions (Updated)

An Acquirer must ensure that the Account Number associated with a Token in a Transaction is not disclosed to the Merchant.

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#### 1.5.1.6 Authorization Rejection Based on Internal Tables

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

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

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### 1.5.1.7 Acquirer Rights to Provide Merchant Information

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

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### 1.5.1.8 Termination of Merchant Agreement

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

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

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

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## 1.5.2 Merchant Agreements

### 1.5.2.1 Merchant Agreement Requirements

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

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

- Perform its obligations under the Merchant Agreement in compliance with applicable laws or regulations

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

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

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### 1.5.2.2 Retention of Merchant Records

An Acquirer or a Payment Facilitator must keep a complete, well-documented file containing Merchant records, including any information connected to an investigation, for at least 2 years after Merchant Agreement termination.

A US Acquirer or a Payment Facilitator of a Merchant or Sponsored Merchant undergoing a forensic investigation must also notify Visa when it receives notice or otherwise becomes aware that the Merchant has terminated its Merchant Agreement.

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### 1.5.3 Marks Display

#### 1.5.3.1 Display of Card Acceptance Marks

A Member or Merchant must display the appropriate Visa-Owned Marks to indicate which Cards it accepts for payment except in the case of a Merchant that either:

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

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### 1.5.3.2 Limited Acceptance Merchant Signage – US Region

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

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### 1.5.4 Card Acceptance

#### 1.5.4.1 Accepting Visa Products for Payment

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

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#### 1.5.4.2 Honoring All Visa Cards

Visa Merchants may not refuse to accept a Visa product that is properly presented for payment, for example, on the basis that the Card is foreign-issued,<sup>1</sup> 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.

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

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#### 1.5.4.3 Honor All Cards (Updated)

A Merchant must accept all Cards properly presented for payment.

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

This does not apply:

- To Merchant Outlets on transit passenger vehicles that deploy Contactless-only Acceptance Devices, as specified in [Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices"](#)
- In the Canada Region, the US Region, and Australia, to certain categories of Visa products for domestically issued Cards

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### 1.5.4.4 Honor All Cards – Canada Region

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

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

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

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### 1.5.4.5 Honor All Cards – US Region

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

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### 1.5.4.6 Selection of Payment System – US Region

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

- The Merchant must honor the Cardholder's request if the Cardholder indicates that the transaction is to be processed as a Visa Transaction.

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

ID# 0002868

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### 1.5.4.7 Limited Acceptance Merchant Requirements – US Region

A US Merchant that accepts Visa Cards may choose Limited Acceptance.

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

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### 1.5.4.8 Limited Acceptance Notification Requirements – US Region

A US Acquirer must register with Visa and provide reporting on any Merchant that elects to be a Limited Acceptance Merchant.

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### 1.5.4.9 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.

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### 1.5.4.10 Visa Mini Card Merchant Acceptance Requirements

A Merchant that accepts Visa Cards must both:

- Attempt to accept a Visa Mini Card
- Request a corresponding standard-sized Card, if available, if either the:
  - Acceptance Device is unable to read the Magnetic Stripe on the Visa Mini Card

- Full Account Number is not placed on the Visa Mini Card

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### 1.5.4.11 Uniform Services – Acquirer Requirements (Updated)

An Acquirer must both:

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

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

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

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### 1.5.4.12 Uniform Services – Merchant Requirement

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

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

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

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

- Offering the consumer an immediate discount from the Merchant's list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer uses a particular general purpose payment card with an acceptance brand other than a Visa Card or other particular means of payment
- Offering the consumer an immediate discount from the Merchant's list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer, who initially presents a Visa Card, uses instead another general purpose payment card or another means of payment

- Expressing a preference for the use of a particular general purpose payment card or means of payment
- Promoting the use of a particular general purpose payment card with an acceptance brand other than Visa or means of payment through posted information, through the size, prominence, or sequencing of payment choices, or through other communications to consumers
- Communicating to consumers the reasonably estimated or actual costs incurred by the Merchant when a consumer uses a particular general purpose payment card or means of payment or the relative costs of using different general purpose payment cards or means of payment

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

In the US Region or a US Territory, an Acquirer must not adopt, maintain or enforce any rule (including any bylaw, policy, standard, guideline, or practice), or enter into or enforce any agreement that directly or indirectly prohibits, prevents, or restrains its Merchants from requesting or encouraging a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type (e.g., Visa Classic Card, Visa Traditional Rewards Card, Visa Signature Card) than the Visa Card the consumer initially presents. The methods by which a Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type include but are not limited to the methods specified in Section 1.5.4.13, "Discount Offer – US Region and US Territories."

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

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

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

A Merchant may offer a monetary benefit in the form of a discount, as specified in Section 1.5.4.13, "Discount Offer – US Region and US Territories," as an inducement for the Cardholder to use a means of payment other than a Visa Card.

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### 1.5.4.16 Credit Refund Requirements (Updated)

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

This does not apply to a Straight Through Processing Transaction.

A Merchant must not:

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

These restrictions do not apply to:

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

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

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

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### 1.5.5 Card Acceptance Prohibitions

#### 1.5.5.1 Prohibition of Minimum or Maximum Transaction Amount

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

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

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#### 1.5.5.2 Surcharges

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

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

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

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#### 1.5.5.3 Cardholder Identification

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

ID# 0027481

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#### 1.5.5.4 Payment of 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 Program or Visa Electron Program.
- The Merchant is a government agency and the Transaction represents a loan payment. In this case, the Transaction amount must not equal the loan balance unless it is the final payment.

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

A Merchant must not:

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

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### 1.5.5.5 Scrip Prohibition

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

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

ID# 0008708

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### 1.5.5.6 Merchant Cash Disbursement Prohibition (Updated)

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

This does not apply in the CEMEA Region to Members in South Africa.

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### 1.5.5.7 Visa Prepaid Card Cash Redemption

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

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## 1.5.6 Card and Cardholder Verification Requirements

### 1.5.6.1 Authorized Card User

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

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### 1.5.6.2 Electronic Commerce Data Protection

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

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### 1.5.7 Transaction Receipts

#### 1.5.7.1 Cardholder Acceptance of Unknown Amount

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

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### 1.5.8 Merchant Deposits

#### 1.5.8.1 Transactions Resulting from Other Entities (Updated)

A Merchant must deposit only Transactions that it has completed.

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

This does not apply in the:

- AP Region for government payments in Australia
- Canada Region for Transactions that include a Service Fee
- CEMEA Region for Domestic Transactions at Unattended Cardholder-Activated Terminals and Government Payments in Russia
- US Region for the Government and Education Payment Program

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#### 1.5.8.2 Payments to Merchants, Sponsored Merchants, and Payment Facilitators (Updated)

An Acquirer must pay or credit its Merchant's, Sponsored Merchant's, or Payment Facilitator's account promptly after Transaction Receipt Deposit. These payments must be the same as the Transaction totals, less any Chargebacks, Credit Transaction Receipts, or other agreed fees and discounts.

An Acquirer may directly pay or credit only:

- A Merchant
- A Payment Facilitator, on behalf of a Merchant or Sponsored Merchant

- A Sponsored Merchant for its portion of the Deposit, if the Acquirer also contracts with the Payment Facilitator

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

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

- For domestic Credit Transactions, no later than 32 days after the Processing Date
- **Effective through 16 April 2016**  
For international credit Transaction, no later than 32 days after the Processing Date
- For all other Transactions, no later than 5 days after the Processing Date

ID# 0008850

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### 1.5.9 Travelers Cheques

#### 1.5.9.1 Travelers Cheque Acceptance Requirements

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

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

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#### 1.5.9.2 Travelers Cheque Acceptance Procedures

When encashing a Cheque, a Member must:

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

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

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

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

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## 1.6 ATM

### 1.6.1 ATM Requirements

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

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

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## 1.7 Transaction Processing

### 1.7.1 General Processing

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

A Visa participant must authorize, clear, and settle messages for international Visa Transactions through VisaNet and report to Visa all domestic Visa Transactions processed outside of VisaNet.

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

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#### 1.7.1.2 BIN Processing Capability

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

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### 1.7.2 Data Requirements

#### 1.7.2.1 Complete and Valid Data in Authorization Requests and Clearing Records

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

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

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### 1.7.3 Acquirer Authorization Requests

#### 1.7.3.1 Required Authorization Processing through VisaNet

An Acquirer must process an Authorization for an International Transaction through VisaNet, as specified in Section 1.7.1.1, "Authorization, Clearing, and Settlement of International Transactions through VisaNet."

ID# 0003369

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#### 1.7.3.2 Authorization Currency and Conversion (Updated)

An Authorization Request must be expressed in USD or the Transaction Currency.

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

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

ID# 0008803

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#### 1.7.3.3 International Exception File Consultation

An Acquirer must consult the International Exception File when authorizing a Transaction that it does not forward to the Issuer. If the Account Number either:

- Appears in the file, the Acquirer must instruct the Merchant to take immediate action

- Does not appear in the file, the Acquirer must consult its manual activity file

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### 1.7.4 Issuer Authorization Processing

#### 1.7.4.1 Issuer Requirement to Evaluate Each Transaction (New)

**Effective 15 April 2016 for Visa Programs implemented on or after 15 April 2016**

**Effective 15 October 2016 for all Visa Programs**

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

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

<sup>1</sup> Including, but not limited to: by BIN, by geography, by payment channel, by payment device, by Transaction type

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#### 1.7.4.2 Original Credit Transaction Stand-In Processing

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# 0027563

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### 1.7.4.3 Decline Response Prohibition for Electronic Commerce Transactions (Updated)

**Effective through 14 October 2016**

An Issuer must not systematically send a Decline Response to an Authorization Request for an Electronic Commerce Transaction coded with Electronic Commerce Indicator 6 unless there is an immediate fraud threat.

This prohibition does not apply to Visa Cards issued with restrictions that are either:

- Clearly communicated to the Cardholder (for example: a Card product issued for use exclusively in a Card-Present Environment)
- Stipulated by a Cardholder participating in Visa Payment Controls

An Issuer is deemed to be non-compliant if it exceeds 500 Authorizations a month and a decline rate of 50% or more for Transactions containing Electronic Commerce Indicator 6.

ID# 0004389

Edition: Apr 2016 | Last Updated: Apr 2016

### 1.7.4.4 Decline Response Prohibition for Visa Checkout (Updated)

**Effective through 14 October 2016**

An Issuer must not send a Decline Response to an Authorization Request for a Transaction solely because the Transaction is conducted through Visa Checkout.

ID# 0026993

Edition: Apr 2016 | Last Updated: Apr 2016

### 1.7.4.5 Referral Responses – Prohibited Transaction Types

**Effective through 14 April 2016**

An Issuer must not send a Referral Response to an Authorization Request for any of the following:

- An ATM or Electronic Commerce Transaction
- A Telephone Service Transaction with MCC 4814 (Telecommunication Services)
- An Authorization Request that contains a Token

## Effective 15 April 2016

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

ID# 0008832

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### 1.7.4.6 Reversal of Duplicate Authorizations

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

ID# 0004383

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## 1.7.5 Clearing

### 1.7.5.1 Transaction Currency for Original Presentments

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

ID# 0008358

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### 1.7.5.2 Transaction Receiving Decline Response (Updated)

An Acquirer must not enter a Transaction into Interchange that has received a Decline Response unless the Transaction complies with one of the following:

- Received a subsequent approval<sup>1</sup>
- Originates from a Merchant assigned MCC 4111, 4112, or 4131 and all of the following:
  - The Transaction uses the data from the original Transaction.
  - The Merchant has not submitted more than 2 Authorization Requests after the initial Decline Response.
  - The Merchant has submitted either or both Authorization Requests within 14 calendar days of the initial Decline Response.
- In the US Region, is a Recurring Transaction, Installment Transaction, or Preauthorized Health Care Transaction

<sup>1</sup> This does not include a Transaction that receives an Authorization Pickup Response of 04, 07, 41, or 43 or an Authorization Request submitted more than 12 hours after the submission of the first Authorization Request.

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### 1.7.5.3 Transaction Receipts with Illegible or Invalid Account Numbers (Updated)

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

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

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

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

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

ID# 0029041

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### 1.7.6 Settlement

#### 1.7.6.1 Visa Settlement Bank Approval

Visa must approve a Settlement Bank (including a Correspondent Bank or Intermediary Bank). Visa may require a Member to change Settlement Bank arrangements if Visa determines that either the:

- Settlement Bank is not operated in a safe and sound manner
- Use of the Settlement Bank exposes Visa or its Members to risk of financial loss

ID# 0008866

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### 1.7.6.2 Account Used for Visa Settlement

A Member agrees that, by providing a Settlement Reporting Entity for a BIN or BIN Alternate, Visa Settlement for the Member's Settlement Currency for the BIN or BIN Alternate may occur through the Settlement Bank account used for the Funds Transfer Settlement Reporting Entity associated with the Settlement Reporting Entity, as designated by the Member, or a Clearing Processor as approved by Visa, responsible for such Funds Transfer Settlement Reporting Entity.

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### 1.7.6.3 Requirement for Sufficient Settlement Funds

A Member must maintain sufficient funds in both the:

- Settlement account at its designated Settlement Bank to complete Settlement at the required time
- Account used for Visa Settlement at the Correspondent Bank or Intermediary Bank, if the Settlement Bank uses a Correspondent Bank or Intermediary Bank

Visa settles a Member's endpoint net Settlement Amount by funds transfer between the Member's Settlement Bank and the Visa Settlement Bank on each business day.

The central bank<sup>1</sup> associated with a Settlement Currency determines the holidays and business days for each Settlement Currency.

<sup>1</sup> 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.

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### 1.7.6.4 Settlement Currency Requirements

A Member must designate with Visa at least one Settlement Currency for use in Settlement.

The Member must maintain a Settlement account with a Settlement Bank for each Settlement Currency designated with Visa. Visa will settle Interchange in this currency.

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### 1.7.6.5 Settlement Postponement

If Visa cannot complete the VisaNet processing cycle in sufficient time to effect funds transfers, it will do all of the following:

- Postpone Settlement

- Notify Members of the situation
- Make Settlement on the next day that the Visa Settlement Bank is open

In the LAC Region, Visa will postpone Settlement if it cannot complete the processing cycle in sufficient time to notify the Member of the credit or debit to be made. Visa will notify Members and make Settlement on the next business day that the Settlement Bank is open.

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### 1.7.6.6 Visa Rights in Calculating Settlement

Visa may, at its discretion, offset or otherwise net all or some Settlement and other financial obligations or separate Settlement totals when calculating Settlement Amounts owed to or by a Member if a Member either:

- Participates in one or more Settlement systems operated by Visa or its subsidiaries or affiliates, operated privately, or operated by a third party, involving separate Settlement totals arising out of Transactions with payment devices or instruments bearing one or more of the Visa-Owned Marks
- Owes Visa any financial obligation arising under the Visa Rules, requirements adopted by the Visa International Board of Directors, or otherwise

Visa may:

- Offset or otherwise net all or some Settlement and financial obligations of, or owed to, a Member or Members or Settlement totals of certain or all Members using the same Funds Transfer Settlement Reporting Entity for Settlement
- Exercise these settlement rights via a Fee Collection Transaction

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### 1.7.6.7 Satisfaction of Member Settlement Obligations

Transfer by the Member, as specified in Section 7.11.1.1, "Settlement Funds Transfer Requirements," of the amounts due in Settlement for a Member's Settlement Currency to the Visa account at the Visa Settlement Bank for that Settlement Currency (including an account at a Correspondent Bank or Intermediary Bank designated by the Visa Settlement Bank to receive Settlement funds transfers in that Settlement Currency) discharges and satisfies all obligations of the Member in connection with such Settlement.

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### 1.7.6.8 Satisfaction of Visa Settlement Obligations

Transfer by Visa, as specified in Section 7.11.1.1, "Settlement Funds Transfer Requirements," of the amounts due in Settlement for a Member's Settlement Currency to the Member's designated account at the Settlement Bank for that Settlement Currency (including an account at a Correspondent Bank or Intermediary Bank designated by the Member or Settlement Bank or a Clearing Processor as approved by Visa, to receive Visa Settlement funds transfers in that Settlement Currency) discharges and satisfies all obligations of Visa and its Members in connection with such Settlement.

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### 1.7.6.9 Responsibility for Settlement Funds Transfer Charges

A Member is responsible for any Settlement funds transfer charges accrued.

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### 1.7.6.10 Domestic Transaction Payment Requirements

A Receiving Member must pay the amount of a valid Domestic Transaction using one of the following methods:

- Through Visa
- Directly to the Sending Member, for a Private Agreement
- To an account designated by Visa

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### 1.7.6.11 Reimbursement for Valid Transactions

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

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### 1.7.6.12 Visa Right to Impose Obligations on Members to Ensure Settlement

Visa, under the *Visa International Certificate of Incorporation and Bylaws*, may impose financial or other obligations on a Member, including financial collateral obligations to cover the Member's Settlement obligations in connection with Settlement systems operated by Visa. If a Member does not satisfy financial obligations adopted under the *Visa International Certificate of Incorporation and Bylaws*, Visa will collect those obligations through a Fee Collection Transaction as part of Settlement.

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### 1.7.6.13 Domestic Settlement Arrangements

The settlement-related rules that govern domestic Settlement may be superseded in whole or in part for domestic Settlement by Private Agreements or the operating regulations of Group Members.

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## 1.7.7 Reversals and Adjustments

### 1.7.7.1 Online Financial Transaction Reversal Requirements

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

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

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### 1.7.7.2 Transaction Processing Subsequent to an Authorization Reversal

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

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

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### 1.7.7.3 Transaction Reversal or Adjustment

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

The debit must be reversed using a Reversal Transaction code or an Adjustment message.

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

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### 1.7.7.4 Member Reversal of Duplicate Data

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

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

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### 1.7.7.5 Issuer Reversal of a Duplicate Transaction (Updated)

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

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

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### 1.7.7.6 Credit Reversals and Debit Adjustments

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

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

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

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## 1.8 Processing Products

### 1.8.1 Original Credits

#### 1.8.1.1 Original Credit Acceptance (Updated)

A Member must accept an incoming Original Credit Transaction unless prohibited by applicable laws or regulations.

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

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#### 1.8.1.2 Original Credit Transaction Verification of Posting

When requesting confirmation or applicable proof from a Recipient Member that funds have been posted to a recipient Cardholder's Visa account, an Originating Member must submit the request through Visa Resolve Online.

A Recipient Member must respond to the Originating Member's confirmation request through Visa Resolve Online within 5 calendar days from the date of inquiry.

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## 1.9 Interchange

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

#### 1.9.1.1 Domestic Interchange Reimbursement Fees

Domestic Interchange Reimbursement Fees are established and set by Visa. Where no domestic Interchange table exists in a specific country, the domestic Interchange Reimbursement Fees will default to the applicable regional Interchange Reimbursement Fee. Refer to the applicable regional Interchange rate sheet.

If no domestic Interchange Reimbursement Fee exists for a Card product and/or for a Transaction type in a specific country as part of the National Net Settlement Service or customized domestic Interchange Reimbursement Fee tables, Visa will assign the next applicable and appropriate rate for that Transaction.

Members in a country may enter into Private Agreements or bilateral agreements to establish domestic Interchange Reimbursement Fees applicable to Domestic Transactions.

Visa may, upon request, establish a country-specific domestic Interchange Reimbursement Fee, with the rate to be determined by Visa.

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#### 1.9.1.2 Acquirer Reimbursement to Issuer

An Acquirer reimburses the Issuer an Interchange Reimbursement Fee for each interregional Interchange Transaction.

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#### 1.9.1.3 Interchange Reimbursement Fee Rate Sheets and Guides

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

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#### 1.9.1.4 Visa Right to Adjust Interchange Reimbursement Fees

If Interchange Reimbursement Fees are inappropriately received or paid on Transactions, Visa reserves the right to rectify the improper allocations in the event of Visa, VisaNet, or Visa computer systems errors, under the conditions and process specified in Section 9.12.1, "Interchange Reimbursement Fee Adjustments."

This provision is not applicable to Transactions involving Issuers or Acquirers in the Visa Europe Territory.

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### 1.9.1.5 Interchange Reimbursement Fee Corrections

When Interchange Reimbursement Fees may have been inappropriately received or paid by an Issuer or Acquirer, Visa may make correcting actions, subject to the conditions described in Section 9.12.1, "Interchange Reimbursement Fee Adjustments."

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### 1.9.1.6 Improper Allocation of Interchange Reimbursement Fees

Visa is not responsible for failure to identify improper allocations of Interchange Reimbursement Fees even if Visa caused the error, except for intentional misconduct.

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### 1.9.1.7 Member Responsibility for Appropriate Interchange Reimbursement Fees

Members are responsible for ensuring that they receive and/or provide the appropriate Interchange Reimbursement Fee for each Transaction.

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### 1.9.1.8 Interchange Reimbursement Fee Claims

In the event an Issuer or Acquirer makes any Claim against Visa in relation to any Interchange Reimbursement Fee-related matter, notwithstanding the amount of Interchange Reimbursement Fee actually paid or received, for purposes of resolving any such Claim against Visa, the amount of the Interchange Reimbursement Fee paid or received with respect to such Claim will be deemed to be the appropriate Interchange Reimbursement Fee to have been paid or received.

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## 1.10 Risk

### 1.10.1 Corporate Risk Reduction

#### 1.10.1.1 Visa Right to Protect the Visa Payment System

Visa reserves all rights to protect the Visa payment system, including, but not limited to, implementing any provision in Section 1.10.1.2, "Member Risk Reduction Requirements."

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

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#### 1.10.1.2 Member Risk Reduction Requirements

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

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

- Prohibiting or limiting any of the following actions:
  - Issuing new or reissued Cards
  - Signing or re-signing Merchants
  - Using an agent
- Blocking the Authorization of Transactions or prohibiting Acquirers from obtaining Authorization for Transactions on behalf of certain Merchants
- Terminating some or all Merchants that:
  - Conduct Transactions where the Cardholder is not present or where goods or services are to be delivered after the Transaction Date
  - Receive a volume of Chargebacks that substantially exceeds the system average
- Pledging collateral to secure one or more of the following:
  - A Member's or agent's obligations to Visa and reimbursement to Visa for any expenses incurred to ensure compliance
  - The liquidity impact to Visa of Settlement or other payments due to Visa from a Member, its affiliates, or its Clearing Processor as approved by Visa
  - Reimbursement to Visa for any expenses incurred to ensure compliance
- Consolidating into a single Funds Transfer Settlement Reporting Entity all or some of the Settlement payments in a Settlement Currency of a Member and its affiliates or of a Clearing Processor as approved by Visa for one or more Members arising from one or more Settlement systems operated by Visa or its subsidiaries or affiliates, operated privately, or by a third party, in order to reduce the liquidity impact of such Settlement payments on Visa (Settlement Payment Consolidation) or risk of Settlement Loss (as defined in Section 9.01 of the *Visa International Certificate of Incorporation and Bylaws* and the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*).
- Redirecting Settlement funds to avoid potential losses, as specified in Section 1.7.6.6, "Visa Rights in Calculating Settlement," including, but not limited to, the following:

- Rerouting Settlement funds around the financial institution that normally holds the Member's or agent's funds
- Holding funds to ensure the correct application of Cardholder funds
- Holding funds for the payment of Merchants
- Holding funds for the future payment of Chargebacks
- Withholding funds for the purpose of obtaining collateral or meeting other Member obligations
- Prohibiting or limiting a Member's right to sponsor Participant Members
- Requiring a Member to change one or more of its designated agents

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

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### 1.10.1.3 Visa Right to Terminate Merchants, Payment Facilitators, or Sponsored Merchants (Updated)

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

- Fraudulent activity
- Presenting Transaction Receipts that do not result from an act between a Cardholder and a Merchant or Sponsored Merchant (laundering)
- Entering into a Merchant Agreement or Payment Facilitator Agreement under a new name with the intent to circumvent the Visa Rules
- Activity that causes the Acquirer to repeatedly violate the Visa Rules
- Activity that has resulted in Visa prohibiting the Merchant, Sponsored Merchant, or Payment Facilitator from participating in the Visa Program or Visa Electron Program
- **Effective through 31 December 2015**  
Exceeding the Global Merchant Chargeback Monitoring Program thresholds
- **Effective 1 January 2016**  
Exceeding the Visa Chargeback Monitoring Program thresholds
- **Effective 1 January 2016**  
Entering illegal or brand-damaging Transaction activity into the Visa payment system
- Any other activity that may result in undue economic hardship or damage to the goodwill of the Visa system

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

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

An Acquirer is responsible for all costs incurred by Visa due to the Acquirer's failure to terminate a Merchant, Sponsored Merchant, or Payment Facilitator. 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.

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#### 1.10.1.5 Visa Anti-Bribery Program

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

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

This does not apply to US Members.

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#### 1.10.1.6 Anti-Money Laundering Program Requirement

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

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

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

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

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### 1.10.1.8 Anti-Money Laundering Program Compliance

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

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

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### 1.10.2 Brand Protection

#### 1.10.2.1 Acquirer Brand Protection Requirements

An Acquirer must both:

- Ensure that a Merchant, Payment Facilitator, or 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 in [Section 12.7.9.1, "Global Brand Protection Program Non-Compliance Assessments for Illegal or Prohibited Transactions"](#)
- Within 7 calendar days of Notification from Visa, correct the violation or, if requested by Visa, terminate a Merchant, Payment Facilitator, High-Brand Risk Merchant, or High-Risk Internet Payment Facilitator, or require the Payment Facilitator or High-Risk Internet Payment Facilitator to terminate its agreement with the Sponsored Merchant or High-Brand Risk Sponsored Merchant that is in violation

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

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

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

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### 1.10.3 Investigations

#### 1.10.3.1 Investigation Assistance to Other Members

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

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

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### 1.10.3.2 Investigation Assistance Standards – CEMEA Region

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

**Table 1-11: Member Response Standards: Risk Management Requests – CEMEA Region**

Member	Response Standard
Issuer	3 business days
Acquirer	5 business days

If the request relates to an investigation where a suspect is in custody, the CEMEA Member must respond within 12 hours of the request.

A CEMEA Issuer must supply at least the following information, providing as much detail as possible:

- Card status
- Full details of loss or theft of Card
- Cardholder details
- Expiration date
- Suspect or disputed fraudulent activity

A CEMEA Acquirer must supply at least the following information, providing as much detail as possible:

- Merchant status
- Name and address details
- Principal name
- Suspect fraudulent activity details
- Other relevant circumstances

Where police and/or prosecuting authorities make a request, Visa is authorized and is granted a power of attorney to instigate and conduct criminal proceedings in the CEMEA Region on a CEMEA Member's behalf.

### 1.10.4 Information Security

#### 1.10.4.1 Account and Transaction Information Security Requirements

A Member must:

- Maintain all materials or records in any form that contains account or Transaction Information in a safe and secure manner with access limited to authorized personnel, as specified in the [Payment Card Industry Data Security Standard \(PCI DSS\)](#)
- Ensure that agreements and contracts with agents and Merchants clearly establish their responsibilities to meet Visa standards, the liabilities for failure to meet the standards, and the requirement to allow for inspections by the Member or Visa
- Ensure that all agents and Merchants with access to account or Transaction Information comply with the [Payment Card Industry Data Security Standard \(PCI DSS\)](#)
- Ensure that all agents and Merchants do not store any of the following subsequent to Authorization:
  - Full contents of any data taken from the Magnetic Stripe (on a Card, in a Chip, or elsewhere)
  - Card Verification Value 2
  - PIN or the encrypted PIN block
  - Verified by Visa or 3-D Secure verification data
- Comply with, and ensure that all agents and Merchants use Payment Applications that comply with, the [Payment Application Data Security Standard \(PA-DSS\)](#)
- Upon request, certify to Visa that agents and Merchants are in compliance with the [Payment Card Industry Data Security Standard \(PCI DSS\)](#)

A US Member must also comply, and ensure that its Merchants, agents, and other third parties with access to account or Transaction Information comply, with the requirements of the Cardholder Information Security Program.

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#### 1.10.4.2 Cardholder and Transaction Information Security – US Region

A US Acquirer must ensure that its Merchant does all of the following:

- Implements and maintains all Cardholder Information Security Program security requirements
- Immediately notifies Visa, through its Acquirer, of the use of a Third Party Agent
- Ensures that the Third Party Agent implements and maintains all of the security requirements 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
- Demonstrates its ability to prevent future loss or theft of account or Transaction information, consistent with the requirements of the Cardholder Information Security Program

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### 1.10.4.3 Cardholder and Transaction Information Disclosure Limitations (Updated)

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

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

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

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

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

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### 1.10.4.4 Fraud and Criminal Activity Reporting

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

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### 1.10.4.5 Issuer Fraud Activity Reporting

An Issuer must report Fraud Activity to Visa through VisaNet, as specified in the *Fraud Reporting System (FRS) User's Guide*, when either a:

- Fraudulent user has obtained a Card or Account Number

- Card was obtained through misrepresentation of identification or financial status

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

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

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

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

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### 1.10.4.6 Counterfeit Activity Reporting

An Acquirer must report both:

- Counterfeit activity through VisaNet, using the appropriate fraud advice transaction code in the same manner as specified for Issuers in [Section 1.10.4.5, "Issuer Fraud Activity Reporting"](#)
- A counterfeit Transaction within 60 calendar days of a Chargeback, when no Representation or Arbitration right is available

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### 1.10.5 High-Brand Risk Merchants

#### 1.10.5.1 High-Brand Risk Acquirer Requirements

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

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

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

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### 1.10.5.2 High-Brand Risk Acquirer Capital Requirements

An Acquirer that has not previously acquired Transactions from Electronic Commerce Merchants, Mail/Phone Order Merchants, or Sponsored Merchants classified as high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs," must both:

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

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

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### 1.10.6 Recovered Cards

#### 1.10.6.1 Recovered Card Return Requirement (Updated)

**Effective through 15 April 2016**

An Acquirer must return a recovered Visa Card and Visa Electron Card to the Issuer.

**Effective 16 April 2016 through 14 October 2016**

An Acquirer must either:

- Return a recovered Visa Card to the Issuer
- Notify the Issuer, through Visa Resolve Online, that its Visa Card or Visa Electron Card has been recovered, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements."

**Effective 15 October 2016**

An Acquirer must notify the Issuer, through Visa Resolve Online, that its Visa Card or Visa Electron Card has been recovered, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements."

ID# 0001782

Edition: Apr 2016 | Last Updated: Apr 2016

## 1.10.7 Counterfeit Losses

### 1.10.7.1 Assignment of Liability for Counterfeit Transactions

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

- **Effective through 31 December 2015**

The Acquirer, if the Merchant identified on a Risk Identification Service Chargeback Exception Report contributed to the origination of the Transaction Receipt<sup>1</sup> for a counterfeit Transaction

- **Effective 1 January 2016**

The Acquirer, if the Merchant identified on a Visa Fraud Monitoring Program report in the enforcement period contributed to the origination of the Transaction Receipt<sup>1</sup> for a counterfeit Transaction

- The Acquirer first receiving the Transaction Receipt, if the BIN is not assigned to a Member

- The Acquirer that submitted the Transaction into Interchange, if an Authorization was required and not obtained or the Account Number encoded on the Magnetic Stripe of a Visa Card was authorized but was different than the embossed or printed Account Number submitted into Interchange<sup>1</sup>

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

- The Issuer, if its BIN appears on the Transaction Receipt or Clearing Record for the counterfeit Transaction<sup>1</sup>

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

- Counterfeit Card
- Misembossed or misencoded Visa Card

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

### 1.10.8 Agents

#### 1.10.8.1 VisaNet Processor Registration

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

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

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#### 1.10.8.2 Losses Resulting from Unauthorized Use

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

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

ID# 0025888

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#### 1.10.8.3 VisaNet Processor Contingency Plans

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

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### 1.10.8.4 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# 0025875

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### 1.10.8.5 Third Party Agent Contract

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

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### 1.10.8.6 Third Party Agent Registration Requirements

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

- Use the Visa Membership Management application
- Complete the appropriate regional forms

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

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

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

ID# 0025893

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### 1.10.8.7 Merchant Third Party Agent Registration Requirements

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

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

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

ID# 0025894

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### 1.10.8.8 Assignment of Liability for Third Party Agents

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

- The Member from whose performance or nonperformance (including by its Third Party Agents) the loss arose
- The Member, if any, that sponsored the above Member, with limitations specified in the *Visa International Certificate of Incorporation and Bylaws*, Section 2.11
- BIN Licensees of BINs used in Transactions, with limitations specified in Section 1.1.9.3, "Liabilities and Indemnification"
- Other BIN users, in an order determined by Visa

ID# 0025904

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### 1.10.9 Card Manufacturing and Distribution

#### 1.10.9.1 Card Security Staff Requirements

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

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

ID# 0002394

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### 1.10.9.2 Service Code Use Requirements

An Issuer must encode one of the valid Service Codes for the applicable product.

Service Code requirements do not apply to Emergency Card Replacements.

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### 1.10.9.3 Visa Product Personalization

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

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

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

For each Third Party Agent performing Instant Card Personalization Issuance, the Issuer must validate the Third Party Agent's compliance with the *Visa Global Instant Card Personalization Issuance Security Standards*, and complete an annual self-audit against the *Visa Global Instant Card Personalization Issuance Security Standards*, for each location.

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

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

- Use a Visa-approved manufacturer to manufacture or print Visa Products
- Ensure that the Visa-approved manufacturer is posted on the *Global Registry of Service Providers* and complies with the *Payment Card Industry (PCI) Card Production – Physical Security Requirements*
- Use a Visa-approved Card personalizer or Visa (if applicable) to personalize Visa Products, unless using an Instant Card Personalization Issuance Agent or another Issuer
- Ensure that the Visa-approved personalizer is posted on the *Global Registry of Service Providers*
- Use a Visa-approved fulfillment vendor to package, store, or ship Visa Products unless using a Distribution Channel Vendor for pre-manufactured, commercially ready Visa Products

- Ensure that the Visa-approved fulfillment vendor is posted on the *Global Registry of Service Providers*
- Immediately notify Visa if the Visa-approved manufacturer, personalizer, and/or fulfillment vendor is unable to complete its responsibilities
- Contract through another Issuer, Visa (if applicable), or Visa-approved manufacturer, personalizer, or fulfillment vendor for the production, personalization, or fulfillment of Visa Products
- Review completed Card products for accuracy, including embossing, printing, and encoding

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### 1.10.9.5 Card Delivery Security Requirements

An Issuer must ensure adequate security throughout the entire transportation and delivery of Visa Products.

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### 1.10.9.6 Use of Distribution Channel Vendors

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

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### 1.10.9.7 Card Shipment Inventory and Security Requirements

An Issuer must do all of the following:

- Inventory each entire product shipment to determine if any Visa Products are missing
- Provide additional instructions before authorizing further movement of the shipment
- Immediately notify the approved vendor, the carrier, Visa, the appropriate law enforcement agency, and its own security personnel if a shipment of Visa Products either:
  - Was not received as scheduled
  - Was damaged or opened, or there is evidence that the contents of a sleeve, box, or container are missing

ID# 0002002

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### 1.10.9.8 Card Shipment Receipt and Storage

Upon receipt of Visa Products, an Issuer must do all of the following:

- Authorize at least 2 employees to take the shipment to a high-security storage area
- Compare the number of Visa Products received with the count on the shipment invoice
- Attempt to resolve any discrepancies. If a discrepancy cannot be resolved, notify Visa.
- Report to Visa all lost, stolen, or missing Visa Products
- Store the Visa Products in a high-security area or vault with all of the following:
  - Secure construction
  - An intrusion alarm system
  - Dual access limited to individuals meeting a comprehensive background investigation
  - Closed circuit television and monitoring

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### 1.10.9.9 Mailing of Individual Personalized Visa Products

An Issuer must do all of the following:

- Proof and prepare Visa Products for mailing under dual control in a high-security area separate from other operations
- Prevent unauthorized entry into the area
- Ensure that Cardholder addresses, including postal codes, are complete and correct
- Maintain stuffed, sealed, and stamped envelopes in a vault under dual control until mailing
- Record the exact date, time, and place of mailing for each Visa Product
- Report any Visa Products lost in the mail to Visa, the postal authorities, and the appropriate carrier
- Ensure that the return address on an envelope containing a Visa Product both:
  - Does not identify the Issuer
  - Includes a special post office box number that is changed periodically and serviced only by staff authorized by the Issuer
- In areas where mail theft is known to occur, take every precaution to prevent theft of a Visa Product by using special delivery procedures such as:
  - Registered mail
  - Certified mail
  - Cardholder pick-up

- Personal delivery
- Express overnight courier

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### 1.11 Dispute Resolution

#### 1.11.1 Chargebacks

##### 1.11.1.1 Chargeback and Representment Process

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

**Effective through 31 December 2015**

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.

**Effective 1 January 2016**

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

The following provisions apply to US Domestic Transactions:

- If requested by the Acquirer, and permitted under applicable law, the Issuer should provide the Cardholder's address.
- An Acquirer must not process a Transaction as a first Presentment if the Transaction has been previously charged back.

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

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##### 1.11.1.2 Attempt to Settle

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

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

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

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

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

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

- Chargeback
- Credit processed by a Merchant

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### 1.11.1.3 EMV Liability Shift Participation (Updated)

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

**Table 1-12: EMV Liability Shift Participation**

Region	Transactions in EMV Liability Shift effective before 1 October 2015	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 <sup>1</sup> counterfeit POS Transactions, except Domestic Transactions in China and Japan  In addition, for Australia and New Zealand only, all domestic, intraregional, <sup>2</sup> and interregional <sup>1</sup> counterfeit ATM Transactions	All domestic, intraregional, and interregional <sup>1</sup> counterfeit POS Transactions, except Domestic Transactions in China  All domestic, intraregional, and interregional <sup>1</sup> counterfeit ATM Transactions, except China, India, Japan, Nepal <sup>7</sup> and Thailand	All domestic, intraregional, and interregional counterfeit POS and ATM Transactions, except Domestic Transactions in China

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Region	Transactions in EMV Liability Shift effective before 1 October 2015	Transactions in EMV Liability Shift effective 1 October 2015	Transactions in EMV Liability Shift effective 1 October 2017
Canada Region <sup>6</sup>	All domestic and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
CEMEA Region <sup>6</sup>	All domestic, intraregional, and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
LAC Region <sup>6</sup>	All domestic, <sup>5</sup> intraregional and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
US Region	Not applicable	All domestic and interregional <sup>1</sup> counterfeit POS Transactions, except Transactions at Automated Fuel Dispensers	All domestic and interregional counterfeit POS and ATM Transactions
Visa Europe <sup>6</sup>	All domestic, intraregional, and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		

<sup>1</sup> Among Visa Regions and individual countries participating in the EMV liability shift

<sup>2</sup> Between Australia and New Zealand

<sup>3</sup> Counterfeit, lost, stolen, and "not received item" (NRI) fraud only

<sup>4</sup> Including Afghanistan and Pakistan

<sup>5</sup> **Effective through 15 April 2016**  
Except for fraudulent qualifying domestic Visa Easy Payment Service Transactions completed with a lost or stolen Card or "not received item" (NRI)

<sup>6</sup> **Effective 16 April 2016**  
Except for fraudulent qualifying Visa Easy Payment Service Transactions completed with a lost or stolen Card or "not received item" (NRI)

<sup>7</sup> **Effective 1 January 2016**

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### 1.11.2 Arbitration and Compliance

#### 1.11.2.1 Invalid Arbitration or Compliance Case Rejection

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

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### 1.11.2.2 Arbitration and Compliance Committee Decision

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

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### 1.11.2.3 Arbitration or Compliance Financial Liability

An Arbitration or Compliance decision may result in either:

- One Member assigned full liability
- Members sharing financial liability

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

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

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

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

ID# 0003623

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### 1.11.2.4 Arbitration or Compliance Appeal

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

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### 1.12 Fees and Non-Compliance Assessments

#### 1.12.1 Fee Assessment by Visa

##### 1.12.1.1 Fee Determination and Application

A Member must pay fees to Visa for access to and use of Visa products and services, as specified in the applicable Fee Schedules, as established or amended from time to time. In addition, Members must also pay certain fees to other Members (for example: as a reward paid to a store clerk for Card recovery or for the fulfillment of a Retrieval Request).

All Members are responsible for payment of fees, as specified in the Visa Rules and the applicable Fee Schedules.

Fees apply to all International Transactions and Domestic Transactions, unless otherwise specified.

Visa may offset the amount of any fees, non-compliance assessments, or other obligations owed by the Member, or its affiliates, subsidiaries, or parent companies that are also Members in other jurisdictions, to Visa with any amount owed to the Member by Visa.

All currency amounts are in USD, unless otherwise stated.

All charges imposed by Visa, whether in the form of fees, exchange rates, or otherwise, are charges imposed on Members. A Member is responsible for paying all charges, regardless of whether it absorbs the charges, passes them on, or increases them in billing its customer (for example: Cardholder or Merchant).

A Member or its agent must not represent to its customer that Visa imposes any charge on the customer.

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##### 1.12.1.2 Card Service Fee Collection

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

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##### 1.12.1.3 Credit Adjustments

Visa may make a credit adjustment for any fees settled through VisaNet.

ID# 0003004

Edition: Apr 2016 | Last Updated: Oct 2014

### 1.12.1.4 Fee Adjustments

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

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

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

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

Any collection or refund does not include interest.

ID# 0026403

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### 1.12.2 Member Fee Collection

#### 1.12.2.1 Fee Disputes

A Member must not return through VisaNet a Fee Collection Transaction initiated by Visa. Members must resolve such disputes directly with Visa.

ID# 0007993

Edition: Apr 2016 | Last Updated: Oct 2014

### 1.12.3 Non-Compliance Assessments

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

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

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

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

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

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#### 1.12.3.2 General Non-Compliance Assessment Schedule

The non-compliance assessments specified in Table 1-13, "General Schedule of Non-Compliance Assessments," are in addition to any other non-compliance assessments specified in the Visa Rules.

**Table 1-13: General Schedule of Non-Compliance Assessments**

Violation	Non-Compliance Assessment
First violation of rule	Warning letter with specific date for correction and USD 1,000
Second violation of same rule in a 12-month period after Notification of first violation	USD 5,000
Third violation of same rule in a 12-month period after Notification of first violation	USD 10,000
Fourth violation of same rule in a 12-month period after Notification of first violation	USD 25,000
5 or more violations of same rule in a 12-month period after Notification of first violation	Visa discretion
If the 12-month period is not violation-free and the fines total USD 25,000 or more	Additional non-compliance assessment equal to all non-compliance assessments levied during that 12-month period

ID# 0000482

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

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

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

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### 1.12.3.4 Notification of Determination of Violation

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

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

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

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### 1.12.3.5 Non-Compliance Assessment Member Responsibility

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

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### 1.12.3.6 Non-Compliance Assessment Payment

Any non-compliance assessment or investigative cost is due 30 calendar days after receipt of Notification, as specified in the billing statement. An amount equal to the outstanding balance on any billing statement will be added to the balance due, as follows:

- If payment is not received within the 30-calendar-day period
- For each successive 30-calendar-day period, until paid

Visa may collect any non-compliance assessments, together with costs that are not paid within 30 calendar days of the billing statement date, via a setoff against any monies owed by Visa to the Member.

ID# 0000481

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### 1.12.3.7 Repeated Non-Compliance

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

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### 1.12.3.8 Non-Compliance Assessments for Repetitive Violations

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

ID# 0000478

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### 1.12.3.9 Responsibility for Investigative Costs

Visa may assess all investigative costs incurred by Visa to the violating Member, in addition to any non-compliance assessments.

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### 1.12.3.10 Willful Violations of the Visa Rules

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

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

- Type of violation
- Nature of the damage, including the amount incurred by Visa and its Members
- Repetitive nature of the violation
- Member history or prior conduct
- Effect of the assessment upon the safety and soundness of the Visa system and the Member, including the Member committing the violation

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- Any other criteria Visa deems appropriate

ID# 0007288

Edition: Apr 2016 | Last Updated: Oct 2014

#### 1.12.3.11 Enforcement Appeals

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

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

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

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## 1.13 Visa Core Rules: Related Publications

### 1.13.1 Publications Related to Visa Core Rules

#### 1.13.1.1 Visa Core Rules: Related Publications (Updated)

Table 1-14: Visa Core Rules – Related Publications

Title
Appendix E to the Canada Regional Operating Regulations
Fraud Reporting System (FRS) User's Guide <sup>1</sup>
Issuer Guide to Understanding and Implementing Zero Liability Protection
Payment Card Industry (PCI) Card Production – Logical Security Requirements <sup>1</sup>
Payment Card Industry (PCI) Card Production – Physical Security Requirements <sup>1</sup>
Visa Global Instant Card Personalization Issuance Security Standards <sup>1</sup>

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Title
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors <sup>1</sup>
Visa Interchange Directory
Visa International Service Association Bylaws
Visa International Service Association Certificate of Incorporation
Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations
Visa Product Brand Standards <sup>1</sup>
Visa U.S.A. Inc. Bylaws
Visa U.S.A. Inc. Certificate of Incorporation
Visa Worldwide Supplementary Operating Regulations
<sup>1</sup> Visa Supplemental Requirements

ID# 0028994

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## 1.14 Visa Core Rules: Related Forms

### 1.14.1 Forms Related to Visa Core Rules

#### 1.14.1.1 Visa Core Rules: Related Forms (Updated)

Table 1-15: Visa Core Rules – Related Forms

Title
Anti-Money Laundering/Anti-Terrorist Financing Compliance Questionnaire/Certification Form
BIN Licensee Transfer Request
Code of Conduct Compliance Questionnaire
Visa Anti-Bribery Policy Questionnaire/Certification
VisaNet Letter of Agreement (Exhibit 5A)
VisaNet Processor and Third Party Registration and Designation (Exhibit 5E)

ID# 0028995

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## Visa Core Rules

Visa Core Rules

Visa Core Rules: Related Forms

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## Part 2: Visa Product and Service Rules



## 2 Licensing and Numerics Management

### 2.1 Membership

#### 2.1.1 Member Acquisitions and Mergers

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

In the US Region, in the event of a regulatory closure, the assuming organization must comply with the requirements specified in Table 2.1, "Regulatory Closure Requirements."

**Table 2-1: Assuming Member Requirements**

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

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

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

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

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#### 2.1.1.2 Merger – Surviving Member Requirements

In the event of a Merger between a Member and another Member or a non-Member, the surviving organization must submit to Visa:

- Written notification of the Merger
- Copy of the approval document from the appropriate regulatory agency or an equivalent

If Visa does not receive notification within 30 calendar days of the effective date of a Merger, Visa may process the Merger, including the transfer of all products and programs, and reclaiming any inactive BINs.

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#### 2.1.1.3 Merger – Surviving Member Status and Liability

In the event of a Merger, the surviving Member:

- Continues to be a Member, provided that the surviving Member is prepared to, and deemed by Visa to be able to, perform the functions and obligations of the membership class in which it will continue
- Immediately assumes full financial liability for all programs for which the merging Member was liable
- Assumes liability for the payment of all fees, including those that remain unpaid from the merging Member, as specified in the Visa Charter Documents, Visa Rules, and Fee Schedules

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### 2.1.1.4 Merger – Surviving Member Documentation Requirements

In addition to the documents specified in the Visa Rules, a surviving organization must submit the following, as appropriate:

- *Change of BIN Licensee/User Request*, if either:
  - Any or all of the merging Member's BINs are transferred to an institution other than the surviving organization
  - Any or all of the BIN account ranges maintained by the merging Member are either:
    - Transferred to an institution other than the surviving Member
    - Released to the BIN Licensee
- An appropriate sponsorship request for each Sponsored Member, if any Sponsored Member of the merging Member will be sponsored by a Member other than the surviving Member

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### 2.1.1.5 Merger – Surviving Member Membership Requirements

If the surviving Member is not authorized to engage in the Visa programs and activities previously licensed to the merging Member, the surviving Member must:

- Submit the appropriate membership materials
- Meet any conditions of membership within 30 calendar days of the effective date of the Merger
- Assume liability for the payment of all fees, including those that remain unpaid from the merging Member, until such time as the surviving Member is approved by Visa for the programs and activities

If a surviving organization is not eligible for membership, or if Visa declines its application, it must immediately cease both:

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

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### 2.1.1.6 Merger – Surviving Organization Membership Requirements

A surviving organization that is not a Member of Visa and is eligible for membership must:

- Submit to Visa a *Client Licensing Application* within the earlier of 30 calendar days of the public announcement of the Merger or 10 calendar days after the completion of the Merger

## Visa Product and Service Rules

### Licensing and Numerics Management

#### Membership

- Submit the appropriate membership materials
- Meet any conditions of membership within 60 calendar days of the effective date of the Merger

If Visa does not receive the required materials within the timeframes specified above, Visa may:

- Terminate all Visa Programs and activities previously licensed to the merging Member
- Decline the surviving organization's application for membership

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### 2.1.1.7 Merger – Failure of Surviving Organization to Submit Client Licensing Application

If a surviving organization that is not a Member of Visa does not submit a *Client Licensing Application* within the earlier of 30 calendar days of the public announcement of the Merger or 10 calendar days after the completion of the Merger, the surviving organization both:

- 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

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### 2.1.1.8 Merger – Surviving Organization Requirements for VisaNet Processing

If a surviving organization is a non-Member that intends to continue VisaNet processing activities, the surviving organization must:

- Submit a completed *VisaNet Letter of Agreement* before the effective date of the Merger
- Meet VisaNet Processor qualifications

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### 2.1.1.9 Merger – Merging Member Requirements

If a merging Member provided processing services for any other Member, the Member for whom the service was provided must submit a new *VisaNet Processor and Third Party Registration and Designation* for the new VisaNet Processor. This does not apply to a US Member.

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### 2.1.1.10 Member Sale or Transfer – Controlling Organization Notification to Visa

If the controlling interest in a Member is sold or transferred, all Members involved in the sale or transfer must notify Visa within 30 calendar days of completion of the sale or transfer.

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### 2.1.1.11 Termination of Membership – LAC Region

In the LAC Region, in Brazil a membership status may be terminated as a result of the client's substantial non-compliance with the business plan or description presented to, or agreed with Visa do Brasil as a condition for its participation in the Visa payment system.

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### 2.1.1.12 Portfolio Sale or Transfer Due to Business Reorganization – New Organization Requirements

If a portfolio sale or transfer is the result of a business reorganization, the new organization must:

- Meet all membership qualifications
- Submit the appropriate membership materials
- Assume liability for the payment of all fees, including those that remain unpaid by the selling or transferring Member

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### 2.1.1.13 Portfolio Sale or Transfer – BIN Transfers

Members must submit a *BIN Licensee Transfer Request* or a *BIN User Transfer Request* when BINs are included in a portfolio sale or transfer. The original BIN Licensee and BIN User(s) remain responsible for the activity and payment of all applicable fees of those BINs until Visa acknowledges that all required documentation is complete.

Visa will make the VisaNet system changes required to accommodate portfolio sales and program transfers only after Visa receives complete documentation from the Member.

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

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

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

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

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## 2.1.2 Acquiring Licenses

### 2.1.2.1 Acquirer Licensing Requirements – LAC Region

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

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## 2.1.3 Sponsored Members

### 2.1.3.1 Cross-Border Sponsorship

With Visa approval, a Principal-Type Member may sponsor an eligible Associate-Type Member, a Participant-Type Member, or Plus Program Participant in another country to enable the Sponsored Member to perform Visa Card Program activities in the country where the Sponsored Member has its primary place of business. This does not apply in the Canada Region and the US Region.

The Sponsor is responsible for the Sponsored Member's compliance with applicable laws, regulations, and Visa requirements, as established or updated from time to time, to maintain compliance with regulatory requirements in the Sponsored Member's country. Such requirements may include, but not be limited to, additional written agreements.

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### 2.1.3.2 Registration of Sponsored Members

A Sponsor must do all of the following:

- Obtain Visa approval of a sponsorship arrangement
- Register its Sponsored Members with Visa

- Immediately notify Visa of any change in its relationship with any of its Sponsored Members or any inaccuracies in any reporting it receives from Visa
- Submit each Sponsored Member's<sup>1</sup> volume within the total volume submitted by the Sponsor in its Operating Certificate
- In the US Region:
  - In addition to its own Operating Certificate, submit a separate Operating Certificate on behalf of each of its Associate Members and Acquiring Associate Members
  - Identify in a separate schedule the total of all Sponsored Member volume separately from its own volume in its Operating Certificate, if the Sponsored Member is one or more of the following:
    - Credit Participant Member
    - Issuing Credit Participant Member
    - Debit Participant Member

<sup>1</sup> When a Sponsored Member has more than one Sponsor over a single quarter, the Sponsor with the relationship with the Sponsored Member at the end of the quarter must submit the Sponsored Member's volume in its Operating Certificate for the entire quarter.

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#### 2.1.3.3 Notification of Changes in Sponsored Member Relationship

A Sponsored Member must immediately notify Visa of any change in the relationships governed by the Visa Rules and the applicable Visa Charter Documents.

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#### 2.1.3.4 Withdrawal of Sponsorship

A Sponsor may terminate sponsorship of any Sponsored Member by completing a *Sponsorship Withdrawal Request* and providing written confirmation from the Sponsored Member.

Termination of sponsorship for Visa purposes will take effect 120 calendar days after Visa receives the *Sponsorship Withdrawal Request* or sooner upon mutual agreement between Visa, the Sponsor, and the Sponsored Member. Visa will not complete processing a withdrawal of sponsorship until Visa has determined all trailing obligations have been met on any BINs or other Numeric IDs used by the Sponsored Member.

Withdrawal of sponsorship does not limit the responsibility of the Sponsor for the proper performance by the Sponsored Member of its obligations incurred as a result of, or arising out of, a Transaction occurring before the effective date of the termination or the use of an unexpired Card issued by the Sponsored Member.

A Sponsored Member whose sponsorship is withdrawn must obtain a new Sponsor, or its membership in Visa may be terminated.

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### 2.1.3.5 Sponsored Member Termination

If Visa terminates a Sponsor's membership, its Sponsored Member(s) must obtain a new Sponsor or its Visa membership may be terminated.

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## 2.2 Visa First Training Program

### 2.2.1 Visa First Training Program – CEMEA Region

#### 2.2.1.1 Visa First Training Program – CEMEA Region

The following CEMEA Members must complete the Visa First<sup>1</sup> training program:

- A new Issuer in any CEMEA countries, including a new Member holding a restricted license
- Any existing Associate Deposit Access, Participant, Plus, and/or Cash Disbursement-only Member in CEMEA upgrading its license category to Principal or Associate, including any restricted issuing license
- A Member obtaining a new Foreign Branch License in CEMEA

The Visa First training payment will expire after 12 months of receiving a Visa License. Acceptance into the training program after expiration will require additional payment of the full program fee. Visa recommends Members attend the Visa First program before activation of any Card program.

<sup>1</sup> A regional program designed to train CEMEA Members to run a successful and efficient payments card business.

ID# 0004982

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### 2.3 BIN License and Administration

#### 2.3.1 BIN Use and License

##### 2.3.1.1 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 licensed

**Effective through 15 April 2016**

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

**Effective 16 April 2016**

A BIN is licensed for use in a single country, except as specified for the Visa Multinational Program, Visa Prepaid program, International Airline Program, and Multinational Merchant Acceptance Program.

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

ID# 0001250

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##### 2.3.1.2 BIN Sponsor and Licensee Responsibilities

**Effective through 14 April 2016**

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

**Effective 15 April 2016**

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

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

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

## Visa Product and Service Rules

### Licensing and Numerics Management

#### BIN License and Administration

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

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

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

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

A BIN Licensee must:

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

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

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

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### 2.3.1.3 VisaNet Processor BIN Usage

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

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

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

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

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### 2.3.1.4 Visa 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.

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### 2.3.1.5 BIN Conversion to Newly Designated VisaNet Processor

If a Member converts a BIN to a newly designated VisaNet Processor, the Member must require the new VisaNet Processor to complete any 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.

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### 2.3.1.6 Sponsor Liability – AP Region, CEMEA Region, and LAC Region

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

ID# 0026466

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## 2.3.2 Administration of BINs and Numerics

### 2.3.2.1 BIN Release

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

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

- The BIN must be inactive for at least 120 days from the later of:
  - The last date that Authorizations were approved

- The date that acquiring activities ceased
- Visa will block Authorizations and confirm that activity on the BIN has ceased.
- After the BIN Licensee has met all outstanding obligations to Cardholder and/or Merchants on the BIN, the BIN will be released from the BIN Licensee assignment, and the BIN Licensee will no longer be authorized to use the BIN.
- The BIN Licensee remains liable for any exception activity and fees related to the BIN that were incurred prior to its release.
- Voluntary termination of membership will not be effective until all BINs and other Numeric IDs assigned to the Member are released from the Member's assignment.
- Visa will determine the eligible date of the BIN release from its current assignment based on the last date of approving authorizations or the last date of acquiring.

ID# 0001272

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### 2.3.2.2 Private Label BIN Use

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

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

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

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

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

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### 2.3.2.4 Use of Numeric ID

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

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

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

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

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

ID# 0026469

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### 2.3.2.5 Visa Interchange Directory Update Form – Submission

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

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

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### 2.3.2.6 Plus Directory Update Form – Submission

A Plus Program Participant, or processor acting on behalf of a Plus Program Participant, that has been assigned a BIN must submit to Visa a completed *Plus Directory Update Form*.

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

ID# 0026665

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### 2.3.3 Portfolio Sales and Transfers

#### 2.3.3.1 Multiple Issuers on the Same BIN

If a portfolio sale or transfer results in more than one Issuer using the same BIN, the Issuers must notify and provide Visa with the means to identify each Issuer's accounts.

If any of the Issuers is, or will be, sponsored by the BIN Licensee, either of the following applies:

- If Visa can identify the individual Issuers within the first 9 digits of the BIN/account range, the Issuers may retain the existing account numbering convention.
- If Visa cannot identify the individual Issuers within the first 9 digits of the BIN/account range, the Issuers must reissue the Cards under another eligible BIN or BIN/account range upon the expiration date of the existing Cards or within 3 years of the portfolio sale or transfer, whichever occurs first.

If an Issuer is not sponsored by the BIN Licensee, it must discontinue use of the BIN. If the Issuer has another Sponsor or is a Principal-Type Member, the Issuer must reissue its Cards on a different BIN within 180 days.

A Sponsor remains liable for the acquiring activity on its BIN until the acquiring activity is converted to another BIN or discontinued.

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### 2.3.4 Account Range and BIN Use

#### 2.3.4.1 Multiple Members on the Same BIN

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

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

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

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

- **Effective through 14 April 2016**

BIN/account range that designates the new program within the first 9 digits

- **Effective 15 April 2016**

Designated BIN account range for the new program within the first 9 digits of a previously assigned BIN

- Modification of product assignment for an existing BIN

- **Effective through 14 April 2016**

Unique BIN

- **Effective 15 April 2016**

New BIN

- **Effective through 14 April 2016**

Account Level Processing, where available

ID# 0003143

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### 2.3.4.3 Combining Card Programs on a Single BIN

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

- Credit, debit, and prepaid
- Consumer and commercial

Issuing and acquiring activity may occur on the same BIN.

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

ID# 0003144

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### 2.3.5 Use and Disclosure of BIN Information

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

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

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

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

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

In the US Region or a US Territory, an Acquirer that provides BIN information or other product-identifying data, as specified in Section 2.3.5.2, "Disclosure of BIN or Other Product Data Information to Merchants – US Region and US Territories," to its Merchant or Agent must ensure that both:

- The Merchant or Agent complies with the substance of Section 2.3.5, "Use and Disclosure of BIN Information"
- These requirements are included in its Merchant Agreement or Agent contract as a separate addendum

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

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

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

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

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

ID# 0002311

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## 2.4 Marks License

### 2.4.1 Marks License Grant

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

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

ID# 0008906

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#### 2.4.1.2 License Grant for Plus Program Marks

Visa may grant to a Member not otherwise licensed a non-exclusive, non-transferable license to use each of the Plus Program Marks with the Plus Program.

ID# 0001122

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#### 2.4.1.3 License for Plus Card Acceptance – US Region

Visa grants a US Member that is required to display the Plus Symbol on its ATM a license to use each of the Plus Program Marks for the purpose of accepting Plus Cards at ATMs, subject to the *Plus System, Inc. Bylaws and Operating Regulations*. A US Member granted such a license acknowledges that Visa owns the Plus Program Marks.

ID# 0007436

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## 2.5 Visa US Regulation II Certification Program

### 2.5.1 Visa US Regulation II Certification Program – US Region and US Territories

#### 2.5.1.1 Visa US Regulation II Certification Program Requirements – US Region and US Territories

In the US Region or a US Territory, a BIN Licensee that is subject to US Federal Reserve Board Regulation II must comply with the Visa US Regulation II Certification Program requirements.

The BIN Licensee is solely responsible for ensuring that all consumer debit, commercial debit, and prepaid programs conducted under its BINs comply with applicable laws or regulations, including US Federal Reserve Board Regulation II.

The BIN Licensee or proposed BIN Licensee must submit a *Dodd-Frank Act Certification Addendum* and *Fraud Prevention Adjustment Addendum*, as applicable, when requesting, modifying, or transferring a consumer debit, commercial debit, or prepaid BIN.

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

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

An Issuer subject to US Federal Reserve Board Regulation II must submit the notification materials, as applicable, if the Issuer's compliance with the fraud prevention standards has changed.

ID# 0027000

Edition: Apr 2016 | Last Updated: Oct 2014

## 2.6 Product-Specific BIN Requirements

### 2.6.1 Visa Consumer Products

#### 2.6.1.1 Visa Debit BIN Requirements – Canada Region

A Canada Issuer of a Visa Debit Category Card must use a unique BIN for its Visa Debit Category Card Account Numbers and must not share a BIN range.

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

ID# 0025967

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#### 2.6.1.2 Visa Platinum Card BIN Requirements – Canada Region

A 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 a Visa Platinum Card
- Submit to Visa the *Visa Interchange Directory Update Form* and *BIN License Agreement* for its Visa Platinum BIN range

ID# 0004418

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### 2.6.1.3 Visa TravelMoney Card BIN Requirements

An Issuer may establish multiple Visa TravelMoney Card programs within the same BIN. For a new Visa TravelMoney Card program, an Issuer may request one of the following:

- BIN/account range which designates the new program within the first 9 digits
- Modification of product assignment for an existing BIN
- Unique BIN

An Issuer must not use an unused BIN from a previously assigned BIN range for a Visa TravelMoney Card without submitting a *BIN License Agreement*.

ID# 0002506

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.6.1.4 Visa TravelMoney Card BIN Requirements – CEMEA Region

A CEMEA Visa TravelMoney Card Issuer must either:

- Uniquely identify each country of issuance within the first 9 digits of the BIN/account range
- Use a unique BIN for each country of issuance

ID# 0002611

Edition: Apr 2016 | Last Updated: Oct 2014

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

A US Visa Signature Preferred Issuer that supports:

- Account level processing may designate an individual BIN/account range for its Visa Signature Preferred Cards
- Account range processing may designate a BIN/account range within a credit BIN for its Visa Signature Preferred Cards
- BIN-level processing must use a unique BIN for its Visa Signature Preferred BIN/account range and either of the following:

## Visa Product and Service Rules

### Licensing and Numerics Management

#### Product-Specific BIN Requirements

- Choose a BIN from a previously assigned BIN/account range. If using a previously assigned BIN, the Issuer must notify Visa of the selected BIN before issuing any Visa Signature Preferred Cards.
- Request a new BIN assignment

ID# 0003910

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### 2.6.1.6 Visa Prepaid Card BIN Requirements – US Region

A US Issuer must use a unique consumer BIN for the Visa Health Savings Account (HSA) Visa Prepaid Card Program type.

Visa HSA Card Issuers may issue Cards in a specified BIN/account range of an existing Visa Check Card BIN if the program complies with all of the following:

- Does not use Third Party Agents
- Has no restrictions on MCC or ATM access
- Will have less than 10,000 accounts issued

ID# 0025544

Edition: Apr 2016 | Last Updated: Apr 2015

### 2.6.1.7 Visa Check Card Requirements – US Region (Updated)

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

ID# 0029316

Edition: Apr 2016 | Last Updated: Apr 2016

## 2.6.2 Visa Commercial Products

### 2.6.2.1 Visa Commercial Card Program BIN Requirements

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

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

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

ID# 0008230

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### 2.6.2.2 BIN Requirements for Visa Program Conversion to Visa Business Card, Visa Corporate Card, or Visa Purchasing Card Programs

If an Issuer is converting an existing Visa Program to a Visa Business Card, Visa Corporate Card, or Visa Purchasing Card program, the Issuer may retain its existing BIN/account range only if it is used exclusively for Visa Business Cards, Visa Corporate Cards, or Visa Purchasing Cards.

ID# 0003177

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.6.2.3 Visa Commercial Products BIN Requirements

An Issuer must not use previously licensed and unused BINs assigned for any not already approved commercial product type without submitting a *BIN License Agreement*.

ID# 0003178

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.6.2.4 Visa Meetings Card BIN Requirements

A Visa Meetings Card Issuer must assign either:

- A unique BIN designated for a Visa Corporate Card or Visa Purchasing Card BIN
- A BIN/account range within the first 9 digits of a BIN assigned to an existing Visa Corporate Card or Visa Purchasing Card program

ID# 0004233

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.6.2.5 Visa Business Debit Card BIN Requirements – Canada Region

A Canada Visa Business Debit Card Issuer must use a unique BIN for its Visa Business Debit Card Account Numbers and must not share a BIN/account range.

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

ID# 0027278

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.6.2.6 Visa Corporate Debit Card BIN Requirements – LAC Region

An LAC Visa Corporate debit Card Issuer must assign either:

- A specific Visa Corporate debit Card BIN

## Visa Product and Service Rules

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Product-Specific BIN Requirements

- A BIN/account range within an existing Visa Commercial debit Card BIN

ID# 0027283

Edition: Apr 2016 | Last Updated: Oct 2015

### 2.6.2.7 Visa Cargo Card BIN Requirements – LAC Region

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

ID# 0025634

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.6.2.8 Visa Agro BIN Requirements – LAC Region

An LAC Visa Agro Card Issuer (except in Brazil) must assign either:

- A unique BIN designated for a Visa Purchasing Card or Visa Commercial Prepaid Product BIN
- A BIN/account range within the first 9 digits of a BIN assigned to an existing Visa Purchasing Card or Visa Commercial Prepaid Product program

An Issuer of Visa Agro Cards in Brazil must use a specific BIN or a separate and unique BIN/account range within the first 9 digits for its Visa Agro Card.

ID# 0026521

Edition: Apr 2016 | Last Updated: Oct 2015

### 2.6.2.9 Visa Commercial Card Product BIN Requirements – US Region (Updated)

A US Issuer must use a unique BIN for each of the following Visa Commercial Card products:

- Visa Corporate Card
- Visa Purchasing Card
- Visa Business Check Card
- Visa Prepaid Business Card
- Visa Prepaid Corporate Card
- Visa Prepaid Purchasing Card
- Visa Business Credit Card

A US Issuer that supports account level processing may use the same BIN/account range for:

- Visa Business Credit Card
- Visa Signature Business Card

## Visa Product and Service Rules

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

A US Issuer must not designate a BIN exclusively for Visa Signature Business account ranges.

ID# 0004215

Edition: Apr 2016 | Last Updated: Apr 2016

#### 2.6.2.10 Visa Meetings Card BIN Requirements – US Region

A US Visa Meetings Card Issuer must use either:

- A unique BIN reserved for Visa Purchasing Cards
- A BIN/account range within the first 9 digits of an existing Visa Purchasing Card program

ID# 0004334

Edition: Apr 2016 | Last Updated: Oct 2014

#### 2.6.2.11 Visa Purchasing Card BIN/Account Range Requirements – US Region

A US Visa Purchasing Card Issuer must use a BIN from the BIN/account range designated for Visa Purchasing Cards.

ID# 0004216

Edition: Apr 2016 | Last Updated: Oct 2014

#### 2.6.2.12 Enhanced Data BIN Requirements – US Region

A US Visa Purchasing Card Issuer that chooses to receive Level II Enhanced Data and Level III Enhanced Data from a Merchant must either:

- Designate a BIN/account range within the first 9 digits of an enhanced data Visa Purchasing Card BIN
- Use an enhanced data BIN from a specified Visa Purchasing Card BIN range

ID# 0004156

Edition: Apr 2016 | Last Updated: Oct 2014

#### 2.6.2.13 Visa Fleet Card BIN Requirements – Canada Region and US Region

In the Canada Region and US Region, an Issuer must request a new account range assignment for its Visa Fleet Card program from the account range reserved for a Visa Fleet Card.

ID# 0004217

Edition: Apr 2016 | Last Updated: Oct 2015

#### 2.6.2.14 Visa Large Purchase Advantage BIN Requirements – US Region

A US Visa Large Purchase Advantage Issuer must designate either:

- A unique BIN for Visa Large Purchase Advantage
- A BIN/account range within an existing Visa Purchasing Card BIN designated for Visa Large Purchase Advantage

ID# 0026967

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## 2.7 Visa Membership Management

### 2.7.1 Client Portfolio Management Self-Service Tools Requirements

#### 2.7.1.1 Client Portfolio Management Self-Service Tools Information

A Member, VisaNet Processor, or designated Agent must not disclose any information from the Client Portfolio Management Self-Service Tools, or any other information associated with the tools, to any other parties unless it is permitted in the Visa Rules or otherwise authorized in writing by Visa. Information from and associated with the Client Portfolio Management Self-Service Tools is the property of Visa and is for the sole use of Visa Members and their registered third-party service providers in support of the Members' Visa programs.

ID# 0026518

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#### 2.7.1.2 Use of Client Portfolio Management Self-Service Tools

A Member is responsible for all of the following for a Member, VisaNet Processor, or designated Agent that has been granted permission to access the Client Portfolio Management Self-Service Tools on the Member's behalf:

- The Member's use and its VisaNet Processor's or designated Agent's use in accordance with the Visa Rules
- Monitoring its users' access to ensure that only authorized users are granted access to the service
- Ensuring that only authorized officers of the institution approve membership requests
- The accuracy of all information and any changes made to the information by the Member and its authorized users
- Ensuring that changes to the Member's information are accompanied by an Electronic Signature

ID# 0026519

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## 2.8 Non-Visa BINs

### 2.8.1 Non-Visa-Assigned BINs

#### 2.8.1.1 Non-Visa-Assigned BIN Management

To use a non-Visa-assigned BIN in connection with a Visa service, a Member must submit to Visa a *Non-Visa-Assigned BIN Notification Form*.

A BIN Licensee of a non-Visa-assigned BIN that is used for a Visa service must:

- Maintain the accuracy of the information relative to the BIN
- Submit the appropriate form to notify Visa of changes, including all of the following:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service
  - Release of BIN

A BIN Licensee of a non-Visa-assigned BIN must comply with Section 2.3, "BIN License and Administration."

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## Visa Product and Service Rules

Licensing and Numerics Management

Visa Product and Service Rules: Licensing and Numerics Management – Related Publications

### 2.9 Visa Product and Service Rules: Licensing and Numerics Management – Related Publications

#### 2.9.1 Publications Related to Visa Product and Service Rules: Licensing and Numerics Management

##### 2.9.1.1 Visa Product and Service Rules: Licensing and Numerics Management – Related Publications

Table 2-2: Licensing and Numerics Management – Related Publications

Title
Visa Online Terms and Conditions (Electronic Signature requirements)

ID# 0028996

Edition: Apr 2016 | Last Updated: Oct 2014

### 2.10 Visa Product and Service Rules: Licensing and Numerics Management – Related Forms

#### 2.10.1 Forms Related to Visa Product and Service Rules: Licensing and Numerics Management

##### 2.10.1.1 Visa Product and Service Rules: Licensing and Numerics Management – Related Forms

Table 2-3: Licensing and Numerics Management – Related Forms

Title
BIN License Agreement
BIN Licensee Transfer Request
BIN Release Request
BIN Share Request
BIN User Transfer Request
Dodd-Frank Act Certification Addendum
Fraud Prevention Adjustment Addendum

## Visa Product and Service Rules

Licensing and Numerics Management

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

Title
Global Client Licensing Forms
Non-Visa-Assigned BIN Notification Form
Non-Visa-Assigned BIN Transfer Notification Form
PCR/Station Requests
Plus Directory Update Form
Routing ID Requests
Visa Interchange Directory Update Form
VisaNet Letter of Agreement (Exhibit 5A)
VisaNet Processor and Third Party Registration and Designation Request (Exhibit 5E)

ID# 0028997

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## Visa Product and Service Rules

Licensing and Numerics Management

Visa Product and Service Rules: Licensing and Numerics Management – Related Forms

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## 3 Use of Marks

### 3.1 Marks License

#### 3.1.1 Affinity/Co-Branded Card Programs

##### 3.1.1.1 Affinity/Co-Branded Card Marks Prohibitions

An Affinity/Co-Branded Card must not bear:

- A Mark or name similar to an existing Visa program or service
- A Mark or image that is political, provocative, or socially offensive, as determined by Visa, that would result in non-acceptance of the Card or other issues at the Point-of-Transaction

ID# 0027368

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##### 3.1.1.2 Affinity/Co-Brand Program Positioning and Advertising

An Affinity/Co-Brand Card Issuer must comply with all of the following:

- Position the Card as a Visa Card<sup>1</sup>
- Refer to the Affinity/Co-Brand Card as a "Visa Card" in all Collateral Material
- Ensure that all Collateral Material and Cards clearly state that the Member is the Issuer of the Card
- Ensure that the Visa Brand Name or Visa Brand Mark is prominently featured, or is at least the same size as, Marks owned by the Issuer and the Affinity/Co-Brand partner on all Collateral Material
- Not position the Card as adding superior acceptability at the Point-of-Transaction<sup>2</sup>
- Not state or imply that the Affinity/Co-Brand Card is accepted only by a particular Merchant or class of Merchants
- Portray itself as the owner of the Affinity/Co-Brand program
- Ensure that the Affinity/Co-Brand partner does not state or imply that the Affinity/Co-Branded Card is owned or issued by the Affinity/Co-Brand partner

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

<sup>1</sup> A limited exception is allowed in the US Region for Campus Cards to facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with the additional functionality noted here.

## Visa Product and Service Rules

### Use of Marks

#### Marks License

<sup>2</sup> This requirement does not apply to discounts, offers, or in-kind incentives offered by the Merchant.

ID# 0027369

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### 3.1.1.3 Affinity/Co-Branded Card Issuance – Canada Region

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 that displays the corporate name or Trade Name of that General Member on the front of the Card<sup>1</sup> 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-Brand Card
- On the back of the Affinity/Co-Brand Card in the area not covered by the signature panel or Magnetic Stripe

<sup>1</sup> This does not apply to Visa Prepaid Cards and Visa Commercial Cards.

ID# 0001678

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### 3.1.2 Marks License Grant

#### 3.1.2.1 Registration/Ownership Denotation

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

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

ID# 0007431

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.1.3 Sponsorships and Partnerships, Including the Olympics

#### 3.1.3.1 Marketing Partnership/Sponsorship Agreement

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

ID# 0001128

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.1.3.2 Sponsorship/Member Use of Marks

A Member's enjoyment of pass-through rights to use the Marks and promotional materials of any organization with which Visa has signed a global sponsorship agreement is always subject to the prior written approval of Visa and the partner or sponsor organization.

A Member must not use the Visa-Owned Marks with the Marks of any of the following, or of its subsidiaries or affiliates, in any sponsorship activity:

- American Express Company
- Discover Financial Services
- MasterCard Worldwide (including Maestro)
- Any other entity that Visa deems competitive

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

ID# 0007450

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### 3.1.3.3 Member as Sponsor

A Member that participates in any sponsorship activity of which Visa is the sponsor must clearly convey in all of its communications and displays that only Visa, not the Member, is the sponsor.

A Member that participates in any sponsorship activity of which the Member is granted sponsorship rights by Visa must clearly convey in all of its communications and displays that only the Member, not Visa, is the sponsor. The Member must not state or imply that it owns any of the Visa-Owned Marks.

ID# 0007405

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.1.3.4 Marks Use Rights

The right to use partnership or Sponsorship Marks, logos, designations, and authenticating statements results from a partnership or sponsorship agreement between Visa and the partnership or sponsorship organization. Because one Member's failure to observe agreement restrictions could result in Visa and all its Members forfeiting the right to use the partnership or Sponsorship Marks, Members must carefully comply with the partnership or sponsorship agreement restrictions.

ID# 0001130

Edition: Apr 2016 | Last Updated: Oct 2014

### Use of Marks

#### Use of Marks

## 3.2 Use of Marks

### 3.2.1 Use of Marks by Members and Merchants

#### 3.2.1.1 Use of Visa-Owned Marks

A Member or Merchant that uses a Visa-Owned Mark must comply with all of the following:

- Not use the Visa-Owned Mark in a way that implies endorsement of any other product or service
- Not use, adopt, register, or attempt to register a company name, product name, or Mark that is confusingly similar to any Visa product or service name or any Visa-Owned Mark
- Ensure that any material on which the Visa-Owned Mark appears does not infringe, dilute, or denigrate any of the Visa-Owned Marks or Visa products or services or impair the reputation or goodwill of Visa or the goodwill associated with the Marks

In addition, a Member or Visa Checkout Merchant that uses the Visa Checkout Mark must not use it as a substitute for the Visa-Owned Mark to indicate payment acceptance.

An Acquirer must ensure that a Merchant using any Visa-Owned Mark complies with the *Visa Product Brand Standards*.

ID# 0026991

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.1.2 V PAY Brand Mark Use

The V PAY Brand Mark is a Visa-Owned Mark. Implementation of the V PAY Product and use of the V PAY Brand Mark outside 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# 0003585

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.1.3 Use of the Visa Brand Name and the Visa Brand Mark on Merchant Websites

A Merchant website must display the Visa Brand Mark, as specified in the *Visa Product Brand Standards*.

The Visa Brand Name must be used to indicate acceptance only when a visual representation of the Visa Brand Mark is not possible on the website.

### Use of Marks

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

A Merchant that displays the Verified by Visa Mark on its website must comply with the *Visa Product Brand Standards*.

ID# 0008671

Edition: Apr 2016 | Last Updated: Oct 2015

#### 3.2.1.4 Visa Brand Mark Color Requirements – US Region

For US 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 US Merchants.

ID# 0005759

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.2 Use of Marks in Promotions, Advertisements, and Solicitations

##### 3.2.2.1 Card and Product Positioning

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

ID# 0003211

Edition: Apr 2016 | Last Updated: Oct 2014

##### 3.2.2.2 Merchant Use of Visa-Owned Marks

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 Rules or without written permission from Visa

ID# 0007416

Edition: Apr 2016 | Last Updated: Oct 2014

##### 3.2.2.3 Non-Member Marks on Collateral Material – Canada Region

Except as permitted by Visa, a name, Trade Name, or Mark of a non-Member must not be used on Collateral Material bearing the Visa Program Marks that is used for soliciting applications or communicating with Canada Cardholders.

## Visa Product and Service Rules

### Use of Marks

#### Use of Marks

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

ID# 0006236

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.2.4 Advertising Materials – Canada Region

In the Canada Region, Point-of-Transaction advertising and promotional materials (except credit card application forms) must not indicate that the Canada Merchant has been signed by, or represents the interests of, a particular Canada Member.

ID# 0006233

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.2.5 Use of Visa Gold Product Name – Canada Region

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

ID# 0007230

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.2.6 Permitted Merchant Use – US Region

A US 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 US 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# 0002343

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.3 Use of Marks on Cards

#### 3.2.3.1 Hierarchy of Visa-Owned Marks on Cards

If more than one Visa-Owned Mark is present on a Card, an Issuer must designate a Primary Mark, complying with the following hierarchy of Marks:

- Visa Brand Mark
- Visa Brand Mark with the Electron Identifier

All other Visa-Owned Marks must both:

### Use of Marks

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

- Appear together
- Not be separated by any non-Visa-Owned Marks

ID# 0008218

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.3.2 Unembossed Visa Electron Cards

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

ID# 0004059

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.3.3 Prohibition of Interlink Program Mark on Credit Cards – US Region

For Cards issued by a US Issuer, the Interlink Program Marks must not appear on Visa Cards that primarily access a line of credit.

ID# 0006291

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.3.4 Use of 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 that participated 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# 0025674

Edition: Apr 2016 | Last Updated: Oct 2014

#### 3.2.3.5 Use of Cirrus Wordmark – US Region

A US 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 that participated in the Cirrus network on 31 March 2010.

## Visa Product and Service Rules

### Use of Marks

#### Use of Marks

- 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# 0006306

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### 3.2.3.6 Other Marks Prohibition – US Region

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

ID# 0006189

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.3.7 Prohibited Use of Trade Name or Mark – US Region and US Territories

In the US Region or a US 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 US Covered Visa Debit Cards, as specified in the *Visa Product Brand Standards*.

ID# 0026532

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.3.8 Cards Bearing the Plus Symbol – US Region and US Territories

In the US Region or a US Territory, a US Covered Visa Debit Card bearing the Plus Symbol may bear the Marks of entities deemed competitive by Visa, as specified in the *Visa Product Brand Standards*.

ID# 0026527

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.3.9 Use of Other Marks – US Region and US Territories

In the US Region or a US Territory, a Member may use Marks that are specifically related to bank card programs and/or services related to those programs on US Covered Visa Debit Cards.

ID# 0026528

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.3.10 Permitted Use of Other Marks – US Region and US Territories

In the US Region or a US Territory, a Member may use non-Visa-owned brand Marks on US 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, as specified in the *Visa Product Brand Standards*.

ID# 0026531

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.2.3.11 Non-Visa General Purpose Payment Card Network – US Region and US Territories

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

ID# 0026533

Edition: Apr 2016 | Last Updated: Oct 2014

## 3.3 Other Card Requirements

### 3.3.1 Card Verification Value 2

#### 3.3.1.1 CVV2 on Visa Electron Cards

If the full Account Number is used on a Visa Electron Card, an Issuer must indent-print a Card Verification Value 2 on the back of the Card.

ID# 0000677

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.3.2 Magnetic-Stripe Encoding

#### 3.3.2.1 Magnetic-Stripe Encoding Requirements

The Magnetic Stripe on a Visa Card or Visa Electron Card must be encoded on both track 1 and 2.

This does not apply:

- In the LAC Region for Magnetic-Stripe personalization of embossed instant-issue Visa Cards

## Visa Product and Service Rules

### Use of Marks

### Other Card Requirements

- In the US Region for the Magnetic Stripe used to facilitate closed-loop campus applications on dual Magnetic-Stripe Campus Cards.

ID# 0003602

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### 3.3.2.2 Service Codes on Unembossed Cards

If permitted by Visa, an Issuer may issue unembossed Visa Cards with any valid Service Code, excluding unembossed Visa Prepaid Cards.

All newly issued unembossed Visa Prepaid Cards must be encoded with an "X2X" Service Code.

ID# 0004058

Edition: Apr 2016 | Last Updated: Oct 2014

### 3.3.2.3 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.

ID# 0008235

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### 3.3.2.4 Magnetic-Stripe Encoding – LAC Region

An LAC Issuer must encode the Magnetic Stripe on all Cards using 2.750 oersted high coercivity encoding technology, as specified in the industry standards adopted by Visa-approved manufacturers and Magnetic-Stripe encoding equipment providers.

All Cards issued in the LAC Region must comply with high coercivity encoding industry standards.

ID# 0008724

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### 3.3.2.5 Service Code Denoting International Acceptance – US Region

In the US Region, the Service Code field of the Magnetic Stripe must be encoded with a Service Code that denotes international acceptance, except as specified in Section 4.11.1.10, "Domestic Use Only Visa Prepaid Cards."

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### 3.4 Point-of-Transaction Display of Marks

#### 3.4.1 Display of Marks at the Point of Sale

##### 3.4.1.1 Improper Display of Affinity/Co-Brand Partner Trade Name or Mark

Upon Notification from Visa, a Merchant must correct any display of an Affinity/Co-Brand partner's Trade Name or Mark at a Merchant Outlet if the display adversely affects the Visa brand.

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##### 3.4.1.2 Merchant Display of Marks and Acceptance Signage – Canada Region

A Canada Acquirer must ensure that both:

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

ID# 0008380

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##### 3.4.1.3 Visa Marks Display Requirements – US Region and US Territories

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

ID# 0026491

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##### 3.4.1.4 Display of Marks Acquirer Requirements – US Region

A US Acquirer must ensure that:

- Each of its Limited Acceptance Merchants displays 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# 0002318

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##### 3.4.1.5 Display of Marks at Point of Payment Choice – US Region

A US Merchant website must display at the point of payment choice either the:

- Visa Brand Mark in full color, if it accepts all Visa Cards for payment
- Visa-approved signage representing the Limited Acceptance category it has selected

ID# 0002337

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

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

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

Table 3-1: Use of Marks – Related Publications

Title
Payment Technology Standards Manual <sup>1</sup>
Visa Olympic Tool Kit
Visa Product Brand Standards <sup>1</sup>
<sup>1</sup> Visa Supplemental Requirements

ID# 0028998

Edition: Apr 2016 | Last Updated: Oct 2014

## 4 Issuance

### 4.1 General Issuance

#### 4.1.1 General Issuer Requirements

##### 4.1.1.1 Visa Card Product and Token Positioning (Updated)

A Member must not:

- Position any Visa Card as something other than a Visa Card<sup>1</sup>
- Position a Visa Business, Visa Corporate, or Visa Purchasing Card as something other than a Visa Card for the payment of business expenditures
- Position its Trade Name or Mark as adding superior acceptance of the Card at the Point-of-Transaction<sup>2</sup>

An Issuer must ensure that a Token both:

- Maintains the same product characteristics of the Card represented by that Token
- Is presented to the Cardholder as a Visa Product or Service

<sup>1</sup> This does not apply in the US Region to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with additional functionality.

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

##### 4.1.1.2 Delivery of Visa Premium Product Value to Cardholders

An Issuer must structure its Visa premium products to deliver product value based on features, performance standards, and spending limits, such that:

- A Visa Platinum Card delivers equal or higher value than a Visa Gold/Premier Card.
- A Visa Gold/Premier Card delivers higher value than a Visa Classic Card.
- A Visa Business Gold Card delivers higher value than a Visa Business Card.
- In the Canada Region, a Visa Platinum Prepaid Card delivers higher value than a Visa Prepaid Card

This requirement does not apply in the US Region.

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#### 4.1.1.3 Non-Standard Card Prohibitions

An Issuer of a non-standard Card must not:

- Permit exclusive or preferential acceptance by a Merchant<sup>1</sup>
- Link the non-standard Card to a Virtual Account

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

ID# 0003242

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#### 4.1.1.4 Positioning, Acceptance, and Accounts – US Region

A US Issuer must not:

- Designate or design any of its Visa Cards, whether through the use of a Trade Name, Mark, numbering scheme, code on the Magnetic Stripe or Chip, or any other device or means, in order to either:
  - Permit exclusive or preferential acceptance of any of its Visa Cards by any Merchant. This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.
  - Allow any Transaction involving use of these Cards to be treated as anything other than a Visa Transaction, except as specified in Section 7.1.1.5, "Non-Visa Debit Transaction Disclosure Requirements – US Region"<sup>1</sup>
- Allow a Visa Card that is used primarily to access a line of credit to participate in any PIN-based debit program, unless the participation is for ATM access only

<sup>1</sup> This does not apply to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with additional functionality.

ID# 0003210

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#### 4.1.1.5 Issuance of Domestic Use-Only Visa Cards (New)

**Effective 13 October 2017**

An Issuer must not issue a Visa consumer credit Card or a Visa consumer debit Card that is restricted to use only in the country of issuance.

In the LAC Region, this does not apply to:

- A Card issued under a Visa Program in existence before 13 October 2017 by an Issuer in the Dominican Republic, Haiti, Paraguay, or Uruguay
- A Card issued in Argentina, Barbados, Brazil, Chile, Colombia, Jamaica, or Trinidad

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

ID# 0029327

Edition: Apr 2016 | Last Updated: Apr 2016

#### 4.1.1.6 Disclosure of Sponsored Merchant and Payment Facilitator Name

An Issuer must ensure that the Sponsored Merchant name and the Payment Facilitator name (or an abbreviation) appear on the Cardholder statement.

ID# 0028275

Edition: Apr 2016 | Last Updated: Apr 2015

#### 4.1.1.7 Issuer Minimum Manual Cash Disbursement Amount

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

ID# 0006858

Edition: Apr 2016 | Last Updated: Apr 2015

#### 4.1.1.8 CVV2 Issuer Requirements – US Region

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

ID# 0000672

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.1.9 General Member Card Plan – Canada Region

In the Canada Region, each Visa Canada General Member must operate its own Card plan that conforms to all of the following minimum standards:

- Each Member must issue Cards in its own name and own the receivables arising from the use of such Cards. Securitization does not impact ownership for the purpose of the Visa Rules.
- Cards issued by each Member will entitle Cardholders to make purchases of goods and services and to obtain Cash Disbursements.
- Subject to appropriate Authorization, each Member will honor Cards issued by other Members for Cash Disbursements.

## Visa Product and Service Rules

### Issuance

#### General Issuance

- Subject to appropriate Authorization, each General Member will cause its Merchants to honor Cards issued by other such Members for the purchase of goods and services.

ID# 0004092

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.2 Visa Credit Card Issuance

#### 4.1.2.1 Second Line of Credit for On-Us Transactions – LAC Region

An LAC Issuer's offer of a second line of credit must comply with all of the following:

- Be offered only in association with an Affinity/Co-Brand partner
- Be restricted to purchase Transactions completed as Visa Transactions at the Affinity/Co-Brand partner's Merchant Outlet
- Be restricted to On-Us Transactions
- Not exceed the amount of primary line of credit

ID# 0007302

Edition: Apr 2016 | Last Updated: Oct 2015

#### 4.1.2.2 Visa Consumer Card Requirement to Provide Core Benefits – US Region (Updated)

A US Visa Consumer Card Issuer must provide the core travel and lifestyle benefits and insurance services specified in Table 4-1, "Visa Consumer Product Core Card Benefits."

For any additional insurance benefits provided to its Visa Consumer Cardholders, the Issuer must comply with the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

Table 4-1: Visa Consumer Product Core Card Benefits

Benefit Service	Visa Traditional Visa Traditional Rewards	Visa Signature Visa Signature Preferred	Visa Infinite
Travel & Lifestyle <sup>1</sup>			
Visa Signature Concierge		X	
Visa Signature Perks <sup>2</sup>		X	X
Visa Infinite Concierge			X
Visa Infinite Travel and Lifestyle Benefits			X
Insurance			

## Visa Product and Service Rules

### Issuance

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

Benefit Service	Visa Traditional Visa Traditional Rewards	Visa Signature Visa Signature Preferred	Visa Infinite
Auto Rental Collision Damage Waiver (ARCDW) <sup>3</sup>	X	X	X
Roadside Dispatch <sup>4</sup>	X	X	X
Lost Luggage Reimbursement			X
Travel Accident Insurance			X
Travel/Emergency Assistance Services		X	X
Trip Cancellation/Interruption			X
Trip Delay			X
Purchase Security			X
Return Protection			X
Warranty Manager			X

<sup>1</sup> Visa Infinite Virtual Card Accounts are not eligible for travel and lifestyle benefits, but may receive insurance benefits.  
<sup>2</sup> Visa Signature Perks include Travel, Entertainment, Fine Wine & Food, Sports, and Shopping.  
<sup>3</sup> Offered as primary coverage for US Visa Infinite and secondary for Visa Traditional and Visa Signature products.  
<sup>4</sup> Cardholder-funded service offered through the Visa call center.

ID# 0004146

Edition: Apr 2016 | Last Updated: Apr 2016

### 4.1.3 Visa Charge Card Issuance

#### 4.1.3.1 Visa Charge Card Classification – AP Region and US Region (Updated)

A US Issuer must identify a Visa Charge Card and distinguish it from a Visa Consumer Credit Card by using one of the following classification levels, as specified in the applicable VisaNet Manuals:

- BIN
- Account Range Definition (ARDEF)
- Registered Program Identification Number (RPIN)
- Account level processing

## Visa Product and Service Rules

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### Effective 12 November 2015

In the AP Region, a Malaysia Issuer must identify a Visa Charge Card and distinguish it from a Visa Credit Card by using a separate BIN.

ID# 0026357

Edition: Apr 2016 | Last Updated: Apr 2016

#### 4.1.3.2 Visa Charge Card Authorization Requirements – US Region

In the US Region, a Visa Charge Card issued as a Visa Signature Card or Visa Signature Preferred Card must be issued with no pre-set spending limit.

ID# 0026981

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.3.3 Visa Charge Card Issuer Registration – AP Region and US Region (Updated)

##### Effective through 11 November 2015

A US Visa Charge Card Issuer must register its Charge Card program and obtain prior approval from Visa.

##### Effective 12 November 2015

In the AP Region and US Region, a Visa Charge Card Issuer must register its Visa Charge Card program and obtain prior approval from Visa.

ID# 0026356

Edition: Apr 2016 | Last Updated: Apr 2016

#### 4.1.4 Visa Debit Card Issuance

##### 4.1.4.1 Visa Debit Card Issuer Cash-Back Requirements – US Region (Updated)

A US Visa Debit Card Issuer and Visa Business Check Card Issuer must support the Visa Cash-Back Service.

This requirement does not apply to certain Visa Prepaid Cards, as specified in [Section 1.4.4.1, "PIN Issuance."](#)

ID# 0026502

Edition: Apr 2016 | Last Updated: Apr 2016

### 4.1.4.2 Visa Debit Card Partial Preauthorization – US Region

In the US Region, a Visa Debit Card Issuer or Visa Business Check Card Issuer and its VisaNet Processor must support partial preauthorization Responses for PIN-Authenticated Visa Debit Transactions.

ID# 0026503

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.4.3 Consumer Visa Deferred Debit Card Equivalent – US Region

A US Issuer must position a Consumer Visa Deferred Debit Card only as a Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account, where the amount of any individual Transaction is not accessed, held, debited, or settled from the consumer asset account sooner than 14 days from the date of the Transaction.

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

ID# 0004153

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### 4.1.4.4 Visa Debit Category Transaction Identification – Canada Region

A Canada Visa Debit Category Card Issuer must both:

- Identify all Visa Debit Category Transactions as Visa Transactions in all communications displaying Transaction information, including account activity statements
- Clearly disclose to the Cardholder any distinction between a Visa Debit Category Transaction and other payment services

ID# 0008073

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### 4.1.4.5 Visa Debit Category Issuer Chip Requirements – Canada Region

A Canada Visa Debit Category Issuer must ensure that the Visa Application Identifier (AID) is present on the Card and the Application Selection Flag (ASF) settings comply with the *Visa Canada Debit Card – Technical Specifications*.

ID# 0008072

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### 4.1.4.6 Account Level Processing – Issuer Participation Requirements – AP Region, Canada Region, and CEMEA Region

In the AP Region, Canada Region, and CEMEA Region, an Issuer that participates in Account Level Processing must do all of the following:

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- Comply with the applicable reporting and product core services requirements for each Card product
- Reissue the Card plastic if the Issuer switches to a different product
- Identify and differentiate between different Visa product Account Numbers by using one of the following classifications:
  - BIN
  - Account Range Definition (ARDEF)
  - Card Account Number. In the AP Region and CEMEA Region, this requirement applies only in countries that support Account Level Processing.

ID# 0027718

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.5 Visa Prepaid Card Issuance

#### 4.1.5.1 Visa Prepaid Card Purchase Security Insurance Coverage – US Region

A US Issuer must provide purchase security coverage for eligible items purchased with the following types of Visa Cards:

- Visa Payroll
- Visa general purpose Reloadable prepaid
- Visa TravelMoney

ID# 0028058

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.6 Affinity/Co-Brand and Global Co-Brand Issuance

#### 4.1.6.1 Co-Branding Partnership Approval Documentation Requirements

A Global Co-Branding Partner and Issuer must provide a dossier of proprietary and public information for approval to Visa, including both:

- *Co-Branding Partnership Regional Approval Form* for each proposed interregional and intraregional co-branding program
- Global Co-Branding Partners' Marks and design guidelines (including color proofs) or evidence that a trademark search has been conducted

ID# 0004052

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### 4.1.6.2 Global Co-Branding Partner Eligibility

A Global Co-Branding Partner must comply with all of the following:

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

ID# 0004053

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### 4.1.6.3 Global Co-Branding Issuer Qualification and Notification

An Issuer that partners with a Global Co-Brand Partner must both:

- Be a qualified Issuer in countries where Global Co-Brand Cards will be issued
- Notify Visa of its plans to expand interregional and intraregional Global Co-Brand Partners

ID# 0004055

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### 4.1.6.4 Affinity/Co-Branded Card Program Requirements

An Affinity/Co-Brand Card Issuer must both:

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

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

- The agreement between the Issuer and the Affinity/Co-Brand partner
- Collateral Material
- Information regarding the reputation and financial standing of the Affinity/Co-Brand partner
- Other documentation

In the Canada Region, a General Member and Affinity/Co-Brand partner must complete all required documentation and agreements required by the applicable Mark owners.

ID# 0027363

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### 4.1.6.5 Visa Requests for Affinity/Co-Brand Program Information

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

- Any and all contracts with the Affinity/Co-Brand partner
- Any other documentation relative to the Affinity/Co-Brand program

ID# 0027373

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### 4.1.6.6 Affinity/Co-Brand Partner Eligibility Requirements

An Affinity/Co-Brand partner must not be an organization that is either:

- Eligible for Visa membership<sup>1,2</sup>
- Deemed to be a competitor of Visa

<sup>1</sup> This does not apply to a non-Member that is eligible for Visa membership, as specified in Section 4.11.3.3, "Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception."

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

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### 4.1.6.7 Affinity/Co-Brand Program Ownership and Control

An Issuer that partners in offering an Affinity/Co-Brand program must comply with all of the following:<sup>1</sup>

- Underwrite, issue, and maintain the account associated with an Affinity/Co-Brand Card
- Always be portrayed as the owner of the Affinity/Co-Brand program
- Own and control an Affinity/Co-Brand program as defined by Visa on the basis of the Issuer's entire relationship with the Affinity/Co-Brand partner, including all of the following:
  - Whether the Issuer controls, or exercises controlling influence over, the management policies with respect to the Affinity/Co-Brand program
  - The extent to which the Issuer conducts credit evaluations, participates in Cardholder billing, or provides customer services in connection with the Affinity/Co-Brand program
  - Whether all or part of the receivables are financed by the Affinity/Co-Brand partner

<sup>1</sup> In the AP Region, Visa may approve Waivers 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.

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### 4.1.6.8 Affinity/Co-Branded Card Transaction Processing

A Transaction completed with an Affinity/Co-Branded Card (including an On-Us Transaction) must be processed and treated as a Visa Transaction.

This does not apply in the US Region, as specified in [Section 7.1.1.5, "Non-Visa Debit Transaction Disclosure Requirements – US Region."](#)

This does not apply in the US Region to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card.

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

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### 4.1.6.9 Affinity/Co-Branded Card Account Access

An Affinity/Co-Branded Card must not be used to debit any credit, charge, payment, or deposit account other than the account maintained by the Issuer in connection with that Affinity/Co-Branded Card.

This does not apply in the LAC Region, as specified in [Section 4.1.2.1, "Second Line of Credit for On-Us Transactions – LAC Region."](#)

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

ID# 0027371

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### 4.1.6.10 Affinity/Co-Branded Card Rules for Proprietary Cards Bearing the Plus Symbol

Affinity/Co-Branded Card rules do not apply to Proprietary Cards that display non-Member identification and bear the Plus Symbol, but no other Visa Mark.

ID# 0027372

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### 4.1.6.11 Determination of Affinity/Co-Brand Program Violations

If Visa determines that any provisions of the Affinity/Co-Brand program requirements have been violated, Visa reserves the right to both:

- Require modification of the program, including both:

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- Assignment of the program to a third party
- Suspension of the program
- Impose non-compliance assessments or terminate the program with 90 calendar days' written notice

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#### 4.1.6.12 BIN Requirements for Airline Co-Brand Programs – CEMEA Region (Updated)

A CEMEA Issuer of Visa Gold Airline Affinity/Co-Branded Cards or Visa Platinum Airline Affinity/Co-Branded Cards must use a separate designated unique BIN account range at the 9-digit level for each program within a Visa Platinum BIN.

For an Affinity/Co-Branded Card issued on a Visa Platinum BIN, both of the following apply:

- The Issuer must provide the same core services as required for all Visa Platinum Cards.
- Mandatory minimum spending limits do not apply.

ID# 0009017

Edition: Apr 2016 | Last Updated: Apr 2016

#### 4.1.7 Card Production Standards

##### 4.1.7.1 Maximum Expiration Date – Non-Personalized Cards

The expiration date on a Visa Card or Visa Electron Card without a Cardholder name must not be more than 5 years from the date of issuance.

This does not apply in the:

- AP Region, for Chip Cards
- US Region

ID# 0003198

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##### 4.1.7.2 Emergency Card Replacement Expiration Date – CEMEA Region

In the CEMEA Region, for an Emergency Card Replacement, the expiration date must be either:

- The last day of the month following the month of issuance

- A date assigned by the Issuer of no later than one year from the issuance date

ID# 0007234

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#### 4.1.7.3 Maximum Expiration Date for Instant Issue Cards – US Region

In the US Region, the expiration date must not exceed:

- 3 years from the date of issuance on an instant issue Visa Consumer Credit Card
- One year from the date of issuance on a Consumer Visa Check Card with a printed or embossed Cardholder identifier

ID# 0003207

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.7.4 Card Activation Stickers – US Region

With the exception of a Card activation sticker, a US Issuer must not affix any adhesive material to the front or back of a Card unless it is integral to the manufacturing of the Card.

The Issuer must ensure that a Card activation sticker affixed to the front or back of its Card does not interfere with any security features of the Card.

The Card activation sticker or other material enclosed with the Card mailer must either:

- Provide a telephone number for the Cardholder to call to activate the Card, and instruct the Cardholder to both:
  - Contact the Issuer upon receipt of the Card for activation
  - Remove the sticker from the Card once activation has occurred
- For a Visa Check Card that is activated by the Cardholder at a terminal requiring a PIN, instruct the Cardholder to remove the sticker from the Card before activation

ID# 0008695

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.7.5 Visa Mini Card Issuer Requirements

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

- Issue the Visa Mini Card with the same expiration date as the standard-sized companion Card
- Issue the Visa Mini Card as the same Visa product type and with the same benefits as the standard-sized companion Card
- At the time of issuance, inform the Cardholder of potential usage restrictions

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#### General Issuance

- In the US Region, issue the Visa Mini Card in conjunction with a corresponding standard-sized Visa Card
- In the US Region, not establish a daily Transaction amount limit for Visa Contactless Mini Card use

ID# 0027520

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.7.6 Visa Mini Card Instant/Remote Issuance – US Region

A US Visa Mini Card Issuer participating in the Instant/Remote Issuance program must provide the corresponding standard-sized Card to the Cardholder within 30 days from the date of issuance.

Instant/Remote Issuance is not permitted for a Visa Mini Card issued as a Visa Contactless Payment Device.

ID# 0006175

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.8 Virtual Accounts

#### 4.1.8.1 Virtual Account Requirements

An Issuer that offers a Visa Virtual Account must comply with the electronic payment authentication requirements established by Visa.

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#### 4.1.8.2 Virtual Accounts – Commercial BIN Requirements

An Issuer that offers Virtual Account for a Visa Commercial Card must use the BIN designated for the specific Visa Commercial Card product.

ID# 0001635

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#### 4.1.8.3 Virtual Account Issuer Requirements (Updated)

A Virtual Account Issuer must comply with all of the following:

- Obtain prior approval from Visa
- Verify Account Information, including name of the Virtual Account owner, Account Number, account expiration date, and Card Verification Value 2 (CVV2) and communicate it securely to the Virtual Account owner

- Before activation, inform the Virtual Account owner of all of the following (not required for Commercial products):<sup>1</sup>
  - Program details covering Account Number use
  - Virtual Account owner name
  - Account Number
  - Expiration date
  - Card Verification Value 2 (CVV2)
- If a Reference Card is provided, comply with Reference Card design requirements

For consumer Cards issued as Virtual Accounts, an Issuer must comply with all of the following:

- Restrict issuance to countries where the Issuer has jurisdiction to issue
- Limit Transactions to Card-Absent Environment<sup>2</sup>
- Provide Lost/Stolen Card Reporting Service

<sup>1</sup> This requirement does not apply to Issuers of Visa Mobile Prepaid products in the AP Region, CEMEA Region, and LAC Region.

<sup>2</sup> This requirement does not apply to Prepaid Accounts established as Virtual Accounts that are provisioned to a mobile device.

ID# 0001645

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#### 4.1.8.4 Virtual Account Issuer Certification Requirements – CEMEA Region

In the CEMEA Region, before issuing Virtual Accounts, an Issuer must certify with Visa that its authorization system has the capability to receive and read the Electronic Commerce Indicator value transmitted by the Acquirer in the Authorization message.

ID# 0001648

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.9 Issuer Disclosures

##### 4.1.9.1 Emergency Services Telephone Numbers

An Issuer must notify its Cardholders at least once each year of the availability of emergency services and provide a toll-free telephone number through which Eligible Cardholders may obtain these services.

ID# 0025791

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.9.2 Disclosure of Responsibility for Charges – AP Region

An AP Member must not represent to its Cardholder or its Merchant that Visa imposes any charge on the Cardholder or the Merchant. A Member is responsible for making whatever disclosures applicable laws or regulations require with respect to its charges to its Cardholders or its Merchants.

ID# 0004089

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.9.3 Issuer Disclosure of Fees and Charges – CEMEA Region (Updated)

A CEMEA Issuer of Visa Cards, Proprietary Cards bearing the Plus Symbol, and Cards bearing the Visa Brand Mark with the Electron Identifier must notify its Cardholder in writing of the following:

- That the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:
  - A wholesale market rate
  - The rate mandated by a government or governing body
- Additional fees and charges (if any) assessed by the Issuer through the application of an Optional Issuer Fee to the Currency Conversion Rate or any other fees for currency conversion
- Specific fees and charges to be assessed to the Cardholder, where appropriate, including:
  - Annual fee
  - Interest rate(s), if applicable
  - ATM Cash Disbursement fee
  - Manual Cash Disbursement fee
  - PIN replacement charge
  - Fee for additional statement copies
  - Late payment fee
- Date on which the Cardholder will incur a late payment fee if the Issuer does not receive payment for outstanding Transaction amounts appearing on the Cardholder billing statement

An Issuer may choose the method by which it notifies the Cardholder in writing. This may include one or more of the following:

- Cardholder agreement
- Cardholder terms and conditions
- Any other agreement between the Cardholder and Issuer
- Monthly billing statement

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### 4.1.9.4 Issuer Contact Disclosure – Canada Region

A Canada Issuer must disclose in its consumer Cardholder agreements that a Cardholder may contact the Issuer to discuss disputes the Cardholder may have with respect to a Transaction on their statement.

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### 4.1.9.5 Card Application Processing Fee – US Region

In the US Region, an Issuer or Agent that charges a fee to a Cardholder for processing a Visa Card application must comply with all of the following:

- Disclose the application processing fee as being separate from any other fees associated with use of the Visa Card
- Provide the disclosure in a way that allows the Cardholder to avoid the fee if they do not want to pursue the application

The Issuer or its Agent must not:

- Charge a fee for providing an application to a prospective Cardholder
- Use a "900" area code, "976" telephone exchange, or any similar telephone number to indirectly charge a fee for inquiries about obtaining a Card

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### 4.1.9.6 Disclosure of Provision of Cardholder Data – US Region

A US Issuer must require its Cardholders to consent to the release of personal data to Visa, Members, or their designated agents for the purpose of providing Emergency Cash Disbursement and Emergency Card Replacement services.

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### 4.1.9.7 Disclosure of Non-Visa PIN Debit Transaction Information – US Region (Updated)

In the US Region, for a Visa Check Card or Visa Debit Card that may also be used for non-Visa PIN debit transactions but does not bear any PIN debit program Marks, an Issuer must clearly communicate to its Cardholders how such Cards may be used to initiate non-Visa PIN debit transactions.

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### 4.1.9.8 Disclosure of Card Features and Services – US Region

A US Issuer must disclose to its Cardholders, in a timely manner, upgraded features and services when a Cardholder converts from one Card program to another (for example, Visa Traditional to Visa Signature). The Issuer is responsible for any liability that arises from the timing of the disclosure.

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### 4.1.9.9 Communication of Cardholder Assistance Telephone Number – US Region

A US Issuer must communicate one of the following toll-free telephone numbers to each Cardholder at least once a year:

- Visa Customer Care Services telephone or fax number
- Issuer's or its agent's assistance center telephone or fax number

The toll-free telephone number must be printed on the back of the Card, or on other material furnished to the Cardholder.

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### 4.1.10 Confidentiality of Cardholder Information

#### 4.1.10.1 Cardholder Information Privacy Requirements – Canada Region

A Canada Issuer must certify to Visa that it has met the applicable requirements of privacy legislation for the collection, use, and disclosure of personal Cardholder information among Visa and its employees and agents, for the purpose of processing, authorizing, and authenticating a Cardholder's Transactions and providing customer assistance services to a Cardholder.

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#### 4.1.10.2 Contest and Promotion Privacy Requirements – Canada Region

A Canada Issuer will have met the applicable requirements of privacy legislation where the Issuer's Cardholders participate in contests and promotions administered by Visa on behalf of the Issuer.

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### 4.1.10.3 Privacy of Cardholder Information – US Region (Updated)

A US Issuer of the following Cards must offer its Cardholders, during the application process, the option to have their personal information kept confidential from external organizations:

- Visa Signature
- Visa Signature Preferred
- Visa Business
- Visa Signature Business
- Visa Infinite

If selected, the Issuer must not provide Cardholder or account details to external or non-affiliated organizations for the purpose of marketing mailing lists, products, or services with the exception of Visa and its contracted providers of Cardholders services and benefits.

The Issuer may, for Affinity/Co-Branded Card accounts, disclose that this option does not apply to the Affinity/Co-Brand Partner.

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### 4.1.11 PIN Requirements

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

In the AP Region, an India Issuer must have PIN as the preferred Cardholder Verification Method (CVM) for all newly issued or re-issued Visa debit Cards and Reloadable Cards.

An Issuer must respond with a Decline Response when an Authorization Request for a Domestic Transaction conducted in a Card-Present Environment on a Visa debit Card or Reloadable Card does not include a PIN or the confirmation that PIN was correctly entered.

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#### 4.1.11.2 PIN for Emergency Card Replacement – CEMEA Region

A CEMEA Issuer that issues an Emergency Card Replacement is not required to issue a PIN.

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### 4.1.11.3 PIN Verification Service – Issuer Requirements – US Region

If a US Issuer uses the PIN Verification Service, the Issuer must either:

- Encode the PIN Verification Value on the Magnetic Stripe, and for Cards containing a Chip, both the Magnetic Stripe and Chip
- Ensure that the PIN Verification Value resides on the PIN Verification Value file maintained by Visa

If the Issuer does not require Stand-In Processing to verify PINs, the Issuer is not required to encode PIN Verification data on the Magnetic Stripe or Chip.

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### 4.1.11.4 PIN Standards – US Region

A US Issuer must require a PIN to contain a minimum of 4 and a maximum of 12 alphanumeric characters. This requirement does not apply to Emergency Card Replacements.

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### 4.1.11.5 PIN Issuance for Visa Signature and Visa Signature Preferred Cards – US Region

A US Issuer must comply with [Section 1.4.4.2, "PIN Issuance Requirements,"](#) within one year of issuing either of the following Card products to a new Cardholder:

- Visa Signature
- Visa Signature Preferred

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

A US Issuer whose internal systems do not support customer PIN selection must issue PINs to all of its Cardholders and not simply notify its Cardholders that PIN is available upon request.

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### 4.1.12 Data Retention and Transmission

#### 4.1.12.1 Cardholder Data Provision for Prize Awards – US Region

A US Issuer must provide Cardholder data to Visa for the purposes of awarding prizes in conjunction with promotional activities conducted by Visa.

If prohibited by applicable laws or regulations from disclosing Cardholder data, the Issuer must both:

- Notify the Cardholder of the awarded prize and obtain necessary documentation
- Ensure that the prize is awarded directly to the Cardholder

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#### 4.1.12.2 Enriched Transaction Data – US Region

A US Issuer that receives enriched data with any of the following Transactions must either print the data on the Cardholder statement or retain the data for a minimum of 200 calendar days from the Transaction Date:

- CPS/Hotel and Car Rental Card Present
- CPS/Hotel and Car Rental Card Not Present
- CPS/e-Commerce Preferred Hotel and Car Rental
- A Transaction that includes Airline itinerary data

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#### 4.1.12.3 Issuer Requirements for Reporting Linked Consumer Credit Accounts – US Region (New)

**Effective 15 October 2016**

A US Issuer with more than USD 1 billion in annual Visa Consumer Credit Card Transaction volume must link its Visa Consumer Credit Cards if the Account Numbers are different, as follows:

- A secondary Card(s) to its primary Card through the Cardholder Maintenance File (CMF)
- A virtual Card(s) to its primary or secondary physical Card(s) through the CMF

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### 4.1.13 Provisional Credit/Zero Liability

#### 4.1.13.1 Zero Liability – AP Region (Updated)

**Effective through 31 July 2016**

An AP consumer Card Issuer must limit a Cardholder's liability to zero upon notification from the Cardholder of any unauthorized Visa Transactions. This requirement does not apply to an ATM Cash Disbursement Transaction.

### Issuance

#### General Issuance

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

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#### 4.1.13.2 Zero Liability – Canada Region (Updated)

##### Effective through 31 July 2016

In the Canada Region, an Issuer must limit a Cardholder's liability to zero for any unauthorized Visa consumer or Visa Business Card Transactions for which the Cardholder is not responsible, as established to the satisfaction of the Issuer.

The Issuer must not impose a minimum Cardholder liability amount with regard to unauthorized Transactions.

The Issuer may define "Unauthorized Transactions" in the Issuer's Cardholder agreement and in any related documentation.

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#### 4.1.13.3 Zero Liability – US Region (Updated)

##### Effective through 31 July 2016

In the US Region, an Issuer must limit the Cardholder's liability to zero upon receipt of notification from its Cardholder of an unauthorized Visa Consumer Card or Visa Business Card Transaction.

This requirement does not apply to Visa Corporate Card Transactions or Visa Purchasing Card Transactions.

The Issuer may increase the amount 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 in the handling of the Account or the Card.

A Visa Business Card Issuer 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.

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#### 4.1.13.4 Provisional Credit (New)

**Effective 1 August 2016**

An Issuer must provide provisional credit for the amount of a dispute or an unauthorized Transaction (as applicable) to a Cardholder's account, as follows:

**Table 4-2: Provision of Provisional Credit**

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements / Allowances
AP	Visa Infinite Visa Infinite Business	Within 24 hours of notification of a Cardholder dispute	<p>The Issuer must do all of the following:</p> <ul style="list-style-type: none"> <li>• Place the disputed Transaction amount in a suspense account until the dispute is resolved</li> <li>• If the Merchant disputes the Chargeback, inform the Cardholder and attempt to resolve the dispute</li> <li>• Send letter of explanation to the Cardholder when the dispute is resolved</li> </ul>
	Visa Signature	Within 24 hours of notification of a Cardholder dispute	The Issuer must place the disputed Transaction amount in a suspense account until the dispute is resolved.
	Visa Ultra High Net Worth	Within 24 hours of notification of a Cardholder dispute	The Issuer must not assess finance charges on the disputed amount.
	All other Cards	Within 5 business days of notification, unless the Issuer determines that additional investigation is warranted	N/A
Canada	Visa Debit Category	Within 2 business days of notification of a dispute or unauthorized Transaction, unless any of the following apply: <ul style="list-style-type: none"> <li>• The Issuer determines the need for special investigation</li> </ul>	<p>The Issuer must charge back the disputed amount if any of the following conditions apply:</p> <ul style="list-style-type: none"> <li>• The dispute relates to an Electronic Commerce or Mail/Phone Order Transaction.</li> <li>• The Merchant has not refunded the Cardholder within 30 days of the Cardholder's attempt to resolve the dispute.</li> </ul>

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### Issuance

#### General Issuance

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements / Allowances
		<ul style="list-style-type: none"> <li>• Transaction type or prior account history warrants a delay</li> <li>• The nature of the Transaction justifies a delay in crediting the Cardholder's account</li> </ul>	<ul style="list-style-type: none"> <li>• The Cardholder is not expected to receive a refund from any other entity, fund, or source for the disputed Transaction.</li> </ul> <p>If the Issuer does not charge back the disputed Transaction amount as required, the credit to the Cardholder's account must be final.</p>
		When both of the following are confirmed: <ul style="list-style-type: none"> <li>• The dispute meets the Chargeback criteria</li> <li>• The dispute is determined to be legitimate</li> </ul>	The Issuer may reverse a provisional credit only if it properly initiated a Chargeback that is determined by Visa to be invalid, except where the Chargeback is determined by Visa to be valid on its merits and properly documented, but declined by reason of the Issuer's failure to meet a Visa requirement.
CEMEA	Visa Ultra High Net Worth	Within 24 hours of notification of a Cardholder dispute	The Issuer must not assess finance charges on the disputed amount.
LAC	Visa Infinite Visa Platinum (including Visa Platinum Business) Visa Premium Corporate Visa Signature	Within 24 hours of notification of a Cardholder dispute	The Issuer must place the disputed Transaction amount in a suspense account until the dispute is resolved.
US	Visa Business Check Visa Debit, except for ATM Cash Disbursements	Within 5 business days of notification of an unauthorized Transaction, unless the Issuer determines that additional investigation is warranted and allowed by applicable laws or regulations	N/A
	Visa Infinite	Immediately	The Issuer must do all of the following: <ul style="list-style-type: none"> <li>• Ensure that the disputed amount is not calculated as part of the total balance or displayed on Cardholder statements or account summaries</li> </ul>

## Visa Product and Service Rules

### Issuance

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

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements / Allowances
			<ul style="list-style-type: none"><li>• If the Merchant disputes the Chargeback, inform the Cardholder and attempt to resolve dispute</li><li>• Send letter of explanation to the Cardholder when the dispute is resolved</li><li>• Notify the Cardholder before the Transaction is reposted to the account if the Chargeback is reversed<sup>1</sup></li><li>• Not assess any finance charges on the disputed amount for the period of the dispute</li></ul>

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

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#### 4.1.13.5 Advertising for the Zero Liability Program – Canada Region

In the Canada Region, any promotional, advertising, or marketing language used for the Zero Liability Program must contain messaging, in the body of the promotional, advertising, or marketing language and not as a footnoted disclaimer, to the effect that Cardholders are responsible for ensuring that they protect their PIN.

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#### 4.1.13.6 Credit for Disputed Amounts – Canada Region

In the Canada Region, an Issuer must obtain from each Cardholder a written agreement to sell, assign, and transfer to the Issuer, every right and claim that the Cardholder has, to recover all or part of the amount of any purchased good or service by or from any person, entity, board, official, fund, or other source arising out of a disputed Transaction whenever the Issuer credits the Cardholder for the amount of a disputed Transaction.

The Cardholder assignment must be substantially in the *[Form of] Assignment of Cardholder Claims (Exhibit CAN-2)*.

The process by which an Issuer obtains the Cardholder assignment is within the sole discretion of the Issuer.

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### 4.1.14 Emergency Cash Disbursement, Emergency Card Replacement, Global Customer Assistance Services (GCAS)

#### 4.1.14.1 Issuer Requirements for Using the Visa Global Customer Assistance Services Program for Emergency Cash Disbursement and Emergency Card Replacement

An Issuer that participates in the Visa Global Customer Assistance Services program for Emergency Cash Disbursements or Emergency Card Replacements must comply with all of the following:

- At least 30 calendar days before participation, submit to Visa the Visa Global Customer Assistance Services Program enrollment forms
- Advise its Eligible Cardholders of the availability of an Emergency Cash Disbursement or Emergency Card Replacement, as applicable
- Provide Eligible Cardholders with a telephone number that is available worldwide 24 hours a day, 7 days a week for Emergency Cash Disbursements and Emergency Card Replacements. The telephone number may be either the:
  - Visa Global Customer Care Services (GCCS) telephone numbers
  - Issuer's own worldwide emergency services telephone number
- Designate one or more Emergency Service Locations<sup>1</sup>
- Notify Visa GCCS within 30 calendar days of any changes to an Emergency Service Location
- Notify Visa GCCS at least 2 weeks before any change in its Emergency Cash Disbursement or Emergency Card Replacement contact
- Respond to a Status Check Authorization used to validate the correct encoding of the Emergency Replacement Card which must be approved unless there is an issue with the validation of the track 1 or track 2 data on the Magnetic Stripe, or the Full-Chip Data

<sup>1</sup> In the US Region, an Emergency Service Location must be an office of the Issuer where an Eligible Cardholder may obtain an Emergency Cash Disbursement during normal business hours.

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#### 4.1.14.2 Lost or Stolen Card Report Requirements for an Emergency Cash Disbursement or Emergency Card Replacement

An Issuer must ensure that a lost or stolen Card report filed by a Cardholder requesting an Emergency Cash Disbursement or Emergency Card Replacement lists both:

- Address and telephone number where the Issuer may contact the Cardholder during the following 2 business days
- Emergency Cash Disbursement amount requested, if applicable

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#### 4.1.14.3 Emergency Cash Disbursement Limit Guide

A Member requesting an Emergency Cash Disbursement on behalf of a Cardholder must both:

- Obtain Authorization from the Issuer
- Comply with the Emergency Cash Disbursement limits specified in the *Visa Core Rules and Visa Product and Service Rules* or *Visa U.S.A. Card Benefits Rules and Regulations Guide*

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#### 4.1.14.4 Emergency Cash Disbursement or Emergency Card Replacement Delivery Timeframes (Updated)

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

Table 4-3: Timeframes for Delivery of Emergency Cash Disbursement to Eligible Cardholders

Card Type	Within the Canada Region and US Region	Outside the Canada Region and US 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 <sup>1,2</sup> , Visa Signature	24 hours	24 hours

<sup>1</sup> A Canada Visa Infinite Privilege Issuer must provide Emergency Cash Disbursement for a lost, stolen, or damaged Card reported by the Cardholder.

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Card Type	Within the Canada Region and US Region	Outside the Canada Region and US Region
<sup>2</sup> A US Visa Infinite Card Issuer must provide an Emergency Cash Disbursement for a lost, stolen, or damaged Card reported by the Cardholder.		

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

Card Type	Within the Canada Region and US Region	Outside the Canada Region and US 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

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### 4.1.14.5 Emergency Cash Disbursement or Emergency Card Replacement Customer Service Availability (Updated)

An Issuer must ensure that a customer service agent is available 24 hours a day, 7 days a week to do all of the following:

- Respond to a request for an Emergency Cash Disbursement or an Emergency Card Replacement
- Approve or deny a request from Visa Global Customer Care Services (GCCS) or an Eligible Cardholder within 2 hours of notification<sup>1</sup>
- Provide Visa GCCS with the following information:
  - For an Emergency Cash Disbursement, a unique Issuer Authorization Code, an Account Number, an expiration date that is at least 30 days after the issuance date, and the amount to be disbursed
  - For an Emergency Card Replacement, the Cardholder name to emboss on the Card, an expiration date that is at least 30 days after the issuance date, and a new Account Number that has been activated in the Issuer's Authorization system
  - Any updates or Cardholder verification data necessary for the issuance of an Emergency Card Replacement

<sup>1</sup> For a US Visa Infinite Card, 30 minutes

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#### 4.1.14.6 Emergency Cash Disbursement or Emergency Card Replacement Customer Service Availability Requirements – US Region

In addition to the requirements specified in Section 4.1.14.5, "Emergency Cash Disbursement or Emergency Card Replacement Customer Service Availability," a US Issuer must do all of the following:

- Ensure that the designated contact/location is able to authorize an Emergency Cash Disbursement if Stand-In Processing Account Numbers for the Issuer are available and if the Issuer fails to respond as specified in Section 4.1.14.4, "Emergency Cash Disbursement or Emergency Card Replacement Delivery Timeframes" and in Section 4.1.14.27, "Timeframes for Delivery of Emergency Cash Disbursements and Emergency Card Replacements to Eligible Cardholders – US Region."
- Assume responsibility for each Emergency Card Replacement issued by Visa Global Customer Care Services when a Card is embossed and encoded both:
  - According to Issuer's instructions
  - With a Stand-In Processing Account Number
- Advise the Cardholder of the anticipated date, time, and location of the availability of the Emergency Card Replacement

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#### 4.1.14.7 Issuer Requirements for Emergency Card Replacement (Updated)

An Issuer that provides Emergency Card Replacement must do all of the following:

- Meet all Card security standards
- Within one business day of being notified by Visa Global Customer Care Services (GCCS), replace a Stand-In Processing Account that has been used for an Emergency Card Replacement
- Maintain its Emergency Card Replacements in a secure manner
- Immediately notify Visa GCCS if it discovers that a Card is missing
- For a US Visa Infinite Card, issue a Chip-enabled replacement Card if the Issuer or agent supports Chip technology
- Enforce the spending limits on Stand-In Processing Accounts, as follows:

**Table 4-5: Spending Limits on Stand-In Processing Accounts**

Product	Spending Limit (USD [or Local Currency Equivalent])
Visa Gold/Premier	USD 500 <sup>1</sup>
Visa Signature	USD 10,000 <sup>1</sup>

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Product	Spending Limit (USD [or Local Currency Equivalent])
Visa Infinite	USD 10,000
Visa Commercial	USD 2,500
Visa Classic	USD 500

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

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### 4.1.14.8 Requirements for Emergency Service Locations

An Issuer must ensure that its Emergency Service Location both:

- Is available during normal business hours to respond to a request for an Emergency Cash Disbursement or Emergency Card Replacement
- Notifies Visa Global Customer Care Services (within 3 calendar days) that the Cardholder has picked up the Emergency Cash Disbursement or Emergency Card Replacement

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### 4.1.14.9 Visa Global Customer Assistance Services Program Requirements

An Issuer must provide the required Global Customer Assistance Services by product, as follows:

Table 4-6: Visa Global Customer Assistance Services Program Eligibility Requirements by Product

Product	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Visa Classic	Required	Required <sup>1</sup>	Optional	Required	Required <sup>1</sup>
Visa Gold/Premier	Required	Required	Required	Required	Required <sup>1</sup>
Visa Platinum <sup>5</sup>	Required	Required	Required	Required	Required <sup>1</sup>
Visa Rewards	Required	Required	Required	Required	Required
Visa Signature	Required	Required	Required	Required	Required
Visa Infinite	Required	Required	Required	Required	Required
Visa Corporate	Required	Required	Required	Required	Required <sup>1</sup>
Visa Business	Required	Required	Required	Required	Required <sup>1</sup>

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Issuance

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

Product	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Visa Purchasing	Required	Optional	Required	Required	Required <sup>1</sup>
Visa Electron	Required	Optional	Optional	Required	Required
Visa Business Electron	Required	Optional <sup>2</sup>	Optional	Required	Required <sup>1</sup>
Virtual Account	Required <sup>1</sup>	Prohibited <sup>3</sup>	Prohibited <sup>3</sup>	Required	Required <sup>1</sup>
Visa Prepaid Card	Required	Optional <sup>4</sup>	Optional <sup>4</sup>	Required	Not applicable
Visa TravelMoney/ Visa Prepaid travel	Required	Optional	Required	Required	Required

<sup>1</sup> A CEMEA Issuer may provide this service at its discretion.  
<sup>2</sup> A CEMEA Issuer must provide Emergency Cash Disbursement service to its Visa Business Electron Cardholders.  
<sup>3</sup> A CEMEA Issuer may provide this service for its Virtual Account Cardholders.  
<sup>4</sup> A Visa Corporate Prepaid Card Issuer must have the ability to offer these services if requested.  
<sup>5</sup> This does not apply to Visa Platinum Prepaid Cards.

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### 4.1.14.10 Visa Global Customer Assistance Services and Core Benefit Services – AP Region

In addition to Section 4.1.14.9, "Visa Global Customer Assistance Services Program Requirements," an AP Issuer or its designated provider must provide all of the following core benefit services to its Visa Gold, Visa Business, and Visa Corporate Cardholders:

- Emergency medical/legal assistance
- Emergency ticket replacement
- Travel assistance
- Lost luggage assistance
- Prescription assistance and valuable document delivery
- Emergency message service

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### Issuance

#### General Issuance

#### 4.1.14.11 Visa Infinite Card Emergency Services – AP Region

In addition to the requirements specified in Section 4.1.14.3, "Emergency Cash Disbursement Limit Guide," an AP Visa Infinite Issuer must offer all of the following through Visa Global Customer Care Services and the Issuer customer service center:

- Cardholder Inquiry Service
- Emergency Card Replacement, including Card Verification Value (CVV) encoding
- Emergency Cash Disbursement, with a minimum stand-in Emergency Cash Disbursement of USD 5,000 (or local currency equivalent)
- Lost/Stolen Card Reporting

An Emergency Card Replacement or Emergency Cash Disbursement must be delivered to the Cardholder within 24 hours.

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#### 4.1.14.12 Visa Signature Business Card Global Customer Assistance Services – AP Region

An AP Visa Signature Business Issuer must participate in the following Visa Global Customer Assistance Services:

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

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#### 4.1.14.13 Cardholder Payments – Canada Region

In the Canada Region, subject to Cardholder consent to any charge imposed by a Member, a Member must accept from the Cardholder a payment in CAD for another Canada Member's CAD-denominated Visa billing and promptly remit the payment to the billing Member.

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#### 4.1.14.14 Visa Global Customer Assistance Services Program – Canada Region

A Canada Issuer must do all of the following:

- Advise its Eligible Cardholders of the availability of the applicable Visa Global Customer Assistance Services
- Provide its Eligible Cardholders with a telephone number that is available 24 hours a day, 7 days a week, for the applicable Visa Global Customer Assistance Services
- Provide all of the following Global Customer Assistance Services for its Visa Card products:
  - Emergency Card Replacement
  - Emergency Cash Disbursement<sup>1</sup>
  - Lost/Stolen Card Reporting
  - Cardholder Inquiry Service
  - Exception File Updates

<sup>1</sup> This does not apply to Visa Classic and Visa Purchasing Cards.

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#### 4.1.14.15 Visa Cardholder Benefit Requirements by Product – Canada Region (Updated)

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

Table 4-7: Cardholder Benefits by Product Type – Canada Region

Product	Auto Rental Collision/ Damage Waiver	Legal Referral Assistance and Cash Disbursement	Medical Referral Assistance and Cash Disbursement
Visa	Optional	Optional	Optional
Visa Gold	Optional	Optional	Optional
Visa Platinum	Optional	Optional	Optional
Visa Infinite	Required	Required	Required
Visa Infinite Privilege	Required	Required	Required
Visa Business	Optional	Required	Required
Visa Infinite Business	Required	Required	Required
Visa Infinite Privilege Business	Required	Required	Required

## Visa Product and Service Rules

### Issuance

#### General Issuance

Product	Auto Rental Collision/ Damage Waiver	Legal Referral Assistance and Cash Disbursement	Medical Referral Assistance and Cash Disbursement
Visa Corporate	Optional	Required	Required
Visa Purchasing	Optional	Not applicable	Not applicable

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#### 4.1.14.16 Visa Global Customer Assistance Services Program Contacts – Canada Region

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

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

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

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

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

- Within the Canada Region and US Region, within 24 hours
- Outside the Canada Region and US Region, within one business day

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#### 4.1.14.19 Emergency Services – CEMEA Region

A CEMEA Issuer must provide to its Cardholders Emergency Card Replacements and Emergency Cash Disbursements, as follows:

## Visa Product and Service Rules

### Issuance

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

**Table 4-8: Delivery of Emergency Cash or Emergency Card – CEMEA Region**

Card Type	Within the Canada Region and US Region	Outside the Canada Region and US Region
<b>Emergency Card Replacement</b>		
Visa Debit	1 business day	3 business days
Visa Classic	1 business day	3 business days
Visa Gold	24 hours	1 business day
Visa Platinum	24 hours	1 business day
Visa Rewards	24 hours	24 hours
Visa Signature	24 hours	24 hours
Visa Infinite	24 hours	24 hours
Visa Business	24 hours	1 business day
Visa Corporate	24 hours	1 business day
<b>Emergency Cash Disbursement</b>		
Visa Debit	1 business day	1 business day
Visa Classic	1 business day	1 business day
Visa Gold	24 hours	1 business day
Visa Platinum	24 hours	1 business day
Visa Rewards	24 hours	24 hours
Visa Signature	24 hours	24 hours
Visa Infinite	24 hours	24 hours
Visa Business	24 hours	1 business day

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### 4.1.14.20 Visa Global Customer Assistance Program – Issuer Participation – CEMEA Region

To participate in the Visa Global Customer Assistance Services Program, a CEMEA Issuer must complete a *CEMEA GCCS Commitment Form* for each BIN. The Issuer must do all of the following:

- Advise its Eligible Cardholders of the availability of the Visa Global Customer Assistance Services Program

### Issuance

#### General Issuance

- Provide the telephone number of Visa Global Customer Care Services (GCCS) for the Cardholder to report a lost or stolen Card or request emergency assistance
- Provide the following information to Visa GCCS:
  - 5 valid Account Numbers that have been established in the Issuer's Authorization system for each participating Card product to be used for Emergency Card Replacements
  - 5 Cash Disbursement Authorization Codes for each participating Card product to be used for Emergency Cash Disbursements

The Issuer must provide additional Account Numbers and Cash Disbursement Authorization Codes to replace those used so that Visa Global Customer Care Services always has 5 of each in stock.

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#### 4.1.14.21 Visa Infinite Privilege and Visa Infinite Privilege Business Emergency Card Replacement and Emergency Cash Disbursement Services – Canada Region

In the Canada Region, a Visa Infinite Privilege Card and Visa Infinite Privilege Business Card Issuer must, either itself or through Visa Global Customer Care Services (GCCS), offer Emergency Card Replacement and Emergency Cash Disbursement services 24 hours a day, 7 days a week, as follows:

- For Emergency Card Replacements, the Issuer must do all of the following:
  - Establish and activate a new Account Number in its Authorization system before the delivery of the Emergency Card Replacement
  - Provide a Chip-enabled Emergency Card Replacement if the Issuer or Issuer processor is enabled for Chip issuance
  - Use courier service to deliver the Emergency Card Replacement within 24 hours, within or outside Canada
  - Ensure that the Emergency Card Replacement for Visa Infinite Privilege and Visa Infinite Privilege Business complies with the Visa Infinite requirements specified in the *Visa Product Brand Standards*
  - Support a minimum spending limit of CAD 10,000 (or local currency equivalent) for Stand-In Processing Transactions
  - Enroll all participating BINs in the Global Customer Assistance Services program, if Visa GCCS is the designated provider of emergency services
- For Emergency Cash Disbursements, the Issuer must both:
  - Support a maximum Emergency Cash Disbursement of CAD 5,000 (or local currency equivalent) per request if Visa GCCS is the designated provider of emergency services
  - Deliver the Emergency Cash Disbursement in up to 24 hours, within or outside Canada

If the Issuer designates GCCS to provide emergency services, the Issuer must respond to a Cardholder's request within 2 hours of notification.

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#### 4.1.14.22 Delivery of Emergency Cash Disbursement and Emergency Card Replacement – LAC Region

In the LAC Region, an Emergency Cash Disbursement or Emergency Card Replacement must be delivered to a Cardholder within the following timeframes:

- 24 hours, in the United States and Canada
- 24 hours, outside of the United States and Canada, if required by the Cardholder
- For Visa Signature Card, one calendar day, outside of the United States and Canada

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#### 4.1.14.23 Visa Global Customer Assistance Service (GCAS) Participation Requirements by Card Type – US Region (Updated)

An Issuer must provide Visa Global Customer Assistance Services itself, through Visa Global Customer Care Services, or through an agent, as follows:

Table 4-9: Visa GCAS Participation Requirements by Card Type

Card Type	Lost/Stolen Card Reporting	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement
Visa Traditional	Required	Required	Required	Required
Visa Traditional Rewards	Required	Required	Required	Required
Visa Signature	Required	Required	Required	Required
Visa Signature Preferred	Required	Required	Required	Required
Visa Infinite	Required	Required	Required	Required
Visa Check Card	Required	Required	Optional	Optional
Visa Business	Required	Required	Required	Required
Visa Signature Business	Required	Required	Required	Required

## Visa Product and Service Rules

### Issuance

#### General Issuance

Card Type	Lost/Stolen Card Reporting	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement
Visa Business Debit Card	Required	Required	Required	Required
Visa Corporate	Required	Required	Required	Required
Visa Purchasing	Required	Required	Required	Required
Visa Large Purchasing Advantage Card	Required	Not applicable	Not applicable	Not applicable
Visa Meetings	Required	Required	Required	Required
Visa Prepaid Card Products				
Visa TravelMoney	Required	Required	Required	Required
All other Visa Prepaid Card products	Required	Required	Optional <sup>1</sup>	Optional <sup>1</sup>

<sup>1</sup> Not applicable to Visa Commercial Prepaid Cards and Visa Gift Cards

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### 4.1.14.24 Emergency Cash Disbursement and Emergency Card Replacement through Visa Global Customer Care Services – US Region (Updated)

In the US Region, in addition to the requirements specified in Section 4.1.14.1, "Issuer Requirements for Using the Visa Global Customer Assistance Services Program for Emergency Cash Disbursement and Emergency Card Replacement," an Issuer that offers services through the Visa Global Customer Care Services (GCCS) must do all of the following:

- Contact Visa GCCS within 2 hours<sup>1</sup> of receiving the request
- Provide Visa GCCS with Cardholder information and instructions related to the Emergency Cash Disbursement or Emergency Card Replacement specified on the Emergency Service Request Form
- For Emergency Card Replacements, all of the following:
  - Provide to Visa GCCS the new Account Number that has been activated in the Issuer's Authorization system
  - Provide an expiration date for the Emergency Card Replacement that is no less than 30 days from the date of issuance
  - Provide correct spelling of the Cardholder's name as it should appear on the Emergency Card Replacement

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

- Provide Cardholder verification data
- Select product type to be used for embossing
- Assume full responsibility for every Emergency Card Replacement service provided by Visa GCCS if the Card is embossed and encoded with a Stand-In Processing Account Number according to the Issuer's instructions
- Advise the Cardholder of the anticipated date, time, and location of availability of the Emergency Card Replacement

In addition, for a US Visa Infinite Card, the Issuer must provide all of the following:

- Submit to Visa GCCS through Visa Online comprehensive Card replacement data that includes all of the following:
  - Detailed delivery address information, including location type (hotel or residence), and hotel reservation number if applicable
  - Cardholder itinerary details
  - Cardholder preferred language and mode of notification (email, phone, text message)
- Establish a secure channel to receive and process Emergency Card Replacement data and fulfillment details from Visa GCCS
- Securely facilitate testing of the new Account Number before it is embossed by GCCS
- Provide Visa GCCS direct access to its own representatives that can assist with inquiries and escalations 24 hours a day, 7 days a week

<sup>1</sup> For a US Visa Infinite Card, 30 minutes

#### 4.1.14.25 STIP Limits for Emergency Cash Disbursements Directly by Issuers – US Region (Updated)

A US Issuer that provides Emergency Cash Disbursements directly to Cardholders must do all of the following:

- Advise its Eligible Cardholders who report a lost or stolen Card of the availability of Emergency Cash Disbursements
- Advise the Cardholder of the anticipated date, time, and location of the Emergency Cash Disbursement
- Immediately upon receiving a Cardholder request for an Emergency Cash Disbursement, notify the Cardholder's Issuer
- Maintain a record of each Emergency Cash Disbursement request received, including all of the following information:

## Visa Product and Service Rules

### Issuance

#### General Issuance

- Cardholder's name and address
- Disposition of the request
- Elapsed time from receipt to fulfillment of the request
- Comply with the Stand-in Processing limits for Emergency Cash Disbursement, as follows:

Table 4-10: Stand-In Emergency Cash Disbursement Limits – US Region

Card Type	Emergency Cash Disbursement Amount
Visa Traditional	Up to USD 1,000
Visa Traditional Rewards	Up to USD 1,000
Visa Signature	Up to USD 2,000
Visa Signature Preferred	Up to USD 2,000
Visa Infinite	Up to USD 2,000
Visa Check Card	Up to USD 1,000
Visa Business	Up to USD 1,000
Visa Signature Business	Up to USD 2,000
Visa Business Debit	Up to USD 1,000
Visa Corporate	Up to USD 1,000
Visa Purchasing (except Visa Large Purchase Advantage)	Up to USD 1,000
Visa Meetings	Up to USD 1,000

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#### 4.1.14.26 Emergency Card Replacement Directly by Issuers – US Region (Updated)

A US Issuer that provides Emergency Card Replacements directly to Cardholders must do all of the following:

- Advise its eligible Cardholders who report a lost or stolen Card of the availability of Emergency Card Replacements
- Establish and activate a new Account Number in its Authorization system before the delivery of an Emergency Card Replacement
- Ensure that the Emergency Card Replacement has CVV encoding

## Visa Product and Service Rules

### Issuance

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

- Deliver the Emergency Card Replacement to the eligible Cardholder by courier within the timeframes specified in Table 4-11, "Delivery Timeframes for Emergency Card Replacement," except under the following circumstances:
  - Delivery is to a country embargoed by the United States government
  - Cardholder failed to provide accurate delivery information
  - Clearance through the country's international customs office is delayed
  - Destination is remote and not easily reachable
- Maintain a record of each Emergency Card Replacement request received and, upon request, make the records available to Visa and Visa Global Customer Care Services, with all of the following information:
  - Cardholder name and address
  - Disposition of the request
  - Elapsed time from receipt to fulfillment of the request

Table 4-11: Delivery Timeframes for Emergency Card Replacement

Card Type	Within the United States and Canada	Outside the United States and Canada
Visa Traditional	Issuer-determined	Issuer-determined
Visa Traditional Rewards	Issuer-determined	Issuer-determined
Visa Signature	Within 24 Hours	Within 1 business day
Visa Signature Preferred	Within 24 Hours	Within 1 business day
Visa Infinite	Within 24 Hours	Within 24 Hours
Visa Check Card	Issuer-determined	Issuer-determined
Visa Business	Within 24 Hours	Within 1 business day
Visa Signature Business	Within 24 Hours	Within 1 business day
Visa Business Debit Card	Within 24 Hours	Within 1 business day
Visa Corporate	Within 24 Hours	Within 1 business day
Visa Purchasing (except Visa Large Purchase Advantage Card)	Within 24 Hours	Within 1 business day
Visa Meetings	Within 24 Hours	Within 1 business day
Visa Prepaid Card	Within 1 business day	Within 3 business days

#### 4.1.14.27 Timeframes for Delivery of Emergency Cash Disbursements and Emergency Card Replacements to Eligible Cardholders – US Region (Updated)

In response to a request for an Emergency Cash Disbursement or Emergency Card Replacement from an Eligible Cardholder, a US Issuer must both:

- Immediately process the request within the timeframes specified in either Table 4-12, "Emergency Cash Disbursement Timeframes – US Region," or Table 4-13, "Emergency Card Replacement Timeframes – US Region" or refer it to Visa Global Customer Care Services. An exception to the delivery timeframes applies under the following circumstances :
  - Delivery is to a country embargoed by the United States government
  - Cardholder failed to provide accurate delivery information
  - Clearance through the country's international customs office is delayed
  - Destination is remote and not easily reachable
- Not assess additional charges to the Cardholder if the service is required based on the Card type

**Table 4-12: Emergency Cash Disbursement Timeframes – US Region**

Card Type	Within the United States and Canada	Outside the United States and Canada
Visa Traditional	Issuer-determined	Issuer-determined
Visa Traditional Rewards	Issuer-determined	Issuer-determined
Visa Signature	Within 24 hours	Within 24 hours
Visa Signature Preferred	Within 24 hours	Within 24 hours
Visa Infinite	Within 24 hours	Within 24 hours
Visa Check Card	Issuer-determined	Issuer-determined
Visa Business	Within 24 hours	Within 1 business day
Visa Signature Business	Within 24 hours	Within 24 hours
Visa Business Debit	Within 24 hours	Within 1 business day
Visa Corporate	Within 24 hours	Within 1 business day
Visa Purchasing (except Visa Large Purchase Advantage)	Within 24 hours	Within 1 business day
Visa Meetings	Within 24 hours	Within 1 business day
Visa Prepaid	Within 1 business day	Within 1 business day

**Table 4-13: Emergency Card Replacement Timeframes – US Region**

Card Type	Within the United States and Canada	Outside the United States and Canada
Visa Traditional	Issuer-determined	Issuer-determined
Visa Traditional Rewards	Issuer-determined	Issuer-determined
Visa Signature	Within 24 hours	Within 1 business day
Visa Signature Preferred	Within 24 hours	Within 1 business day
Visa Infinite	Within 24 hours	Within 24 hours
Visa Check Card	Issuer-determined	Issuer-determined
Visa Business	Within 24 hours	Within 1 business day
Visa Signature Business	Within 24 hours	Within 1 business day
Visa Business Debit	Within 24 hours	Within 1 business day
Visa Corporate	Within 24 hours	Within 1 business day
Visa Purchasing (except Visa Large Purchase Advantage)	Within 24 hours	Within 1 business day
Visa Meetings	Within 24 hours	Within 1 business day
Visa Prepaid Card	Within 1 business day	Within 3 business days

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#### 4.1.14.28 Stand-in Processing (STIP) Accounts for Emergency Services – US Region (Updated)

A US Issuer must support Stand-In Processing for Emergency Card Replacements and Emergency Cash Disbursements, as follows:

- Provide Visa Global Customer Care Services (GCCS) with at least 3 Stand-In Processing Account Numbers per BIN for use in Emergency Card Replacement or Emergency Cash Disbursement services in the event the Issuer is not available to provide an Account Number to emboss on an Emergency Card Replacement. These Account Numbers may also be used when Issuer needs arise (for example, the Issuer is unable to generate new accounts during a given timeframe).
- Activate the Stand-In Processing Account Numbers in the Issuer's Authorization systems and ensure that the Account Numbers are ready for immediate use before providing them to the Visa GCCS
- Send a completed STIP form in a secure manner (for example: certified mail or courier) to Visa GCCS

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### Issuance

#### General Issuance

- Replace a Stand-In Processing Account Number within one business day of being notified by Visa GCCS that it has been used for an Emergency Card Replacement
- Support the maximum spending limits on Stand-In Processing accounts, as follows:

Table 4-14: Maximum Spending Limits on Stand-In Processing Accounts

Card Type	Spending Limit
Visa Traditional	USD 500
Visa Traditional Rewards	USD 500
Visa Signature	USD 5,000
Visa Signature Preferred	USD 5,000
Visa Infinite	USD 10,000 for accounts with no pre-set spending limit USD 20,000 for accounts with a pre-set spending limit
Visa Check Card	USD 500
Visa Business	USD 5,000
Visa Signature Business	USD 5,000
Visa Business Debit	USD 5,000
Visa Corporate	USD 5,000
Visa Purchasing (except Visa Large Purchase Advantage)	USD 5,000
Visa Meetings	USD 5,000

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#### 4.1.14.29 Lost/Stolen Card and Emergency Card Replacement Pass Through Service – US Region

A US Issuer that participates in the Pass Through Service for Lost/Stolen Card Reporting and Emergency Card Replacement must enroll in the service and satisfy all of the following qualifying criteria:

- Availability of emergency services 24 hours a day, 7 days a week, 365 days a year
- On average, receipt of 200 lost/stolen Card reports and 200 Emergency Card Replacement reports per month in the last 12 months

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

- Availability of a dedicated toll-free phone number and a dedicated fax number to Visa Global Customer Care Services
- Availability of collect call/direct-dial numbers for Cardholders traveling internationally
- Support for international and collect-call network
- Compliance with Section 4.1.14.26, "Emergency Card Replacement Directly by Issuers – US Region," and Section 4.1.14.27, "Timeframes for Delivery of Emergency Cash Disbursements and Emergency Card Replacements to Eligible Cardholders – US Region"

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#### 4.1.14.30 Visa Business Card Global Customer Assistance Services – US Region

A US Visa Business Issuer must provide the following Global Customer Assistance Services itself, through an agent, or through the Visa Global Customer Care Services:

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

The Issuer must not pass on to its Cardholders the cost of offering these services.

The Issuer must designate at least 2 Emergency Cash Disbursement and Emergency Card Replacement location phone and fax numbers that are both:

- Available 24 hours a day, 7 days a week
- Able to approve or deny a request within 2 hours of notification

The Issuer must complete an Emergency Service Location Form for each participating support services location. The Issuer must notify Visa at [vtscdmgmt@visa.com](mailto:vtscdmgmt@visa.com) at least 2 weeks before any change in the Emergency Cash Disbursement or Emergency Card Replacement information.

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#### 4.1.15 Insurance/Benefits

##### 4.1.15.1 Insurance Program Issuer Requirements – US Region

An Issuer that offers Visa-funded insurance Card benefits must comply with the following requirements:

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### Issuance

#### General Issuance

- Meet all Cardholder notification requirements prescribed by insurance regulators and available at [visacardbenefits@cbsiservices.com](mailto:visacardbenefits@cbsiservices.com)
- Defend and pay a Cardholder for any insurance claim if the Cardholder files a claim based on an insurance certificate or other disclosure of terms, conditions, and exclusions and either of the following:
  - The Issuer failed to send, or cannot provide evidence of having sent, information advising the Cardholder that such coverage was no longer available.
  - The Issuer misrepresented the actual terms of the coverage underwritten, misstated the type or scope of coverage offered by the Issuer, or altered the insurance coverage description without written approval provided by the insurance provider or its appointed designee, and such misrepresentation, misstatement, or alteration results in an obligation or claim to pay a claim that was not otherwise covered.
- If choosing to meet the required minimum benefits for a given product platform via an alternate insurance provider, assume all related expense, operational support, and notification requirements, including the necessary quality assurance and program liability. The Issuer must also notify Visa and provide details as requested by Visa and/or insurance agency to ensure that the minimum requirements are met.
- Pay for an otherwise valid insurance claim if either of the following:
  - The Issuer did not maintain coverage.
  - The insurance carrier would have been responsible but failed to pay a valid claim due to insolvency, bankruptcy, or other financial inability to meet its policy obligations.
- Inform Cardholders that in order to receive benefits their beneficiaries must prove that the Cardholder purchased the product or service with a Visa Card

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### 4.1.15.2 Auto Rental Collision Damage Waiver (ARCDW) – US Region (Updated)

A US Issuer must provide Auto Rental Collision Damage Waiver coverage when a Cardholder pays for a car rental with any of the following types of Visa Cards:

- Visa Traditional
- Visa Traditional Rewards
- Visa Signature
- Visa Signature Preferred
- Visa Infinite
- Visa Business
- Visa Signature Business

- Visa Business Debit
- Visa Corporate
- Visa Purchasing (except Visa Large Purchase Advantage)
- Visa Meetings

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#### 4.1.15.3 Travel Accident Insurance (TAI) – US Region (Updated)

A US Issuer must itself or through Visa provide accidental death and dismemberment insurance coverage when common carrier tickets are purchased with either:

- Visa Signature Business Card
- Visa Infinite Card

A US Issuer that provides travel accident insurance must:

- Contract with a licensed public insurance carrier to provide the coverage specified by Visa
- Provide basic coverage for the following Cardholders, their spouses, and unmarried dependent children<sup>1</sup> of at least:
  - USD 250,000 for Visa Signature Business Cardholders
  - USD 500,000 for Visa Infinite Cardholders
- Ensure that the policy is effective when the Cardholder purchases a qualifying travel ticket with the enrolled Card, as follows:
  - For Visa Signature Business or Visa Infinite products, immediately after the Cardholder receives the Card
  - For an optionally enrolled Cardholder, as of the date communicated to the Cardholder
- Not require a separate application other than the application used for enrolling Visa Signature Business or Visa Infinite Cardholders
- Not charge any additional fees to the Cardholder for insurance coverage beyond proper pricing of its product
- Inform Cardholders that in order to receive travel accident insurance benefits, their beneficiaries must prove that the Cardholder purchased the travel tickets with an eligible Visa Card

<sup>1</sup> Unmarried dependents include children who are either under 19 years of age, or under 23 years of age if enrolled as a full-time student at an accredited college or university.

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### 4.1.16 Preauthorized Payment Cancellation Service

#### 4.1.16.1 Preauthorized Payment Cancellation Service Issuer Participation

An Issuer that participates in the Preauthorized Payment Cancellation Service must do all of the following:

- Correctly specify the type of stop payment order
- Provide complete and accurate information pertaining to the stop payment order
- Keep stop payment order information current in the Cardholder database

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#### 4.1.16.2 Preauthorized Payment Cancellation Service Limitations

A Member must not disclose information associated with the Preauthorized Payment Cancellation Service other than data relating to the Member's own Cardholder and/or Merchant to any other party unless otherwise authorized by Visa.

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### 4.1.17 Visa Payment Controls

#### 4.1.17.1 Visa Payment Controls and Consumer Transaction Controls – Issuer Participation Requirements (Updated)

An Issuer that participates in Visa Payment Controls must do all of the following:

- Submit to Visa a completed *Visa Payment Controls Client Information Questionnaire* before offering the service
- Offer the service for the following products:
  - Visa Consumer Card, Visa Commercial Card, or Visa Prepaid Card
  - In the US Region, a Visa Consumer credit Card or Visa Commercial credit Card
- Provide Visa with Account Numbers that are enrolled in the service
- Clearly communicate to the Cardholder both:
  - The conditions that might prevent the application of the Cardholder's requested controls (for example: when a Transaction is not authorized in some countries due to Floor Limits)
  - The time required to apply or modify the requested control

### Effective 15 April 2016

An Issuer that participates in Consumer Transaction Controls must clearly communicate to the Cardholder both:

- The conditions that might prevent the application of the Cardholder's requested controls (for example: when a Transaction is not authorized in some countries due to Floor Limits)
- The time required to apply or modify the requested controls

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## 4.1.18 V PAY

### 4.1.18.1 V PAY Card Issuance – CEMEA Region

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

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## 4.1.19 Verified by Visa

### 4.1.19.1 Visa Debit Category Verified by Visa Participation – Canada Region

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

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### 4.1.19.2 Verified by Visa Participation in Brazil – LAC Region

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

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### 4.1.20 Visa Checkout

#### 4.1.20.1 Visa Checkout – Card Enrollment

An Issuer must not restrict a Visa Checkout Account Holder from enrolling the Issuer's Card in one or more Visa Checkout accounts.

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#### 4.1.20.2 Visa Checkout – Transaction Requirements

If a Transaction is conducted through Visa Checkout with a Visa-branded product, it is subject to the same requirements as any other Visa Transaction.

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### 4.1.21 Visa FeatureSelect

#### 4.1.21.1 Visa FeatureSelect Issuer Participation – US Region

A US Issuer that participates in Visa FeatureSelect must do all of the following:

- Complete a participation agreement with Visa
- Ensure that the benefits offered to Visa Cardholders comply with the Visa Card product features and requirements
- For non-Visa Cards, ensure compliance with the applicable rules of the payment brand with respect to Card features and benefits, cardholder disclosure, and fulfillment requirements
- For Card benefit features not sponsored by Visa, comply with the disclosure and fulfillment requirements specified by the vendors or other payment brand
- Provide Visa with approved disclosure materials/copy in a Visa Feature Select-compatible format

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#### 4.1.21.2 Visa FeatureSelect BIN Management – US Region

A US Issuer that participates in Visa FeatureSelect must classify its participating Visa accounts at one of the following levels:

- BIN or account range
- Product

- Registered Program Identification Number (RPIN)
- Card account

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#### 4.1.21.3 Visa FeatureSelect Cardholder Data Delivery Options – US Region

A US Visa FeatureSelect Issuer must submit product-related Visa FeatureSelect data, as follows:

- Through the Cardholder Maintenance File (CMF), if the Issuer has classified the participating accounts at the product level or the Registered Program Identification Number (RPIN) level
- For accounts classified at the Card account level, using CMF or Assign Account Upload (AAU)
- Using the AAU tool or the CMF submission, if the Issuer has classified the participating accounts at the product, RPIN, BIN, or account range level

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#### 4.1.21.4 Visa FeatureSelect Vendor Requirements – US Region

A US Issuer that participates in Visa FeatureSelect must ensure that its benefit vendors do all of the following:

- Comply with applicable laws and regulations (including, without limitation, privacy laws) and their own privacy policies and practices with respect to their participation in Visa FeatureSelect
- Disclose that the vendors are solely responsible for any liability arising from their participation
- Execute a Visa FeatureSelect participation agreement with Visa
- Review, accept, and comply with the Visa FeatureSelect Terms of Use (displayed when accessing the web application or portal for the first time)
- Fulfill the benefit(s) associated with the enrolled cards

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#### 4.1.22 Chip Issuance Requirements

##### 4.1.22.1 Issuer Requirements for Chip Cards (Updated)

A Chip Card Issuer must notify Visa of its intention to use Chip technology on cards at least 60 calendar days before issuance, and meet all of the following requirements:

- All Chip Cards must successfully complete the *Visa Chip Security Program – Security Testing Process*.

## Visa Product and Service Rules

### Issuance

#### General Issuance

- Any Chip used to facilitate a Visa Transaction must comply with Visa Chip security and service-level standards.
- The payment data encoded on the Magnetic Stripe of a Chip Card must also be contained in the Chip.
- The Account Number identified in the Magnetic Stripe and, if applicable, displayed on the Card must be the designated primary Account Number contained in the Chip.
- A Visa or Visa Electron Payment Application, when present on the Chip, whether debit, credit, or prepaid, must be the Account Number encoded on the Magnetic Stripe and, if applicable, displayed on the Card.
- When both a Visa and Visa Electron Payment Application are present on the same Chip, the Account Number of the Visa Payment Application must be the primary Account Number encoded on the Magnetic Stripe and displayed on the Card.
- If account priorities determine 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.
- **Effective 15 April 2016**  
For Cards issued in Australia and Malaysia on or after 15 April 2016, the first 4 positions in the application label and application preferred name for all Visa applications must be "VISA" followed by "Credit," "Charge," "Debit," or "Prepaid," as applicable.

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### 4.1.22.2 Chip Card Issuing Requirements in Australia and New Zealand – AP Region

In the AP Region, all of the following must be EMV-Compliant and VIS-Compliant:

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

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

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

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### 4.1.22.4 Chip Card Issuing Requirement in India – AP Region

In the AP Region, an India Issuer must be capable of issuing EMV-compliant Cards.

All Magnetic-Stripe Visa debit Cards and Visa Credit Cards that have been used internationally must be reissued as EMV Chip Cards with PIN as the preferred Cardholder Verification Method (CVM).

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#### 4.1.22.5 Chip Card Account Requirements

An Issuer of a Chip Card must do all of the following:

- Not use a Visa Smart Payment Application to directly credit or debit any account other than an account that is maintained by that Issuer or another Member under contract with the Issuer
- Allow a Cardholder to select the service and account to be used for a Transaction, as permitted by applicable laws or regulations
- Designate an Account Number for each account accessed by a Visa Smart Payment Application
- Specify an alphanumeric name for each funding account facilitated by the Visa Smart Payment Application when the Chip provides access to more than one account

ID# 0004031

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#### 4.1.22.6 Visa Chip Card Payment Application (Updated)

A Chip Card bearing a Visa-Owned Mark must be capable of facilitating the Payment Application associated with that Mark.

The Payment Application on all Visa or Visa Electron contact Chip Cards must be VIS-Compliant.

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#### 4.1.22.7 Appropriate Marks on Chip Cards

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

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#### 4.1.22.8 Non-Visa Services Facilitated by Chip Cards

A Chip Card may facilitate access to non-Visa services only if all of the following requirements are met:

- Services do not compromise the security or functional integrity of the Visa Smart Payment Applications.
- Additions of these services are managed and controlled by the Issuer or its Sponsored Member.

## Visa Product and Service Rules

### Issuance

#### General Issuance

- The Issuer indemnifies Visa from any and all Claims or losses resulting from non-Visa services facilitated by the Chip Card.

Visa may review and approve all applications contained in a Chip used to facilitate a Visa payment.

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#### 4.1.22.9 Contactless Issuer Requirements (Updated)

A Contactless Payment Device Issuer must comply with the following:

Table 4-15: Contactless Payment Device Issuer Requirements

Applies to Contactless Payment Devices issued or replaced on or after:	Region/Country	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
1 January 2012	All, excluding US	2.0 or later	Required	Optional	Not applicable
1 January 2012	US	Any	Optional	Required	Not applicable
1 April 2015	AP, excluding Japan CEMEA, excluding: Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates	2.1 or later	Required	Not permitted, except for Mobile Payment Devices <sup>4</sup>	Required
1 April 2015	Japan	2.1 or later	Required	Not permitted, except: <ul style="list-style-type: none"><li>Optional for Mobile Payment Devices</li></ul>	Required

## Visa Product and Service Rules

### Issuance

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

Applies to Contactless Payment Devices issued or replaced on or after:	Region/ Country	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
				<ul style="list-style-type: none"> <li>Optional for Issuers that issued a Contactless Payment Device before 1 April 2015</li> </ul>	
1 July 2015	All other CEMEA countries	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 October 2015	All, excluding Canada and US	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 October 2015	Canada US	2.1 or later	Required	Optional	Required
<b>Effective 31 December 2015</b> 31 December 2015	Canada	2.1 or later	Required	For a Contactless Payment Device that is not a Visa Card, not permitted for tokenized Transactions	Required

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#### 4.1.22.10 Visa Contactless Authentication Issuer Requirement (Updated)

All contactless Chip Cards issued on or after 1 October 2015 must support offline data authentication with Online Authorization using either fast Dynamic Data Authentication or transit-only static data authentication, as specified in *Visa Contactless Payment Specification version 2.1* and later.

## Visa Product and Service Rules

### Issuance

#### General Issuance

This does not apply to contactless Chip Cards issued in the US Region.

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#### 4.1.22.11 Notification of Contactless Payment Device Risks and Restrictions

An Issuer that provides a Contactless Payment Device to a Cardholder must provide, before or at the time of issuance, written notification that informs the Cardholder of potential risks and restrictions associated with the Contactless Payment Device, including, but not limited to, the following:

- The inability to use the Contactless Payment Device at an Acceptance Device where Card insertion is required
- Any daily Transaction amount limit implemented by the Issuer in connection with the Contactless Payment Device, if applicable
- For a Contactless Payment Device in the form of an adhesive Visa Micro Tag, the risk of impairing the functionality of a mobile phone or other device to which a Contactless Payment Device is attached
- For a Contactless Payment Device in the form of an adhesive Visa Micro Tag, the risk of invalidating the manufacturer's warranty, if applicable, for a mobile phone or other device to which Contactless Payment capability is attached

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#### 4.1.22.12 Contactless Payment Device Requirements

An Issuer that issues a Contactless Payment Device must ensure that the Contactless Payment Device complies with all of the following:

- Is linked to a valid, unexpired Visa Card account, excluding Visa Prepaid devices (a Contactless Payment Device may be assigned a different Account Number)<sup>1</sup>
- Is issued with a PIN for use at ATMs, if the Issuer supports Visa payWave contactless ATM Transactions
- In the AP Region and CEMEA Region, if issued on or after 1 April 2015,<sup>2</sup> both:
  - Is personalized with the application program ID
  - Supports offline data authentication for Online Authorization

<sup>1</sup> This does not apply to Issuers in South Korea.

<sup>2</sup> For Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and United Arab Emirates, 1 July 2015

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#### 4.1.22.13 Adhesive Micro Tag Requirements

Adhesive micro tags must comply with all of the following:

- Meet the Visa-specified testing requirements
- Comply with the *Visa Product Brand Standards*
- Support the qVSDC transaction path (support for MSD based on regional requirements)
- Be personalized online only
- Be manufactured using chips included on the list of approved chips maintained by EMVCo

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#### 4.1.22.14 Adhesive Micro Tag Vendor Specifications

An Issuer must ensure that its adhesive micro tag vendors specify where a sticker may be placed. The adhesive micro tag must not:

- Be adhered to a Contactless Payment Device
- Contain more than one payment adhesive micro tag
- Be placed on a Near Field Communication (NFC)-enabled device

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#### 4.1.22.15 Cardholder Verification Method Preferences

A Chip Card Issuer must ensure that the Cardholder Verification Method (CVM) preferences are communicated by the Chip Cardholder Verification Method list to the Chip-Reading Device at the Point-of-Transaction.

The Issuer of a Chip Card bearing a Payment Application must comply with Table 4-16, "Chip Card Issuer Cardholder Verification Method Procedures." This does not apply to Mobile Payment Devices.

**Table 4-16: Chip Card Issuer Cardholder Verification Method Requirements**

Requirements	Type of Payment Application		
	Visa	Visa Electron	Plus Program
Include "signature" in the CVM List.	X	X	
Define "No CVM (Cardholder Verification Method) required" as the last option within the CVM List <sup>1</sup>	X		
Not define a CVM List with "PIN always" as the only option	X	X	

## Visa Product and Service Rules

### Issuance

#### General Issuance

Requirements	Type of Payment Application		
	Visa	Visa Electron	Plus Program
Include Online PIN in the CVM List if the Program Payment Application requires either: <ul style="list-style-type: none"> <li>• ATM access</li> <li>• Payment utility in Unattended Cardholder-Activated Terminals supporting "Online PIN-only"</li> </ul>	X	X	
<b>Options</b>	Visa	Visa Electron	Plus Program
Define "No CVM (Cardholder Verification Method) required," but only as the last option within the CVM List		X	
Establish a preference of Online or Offline PIN Verification, but must define "signature" as a secondary CVM for a Manual Cash Disbursement	X	X	
Define the CVM List that specifies either: <ul style="list-style-type: none"> <li>• "Plaintext Offline PIN and Signature"</li> <li>• "Enciphered Offline PIN and Signature"</li> </ul> This option is available to Chip Card Issuers that prefer a combination CVM.	X	X	X

<sup>1</sup> A US Issuer must include "No CVM required" in the CVM List, but it is not required to be positioned as the last option in the CVM List.

A Contactless Payment Device must include a Cardholder Verification Method to facilitate Contactless Payment Transactions, as follows:

**Table 4-17: CVM Requirements for Contactless Payment Devices – AP Region and CEMEA Region**

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

#### 4.1.22.16 Cardholder Verification Method List – Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that all of the following requirements are met:

- The compliant Chip Card contains a Cardholder Verification Method (CVM) list, with at minimum, the following methods of Cardholder verification:
  - "Offline PIN at POS"
  - "Online PIN at ATM"
  - "Signature"
  - "No CVM required"
- Use of CVM condition codes relating to cash or Cash-Back do not prevent the completion of Manual Cash Disbursements.
- The CVM "Offline PIN at POS" is activated and is the preferred CVM unless either the:
  - Compliant Chip Card was issued no more than 6 months before the date of the Compliant Chip Card Transaction in question
  - Cardholder is subject to a disability or impairment that would prevent PIN use

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#### 4.1.22.17 Cardholder Verification Method List – CEMEA Region

A CEMEA Issuer of a Chip Card containing a Visa or Visa Electron Payment Application may define a Cardholder Verification Method (CVM) list that specifies either "plaintext PIN verified offline" and "signature" or "enciphered PIN verified offline" and "signature" for Transactions under either of the following CVM conditions:

- If Transaction amount is more than amount X
- If Transaction amount is more than amount Y

The Cardholder Verification Method list must also include either:

- "Plaintext PIN verified offline"
- "Enciphered PIN verified offline"

The Issuer must either:

- Limit the requirement for this CVM to Domestic Transactions
- Specify secondary CVM options under the applicable CVM condition

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## Visa Product and Service Rules

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### 4.1.22.18 Additional Cardholder Authentication for Token Issuance – Canada Region (New)

**Effective 31 December 2015**

When a Canada Issuer requires additional Cardholder authentication before provisioning a Token to a third-party wallet, the Issuer must implement at least 2 additional Cardholder authentication methods.

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### 4.1.22.19 Nigerian Card Issuance – CEMEA Region

In the CEMEA Region, a Nigeria Issuer must issue EMV-Compliant and PIN-Preferring Cards.

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### 4.1.22.20 Card Verification Value Requirements

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

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

All EMV Chip Cards issued on or after 1 January 2009 must use Chip Card Verification Value-iCVV as part of the Magnetic-Stripe Image.

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### 4.1.22.21 Chip Card Authentication

All Chip Card Issuers must perform, and be capable of acting on the results of, validation of EMV Online Card Authentication Cryptograms for all Chip-initiated Authorization messages processed through VisaNet. Online Card Authentication support may be provided by the Issuer directly, or through either:

- VisaNet
- Third party/VisaNet Processor

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#### 4.1.22.22 Parameters to Enable Offline Chip Authorization

An Issuer of Chip Cards containing a 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 an X2X Service Code from this requirement.

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#### 4.1.22.23 Consecutive Offline Chip Authorization Counters

When Offline Authorization controls are defined in a Chip and the upper limit for consecutive offline counters is specified, all Chip-initiated Transactions must go Online if the upper limit for the total number or value of consecutive offline Transactions is exceeded. If the terminal is unable to go Online, the Transaction must be declined.

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#### 4.1.22.24 Consecutive Offline Chip Authorization Counters Requirement – AP Region (Updated)

An AP Issuer must ensure a domestic Contactless Transaction is authorized online if the cumulative value of consecutive domestic Contactless Transactions authorized offline exceeds the following limits:

Table 4-18: Domestic Contactless Transaction Offline Authorization Limits – AP Region

Country	Cumulative Offline Limits
Hong Kong	HKD 1,000
Indonesia	IDR 500,000
Japan	JPY 50,000
Malaysia	MYR 400
Philippines	PHP 5,000
Singapore	SGD 200
Taiwan	NTD 10,000
Thailand	THB 4,500

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#### 4.1.22.25 Cardholder Name on Chip (Updated)

For all Contactless Payment Devices issued on or after 1 October 2015,<sup>1,2</sup> an Issuer must ensure that the Cardholder name is either:

- Not personalized to be accessible via the contactless interface in the Chip
- Encoded with a generic identifier so that the actual Cardholder name is not transmitted through a Contactless Transaction

<sup>1</sup> In the AP Region and CEMEA Region, 1 April 2015

<sup>2</sup> In the CEMEA Region, for Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, and United Arab Emirates, 1 July 2015

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#### 4.1.22.26 Service Codes on Chip Cards

An Issuer must use a Service Code beginning with 2 or 6 on all EMV-Compliant and VIS-Compliant Chip Cards bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier.

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#### 4.1.22.27 Effective Date and Expiration Date Consistency (Updated)

The expiration date contained in the Chip must be the same as the expiration date encoded on the Magnetic Stripe and displayed on the Card. If applicable, the expiration date of proprietary services on the Card must not exceed the Visa or Visa Electron Payment Application expiration date.

The expiration date on a Visa Card, Visa Electron Card, or Card bearing the Plus Symbol must not be later than the expiration date of the Issuer's Public Key, or any security feature containing an expiration date in a Chip, if one is present on the Card.

If an application effective date on a Chip Card is provided within the Chip, it must reflect the same month as the "VALID FROM" date displayed on the Card, if such a date appears on the Card.

#### Effective 1 January 2016

For Chip Card products approved by Visa on or after 1 January 2016, an Issuer must ensure that the expiration date contained in the Chip, encoded on the Magnetic Stripe and, if applicable, printed on the Card does not extend beyond the date the product is scheduled to be removed from the list of Visa-approved Chip products.

### Issuance

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

Visa reserves the right to remove a Chip product from the list earlier than the scheduled date if it discovers a significant security flaw with the associated Chip.

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

An AP Chip Card Issuer must certify support for the Integrated Circuit Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

The Card Verification Value (CVV) encoded on other (non-Magnetic Stripe) technologies must differ from the CVV encoded on the physical Magnetic Stripe.

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#### 4.1.22.29 Issuer Requirements for Post-Issuance Updates

Post-Issuance Updates, or new application loading to a Chip containing a Visa or Visa Electron Payment Application must not adversely impact the Transaction completion time at a an Acceptance Device or an ATM.

Post-Issuance Updates to add an application or a service to a Visa or Visa Electron Payment Application is not permitted unless the Card bears the appropriate Visa Brand Mark or Visa Brand Mark with the Electron Identifier.

Post-Issuance Updates to load an application or a service to a proprietary ATM application that supports Plus requires the addition of the Plus Symbol at the time of Card reissuance. Card reissuance must occur within 5 years of loading the application or service.

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#### 4.1.22.30 Issuer Control of Post-Issuance Updates

Post-Issuance Updates to a Chip Card containing a Visa or Visa Electron Payment Application must be controlled exclusively by the Issuer.

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#### 4.1.22.31 Mobile Gateways – Issuer Requirements

An Issuer that uses a mobile gateway for its Mobile Payment Devices must ensure that the mobile gateway is approved by Visa.

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### 4.1.22.32 Mobile Payment Devices – Cardholder Verification Method Requirements

An Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device<sup>1</sup> supports a Consumer Device Cardholder Verification Method (CDCVM).

In the AP Region, CEMEA Region, and US Region, an Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device supports signature as a Cardholder Verification Method.

<sup>1</sup> Except a Visa Micro Tag

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### 4.1.22.33 Mobile Payment Devices – Issuer Requirements (Updated)

An Issuer of a Mobile Payment Device must both:

- Register with Visa
- Ensure that the Mobile Payment Device is approved by Visa

An Issuer may use either:

- A Visa-approved secure element and a Visa-approved Visa Mobile Payment Application
- A Visa-approved cloud-based payments mobile application

If an Issuer pre-sets a Consumer Device Cardholder Verification Method (CDCVM) on the Mobile Payment Device, it must not use a CDCVM that is the same as, or otherwise represents, the PIN on the account if the PIN may also be used with the corresponding Card.

An Issuer must not systematically synchronize the Online PIN and the CDCVM on a Mobile Payment Device if the Online PIN is also linked to the corresponding Card.

If an Issuer uses a secure element and a Visa Mobile Payment Application deployed on or after 1 June 2015, the expiration date of the mobile account must not exceed 10 years<sup>1</sup> from the EMVCo Integrated Circuit Certificate Number (ICCN) approval date, if known.

If the ICCN approval date is not known, the expiration date of the mobile account must not exceed 3 years from the date of provisioning of the account.

<sup>1</sup> In the AP Region, for Issuers in Japan, the expiration date of the account must not exceed 5 years.

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### 4.1.22.34 Smart Payment Application Options

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

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### 4.1.22.35 Issuer Use of Visa Public Keys

An Issuer must ensure that the Visa Public Keys used for a Visa or Visa Electron Payment Application are used solely for that purpose.

ID# 0004025

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.22.36 Chip Card Issuer Terminal Risk Management

A Chip Card Issuer must not inhibit Terminal Risk Management (for example: by programming the Chip to bypass Terminal Risk Management).

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### 4.1.22.37 Dynamic Data Authentication (DDA) Issuer Requirement (Updated)

#### Effective through 30 September 2018

All Chip Cards issued on or after 1 October 2015<sup>1</sup> that do not have contactless functionality and that support offline Authorization must both:

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

#### Effective 1 October 2018

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

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

## Visa Product and Service Rules

### Issuance

#### General Issuance

<sup>1</sup> In the AP Region for Australia and New Zealand, 1 January 2012, for Japan, 1 October 2018

<sup>2</sup> Online-only Chip Cards that do not have contactless functionality or any type of offline data authentication are still permitted.

<sup>3</sup> In the LAC Region for Brazil, 1 October 2016

<sup>4</sup> In the AP Region for Australia and New Zealand, 1 January 2016, for Japan, 1 October 2023

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#### 4.1.22.38 Visa payWave Application Requirement in Australia, Malaysia and United States – AP Region and US Region (Updated)

In the AP Region and US Region, an Issuer in Australia<sup>1</sup>, Malaysia<sup>2</sup>, and the United States that issues a Visa Card with contactless payment capability must enable the Visa payWave Application on the Card.

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

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

<sup>1</sup> Effective for Cards issued on or after 23 April 2013

<sup>2</sup> Effective for Cards issued on or after 15 April 2016

ID# 0027793

Edition: Apr 2016 | Last Updated: Apr 2016

#### 4.1.22.39 PIN as Cardholder Verification Method in Australia and New Zealand – Issuer Requirements – AP Region (Updated)

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

In Australia, when PIN bypass is performed for a domestic Chip-initiated Transaction that requires a PIN, the Authorization Request must be declined. This does not apply to an Unattended Transaction.

In New Zealand, when PIN bypass is performed for a domestic Chip-initiated Transaction, the Authorization Request must be declined. This requirement does not apply to an Unattended Transaction.

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

ID# 0026146

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### 4.1.22.40 Chip Card Application Selection Flag – Canada Region

In the Canada Region, an Issuer may only program an Application Selection Flag (ASF) as follows:

- Where a Compliant Chip Card displays any Visa Brand Name and a competitor brand, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic ATMs.
- Where a Compliant Chip Card displays any Plus Program Mark, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic POS and ATM locations.

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Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.22.41 Chip Card Online/Offline Data Authentication – Canada Region

In the Canada Region, a Compliant Chip Card must instruct the terminal to go Online if offline data authentication fails. If the terminal is unable to go Online, the Transaction must be declined.

ID# 0004626

Edition: Apr 2016 | Last Updated: Oct 2015

### 4.1.22.42 Chip Card Script Message Length – Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that the length of any script message sent to any of its Compliant Chip Cards does not exceed 128 bytes per Transaction.

ID# 0004631

Edition: Apr 2016 | Last Updated: Oct 2014

### 4.1.22.43 Application Identifier Priority – US Region

In the US Region, a Visa-owned Application Identifier must always be the highest priority Application Identifier personalized on a VSDC Applet,<sup>1</sup> including in situations where the Visa Rules permit the personalization of non-Visa Application Identifiers on a VSDC applet.

When both the Visa Application Identifier and the Visa US Common Debit Application Identifier are personalized on a VSDC applet, the Visa Application Identifier must be the highest priority Application Identifier.

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

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## Visa Product and Service Rules

### Issuance

#### General Issuance

#### 4.1.22.44 Contactless Card Application Transaction Counter – US Region

A US Issuer must validate the Application Transaction Counter on each of its Cards with contactless payment capability during the Authorization process for a Contactless Payment Transaction.

ID# 0002064

Edition: Apr 2016 | Last Updated: Oct 2014

#### 4.1.22.45 Visa-Owned Chip Technology Use (Updated)

Visa-owned Chip technology must be used solely for the purpose of facilitating a Visa Transaction, Interlink transaction, Visa Electron Transaction, or Plus Transaction.<sup>1</sup>  
Any other use requires the prior written permission of Visa.

Visa-owned Chip technology includes, but is not limited to, all of the following:

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

<sup>1</sup> In the US Region, this does not apply to a transaction initiated using the Visa US Common Debit Application Identifier from a US Covered Visa Debit Card personalized in accordance with the US common debit personalization requirements or a transaction initiated as specified in the *Plus System, Inc. Operating Regulations* or *Interlink Network, Inc. Operating Regulations*.

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#### 4.1.22.46 Visa Micro Tag Issuance Requirements

An Issuer may issue a Visa Micro Tag only if a Cardholder either:

- Already possesses a corresponding full-size Card
- Is issued a corresponding full-size Card at the same time as the Visa Micro Tag

The Visa Micro Tag and the corresponding full-size Card must be the same Visa product type and offer the same benefits.

This does not apply to Visa Prepaid Cards that are Contactless Payment Devices.

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### 4.1.22.47 Chip Interoperability Compliance Program

Visa requires the implementation of the Chip Interoperability Compliance Program when Visa determines that progress toward an agreed resolution is no longer acceptable.

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### 4.1.22.48 EMV Liability Shift – Issuer Liability for Card-Present Counterfeit Chip Card Transactions

A counterfeit Card Transaction completed in a Card-Present Environment is the liability of the Issuer if the following apply:

- The Transaction takes place at an EMV-Compliant Chip-Reading Device.
- If the Transaction is Chip-initiated, it is correctly processed, and, if authorized Online, the Authorization Request includes Full-Chip Data.

ID# 0001820

Edition: Apr 2016 | Last Updated: Apr 2015

### 4.1.22.49 EMV Liability Shift – Issuer Liability for Non-Counterfeit Card-Present Fraudulent Transactions

A non-Counterfeit Card fraudulent Transaction completed in a Card-Present Environment is the liability of the Issuer if all of the following occur:

- The Transaction takes place at an EMV PIN-Compliant Device.
- Correct acceptance procedures have been followed (including obtaining Online approval for Transaction amounts over the applicable maximum authorized Floor Limit).
- The Transaction is Chip-initiated and correctly processed to completion and, if authorized Online, the Authorization Request includes Full-Chip Data.

ID# 0001834

Edition: Apr 2016 | Last Updated: Apr 2015

### 4.1.22.50 Liability for Chip Fallback Transactions

A Transaction accepted as a Fallback Transaction is the liability of the Issuer if all of the following apply:

- The Transaction is authorized by the Issuer or the Issuer's agent.
- Appropriate values identifying the Transaction as a Fallback Transaction are included within the related Authorization Message.

- Correct acceptance procedures are followed.

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### 4.1.22.51 Liability for Chip-Initiated Offline-Authorized Transactions

The Issuer is liable for a Chip-initiated, offline-authorized Transaction if all of the following apply:

- Terminal Risk Management is performed.
- Merchant's Floor Limit is not exceeded.

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### 4.1.22.52 Liability in Card-Present Environment – Canada Region

A Canada Issuer is liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when both the:

- Transaction takes place at a Compliant Chip Card Reading Device with a Compliant PIN entry device within Canada
- Canada Acquirer has complied with all Card acceptance requirements

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## 4.2 Visa Electron

### 4.2.1 Visa Electron Issuer Requirements

#### 4.2.1.1 Visa Electron Program Features (Updated)

An Issuer must ensure that its Visa Electron Program offers all of the following:

**Effective through 20 April 2017**

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

### Effective 21 April 2017

- Use for International Transactions<sup>1</sup> and Domestic Transactions
- Use for Electronic Commerce Transactions and other Card-Absent Environment Transactions<sup>2</sup>
- For Card-Present Environment Transactions (including ATM and Manual Cash Disbursements), both of the following:
  - Signature or PIN verification
  - 100% Online Authorization

<sup>1</sup> Except as specified in Section 4.1.1.5, "Issuance of Domestic Use-Only Visa Cards"

<sup>2</sup> This does not apply in the LAC Region to Visa Electron Cards issued in Argentina, Brazil, Chile, Colombia, Mexico, or Trinidad.

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### 4.2.1.2 Cardholder Instructions for Visa Electron Card Use

A Visa Electron Issuer must inform its Cardholders that a Visa Electron Card may be used:

- At a Merchant Outlet displaying the Visa Brand Mark with the Electron Identifier
- At an ATM displaying the Visa Brand Mark or Visa Brand Mark with the Electron Identifier

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### 4.2.1.3 Key-Entered Visa Electron Electronic Commerce Transactions

If an Issuer approves a key-entered Visa Electron Electronic Commerce Transaction, the Issuer must comply with the liability and Chargeback requirements that apply for a Visa Transaction.

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### 4.2.1.4 Requirements for South Africa Issuers of Visa Electron Cards – CEMEA Region

In the CEMEA Region, a South Africa Visa Electron Card Issuer must ensure that the Visa Electron Card is both:

- Issued with a PIN
- Encoded with a Service Code ending in 0 (PIN required) or 6 (Prompt for PIN if PIN pad present)

ID# 0004449

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### 4.2.1.5 Visa Commercial Electron Card Product Enhancements – LAC Region

In the LAC Region, Visa Business Electron Cards, Visa Corporate Electron Cards, and Visa Purchasing Electron Cards do not include any core benefits.

In the LAC Region, a Visa Business Electron, Visa Corporate Electron, or Visa Purchasing Electron Issuer may provide to its Cardholders the following optional enhancements:

- Travel accident insurance with a benefit amount of USD 250,000 (or local currency equivalent)
- Rental car insurance

ID# 0008312

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## 4.3 Visa Check Card

### 4.3.1 Visa Check Card – Issuer Requirements

#### 4.3.1.1 Application of Visa Check Card Definition – US Region

In the US Region, Visa reserves the right to determine the application of the definition of the Visa Check Card.

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#### 4.3.1.2 Card Accessing Cardholder Funds on Deposit – US Region

A US Issuer must not issue or reissue a Visa Card that accesses Cardholder funds on deposit at an organization other than the Issuer's, unless it both:

- Receives prior written consent from the organization where the funds are deposited
- Completes automated clearing house notification requirements

This prohibition does not apply to monthly periodic payments by the Cardholder to the Issuer.

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#### 4.3.1.3 Visa Check Card Account Restrictions – US Region

In the US Region, a Visa Check Card may be used to access a deposit, investment, or other consumer asset account, including a fiduciary account.

A Visa Check Card must not be used to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer, either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

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#### 4.3.1.4 Visa Check Card Activation – US Region

A US Issuer must both:

- Require activation of all Visa Check Cards initially issued to Cardholders who did not expressly request or apply for the Visa Check Card
- As part of the activation process, require Cardholders to validate their identity by reasonable means before being able to use the Card

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#### 4.3.1.5 Visa Check Card Funds Hold Release – US Region

A US Visa Check Card Issuer 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

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, as follows:

- Upon receipt of the preauthorization completion message
- After 2 hours of the preauthorization request, if a preauthorization 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.

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### 4.3.1.6 Visa Check Card II Issuance – US Region

A US Visa Check Card II Issuer must ensure that the expiration date on all Visa Check Card II Cards is no later than 30 June 2015.

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### 4.3.1.7 Visa Check Card Credit Transaction Receipt – US Region

A US Visa Check Card Issuer must post a Credit Transaction Receipt to a Cardholder's account within one business day of Settlement, unless the Issuer determines that the circumstances or account history warrant a delay.

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

A US Visa Check Card Issuer must not provide account balance information in response to a Point-of-Sale Balance Inquiry on any of its Visa Check Card products.

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## 4.3.2 Secured Card – Issuer Requirements

### 4.3.2.1 Secured Card Security Deposit Requirement – US Region

A US Issuer must hold any cash security deposit for issuance of a Visa Card in a federally insured account in the name of the Cardholder.

The Issuer must not assign an interest in a security deposit to any third party.

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### 4.3.2.2 Secured Visa Card Solicitations – US Region

A US Member or its Agent that solicits a secured Visa Card account must do all of the following:

- Specify in its solicitation material that to obtain the Visa Card, the potential Cardholder must open a deposit account that will serve as collateral for the Visa Card account
- Indicate the portion of the deposit that will be allocated as the line of credit accessed by the Visa Card

- Ensure that any secured Visa Card application processing fees accepted from the Cardholder are made payable to the Issuer, not the Agent

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## 4.4 Visa Gold

### 4.4.1 Visa Gold – Customer Service Requirements

#### 4.4.1.1 Visa Gold/Premier Card Customer Service Telephone Number

Each Visa Gold/Premier Issuer must both:

- Provide to its Visa Gold/Premier Cardholders a toll-free telephone number available 24 hours a day, 7 days a week to obtain emergency services
- Communicate the telephone number to its Cardholders at least once each year

ID# 0004222

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#### 4.4.1.2 Visa Gold Card Emergency Travel Assistance Services – AP Region

An AP Issuer or designated provider must provide the following emergency travel assistance services to all Visa Gold Cardholders:

- Emergency medical/legal assistance
- Emergency ticket replacement
- Travel assistance
- Lost luggage assistance
- Prescription assistance and valuable document delivery
- Emergency message service

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### 4.4.2 Visa Gold – Issuer Requirements

#### 4.4.2.1 Visa Gold/Premier Card Issuance

A Visa Gold Card or Visa Premier Card Issuer:

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- Must comply with the global support services requirements, either independently or through Visa
- May offer its Visa Gold Cards or Visa Premier Cards as any type of payment device with an option to access any of the following:
  - Line of credit
  - Depository account
  - Other Cardholder assets available through the Issuer

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#### 4.4.2.2 Visa Gold and Platinum Cards Issued on a Visa Platinum BIN – CEMEA Region

In the CEMEA Region, a Visa Gold Card issued on a Visa Platinum BIN must comply with the Visa Gold Card design requirements.

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#### 4.4.2.3 Visa Gold Card Fees – LAC Region

In the LAC Region, Visa will assess an annual fee for each Visa Gold account reported. This fee includes mandatory travel accident insurance with coverage of USD 250,000 and auto rental insurance with global coverage.

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#### 4.4.2.4 Visa Gold Card Issuer Requirement – LAC Region

An LAC Issuer must obtain approval from Visa before designating a Visa Gold Card with charge, credit, debit, or prepaid capability.

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#### 4.4.2.5 Visa Gold Card – Visa Product Hierarchy Requirements – LAC Region

In the LAC Region, for Visa Gold Cards with a line of credit, a Visa Gold Card Issuer must ensure that the average credit limit for its Visa Gold Card program is higher than the average credit limit for its Visa Classic Card program.

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### 4.4.3 Visa Gold – Features and Benefits

#### 4.4.3.1 Visa Gold Card Auto Rental Collision Damage Waiver – Canada Region (Updated)

A Canada consumer Visa Gold Card Issuer may offer collision/loss damage insurance either:

- Through the Visa Auto Rental Collision Damage Waiver program
- Independently

If the Issuer offers the Visa Auto Rental Collision Damage Waiver program, the Cardholder may obtain information about the program through Visa Global Customer Care Services, unless Visa has approved alternate arrangements.

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#### 4.4.3.2 Visa Gold Card Product Benefits – LAC Region

An LAC Visa Gold Card Issuer must, at a minimum, provide to its international Visa Gold Cardholders all of the following core product benefits:

- Travel accident insurance with accidental death benefit coverage of USD 250,000 (or local currency equivalent)
- Rental car insurance, including country of residence
- Travel and emergency assistance services

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## 4.5 Visa Platinum

### 4.5.1 Visa Platinum – Card Requirements

#### 4.5.1.1 Visa Platinum Debit Card Issuance Requirements in Australia and China – AP Region (Updated)

In the AP Region, an Australia Issuer may provide a Visa Platinum debit Card only to a Cardholder who meets one of the following:

- Minimum annual income of AUD 100,000

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- Minimum savings and investments portfolio of AUD 200,000, which may be held at any financial institution or by the Cardholder. The minimum savings and investments exclude the Cardholder's primary residence.
- Minimum monthly deposit of AUD 5,000
- Qualification for an Issuer-defined distinct premium banking program or Cardholder group with eligibility criteria equivalent to one of the above

In the AP Region, a China Issuer may provide a Visa Platinum debit Card only to a Cardholder who has a minimum deposit of 500,000 RMB (or foreign currency equivalent) in the account to which the Visa debit Card is linked.

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

In the AP Region, an Australia Visa Platinum debit Card Issuer must use either the product name "Platinum" or an alternative name that complies with all of the following:

- Reflects the status of a premium debit product
- Is a unique name to identify the product type
- Is easily recognizable by a Merchant
- Is clearly displayed on the front of the Card
- Is not used for any other Visa product type
- Is only shared with other payment network-branded products that target an equivalent customer segment

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#### 4.5.1.3 Visa Platinum Card Minimum Spending Limit – AP Region (Updated)

In the AP Region, the Minimum Spending Limit for a Visa Platinum Card (except a Visa Platinum Prepaid Card) is as follows:

Table 4-19: Visa Platinum Card Minimum Spending Limit for AP Countries

Country	Spending Limit
Australia	AUD 6,000 <sup>1</sup>
Bangladesh	BDT 140,000
Bhutan	BTN 90,000

<sup>1</sup> This does not apply to Visa Platinum debit Cards.

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Country	Spending Limit
Brunei	BND 4,000
Cambodia	<b>Effective through 31 October 2015</b> KHR 50,000,000 <b>Effective 1 November 2015</b> <ul style="list-style-type: none"> <li>• KHR 32,000,000 for Secured Cards</li> <li>• KHR 16,000,000 for unsecured Cards</li> </ul>
China	CNY 25,000 <sup>1</sup>
Fiji	FJD 4,000
Guam	USD 8,000
Hong Kong	HKD 30,000
India	INR 50,000
Indonesia	IDR 20,000,000
Japan	JPY 1,237,000
Korea	KRW 7,500,000
Laos	LAK 16,500,000
Macau	MOP 30,000
Malaysia	MYR 17,500
Maldives	MVR 25,000
Mongolia	MNT 10,000,000
Nepal	NPR 150,000
New Zealand	NZD 8,000
Papua New Guinea	PGK 5,400
Philippines	PHP 250,000
Singapore	SGD 8,300
Sri Lanka	LKR 225,000
Taiwan	TWD 100,000
Thailand	THB 150,000

<sup>1</sup> This does not apply to Visa Platinum debit Cards.

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Country	Spending Limit
Vietnam	VND 40,000,000

<sup>1</sup> This does not apply to Visa Platinum debit Cards.

For countries that will launch Visa Platinum for the first time, the default Minimum Spending Limit is USD 12,500 (or local currency equivalent).

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#### 4.5.1.4 Visa Platinum Card Minimum Spending Limits – CEMEA Region

A CEMEA Visa Platinum Issuer must support minimum spending limits for a Visa Platinum account<sup>1</sup> as follows:

Table 4-20: Visa Platinum Card Minimum Spending Limits – CEMEA Region

Country	Spending Limit
Albania	ALL 1,040,000
Bahrain	BD 1,500
Bosnia and Herzegovina	BAM 14,400
Croatia	HRK 55,000
Egypt	EGP 28,000
Georgia	GEL 18,000
Jordan	JOD 2,500
Kosovo	EUR 7,400
Kuwait	KD 1,000
Lebanon	LBP 5,000,000
Macedonia	MKD 450,000
Montenegro	EUR 7,400
Oman	OR 1,500
Pakistan	PKR 403,000
Qatar	QAR 13,000
Russia	RUR 240,000
Saudi Arabia	SAR 13,000

Country	Spending Limit
Serbia	RSD 760,000
South Africa	USD 10,000
United Arab Emirates	AED 13,000

For countries that will launch Visa Platinum for the first time, the default minimum spending limit is USD 10,000 (or local currency equivalent).

<sup>1</sup> Except Visa Platinum Prepaid Cards

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## 4.5.2 Visa Platinum – Customer Service Requirements

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

An AP Visa Platinum Issuer<sup>1</sup> must both:

- Provide its Visa Platinum Cardholders with a toll-free telephone number or a telephone number where collect calls will be accepted domestically or worldwide to obtain customer service and account-related information services 24 hours a day, 7 days a week
- Communicate the telephone numbers to its Cardholders at least once each year

<sup>1</sup> This does not apply to Visa Platinum Prepaid Cards. A Visa Platinum Prepaid Card Issuer must comply with Section 4.5.5.1, "Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region."

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### 4.5.2.2 Visa Platinum Customer Service Standards – AP Region

An AP Visa Platinum Issuer<sup>1</sup> must be capable of transferring calls to and establishing and maintaining a telephone bridge with the Visa Platinum customer center.<sup>2</sup>

<sup>1</sup> This does not apply to Visa Platinum Prepaid Cards. A Visa Platinum Prepaid Card Issuer must Comply with Section 4.5.5.1, "Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region."

<sup>2</sup> This does not apply to Members in Bangladesh.

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### 4.5.3 Visa Platinum – Issuer Requirements

#### 4.5.3.1 Issuer Use of Visa Platinum Product Name – AP Region

An AP Visa Platinum Issuer is responsible for developing a product name that differentiates the Visa Platinum Card from other Card products offered by the Issuer.

The name "Visa Platinum" must appear on all of the following:

- All Cards<sup>1</sup>
- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Platinum card, except in circumstances where this poses a security risk

<sup>1</sup> Except Visa Platinum Prepaid Cards

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#### 4.5.3.2 Visa Platinum Account Level Processing in Australia – AP Region

In the AP Region, an Australia Issuer that participates in Account Level Processing must ensure that the total number of Cards migrated to Visa Platinum in a 12-month period from July to June each calendar year does not exceed 2.5% of the total number of the Issuer's Visa Platinum Cards.

The Issuer's number of Visa Platinum Cards will be calculated from the Issuer's previous June Quarterly Operating Certificate.

If the Issuer exceeds the Account Level Processing cap, the Issuer must submit a remediation plan. If this remediation plan is not successful, Visa may do one or both of the following:

- Suspend loading further Cards into the customer database specifically for the purpose of migrating Cards using Account Level Processing
- Downgrade the product ID on Cards that exceed the cap

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#### 4.5.3.3 Visa Platinum Card Issuance Requirements – Canada Region

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

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#### 4.5.3.4 Visa Platinum Card Payment Options – LAC Region

An LAC Issuer must obtain approval from Visa before designating a Visa Platinum Card with charge, credit, debit, or prepaid capability.

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#### 4.5.3.5 Visa Platinum Card Performance Standards and Non-Compliance Assessments – LAC Region

An LAC Visa Platinum Issuer that fails to meet the performance standards for Visa Platinum Cards is subject to corrective action, as specified in Table 4-21, "Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Platinum Cards – LAC Region."

A Visa Platinum Issuer that exceeds the negative Authorization Response standard of 3% as a percentage of its total Authorization Responses in a calendar month is subject to a non-compliance assessment for each negative Authorization Response exceeding the standard.

**Table 4-21: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Platinum Cards – LAC Region**

Stage	Action/Response
Grace period – 1 calendar month (begins the calendar month following the first violation for under-performance)	Written notification of under-performance and recommended corrective actions
Observation period – 2 calendar months (begins at completion of grace period)	<ul style="list-style-type: none"> <li>Non-compliance assessment imposed</li> <li>Member has 2 calendar months to apply corrective actions</li> </ul>
Probation period – 3 calendar months (begins at completion of observation period)	<ul style="list-style-type: none"> <li>Additional non-compliance assessments imposed for continued non-compliance</li> </ul>
De-certification period – Begins at completion of probation period	<ul style="list-style-type: none"> <li>Member prohibited from issuing or reissuing Visa Platinum cards</li> <li>Non-compliance assessments imposed and doubled for each calendar month beyond the Probation Period and as long as the Decertification Period is in effect</li> <li>Visa may establish Positive Cardholder Authorization Service parameters to approve all Authorization Requests</li> </ul>

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## 4.5.4 Visa Platinum – Features and Benefits

### 4.5.4.1 Visa Platinum Card Core Services – AP Region (Updated)

An AP Visa Platinum Issuer must provide all of the following core services to its Visa Platinum Cardholders<sup>1</sup>:

- Cardholder Inquiry Service
- 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 travel accident insurance in the amount of USD 500,000<sup>2</sup> (or local currency equivalent), except where prohibited by applicable laws or regulations. The Issuer must submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and the proposed new features at least 30 calendar days before its implementation.<sup>3</sup>
- Emergency Card Replacement, including both:
  - Card Verification Value encoding
  - Minimum spending limit of USD 10,000 (or local currency equivalent)
- Emergency Cash Disbursement, with a minimum stand-in Emergency Cash Disbursement of USD 2,000 (or local currency equivalent)
- Emergency medical and legal referral
- Lost/Stolen Card Reporting Service

<sup>1</sup> This does not apply to Visa Platinum Prepaid Cards. A Visa Platinum Prepaid Card Issuer must comply with [Section 4.5.5.1, "Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region."](#)

<sup>2</sup> In Thailand, USD 200,000 (or local currency equivalent)

<sup>3</sup> This does not apply to Issuers in China, Bangladesh, India, Sri Lanka, and Malaysia. Issuers in China must provide a travel-related benefit with a minimum value of USD 50 per card per annum.

### 4.5.4.2 Visa Platinum Card Required Services – AP Region

An AP Visa Platinum Issuer must make concierge service<sup>1</sup> available in key international travel markets through a customer service attendant by telephone 24 hours a day, 7 days a week. The minimum services required are travel information and assistance, including all of the following<sup>2</sup>:

- Emergency travel arrangement provisions
- Passport, visa, and customs information
- Specific country and major city information

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- Translation and message assistance
- Transportation information
- Restaurant, health club, entertainment events, shopping information and assistance, and gift arrangement
- ATM location guide
- Weather forecast
- Business services

<sup>1</sup> In Australia, a Visa Platinum debit Card Issuer may offer a different Cardholder benefit of equivalent value

<sup>2</sup> This does not apply to Visa Platinum Prepaid Cards. A Visa Platinum Prepaid Card Issuer must comply with Section 4.5.5.1, "Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region."

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#### 4.5.4.3 Visa Platinum Card Core Services – CEMEA Region

A CEMEA Visa Platinum Issuer<sup>1</sup> must offer purchase protection and extended warranty.

<sup>1</sup> Except a Visa Platinum Prepaid Card Issuer

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#### 4.5.4.4 Visa Platinum Card Core Product Benefits – LAC Region

An LAC Visa Platinum Issuer must, at a minimum, provide its Visa Platinum Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

Table 4-22: Visa Platinum Core Benefits – LAC Region

Core Benefit	Benefit Coverage (USD or Local Currency Equivalent)
Travel Information Services	Worldwide
Travel Accident Insurance	Up to USD 500,000
Auto Rental Insurance	Worldwide
International Emergency Medical Services	Up to USD 150,000
Price Protection	USD 500 per item up to USD 2,000 per account, per year
Extended Warranty	USD 5,000 per item up to USD 10,000 per account, per year

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Core Benefit	Benefit Coverage (USD or Local Currency Equivalent)
Purchase Protection	USD 5,000 per item up to USD 10,000 per account, per year
Personal Concierge Service	Provided through Visa (covers the same types of services as upscale hotel concierge desks)

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#### 4.5.4.5 Visa Platinum Card Credit Limit – LAC Region

For Visa Platinum Cards with only a line of credit, an LAC Visa Platinum Issuer must both:

- Ensure that the average credit limit for its Visa Platinum program is higher than the average credit limit for its Visa Gold program
- Allow each Visa Platinum Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

A Visa Platinum Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Platinum Card in the Issuer's portfolio.

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#### 4.5.4.6 Visa Platinum Card Travel Rewards Program – LAC Region

An LAC Visa Platinum credit Card Issuer must provide a rewards program that offers Cardholders, through purchases with Visa Platinum Cards, the ability to accumulate points that can be redeemed for, at a minimum, airline travel.

The rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or through an Airline Affinity/Co-Brand program.

Cardholders must not be assessed an additional fee for membership in the rewards program.

Visa Platinum debit Cards are exempt from any obligation to offer any rewards programs.

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## 4.5.5 Visa Platinum Prepaid – Issuer Requirements

### 4.5.5.1 Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Platinum Prepaid Card Issuer must comply with the following core product benefits requirements:

**Table 4-23: Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region**

Benefit	Benefit Requirement	Option 1 <sup>1,4</sup>	Option 2
Minimum allowable load amount	Provide to its Cardholders the minimum allowable load amount specified in Section 4.5.5.2, "Visa Platinum Prepaid Card Minimum Allowable Load Amount – AP Region and CEMEA Region"	Required	Required
Minimum rewards earn rate	Provide a rewards program that offers Cardholders the ability to accumulate 75 basis points <sup>2</sup> that can be redeemed for goods and services. All rewards program earning structures and redemption schedules must be submitted to Visa 90 days before the planned launch date or program revision effective date, and are subject to prior written approval from Visa.	Required	Optional

<sup>1</sup> Not available in India

<sup>2</sup> 25 basis points for Australia Domestic Transactions

<sup>3</sup> This does not apply in the CEMEA Region.

<sup>4</sup> In the CEMEA Region, only available for airline Affinity/Co-Brand Programs

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Benefit	Benefit Requirement	Option 1 <sup>1,4</sup>	Option 2
Multi-currency	Support at least 5 currencies if the Card is a travel product	Required	Optional
Reloadable Card	Issue only reloadable Visa Platinum Prepaid Cards	Required	Required
Emergency Card Replacement	Provide Emergency Card Replacement with CVV encoding and an amount equal to the balance that was on the original Card when it was reported lost or stolen	Required	Required
Emergency Cash Disbursement	Support Emergency Cash Disbursement with a minimum stand-in Emergency Cash Disbursement amount equivalent to the balance on the Card	Required	Required
Travel accident insurance <sup>3</sup>	Provide travel accident insurance with minimum coverage of USD 500,000 (or local currency equivalent). The Issuer must submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and any proposed new features at least 30 calendar days before its implementation.	Optional	Required

<sup>1</sup> Not available in India

<sup>2</sup> 25 basis points for Australia Domestic Transactions

<sup>3</sup> This does not apply in the CEMEA Region.

<sup>4</sup> In the CEMEA Region, only available for airline Affinity/Co-Brand Programs

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### Issuance

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

Benefit	Benefit Requirement	Option 1 <sup>1,4</sup>	Option 2
Concierge services <sup>3</sup>	<p>Make the following concierge services available in key international travel markets through a customer service attendant by telephone 24 hours a day, 7 days a week:</p> <ul style="list-style-type: none"> <li>• Emergency travel arrangement provisions</li> <li>• Passport, visa, and customs information</li> <li>• Specific country and major city information</li> <li>• Translation and message assistance</li> <li>• Transportation information</li> <li>• Restaurant, health club, entertainment events, shopping information and assistance, and gift arrangement</li> <li>• ATM location guide</li> <li>• Weather forecast</li> <li>• Business services</li> </ul>	Optional	Required

<sup>1</sup> Not available in India

<sup>2</sup> 25 basis points for Australia Domestic Transactions

<sup>3</sup> This does not apply in the CEMEA Region.

<sup>4</sup> In the CEMEA Region, only available for airline Affinity/Co-Brand Programs

#### 4.5.5.2 Visa Platinum Prepaid Card Minimum Allowable Load Amount – AP Region and CEMEA Region

In the AP Region and CEMEA Region, an Issuer must allow its Cardholder to load the following minimum allowable load amounts on a Visa Platinum Prepaid Card:

**Table 4-24: Visa Platinum Prepaid Card Minimum Allowable Load Amounts for AP and CEMEA Countries**

Country	Minimum Allowable Load Amount
Australia	AUD 6,000
India	INR 50,000
Bahrain	BD 1,500
Kuwait	KD 1,000
Qatar	QAR 13,000
Saudi Arabia	SAR 13,000
United Arab Emirates	AED 13,000

For countries that will launch Visa Platinum Prepaid for the first time, the default minimum allowable load amount is either:

- In the AP Region, USD 12,500 (or local currency equivalent)
- In the CEMEA Region, USD 10,000 (or local currency equivalent)

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#### 4.5.5.3 Visa Platinum Prepaid Card Program Issuance Requirements – Canada Region (Updated)

A Canada Visa Platinum Prepaid Card Issuer must do all of the following:

- Comply with the requirements for Visa Prepaid Cards and [Section 4.11.1.1, "Visa Prepaid Card Program Issuance Requirements"](#)
- Ensure all Visa Platinum Prepaid Cards are:
  - Issued as EMV Chip Cards with the Visa payWave Application
  - Issued for domestic and international use
  - Issued as Reloadable Cards and allow a minimum cumulative load of CAD 2,000
- Enable the Cardholder to do all of the following:
  - Have access to online account management (account balance, Transaction history)

- Offer a mobile application that at a minimum allows the Cardholder to check balances and transaction history
- Establish alerts via email, text message, or mobile application
- Provide an ongoing and relevant benefits or a rewards program

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## 4.6 Visa Rewards

### 4.6.1 Visa Rewards – Card Requirements

#### 4.6.1.1 Visa Rewards Product Minimum Spend Requirement in Australia – AP Region (Updated)

**Effective through 31 October 2015**

An Australia Visa Rewards Product must meet the spend threshold established by Visa. If it fails to do so, Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for the Card account using the spend qualification assessment.

The IRF designation will be determined based on whether the Card account meets or does not meet the Visa Rewards Product Card spend threshold of AUD 48,000.

**Effective 1 November 2015**

In the AP Region, an Australia Visa Rewards Product program must meet the average minimum annual spend requirement of AUD 48,000 at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

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### 4.6.2 Visa Rewards – Customer Service Requirements

#### 4.6.2.1 Visa Rewards Card Program Customer Service Requirements – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Rewards Card Issuer must do all of the following:

- Provide customer service 24 hours a day, 7 days a week, via a toll-free and/or collect telephone number

- Communicate the telephone number to the Cardholder at least once a year
- Ensure that the Issuer's domestic toll-free number is printed on Cardholder billing statements

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### 4.6.3 Visa Rewards – Issuer Requirements

#### 4.6.3.1 Visa Rewards Product Name – AP Region and CEMEA Region

In the AP Region and CEMEA Region, the name "Visa Rewards" must not appear on any of the following:

- Cards
- Statements
- Any communications to the Cardholder, including online communications, regarding the Visa Rewards Product

In the CEMEA Region, a Visa Rewards Product Issuer in Russia, the Commonwealth of Independent States (CIS), and South-East Europe (SEE)<sup>1</sup> may use any of the following consumer-facing Visa product names on the Visa Rewards Card, in Card account statements, or in any Cardholder communications regarding the Visa Rewards Card:

- Visa Classic
- Visa Gold
- Visa Platinum

In the AP Region, an Australia Visa Rewards Card Issuer must use a Product Name that complies with all of the following:

- Differentiates the Visa Rewards Card from the Issuer's other card products
- Reflects the Card's status of a super-premium product
- Is unique enough to identify the product type
- Is easily recognizable by a Merchant
- Is not used for other Visa Products, except Visa Signature
- Is shared only with other payment network-branded products that target an equivalent customer segment, following Visa approval
- Includes "Visa"
- Is used whenever the product is referenced

<sup>1</sup> Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kosovo, Kyrgyzstan, Macedonia, Moldova, Montenegro, Serbia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan

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#### 4.6.3.2 Visa Rewards Card Program Liability for Non-Compliance – AP Region and CEMEA Region

In the AP Region and CEMEA Region, in the event that Visa estimates that the rewards or benefits available under a Card product are below the mandatory level, Visa will notify the Issuer and the Issuer must increase the rewards or benefits to an approved level within 90 days from the date of the notification.

If an Issuer does not improve the rewards or benefits to an approved level within the 90-day notification period, Visa reserves the right to downgrade the Visa Rewards Product to a non-premium Interchange Reimbursement Fee (IRF) earning level.

An Issuer that uses the Visa Rewards Product without approval from Visa or does not comply with the approved product specifications may be subject to non-compliance assessments and may be liable for the IRF difference earned over the non-compliance period.

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#### 4.6.3.3 Visa Rewards Card Program Issuer Requirements – CEMEA Region (Updated)

In the CEMEA Region, a Visa Rewards Card Issuer must provide a rewards program to its Visa Rewards Cardholders.

The Issuer defines the “currency” of its rewards program (for example: points, miles, cash-back) and the Card benefits provided to the Cardholder (for example: insurance, Card protection, concierge services).

The Issuer is required to support rewards and benefit requirements, as follows:

Table 4-25: Visa Rewards Product Minimum Level of Cardholder Rewards and Benefits – CEMEA Region

Country	Consumer Credit Card	Consumer Debit Card
United Arab Emirates	50 basis points	50 basis points or Card-related benefits to the value of USD 10 (or local currency equivalent) per year
Angola, Botswana, Ghana, Kenya, Mauritius, Mozambique, Nigeria, South Africa and Zambia	50 basis points	30 basis points or Card-related benefits to the value of USD 20 (or local currency equivalent) per year
<b>Effective through 31 January 2016</b> Russia	Option 1: 100 basis points and Card-related benefits to the value of USD 5 (or local currency equivalent) per year	

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Country	Consumer Credit Card	Consumer Debit Card
Option 2: 75 basis points and Card-related benefits to the value of USD 10 (or local currency equivalent) per year Option 3: 50 basis points and Card-related benefits to the value of USD 20 (or local currency equivalent) per year		
<b>Effective 1 February 2016</b> Russia	Option 1: 100 basis points and Card-related benefits to the value of RUB 175 per year Option 2: 75 basis points and Card-related benefits to the value of RUB 350 per year Option 3: 50 basis points and Card-related benefits to the value of RUB 700 per year Option 4: 125 basis points	
	Option 1: 100 basis points and Card-related benefits to the value of USD 5 (or local currency equivalent) per year	Option 1: 75 basis points
	Option 2: 75 basis points and Card-related benefits to the value of USD 10 (or local currency equivalent) per year	Option 2: 50 basis points and Card-related benefits to the value of USD 10 (or local currency equivalent) per year
Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kosovo, Kyrgyzstan, Macedonia, Moldova, Montenegro, Serbia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan	Option 3: 50 basis points and Card-related benefits to the value of USD 20 (or local currency equivalent) per year	

All benefits proposed for Card programs based on the Visa Rewards Product are considered qualified and compliant with the Visa Rewards Product requirements only upon review and written approval from Visa.

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### 4.6.3.4 Visa Rewards Product Account Level Processing in Australia – AP Region

In the AP Region, an Australia Issuer that participates in Account Level Processing must ensure that the total number of Cards migrated to the Visa Rewards Product in the 12-month period from July to June each calendar year does not exceed 2.5% of the total number of the Issuer's Visa Rewards Products.

The Issuer's number of Visa Rewards Products will be calculated from the Issuer's previous June Quarterly Operating Certificate.

If the Issuer exceeds the Account Level Processing cap, the Issuer must submit a remediation plan. If the remediation plan is not successful, Visa may do one or both of the following:

- Suspend loading further Cards into the customer database specifically for the purpose of migrating Cards using Account Level Processing
- Downgrade the product ID on Cards that exceed the cap

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### 4.6.4 Visa Rewards – Features and Benefits

#### 4.6.4.1 Visa Rewards Card Issuer Requirements – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Rewards Card Issuer must do all of the following:

- Provide a rewards program for each of its Visa Rewards Cardholders
- Ensure that its products, systems, procedures, and services comply with the Visa Rewards requirements and certification agreement and submit written certification to Visa of such compliance
- Submit to Visa all rewards program earning structures and redemption schedules for prior written approval from Visa at least 90 days before the program launch or revision effective date

For rewards program and rewards currency valuation, a participating Issuer must do all of the following:

- Define the rewards currency intended to be offered to the Cardholder
- Accrue the rewards currency to the benefit of the Cardholder for every qualifying purchase Transaction
- Ensure the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required redemption value

For rewards program valuation, an Issuer must ensure that the rewards currency enables the Cardholder to redeem at a minimum level of value.

For qualifying purchases, a participating Issuer must do all of the following:

- Ensure that the rewards currency is accumulated for every qualifying dollar spent on the Card
- Include each purchase Transaction completed with a Visa Rewards Card as a qualifying purchase

An Issuer may exclude the following Transactions from qualifying for rewards currency:

- Balance transfers
- Convenience checks
- Finance charges
- Cash Disbursements

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- Quasi-Cash Transactions
- Fees (if any) paid to the Issuer by the Cardholder
- Any Transaction not authorized by the Cardholder

If the account is no longer in good standing, an Issuer may elect to withhold rewards currency accumulation and redemption or take away currency previously accumulated.

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### 4.6.4.2 Visa Rewards Product Benefits Requirements in Australia – AP Region (Updated)

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

Table 4-26: Visa Rewards Product Benefits – AP Region

Benefit	Description
Cardholder Insurance	Provide one or more insurance options to Visa Rewards Product Cardholders. The total unit cost per premium must match or exceed the current unit of cost providing USD 500,000 (or local currency equivalent) of travel accident insurance except where prohibited by applicable laws or regulations. The Issuer must submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and the proposed new features at least 30 calendar days before its implementation.
Concierge Services	Offer concierge services and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week
Minimum Spending Limit	Offer a Minimum Spending Limit of AUD 15,000

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

Benefit	Description
Rewards Program	<p><b>Effective through 31 December 2015</b> Provide a rewards program for its Visa Rewards Product Cardholders and provide a minimum rewards currency of 75 basis points for its Visa Rewards Product credit Cards.</p> <p><b>Effective 1 January 2016</b> Provide a rewards program for its Visa Rewards Product Cardholders and provide a minimum rewards currency of 65 basis points for its Visa Rewards Product credit Cards</p> <p>If it sets a cap on spend that earns rewards currency, not set such spend cap at less than AUD 20,000 per month or AUD 240,000 per year.</p> <p>Communicate both of the following to its Visa Rewards Cardholders:</p> <ul style="list-style-type: none"><li>• Visa benefits of the Visa Rewards Card at least twice per year</li><li>• New benefits or changes to existing benefits at least 2 months before the effective date</li></ul>

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## 4.6.5 Visa Traditional Rewards – Issuer Requirements

### 4.6.5.1 Visa Traditional Rewards Product Requirements – US Region

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

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### 4.6.5.2 Issuer Rewards Program Qualifying Criteria – US Region

A US Issuer that modifies the qualifying criteria of the Visa Traditional Rewards Program must notify Visa 45 days before the planned implementation date to ensure that the program still qualifies for the Visa Traditional Rewards Interchange Reimbursement Fee.

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### 4.6.5.3 Issuer Rewards Program Registration – US Region

A US Issuer must both:

- Register its Visa Traditional Rewards program with Visa
- Receive approval from Visa before launching its rewards program

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### 4.6.5.4 Visa Traditional Rewards Card Classification – US Region

A US Issuer must identify Visa Traditional Rewards Card Account Numbers and distinguish them from other Visa Traditional (non-rewards) Account Numbers by using one of the following classification levels:

- BIN
- Registered Program Identification Number (RPIN)
- Account range at the 9-digit level assigned by Visa
- Account-level processing

Non-Visa Traditional Rewards BINs or account ranges must not be reclassified by the Issuer to represent Visa Traditional Rewards Cards without prior permission from Visa.

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### 4.6.5.5 Visa Traditional Rewards Program Penalties for Non-Compliance – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must meet the Visa Traditional Rewards Card product requirements to qualify for and receive the Visa Traditional Rewards Interchange Reimbursement Fee, or it may be subject to non-compliance assessments.

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### 4.6.5.6 Visa Traditional Rewards Program Approval – US Region

In the US Region, a Visa Traditional Rewards Issuer must ensure all rewards program earning structures and redemption schedules are submitted to Visa for approval 90 days before the actual launch date or program revision effective date.

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### 4.6.6 Visa Traditional Rewards – Features and Benefits

#### 4.6.6.1 Visa Traditional Rewards Program Participation – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must do all of the following:

- Offer a rewards program to its Visa Traditional Cardholders
- 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 caps, point redemption, costs, fees (if any), an explanation of Qualifying Purchases, and all other material terms and conditions upon Cardholder enrollment in the program, and as required by applicable laws and regulations
- Notify its Cardholders 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
- Notify Cardholders, at least quarterly, of their Rewards Currency via a stand-alone communication piece, printed or email communication of Rewards Currency, subject to Issuer compliance with applicable laws and regulations
- Ensure that the Cardholder Rewards Currency notifications contain at least all of the following information:
  - Rewards Currency earned and/or redeemed during the time period covered by the notification
  - Rewards Currency balance remaining as of the date specified in the notification
  - Upcoming Rewards Currency expiration (if any) as of the date specified in the notification

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#### 4.6.6.2 Visa Traditional Rewards Terms and Conditions – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must comply with all of the following:

- Provide complete and accurate disclosure of all Visa Traditional Rewards Card terms and conditions, including, but not limited to, Rewards Currency, Rewards Currency accrual, expiration and maximum cap, point redemption, costs, fees (if any), an explanation of Qualifying Purchases, and all other material terms and conditions upon Cardholder enrollment in the program, and as required by applicable laws and regulations
- Communicate in writing the value of the Rewards Currency to its Cardholders, annually or as required by applicable laws or regulations, including, at minimum, all of the following information:
  - Amount earned
  - Amount redeemed

- Balance remaining
- Notify the Cardholder of any material changes to the program terms and conditions before the revision effective date
- Ensure the accuracy of any information that it or its Agent provides to its Cardholders

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### 4.6.6.3 Visa Traditional Rewards Program Expiration – US Region

In the US Region, for Visa Traditional Rewards programs, Rewards Currency accumulated must not expire in less than 2 years from the date earned, unless the account has been inactive for 2 consecutive years.

Both of the following additional requirements apply:

- Point/mile expiration after transfer to an airline frequent-flyer or other co-brand partner rewards program is subject to that airline's or co-brand partner's rewards program rules.
- If the Issuer provides any of the following for redemption of rewards, these instruments must have a minimum expiration period of at least 90 days, subject to Issuer compliance with any applicable laws and regulations:
  - Co-brand hotel program certificates for a hotel stay
  - Co-brand Merchant-specific gift certificate or gift card
  - Cash/cash-equivalent check payable to the Cardholder or general purpose gift card usable at any Merchant

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### 4.6.6.4 Visa Traditional Rewards Eligible Rewards Programs – US Region

In the US Region, an Issuer must qualify its Visa Traditional Rewards program as one of the following:

- Air travel program
- Co-brand hotel program
- Co-brand Merchant-specific gift certificate or gift card program
- Cash/cash-equivalent program

Requirements for Visa Traditional Rewards eligible rewards programs are as follows:

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**Table 4-27: Visa Traditional Rewards Eligible Rewards Programs – US Region**

Rewards Type	Rewards Program Description
Air Travel Program	<p>Air travel at or above the "industry standard" number of currency/miles described below, which assumes the following:</p> <ul style="list-style-type: none"> <li>• Issuer must offer first redemption at a maximum of 25,000 miles, for a contiguous 48 United States (CUS) restricted ticket.</li> <li>• The applicable maximum miles that may be required for airline ticket redemption, based on industry standards for Visa Rewards programs, are 25,000 miles for a restricted flight anywhere in the CUS. Restrictions may include any or all of the following:           <ul style="list-style-type: none"> <li>– Capacity controls</li> <li>– Blackout periods</li> <li>– Saturday-night-stay requirements</li> <li>– Advance purchase requirements</li> </ul> </li> </ul>
Co-brand Hotel Program	<p>To qualify for a Visa Traditional Rewards program, a hotel co-brand program must offer a room redemption option in one of the following:</p> <ul style="list-style-type: none"> <li>• Upscale tier</li> <li>• Upper mid-scale tier</li> <li>• Mid-scale tier</li> <li>• Economy tier</li> </ul> <p>The rewards program qualification must demonstrate that the room redemption valuation proposed by the Issuer delivers the required cumulative minimum basis points per dollar of Qualifying Purchases for Visa Traditional Rewards programs.</p> <p>The hotel certificates issued to Cardholders for the redemption of rewards must not have a minimum expiration period of less than 90 days, or such longer period as may be required by applicable laws and regulations.</p>
Co-brand Merchant - Specific Gift Certificate/Gift Card Program	<p>Gift certificates or gift cards issued by a Merchant co-brand partner for use in purchasing merchandise at the Merchant co-brand partner's stores or website, which may not have minimum purchase restrictions or any charges for purchases made.</p> <p>Gift certificates/cards that are limited to a specific Merchant(s) are only eligible for rewards program qualification under Visa co-brand portfolios.</p> <p>Issuers must contact Visa to review eligibility of any program using any type of gift certificate/card other than unrestricted, general purpose gift cards.</p> <p>Merchant-specific gift certificates or gift cards issued to Cardholders for the redemption of rewards must not have a minimum expiration period of less than 90 days, subject to Issuer compliance with applicable laws and regulations.</p>
Cash/Cash-Equivalent Program	<p>A rewards program in which the Cardholder earns cash or a cash-equivalent that must be offered in the form of one or more of the following redemption choices:</p>

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Rewards Type	Rewards Program Description
	<ul style="list-style-type: none"><li>• Statement credit that applies to any purchase, fees, or charge</li><li>• Check made payable to the Cardholder that is valid for at least 90 days from Cardholder receipt</li><li>• Direct deposit to the Cardholder's bank or other asset account</li><li>• USD-denominated gift card that may be used at any Merchant, has no purchase restrictions or charges, and has a minimum expiration period of not less than 90 days.</li></ul> <p>Issuers must offer redemption options for cash rewards in increments that do not exceed USD 25. Cardholders may elect redemption options that are greater than USD 25.</p> <p>Issuers must offer redemption options that are on-demand by Cardholders or available at least every 12 months.</p> <p>For an existing rewards program to be eligible for qualification as a cash/cash equivalent program, the program must do one of the following:</p> <ul style="list-style-type: none"><li>• Offer only cash/cash-equivalent redemption choices and meet the value requirement</li><li>• Demonstrate that, if non-cash/cash-equivalent redemption options are available, at least 75% of the Cardholder redemptions fulfilled over the past 12 months were cash/cash-equivalent option(s). Issuers will be required to provide historical redemption information, including the number and dollar volume of redemptions by type.</li><li>• For new rewards programs to be eligible for qualification as cash rewards, the program must either:<ul style="list-style-type: none"><li>– Offer only cash/cash-equivalent redemption and meet the value requirement</li><li>– If non-cash redemptions are also available, submit program materials that reflect the Issuer's plans to focus on cash/cash-equivalent redemptions, including a description of the other redemption options, acquisition/solicitation materials, and other promotional materials as requested by Visa</li></ul></li></ul> <p>Issuers must provide information regarding the number and percentage of cash redemptions annually or upon request by Visa. If an Issuer has qualified a program as cash/cash-equivalent and the program no longer achieves 75% of redemptions in cash, the Issuer will be required to change the program's redemption options to meet the 75% requirement or re-qualify the program based on another rewards program type, such as air travel.</p>

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#### 4.6.6.5 Visa Traditional Rewards Currency Valuation – US Region

In the US Region, a participating Visa Traditional Rewards Issuer must do all of the following:

- Define the Rewards Currency that it intends to offer to its Cardholders
- Accrue the Rewards Currency to the benefit of its Cardholders for every Qualifying Purchase Transaction
- Ensure that the approximate retail value of service and merchandise rewards offered to Cardholders and the Rewards Currency required to redeem such options is comparable to the value the Cardholder would receive by selecting cash-equivalent rewards

The Rewards Currency for a Visa Traditional Rewards program must have the specified minimum basis points of value per one dollar of qualifying Transactions, regardless of whether the rewards currency is provided to the Cardholder on a one-point-per-dollar of Qualifying Purchase Transactions or some other earn rate, as follows:

**Table 4-28: Rewards Program Minimum Cumulative Value Summary**

Rewards Type	Visa Traditional Rewards
<b>Air Travel Program</b>	
Standard Earn	62.5 basis points per dollar on all Qualifying Purchase Transactions.
Tiered Earn	First tier must be no less than 25 basis points and increasing thereafter to provide a cumulative value of 62.5 basis points when the Cardholder reaches USD 5,000 spend.
Accelerated Earn	Baseline program must be no less than 25 basis points with increased earn rates on specific spend categories to provide a cumulative value of 62.5 basis point on all qualifying purchases.
<b>Co-brand Hotel Program</b>	
Standard Earn	62.5 basis points per dollar on all Qualifying Purchase Transactions.
Tiered Earn	First tier must be no less than 25 basis points and increasing thereafter to provide a cumulative value of 62.5 basis points when the Cardholder reaches USD 5,000 spend.
Accelerated Earn	Baseline program must be no less than 25 basis points with increased earn rates on specific spend categories to provide a cumulative value of 62.5 basis point on all qualifying purchases.
<b>Co-Brand Merchant-Specific Gift Certificate or Gift Card Program</b>	
Standard Earn	62.5 basis points value on all Qualifying Purchases.
Tiered Earn	First tier must be no less than 25 basis points and increasing thereafter to provide a cumulative value of 62.5 basis points when the Cardholder reaches USD 5,000 spend.

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Rewards Type	Visa Traditional Rewards
Accelerated Earn	Baseline program must be no less than 25 basis points with increased earn rates on specific spend categories to provide a cumulative value of 62.5 basis points on all qualifying purchases.
Cash/Cash-Equivalent Program	
Standard Earn	50 basis points value on all Qualifying Purchases.
Tiered Earn	First tier must be no less than 25 basis points and increasing thereafter to provide a cumulative value of 50 basis points when the Cardholder reaches USD 5,000 spend.
Accelerated Earn	Baseline program must be no less than 25 basis points with increased earn rates on specific spend categories to provide a cumulative value of 50 basis points on all qualifying purchases.

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### 4.6.6.6 Visa Traditional Rewards Redemption Options – US Region

In the US Region a Visa Traditional Rewards Card Issuer must ensure that the qualifying reward redemption is all of the following:

- Clearly communicated and available to all Cardholders
- Available to Cardholders at all times. If the Issuer decides to remove the qualifying redemption, the program will need to be re-evaluated.
- Quantifiable, based on Visa benchmarks or cash equivalency. Merchandise and experiential rewards will not be accepted as a qualifying redemption.

The qualifying redemption option must align with the core value proposition of the rewards program.

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## 4.7 Visa Signature

### 4.7.1 Visa Signature and Visa Signature Preferred – Card Requirements

#### 4.7.1.1 Visa Signature Card Requirements

A Visa Signature Card Issuer must include features and services equivalent to the Visa Infinite Card and all of the following:

- No pre-set spending limit<sup>1</sup>
- Access to web services specific to Visa Signature Cardholders
- A Card design specific to a Visa Signature Card

<sup>1</sup> This does not apply in the US Region for Visa Signature Cards not issued as Visa Charge Cards.

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#### 4.7.1.2 Visa Signature Minimum Spending Limit – AP Region (Updated)

In the AP Region, the annual Minimum Spending Limits for a Visa Signature account are as follows:

Table 4-29: Visa Signature Card Minimum Spending Limit – AP Region

Country	Required Visa Signature Spending Limits in Local Currency
Australia	AUD 15,000
Bangladesh	BDT 420,000
Bhutan	BTN 270,000
China (single-brand/single-currency products)	RMB 30,000
Hong Kong	HKD 60,000
India	INR 270,000
Indonesia	IDR 80,000,000
Korea	KRW 15,500,000
Maldives	MVR 75,000
Malaysia	MYR 28,000
Nepal	NPR 450,000
<b>Effective 7 November 2015</b> New Zealand	NZD 15,000
Philippines	PHP 434,300
Sri Lanka	LKR 675,000
Singapore	SGD 16,250
Taiwan	TWD 157,500
Thailand	THB 437,500

## Visa Product and Service Rules

### Issuance

### Visa Signature

Country	Required Visa Signature Spending Limits in Local Currency
<b>Effective 1 November 2015</b> Vietnam	VND 147,000,000

For new countries launching Visa Signature, the default Minimum Spending Limit is USD 12,500 (or local currency equivalent).

If an Issuer participates in the Emergency Card Replacement service, it must support a spending limit of USD 10,000 (or local currency equivalent), in Stand-In Processing.

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#### 4.7.1.3 Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region (Updated)

In the AP Region, a Visa Signature Cardholder's annual spend must meet or exceed the following:

Table 4-30: Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region

Country	Spend Qualification Threshold <sup>1</sup>
Australia	AUD 48,000 <sup>2</sup>
Bangladesh	USD 2,000
Bhutan	USD 2,000
China (single-brand/single-currency products)	USD 1,000
Hong Kong	USD 10,000. If more than 15% of an Issuer's portfolio does not meet the spend threshold, the Issuer will be required to implement spend stimulation programs.
India	USD 2,000
Indonesia	USD 7,000
Korea	KRW 12,400,000
Malaysia	USD 7,000
Nepal	USD 2,000
Philippines	USD 7,000
Sri Lanka	USD 2,000
Singapore	USD 10,000
Taiwan	USD 10,000

## Visa Product and Service Rules

Issuance

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

Country	Spend Qualification Threshold <sup>1</sup>
Thailand	USD 10,000. If more than 15% of an Issuer's portfolio does not meet the spend threshold, the Issuer will be required to implement spend stimulation programs.
<b>Effective 1 November 2015</b> Vietnam	USD 7,000. For Cardholders not meeting the spend threshold, the Issuer will be required to implement spend stimulation programs.

<sup>1</sup> Or local currency equivalent  
<sup>2</sup> **Effective 1 November 2015**  
In Australia, this is the average minimum annual spend requirement at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

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

In the AP Region and CEMEA Region, a Visa Signature Card must meet the country-specific spend threshold established by Visa, failing which Visa may automatically modify the Interchange Reimbursement Fee designation for the Card account using the spend qualification assessment. The IRF designation will be determined based on whether the Card account meets or does not meet the Visa Signature Card spend threshold, as specified in either, as applicable:

- [Section 4.7.1.3, "Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region"](#)
- [Section 4.7.1.6, "Visa Signature Card Point-of-Sale Spend Qualification Threshold – CEMEA Region"](#)

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

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#### 4.7.1.5 Visa Signature Card Minimum Spending Limits – CEMEA Region (Updated)

In the CEMEA Region, the annual minimum spending limits for a Visa Signature account are as follows:

Table 4-31: Visa Signature Card Minimum Spending Limit – CEMEA Region

Country	Consumer Credit Card	Consumer Debit Card
Middle East/North Africa Countries <sup>1</sup>	USD 10,000 <sup>2</sup>	Not applicable
Russia	Not applicable	Not applicable

## Visa Product and Service Rules

### Issuance

#### Visa Signature

Country	Consumer Credit Card	Consumer Debit Card
<sup>1</sup> Afghanistan, Algeria, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Niger, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Tunisia, United Arab Emirates, and Yemen		
<sup>2</sup> Or local currency equivalent		

For new countries launching Visa Signature, the default minimum spending limit is USD 12,500 (or local currency equivalent).

If an Issuer participates in Emergency Card Replacement, it must support a USD 10,000 (or local currency equivalent), spending limit in Stand-In Processing.

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#### 4.7.1.6 Visa Signature Card Point-of-Sale Spend Qualification Threshold – CEMEA Region

In the CEMEA Region, a Visa Signature Cardholder's annual spend must meet or exceed the following:

Table 4-32: Visa Signature Card Point-of-Sale Spend Qualification Threshold – CEMEA Region

Country	Consumer Credit Card <sup>1</sup>	Consumer Debit Card <sup>1</sup>
Middle East/North Africa Countries <sup>2</sup>	USD 20,000	USD 7,000
Russia	USD 75,000	USD 75,000

<sup>1</sup> Or local currency equivalent

<sup>2</sup> Afghanistan, Algeria, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Niger, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Tunisia, United Arab Emirates, Yemen

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#### 4.7.1.7 Visa Signature Card Point-of-Sale Spend Assessment – CEMEA Region

In the CEMEA Region, if an Issuer offers Account Level Processing, Visa may automatically modify the Visa Signature Card Interchange Reimbursement Fee (IRF) designation for a Card account, if that Card account does not meet the minimum Visa Signature Card point-of-sale spend requirement.

In countries that do 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, Visa may modify the Visa Signature Card IRF designation for the applicable 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.

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#### 4.7.1.8 Visa Signature and Visa Signature Preferred Card Spend Requirement – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Card Issuer must ensure eligible point-of-sale purchases of USD 50,000 within the past 12 months using the following criteria:

- New accounts (opened within 180 days) in a Visa Signature Preferred-qualified rewards program will be designated as Visa Signature Preferred for the first 6 months.
- The account has a spend history of 12 months or more and the point-of-sale spend meets the USD 50,000 threshold in the most recent 12 consecutive months as of the time of spend qualification.
- If the account has a spend history between 6 and 12 months, the account's spend will be projected, using a Visa-determined projection methodology, based on a weighted average for the number of days that the account has been opened. If the projected 12-month spend is USD 50,000, the account will be designated Visa Signature Preferred until the next bi-annual spend assessment.

For an eligible spend Transaction, defined as a point-of-sale purchase Transaction, net of merchandise returns, processed with a single Visa Card number, both of the following are excluded in the assessment of eligible spend:

- Point-of-sale Transactions conducted with virtual Card numbers will not be included as eligible spend.
- Manual Cash Disbursements and ATM Cash Disbursements will not be included as eligible spend for purposes of meeting the Visa Signature Preferred product requirements.

The annual spend criteria applies to an individual Visa Consumer Credit Card number, whether the account is a single or joint account.

The Cardholder's annual eligible spend must be in a qualified Visa Signature Preferred Card account, or, in the case of a planned account conversion, in another type of Visa Consumer Credit Card account.

If an Issuer uses account aggregation to link Consumer Credit accounts for Visa Signature Preferred spend qualification, it must do all of the following:

- Aggregate only accounts that have the same primary user.
- Aggregate only Consumer Credit products that reside in Consumer Credit program BINs.
- Ensure account linking is supported using the Visa Incentive Network Cardholder Maintenance File

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### 4.7.2 Visa Signature and Visa Signature Preferred – Customer Service Requirements

#### 4.7.2.1 Visa Signature Card Customer Service Telephone Number – AP Region

In the AP Region, a Visa Signature Issuer must do all of the following:

- Provide its Visa Signature Cardholders with an exclusive toll-free telephone number or a telephone number where collect calls will be accepted domestically or worldwide to obtain customer services and account-related information services 24 hours a day, 7 days a week
- Communicate the telephone number to its Cardholders at least once a year
- Be capable of transferring calls to, and establishing and maintaining a telephone bridge with, the Visa Signature customer center

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#### 4.7.2.2 Visa Signature Card Emergency Payment Authorization Service – AP Region

In the AP Region, a Visa Signature Issuer must do all of the following:

- 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 (GCCS)
- Provide the Merchant or Visa GCCS 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

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#### 4.7.2.3 Visa Signature Emergency Payment Authorization Service – CEMEA Region

In the CEMEA Region, a Visa Signature Card Issuer must do all of the following:

- Be available to respond to a request from the Emergency Payment Authorization Service 24 hours a day, 7 days a week
- Provide all information required and an Authorization Response during the initial telephone contact with Visa Global Customer Care Services (GCCS)
- Provide a unique Authorization Code to the Merchant, Acquirer, or Visa GCCS
- Contact the Merchant directly to verify the circumstances, explain the service, and complete the Transaction, if providing the service directly to the Cardholder

- Send a notification to the Merchant that includes the Cardholder name, account name, expiration date, Authorization Code, and Transaction amount

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#### 4.7.2.4 Visa Signature Card Customer Service Telephone Number – CEMEA Region

In the CEMEA Region, a Visa Signature Issuer must do all of the following:

- Provide its Visa Signature Cardholders with an exclusive toll-free telephone number or a telephone number where collect calls will be accepted domestically or worldwide to obtain customer services and account-related information services 24 hours a day, 7 days a week
- Communicate the telephone numbers to its Cardholders at least once a year
- Be capable of transferring calls to, and establishing and maintaining a telephone bridge with, the Visa Signature customer center

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#### 4.7.2.5 Visa Signature and Visa Signature Preferred Card Customer Service Requirements – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must do all of the following:

- Provide to its Cardholders a customer service toll-free telephone number available 24 hours a day, 7 days a week
- Ensure that the number is:
  - Serviced either by a customer service agent or a voice response unit
  - Communicated annually to Cardholders
  - Printed on the back of the Card
  - Printed on the Cardholder billing statement (domestic toll-free number only)

Issuers must also ensure access to account information 24 hours a day, 7 days a week through any or all of the following:

- Customer service agent
- A voice response unit
- Online access

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### 4.7.2.6 Visa Signature and Visa Signature Preferred Card Website – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must provide its Cardholders access to a website that offers special information and services specific to its Visa Signature and Visa Signature Preferred Cardholders.

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### 4.7.3 Visa Signature and Visa Signature Preferred – Issuer Requirements

#### 4.7.3.1 Visa Signature Account Level Processing in Australia – AP Region

In the AP Region, an Australia Issuer that participates in Account Level Processing must ensure that the total number of Cards migrated to Visa Signature in the 12-month period from July to June each calendar year does not exceed 2.5% of the total number of the Issuer's Visa Signature Cards.

The Issuer's number of Visa Signature Cards will be calculated from the Issuer's previous June Quarterly Operating Certificate.

If the Issuer exceeds the Account Level Processing cap, the Issuer must submit a remediation plan. If the remediation plan is not successful, Visa may do one or both of the following:

- Suspend loading further Cards into the customer database, specifically for the purpose of migrating Cards using Account Level Processing
- Downgrade the product ID on Cards that exceed the cap

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#### 4.7.3.2 Issuer Use of Visa Signature Product Name – AP Region

An AP Issuer is responsible for developing a product name for its Visa Signature Card products and must ensure it is distinct from, and clearly differentiates between, other products offered by the Issuer.

The Issuer must use the product name "Visa Signature" on both of the following:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Signature Card, except in circumstances where this poses a security risk

An Issuer must do all of the following:

- Only use the Visa Signature product name in reference to a Card product with Visa Signature capabilities

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

- Capitalize the first letter of each word of the product name if used
- Use "Visa" with the word "Signature" and not use the words "Signature" or "Signature Card" as a standalone term without prior written approval from Visa

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#### 4.7.3.3 Visa Signature Card Marketing Materials – AP Region

In the AP Region, a Visa Signature Issuer must both:

- Commit advertising support for Visa Signature at a level defined by Visa in consultation with Members in that market.
- Obtain written approval from Visa before the distribution of Cardholder communication materials for Visa Signature

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#### 4.7.3.4 Visa Signature Card Permitted Account Types – CEMEA Region

In the CEMEA Region, a Visa Signature Card Issuer must issue Visa Signature Cards with charge, credit, or debit capability.

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#### 4.7.3.5 Issuer Use of Visa Signature Product Name – CEMEA Region

A CEMEA Issuer is responsible for developing a product name for its Visa Signature Card products and must ensure it is distinct from, and clearly differentiates between, other products offered by the Issuer.

The Issuer must use the product name "Visa Signature" on both of the following:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Signature Card, except in circumstances where this poses a security risk

An Issuer must do all of the following:

- Only use the Visa Signature product name in reference to a Card product with Visa Signature capabilities
- Capitalize the first letter of each word of the product name if used

## Visa Product and Service Rules

Issuance

### Visa Signature

- Use "Visa" with the word "Signature" and not use the words "Signature" or "Signature Card" as a standalone term without prior written approval from Visa

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#### 4.7.3.6 Visa Signature Card Marketing Materials – CEMEA Region

In the CEMEA Region, a Visa Signature Card Issuer must submit all marketing materials associated with its Visa Signature Program to Visa for approval before distribution.

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#### 4.7.3.7 Visa Signature Debit Card Authorizations – CEMEA Region (Updated)

**Effective through 14 October 2016**

In the CEMEA Region, in the Middle East/North Africa countries,<sup>1</sup> effective 12 months from the launch of a Visa Signature debit Card program, an Issuer must not systematically send a Decline Response to a Visa Signature debit Card Authorization Request based on a Merchant's acceptance channel or cross-border location.

<sup>1</sup> Afghanistan, Algeria, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Niger, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Tunisia, United Arab Emirates, and Yemen

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#### 4.7.3.8 Visa Signature Card Permitted Account Types, Spending Limits, and Credit Limits – LAC Region

An LAC Issuer must obtain approval from Visa before designating a Visa Signature Card with charge, credit, debit, or prepaid capability.

For Visa Signature Cards with a line of credit only, a Visa Signature Issuer must ensure that the average credit limit for its Visa Signature program is higher than the average credit limit for its Visa Platinum program.

The Issuer must allow each Visa Signature Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer.

A Visa Signature Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Signature Card in the Issuer's portfolio.

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### 4.7.3.9 Visa Signature Card Credit Limit Non-Compliance Assessment – LAC Region

In the LAC Region, a Visa Signature Card Issuer that fails to meet the specified credit limit criteria is subject to a non-compliance assessment per Visa Signature Card in the Issuer's portfolio.

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### 4.7.3.10 Visa Signature and Visa Signature Preferred Card Issuer Requirements – US Region

In the US Region, a Visa Signature Preferred Issuer must both:

- Certify its compliance with all of the Visa Signature and Visa Signature Preferred requirements 90 calendar days before program launch
- Ensure that its Visa Signature and Visa Signature Preferred programs are registered and approved by Visa prior to launch

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### 4.7.3.11 Visa Signature and Visa Signature Preferred Card Name Requirements – US Region

In the US Region, all Visa Signature and Visa Signature Preferred Card Issuers must use the name Visa Signature for their Visa Signature Card program. The name Visa Signature must appear on all:

- Cards
- Statements
- Cardholder communications except where this poses a risk

Visa Signature Preferred Issuers have the following options for the Card program name:

- Visa Signature
- A differentiated Visa Signature Card program name, such as Visa Signature "Choice"
- Visa Signature Preferred

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### 4.7.3.12 Visa Signature and Visa Signature Preferred Issuer Processing Options – US Region (Updated)

In the US Region, a Visa Signature Card Issuer must identify Visa Signature Account Numbers and distinguish them from other Visa Consumer Credit Account Numbers by using either of the following classification levels:

- BIN unique to Visa Signature
- Account Level Processing

A Visa Signature Preferred Issuer must identify Visa Signature Preferred Account Numbers and distinguish them from other Visa Consumer Credit Account Numbers by using Account Level Processing.

In order to request the required classification, an Issuer must submit both of the following to Visa:

- BIN License Agreement
- A completed rewards registration packet for approval by Visa

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### 4.7.3.13 Visa Signature and Visa Signature Preferred Card Marketing Materials – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must submit sample Visa Signature marketing materials, customer communications, terms and conditions and/or disclosures to Visa for written approval before distribution.

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### 4.7.3.14 Visa Signature and Visa Signature Preferred Issuer Stand-In Processing Requirements – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Card Issuer must either:

- Establish appropriate Stand-in Processing (STIP) parameters
- List the Visa Signature Card account number on the Exception File with a V.I.P. response code and use the PIN Verification Service

STIP parameters must be consistent with the Visa Signature Card's no pre-set spending limit and must be set at the BIN level by the Issuer.

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 STIP and the PIN Verification Service to authorize up to USD 200 per day, per account.

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#### 4.7.3.15 Visa Signature and Visa Signature Preferred Existing Account Conversion – US Region

In the US Region, if a Visa Signature Issuer converts an existing Consumer Credit account to Visa Signature Preferred it must both:

- Register and qualify its Visa Signature Preferred rewards program with Visa.
- Provide notification to Visa at least 90 days before the account re-designation, and include the following:
  - Number of Card accounts and Card numbers to be designated as Visa Signature Preferred
  - Dollar volume of eligible purchase Transactions, less merchandise returns, for the past twelve months for each account to be designated as Visa Signature Preferred

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#### 4.7.3.16 Visa Signature and Visa Signature Preferred Cardholder Notification – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must provide notification to the Cardholder both:

- Before ongoing Transactions can be declined
- When an account needs to be suspended or closed for any reason

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#### 4.7.3.17 Visa Signature Card Enhanced Billing Support – US Region

In the US Region, a Visa Signature Issuer must provide enhanced billing support resolution services to both Visa Signature and Visa Signature Preferred Cardholders, accessible through a toll-free customer service number, to assist Cardholders in resolving any disputes with Merchants in the United States.

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#### 4.7.3.18 Visa Signature and Visa Signature Preferred Conversion from Other Consumer Credit Card – US Region

In the US Region, when a Card account is converted to Visa Signature or Visa Signature Preferred from another Consumer Credit Card product, the Visa Signature or Visa Signature Preferred Card must be sent to the Cardholder within 90 days of the date of the account conversion.

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### 4.7.4 Visa Signature and Visa Signature Preferred – Features and Benefits

#### 4.7.4.1 Visa Signature Card Core Services – AP Region (Updated)

In the AP Region, a Visa Signature Issuer must provide the following core services:

- A rewards program with a pre-set minimum perceived customer value (expressed in basis points per dollar of qualifying spend). The Issuer must do all of the following:
  - Define the rewards currency that it intends to offer its Cardholders
  - Accrue the rewards currency to the benefit of its Cardholders for every Qualifying Purchase
  - Ensure that the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required consumer value
  - Provide a pre-set minimum perceived customer value (expressed in basis points per dollar of qualifying spend). Visa will set such pre-set values in consultation with Members for each individual market that launches the Visa Signature Card product
  - Ensure the rewards currency can be accumulated for every qualifying dollar spent on the Card
  - Include each purchase Transaction completed with a Visa Signature Card as a qualifying purchase
  - Ensure that any cap on spend that earns rewards currency is not less than USD 5,000 per month or USD 60,000 annually (or local currency equivalent)
  - Notify Cardholders at least quarterly of their rewards currency including the following:
    - Rewards currency earned
    - Rewards currency redeemed
    - Rewards currency balance remaining
    - Upcoming reward currency expiration, if any
  - Enable Cardholders to redeem an equivalent to basis points per dollar of qualifying spend, as specified in Table 4-33, "Minimum Rewards Points Earn Rate"

Table 4-33: Minimum Rewards Points Earn Rate – AP Region

Market	Minimum Rewards Points Earn Rate
Australia	<b>Effective through 31 December 2015</b> Minimum of 90 basis points <b>Effective 1 January 2016</b> Minimum of 65 basis points
Bangladesh	Minimum of 100 basis points
Bhutan	Minimum of 100 basis points
China (single-brand/single-currency products)	Minimum of 50 basis points
Hong Kong	Minimum of 125 basis points
Macau	Minimum of 125 basis points
India	Minimum of 100 basis points
Indonesia	Minimum of 100 basis points
Korea	Minimum of 60 basis points
Malaysia	Minimum of 70 basis points
Nepal	Minimum of 100 basis points
New Zealand	Minimum of 140 basis points
Philippines	Minimum of 100 basis points
Sri Lanka	Minimum of 100 basis points
Singapore	Minimum of 100 basis points
Taiwan	Minimum of 70 basis points
Thailand	Minimum of 125 basis points
<b>Effective 1 November 2015</b> Vietnam	Minimum of 125 basis points

- Provide one or more insurance options with a unit cost per premium that matches or exceeds the current unit of cost providing USD 500,000 (or local currency equivalent)<sup>1,3</sup>, travel accident insurance, except where prohibited by applicable laws or regulations. The Issuer must submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and the proposed new features at least 30 calendar days before its implementation
- Provide complimentary access to airport lounges in all key cities or a benefit of equivalent value, such as:<sup>2</sup>
  - Airport speed pass

## Visa Product and Service Rules

### Issuance

#### Visa Signature

- Dining membership card
- Private club membership card
- Complimentary limousine transfer
- Generic rewards

In the AP Region, an Issuer in China, must base its rewards requirements on the standard cash back rebate, cash-equivalent rewards, or other rewards currency. The rewards must be offered to the cardholder for the entire calendar year and must exclude the following:

- Bonus points or other premiums awarded by the Issuer as a one-time sign-on or acquisition bonus
- Bonus points awarded for short-term promotions
- Instant discounts or benefits at POS
- Banking or account-related benefits
- Fee waivers including but not limited to: foreign exchange fee waiver, annual fee waiver and ATM use waiver
- Other benefits not directly associated with qualifying spend including, but not limited to: free checked baggage, travel insurance, lost luggage insurance and extended warranty coverage.

In the AP Region, if an Issuer in China wishes to provide accelerated points earning as an integral part of the card rewards program, it must provide the accelerated points earning for the entire calendar year.

<sup>1</sup> This does not apply to Members in China for single brand/single currency products.

<sup>2</sup> This does not apply to Members in China for single brand/single currency products and Members in Taiwan.

<sup>3</sup> This does not apply to Members in Hong Kong and Macau.

Members in Hong Kong and Macau must provide a benefit with a minimum value of USD 35 per card, per annum.

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### 4.7.4.2 Visa Signature Card Concierge Services – AP Region

In the AP Region, a Visa Signature Issuer must offer concierge services in key international travel markets and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week.

The Issuer must provide all of the following:

- Emergency travel arrangement provisions
- Passport, visa, and customs information

## Visa Product and Service Rules

### Issuance

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

- 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

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#### 4.7.4.3 Visa Signature Privileges Program – AP Region

An AP Visa Signature Card Issuer must communicate all of the following Visa Signature Privileges Program information to its Visa Signature Cardholders:

- Visa Signature Privileges benefits at least once a year
- New benefits or changes to existing benefits at least 2 months before the effective date
- Visa Signature Merchant Privileges (quarterly Merchant offers exclusive to Visa Signature Cardholders)

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#### 4.7.4.4 Visa Signature Card Core Services – CEMEA Region (Updated)

A CEMEA Visa Signature Issuer must provide a rewards program to Visa Signature Cardholders. The Issuer must do all of the following:

- Define the rewards currency that it intends to offer its Cardholders
- Accrue the rewards currency to the benefit of its Cardholders for every qualifying purchase Transaction
- Ensure that the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required consumer value
- Ensure that the rewards currency enables Cardholders to redeem an equivalent to basis points per dollar of qualifying spend, as follows:

Table 4-34: Visa Signature Card Rewards Currency Qualifying Spend – CEMEA Region

Country	Consumer Credit Card	Consumer Debit Card
Middle East/North	100 basis points	Not applicable

## Visa Product and Service Rules

Issuance

Visa Signature

Country	Consumer Credit Card	Consumer Debit Card
Africa Countries <sup>1</sup>		
Russia	<p>Flexible Option, either:</p> <p><b>Effective through 31 January 2016</b></p> <ul style="list-style-type: none"> <li>• 100 basis points and additional Cardholder benefits for the value of USD 5 per Card per year</li> <li>• 0 basis points and additional Cardholder benefits for the value of USD 33 per Card per year</li> </ul> <p><b>Effective 1 February 2016</b></p> <ul style="list-style-type: none"> <li>• 100 basis points and additional cardholder benefits for the value of RUB 175 per card per year</li> <li>• 0 basis points and additional cardholder benefits for the value of RUB 1,200 per card per year</li> <li>• 150 basis points</li> </ul> <p>Fixed Option:</p> <ul style="list-style-type: none"> <li>• The Fixed program option provides an enhanced Visa Signature offering to the Cardholders in lieu of rewards currency</li> </ul>	

<sup>1</sup> Afghanistan, Algeria, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Niger, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Tunisia, United Arab Emirates, and Yemen

In addition, an Issuer must ensure that all of the following occur:

- Rewards currency is accumulated for every qualifying dollar spent on the Card.
- Each purchase Transaction completed with a Visa Signature card is included as a qualifying purchase
- Any cap on spend that earns Rewards Currency must not be less than spend of USD 5,000 per month or USD 60,000 annually (or local currency equivalent)
- Cardholders are notified at least quarterly of their rewards currency via stand-alone communications or Cardholder billing statements. The notification must include all of the following:
  - Rewards currency earned
  - Rewards currency redeemed
  - Rewards currency balance remaining

An Issuer in Russia must provide all of the following qualifying benefits:

- Travel privileges
  - Airport lounge access

- Fast-track service in airports
- Transfer services
- Other airport privileges (for example: complimentary airport car parking)
- Security privileges
  - Retail insurance programs
  - Travel – health, accident, travel inconvenience insurance programs
  - Anti-fraud insurance programs
  - Car-rental insurance programs
  - Accompanied banking/special incident security service
  - Banking security privileges: complimentary usage of banking safe-boxes
  - Other security and insurance programs
- Service
  - Extended concierge programs
  - Local and international road-side assistance
  - Translation assistance
  - Complimentary VIP membership in retail/travel/golf and other partners
  - Other service features

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### 4.7.4.5 Visa Signature Concierge Service – CEMEA Region

A CEMEA Visa Signature Card Issuer must offer concierge services 24 hours a day, 7 days a week.

The Issuer must provide all of the following:

- 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

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- ATM location guide (not applicable to Russia Issuers)
- Weather forecast
- Business services (not applicable to Russia Issuers)

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#### 4.7.4.6 Visa Signature Core Product Requirements – CEMEA Region

A CEMEA Visa Signature Card Issuer must comply with all of the following:

- Cardholder minimum spending limit qualification, as specified in [Section 4.7.1.5, "Visa Signature Card Minimum Spending Limits – CEMEA Region"](#)
- Minimum annual retail sales volume, as specified in [Section 4.7.1.6, "Visa Signature Card Point-of-Sale Spend Qualification Threshold – CEMEA Region"](#)
- Rewards program, as specified in [Section 4.7.4.4, "Visa Signature Card Core Services – CEMEA Region"](#)
- Full multi-trip travel insurance,<sup>1</sup> including all of the following:
  - Travel accident (USD 500,000)
  - Emergency medical (USD 150,000)
  - Emergency medical evacuation/repatriation (USD 100,000)
  - Lost luggage (USD 1,000)
  - Other travel inconvenience coverage<sup>2</sup>
- Medical and legal referral services for Cardholders who are traveling
- Purchase Protection<sup>1</sup> of USD 3,500 per item/USD 6,000 per claim with a maximum of USD 20,000 per year, per Cardholder<sup>2</sup>
- Extended warranty<sup>1</sup> coverage extending the original manufacturer warranty for an additional 12 months, up to 24 months from the purchase date<sup>2</sup>
- Visa Signature website<sup>2</sup>
- Visa Signature Privileges<sup>1</sup> Merchant partner offers

<sup>1</sup> Requires purchase made with Visa Signature Card

<sup>2</sup> This does not apply to Russia Issuers.

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#### 4.7.4.7 Visa Signature Privileges Program – CEMEA Region

A CEMEA Visa Signature Card Issuer must both:

- Enroll all Visa Signature Cardholders in the Visa Signature Privileges Program
- Provide a list of Cardholder benefits available to Cardholders under the program, in writing, to Cardholders at least once a year

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#### 4.7.4.8 Visa Signature Card Core Product Benefits – LAC Region

An LAC Visa Signature Issuer must, at a minimum, provide its Visa Signature Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

**Table 4-35: Visa Signature Core Benefits – LAC Region**

Core Benefit	Benefit Coverage (USD or Local Currency Equivalent)
Travel Information Services	Worldwide
Travel Accident Insurance	Up to USD 1,000,000
Auto Rental Insurance	Worldwide
International Emergency Medical Services	Up to USD 200,000
Price Protection	USD 500 per item up to USD 2,000 per account, per year
Extended Warranty	USD 5,000 per item up to USD 10,000 per account, per year
Purchase Protection	USD 5,000 per item up to USD 10,000
Baggage Delay	USD 500 after 4 hours per beneficiary, per event
Baggage Loss	USD 1,000 per beneficiary, per event
Personal Concierge Service	Provided through Visa

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### 4.7.4.9 Visa Signature Card Travel Rewards Program – LAC Region

An LAC Visa Signature Card Issuer must provide a rewards program that offers Cardholders, through purchases with Visa Signature, the ability to accumulate points that can be redeemed for Airline travel. The rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or an Airline Affinity/Co-Brand program. Cardholders must not be assessed an additional fee for membership in the rewards program.

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### 4.7.4.10 Visa Signature and Visa Signature Preferred Spending Limits and Payment Options – US Region

A US Visa Signature Issuer may allow a Visa Signature Cardholder the option to either:

- Pay in full each statement cycle. The minimum spending limit for a Visa Signature Card issued as a Visa Charge Card must not be less than USD 2,000 per month.
- Revolve. This option does not apply to Visa Charge Cards.
  - For Visa Signature Cards, if positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least USD 5,000 during each statement cycle.
  - For Visa Signature Preferred Cards, if the Visa Signature Preferred Cardholder is allowed the option to revolve, the Issuer must permit a minimum revolving balance of at least USD 5,000 during each statement cycle.

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### 4.7.4.11 Visa Signature and Visa Signature Preferred Rewards Program Participation – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must both:

- Offer a rewards program to its Visa Signature or Visa Signature Preferred Cardholders
- Notify Cardholders, at least quarterly, via billing statement or stand-alone statement, of reward points earned during the relevant period

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### 4.7.4.12 Visa Signature and Visa Signature Preferred Rewards Program Qualifying Purchases – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must ensure that both:

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- Each purchase Transaction completed with a Visa Signature Card or Visa Signature Preferred Card is included as a Qualifying Purchase
- Rewards Currency accumulated may not expire less than 3 years from the date earned unless an account is inactive for 2 consecutive years and the Cardholder is notified before the currency expiration

If an Issuer provides any of the following for redemption of rewards, these instruments must have a minimum expiration period of at least 90 days, subject to Issuer compliance with any applicable laws or regulations:

- Co-brand hotel program certificates for a hotel stay
- Co-brand merchant-specific gift certificate or gift card
- Cash/cash-equivalent check payable to the Cardholder or general purpose gift card usable at any Merchant

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#### 4.7.4.13 Visa Signature and Visa Signature Preferred Rewards Program Earning Caps – US Region

In the US Region, if a Visa Signature or Visa Signature Preferred Card Issuer establishes a cap on qualifying spend that earns rewards currency, the cap must be set no lower than either:

- For Visa Signature, at least USD 5,000 per month or USD 60,000 per year
- For Visa Signature Preferred, at least USD 10,000 per month or USD 120,000 per year

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#### 4.7.4.14 Visa Signature and Visa Signature Preferred Rewards Program Qualification – US Region

In the US Region, to qualify for a Visa Signature or Visa Signature Preferred rewards program, a hotel co-brand program must demonstrate that the room redemption valuation proposed by the Issuer delivers the required cumulative minimum basis points per dollar of Qualifying Purchases for Visa Signature and Visa Signature Preferred.

The hotel certificates issued to Cardholders for the redemption of rewards must not have an expiration period of less than 90 days.

Merchant-specific gift certificates or gift cards issued to Cardholders for the redemption of rewards must not have a minimum expiration period of less than 90 days.

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### 4.7.4.15 Visa Signature and Visa Signature Preferred Rewards Cash/Cash-Equivalent Program – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Card Issuer must ensure that a cash or cash-equivalent program provides one or more of the following redemption choices:

- Statement credit that applies to any purchase, fees, or charge
- Check made payable to the Cardholder that is valid for at least 90 days from Cardholder receipt
- Direct deposit to the Cardholder's bank or other asset account
- Dollar-denominated general-purpose gift card that can be used at any Merchant and has no purchase restrictions or charges to make purchases with the card and has an expiration period of not less than 90 days

Issuers must offer redemption options for cash rewards in increments that do not exceed USD 25.

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### 4.7.4.16 Visa Signature Rewards Program Eligibility Requirements for Cash/Cash-Equivalent Rewards Programs – US Region

For a rewards program to be eligible for qualification as a cash/cash-equivalent program, a US Issuer must either:

- Ensure that the program offers only cash/cash-equivalent redemption choices
- Demonstrate that at least 75% of the Cardholder redemptions fulfilled over the past 12 months were cash/cash-equivalent options. Issuers must provide historical redemption information, including the number and dollar volume of redemptions by type.

For new rewards programs to be eligible for qualification as cash rewards, the Issuer must either:

- Ensure that the program offers only cash/cash-equivalent redemption
- If non-cash redemptions are also available, submit program materials to show that the Issuer plans to focus on cash/cash-equivalent redemptions, including a description of other redemption options, acquisition/solicitation materials, and other promotional materials as requested by Visa

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### 4.7.4.17 Visa Signature and Visa Signature Preferred Rewards Program Cash/Cash-Equivalent Reporting – US Region

A US Issuer must provide information regarding the number and percentage of cash redemptions annually or upon Visa request. If an Issuer has qualified a program as cash/cash-equivalent and the program no longer achieves 75% of redemptions in cash, the Issuer will be required to change the program's redemption options to meet the 75% requirement or re-qualify the program based on another rewards program type, such as air travel.

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### 4.7.4.18 Visa Signature Program Required Rewards Value – US Region

A US Visa Signature Card Issuer must ensure that the Rewards Currency minimum cumulative value delivered must be at least 125 basis points per dollar of qualifying Transactions. The Rewards Currency may be offered as any of the following:

- At a flat earn rate of no less than 125 basis points for every dollar of qualifying purchase spend
- At a tiered earn rate, beginning at not less than 100 basis points and increasing thereafter, to cumulatively equal 125 basis points when the Cardholder reaches USD 25,000 in qualifying purchase spending
- At an accelerated rate, beginning at not less than 100 basis points with designated spend categories that earn a higher rate, to cumulatively equal 125 basis points across all qualifying purchase spending

In all cases, the minimum value of 125 basis points must be maintained beyond qualifying purchase spending of USD 25,000.

For cash/cash-equivalent programs, the Rewards Currency minimum cumulative value must be at least 100 basis points per dollar of qualifying Transactions. The Rewards Currency may be offered as any of the following:

- At a standard earn rate, with no less than 100 basis points for every dollar of qualifying purchase spend
- At a tiered earn rate, beginning at not less than 75 basis points and increasing thereafter, to cumulatively equal 100 basis points when the Cardholder reaches USD 25,000 in qualifying purchase spending
- At an accelerated rate, beginning at not less than 75 basis points with designated spend categories that earn a higher rate, to cumulatively equal 100 basis points across all qualifying purchase spending

In all cases, for cash/cash-equivalent programs, the minimum value of 100 basis points must be maintained beyond qualifying purchase spending of USD 25,000.

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### 4.7.4.19 Visa Signature Preferred Program Required Rewards Value – US Region

For a US Visa Signature Preferred Card Issuer, for air travel, hotel, and Merchant-specific gift certificates/Card programs, the Rewards Currency minimum cumulative value must be at least 175 basis points per dollar of qualifying Transactions. The Rewards Currency may be offered as any of the following:

- At a standard earn rate, with no less than 175 basis points for every dollar of qualifying purchase spend
- At a tiered earn rate, beginning at not less than 100 basis points and increasing thereafter, to cumulatively equal no less than 125 basis points when the Cardholder reaches USD 25,000 in spend, and 175 basis points when the Cardholder reaches USD 50,000 in qualifying purchase spending
- At an accelerated rate, beginning at not less than 100 basis points with designated spend categories that earn a higher rate, to cumulatively equal 175 basis points across all qualifying purchase spending

In all cases, the minimum value of 175 basis points must be maintained beyond qualifying purchase spending of USD 50,000.

For cash/cash-equivalent programs, the Rewards Currency minimum cumulative value must be at least 135 basis points per dollar of qualifying Transactions. The Rewards Currency may be offered as one of the following:

- At a standard earn rate, with no less than 135 basis points for every dollar of qualifying purchase spending
- At a tiered earn rate, beginning at not less than 75 basis points and increasing thereafter, to cumulatively equal no less than 100 basis points when the Cardholder reaches USD 25,000 in spend, and 135 basis points when the Cardholder reaches USD 50,000 in qualifying purchase spending
- At an accelerated rate, beginning at not less than 75 basis points with designated spend categories that earn a higher rate, to cumulatively equal 135 basis points across all qualifying purchase spending

In all cases, for cash/cash-equivalent programs, the minimum value of 135 basis points must be maintained beyond qualifying purchase spending of USD 50,000.

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### 4.7.4.20 Visa Signature and Visa Signature Preferred Rewards Programs Disclosure Requirement – US Region

In the US Region, a participating Visa Signature and Visa Signature Preferred Rewards Issuer must do all of the following:

- Provide complete and accurate disclosure to the Cardholder of all Visa Signature and Visa Signature Preferred Rewards Card terms and conditions, including, but not limited to, Rewards Currency, Rewards Currency accrual, expiration and maximum caps, point redemption, costs, fees (if any), an explanation of Qualifying Purchases, and all other material terms and conditions upon Cardholder enrollment in the program, and as required by applicable laws and regulations
- 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

An Issuer must notify its Cardholders at least quarterly of their Rewards Currency and include all of the following in the notification:

- Rewards Currency earned during the time period covered by the notification
- Rewards Currency redeemed during the time period covered by the notification
- Rewards Currency balance remaining as of the date specified in the notification
- Upcoming Rewards Currency expiration (if any) as of the date specified in the notification

All rewards program earning structures and redemption schedules must be submitted to Visa 90 days before the actual launch date or program revision effective date of the Visa Signature and Visa Signature Preferred program, and are subject to prior written approval from Visa.

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### 4.7.4.21 Visa Signature and Visa Signature Preferred Program Core Benefits – US Region

In the US Region, in addition to the requirements specified in Section 4.7.4.11, "Visa Signature and Visa Signature Preferred Rewards Program Participation – US Region," a Visa Signature or Visa Signature Preferred Issuer must provide:

- Both of the following:
  - Auto rental collision damage waiver  
The Issuer must offer coverage for damage due to collision or theft, up to the actual cash value of most rental cars, when certain terms and conditions are met.  
The entire car rental must be charged to the Visa Signature or Visa Signature Preferred Card.
  - Year-end summary statement

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- Any 2 optional benefits listed in Table 4-36, "Visa Signature and Visa Signature Preferred Program Core Benefits – US Region"

**Table 4-36: Visa Signature and Visa Signature Preferred Program Core Benefits – US Region**

Available Benefit	Benefit Requirements
Cell Phone Protection	Supplemental reimbursement of up to USD 200 per claim for damage or theft of a Cardholder's eligible cell phone Coverage must meet or exceed the minimum coverage level requirement of USD 200. A maximum of 2 allowable claims per 12-month period
Emergency Evacuation and Transportation Coverage	Secondary insurance coverage of up to USD 10,000 maximum per trip for covered expenses if an injury or illness necessitates medical evacuation during a trip
Emergency Medical/Dental Coverage	Secondary insurance coverage for Cardholders, their spouses, and dependent children up to 25 years of age Coverage of up to USD 2,500 per covered person subject to a deductible of USD 50 per person
Hotel Theft Protection	Secondary coverage of up to USD 1,500 per trip for loss or theft of personal property stolen from hotel or motel room
Lost Luggage Reimbursement	Coverage for lost or stolen checked or carry-on baggage Allowable coverage up to a maximum of USD 3,000 for eligible claims
Personal Identity Theft	Monetary reimbursement and other assistance to Cardholders of up to USD 2,500 for costs incurred in connection with resolving an identity-theft occurrence
Purchase Security	Secondary insurance coverage in the event of theft or damage of purchased goods Coverage for up to USD 500 per claim and USD 50,000 lifetime maximum per Cardholder for a minimum of 90 days from the date of purchase
Price Protection	Reimbursement of up to USD 500 per item if a lower-priced item is found by the Cardholder within 60 days from the date of original purchase
Merchandise Return Protection	Reimbursement to the Cardholder for a purchased item that the Cardholder is unable to return Coverage up to USD 250 per item for 90 days from the date of purchase
Travel Accident Insurance	Accidental death or dismemberment insurance at no extra cost to the Cardholder

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Available Benefit	Benefit Requirements
	Minimum coverage of USD 250,000 without any aggregation limitation
Trip Cancellation/Trip Interruption	Reimbursement of up to USD 2,000 for the cost of a scheduled airline passenger fare in the event that the trip must be cancelled or interrupted
Trip Delay Reimbursement	Reimbursement of up to USD 300 per ticket purchased for Cardholders and their eligible family members for a trip that is delayed by more than 12 hours

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#### 4.7.4.22 Visa Signature and Visa Signature Preferred Concierge Service Requirements – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must provide concierge services and support customer access through all of the following:

- 24 hours a day, 7 days a week availability via live agents
- Toll-free domestic and international phone calls
- Phone and/or email correspondence

The Issuer must ensure that its concierge services offered through Visa concierge services, Visa Signature concierge services, or a third-party provider include all of the following:

- Entertainment and dining referrals and reservations
- Business services
- Gift arrangements
- Country and major city information
- Travel information and assistance

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## 4.8 Visa Infinite

### 4.8.1 Visa Infinite/Visa Infinite Privilege – Card Requirements

#### 4.8.1.1 Visa Infinite Card BIN Designation – US Region (Updated)

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

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#### 4.8.1.2 Visa Infinite Card Spending Limits (Updated)

An Issuer<sup>1</sup> must offer its Visa Infinite Cardholders either:

- A no pre-set limit, excluding Emergency Card Replacements
- A minimum spending limit of USD 20,000<sup>2</sup> (or local currency equivalent) during each statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

This requirement does not apply in the Canada Region

In the US Region, a Visa Infinite Issuer must support both of the following minimum credit limits:

- For Visa Consumer Credit Cards, excluding Visa Charge Cards, either:
  - USD 10,000 (or local currency equivalent) for accounts with no pre-set spending limit
  - USD 20,000 for accounts with a pre-set spending limit
- For Visa Charge Cards, USD 10,000

<sup>1</sup> Effective 1 January 2016

This requirement does not apply to Visa Infinite debit Card Issuers in China.

<sup>2</sup> In Australia, AUD 30,000

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#### 4.8.1.3 Visa Infinite Card Features and Branding Requirements (Updated)

A Visa Infinite Card Issuer must do all of the following:

- Offer features that differentiate the Visa Infinite Card from any other Visa Card product it issues
- Offer highest purchasing power available within the applicable Visa Region and the Issuer's Visa Card portfolio, except when the Member-developed Card product:

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- Is not branded with a Visa Card product name
- Does not use the Sample Card Design or reserved color of a Visa Card product
- In the US Region, use the product name “Visa Infinite” on all Visa Infinite Cards and include it in all solicitations, advertising, promotions, and all its Cardholder communications

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#### 4.8.1.4 Visa Infinite Minimum Spend Requirement in Australia – AP Region (Updated)

##### Effective through 31 December 2015

In the AP Region, an Australia Visa Infinite Card must meet the spend threshold established by Visa. If it fails to do so, Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for the Card account using the spend qualification assessment.

The IRF designation will be determined based on whether the Card account meets or does not meet the Visa Infinite Card spend threshold of AUD 100,000.

##### Effective 1 January 2016

In the AP Region, an Australia Visa Infinite Product program must meet the average minimum annual spend requirement of AUD 60,000 at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

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#### 4.8.1.5 Visa Infinite Debit Card Issuance Requirements in China – AP Region (New)

##### Effective 1 January 2016

In the AP Region, a China Issuer may provide a Visa Infinite debit Card only to a Cardholder who has a minimum assets under management of 5 million RMB (or foreign currency equivalent) with the Issuer.

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#### 4.8.1.6 Visa Infinite Cardholder Qualification Criteria – Canada Region (Updated)

In the Canada Region, to qualify for a Visa Infinite Card, an Issuer must ensure that its Cardholders meet at least one of the following qualification criteria:

- Demonstrated minimum annual spend of CAD 25,000 on their current Issuer's Card portfolio

- Declared minimum household income of CAD 100,000 per year
- Declared minimum personal income of CAD 60,000 per year
- Declared Assets Under Management of CAD 250,000

The Issuer must maintain proof that the qualification criteria have been met.

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### 4.8.1.7 Visa Infinite Card Point-of-Sale Spend Qualification and Assessment – US Region (Updated)

A US Visa Infinite Issuer must ensure that the Cardholder spend on eligible purchases<sup>1</sup> meets a minimum threshold of USD 50,000 annually to qualify for the highest Interchange tier.

An Issuer may aggregate multiple consumer credit accounts to meet the spend criteria if all of the aggregated accounts both:

- Reside in a consumer credit BIN
- Share the same primary Cardholder

Visa will conduct a bi-annual assessment to determine the spend level on the account, failing which Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for the Card account.

Visa reserves the right to change the spend assessment frequency and schedule at any time.

<sup>1</sup> Point-of-sale Transactions on a single Visa Card Account Number excluding merchandise returns, Reversals, Chargebacks, balance transfers, Cash Disbursements, and Card fees and interest.

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### 4.8.1.8 Visa Infinite Privilege Cardholder Qualification Criteria – Canada Region (Updated)

In the Canada Region, to qualify for a Visa Infinite Privilege Card, an Issuer must ensure that its Cardholders meet at least one of the following qualification criteria:

- Demonstrated minimum annual spend of CAD 50,000 per year on their current Issuer's card portfolio
- Declared minimum household income of CAD 200,000 per year
- Declared Assets Under Management of CAD 400,000

The Issuer must maintain proof that the qualification criteria have been met.

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#### 4.8.1.9 Visa Infinite Privilege Card Spend Reporting Requirement – Canada Region

In the Canada Region, for a Visa Infinite Privilege Card, an Issuer must report detailed Card data per account including, but not limited to, the Card Account Number. The Issuer must report this information every time (daily, if necessary) a Visa Infinite Privilege Card is opened, closed, cancelled, or replaced, and submit this data in the Visa-defined submission format.

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#### 4.8.2 Visa Infinite/Visa Infinite Privilege – Customer Service Requirements

##### 4.8.2.1 Visa Infinite Card Customer Service Requirements (Updated)

An Issuer must provide to its Visa Infinite Cardholders access to a customer service agent 24 hours a day, 7 days a week.

An AP Visa Infinite Issuer and a US Visa Infinite Issuer must enable Cardholder access to trained dispute resolution service representatives through the Issuer's toll-free customer service number.

In addition, a US Visa Infinite Issuer must do all the following:

- Ensure that the call center support meets or exceeds all of the following standards:
- 90% of calls answered within 20 seconds
- Wait time not to exceed 90 seconds
- Conference calls transferred to a live agent
- Provide a domestic toll-free and international collect-call telephone number for account inquiries and emergency support
- Print the domestic toll-free and international collect-call telephone numbers on the back of the Visa Infinite Card. The domestic toll-free number must also appear on the monthly billing statement.
- At least annually, communicate the domestic and international telephone numbers independently or via email or billing statement

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### 4.8.2.2 Visa Infinite Card Emergency Payment Authorization Service

A Visa Infinite Card Issuer must do all of the following:

- 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

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### 4.8.2.3 Visa Infinite Card Emergency Services (Updated)

If a Visa Infinite Issuer offers Visa emergency services, it must both:

- Provide a toll-free telephone number 24 hours a day, 7 days a week
- Communicate the telephone number to the Cardholder annually
- In the US Region:
  - Activate and publish the domestic toll-free and international collect-call telephone number for emergency support
  - Ensure that its toll-free and collect-call telephone numbers are printed on the back of the Visa Infinite Card. The domestic toll-free number must also appear on the monthly billing statement.

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### 4.8.2.4 Visa Infinite Cardholder Notification and Complaints

A Visa Infinite Card Issuer must do all of the following:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Transaction Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

These requirements do not apply to Visa Infinite Issuers in the LAC Region.

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#### 4.8.2.5 Visa Infinite Card Customer Service Telephone Number – AP Region

In the AP Region, a Visa Infinite Issuer must comply with all of the following:

- Be capable of transferring calls to, and establishing and maintaining a telephone bridge with, the Visa Infinite customer center
- Provide its Cardholders with an exclusive toll-free telephone number or a telephone number where collect calls will be accepted domestically or worldwide, to obtain customer service and account-related information services 24 hours a day, 7 days a week
- Communicate the telephone numbers to its Cardholders at least once each year

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#### 4.8.2.6 Visa Infinite Privilege Card Customer Service – Canada Region

In the Canada Region, a Visa Infinite Privilege Issuer must offer all of the following to provide superior customer service:

- Toll-free telephone access to a customer service agent 24 hours a day, 7 days a week, in English and French
- Priority routing and overall better servicing than for other products in the Issuer's portfolio
- Availability of highly trained, tenured customer service agents during the main business hours of 8:00 a.m. EST to 6:00 p.m. PST, with a minimum of 70% of Visa Infinite Privilege Cardholder calls answered by the trained agents
- Ability to transfer calls and maintain a telephone bridge with the Visa Infinite Privilege Concierge and Visa Global Customer Care Services centers
- Ability to convert Cardholder notifications or other travel/purchase notifications into actionable information that can be used for Transaction Authorization decisions
- Ability to subscribe to the Visa Consumer Authentication Service or similar risk-based authentication service for Electronic Commerce Transactions

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#### 4.8.2.7 Visa Infinite Card Customer Service Telephone Number – CEMEA Region

In the CEMEA Region, a Visa Infinite Issuer must both:

- Provide its Visa Infinite Cardholders with an exclusive toll-free customer service telephone number or a telephone number where collect calls will be accepted domestically or worldwide, 24 hours a day, 7 days a week
- Communicate the telephone number to its Cardholders at least once a year

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### 4.8.2.8 Visa Infinite Card Customer Service Telephone Number – LAC Region

In the LAC Region, a Visa Infinite Card Issuer must provide an exclusive telephone line to its Visa Infinite Cardholders.

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### 4.8.3 Visa Infinite/Visa Infinite Privilege – Issuer Requirements

#### 4.8.3.1 Visa Infinite/Visa Infinite Privilege Card Permitted Account Types (Updated)

At the option of Visa, a Visa Infinite Issuer may support the following account types:

In the AP Region and CEMEA Region, a credit, charge, or debit account

- In the Canada Region:
  - For Visa Infinite, a credit, charge, or debit account
  - For Visa Infinite Privilege, a credit or charge account
- In the LAC Region, credit, charge, debit, or Prepaid Account
- In the US Region, a credit or charge account

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#### 4.8.3.2 Visa Infinite Card Marketing

A Visa Infinite Issuer must obtain written approval from Visa before distribution of Merchant partnership or emergency services material to its Cardholders.

In the AP Region, a Visa Infinite Issuer must:

- Commit advertising support for Visa Infinite at a level defined by Visa in consultation with Members in that market

- Receive written approval from Visa prior to distribution of Cardholder communication materials

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#### 4.8.3.3 Issuer Use of Visa Infinite Product Name – AP Region

An AP Issuer is responsible for developing a product name for its Visa Infinite Card products and must ensure it is distinct from, and clearly differentiates between, other products offered by the Issuer.

The Issuer must use the product name "Visa Infinite" on both of the following:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Infinite Card, except in circumstances where this poses a security risk

An Issuer must do all of the following:

- Only use the Visa Infinite product name in reference to a Card product with Visa Infinite capabilities
- Capitalize the first letter of each word of the product name if used
- Use "Visa" with the word "Infinite" and not use the words "Infinite" or "Infinite Card" as a standalone term without prior written approval from Visa

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#### 4.8.3.4 Visa Infinite Account Level Processing in Australia – AP Region

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

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#### 4.8.3.5 Visa Infinite Card Compliance with Visa Platinum Regulations – Canada Region

In the Canada Region, an Issuer must ensure that its Visa Infinite Cards meet all requirements that apply to Visa Platinum Cards issued in Canada.

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### 4.8.3.6 Visa Infinite Privilege Card Product Name – Canada Region

A Canada Visa Infinite Privilege Issuer must use the product name "Visa Infinite Privilege" in all solicitations, advertising, and promotions, and other communications regarding Visa Infinite Privilege.

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### 4.8.3.7 Visa Infinite Privilege Card Marketing, Advertising and Promotions – Canada Region

A Canada Visa Infinite Privilege Card Issuer must communicate to Visa and third-party service providers its marketing communication, advertising, and/or promotional plans pertaining to the Visa Infinite Privilege no less than 6 weeks prior to launch.

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### 4.8.3.8 Visa Infinite Privilege Program Compliance with Visa Infinite Rules – Canada Region

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

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### 4.8.3.9 Visa Infinite Privilege Card Account Number and BIN Designation – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must use one of the following options to identify and distinguish Visa Infinite Privilege products from other Visa Card products:

- Account range processing – A new Account Number range within a Visa Infinite BIN
- Account level processing (ALP) – Individual Account Numbers
- BIN level processing – Unique BIN assigned by Visa

The Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Privilege Card without prior permission from Visa.

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### 4.8.3.10 Visa Infinite Privilege Stand-In Processing Limits – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must maintain a minimum spending limit of CAD 10,000 on Stand-In Processing Accounts for the Emergency Card Replacement service.

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### 4.8.3.11 Declined Visa Infinite Privilege Card Transactions – Canada Region

In the Canada Region, for Visa Infinite Privilege Cards issued with a no pre-set spending limit, an Issuer must provide notification to the Cardholder before ongoing Transactions may be declined.

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### 4.8.3.12 Visa Infinite Privilege Card Marketing – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must both:

- Promote the Visa Infinite Privilege features, benefits and services to the Cardholders
- Obtain written approval from Visa prior to distributing marketing materials to its Cardholders

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### 4.8.3.13 Visa Infinite Privilege Card Issuer Certification – Canada Region

In the Canada Region, an Issuer of Visa Infinite Privilege Cards must provide to Visa, at least 90 days before issuance, all of the following information:

- Certification that its products, systems, procedures, and services comply with the Visa Infinite Privilege requirements and certification agreement
- Any supplemental information as requested by Visa to support certification approval
- Issuer enrollment information

The Issuer must ensure that all Visa Infinite Privilege Card programs are registered and approved by Visa prior to launch.

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### 4.8.3.14 Visa Infinite Privilege Card Operating Certificate Requirements – Canada Region

In the Canada Region, an Issuer of Visa Infinite Privilege Cards must complete a separate Credit Card Schedule of the Operating Certificate for reporting Visa Infinite Privilege statistics.

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### 4.8.3.15 Visa Infinite Issuer Participation in International Automated Referral Service (Updated)

**Effective through 14 April 2016**

For a Visa Infinite Privilege and Visa Infinite Privilege Business Card in the Canada Region, and Visa Infinite Card in the US Region, an Issuer must comply with all of the following:

- Be capable of receiving and immediately responding to an International Automated Referral Service inquiry
- Be available 24 hours a day, 7 days a week to handle referrals and to make real-time referral decisions based on the individual Transaction rather than any pre-set spending limit
- Process all referrals itself

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### 4.8.3.16 Issuer Use of Visa Infinite Product Name – CEMEA Region

A CEMEA Issuer is responsible for developing a product name for its Visa Infinite Card products and must ensure it is distinct from, and clearly differentiates between, other products offered by the Issuer.

The Issuer must use the product name 'Visa Infinite' on both of the following:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Infinite Card, except in circumstances where this poses a security risk

An Issuer must do all of the following:

- Only use the Visa Infinite product name in reference to a Card product with Visa Infinite capabilities
- Capitalize the first letter of each word of the product name if used

- Use "Visa" with the word "Infinite" and not use the words "Infinite" or "Infinite Card" as a standalone term without prior written approval from Visa

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#### 4.8.3.17 Visa Infinite Card Merchant Partner Program – CEMEA Region

In the CEMEA Region, the Visa Infinite Merchant-partner program must be communicated to Cardholders annually or as required by Visa, in the form of a brochure or on the Issuer's Visa Infinite website.

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#### 4.8.3.18 Visa Infinite Card Issuer Stand-In Processing Requirements – US Region (Updated)

A US Visa Infinite Card Issuer must do either of the following:

- Establish appropriate Stand-in Processing (STIP) parameters at the BIN level, consistent with the Visa Infinite Card's no pre-set spending limit
- List the Account Number on the Exception File with a V.I.P. Response code and use the PIN Verification Service

If the Issuer is unavailable and has not established stand-in limits, the V.I.P. System will use STIP and the PIN Verification Service to authorize Visa Infinite Card ATM Transactions up to USD 1,000 per day, per account.

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#### 4.8.3.19 Visa Infinite Issuer Participation and Certification – US Region (Updated)

A US Visa Infinite Issuer must ensure that its Visa Infinite Card programs are registered and approved by Visa prior to product launch. The Issuer must meet all of the following requirements:

- At least 90 days before Card issuance:
  - Certify that its product, systems, procedures, and services comply with the Visa Infinite Card requirements and the certification agreement provisions
  - Provide any information requested by Visa to support the certification process
  - Submit to Visa a completed *Visa Infinite Benefits Overview and Enrollment Kit*, and information pertaining to Cardholder disclosures and notifications, and other terms and conditions
  - Submit to Visa a rewards registration packet

- Submit to Visa and relevant third-party providers its marketing, advertising, communications, and product launch plans and allow a minimum of 10 days for review
- Demonstrate readiness to submit the required account and Cardholder data using the specified Cardholder Maintenance File format
- Be capable of issuing all Visa Infinite Cards as EMV-compliant and VIS-compliant Cards

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### 4.8.3.20 Visa Infinite Requirement to Provide Cardholder Disclosure – US Region (Updated)

A US Visa Infinite Issuer must disclose all of the following to its Cardholders:

- Information related to Card benefits arranged by the Issuer with third parties
- That it may provide personal Cardholder data to Visa, its contractors, or to Third-Party Agents for the purpose of providing Emergency Card Replacement, Emergency Cash Disbursement, or other Card-related benefits and services
- That to the extent personal Cardholder data is provided or disclosed to obtain travel and lifestyle or insurance benefits, the benefit providers will handle such information in accordance with their privacy policies

The Issuer must obtain Cardholder consent to the release of this information as a condition of obtaining a Visa Infinite Card.

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### 4.8.4 Visa Infinite/Visa Infinite Privilege – Features and Benefits

#### 4.8.4.1 Visa Infinite Card Minimum Benefits

An Issuer must provide enhanced benefits to its Visa Infinite Cardholders for all the following 3 benefit categories:

- Priority assistance and convenience
- Exclusive privileges and rewards
- Safety and security

These requirements do not apply to Visa Infinite Cards issued in the LAC Region.

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### 4.8.4.2 Visa Infinite Card Web Services (Updated)

An Issuer must, either independently or through Visa, offer its Visa Infinite Cardholders access to a website that offers special information and services to high-end consumers.

The Visa Infinite website must comply with all of the following:

- Be accessible by Visa Infinite Cardholders only
- Provide a description of Visa Infinite Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Exclusive Privileges Merchant partner offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel-related content not readily available from other sources
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
  - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback
- In the US Region:
  - Enable Cardholder access to the Visa Infinite benefits portal hosted by Visa on behalf of the Issuer
  - Comply with the Visa content guidelines and approval requirements for any offers or content provided by or on behalf of the Issuer for use in connection with the Visa Infinite benefits portal

These requirements do not apply to Visa Infinite Cards issued in the LAC Region.

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### 4.8.4.3 Visa Infinite Exclusive Privileges Program – AP Region

In the AP Region, an Issuer must provide information to its Visa Infinite Cardholders about the Visa Infinite Exclusive Privileges program. The Issuer must communicate the following to its Visa Infinite Cardholders:

- Visa Infinite Exclusive Privileges benefits at least once a year
- New benefits or changes to existing benefits at least 2 months before the effective date

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### 4.8.4.4 Visa Infinite Card Core Services – AP Region (Updated)

In the AP Region, a Visa Infinite Issuer must provide all of the following services:

- One or more insurance options with a unit cost per premium that matches or exceeds the current unit cost of providing USD 1 million (or local currency equivalent) travel accident insurance. The Issuer must submit to Visa in writing an official quote from an insurance company for both the travel accident insurance and the proposed new features at least 30 calendar days prior to its implementation.
- Complimentary access to airport lounges in all key cities
- Emergency medical evacuation and repatriation service in case of critical Cardholder medical need<sup>1</sup>
- Emergency medical insurance when traveling, with a medical expense benefit of up to USD 25,000 (or local currency equivalent)<sup>1</sup>

**Effective 12 November 2015**

In the AP Region, a Visa Infinite Charge Card Issuer in Malaysia must ensure that the rewards currency enables Cardholders to redeem an equivalent to 70 basis points.

<sup>1</sup> This requirement does not apply in the AP Region for Members in Malaysia.

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### 4.8.4.5 Visa Infinite Card Concierge Service – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Infinite Issuer must offer concierge services in key international travel markets and must make these services available through a customer service representative by telephone 24 hours a day, 7 days a week.

The Issuer must provide all of the following:

- 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, and gift arrangement
- ATM location guide
- Weather forecast

- Business services

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#### 4.8.4.6 Visa Infinite Issuer Rewards Program in Australia – AP Region

In the AP Region, an Australia Issuer must provide a rewards program for its Visa Infinite Cardholders and must do all of the following:

- Define the rewards currency that it intends to offer
- Accrue the rewards currency to the benefit of its Cardholders for every qualifying purchase Transaction
- Ensure that the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required redemption value
- Ensure that the rewards currency enables Cardholders to redeem an equivalent to 100 basis points
- Ensure that the rewards currency is accumulated for every qualifying dollar spent on the Card
- Include each purchase Transaction completed with a Visa Infinite Card as a qualifying purchase. The Issuer may exclude the following Transactions from qualifying for rewards currency:
  - Balance transfers
  - Convenience checks
  - Finance charges
  - Cash Disbursements
  - Quasi-Cash Transactions
  - Fees paid to the Issuer by the Cardholder (if any)
  - Any Transaction not authorized by the Cardholder
- Ensure that any cap on spend that earns rewards currency is not less than USD 5,000 per month or USD 60,000 per year (or local currency equivalent)
- Notify Cardholders at least quarterly of their rewards currency, including all of the following:
  - Rewards currency earned
  - Rewards currency redeemed
  - Rewards currency balance remaining
  - Upcoming rewards currency expiration, if any

If the account is no longer in good standing, the Issuer may elect to withhold rewards currency accumulation and redemption or take away currency previously accumulated.

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### 4.8.4.7 Visa Infinite Card Benefits – Canada Region

In the Canada Region, in addition to the requirements specified in Section 4.1.14.15, "Visa Cardholder Benefit Requirements by Product – Canada Region," and Section 4.1.14.14, "Visa Global Customer Assistance Services Program – Canada Region," a Visa Infinite Issuer must provide to its Cardholders a total of 4 benefit features. Two of the benefit features must be selected from the following:

- CAD 1,000,000 in travel accident insurance
- One free companion airline ticket with full-fare ticket purchase on an annual basis
- A VIP hotel program
- Exclusive Airline privileges
- A reward program that allows a Cardholder to earn 3 program points for every dollar spent
- A dining program that offers complimentary meals or wine at select premium restaurants
- A VIP dining program that offers priority reservations, free valet parking, or complimentary meal offers at select premium restaurants
- Unlimited emergency travel medical insurance

The remaining benefit category features must be selected from the following:

- Access to VIP airport lounges worldwide
- Complimentary home service call to evaluate heating/cooling, plumbing, electrical, or locksmith emergencies
- Shopping privileges
- Payment protection insurance to ensure outstanding credit balance payment in full in the event of illness or disability
- A reward program that allows a Cardholder to earn 2.5 program points for every dollar spent
- CAD 50,000 in emergency travel medical insurance
- CAD 500,000 in travel accident insurance
- Access at special rates to prestigious clubs
- Access to priority airport check-in services
- Complimentary breakfast, snacks, and beverages during hotel stays
- Complimentary massage during stays at select luxury resorts
- Hotel and resort privileges

### 4.8.4.8 Visa Infinite Privilege Card Core Features and Services – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must provide to its Cardholders the core features from all of the following categories:

- Travel and lifestyle features
- Security features, including insurance
- Concierge service
- Rewards program
- Customer service
- Emergency services

The Issuer must ensure that the overall product value is greater than any Card product in the Issuer's portfolio.

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### 4.8.4.9 Visa Infinite Privilege Card Travel and Lifestyle Service Requirements – Canada Region

In the Canada Region, an Issuer must offer its Visa Infinite Privilege Cardholders travel and lifestyle features as arranged by Visa.

Visa reserves the right to change the features, benefits, assets and vendors at any time.

An Issuer must provide to Visa the data required to authenticate and qualify eligible Visa Infinite Privilege Cardholders for travel and lifestyle benefits, every time a new account is opened, closed, cancelled, or replaced. The Issuer must submit this data, including the Account Numbers, in a Visa-defined file format.

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### 4.8.4.10 Visa Infinite Privilege Card Concierge and Supplemental Services – Canada Region

In the Canada Region, a Visa Infinite Privilege Credit Card Issuer must provide the Visa Infinite Privilege Concierge service (inclusive of comprehensive travel service) to all Visa Infinite Privilege Cardholders.

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#### 4.8.4.11 Visa Infinite Privilege Card Insurance Benefits – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must provide all of the following insurance benefits:

**Table 4-37: Visa Infinite Privilege Card Insurance – Canada Region**

Mandatory Insurances	Description of Requirement
Out-of-Province/Country Emergency Travel Medical Insurance	Minimum of CAD 5,000,000 in coverage for emergency medical expenses incurred while travelling outside of province or territory of residence for the first 22 consecutive days of each trip (at a minimum) for all insured persons under 65 years old. For insured persons 65 years of age and over, Issuers must provide a minimum of 3 days of consecutive coverage with a minimum of CAD 5,000,000 in coverage.
Trip Cancellation Insurance	Coverage for reimbursement of at least CAD 2,500 per insured per trip (aggregate maximum of CAD 5,000 for all insured persons combined) when an insured person cancels a trip for a covered reason
Trip Interruption Insurance	Coverage for at least CAD 5,000 per insured per trip (aggregate maximum of CAD 25,000 for all insured persons combined) should an insured person's trip be interrupted or delayed for a covered reason
Flight Delay Insurance	Coverage of up to CAD 1,000 per trip for reasonable and necessary expenses if the insured person's flight is delayed for more than 4 hours
Baggage Delay Insurance	Coverage of up to CAD 1,000 per trip for reasonable and necessary expenses if the insured person's checked luggage is delayed for more than 4 hours
Lost/Stolen Baggage Insurance	Coverage of up to CAD 2,500 per trip for loss or damage to the insured person's luggage and personal property contained therein
Common Carrier Travel Accident	A minimum of CAD 500,000 in travel accident insurance for accidental death or dismemberment when travelling on a common carrier
Auto Rental Collision Damage Waiver	Coverage against damage or theft for the first 48 consecutive days of a car rental, with a manufacturer's suggested retail price (MSRP) limit of at least USD 85,000 for the rental car
Extended Warranty	Triple the time period of the original manufacturer's warranty up to 2 years of extra coverage

Mandatory Insurances	Description of Requirement
Purchase Security Insurance	Protection against loss, theft, or damage for insured purchases for 120 days from the date of purchase

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#### 4.8.4.12 Visa Infinite Privilege Card Rewards Program Redemption Value – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer's rewards program must provide a rewards redemption value greater than 1.5% of the portfolio average.

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#### 4.8.4.13 Visa Infinite Privilege Card Website – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must provide its Cardholders exclusive access to the Visa Infinite Privilege website that:

- Details information about Visa Infinite Privilege Card features, services, and benefits
- Enables Cardholders to link from the Issuer website to the Visa Infinite Privilege dedicated website

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#### 4.8.4.14 Visa Infinite Card Core Services – CEMEA Region

In the CEMEA Region, a Visa Infinite Card Issuer must offer all of the following core services:

- Purchase protection
- Extended warranty
- Full multi-trip travel insurance, including all of the following:
  - Trip cancellation
  - Trip delay
  - Medical coverage
  - Repatriation
  - Lost baggage
  - Loss of money
  - Personal liability

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- Legal expenses
- Travel accident insurance

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#### 4.8.4.15 Responsibility for Visa Infinite Rewards Program Costs – LAC Region

In the LAC Region, a Visa Infinite credit Card Issuer must provide a rewards program that offers Visa Infinite Cardholders, the ability to accumulate points that can be redeemed for, at a minimum, airline travel.

Cardholders must not be assessed an additional fee for membership in the travel rewards program.

The rewards program may be sponsored by Visa, an Issuer, or through an Airline Affinity/Co-Brand program.

Visa Infinite debit Cards are exempt from any obligation to offer any rewards programs.

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#### 4.8.4.16 Visa Infinite Card Credit Limits – LAC Region

For Visa Infinite Cards with a line of credit only, an LAC Issuer must both:

- Set a minimum credit limit of at least USD 20,000 (or local currency equivalent)
- Allow each 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

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#### 4.8.4.17 Visa Infinite Card Product Benefits – LAC Region

An LAC Visa Infinite Issuer must, at a minimum, provide its Visa Infinite Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

Table 4-38: Visa Infinite Core Benefits – LAC Region

Core Benefit	Benefit Coverage (USD or Local Currency Equivalent)
Travel Information Services	Worldwide
Travel Accident Insurance	Up to USD 1,500,000
Auto Rental Insurance	Worldwide

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Core Benefit	Benefit Coverage (USD or Local Currency Equivalent)
International Emergency Medical Services	Up to USD 200,000
Price Protection	USD 4,000 per account, per year
Extended Warranty	USD 5,000 per item up to USD 25,000 per account, per year
Purchase Protection	USD 10,000 per item up to USD 20,000 per account, per year
Baggage Delay	USD 600 after 4 hours per beneficiary, per event
Baggage Loss	USD 3,000 per beneficiary, per event
Missed Connection	USD 300
Trip Delay	USD 300 more than 4 hours of delay
Trip Cancellation	USD 3,000
Insured Journey	USD 50,000
Personal Concierge Service	Provided through Visa
Priority Pass Membership	Complementary membership for Core Priority Pass programs

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#### 4.8.4.18 Visa Infinite Card Rewards Program Participation – US Region (Updated)

A US Visa Infinite Issuer, either itself or through a third party, must provide rewards to its Visa Infinite Cardholders and comply with all of the following:

- Submit to Visa a completed rewards registration packet
- 90 days before the launch date or program revision date, obtain approval for its rewards program earning structures and redemption schedules
- Offer one or more of the following rewards program categories:
  - Air travel
  - Non-Affinity/Co-Brand hotel travel
  - Affinity/Co-Brand hotel program rewards
  - General purpose gift cards or Affinity/Co-Brand Merchant-specific gift certificates
  - Cash/cash-equivalent rewards

An Issuer may offer services and/or merchandise as additional reward options.

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### 4.8.4.19 Visa Infinite Card Rewards Program Disclosure to Cardholders – US Region (Updated)

A US Visa Infinite Card Issuer must comply with the following Cardholder notification requirements:

- Provide to its Cardholders a complete and accurate disclosure of the Visa Infinite Card rewards terms and conditions
- Notify Cardholders of any material program changes before the revision date
- Ensure the accuracy of the information that it or its Agent provides to its Cardholders
- At least quarterly, notify Cardholders via a stand-alone communication piece, either in print or email, of all of the following:
  - Rewards currency earned during the period covered by the notification
  - Rewards currency redeemed during the same period
  - Remaining balance as of the date specified in the notification
  - Any upcoming rewards currency expiration dates
- Clearly communicate qualifying rewards redemption information

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### 4.8.4.20 Visa Infinite Card Rewards Program Redemption Requirements – US Region (Updated)

A US Visa Infinite CardIssuer must ensure that its rewards redemption program is all of the following:

- Available at all times
- Directly tied to its Affinity/Co-Brand Partner's offering
- Quantifiable based on Visa benchmarks or cash equivalent value
- Offers ready availability of points
- Meets the following redemption criteria for each of its rewards programs:

**Table 4-39: Visa Infinite Card Rewards Program Redemption Options – US Region**

Rewards Program	Redemption Options
Air Travel Program	<p>First redemption at a maximum of 30,000 points for a ticket anywhere in the contiguous 48 United States, and a minimum value of either:</p> <ul style="list-style-type: none"> <li>• 100 basis points of value to the Cardholder</li> <li>• USD 300 statement credit towards an Airline ticket purchase</li> </ul> <p>If the Issuer offers any additional or differentiated redemption options, the Issuer must ensure that the redemption rate provides a greater value to the Cardholder for every 1 USD of qualifying spend</p>
Hotel Travel Program	<ul style="list-style-type: none"> <li>• For a non-Affinity/Co-Brand Hotel program, certificates or nights for a hotel stay at no less than 100 properties befitting the affluent status</li> <li>• Redemption certificates must not expire sooner than 90 days from issuance</li> </ul>
Affinity/Co-Brand Hotel Program	<p>For an Affinity/Co-Brand Hotel program, the proposed room redemption value must deliver a cumulative minimum of 100 basis points of Cardholder value per 1 USD of qualifying purchase and not expire sooner than 90 days.</p>
Gift Card or Affinity Co-Brand Merchant-specific Gift Certificate Program	<p>General purpose gift cards or Affinity/Co-Brand Merchant-specific gift certificates for purchasing merchandise at the Merchant Outlet or online.</p> <p>The gift cards or Merchant-specific gift certificates must not:</p> <ul style="list-style-type: none"> <li>• Impose any minimum purchase restrictions</li> <li>• Assess any additional charges for purchases</li> <li>• Expire earlier than 90 days</li> </ul> <p>Merchant-specific gift certificates may be issued only if the Merchant is an Affinity/Co-Brand Partner.</p>
Cash/Cash-Equivalent Program	<p>For cash or cash-equivalent rewards, one or more of the following redemption choices:</p> <ul style="list-style-type: none"> <li>• Statement credit that applies to any purchase, fees or charge</li> <li>• Check made payable to the Cardholder with a minimum validity of 90 days</li> </ul>

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Rewards Program	Redemption Options
	<ul style="list-style-type: none"><li>• Direct deposit to the Cardholder's bank or other asset account</li><li>• USD-denominated general-purpose gift Card that has no purchase or Merchant restrictions and an expiration date no earlier than 90 days</li></ul> <p>For cash rewards, the Issuer must support redemptions as follows:</p> <ul style="list-style-type: none"><li>• Either of the following:<ul style="list-style-type: none"><li>– In increments no greater than USD 25</li><li>– If the program distributes earnings annually, the full amount of earnings</li></ul></li><li>• Upon Cardholder demand or at least every 12 months</li></ul> <p>To qualify as a cash/cash-equivalent rewards program, the rewards program must either:</p> <ul style="list-style-type: none"><li>• For an existing rewards program, demonstrate that at least 75% of Cardholder redemptions over the past 12 months consisted of cash/cash-equivalent options</li><li>• For a new rewards program, either of the following:<ul style="list-style-type: none"><li>– Exclusively offer only cash/cash-equivalent redemption options and deliver the required minimum value to the Cardholder</li><li>– Submit to Visa program materials describing other redemption options and future plans to focus on cash/cash-equivalent redemption options</li></ul></li></ul> <p>The Issuer must report the percentage of cash redemption options annually or upon Visa request, and change to a different rewards program if the 75% threshold is not met.</p>

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### 4.8.4.21 Visa Infinite Card Rewards Currency Accrual – US Region (Updated)

A US Visa Infinite Issuer must comply with all of the following:

- Define and communicate the rewards currency it offers to Cardholders

- Accrue the rewards currency to the benefit of its Cardholders for every qualifying dollar spent on the Card. The Issuer may exclude only the following Transactions:
  - Balance transfers
  - Convenience checks
  - Finance charges
  - Cash Disbursements
  - Quasi-Cash Transactions
  - Fees paid by the Cardholder
- Not cap the amount of qualified spend for the purpose of preventing rewards currency accrual
- Ensure that the approximate retail value of services and merchandise offered as rewards is comparable to the value the Cardholder would have received for cash-equivalent rewards
- Offer a minimum cumulative value of 100 basis points per 1 USD 1 of qualifying spend on the Card

An Issuer may suspend rewards currency accrual and redemption or withhold previously accumulated rewards currency if the account is no longer in good standing.

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#### 4.8.4.22 Visa Infinite Card Rewards Currency Expiration – US Region (Updated)

For a US Visa Infinite Card, the rewards currency accumulated by a Cardholder must not be allowed to expire for up to 3 years from the date earned unless the Cardholder's account remains inactive (no statements generated) for 2 consecutive years.

The following rewards, if offered, must have a minimum expiration period of 90 days from the award date:

- Certificate for a Hotel stay from an Affinity/Co-Brand Partner
- Gift card or certificate from an Affinity/Co-Brand Merchant
- Cash or cash-equivalent check payable to the Cardholder
- General purpose prepaid card usable at any Merchant

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#### 4.8.4.23 Visa Infinite Card Travel and Lifestyle Benefits – US Region (Updated)

A US Visa Infinite Issuer must comply with all of the following requirements:

- Provide its primary Cardholders all of the following travel and lifestyle benefits:

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- Visa Infinite Car Rental Privileges
- Visa Infinite Discount Air Benefit
- Visa Infinite Hotel Privileges
- Visa Infinite Luxury Hotel Collection
- CLEAR Membership
- Global Entry Application Fee Statement Credit
- Visa Signature Perks
- Enable access to the Visa Infinite website portal
- Deliver to its Cardholders a Visa Infinite hotel collection booklet at the time of account opening and annually thereafter within 30 days of the annual booklet update
- Obtain prior approval from Visa for any additional benefits the Issuer elects to offer
- Facilitate proper delivery of benefits by both:
  - Assigning a unique 16-digit Card number to each authorized user receiving the benefits
  - Registering in Visa FeatureSelect the primary and secondary user accounts to receive travel and lifestyle benefits

Visa reserves the right to change or terminate features, benefits, assets and vendors at any time. Visa will provide a minimum of 60-day prior written notification of the changes to the participating Issuer where feasible.

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#### 4.8.4.24 Visa Infinite Card Insurance Benefits – US Region (Updated)

A US Visa Infinite Issuer must itself, or through Visa, provide the following Visa-required insurance benefits at no cost to its Cardholder, subject to additional terms, conditions, and exclusions:

Table 4-40: Visa Infinite Insurance Benefits – US Region

Mandatory Insurances	Description of Requirement
Auto-Rental Collision Damage Waiver (ARCDW)	Primary coverage up to USD 75,000 for collision damage or theft of a rental car
Roadside Dispatch	Access to pay-per use roadside assistance program
Lost Luggage Reimbursement	Reimbursement of up to USD 3,000 per trip if the insured Cardholder's checked luggage or carry-on baggage and or/contents are lost due to theft or misdirection by a common carrier

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Mandatory Insurances	Description of Requirement
Travel Accident Insurance	Coverage of up to USD 500,000 for accidental death or dismemberment
Travel and Emergency Assistance	Medical and legal referrals, pre-trip information, emergency services, translation assistance, ticket replacement assistance, prescription assistance, and document delivery assistance
Trip Cancellation / Trip Interruption Insurance	Reimbursement of up to USD 2,000 per insured Cardholder per trip for non-refundable expenses when an insured Cardholder cancels a trip for a covered reason
Trip Delay Reimbursement	Reimbursement of up to USD 500 per ticket for reasonable and necessary expenses due to flight delays of more than 6 hours or requiring overnight stay
Purchase Security	Protection against theft, or damage of items within 90 days of purchase, of up to USD 10,000 per claim and USD 50,000 per Cardholder
Return Protection	Reimbursement of up to USD 300 per item and USD 1,000 per year on covered items within 90 days of purchase when the Merchant does not accept a returned item
Warranty Manager Service	Additional year of warranty on manufacturer's warranties of 3 years or less, for up to USD 10,000 per claim and USD 50,000 per Cardholder. Includes warranty registration service.

The Issuer must:

- Register the primary Cardholder's account in Visa FeatureSelect
- If providing benefits to a Virtual Account Cardholder, assign a unique 16-digit Card number to the Virtual Account

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#### 4.8.4.25 Visa Infinite Card Concierge Service – US Region (Updated)

A US Visa Infinite Issuer must, either itself or through a third party, comply with all of the following:

- Provide concierge service at no charge to Visa Infinite cardholders
- Provide support via phone, website, and email correspondence and make these services available 24 hours a day, 7 days a week, 365 days a year

- Support servicing and fulfillment of the Visa Infinite travel and lifestyle benefits
- Meet or exceed the minimum service requirements as specified in [Section 4.8.2.1, "Visa Infinite Card Customer Service Requirements"](#)

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## 4.9 Visa Ultra High Net Worth

### 4.9.1 Visa Ultra High Net Worth – Card Requirements

#### 4.9.1.1 Visa Ultra High Net Worth (UHNW) Card Minimum Spending Limit – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth Card Issuer must offer its Cardholder a minimum spending limit of USD 100,000 (or local currency equivalent).

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#### 4.9.1.2 Visa Ultra High Net Worth (UHNW) Point-of-Sale Spend Qualification Threshold – AP Region

In the AP Region, Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for a Visa Ultra High Net Worth (UHNW) Card account using the spend qualification assessment. The IRF designation will be determined based on whether the Card account meets or does not meet the annual Visa UHNW point-of-sale spend qualification thresholds for both consumer credit and debit Cards, as follows:

Table 4-41: Visa Ultra High Net Worth Card Point-of-Sale Spend Qualification Threshold – AP Region

Country	Spend Qualification Threshold
Hong Kong	HKD 930,000
Singapore	SGD 150,000

For new countries launching Visa UHNW, the default annual point-of-sale spend qualification threshold is USD 120,000 (or local currency equivalent).

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

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### 4.9.1.3 Visa Ultra High Net Worth (UHNW) Point-of-Sale Spend Qualification Threshold – CEMEA Region

In the CEMEA Region, Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for a Visa Ultra High Net Worth (UHNW) Card account using the spend qualification assessment. The IRF designation will be determined based on whether the Card account meets or does not meet the annual Visa UHNW point-of-sale spend qualification thresholds for both consumer credit and debit Cards, as follows:

**Table 4-42: Visa Ultra High Net Worth Card Point-of-Sale Spend Qualification Threshold – CEMEA Region**

Country	Spend Qualification Threshold
Qatar	QAR 460,000
Saudi Arabia	SAR 460,000
United Arab Emirates	AED 460,000

For new countries launching Visa UHNW, the default annual point-of-sale spend qualification threshold is USD 125,000 (or local currency equivalent).

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

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### 4.9.2 Visa Ultra High Net Worth – Customer Service Requirements

#### 4.9.2.1 Visa Ultra High Net Worth (UHNW) General Customer Service Requirements – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth (UHNW) Card Issuer must do all of the following:

- Provide Cardholders with immediate access to a personal customer service representative who supports account-related and other Cardholder requests
- Provide personalized customer service, 24 hours a day, 7 days a week, via a toll-free and/or collect telephone number
- Communicate to the Cardholder the customer service toll-free and/or collect telephone number at least once a year via stand-alone communication piece, billing statement, or email communication
- Print the domestic customer service toll-free number on Cardholder billing statements

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### 4.9.2.2 Visa Ultra High Net Worth (UHNW) Card Emergency Services – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth Card Issuer must offer all of the following services to its Cardholders 24 hours a day, 7 days a week, through Visa Global Customer Care Services and the Issuer customer service center:

- Cardholder Inquiry Service
- Emergency Card Replacement, including:
  - Card Verification Value (CVV) encoding
  - Minimum spending limit of USD 10,000 (or local currency equivalent)
- Emergency Cash Disbursement, with a minimum stand-in Emergency Cash Disbursement of USD 5,000 (or local currency equivalent)
- Lost/stolen Card reporting
- Emergency Payment Authorization Service

An Emergency Card Replacement or Emergency Cash Disbursement must be delivered to the Cardholder within 24 hours.

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### 4.9.2.3 Visa Ultra High Net Worth (UHNW) Card Emergency Payment Authorization Service – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth (UHNW) Card Issuer must do all of the following:

- 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 or an email to the Merchant that includes the Cardholder name, account name, expiration date, Authorization Code, and Transaction amount

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### 4.9.3 Visa Ultra High Net Worth – Issuer Requirements

#### 4.9.3.1 Visa Ultra High Net Worth (UHNW) Card Issuer Certification – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth (UHNW) Card Issuer must both:

- Submit written certification to Visa that its products, systems, procedures, and services comply with the Visa UHNW requirements and certification agreement
- Ensure that all Visa UHNW Card programs are registered and approved by Visa before launch

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#### 4.9.3.2 Visa Ultra High Net Worth (UHNW) Product Name – AP Region

An AP Visa Ultra High Net Worth (UHNW) Issuer must do all of the following:

- Ensure that the name "Ultra High Net Worth" or "UHNW" does not appear on the Card, in Cardholder statements, or in any Cardholder communications, including online communications
- Develop a product name that differentiates the Visa UHNW Card from other card products offered by the Issuer
- Ensure that the product name developed by the Issuer and the Visa Infinite product identifier appears on:
  - All Cardholder statements
  - All Visa UHNW Cardholder communications, except in circumstances where this poses a security risk
- Use the product name only in reference to a Card with Visa UHNW capabilities
- Capitalize the first letter of each word of the product name

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#### 4.9.3.3 Visa Ultra High Net Worth (UHNW) Card Disputed Transactions – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth (UHNW) Card Issuer must both:

- Allow a Cardholder to access dispute resolution services through the Issuer's toll-free customer service number

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- Send a letter of explanation to the Cardholder when the dispute is resolved

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#### 4.9.3.4 Visa Ultra High Net Worth (UHNW) Cardholder Qualification Criteria – CEMEA Region

A CEMEA Visa Ultra High Net Worth (UHNW) Card Issuer must ensure that a potential Visa UHNW Cardholder has at least USD 5,000,000 of assets in the Issuer's portfolio.

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#### 4.9.3.5 Visa Ultra High Net Worth (UHNW) Marketing – CEMEA Region

A CEMEA Issuer must not advertise or openly promote the Visa Ultra High Net Worth (UHNW) Card, and must make available the Visa UHNW Card to a Cardholder only by invitation.

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#### 4.9.3.6 Visa Ultra High Net Worth (UHNW) Product Name – CEMEA Region

A CEMEA Visa Ultra High Net Worth (UHNW) Card Issuer must do all of the following:

- Ensure that the name "Ultra High Net Worth" or "UHNW" does not appear on the Card, in Cardholder statements, or in any Cardholder communications, including online communications
- Use "Visa Infinite Privilege" as a consumer facing name to differentiate the Visa UHNW Card from other card products offered by the Issuer
- Ensure that the "Visa Infinite Privilege" name and the Visa Infinite product identifier appears on:
  - All Cardholder statements
  - All Visa UHNW Cardholder communications, except in circumstances where this poses a security risk
- Use the product name only in reference to a Card with Visa UHNW capabilities
- Capitalize the first letter of each word of the product name

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## 4.9.4 Visa Ultra High Net Worth – Features and Benefits

### 4.9.4.1 Visa Ultra High Net Worth (UHNW) Issuer Rewards Program Requirements – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Ultra High Net Worth (UHNW) Card Issuer must provide a rewards program to its Visa UHNW Cardholders, as follows:

**Table 4-43: Visa Ultra High Net Worth Issuer Rewards Program Requirements**

Benefit	Description of Benefit
Rewards Program	The Issuer must do all of the following: <ul style="list-style-type: none"> <li>• Define the rewards currency that it intends to offer each Cardholder</li> <li>• Accrue the rewards currency to the benefit of each Cardholder for every qualifying purchase Transaction</li> <li>• Ensure that the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required redemption value</li> </ul>
Reward Value	The rewards currency must enable each Cardholder to redeem a value equivalent to 200 basis points per dollar of qualifying spend.
Qualifying Purchases	Rewards currency must be accumulated for every qualifying dollar spent on the Card. The Issuer must include each purchase Transaction completed with a Visa UHNW Card as a qualifying purchase.
No Earnings Caps	The Issuer must not establish a cap on qualifying spend that earns rewards currency.

All rewards program earning structures and redemption schedules must be submitted to Visa at least 45 days before the planned launch date, and are subject to prior written approval from Visa.

### 4.9.4.2 Visa Ultra High Net Worth (UHNW) Travel and Lifestyle Benefits Requirements – AP Region

An AP Visa Ultra High Net Worth (UHNW) Issuer must provide each Visa UHNW Cardholder with travel and lifestyle benefits as follows:

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**Table 4-44: Visa Ultra High Net Worth (UHNW) Travel and Lifestyle Benefits Requirements**

Benefit	Description of Benefit
Travel Accident Insurance	Minimum coverage of USD 2 million (or local currency equivalent) for travel accident insurance when Visa UHNW Cardholders charge their travel fares to their Visa UHNW Card
Emergency Medical Insurance	Emergency medical insurance benefit of up to USD 50,000 (or local currency equivalent) when traveling outside the Cardholder's home country
Emergency Medical Evacuation and Repatriation	Emergency medical evacuation and repatriation services for critical medical needs when traveling outside the Cardholder's home country
Complimentary Access to Airport Lounges Worldwide	Complimentary access to airport lounges in all key cities globally. At least one membership per Cardholder relationship must be provided and must include unlimited airport lounge access for the primary Cardholder at no additional cost.  An Issuer may use the service provided by Visa (priority pass program) or use an alternate vendor for the provision of this service. If the Issuer uses an alternate vendor Visa must approve the service.
Local Restaurant Benefits	An ongoing program of special benefits, such as free meals or discounts at key restaurants, in key cities domestically

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#### 4.9.4.3 Visa Ultra High Net Worth (UHNW) Additional Travel and Lifestyle Benefits – AP Region

An AP Visa Ultra High Net Worth (UHNW) Issuer must offer at least 3 of the following additional local travel and lifestyle benefits to its Visa UHNW Cardholders:

**Table 4-45: Visa Ultra High Net Worth (UHNW) Additional Travel and Lifestyle Benefits**

Benefit	Description of Benefit
Airline Bonus Points	Airline bonus points/miles that are incremental to the rewards program
Complimentary Expedited Airport Services (Security or Immigration)	Complimentary expedited airport services (security or immigration), such as Fast Track (at least 4 free services per year)

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Benefit	Description of Benefit
Home Assistance	Home assistance services that cover at least USD 50 per visit and a minimum of 2 visits per year
Hotel Benefits	Special hotel benefits, such as complimentary nights, upgrade services, or discounts at leading hotels domestically
Limousine Service	Complimentary airport limousine services, domestically or in defined cities. An Issuer may define the number of complimentary uses.
Local Epicurean Events	Ongoing program of access to special epicurean events in key cities domestically

A Visa UHNW Issuer must provide a written description of the planned additional travel and lifestyle benefits for review and approval by Visa.

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### 4.9.4.4 Visa Ultra High Net Worth (UHNW) Card Exclusive Privileges Program – AP Region and CEMEA Region

In the AP Region and CEMEA Region, an Issuer must provide information to its Visa Ultra High Net Worth (UHNW) Cardholders about the Visa UHNW exclusive privileges program. The Visa UHNW Issuer must communicate both of the following to its Visa UHNW Cardholders:

- Visa UHNW exclusive privileges benefits at least once a year
- New benefits or changes to existing benefits at least 2 months before the effective date

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## 4.10 Campus Card

### 4.10.1 Campus Card – Issuer Requirements

#### 4.10.1.1 Visa Campus Card Issuance – US Region

In the US Region, participation in Visa Campus Card program is limited to principal Issuers and Sponsored Members.

A US Campus Card Issuer must do all of the following:

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- Limit issuance of a Visa Campus Card to:
  - A Visa Debit Campus Card or a Visa Prepaid Card
  - “Active” student, staff, or faculty members at colleges and universities as defined by the Issuer in association with each school. “Active” status must be associated with the Cardholder’s academic or employment status with the school.
- Ensure that any student identification number printed on the Campus Card does not contain any portion of the student’s Social Security Number, the Account Number or any other number that may present a privacy or security risk
- Limit issuance of a Visa Campus Card to:
  - Identification
  - Building access
  - Library access
  - Other Visa-approved proprietary closed-loop applications
- Enable alternative network routing as required to comply with Regulation II

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#### 4.10.1.2 Campus Card Extraneous Numbers or Devices – US Region

In the US Region, any extraneous number or device embossed, printed, etched, encoded, or otherwise affixed to a Campus Card must not be used to facilitate any financial transactions, other than closed-loop proprietary college or university system transactions.

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#### 4.10.1.3 Visa Campus Card Programs – US Region

In the US Region, a Visa Campus Card Program Issuer must do all of the following:

- Ensure that at an on-campus location that accepts a proprietary payment method, the Cardholder’s Transaction Receipt identifies the payment type (Visa or proprietary payment)
- Indemnify, defend, and hold Visa harmless from all claims arising from proprietary payment functionality and Transactions
- Ensure that Cardholders are provided disclosures that clearly distinguish Visa functionality and Transactions from those of the school’s proprietary payment service
- Clearly identify Card design elements (if used) that facilitate non-Visa payments relative to Visa payment elements. The names and marks that denote acceptance of the associated school’s proprietary payment service must be unique to that school or system of schools.

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

- Provide Cardholders with customer service support through similar channels and practices used by the Issuer to support other Visa card programs
- Issue Cards using a unique General Purpose Reloadable BIN designated for its Visa Campus Card programs
- Provide educational support for students, as part of the Issuer's Visa Campus programs to increase student awareness of money management skills

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#### 4.10.1.4 Visa Campus Card Cardholder Disclosure Requirements – US Region

A US Campus Card Issuer must clearly disclose to Cardholders all of the following:

- Information on how Cardholders can distinguish between a Visa Transaction and a non-Visa Transaction
- The difference in functionality between a Visa Transaction and that of the school's proprietary payment service
- Dispute rights available for a proprietary payment Transaction
- Any applicable Transaction fees
- Available customer support services. The Issuer must offer customer support services through similar channels and practices used to support Visa Card programs.

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#### 4.10.1.5 Campus Card Proprietary Payment Acceptance – US Region

In the US Region, at an on-campus Merchant location that accepts the school's proprietary payment method, an Issuer must ensure that the Merchant complies with all of the following:

- Preserves Cardholder's choice of payment methods at locations where multiple payment methods are accepted
- Does not accept proprietary payments at its off-campus locations unaffiliated with the university and not currently part of the proprietary network if the Merchant otherwise accepts network Card payments
- Does not access funds designated for Visa Transactions when processing a payment through proprietary payment network

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### 4.10.1.6 Campus Card Proprietary Network Reporting Requirements – US Region

A US Campus Card Issuer must obtain prior approval from Visa for any material changes (greater than 1% annually) to the number of Campus Card proprietary network acceptance locations.

A Campus Card Issuer must also provide to Visa all of the following:

- An annual report of all new off-campus locations added to the proprietary networks for the prior year
- At the time of program launch, a report of the first year's forecasted monetary closed-loop non-Visa transaction volume. After the first year of operations, an annual report, submitted no later than 1 July, of actual monetary closed-loop non-Visa transaction volume for the prior year plus forecasted volume for the upcoming year
- A report identifying any problems regarding Card use, fraud and/or dispute management, and issues with Acquirer/processor handling relating to proprietary closed-loop payment application or Campus Card program

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## 4.11 Prepaid

### 4.11.1 Prepaid – Issuer Requirements

#### 4.11.1.1 Visa Prepaid Card Program Issuance Requirements

A Visa Prepaid Card Issuer must:

- Obtain Visa approval prior to implementing a Visa Prepaid Card program
- Adhere to anti-money laundering and anti-terrorist financing requirements
- Prohibit unauthorized reselling of its Visa Prepaid Cards or accounts
- Ensure that its Cardholder Agreement or Terms and Conditions state that the Cardholder is not permitted to resell Visa Prepaid Cards
- Restrict Original Credit Transactions unless Cardholder verification procedures are performed
- Not issue Visa Prepaid Cards as any type of consumer credit program that extends a line of credit
- Ensure that the expiration date embossed on the Card and encoded on the Magnetic Stripe and Chip (when used) does not exceed 5 years from the date of issuance
- For Visa Gift Cards issued in the US Region, the Issuer must ensure the expiration date encoded on the Magnetic Stripe or Chip (when used) and embossed or printed on a Visa Gift Card does not exceed 9 years from the date of issuance

- Print a customer service telephone number<sup>1</sup> on the back of a Visa Prepaid Card
- Clearly disclose all applicable fees to the Visa Prepaid Cardholder
- Support Authorization Reversals

<sup>1</sup> In the US Region, the number must be a toll-free telephone number.

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#### 4.11.1.2 Visa Prepaid Card BIN

A Visa Prepaid Issuer must use a unique BIN for each of the following:<sup>1</sup>

- Consumer Visa Prepaid Cards
- Commercial Visa Prepaid Cards
- Reloadable Cards
- Non-R reloadable Cards

A Visa Prepaid Card program type within the consumer, commercial, reloadable or non-reloadable Card products must be assigned a unique BIN or BIN range.

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

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#### 4.11.1.3 Visa Prepaid Card Cash Access Restrictions

Except for Card programs where Cardholder verification has been completed by the Issuer or where a Prepaid Card is limited to funding by a government or corporate entity and the government or corporate entity maintains identifying Cardholder data<sup>1</sup>, an Issuer must block cash access, including Cash-Back, Manual Cash Disbursement, ATM Cash Disbursement, and Quasi-Cash Transactions for a Visa Prepaid Card, by blocking Transactions with the following MCCs:

- 6010 (Manual Cash Disbursements)
- 6011 (Automated Cash Disbursements)
- 6012 (Financial Institutions Merchandise and Services)
- 6051 (Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
- 4829 (Wire Transfer Money Orders)
- 7995 (Betting) (Applies only to Quasi-Cash Transactions containing an online gambling indicator in the US Region)

<sup>1</sup> The Issuer must disclose the cash access restrictions to the Cardholder.

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### 4.11.1.4 Visa Prepaid Card Funds and Reserves Requirements

A Visa Prepaid Card Issuer must establish fund reserves to cover Visa Prepaid Card Transactions and Settlement obligations. The Issuer must do all of the following:

- Ensure that prepaid funds are used only for valid Presentments
- Ensure that reserves are used only to cover direct program losses
- Monitor Agent reserves and account funding, including that of Mobile Network Operators (MNOs), and have access to Agent and MNO systems
- Periodically review and monitor Cardholder funds, including exception reporting
- In instances where the settlement or movement of funds between Visa Prepaid Card Issuers and their Agents is delayed, remit the funds as expeditiously as possible

A Visa Prepaid Card Issuer must hold and control all Visa Prepaid Card funds and Agent reserves in an account controlled by the Issuer. This requirement does not apply to:

- Members in countries where applicable laws or regulations require funds to be held in approved trust accounts
- In the US Region, Issuers of Visa Health Savings Account (HSA) programs, where funds must be held in an IRS-approved trust account
- Issuers of Visa Mobile Prepaid (VMP) where funds are held with an Issuer-approved Mobile Network Operator's (MNO) financial institution partner.

A Visa Mobile Prepaid (VMP) Issuer must:

- Establish and hold reserves from the MNO to cover Card Transactions and Visa Settlement obligations
- Perform annual due diligence on the MNO's financial institution partner

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### 4.11.1.5 Visa Prepaid Card Cash-Access for Visa Payroll and Visa TravelMoney

A Visa Prepaid Card Issuer must enable Cardholder access to funds through the Visa ATM network with a PIN and via Manual Cash Disbursement at Visa Member offices for both of the following Prepaid Cards:

- Visa Payroll Cards

- Visa TravelMoney

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#### 4.11.1.6 Visa Prepaid Account Balances

An Issuer must disclose its obligation for Card balances to its Visa Prepaid Cardholder. The disclosure must comply with all of the following:

- Be either in writing or other appropriate means as approved by Visa
- Identify the Issuer responsible for Prepaid Account balances either on the front or back of the Card
- Not imply that Visa is liable for outstanding balances

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#### 4.11.1.7 Unembossed Visa Prepaid Cards Online Authorization Requirements

An Issuer of an unembossed Visa Prepaid Card must both:

- Encode the "X2X" Service Code on the Magnetic Stripe to specify Online Authorization
- For Chip-enabled Prepaid Cards, align the Chip personalization parameters for online use only

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#### 4.11.1.8 Authorization Preferred Visa Prepaid Cards

An Issuer of Authorization Preferred Visa Prepaid Cards must both:

- Use a unique Visa Prepaid Card BIN or account range for Authorization Preferred Visa Prepaid Card programs
- Encode the "X2X" Service Code on the Magnetic Stripe to specify Online Authorization

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#### 4.11.1.9 Electronic Use Only Visa Prepaid Card Online Authorization Requirements

An Issuer of Electronic Use Only Visa Prepaid Cards must encode the Service Code "X2X" on the Magnetic Stripe to specify Online Authorization.

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### 4.11.1.10 Domestic Use Only Visa Prepaid Cards

An Issuer that limits the use of Visa Prepaid Cards to the country of issuance must both:

- Use the "Domestic Use Only" legend on the Visa Prepaid Card
- Ensure that Visa Prepaid Cards are encoded with a Service Code that denotes:
  - Online Authorization (X2X)
  - "Domestic Use Only"

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### 4.11.1.11 Point-of-Sale Balance Inquiry and Point-of-Sale Balance Return Service – Issuer Participation Conditions

An Issuer that participates in the Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return Service must complete systems testing with Visa.

In the US Region, a Visa Prepaid Issuer of Visa Gift Cards, Visa Incentive Cards, or other Non-Reloadable Visa Prepaid Cards must participate in the Point-of-Sale Balance Inquiry and/or Point-of-Sale Balance Return Service.

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### 4.11.1.12 Prepaid Card Purchase and Account Funding Transactions Processing Requirements

For a Visa Prepaid Card purchase Transaction involving the use of either a Visa credit Card or a Visa debit Card, the Acquirer must process the purchase as one of the following:

- A Quasi-Cash Transaction if the Visa Prepaid Card provides cash access via ATM or Manual Cash Disbursement
- An Electronic Commerce Transaction if the Prepaid Card is purchased online
- An Electronic Commerce Transaction with the Account Funding Indicator if the Transaction is initiated as an online Account Funding Transaction

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### 4.11.1.13 Visa Prepaid Card – Address Verification Service (AVS) Requirement – Canada Region, LAC Region and US Region

In the Canada Region, LAC Region and US Region, a Visa Prepaid Card Issuer must support the Address Verification Service (AVS).

If the Issuer cannot complete a valid AVS check, the Issuer must send AVS response "U" (unsupported).

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### 4.11.1.14 Multi-Application Domestic-Only Prepaid Programs in Brazil – LAC Region

In the LAC Region for Members in Brazil, for a multi-application Visa Prepaid Card which combines credit or debit functionality on the same Card, an Issuer in Brazil must both:

- Restrict the prepaid functionality to domestic use only
- With prior approval from Visa, issue the Prepaid Card with a credit or a debit BIN if:
  - The domestic switch has the ability to differentiate and support the processing of credit, debit, or prepaid Transactions and apply the correct Interchange
  - The Issuer is able to separately report the volume for each category in the regional Operating Certificates

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### 4.11.1.15 Visa Prepaid Card Transaction Data Requirements – LAC Region

In the LAC Region, an Issuer of a Visa Prepaid Card in Brazil must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for a Transaction completed with a Visa Prepaid Card of government programs.

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### 4.11.1.16 Visa Prepaid Cards – Reseller Organization Requirements

An Issuer that contracts with a Visa Prepaid Reseller must do all of the following:

- Ensure the reseller's compliance with Visa requirements, including anti-money laundering and anti-terrorist financing requirements
- Conduct due diligence to verify financial soundness and absence of derogatory background information about any of its principals
- Conduct physical inspection of the business premises of the prospective Reseller when feasible

- Collect the following information about each Reseller and make it available to Visa upon request:
  - “Doing Business As” (DBA) name
  - Reseller legal name
  - Reseller location, including complete mailing address
  - Government-issued business identification number and the type of identification
  - Incorporation status
  - Full first and last name, including middle initial if the Visa Prepaid Reseller is a sole proprietor
  - Termination date if the Issuer and Visa Prepaid Reseller terminate the relationship

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### 4.11.1.17 Visa Prepaid Card Sales from a Self-Service Card Dispensing Kiosk

To support the sale of Visa Prepaid Cards from a kiosk, an Issuer or its designated agent must maintain a comprehensive plan for upkeep and maintenance. The plan must address all of the following:

- Inventory management and restocking of the machine
- Troubleshooting of the device if not operating properly; for example, the machine is out of order, not dispensing cards, not taking bills or payment, not issuing a receipt
- Available contact information for consumer inquiries
- Retailer training for consumer inquiries

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## 4.11.2 Prepaid – Agent Use/Risk Controls

### 4.11.2.1 Visa Prepaid Card – Use of Agents – US Region

In the US Region, a Visa Prepaid Card Issuer that uses Agents for its Visa Prepaid Card program must do all of the following:

- Establish underwriting, monitoring, and control policies for its Agents
- Establish policies and procedures for reviewing solicitation materials used by its Agents
- Ensure that the policies are approved by its board of directors unless Visa specifically waives this requirement
- Provide the policies to Visa upon request
- Monitor its Agents and ensure it has access rights to all of its Agents’ systems and reports

- Submit a report on all Agent relationships to Visa on a quarterly basis

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#### 4.11.2.2 Visa Prepaid Issuer Risk Program Requirements

##### Effective through 14 November 2015

In the US Region, a Visa Prepaid Issuer or its Agent must cooperate with Visa, or an entity approved by Visa, for the completion of periodic review of the Issuer's or its Agent's operations at any time.

The Issuer both:

- Is responsible for the cost of the periodic review
- Must provide to Visa:
  - A copy of the self-assessment questionnaire on a quarterly basis
  - A copy of the review report upon request

##### Effective 15 November 2015

A Visa Prepaid Card Issuer must comply with, and ensure that its applicable Agent complies with, the *Visa Prepaid Issuer Risk Program Standards Guide* and cooperate with Visa, or an entity approved by Visa, for the completion of a periodic review of the Issuer's or its Agent's operations at any time. The Issuer is responsible for the cost of the periodic review.

The Issuer must both:

- Complete the *Prepaid Issuer Self-Assessment Questionnaire* upon entry into the Visa prepaid program and, at minimum, on an annual basis
- Provide to Visa upon request:
  - A copy of the completed *Prepaid Issuer Self-Assessment Questionnaire*
  - A copy of the review report

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#### 4.11.2.3 Visa Prepaid Card – Secure Card Destruction Requirements

An Issuer or its Agent must maintain secure Card destruction procedures for recalled, expired, or damaged Visa Prepaid Cards. The destruction procedures must require all of the following:

- Immediate and secure destruction through shredding or incineration of Cards marked for non-use

- Rendering of all images, Card Account Numbers, and generic identifiers to be completely unusable or unreadable. Cutting the Card or Card package in half and disposing it in the trash does not comply with this requirement.
- Immediate creation of an inventory log for Cards marked for destruction which includes a record of, at minimum, all of the following information:
  - Date of destruction
  - Date of determination for destruction (when the card was damaged/recalled/expired)
  - Number of each card type(s) being counted/ destroyed
  - Printed names and signatures of both parties counting or destroying the cards
  - Any other data required by the Issuer
- All parties to ensure that all Cards or packaged Cards have actually been destroyed before leaving the destruction area
- Storage of Cards in a secure environment under dual custody if the Cards cannot be destroyed immediately upon receipt
- Entities contracted to destroy Cards to present a certificate of destruction to the Issuer or their Agent once the destruction process is completed
- The Issuer to ensure that any entity acting on behalf of the Issuer complies with the secure destruction requirements

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### 4.11.3 Prepaid – Affinity/Co-Branding

#### 4.11.3.1 Additional Permitted Member Identification for Prepaid Cards

To display the Marks of another Visa Member on its Visa Prepaid Cards, an Issuer must do all of the following:

- Obtain prior approval from Visa
- Clearly identify itself as the Issuer on the Card and program materials
- Own, underwrite, and exercise complete control over the Prepaid Card Account and the receivables associated with it. The non-issuing Member must act only as the distributor/reseller.
- Maintain responsibility for all customer service functions for the Prepaid Card
- Use another Member's Mark only on:
  - Non-Reloadable Visa Prepaid Cards

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

- Visa TravelMoney or Visa Prepaid Cards used primarily for travel

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#### 4.11.3.2 Visa TravelMoney Cross-Border Issuance – AP Region and CEMEA Region (Updated)

In the AP Region and CEMEA Region, an Issuer that wishes to participate in intraregional cross-border issuance of Visa TravelMoney Cards with POS and ATM functionality must submit an application in writing to Visa.

Visa may, at its sole discretion, withhold approval for cross-border issuance.

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

For Visa Prepaid Cards, an Issuer that displays the Marks of a non-Member entity that is engaged in banking activities and eligible for Visa membership must comply with all of the following:

- Obtain prior written consent from Visa
- Ensure that the Affinity/Co-Brand program is established solely for the purpose of providing the distribution or sale of certain Visa Prepaid Cards
- Ensure that the distribution or sale of Visa Prepaid cards by the Affinity/Co-Brand partner is limited to either:
  - Non-Reloadable Cards
  - Visa Prepaid Travel Cards including Visa TravelMoney Card
- Maintain complete control over the Affinity/Co-Brand Visa Prepaid Cards including responsibility for customer service and assumption of financial liability. The Affinity/Co-Brand partner must not be engaged in an ongoing contractual relationship with the Cardholder in connection with the Issuer's Visa Prepaid Card.<sup>1</sup>
- Assume complete responsibility for oversight and control of their Affinity/Co-Brand partner in accordance with the reseller requirements specified in Section 4.11.1.16, "Visa Prepaid Cards – Reseller Organization Requirements."

<sup>1</sup> This does not apply in the LAC Region, as specified in Section 4.1.2.1, "Second Line of Credit for On-Us Transactions – LAC Region."

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### 4.11.3.4 Visa Prepaid Affinity/Co-Brand Cards Issuer Responsibility

A Visa Prepaid Issuer that establishes any Affinity/Co-Brand partner relations must do all of the following:

- Ensure that policies and procedures are in place to review and assess the nature of the Affinity/Co-Brand partner's business
- Conduct due diligence of all Affinity/Co-Brand partners prior to program launch
- Not establish an Affinity/Co-Brand partner relationship with a business that cannot be verified or could potentially damage the Visa Brand

The Issuer must obtain and verify all of the following information about its Affinity/Co-Brand partners:

- Business Name
- Address
- Phone Number
- Primary Contact Name
- Primary Contact e-mail Address
- Website URL (if applicable)
- Business Tax Identification Number or government issued identification number associated with the business or business owner

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### 4.11.4 Prepaid – Cross-Border Remittance

#### 4.11.4.1 Visa Prepaid Remittance Card Issuer Responsibilities

An Issuer of Visa Prepaid Remittance Cards must comply with all of the following:

- Position its program only as either:
  - Remittance sender program
  - Remittance recipient program
- Not actively solicit or market Visa Prepaid Accounts from, individuals domiciled outside its country of issuance
- Not issue more than two Visa Prepaid Remittance Cards to a single remittance sender or remittance beneficiary

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

- Disclose terms and conditions of the program in the dominant language of the country for both remittance senders and recipients
- Provide Cardholders the option to receive electronic or paper-based monthly statements detailing Transaction history for the period
- Establish the following maximum limits:
  - USD 1,000 per load
  - USD 2,500 in aggregate load amount over 30-day rolling period
  - USD 2,500 Card balance at any point in time
  - USD 1,000 daily withdrawal amount

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#### 4.11.4.2 Visa Prepaid Remittance Card Sender Program

An Issuer that participates in the Visa Prepaid Remittance Card "sender" program must provide separate Visa Prepaid Cards for the remitting Cardholder and the remittance beneficiary. The Issuer must limit the distribution of the Cards in one of the following ways:

- Either itself or through its Processor, mail the secondary Card to the remittance beneficiary
- Allow the remitting Cardholder to mail the Visa Prepaid Card to the remittance beneficiary
- Enter into an agreement with a Visa Member in a recipient country to distribute Visa Prepaid Cards to remittance beneficiaries
- Enter into an agreement with a non-financial institution in the recipient country to distribute cards to remittance beneficiaries

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#### 4.11.4.3 Visa Prepaid Remittance Card Recipient Program

An Issuer that participates in the Visa Prepaid Remittance Card "recipient" program must both:

- Enter into an agreement with the Visa Member in the recipient country to establish an individual Visa Prepaid Card account for the remittance beneficiary to support a load channel for the remitting Cardholder
- Provide a facility for loading funds to the remittance beneficiary's Visa Prepaid Card account

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

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

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

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### 4.11.4.5 Limitation of Distribution of Visa Prepaid Cards Outside the Country of Issuance (Updated)

An Issuer authorized to distribute Visa Prepaid Cards outside its country of Issuance must limit such distribution to Prepaid products that are funded solely by a multinational corporation or a government entity.

For Visa Prepaid Cards distributed outside the country of issuance and funded by a multinational corporation, the Issuer must do all of the following:

- Be a Visa Member in the country where the multinational corporation has its principal place of business<sup>1</sup>
- Ensure that no more than 25% of the multinational corporation's revenue is derived from activities outside the country in which the participating Issuer is located
- Ensure that the number of the multinational corporation's employees resident outside the country in which the participating Issuer is located does not exceed 25% of the multinational corporation's overall employee count<sup>1</sup>
- For a Visa Prepaid Card funded for the purpose of insurance-to-consumer programs, ensure that the insurance company is located within the country of the Issuer and Cards are provided only to policy holders who may be living abroad. Centralized global Card distribution for global or multinational insurance companies is prohibited.

For Visa Prepaid Cards distributed outside the country of issuance and funded by a government entity:

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

<sup>1</sup> This restriction does not apply to Airlines, Cruise Lines, and sea-based shipping companies.

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### 4.11.5 Prepaid – Authorization Services/Funds Access

#### 4.11.5.1 Visa Prepaid Card Selective Authorization

A Visa Prepaid Card Issuer's systematic decline responses to Authorization Requests for specific Prepaid Cards must be based only on the following criteria:

- MCC
- Merchant name or terminal identification
- Location or Merchant Outlet

A Prepaid Card Issuer must obtain approval from Visa before implementing Selective Authorization programs or limiting acceptance, except when the Issuer suspects fraudulent or unusual activity.

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#### 4.11.5.2 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 and Authorization Reversals.

In the Canada Region<sup>1</sup> and US Region, a Visa Prepaid Card Issuer and its VisaNet Processor must support Partial Authorization Transactions.

<sup>1</sup> Effective 17 April 2016

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#### 4.11.5.3 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.

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#### 4.11.5.4 Visa Prepaid Card Authorization Holds – US Region

In the US Region, a Visa Prepaid Card Issuer must release the hold on available funds in its Cardholder's Account as a result of an approved Authorization Request under any of the following conditions:

- When a matching Clearing Record is received
- No later than 3 business days from the Authorization Request
- Immediately upon Authorization Reversal
- For a Visa Flexible Savings Account (FSA), Visa Health Reimbursement Arrangement (HRA), or a Visa Health Savings Account (HSA), no later than 14 business days from the Authorization Request

The above requirements do 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 either:

- Upon receipt of the preauthorization completion message
- After 2 hours of the preauthorization request, if a preauthorization completion message has not been received within that time

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### 4.11.5.5 Visa Prepaid Card Credit Transaction Funds Access – US Region

A Visa Prepaid Card Issuer in the US Region must post a Credit Transaction Receipt to a Cardholder's account and provide access to the funds within one business day of Settlement unless circumstances or account history warrant a delay.

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### 4.11.6 Prepaid – Partners

#### 4.11.6.1 Visa Prepaid Partner Agreement Requirements – General

A Visa Member that uses a Prepaid Partner to sell, activate and/or perform Load Transaction processing for Visa Prepaid Cards must perform required due diligence and establish a Prepaid Partner Agreement or amend an existing agreement.

The Prepaid Partner Agreement must, at minimum, address all of the following:

- Terms and conditions of the relationship between the Issuer and/or Acquirer and the Prepaid Partner
- Any applicable service fee charged to a Cardholder by the Prepaid Partner for the purchase, activation, or load of Visa Prepaid Cards
- The portion of any service fees that will be paid to the Issuer or Acquirer

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

- Responsibility to protect Cardholder information
- Requirement to provide a Transaction Receipt to the Cardholder for the sale, activation or load (including the amount loaded to the Card) as applicable, containing all of the following information:
  - Type of Transaction (purchase, activation, and/or reload)
  - Transaction amount with a separate listing of the value of the reload (or sale) as well as any service fee charged to the Cardholder
  - Last 4 digits of the Visa Prepaid Card number reloaded or sold to identify the Visa Prepaid Card used/purchased in the Transaction
  - Type of tender used to fund the reload or purchase
  - Purchase or load location
- Permission for Visa and its Issuers to publicize their names and participating location addresses
- Prepaid Partner policy relative to permitted sources of tender accepted by the Prepaid Partner for purchase and Load Transactions
- Procedures for financial Settlement between Member and its Prepaid Partner
- Prepaid Partner obligation to prominently disclose Transaction fees (if assessed) and the reload Brand Marks, consistent with the Prepaid Partner's current display of the Visa Mark
- Requirements for Load Transactions, including those of the Issuer and Acquirer obligations which involve, or are relevant to, a Merchant as applicable
- Procedures for good faith adjustments by the Prepaid Partners in case of processing errors
- Compliance with the Visa rules
- Prepaid Partner responsibilities regarding dispute resolution in support of requests for information by the Acquirer

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#### 4.11.6.2 Prepaid Partner – Load Partner Requirements

In addition to the requirements specified in Section 4.11.6.1, "Visa Prepaid Partner Agreement Requirements – General," a Prepaid Partner that provides Load Transaction services must do all of the following:

- Obtain Issuer approval of a Load Authorization Request and load value to a Visa Prepaid Card participating in Visa Prepaid Load Service or Visa ReadyLink unless the Prepaid Partner suspects the Transaction may be unauthorized or involve fraudulent activity
- Complete the Load Transaction only:
  - In a Card-Present Environment

## Visa Product and Service Rules

Issuance

Prepaid

- If the Prepaid Partner and the Visa Prepaid Card Issuer are located within the same country
- In the Cardholder's billing currency
- Upon receiving Issuer approval to an Authorization Request for reloads on qualified Reloadable Cards. If the Authorization Request is denied by the Issuer, the Prepaid Partner must return the funds to the Cardholder
- Develop and maintain Acceptance Devices and system applications
- Provide proper staff training to ensure accurate processing of Load Transactions in accordance with the requirements established by the Acquirer
- Clearly identify the Prepaid Partner in all Load Transactions by including on the Transaction Receipt the Prepaid Partner name, location address and identification code which allows the Cardholder to readily identify the location of the Load Transaction terminal
- Determine with their Acquirer the types of funds accepted for Load Transactions
- Collect the tendered funds in advance of initiating a Load Transaction
- Not initiate reversals of Load Transactions to resolve disputes arising from issues with the funding source for the Load Transaction
- Establish procedures to mitigate the risk of losses and fraud involved in loading value to Visa Prepaid cards. They must:
  - Monitor suspicious activity related to Load Transactions
  - Utilize appropriate card acceptance procedures if payment cards are used as tender for the source of funds to load Visa Prepaid Cards
- Establish and maintain procedures for effective service support to Visa Prepaid Cardholders by their Issuers

A Prepaid Partner that participates in Load and Activation services must obtain Issuer approval of an activation and load Authorization Request for Card activation for both Reloadable Cards and Non-Reloadable Cards.

The Prepaid Partner must maintain at all times reasonable procedures and practices to ensure that it does not sell, in aggregate, more than USD 10,000 of 'prepaid access' and 'closed loop prepaid access,' as defined under 31 CFR 1010.100 (ww) and (kkk), respectively, to any one person during any one day. For purposes of this aggregation, the policies and procedures put in place by the Prepaid Partner must be risk-based and appropriate for its particular business.

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#### 4.11.6.3 Visa Prepaid Partner – Retail Partner Requirements

In addition to the general requirements specified in Section 4.11.6.1, "Visa Prepaid Partner Agreement Requirements – General," a Prepaid Partner that sells Visa Prepaid Cards in a retail channel must comply with all of the following:

- Implement VisaNet enhancements required to improve consumer experience
- Not be engaged primarily in the business of selling alcohol, tobacco, firearms, gambling, adult-themed items or other goods that may negatively impact the Visa Brand. This restriction also applies to a business that targets underage patrons.
- Have an established Fraud Management team and procedures to notify the Issuer, or the Issuer-designated VisaNet Processor or Third Party Agent of any fraud, theft, or compromise of Visa Prepaid Cards
- Not sell a Visa Prepaid Card if there is evidence of potential Card compromise, such as tampered packaging. The retailer must retain the Card and either return the Card to the Issuer or their designated Third Party Agent per the Issuer's instructions, or notify the Issuer and securely render the Card unusable
- Not sell Visa Prepaid Cards that have Contactless functionality unless they are packaged or stored in a secure manner that prevents the Card from being read prior to sale
- Establish processes and procedures to handle bulk sales to ensure Cards being purchased are not being used for illegal purposes
- Not subcontract any services that it performs on behalf of the Issuer to a third party without the Issuer's consent
- In the US Region, be an existing Visa acceptance Merchant, unless the Merchant does not sell physical goods

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#### 4.11.6.4 Visa Prepaid Card Retail Channel Partner Agreement

An Issuer must ensure that its Prepaid Partner Agreement for retail channel partners both:

- Specifies minimum and general merchandising requirements
- Includes details pertaining to:
  - Shipping, storage, and reporting of Prepaid Card inventory
  - Reporting requirements for lost/stolen cards
  - Process for handling damaged Cards/packages
  - Secure Card destruction procedures

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### 4.11.6.5 Visa Prepaid Card Retail Channel Partner – Issuer Requirements

In addition to the requirements specified in Section 4.11.6.1, "Visa Prepaid Partner Agreement Requirements – General," a Visa Prepaid Card Issuer that distributes Visa Prepaid Cards in a retail channel must do all of the following:

- Ensure all Prepaid Partners engaged in selling Visa Prepaid Cards are in good financial standing and have been in business for no less than 1 year
- If applicable, ensure policies and procedures are in place to evaluate individual franchises and ensure that each franchise adheres to an Issuer-agreed corporate policy for the sale of Visa Prepaid Cards
- Make available to Visa upon request:
  - Separate sales and inventory data for each retailer
  - A list of all participating retailers
  - Operational processes and procedures for all parties involved in the creation, distribution, storage, merchandising, sales, funding settlement and replacement of Visa Prepaid Cards
- Ensure there is no active solicitation or sales of Visa Prepaid Cards outside countries where the Issuer holds valid Visa issuing licenses
- Detail the operational processes and procedures for all parties involved in the creation, distribution, storage, merchandising, sales, funding, settlement, and replacement of Visa Prepaid Cards. These processes and procedures must include all of the following:
  - Plastics and package creation
  - Inventory, sales and return process
  - Inventory and distribution
  - Purchase and activation
  - Voids and returns
  - Flow of funds
- Make funds available to the Cardholder no later than 24 hours from the time of Card activation. The maximum duration of an activation delay must be disclosed on the outside of the packaging for any card program that delays automatic activation for more than 1 hour from the time of purchase.

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### 4.11.6.6 Visa Prepaid Card Retail Channel Display Requirements

A Visa Prepaid Card Issuer that distributes Visa Prepaid Cards in a retail channel must require its retail channel partners to ensure that the Visa Prepaid Cards comply with all of the following:

- Are not placed near tobacco products, alcohol, firearms, adult magazines or videos, or lottery or gaming machines
- Are not targeted toward underage customers
- Have equal or greater prominence compared to other payment network-branded Prepaid card offerings, excluding the retailer's own branded gift card
- If sold on "clip strips" or "merchandising strips," are securely fastened to the shelf. Reorder/inventory tags with a bar code must be placed on the shelf or the strip in order for clerks to reorder products and indicate permanent placement for them.
- Are not sold or marketed in conjunction with payday loans

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#### 4.11.6.7 Visa Prepaid Card Packaging

A Visa Prepaid Card Issuer must ensure that the packaging used for a Visa Prepaid Card complies with all of the following:

- Is tamper-evident and tamper-resistant. New package construction designs being introduced in the market must be approved by Visa before program launch.
- Holds the Card in a manner that prevents disclosure of the Card Account Number, CVV and Magnetic Stripe before purchase
- Displays the Visa name and Brand Mark or a graphic of the Card design prominently on the outside of the package and with equal or greater prominence compared to any other marks
- Does not display Third Party Agent branding on the package unless the Third Party Agent will provide customer service to the Cardholder
- Includes a unique identifier to allow inventory tracking and quality control checks for the enclosed Card. The identifier must not include any portion of the Visa Card Account Number and must not enable payment Transactions.

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#### 4.11.6.8 Visa Prepaid Card Package Disclosure

A Visa Prepaid Card Issuer must ensure that the outside of a Visa Prepaid Card package clearly and legibly discloses all of the following information:

- The Card expiration date
- All applicable consumer fees, including purchase fee
- Name of the Card Issuer. This must also be included in all other program communication materials.

## Visa Product and Service Rules

Issuance

Prepaid

- Information to indicate that the Card is not active until purchased or activated post-purchase, as applicable
- Channels through which the Cardholder may register the Card (in-store, website, or by phone)
- Information regarding collection of personal information, if required
- All Card limitations including, but not limited to, reload capabilities, cash access, and any acceptance restrictions
- An activation sticker if post-sale activation is required
- If the package does not include the actual Card, information about how the Card will be made available, and applicable terms and conditions

A Visa Prepaid Card retail package must include information for the Cardholder regarding all of the following:

- Card activation, including a post-activation sticker on the Card
- Card usage
- If the Card allows cash access, requirement regarding the collection of personal Cardholder information before the Card can be activated
- Acceptance limitations and/or conditions for using the Card in restaurants, hotels, and gas stations
- Means for verifying the Card balance
- Information about acceptance locations
- Split-tender Transactions
- Other terms and conditions as required, and visibly stated prior to purchase

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### 4.11.6.9 Visa Prepaid Card Package Disclosure for Visa Gift Cards

In addition to the requirements specified in Section 4.11.6.8, "Visa Prepaid Card Package Disclosure," for a Visa Gift Card sold by a retail partner, an Issuer must ensure that the Card package clearly and prominently shows all of the following:

- The words "Gift" or "Gift Card" on the outside of the package
- The dollar denomination for pre-denominated Visa Prepaid Cards
- The minimum and maximum load/value for variable load Cards

Visa Gift Card packaging must not specifically target underage Customers.

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### 4.11.6.10 Visa Prepaid Card Package Disclosure for Visa Reloadable Cards

In addition to the requirements specified in Section 4.11.6.8, "Visa Prepaid Card Package Disclosure," for a reloadable Visa Prepaid Card, an Issuer must ensure that the package clearly and prominently discloses all of the following:

- The words "Reloadable Visa Prepaid," "Visa Reloadable Prepaid," "Visa Prepaid," or "Reloadable" on the outside
- The minimum and maximum amount of initial load and subsequent reloads
- The type of funds accepted for initial load and subsequent reloads
- Funding channels for the account – in-store, online, or by phone
- Funds availability and any delays between the time of load/reload to availability of funds

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### 4.11.7 Prepaid – General Purpose/Load Requirements

#### 4.11.7.1 Non-Reloadable Visa Prepaid Cards Issuer Requirements

For Non-Reloadable Cards, an Issuer must do all of the following:

- Limit the amount of initial funding to no more than USD 1,000 if Cardholder verification has not been completed
- Not permit any additional loads after the initial funding
- Process a Credit, Reversal, or Adjustment only if it is directly related to a previous purchase Transaction
- Block or decline Recurring Transactions and Installment Transactions
- Print the legend "Non-Reloadable" on the back of the Card
- Obtain prior approval from Visa to opt out of participation in ATM Transactions<sup>1</sup>

<sup>1</sup> This requirement does not apply in the AP Region for Taiwan.

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### 4.11.7.2 Reloadable Visa Prepaid Cards

Except for Card programs in which Cardholder verification has been completed by the Issuer or for which a Prepaid Card is limited to funding by a government or corporate entity and the government or corporate entity maintains identifying Cardholder data<sup>1</sup> for a Reloadable Card, an Issuer must do all of the following:

- Limit the amount of initial funding to no more than USD 1,000 unless Cardholder verification has been completed<sup>2</sup>
- Not reload the Card beyond initial funding unless Cardholder verification procedures have been completed<sup>1</sup>
- Personalize the Card using the Cardholder name or a Visa-approved generic identifier

<sup>1</sup> Issuers must ensure that relevant corporate or government entities perform Cardholder verification in accordance with Issuer policy and applicable law.

<sup>2</sup> An exception to this requirement applies for transit co-branded general purpose Reloadable Cards as specified in Section 4.11.7.3, "General Purpose Reloadable Transit Co-Branded Cards"

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### 4.11.7.3 General Purpose Reloadable Transit Co-Branded Cards

An Issuer of a general purpose Reloadable Transit Co-Branded Card that allows reloads before the completion of Cardholder verification procedures must do all of the following:

- Limit the cumulative load amount to no more than USD 1,000. The Issuer must complete Cardholder verification before permitting reloads beyond USD 1,000.
- Complete Cardholder verification to reload the Visa Prepaid Card beyond initial funding
- Ensure that the Card is limited to domestic use only

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## 4.11.8 Prepaid – Load Services

### 4.11.8.1 Visa Prepaid Card Load Service Transactions Issuer Requirements

An Issuer that participates in Load Transaction processing must do all of the following:

- Designate BINs or BIN ranges within its Visa Prepaid Card program for participation in Visa Prepaid Load Service or Visa ReadyLink<sup>1</sup> service

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

- If adding load capability to an existing, already approved, Visa Prepaid program, submit to Visa an updated Program Information Form (PIF) indicating participation in the service
- Certify with Visa the ability to support financial messages without a PIN for settlement of Load Transactions and receive Load Transaction messages including fee collection and funds disbursement messages
- Implement and maintain processes and procedures to mitigate potential risk and fraud associated with Load Transactions
- Communicate to Visa Prepaid Cardholders the terms and conditions, including any fees associated with Load Transactions
- Provide Cardholders of designated Reloadable Cards written information about the process for adding value to their Cards at participating load locations
- Establish and monitor processes to ensure effective Cardholder service, timely disclosure of information and resolution of disputes
- Not establish any Stand-In Processing (STIP) parameters for Load Transaction processing
- Approve Authorization Requests to load funds to Reloadable Cards
- Support Authorization and Settlement of Load Transactions and Load Reversal Authorization Requests and responses processed through VisaNet
- Support good faith efforts to address Acquirer or Prepaid Partner processing errors and adjustments to Visa Prepaid Cards in connection with Load Transactions

<sup>1</sup> Visa ReadyLink Service is available only in the US Region. A Visa Prepaid Issuer in the US Region that participates in Visa ReadyLink must be a financial institution eligible for deposit insurance or share insurance.

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#### 4.11.8.2 Visa Prepaid Load Service – Posting of Funds

In addition to the requirements specified in Section 4.11.8.1, "Visa Prepaid Card Load Service Transactions Issuer Requirements," an Issuer that participates in the Visa Prepaid Load Service must post the value of the funds loaded to the Cardholder's reloadable Visa Prepaid Card either immediately upon Authorization or Clearing.

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#### 4.11.8.3 Visa Prepaid Card Load Service Transactions – Collection of Funds

To collect funds for a disputed Visa Prepaid Card Load Transaction, an Issuer must use a Fee Collection Transaction and ensure all the following conditions are met:

- The Issuer approved the Load Transaction Authorization Request

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- The Issuer posted the value to the Prepaid Account upon authorization or the Cardholder provides a Transaction Receipt documenting the Visa Prepaid Load Service amount
- No associated Clearing Record was received for an authorized Load Transaction
- The amount in the Clearing Record is less than the amount reflected on the Transaction Receipt and no reversal was sent

The Fee Collection Transaction for a disputed Load Transaction amount must be submitted within 180 calendar days from the related event but no earlier than 10 calendar days from the Authorization date.

Cardholder disputes arising from the use of a Visa Card to purchase or add value to a Visa Prepaid Card at a Prepaid Partner are subject to standard Visa dispute resolution requirements.

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### 4.11.8.4 Visa ReadyLink Load Service – Additional Issuer Requirements – US Region

In the US Region, in addition to the requirements specified in Section 4.11.8.1, "Visa Prepaid Card Load Service Transactions Issuer Requirements," a Visa Prepaid Issuer that participates in Visa ReadyLink must make funds available to the Cardholder immediately upon approval of the Authorization Request for a Load Transaction.

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### 4.11.9 Prepaid – Visa TravelMoney

#### 4.11.9.1 Visa TravelMoney Participation

A Prepaid Card Issuer that participates in the Visa TravelMoney program must comply with all of the following:

- Participate in the Card Verification Service
- Issue pre-assigned or customer-selected PINs to all Visa TravelMoney Cards
- Accept PIN for Cardholder verification at an ATM
- Support ATM Cash Disbursements at both Visa/Plus ATM and Manual Cash Disbursements at Visa Member offices
- Not position Visa TravelMoney Cards as equivalent to Traveler's Cheques

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### 4.11.9.2 Visa TravelMoney Student Card Issuer Requirements – LAC Region (Updated)

In the LAC Region, a Visa TravelMoney Student Card Issuer must:

- Issue Cards as a Chip-enabled Prepaid Card
- Enable both Point-of-Transactions and ATM functionality on its Visa TravelMoney Student Cards
- Issue Cards using either account ranges only within existing Visa TravelMoney BINs or a unique Visa TravelMoney BIN

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### 4.11.9.3 Visa TravelMoney Student Card Core Benefits – LAC Region (Updated)

A Visa TravelMoney Student Card Issuer must, at a minimum, provide to its Cardholders all of the following core product benefits, unless prohibited by applicable laws or regulations:

- Emergency services through Visa's GCAS services, including full participation requirements
  - Lost/Stolen Card Reporting
  - Cardholder Inquiry Service
  - Emergency Cash Disbursement
  - Emergency Card Replacement
- Travel accident insurance with accidental death benefit coverage of USD 250,000 (or local currency equivalent)
- Rental car insurance, including country of residence
- Travel and emergency assistance services
- Visa Purchase Protection

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### 4.11.9.4 Visa TravelMoney Card Account Number Specifications – ATM Only

An Issuer of Visa TravelMoney Cards with ATM-only functionality must comply with both of the following:

- Not print or emboss the 16-digit Visa TravelMoney Card Account Number on the Card
- Indent-print the 13-digit Visa TravelMoney Card serial number on the back of the Visa TravelMoney Card

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### 4.11.9.5 Visa TravelMoney – Access to Funds – US Region

In the US Region, if an Issuer offers multiple Visa TravelMoney Cards to a Cardholder, the Issuer must both:

- Ensure full access to Visa TravelMoney funds for each Visa TravelMoney Card held by the Cardholder. If one or more Visa TravelMoney Cards are lost, the remaining Cards must still have access to funds.
- Replace one or more Cards up to the total number of Visa TravelMoney Cards originally purchased if one or more are lost, stolen, or damaged.

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### 4.11.9.6 Visa TravelMoney – ATM and POS Functionality

An entity must be licensed as a Visa Member to combine Point-of-Transaction and ATM functionality on its Visa TravelMoney Cards.

An Issuer that is licensed only for the issuance of Visa TravelMoney Cards must restrict the functionality on the Card to ATM use only.<sup>1</sup>

<sup>1</sup> This does not apply to Visa TravelMoney Student Cards.

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### 4.11.9.7 Brand Mark Identifier for Visa TravelMoney Cards with POS Functionality

A Visa TravelMoney Card issued with Point-of-Transaction functionality must bear the Visa TravelMoney Mark in addition to the Visa Brand Mark or the Visa Brand Mark with the Electron Identifier.

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### 4.11.9.8 Visa TravelMoney Cardholder Notification

An Issuer of Visa TravelMoney Cards must inform its Cardholders that a Visa TravelMoney Card may be used at a Visa/Plus ATM location.

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### 4.11.10 Prepaid – Visa Buxx

#### 4.11.10.1 Visa Buxx Card Issuer Implementation Requirements – US Region

In the US Region, at least 30 days before issuing Cards, a Visa Buxx Issuer must submit to Visa written certification that its programs, systems, procedures, and services can support Visa Buxx Card requirements.

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#### 4.11.10.2 Visa Buxx Card Issuer Requirements – US Region

In the US Region, a Visa Buxx Issuer must designate a parent or an adult sponsor as the account owner of the Card with the option for the minor/underage person to be an authorized user:

A Visa Buxx Issuer must comply with all of the following:

- Not market a Visa Buxx Card to an underage person and decline the application if the intended authorized user is under the age of 13
- Offer the account owner the option to:
  - Establish defined spending and cash access limits by Transaction amount, type, and/or frequency
  - Receive text message, email or mobile application notifications when the limits are exceeded
  - Support on-demand, scheduled, or recurring minimum balance reloads in at least 3 ways, one of which must make funds available to the Cardholder within one hour of initiating the load
- Either itself, through Visa, or a third-party provider, offer:
  - Parental notification of payment activity and current balance information
  - The option to receive paper and/or electronic delivery of periodic Card statements
  - The ability to manage the account online
  - The ability to check available balance via internet, interactive voice response (IVR), or ATM

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#### 4.11.10.3 Visa Prepaid Cash Access for Visa Buxx Cards – US Region

In the US Region, a Visa Buxx Issuer must enable Cardholder access to funds through the Visa ATM network with a PIN if cash access is authorized on the account by the parent account holder.

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### 4.11.11 Prepaid – Teen Card

#### 4.11.11.1 Visa Prepaid Teen Cards – Issuer Requirements

An Issuer must only allow a parent or an adult sponsor to be the designated account owner of a Visa Prepaid Teen Card with the option of allowing the teen<sup>1</sup> to be an authorized user, and comply with all of the following:

- Only allow a parent or an adult sponsor to be the designated account owner of the Visa Prepaid Teen Card
- Offer the option for the teen to be an authorized user of the Card
- Limit ordering of new or additional Cards to the adult sponsor that opened the account
- Offer multiple options to the account owner for reloading the Visa Prepaid Teen Card
- Provide online account management
- Make balance check available via internet, interactive voice response (IVR) or ATM
- Provide link to money management resources
- Provide the ability to set up optional text or email alerts to inform parents of Card load and Transaction activity and balance
- Offer account owners or Cardholders a choice of receiving either paper or electronic delivery of monthly statement

<sup>1</sup> In the US Region, the Issuer must decline applications if the intended authorized user is under the age of 13.

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### 4.11.12 Prepaid – Employee Benefits/Healthcare

#### 4.11.12.1 Visa Employee Benefit Card Issuer Requirements – US Region

In the US Region, a Visa Prepaid Card Issuer must comply with both of the following:

- Not permit cash access for its Employee Benefits Cards
- Support Retrieval Request reason code 27 (Healthcare Auto-Sub Data Retrieval Request), for the purpose of obtaining detailed Transaction Receipt data from Acquirers, via fax, for Visa Flexible Spending Accounts (FSA) or Visa Health Reimbursement Arrangement (HRA)

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### 4.11.12.2 Visa Employee Benefit Card (FSA/HSA/HRA) Issuance Requirements – US Region

An Issuer of Visa Employee Benefit Cards must not use the identifier "Check Card" on Flexible Spending Account (FSA), Health Savings Account (HSA), or Health Reimbursement Arrangement (HRA) Cards.

An Issuer or its processor that offers multi-purse programs on a Card which includes an FSA must do all of the following:

- Classify the BIN as prepaid FSA
- Provide Cardholders with clear and detailed information about their Visa multi-purse Card, the various accounts or purses it accesses and permitted Card use, including any restrictions applicable to each purse
- Ensure that rules and regulations for each account or purse type are followed, including all of the following:
  - Restriction on combining certain accounts such as HSA and an unrestricted FSA
  - Management of each purse's distinct operational requirements
  - Use of the funds in accordance with IRS guidelines

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### 4.11.12.3 Healthcare Auto-Substantiation Requirements – Issuer Requirements – US Region

In the US Region, a Visa Prepaid Card Issuer or its Agent must certify with Visa and obtain a license from, and be certified by, SIGIS to support Healthcare Auto-Substantiation Transactions if it offers either:

- Visa Flexible Spending Account (FSA)
- Visa Health Reimbursement Arrangement (HRA)

A participating Issuer or its Agent must do all of the following:

- Properly identify and approve Healthcare Auto-Substantiation Transactions based on the amount identified in the eligible healthcare amount field
- Ensure support of reporting systems to identify auto-substantiated Transactions
- Support retrieval requests for receipt detail associated with Visa Healthcare Auto-Substantiation Transactions

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### 4.11.12.4 Visa Prepaid Card Cash Access Restrictions For Employee Benefit Programs – US Region (Updated)

In addition to the requirement specified in Section 4.11.1.3, "Visa Prepaid Card Cash Access Restrictions," a US Visa Prepaid Card Issuer must, at all times, block cash access, including Cash-Back, Manual Cash Disbursement, ATM Cash Disbursement, and Quasi-Cash Transactions for the following Visa Employee Benefit Card accounts:

- Flexible Spending Accounts (FSA)
- Health Reimbursement Arrangements (HRA)
- Dependent care account
- Transportation benefits

For a Visa Prepaid Card Health Savings Account (HSA), if the Issuer does not support ATM cash access, the Issuer must use a separate prepaid BIN for the HSA Card program.

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### 4.11.13 Prepaid – Visa Mobile

#### 4.11.13.1 Visa Mobile Prepaid General Requirements – AP Region, CEMEA Region, and LAC Region

A Member participating in Visa Mobile Prepaid must do all of the following:

- Receive Visa Money Transfer Original Credit Transactions, where available
- Ensure that all Visa Mobile Prepaid accounts are linked to a valid mobile telephone number
- Provide Visa with mobile phone number (Mobile Subscriber Integrated Services Digital Network-Number – MSISDN) to primary Account Number (PAN) mapping data for each active Visa Mobile Prepaid account

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

In the AP Region, CEMEA Region, and LAC Region, a Visa Mobile Prepaid Issuer must do all of the following:

- Use a unique Visa Mobile Prepaid product sub-type and a prepaid BIN assigned to a Visa consumer, business, or commercial product

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

- Ensure that a physical companion Card issued for a virtual Visa Mobile Prepaid account complies with the same branding requirements as any other Visa Card
- Inform the Visa Mobile Prepaid user of any fees that may be charged
- Comply with the routing directory requirements
- Issue commercial Visa Mobile Prepaid Accounts to its Mobile Money Agents if participating in interoperable Mobile Money Agent services
- Support authentication for all Visa Mobile Prepaid Transactions

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

In the AP Region, CEMEA Region, and LAC Region, a Member participating in the Visa Mobile Prepaid Program must report its Visa Transactions in its Operating Certificate.

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

In the AP Region, CEMEA Region, and LAC Region, a Visa Mobile Prepaid Issuer that makes a companion Card available to a Visa Mobile Prepaid account holder must both:

- Ensure that the Card does not have an expiration date of more than 5 years from the date of issuance
- Encode the Magnetic Stripe with an "X2X" Service Code

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

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must do all of the following:

- Register as a Third Party Agent if it is not the licensed Issuer of Visa Mobile Prepaid
- Monitor its Mobile Money Agents for signs of fraud or other illegal activity
- Maintain an accurate list of its Mobile Money Agents, which must be provided to Visa upon request

- Ensure that its Mobile Money Agents do not add fees to what is already charged by the Mobile Money Operator for services provided to Visa Mobile Prepaid account holders at the Mobile Money Agent location

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

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

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

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must do all of the following:

- Complete a Mobile Money Consumer Authentication, before sending an Authorization Request
- Complete a Mobile Money Agent Authentication, before completing a Transaction or sending an Authorization Request. Only a Mobile Money Operator may complete the Mobile Money Agent Authentication.
- Require the Visa Mobile Prepaid account holder to complete Mobile Money Consumer Authentication for a Transaction only from the mobile telephone registered to the account holder
- Protect the Visa Mobile Prepaid account holder's account passcode in the same way that a PIN is protected during a Transaction

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

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must both:

- Ensure that a Mobile Money Agent completes a Mobile Money Consumer Authentication for a Transaction only from the mobile telephone registered to the account holder's Visa Mobile Prepaid account

- Protect the Mobile Money Agent's account passcode in the same way a PIN is protected during a Transaction

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#### 4.11.14 Prepaid – Payroll/Salary

##### 4.11.14.1 Visa Payroll Card – Cardholder Identification

A Visa Payroll Card Issuer must implement Card activation procedures that require Cardholders to validate their identity by some reasonable means before being able to use the Card.

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##### 4.11.14.2 Visa Payroll Card – Access to Wages – US Region

In the US Region, a Visa Payroll Card Issuer must both:

- Support Cardholder access to funds through both:
  - Visa ATM Network with a PIN
  - Manual Cash Disbursements at a Visa Member branch
- Enable Visa Payroll Cardholders to withdraw the full balance in the Account, without cost, as follows:
  - At least once per month
  - If wages are paid more frequently than weekly, at least once per week

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##### 4.11.14.3 Visa Payroll Card – Federally Insured Cardholder Funds – US Region

In the US Region, Visa Payroll Card funds must be federally insured for the benefit of Visa Payroll Cardholders.

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### 4.11.15 Prepaid – Visa Vale

#### 4.11.15.1 Visa Vale Issuer Participation – LAC Region

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

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### 4.11.16 Prepaid – College/University Cards

#### 4.11.16.1 Visa U Card Issuer Requirements – US Region

In the US Region, a Visa U Card Issuer must both:

- Use a unique Consumer Prepaid BIN for its Visa U Card programs
- Enable the Cardholder to:
  - Reload funds on the Card through a minimum of 3 methods including, but not limited to, direct deposit, bank transfer (ACH), credit or debit Card, cash, person-to-person funds transfer, mobile remote check deposit, or Point-of-Sale reload network. At least one of the available options must make the funds available within 1 hour of the load (Direct deposit does not qualify)
  - Set limits for spending categories and establish cardholder alerts via email, text message, or mobile application when the limits are exceeded
  - Schedule recurring or on-demand reloads from multiple funding sources
  - Conduct person-to-person payments
  - Have access to online Account management (balance, Transaction history)
  - Check available balance via internet, integrated voice response (IVR) or ATM
  - Have a choice between paper or electronic delivery of monthly statements detailing Transaction activity

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#### 4.11.16.2 Visa College Prepaid Card – Issuer Requirements

An Issuer of Visa College Prepaid Card must do all of the following:

- Allow reloads by the Cardholder's parent using one or more of the following methods:

- Direct deposit
- Bank transfer (ACH)
- Credit, debit, cash, or check
- Person-to-person funds transfers
- Mobile remote check deposit
- POS reload network
- Support Cardholder's ability to verify available balance via internet, integrated voice response (IVR), or ATM
- Offer online account management (Transaction history, account balance)
- Provide a link to money management resources

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## 4.12 Visa Commercial Products

### 4.12.1 Commercial Card Issuance Requirements

#### 4.12.1.1 Commercial Card Issuance

An Issuer may only issue Visa Commercial Cards to provide a means of payment for business-related goods and services<sup>1</sup> and must not issue a Visa Commercial Card to an individual, except as follows:

- Employees of public- or private-sector organizations, including sole proprietors and self-employed individuals
- Employees or contractors of an organization as part of an employer-sponsored program
- At the discretion of Visa, members of an affinity group or association that requires a means to pay for business-related goods and services and is represented by a public- or private-sector company

<sup>1</sup> This requirement does not apply in the US Region to Visa Business Check Cards used to pay debt.

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#### 4.12.1.2 Commercial Products Core Feature Requirements (Updated)

A Visa Commercial Card Issuer must provide the core features specified as follows. A description of each core feature is provided below the table.

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**Table 4-46: Visa Commercial Card Core Feature Requirements**

Core Feature	Visa Business Card and Visa Business Electron Card <sup>1</sup>	Visa Corporate Card <sup>1</sup>	Visa Purchasing Card <sup>1</sup>	Visa Platinum Business Card and Visa Signature Business Card <sup>8</sup>
ATM Access	X	X <sup>2</sup>	X	X
Central or Individual Billing		X	X <sup>3</sup>	
Centralized Billing <sup>4</sup>		X	X	
Local Currency Billing <sup>4,5</sup>	X	X	X	X
Service Level Standards <sup>4,5</sup>	X	X <sup>2</sup>	X	X
Charge Card <sup>6</sup>		X <sup>3</sup>	X <sup>3</sup>	
Limited Corporate Liability <sup>6</sup>		X	X	
Management Information Reporting <sup>4,9</sup>		X <sup>2</sup>	X	
Flexible Transaction Authorization <sup>4,5,6</sup>			X	
Individual Memo Statements <sup>7</sup>		X	X <sup>3</sup>	

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

<sup>2</sup> Applies to Visa Corporate debit Cards in the LAC Region.

<sup>3</sup> Core features required for Visa Purchasing Cards in the US Region.

<sup>4</sup> Also applies to Visa Agro Cards issued in the LAC Region.

<sup>5</sup> Does not apply to Visa Commercial Cards issued in the US Region.

<sup>6</sup> Does not apply to Visa Corporate Prepaid Cards.

<sup>7</sup> Applies to Visa Corporate Prepaid Cards.

<sup>8</sup> Applies to Visa Platinum Business Cards and Visa Signature BusinessCards issued in the CEMEA Region.

<sup>9</sup> **Effective 12 November 2015**

In the AP Region, this also applies to Visa Signature Business Charge Cards and Visa Infinite Business Charge Cards in Malaysia.

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

- ATM access: An Issuer must have the ability to offer a PIN to allow ATM Cash Disbursements, if requested. This ability is not required for Visa Purchasing Cards, unless requested by the customer. ATM access is not permitted for Vehicle-Specific Fleet Cards.
- Central or individual billing: An Issuer must offer the following billing options:
  - Individual Cardholder billing with individual payment
  - Individual Cardholder billing with centralized company payment
  - Centralized company billing and payment
- Local currency billing: An Issuer must have the ability to bill the subscribing company's Cardholders in the local currency of the country where the company and Cardholder physically reside
- **Effective through 14 April 2016**  
Service level standards: An Issuer must comply with the mandated referral and approval rates specified in Section 7.3.12, "Authorization Response Standards"
- 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. Additional detailed information regarding insurance availability, options, and features is available from Visa upon request.
- Management information reporting: An Issuer must provide management information reports on Card usage to the subscribing company including:
  - Detailed Visa Corporate Card spending by vendor, employee, and company organization units
  - Detailed Visa Purchasing Card spending activity necessary to administer a Visa Purchasing Card program. Spending activity processing requirements may be defined by Visa
  - In the CEMEA Region, a detailed Visa Platinum Business Debit Card and Visa Signature Business Debit Card spending by employee
- Flexible Transaction Authorization: An Issuer must have the ability to restrict a purchase based upon a Transaction amount or Merchant Category Code specified by a client.
- Individual memo statements: An Issuer must have the ability to send a Transaction verification statement to each Cardholder.

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#### 4.12.1.3 Commercial Products Mandatory Core Services (Updated)

A Visa Commercial Card Issuer must provide to its Cardholders all of the core services specified as follows.

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**Table 4-47: Visa Commercial Card Mandatory Core Services**

Mandatory Core Services	Visa Business Card <sup>1</sup>	Visa Corporate Card	Visa Purchasing Card
Customer support services, as specified in Section 4.1.14.9, "Visa Global Customer Assistance Services Program Requirements"	X	X <sup>4</sup>	X
Medical referral, medical assistance, and emergency services <sup>2,3</sup>	X	X	Not applicable
Legal referral, legal assistance, and cash disbursement services <sup>2,3</sup>	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 <sup>4</sup>	X

<sup>1</sup> Visa Business Electron Cards must comply with the Visa Global Customer Assistance Services Program requirements for Visa Electron Cards specified in Section 4.1.14.9, "Visa Global Customer Assistance Services Program Requirements."

<sup>2</sup> An exception to this requirement applies in the jurisdiction of Visa Europe.

<sup>3</sup> This is an optional service for Visa Corporate Prepaid Cards.

<sup>4</sup> Also applies to Visa Corporate Prepaid Cards

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### 4.12.1.4 Visa Commercial Card Transaction Data Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards in Brazil must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for Transactions completed with Visa Commercial Cards of government programs.

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### 4.12.1.5 Visa Commercial Customer Service Telephone Number – US Region

In the US Region, an Issuer must provide customer assistance 24 hours a day, 7 days a week via a toll-free telephone number where its Visa Commercial Product Cardholders may obtain assistance while traveling.

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### 4.12.1.6 Commercial Central Account – Travel Accident Insurance – LAC Region

In the LAC Region, an Issuer must provide travel accident insurance to an employee of the commercial entity when travel-related tickets are purchased using an Account Number assigned to the Commercial Central Account. Central Travel Account includes any and all common carriers, whether air, land, or sea.

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### 4.12.1.7 Commercial Central Accounts – LAC Region

In the LAC Region, a Commercial Central Account may be issued to a commercial entity or a designated unit of the entity. A single Account Number assigned to a Commercial Central Account, with or without an actual Card, may be used by all authorized personnel of the commercial entity.

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### 4.12.1.8 Visa Central Travel Account – Core Feature Requirements

All Visa Central Travel Account Issuers must do all of the following:

- Comply with the core feature requirements for the applicable product
- Provide travel accident insurance coverage when travel-related tickets are purchased using the Visa Central Travel Account. If standard policies do not include Visa Central Travel Accounts, Members must purchase coverage through Visa or another provider.
- 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 all of the following:
  - Ticket number
  - Passenger name
  - Date of travel

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### 4.12.1.9 Visa Central Travel Account – Issuance Requirements

All Visa Central Travel Accounts must comply with all of the following:

- Issued using a Visa Corporate Card BIN or a Visa Purchasing Card BIN
- Linked to Virtual Account when available or to a physical Visa Card Number

- Issued to a Client Organization or a designated unit of the entity

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### 4.12.1.10 Visa Central Travel Account – Issuer Liability

An Issuer assumes full liability for any misuse on physical Cards issued on a Visa Central Travel Account.

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### 4.12.1.11 Visa Corporate and Visa Purchasing Card Benefits Requirements – US Region

In the US Region, an Issuer must provide all of the following benefits for its Visa Corporate and Visa Purchasing Cards:

- Travel and emergency assistance services (except for Visa Large Purchase Advantage Card)
- Auto rental collision damage waiver coverage when the Cardholder pays for a car rental with a Visa Corporate or Visa Purchasing Card
- Visa liability waiver

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### 4.12.1.12 Centralized Card Issuance to a Multinational Company – Conditions

An Issuer may issue Visa Corporate Cards and Visa Purchasing Cards, (including Visa Meetings Cards) to a Multinational Company in a country for which it does not hold a Visa license if all of the following:

- Operations, subsidiaries, and employees are situated in more than one country (excluding franchise representatives, independently owned dealers, and joint ventures in which a Multinational Company participates)
- A Multinational Company has both:
  - More than 1,500 employees worldwide
  - Either 25% of its revenues derived from activities located in countries other than the headquarters country or 25% of its employees residing outside of the country of the headquarters operation
- The Issuer notifies Visa of its intent to issue in multiple countries at least 30 calendar days before issuance
- The Issuer registers for participation in the multinational program with Visa

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### 4.12.1.13 Centralized Card Issuance – Dual-Issuer Branded Visa Commercial Card Requirements

Only an Issuer that is a registered Visa Multinational Program participant may issue Dual-Issuer Branded Visa Commercial Cards.

The Lead Bank and the Partner Bank must be registered Visa Multinational Program participants and have contractual agreements with each other that clearly define the Dual-Issuer Branded Visa Commercial Card program.

The Issuer of a Dual-Issuer Branded Visa Commercial Card must be clearly identified on the back of the Card and in all Cardholder agreements.

A Dual-Issuer Branded Visa Commercial Card must be issued using a BIN that is licensed to the Partner Bank.

Before issuing Dual-Issuer Branded Visa Commercial Cards, the Lead Bank and the Partner Bank must provide contractual evidence of the partnership agreement to Visa for review and approval.

The Lead Bank must ensure that the Dual-Issuer Branded Visa Commercial Card program complies with all applicable laws or regulations in the country in which the Cards are issued and the country in which the Lead Bank is domiciled.

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### 4.12.1.14 Visa Corporate and Visa Purchasing Card Issuer Qualification – US Region

In the US Region:

- A Corporate Card Issuer must issue a minimum of 10 Visa Corporate Cards to a public or private sector company for that company to qualify for a Visa Corporate account.
- A Purchasing Card Issuer must issue a minimum of 10 Purchasing Cards to a public or private sector company for that company to qualify for a Visa Purchasing account.

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### 4.12.1.15 Visa Commercial Card Product Types – US Region

A US Issuer must refer to the Visa Commercial Card products as one of the following types of Cards for business expense use:

- Visa Business Card
- Visa Corporate Card or Visa Travel Card<sup>1</sup>
- GSA Visa Corporate Card

- Visa Purchasing Card

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

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### 4.12.2 Commercial Data Management and Reporting

#### 4.12.2.1 Visa Commercial Solutions Data and Reporting Tools Participation and Indemnification

Where available, an Issuer is authorized to grant Visa Commercial Solutions Data and Reporting Tools access and use to a Client Organization.

An Issuer participating in any Visa Commercial Solutions Data and Reporting Tools must do all of the following:

- Sign a participation agreement, where applicable, and comply with and ensure that their Client Organizations comply with applicable terms and documentation
- Ensure an agreement is in place with the Client Organization governing that entity's use of such Visa Commercial Solutions Data and Reporting Tools prior to granting a Client Organization access to and use of any tools
- Notify, or ensure that the Issuer's Client Organization notifies, individual Commercial Cardholders and obtain any required consents, in accordance with applicable laws or regulations, that certain data concerning those Cardholders, including Enhanced Data, will be provided to the Issuer and the Issuer's Client Organization
- Comply, and ensure that its Client Organization complies, with any other applicable legal requirements that must be met to allow the provision of the Enhanced Data to the Issuer and the Issuer's Client Organization

The participating Issuer may not use any Enhanced Data for any marketing purposes.

An Issuer that is authorized to participate in Visa Commercial Solutions Data and Reporting Tools, and grants access and use to a Client Organization, indemnifies and holds harmless Visa from and against all Claims and Liabilities arising out of a Client Organization's use of such tools and services.

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### 4.12.2.2 Visa Commercial Reporting and Data Services Limitations – US Region

In the US Region, all of the Commercial reporting and data services provided by Visa are the property of Visa and are for the use of the Issuer and its Client Organization solely in support of its Visa Commercial Card Products.

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### 4.12.2.3 Disclosure of Enhanced Data to Third Parties – US Region

In the US Region, Enhanced Transaction-Level Data and Confidential Enhanced Merchant-Level Data may be disclosed to third parties only either:

- In connection with the management and administration of Visa Commercial Card programs for the Client Organization, and necessary supporting functions, which may include, but are not limited to, accounting, tax management, policy compliance, and other business management functions, such as account setup and management reporting
- In aggregate, in such a way that Card-specific Enhanced Data cannot be related to a specific Merchant or Cardholder

Third party means only persons, real or corporate, other than the Issuer, Client Organization, or Cardholder, providing services that directly support an Issuer's Visa Commercial Card program.

These restrictions do not apply to Non-Confidential Enhanced Merchant-Level Data.

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

A US Visa Commercial Card Issuer may use or disclose Card-specific Enhanced Data only in connection with the management and administration of a Visa Commercial Card program for the Client Organization, and necessary supporting functions.

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### 4.12.2.5 Third Party Agreement for Enhanced Data Usage – US Region

In the US Region, if an Issuer discloses Card-specific Enhanced Transaction-Level Data or Confidential Enhanced Merchant-Level Data to a third party, it must have a written agreement with the third party that requires the third party to do all of the following:

- Treat the information as confidential
- Make no further disclosure of the information without permission

- Limit the third party's use of the data to uses permitted by the Issuer

Permission granted for further disclosure by a third party must impose the same restrictions on use and disclosure that apply to the Issuer's disclosure.

Each Issuer bears the sole responsibility for compliance with all applicable laws and regulations.

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### 4.12.2.6 Visa Payables Automation

An Issuer participating in the Visa Payables Automation service must ensure that it, and its participating clients or Client Organizations, comply with all of the following:

- Implement appropriate security and anti-fraud measures to ensure that all of the following:
  - The account numbers are protected from misuse.
  - The payment instructions submitted to Visa are accurate.
  - Employees with administrative and user access rights adhere to security policies.
- Maintain administrative and user accounts and remove access rights for terminated employees immediately.
- Provide payables instructions to Visa that do not violate any existing supplier agreements.

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### 4.12.2.7 Visa Payables Automation Indemnification

Without limiting the scope or content of Section 1.1.9.4, "General Liabilities and Indemnification Provisions," a Member indemnifies and holds Visa harmless against Claims or Liabilities arising from the Member's or Member's client's use of Visa Payables Automation.

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### 4.12.2.8 Straight Through Processing – Issuer Participation Requirements – Canada Region and US Region

In the Canada Region and US Region, to participate in Straight Through Processing an Issuer must both:

- Obtain prior approval from Visa and register by signing the *Visa Straight Through Processing Participation Agreement*

- Limit participation to Visa Purchasing Cards

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#### 4.12.2.9 Straight Through Processing – BIN Requirements – Canada Region and US Region

In the Canada Region and US Region, an Issuer registered to participate in Straight Through Processing must use a Visa Purchasing Card BIN to issue Visa Cards for participation in the service.

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#### 4.12.2.10 Straight Through Processing Service Information – Canada Region and US Region

In the Canada Region and US Region, Straight Through Processing is a proprietary Visa Transaction payment service that allows a Client Organization to initiate payment instructions for Visa Purchasing Card Transactions to a Merchant through the Acquirer.

For a Merchant to participate in the Straight Through Processing Service, it must be enrolled and registered by Visa for the service.

A Straight Through Processing Transaction is identified in the Authorization Request and Clearing Record as an Electronic Commerce Transaction and must, unless specified otherwise, comply with the requirements governing Electronic Commerce Transactions, including the qualification criteria for Electronic Commerce Interchange Reimbursement Fees.

Although a Straight Through Processing Transaction is identified in the Authorization Request and Clearing Record as an Electronic Commerce Transaction (ECI 7), a Merchant is not considered an Electronic Commerce Merchant with respect to its participation in Straight Through Processing.

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### 4.12.3 V Distribution Program

#### 4.12.3.1 V Distribution Requirements

An Issuer participating in the V Distribution Program must comply with all of the following:

- Provide payment services to a V Distribution Program Cardholder purchasing goods and services from a V Distribution Program participating Merchant.
- Be certified to issue either:
  - Visa Purchasing Cards

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- Visa Business Cards
- Be registered with Visa
- Be capable of processing Authorization Requests, billing, and reporting

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#### 4.12.3.2 V Distribution Program BIN

An Issuer participating in the V Distribution Program must do one of the following:

- Designate a separate BIN
- Use an existing BIN within a Visa Business Card or Visa Purchasing Card BIN range
- Use an account range within an existing Visa Business Card or Visa Purchasing Card BIN
- For Visa Agro Cards, use a designated Visa Purchasing Card BIN or account range

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### 4.13 Visa Small Business Product-Specific Issuance

#### 4.13.1 Visa Business – Card Requirements

##### 4.13.1.1 Visa Business Card ATM Access Requirements – US Region

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

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##### 4.13.1.2 Visa Business Card Account Billing Options – US Region

In the US Region, an Issuer may offer its Visa Business Card Cardholders any of the following account billing options:

- Line of credit
- Depository account
- Other company assets available through the Issuer
- Charge Card (non-revolving, pay-in-full)

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### 4.13.1.3 Visa Business Check Card Account Limitations – US Region

In the US Region, an Issuer must not use a Visa Business Check Card to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

For Interchange category purposes, a Visa Business Check Card used to obtain credit is not considered a Visa Business Check Card if both:

- Actual debiting of funds from the business asset account occurs periodically rather than daily
- These periods are at least 7 days apart

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### 4.13.1.4 Visa Business Check Card Account Access – US Region

In the US Region, a Visa Business Check Card may be used to access a deposit, investment, or other business asset account, including a fiduciary account.

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### 4.13.1.5 Visa Business Card BIN Requirements – AP Region (Updated)

In the AP Region, a Visa Business Issuer must designate either:

- A unique BIN for each of its Visa Business programs
- A unique account range within a single BIN. If a unique account range is used, other account ranges designated within the same BIN must be limited to the following products:
  - Visa Business
  - Visa Platinum Business
  - Visa Signature Business
  - Visa Infinite Business

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Business Card program
- Designated for a Visa Business Card program to another Visa Card product

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Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Business, Visa Platinum Business, Visa Signature Business, or Visa Infinite Business Card program, the Issuer must review and confirm that all existing Cardholders meet the qualification for the applicable product.

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#### 4.13.1.6 Unauthorized Visa Business Card Transaction Exclusions – US Region

In the US Region, an Issuer of Visa Business Cards may define an unauthorized Visa Transaction to exclude any Transaction allegedly conducted by:

- A business co-owner
- The Cardholder or person authorized by the Cardholder
- Any other person with an interest in or authority to transact business on the account

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#### 4.13.1.7 Visa Business Card – Issuance Criteria – CEMEA Region

In the CEMEA Region, a Visa Business Card Issuer must both:

- Position a Visa Business Card only as a means of payment for business expenses
- Not issue a Visa Business Card to an individual, unless the individual qualifies as one of the following:
  - An employee of a public- or private-sector company, including a sole proprietor, or a self-employed individual
  - An employee or a contractor of an organization as part of an employer-sponsored program
  - At the discretion of Visa, a member 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

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#### 4.13.1.8 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 USD 5,000.

This requirement does not apply to Members in Afghanistan and Pakistan.

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### 4.13.1.9 Visa Business Card Product Category Determination – CEMEA Region

In the CEMEA Region, an Issuer's decision to offer a Visa Business Card as a Gold Card, Platinum Card, or Electron Card in the debit, credit, or charge category must be based on the prospective Cardholder's portfolio and risk profile.

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### 4.13.1.10 Visa Business Program Issuer BIN Requirements – CEMEA Region (Updated)

In the CEMEA Region, a Visa Business Issuer must designate either:

- A unique BIN account range at the 9-digit level for each of its Visa Business Programs
- A unique account range within a single BIN for the following products:
  - Visa Business
  - Visa Gold Business

An Issuer that converts an existing Visa Card program to a Visa Business Card program must comply with all of the following:

- Use the BIN exclusively for its Visa Business programs
- Submit a *BIN License Agreement*
- Obtain prior approval from Visa

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### 4.13.2 Visa Business – Customer Service Requirements

#### 4.13.2.1 Visa Business and Visa Corporate Card Emergency Services – CEMEA Region

In the CEMEA Region, a Visa Business Card or Visa Corporate Card Issuer must provide both of the following emergency referral services to its Cardholders, at no extra cost:

- Emergency medical referral services, which 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 which include:

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- 24-hour referral service to a legal advisor worldwide
- Bail bond assistance (payment of bail or emergency legal fees by an appointed agent)

The Issuer must provide a toll-free telephone number for Cardholders to obtain emergency services, and communicate the telephone number to the Cardholders upon issuance, and at least once a year thereafter.

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### 4.13.3 Visa Business – Issuer Requirements

#### 4.13.3.1 Issuer Use of Visa Business Product Name – AP Region

In the AP Region, a Visa Business Issuer must use the product name 'Business' on all of the following:

- All Visa Business Cards
- All Visa Business Card statements
- All communications, including online communications, to the Cardholder regarding the Visa Business Card, except in circumstances where this poses a security risk

The Visa Business name may be used in conjunction with the Issuer's name or the name of an affinity group.

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#### 4.13.3.2 Visa Business Cardholder Detail Reporting – CEMEA Region

In the CEMEA Region, a Visa Business Card Issuer must support the ability to provide a detailed report of all Visa Business Transaction activity to the Cardholder for each billing period including, but not limited to:

- Company name
- Card Account Number and name
- Transaction/posting date
- Transaction amount
- Source and billing type/currency

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#### 4.13.3.3 Visa Business Credit or Visa Business Debit Card Benefits – LAC Region

In the LAC Region, a Visa Business credit or Visa Business debit Issuer must offer one of the following benefits packages:

**Table 4-48: Benefits Packages for Visa Business Credit or Visa Business Debit Products – LAC Region**

Packages	Benefits
Basic Package	<p>Includes all of the following:</p> <ul style="list-style-type: none"> <li>• Visa Global Customer Care Services (GCCS)</li> <li>• Emergency Cash Disbursement</li> <li>• Emergency Card Replacement</li> <li>• Lost/Stolen Card Reporting</li> <li>• Travel Assistance Services</li> </ul>
Everyday Business Spend Package	<p>Includes both:</p> <ul style="list-style-type: none"> <li>• Basic Package</li> <li>• Purchase Protection Insurance</li> </ul>
Travel and Entertainment Package	<p>Includes all of the following:</p> <ul style="list-style-type: none"> <li>• Basic Package</li> <li>• Travel Accident Insurance with coverage of up to USD 250,000 (or local currency equivalent)</li> <li>• Car Rental Insurance</li> </ul>
Business Assistance Package	<p>Includes all of the following:</p> <ul style="list-style-type: none"> <li>• Basic Package</li> <li>• Travel Accident Insurance with coverage of up to USD 50,000 (or local currency equivalent)</li> <li>• Visa Business Assistance</li> </ul>

For each benefits package, the Visa Business credit or Visa Business debit Issuer must use either:

- A unique BIN
- A unique account range within the same BIN

### 4.13.3.4 Visa Business Card Operating Certificates – US Region (Updated)

In the US Region, an Issuer of Visa Business Card programs must report statistics for each of the following Visa Business Card programs on a separate Credit Card Schedule of the Operating Certificate:

- Visa Business
- Visa Signature Business

The Issuer must include the Visa Business Charge Card volumes on the same Operating Certificate as the corresponding Visa Business Credit Card product.

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### 4.13.3.5 Visa Business Card Issuer Certification – US Region

In the US Region, a Visa Business Issuer must submit to Visa, a written certification that its programs, systems, procedures, and services comply with the Visa Business Credit or Visa Business Charge Card product requirements as follows:

- At least 45 calendar days prior to issuing any Visa Business Credit or Visa Business Debit Card product
- By completing Visa Business Card Program Issuer Certification Agreement

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## 4.13.4 Visa Business – Features and Benefits

### 4.13.4.1 Visa Business Card Core Feature Requirements – AP Region (Updated)

In the AP Region, in addition to the core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," a new Visa Business Card Issuer must offer all of the following core features:

- Central or individual billing, with any of the following options:
  - Individual Cardholder billing with individual payment
  - Individual Cardholder billing with centralized company payment
  - Centralized company billing and payment
- Where available, limited corporate liability insurance coverage to the subscribing company with 2 or more Cards to cover misuse of the Visa Business Card by employees

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- Travel accident insurance coverage for loss of life or permanent injury to Cardholders if the Visa Business Card was used to pay for the travel
- Only for Visa Business Debit Cards, a monthly statement or information report showing Visa Business Card spending by the employee(s)

**Effective 12 November 2015**

In the AP Region, a Visa Business Charge Card Issuer in Malaysia must ensure that the rewards currency enables Cardholders to redeem an equivalent to 70 basis points.

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#### 4.13.4.2 Visa Business/Visa Corporate Card Travel Assistance and Insurance Services – CEMEA Region (Updated)

In the CEMEA Region, a Visa Business Card or Visa Corporate Card Issuer must provide all of the following travel assistance services to its Cardholders:

- Travel delay
- Baggage delay
- Document replacement
- Emergency message service
- Lost/Stolen Card Reporting Service

In addition to the above services, the Issuer must also provide travel inconvenience insurance services through either:

- SOS International
- Local service provider

These requirements do not apply to domestic-use-only Visa Business Electron Cards.

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#### 4.13.4.3 Visa Business Card Core Benefits – US Region

In the US Region, a Visa Business Issuer must provide all of the following core enhancements on its own, through an agent, or through the Visa Global Customer Care services (GCCS), as specified in the *Visa U.S.A. Card Benefits Rules and Regulations Guide*.

- Auto rental collision damage waiver coverage, if certain terms and conditions are met and the entire amount of the car rental is charged to the Visa Business Card

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- Purchase security and extended protection up to a maximum of USD 10,000 per claim for the first 90 days from the date of purchase. The extended protection must double the original manufacturer's written US repair warranty up to an additional one year on warranties of 3 years or less.
- Emergency assistance related to travel, medical, or legal services
- Visa liability waiver of up to USD 100,000 to protect business against loss from Card misuse by an eligible employee if certain terms and conditions are met

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#### 4.13.4.4 Visa Business Card Benefits Disclosure to Cardholders – US Region

In the US Region, a Visa Business Card Issuer must disclose the terms, conditions and limitations of the Global Customer Assistance Services and core benefits to both of the following:

- The individual Cardholders
- The business to which the Card is issued

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#### 4.13.4.5 Visa Business Card Issuer Cost of Benefits – US Region

In the US Region, a Visa Card Business Issuer must not pass on to its Cardholders the cost of including a specific core benefit.

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## 4.14 Visa Gold Business

### 4.14.1 Visa Gold Business – Card Requirements

#### 4.14.1.1 Visa Gold Business Card Additional Core Benefit and Insurance Provision – CEMEA Region

In the CEMEA Region, an Issuer must offer its Visa Gold Business Cardholders at least one additional core benefit or insurance benefit compared to a Visa Business Card.

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## 4.15 Visa Platinum Business

### 4.15.1 Visa Platinum Business – Card Requirements

#### 4.15.1.1 Visa Platinum Business Card – Minimum Spending Limit – AP Region

In the AP Region, a Visa Platinum Business Card Issuer must support the following country-specific minimum spending limits:

**Table 4-49: Visa Platinum Business Card Minimum Spending Limit for Countries – AP Region**

Country	Minimum Spending Limit
Australia	Not Applicable <sup>1</sup>
Bangladesh	BDT 140,000
Bhutan	BTN 90,000
Brunei	BND 4,000
Cambodia	KHR 50,000,000
China	CNY 55,000
Fiji	FJD 4,000
Guam	USD 8,000
Hong Kong	HKD 30,000
India	INR 50,000
Indonesia	IDR 40,000,000
Japan	JPY 1,237,000
Korea	KRW 7,500,000
Laos	LAK 16,500,000
Macau	MOP 30,000
Malaysia	MYR 17,500
Maldives	MVR 25,000
Mongolia	MNT 10,000,000
Nepal	NPR 150,000
New Zealand	NZ 10,000

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### Visa Platinum Business

Country	Minimum Spending Limit
Papua New Guinea	PGK 5,400
Philippines	PHP 250,000
Singapore	SG 8,300
Sri Lanka	LKR 225,000
Taiwan	TWD 100,000
Thailand	THB 150,000
Vietnam	VND 40,000,000

<sup>1</sup> Minimum Spending Limits have not been defined for Australia where different requirements apply, as specified in Section 4.15.1.2, "Visa Platinum Business Card Minimum Spend Requirements in Australia – AP Region."

For other countries in the AP Region that launch the Visa Platinum Business Card, the default Minimum Spending Limit is USD 12,500 or (local currency equivalent).

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#### 4.15.1.2 Visa Platinum Business Card Minimum Spend Requirements in Australia – AP Region (Updated)

In addition to the requirements specified for Visa Platinum Cards in the AP Region, a Visa Platinum Business Card Issuer in Australia must issue Visa Platinum Business Cards with both:

- Effective through 31 October 2015**

A qualifying minimum annual retail sales volume spend threshold of AUD 120,000. If more than 15% of the accounts in the Issuer's portfolio do not meet the spend threshold, the Issuer must implement spend stimulation programs in consultation with Visa.

**Effective 1 November 2015**

An average minimum annual spend requirement of AUD 60,000 at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

- A rewards program, which the Issuer actively communicates to Cardholders through various channels

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### 4.15.1.3 Visa Platinum Business Card Issuance – CEMEA Region

In the CEMEA Region, with prior approval from Visa, and subject to trademark availability, a Visa Platinum Business Card Issuer must offer a Visa Platinum Business Card with credit, debit, or charge functionality.

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### 4.15.1.4 Visa Platinum Business Card BIN Requirements – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must designate either:

- A unique BIN for each of its Visa Platinum Business Card programs
- A unique account range within a single BIN. If a unique account range is used for Visa Platinum Business Card, other account ranges designated within the same BIN must be limited to the Visa Signature Business product

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Platinum Business Card program
- Designated for a Visa Platinum Business Card program to another Visa Card product

Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Platinum Business or a Visa Signature Business Card program, the Issuer must confirm that all existing Cardholders meet the qualification criteria for the applicable product.

ID# 0029161

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### 4.15.1.5 Visa Platinum Business Cardholder Spending Limit – CEMEA Region

A CEMEA Issuer that participates in Visa Platinum Business Card issuance must offer one of the following spending limit options to its Visa Platinum Business Cardholders:

- No pre-set spending limit except as permitted for:
  - Cash Disbursement Transaction
  - Transactions resulting from an Emergency Card Replacement
- A minimum spending limit of USD 5,000 (or local currency equivalent), for Transactions during each statement cycle

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

- Pay in full each statement cycle

- Revolve

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### 4.15.1.6 Visa Platinum Business Card – Card Design Requirements – CEMEA Region

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

A CEMEA Visa Platinum Business Card Issuer must use the product name "Visa Platinum Business" in all solicitations, advertising, and promotions, Card account statements and other communications regarding Visa Platinum Business Cards.

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### 4.15.1.7 Visa Platinum Business Card Rewards Program – LAC Region

In the LAC Region, an Issuer must provide a rewards program that offers Cardholders the ability to accumulate points for purchases made with a Visa Platinum Business Card.

Any travel rewards program offered to the Cardholder must be sponsored by Visa (Visa rewards), the Issuer, or an Airline Affinity/Co-Brand program. The Issuer must not assess any additional fees to the Cardholder for membership in the travel rewards program.

A Visa Platinum Business debit Card Issuer is not required to offer any travel rewards programs.

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## 4.15.2 Visa Platinum Business – Customer Service Requirements

### 4.15.2.1 Visa Platinum Business Card Customer Service Telephone Number – AP Region

In the AP Region, a Visa Platinum Business Card Issuer must provide both:

- A toll-free or a collect-call telephone number for domestic and international use where its Visa Platinum Business Cardholders can obtain customer service
- Customer service and other account-related services 24 hours a day, 7 days a week

The Issuer must communicate the telephone numbers to its Visa Platinum Business Cardholders at least once each year.

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### 4.15.2.2 Visa Platinum Business Card – Customer Service Requirements – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must:

- Provide access to a customer service agent 24 hours a day, 7 days a week
- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

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### 4.15.2.3 Visa Platinum Business Card Global Customer Assistance Services – CEMEA Region

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

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

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### 4.15.2.4 Visa Platinum Business Card Emergency Assistance Provision – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must both:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

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### 4.15.2.5 Visa Platinum Business Card Customer Service Requirements – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must provide both:

- Dedicated customer service 24 hours a day, 7 days a week through Visa Global Customer Care Services
- Cardholder emergency services for Visa Platinum

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### 4.15.3 Visa Platinum Business – Issuer Requirements

#### 4.15.3.1 Visa Platinum Business Certification – LAC Region

In the LAC Region, prior to issuing Visa Platinum Business Cards, an Issuer must receive written certification from Visa that it complies with all product requirements and standards.

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#### 4.15.3.2 Visa Platinum Business Card BIN Requirements – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must both:

- Use a unique BIN for its Cards
- Report its Visa Platinum Business activity separately through the Operating Certificate

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#### 4.15.3.3 Visa Platinum Business Card Credit Limit – LAC Region

In the LAC Region, a Visa Platinum Business Credit Card Issuer must both:

- Preserve the premium status of the Visa Platinum Business Card by providing a higher credit limit for its Visa Platinum Business program than the average credit limit for its Visa Platinum and Visa Business programs
- Allow each Visa Platinum Business Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

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### 4.15.3.4 Issuer Choice of Visa Platinum Business Card Name – AP Region

In the AP Region, an Issuer must ensure that the product name assigned to its Visa Platinum Business Card products is distinct from and clearly differentiates between other products offered by the Issuer.

The Issuer must use the product identifier Visa Platinum on both of the following:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Platinum Business Card, except in circumstances where this poses a security risk

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### 4.15.3.5 Visa Platinum Business Card Payment Options – LAC Region

In the LAC Region, an Issuer must position its Visa Platinum Business Card only as a payment device that can access one of the following funding sources:

- A line of credit
- A depository account
- Other Cardholder assets available through the Issuer

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### 4.15.3.6 Visa Platinum Business Card Fraud Management – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

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### 4.15.3.7 Visa Platinum Business Card Delinquent Account Notification – CEMEA Region

For Cards with no pre-set spending limit, a CEMEA Visa Platinum Business Card Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

ID# 0029167

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### 4.15.3.8 Visa Platinum Business Card Marketing Support – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must obtain written approval from Visa prior to distribution of any materials to its Cardholders.

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### 4.15.3.9 Conversion of Referral Response to Decline Response in Stand-in Processing for Visa Platinum Business – CEMEA Region

**Effective through 14 April 2016**

In the CEMEA Region, a Referral Response generated on a Transaction due to Issuer Stand-in Processing parameters will be converted to a Decline Response if the Transaction amount is less than USD 150 and the Issuer is unavailable.

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### 4.15.3.10 Visa Stand-in Processing Parameters for Visa Platinum Business Card Transactions – CEMEA Region

**Effective through 14 April 2016**

A CEMEA Visa Platinum Business Card Issuer must establish Stand-in Processing parameters for the International Automated Referral Service at the BIN or account range level.

For Visa Platinum Business Cards, the default Stand-in Processing parameters for purchases is USD 2,200. The minimum Stand-in Processing parameter for purchases is USD 1,800.

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## 4.15.4 Visa Platinum Business – Features and Benefits

### 4.15.4.1 Visa Platinum Business Card Core Feature – AP Region (Updated)

In the AP Region, in addition to the core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," a new Visa Platinum Business Card Issuer must offer all of the following core features:

- Central or individual billing, with one of the following options:
  - Individual Cardholder billing with individual payment
  - Individual Cardholder billing with centralized company payment

- Centralized company billing and payment
- Limited corporate liability insurance coverage, where available, to the subscribing company with 2 or more Cards, in the event of Visa Business Card misuse by employees
- Travel accident insurance coverage for loss of life or permanent injury to Cardholders if the travel was paid for using the Visa Business Card
- Only for Visa Business Debit Cards, a monthly statement or information report showing Visa Business Card spending by the employee(s)

**Effective 12 November 2015**

In the AP Region, a Visa Platinum Business Charge Card Issuer in Malaysia must ensure that the rewards currency enables Cardholders to redeem an equivalent to 70 basis points.

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#### 4.15.4.2 Visa Platinum Business Card Core Product Enhancements – LAC Region (Updated)

In the LAC Region, a Visa Platinum Business Issuer must, at a minimum, provide its Visa Platinum Business Cardholders all of the following core product benefits:

- Travel accident insurance with an accidental death benefit amount of USD 500,000 or local currency equivalent
- Compensation for medical emergencies (through emergency medical insurance [Visa International Emergency Services – Plan Platinum]) with a medical expense benefit total amount of up to USD 150,000 or local equivalent broken down in the following way:
  - Up to USD 50,000 to cover the emergency medical, emergency dental and/or prescription expenses in the event of a medical emergency which occurs during the course of an eligible trip
  - Up to USD 100,000 to cover the following additional services in the event of a medical emergency which occurs during the course of an eligible trip: Emergency medical evacuation, repatriation of mortal remains, repatriation of beneficiary, early return or extended stay of the beneficiary, early return of traveling companion or minor, convalescence and companion to bedside
- Worldwide Auto Rental Collision Damage Waiver
- Travel assistance services
- Purchase protection of up to USD 25,000 per year
- Price protection of up to USD 2,000 per year
- Visa Concierge

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Issuance

### Visa Platinum Business

- Visa Luxury Hotel Collection
- Extended warranty of up to USD 10,000 per year

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#### 4.15.4.3 Visa Platinum Business Card Concierge Service – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must participate in the concierge service provided through Visa.

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#### 4.15.4.4 Visa Platinum Business Cardholder Spend Reporting – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must, either itself or through Visa IntelliLink for Small Business, provide its Visa Platinum Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

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#### 4.15.4.5 Visa Platinum Business Card Additional Core Services – CEMEA Region

A CEMEA Visa Platinum Business Card Issuer must provide:

- One or more travel accident insurance coverage options with a unit cost per premium that matches or exceeds the current unit cost of providing up to USD 500,000, (or local currency equivalent) of travel accident insurance. The Issuer must submit to Visa in writing, an official quote from an insurance company, for both the travel accident insurance and the proposed new features, at least 30 calendar days prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to USD 50,000, or local currency equivalent

The Issuer must communicate all of the following Visa Platinum Business Card Privileges Program information to Cardholders:

- Visa Platinum Business Card Privileges Program benefits at least once a year
- New benefits or changes to existing benefits, or exclusive quarterly Merchant offers at least 2 months prior to the effective date of Visa Platinum Business Card Merchant Privileges

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## 4.16 Visa Signature Business

### 4.16.1 Visa Signature Business – Card Requirements

#### 4.16.1.1 Visa Signature Business Card Issuance – Spend Qualification Threshold – AP Region (Updated)

With prior approval from Visa, and subject to trademark availability, an AP Visa Signature Business Issuer must both:

- Offer the Card with credit, debit, or charge functionality
- Only issue to Cardholders whose annual payment volume transacted at the point of sale meets or exceeds the spend qualification threshold defined by Visa within the specific country, as follows:

**Table 4-50: Visa Signature Business Card Point-of-Sale Spend Qualification Threshold – AP Region**

Country	Minimum Annual Spend Threshold
Australia	<b>Effective through 31 October 2015</b> AUD 200,000 <b>Effective 1 November 2015</b> AUD 100,000 <sup>1</sup>
Hong Kong	USD 10,000
India	USD 2,000
Malaysia	USD 7,000
Singapore	USD 10,000
Taiwan	USD 10,000

<sup>1</sup> In Australia, this is the average minimum annual spend requirement at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

Visa reserves the right to modify the Interchange Reimbursement Fee attribute for a Visa Signature Business Card account using the country-specific spend qualification assessment methodology, as defined by Visa, if the Card account does not meet the appropriate Visa Signature Business Card spend thresholds.

#### 4.16.1.2 Visa Signature Business Cardholder Spending Limit – AP Region (Updated)

An AP Visa Signature Business Card Issuer<sup>1</sup> must offer one of the following spend limit options:

## Visa Product and Service Rules

### Issuance

#### Visa Signature Business

- No pre-set spending limit. The Issuer may establish a pre-set spending limit if the Transaction either:
  - Is a Cash Disbursement
  - Results from the use of an Emergency Card Replacement
- A Minimum Spending Limit of USD 15,000 (or local currency equivalent) for Transactions during each statement cycle

The Issuer must 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 USD 10,000 during each statement cycle.

<sup>1</sup> Effective 1 November 2015

This does not apply to Members in Australia.

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#### 4.16.1.3 Visa Signature Business Card Issuance – CEMEA Region

In the CEMEA Region, with prior approval from Visa, and subject to trademark availability, a Visa Signature Business Card Issuer must offer a Visa Signature Business Card with credit, debit, or charge functionality.

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#### 4.16.1.4 Visa Signature Business Card BIN Requirements – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must designate either:

- A unique BIN for each of its Visa Signature Business Card programs
- A unique account range within a single BIN. If a unique account range is used for Visa Signature Business Card, other account ranges designated within the same BIN must be limited only to the Visa Platinum Business product.

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Signature Business Card program
- Designated for a Visa Signature Business Card program to another Visa Card product

Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Platinum Business or a Visa Signature Business Card program, the Issuer must confirm that all existing Cardholders meet the qualification criteria for the applicable product.

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#### 4.16.1.5 Visa Signature Business Cardholder Spending Limit – CEMEA Region

A CEMEA Issuer that participates in Visa Signature Business Card issuance must offer one of the following spending limit options to its Visa Signature Business Cardholders:

- No pre-set spending limit except as permitted for:
  - Cash Disbursement Transaction
  - Transactions resulting from Emergency Card Replacement
- A minimum spending limit of USD 10,000 (or local currency equivalent), for Transactions during each statement cycle

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

- Pay in full each statement cycle
- Revolve

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#### 4.16.1.6 Visa Signature Business Card – Card Design Requirements – CEMEA Region

The product name "Visa Signature Business" must appear on the front of the Card.

A CEMEA Visa Signature Business Card Issuer must use the product name "Visa Signature Business" in all solicitations, advertising, and promotions, Card account statements and other communications regarding Visa Signature Business Cards.

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#### 4.16.2 Visa Signature Business – Customer Service Requirements

##### 4.16.2.1 Visa Signature Business Card – Customer Service Requirements – AP Region

An AP Visa Signature Business Issuer must provide at least both:

- Access to a customer service agent 24 hours a day, 7 days a week

## Visa Product and Service Rules

Issuance

### Visa Signature Business

- Advance notification to the Cardholder when an account needs to be suspended or closed for any reason

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#### 4.16.2.2 Visa Signature Business Card Emergency Assistance Provision – AP Region

In the AP Region, a Visa Signature Business Issuer must both:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

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#### 4.16.2.3 Visa Signature Business Card – Customer Service Requirements – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must:

- Provide access to a customer service agent 24 hours a day, 7 days a week
- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

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#### 4.16.2.4 Visa Signature Business Card Global Customer Assistance Services – CEMEA Region

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

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

- Emergency Payment Authorization Service

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#### 4.16.2.5 Visa Signature Business Card Emergency Assistance Provision – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must both:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

ID# 0029179

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#### 4.16.2.6 Visa Signature Business Card Customer Service Telephone Number – US Region

In the US Region, a Visa Signature Business Card Issuer must provide a toll-free telephone number of its own customer service center where the Cardholder may obtain customer service through a live agent 24 hours a day, 7 days a week.

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#### 4.16.2.7 Visa Signature Business Customer Service Requirements – US Region

In the US Region, an Issuer of Visa Signature Business Cards must provide an advanced level of customer service, including all of the following:

- 24 hours a day, 7 days a week coverage
- A world-wide toll-free or collect-call phone number
- Travelling assistance to its Cardholders with one of the following toll-free telephone numbers, available 24 hours a day, 7 days a week:
  - Visa Global Customer Care Services (GCCS)
  - The Issuer's or its agent's assistance center
- Enhanced billing dispute resolution services

The Issuer's customer service telephone number must be printed on the back of the Visa Signature Business Credit and Visa Signature Business Charge Card.

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## Visa Product and Service Rules

Issuance

Visa Signature Business

### 4.16.3 Visa Signature Business – Issuer Requirements

#### 4.16.3.1 Visa Signature Business Card Delinquent Account Notification – AP Region

In the AP Region, for Cards with no pre-set spending limit, a Visa Signature Business Card Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

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#### 4.16.3.2 Visa Signature Business Card Delinquent Account Notification – CEMEA Region

For Cards with no pre-set spending limit, a CEMEA Visa Signature Business Card Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

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#### 4.16.3.3 Visa Signature Business Card Marketing Support – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must obtain written approval from Visa prior to distribution of any materials to its Cardholders.

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#### 4.16.3.4 Conversion of Referral Response to Decline Response in Stand-in Processing for Visa Signature Business – CEMEA Region

**Effective through 14 April 2016**

In the CEMEA Region, a Referral Response generated on a Transaction due to Issuer Stand-in Processing parameters will be converted to a Decline Response if the Transaction amount is less than USD 150 and the Issuer is unavailable.

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#### 4.16.3.5 Visa Stand-in Processing Parameters for Visa Signature Business Card Transactions – CEMEA Region

**Effective through 14 April 2016**

A CEMEA Visa Signature Business Card Issuer must establish Stand-in Processing parameters for the International Automated Referral Service at the BIN or account range level.

For Visa Signature Business Cards, the default Stand-in Processing parameters for purchases is USD 2,200. The minimum Stand-in Processing parameter for purchases is USD 1,800.

#### Effective 15 April 2016

A CEMEA Visa Signature Business Card Issuer must establish Stand-in Processing parameters at the BIN or account range level.

For Visa Signature Business Cards, the default Stand-in Processing parameter for purchases is USD 2,200. The minimum Stand-in Processing parameter for purchases is USD 1,800.

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#### 4.16.3.6 Visa Signature Business Card Annual Spend Aggregation and IRF Qualification – US Region (Updated)

A US Issuer that aggregates the Cardholder spend on primary and secondary accounts or between multiple types of Visa Business Card accounts to qualify for the Visa Signature Business Interchange Reimbursement Fee, must comply with all of the following:

- If aggregating multiple types of Visa Business Card programs (that is, Visa Business, Visa Signature Business), ensure that all those programs are registered to the same business owner or company
- If aggregating the spend on different Account Numbers between primary and secondary (that is, authorized employee user) accounts, ensure that all such accounts are designated as Visa Signature Business Cards
- Only aggregate the spend on Visa Business Credit Cards. Cardholder spend on Visa Consumer Credit Cards, Visa Consumer Debit, and/or Visa Business Debit Cards does not qualify.
- Support the aggregation using the Cardholder Maintenance File

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#### 4.16.3.7 Visa Signature Business Rewards Program Disclosure to Cardholders – US Region

In the US Region, a Visa Signature Business Issuer must comply with all of the following:

- Provide complete and accurate disclosure to its Cardholders of the reward Card terms and conditions and notify the Cardholder of any changes prior to the effective date
- Ensure accuracy of any information that it or its Agent provides to its Cardholders
- At least annually, notify Cardholders via a stand-alone communication, either in print or email, all of the following:
  - Rewards currency earned during the period covered by the notification

- Rewards currency redeemed during the same period
- Remaining balance as of the date specified in the notification
- Any upcoming rewards currency expiration dates (if any)

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### 4.16.3.8 Visa Signature Business Card Minimum Stand-In Processing Limits for Emergency Services – US Region

In the US Region, an Issuer that establishes a pre-set spending limit on its Visa Signature Business Cardholders must enable Stand-In Processing for a minimum of both:

- USD 5,000 for Emergency Card Replacement
- USD 2,000 for Emergency Cash Disbursement

The Issuer must disclose any spending limit it establishes to its Cardholders.

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### 4.16.3.9 Visa Signature Business Card Product Name – US Region

In the US Region, a Visa Signature Business Card Issuer must both:

- Obtain prior Visa approval for the use of the program name
- Use "Visa Signature Business" on all Card plastics, statements, and other communication to the Cardholder, except in circumstances where it poses a security risk

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### 4.16.3.10 Visa Signature Business Card Marketing Support – AP Region

In the AP Region, a Visa Signature Business Issuer must obtain written approval from Visa prior to distribution of any materials to its Cardholder relating to Merchant partnership or emergency services.

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### 4.16.3.11 Visa Signature Business Card Issuer Requirements – US Region

In the US Region, a Visa Signature Business Card Issuer must comply with all of the following:

- Complete the certification form

- Support account-level processing
- Participate in Visa SavingsEdge
- Provide the Cardholder Maintenance File to Visa on an ongoing basis in the specified format

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#### 4.16.3.12 Visa Signature Business Card Payment Options – US Region

In the US Region, a Visa Signature Business Issuer must allow a Visa Signature Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

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#### 4.16.3.13 Visa Signature Business Cardholder Notification – US Region

In the US Region, a Visa Signature Business Issuer must provide notification to the Cardholder either:

- Before ongoing Transactions may be declined
- When an account needs to be suspended or closed for any reason

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#### 4.16.3.14 Visa Signature Business Cardholder Statement – US Region

In the US Region, a Visa Signature Issuer must provide a periodic statement to the Cardholder summarizing the Cardholder's Visa Signature Business Credit Card or Charge Card Transactions for the statement period as required by US Regulation Z (12 CFR Part 226).

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#### 4.16.3.15 Visa Signature Business Card Billing Statements – US Region

In the US Region, a Visa Signature Business Card Issuer must clearly communicate in the Cardholder billing statement information pertaining to all of the following:

- Availability of revolving or non-revolving credit line and a clear distinction between the two if the account offers revolving credit
- Balance payment options associated with each type of credit line

- Terms and conditions of payments for each type of credit line

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### 4.16.3.16 Visa Business Hybrid Card Issuance – US Region

In the US Region, an Issuer that elects to implement a Visa Business Card program combining both credit and debit functionality (hybrid) on the same Card must ensure that both:

- The Visa Business Credit Card is not treated as a Visa Debit Card
- Transactions completed with the Visa Business hybrid Card are not treated as electronic debit Transactions

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### 4.16.4 Visa Signature Business – Features and Benefits

#### 4.16.4.1 Visa Signature Business Card Rewards Program Requirements – AP Region (Updated)

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, which is the higher of either the:

- Rate offered by the same Issuer for a consumer Visa Signature Card in the same country or region
- The minimum Visa Signature rewards earn rate for a consumer Visa Signature Card in the applicable country<sup>1</sup>

The Issuer must, at a minimum, notify Cardholders about reward points earned quarterly, via a regular billing statement or a stand-alone statement.

#### Effective 12 November 2015

In the AP Region, a Visa Signature Business Charge Card Issuer in Malaysia must ensure that the rewards currency enables Cardholders to redeem an equivalent to 70 basis points.

<sup>1</sup> An Australia Visa Signature Business Issuer must offer a minimum rewards earn rate of 90 basis points.

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### 4.16.4.2 Visa Signature Business Cardholder Spend Reporting – AP Region

In the AP Region, an Issuer must, either itself or through Visa IntelliLink Spend Management, provide Visa Signature Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

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### 4.16.4.3 Visa Signature Business Card Rewards Program Requirements – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must offer a rewards program to its Visa Signature Business Cardholders. The Visa Signature Business Card rewards program must offer a minimum rewards earn rate, which is the higher of either the:

- Rate offered by the same Issuer for a consumer Visa Signature Card in the same country or region
- The minimum Visa Signature Card rewards earn rate for a consumer Visa Signature Card in the applicable country

The Issuer must, at a minimum, notify Cardholders about reward points earned quarterly, via a regular billing statement or a stand-alone statement.

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### 4.16.4.4 Visa Signature Business Cardholder Spend Reporting – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must either itself or through Visa IntelliLink for Small Business, provide its Visa Signature Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

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### 4.16.4.5 Visa Signature Business Card Additional Core Services – CEMEA Region

A CEMEA Visa Signature Business Card Issuer must provide:

- One or more travel accident insurance coverage options with a unit cost per premium that matches or exceeds the current unit cost of providing up to USD 500,000, (or local currency equivalent) of travel accident insurance. The Issuer must submit to Visa in writing, an official quote from an insurance company, for both the travel accident insurance and the proposed new features, at least 30 calendar days prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to USD 50,000, or local currency equivalent

The Issuer must communicate all of the following Visa Signature Business Card Privileges Program information to Cardholders:

- Visa Signature Business Card Privileges Program benefits at least once a year
- New benefits or changes to existing benefits, or exclusive quarterly Merchant offers at least 2 months prior to the effective date of Visa Signature Business Card Merchant Privileges

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### 4.16.4.6 Visa Signature Business Rewards Program – US Region

In the US Region, a Visa Signature Business Card Issuer must comply with all of the following:

- Either itself, through a third-party agent or Visa, offer one of the following types of rewards/program:
  - Air travel program
  - Affinity/Co-Brand hotel program
  - Affinity/Co-Brand Merchant-specific gift certificate or a general purpose gift card program
  - Cash/cash-equivalent rewards program
  - Service and merchandise rewards
- Define the rewards currency to be offered to Cardholders
- Notify Cardholders annually via billing statement or standalone statement, of rewards points earned during the relevant period

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### 4.16.4.7 Visa Signature Business Rewards Currency Accrual – US Region (Updated)

In the US Region, a Visa Signature Business Card Issuer must comply with all of the following:

- Accrue rewards currency for the benefit of the Cardholder for every qualifying dollar spent worldwide on a Visa Signature Business Card purchase Transaction

- Ensure that the approximate retail value of service and merchandise rewards offered to the Cardholders and the rewards currency required to redeem such options is comparable to the value the Cardholder would receive by selecting cash-equivalent rewards
- Obtain Visa approval prior to restricting or excluding Transactions, which might otherwise be qualified for rewards currency, from the rewards criteria under the Issuer's program
- Establish a minimum basis point value per dollar of qualifying Transaction, regardless of the award earn rate (for example, one point per dollar) determined by the Issuer, as follows:
  - For rewards programs offering other than cash/cash-equivalent rewards, a minimum value of 125 basis points
  - For cash/cash-equivalent rewards programs, a minimum value of 100 basis points

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#### 4.16.4.8 Visa Signature Business Card Rewards Currency Expiration – US Region

In the US Region, rewards currency accumulated by a Visa Signature Business Cardholder must not be allowed to expire within 3 years from the date earned unless the Cardholder's account remains inactive (no statements generated) for 3 consecutive years.

The expiration date for any of the following rewards offered by a Visa Signature Business Issuer must not be sooner than 90 days from the award date:

- Certificate for a hotel stay from an Affinity/Co-Brand partner
- Gift Card/Certificate from an Affinity/Co-Brand Merchant
- Cash/cash-equivalent check payable to the Cardholder or a general purpose prepaid card usable at any merchant

The Issuer must notify its Cardholders prior to the rewards expiration date.

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#### 4.16.4.9 Visa Signature Business Card Rewards Redemption – US Region

In the US Region, a Visa Signature Business Issuer must comply with all of the following:

- Clearly communicate the qualifying reward redemption information to its Cardholders and make it available at all times
- Ensure that its rewards redemption program is:
  - Directly tied to the its Affinity/Co-Brand partner's offering
  - Quantifiable based on Visa benchmarks or cash equivalency
  - Offers ready availability of points

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- Comply with the rewards redemption requirements, as follows:

**Table 4-51: Visa Signature Business Issuer Rewards Program Redemption Options and Requirements**

Rewards Program	Redemption Options
Air Travel	<p>Air travel at or above the "industry standard" for the currency amount credited per mile.</p> <p>Based on the standard of one mile earned for every USD 1 spent on qualifying Transactions, an Issuer must offer first redemption at a maximum of 25,000 miles for a restricted ticket anywhere in the contiguous 48 United States (CUS).</p> <p>Based on the industry standard of one mile per every USD 1 spent on qualifying Visa Signature Business Transactions, must offer airline ticket redemptions at either:</p> <ul style="list-style-type: none"> <li>• 25,000 miles for a restricted coach class flight anywhere in the contiguous United States, with a maximum value restriction of no less than USD 312.50</li> <li>• 50,000 miles for an unrestricted coach class flight anywhere in the contiguous United States, with a maximum value restriction of no less than USD 625</li> </ul>
Affinity/Co-Brand Hotel Program	<p>A Visa Signature Business Issuer must comply with all of the following:</p> <ul style="list-style-type: none"> <li>• Ensure that its hotel Affinity/Co-Brand rewards program offers a room redemption option for a hotel categorized as either: <ul style="list-style-type: none"> <li>– Luxury Tier</li> <li>– Upper Upscale Tier</li> </ul> </li> <li>• Ensure that the expiration date on the certificate is no less than 90 days</li> <li>• Demonstrate that the room redemption valuation proposed by the Issuer delivers the required cumulative minimum basis points per dollar of qualifying Visa Signature Business purchase Transactions</li> </ul>
Merchant-specific Gift Certificate or Gift Card	<p>For rewards offered to Visa Signature Business Cardholders in the form of Merchant-specific gift certificates, an Issuer must comply with all of the following:</p> <ul style="list-style-type: none"> <li>• Ensure that gift certificates are not limited to specific-Merchant(s) unless the Merchant(s) is an Affinity/Co-Brand partner</li> <li>• Obtain prior Visa approval for any program that uses any type of card other than an unrestricted general purpose prepaid card</li> <li>• Ensure that the expiration date for redemption of the reward is no less than 90 days</li> </ul>
Cash/Cash-Equivalent	<p>An Issuer that offers cash or cash-equivalent rewards to its Visa Signature Business Cardholders must offer one or more of the following redemption options:</p> <ul style="list-style-type: none"> <li>• Statement credit</li> <li>• A Check, with a minimum valid date of 90 days, made payable to the Cardholder or the business name on the Visa Signature Business Card account</li> <li>• Direct deposit to the Cardholder's or business' bank or other asset account</li> </ul>

Rewards Program	Redemption Options
	<ul style="list-style-type: none"> <li>Dollar-denominated general-purpose prepaid card without purchase restrictions and with a minimum expiration period of no less than 90 days.</li> </ul> <p>The Issuer must allow redemption of cash rewards either:</p> <ul style="list-style-type: none"> <li>In increments no greater than USD 25 unless requested otherwise by the Cardholder</li> <li>Upon Cardholder demand or at least every 12 months</li> </ul> <p>The Issuer must report the percentage of cash redemption options annually or upon Visa request.</p>
Service and Merchandise Rewards	The Issuer must ensure that the value of any service and/or merchandise reward options offered to a Visa Signature Business Cardholder is consistent with the value of non-merchandise rewards program available from the Issuer

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#### 4.16.4.10 Visa Signature Business Card Additional Core Services – AP Region

In the AP Region, in addition to the Visa Business Card core services, a Visa Signature Business Issuer must provide:

- One or more travel accident insurance coverage options with a unit cost per premium that matches or exceeds the current unit cost of providing USD 500,000 (or local currency equivalent) travel accident insurance. The Issuer must submit to Visa in writing, an official quote from an insurance company, for both the travel accident insurance and the proposed new features, at least 30 calendar days prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to USD 25,000 (or local currency equivalent)
- Concierge services from a live attendant, via telephone, in key international travel markets, 24 hours a day, 7 days a week, offering, at minimum, all of the following travel information and assistance:
  - 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 all of 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

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### 4.16.4.11 Visa Signature Business Card Core Benefits – US Region

In the US Region, in addition to the core benefits specified in Section 4.13.4.3, "Visa Business Card Core Benefits – US Region," a Visa Signature Business Issuer must provide the following minimum core benefit levels on its own, through an agent, or through the Visa Global Customer Care Services (GCCS):

- Lost luggage reimbursement coverage up to USD 3,000 for checked and carry-on baggage if certain terms and conditions are met and the carrier ticket purchase is charged solely to the Visa Signature Business Card. Coverage provided by a third-party must meet or exceed these requirements and include replacement of misdirected checked or carry-on baggage
- Roadside dispatch referral network available on a toll-free basis 24 hours a day
- Travel accident insurance for a minimum of USD 250,000 to cover accidental death or dismemberment, at no extra cost to the Cardholder, when the entire fare is charged to the Visa Signature Business Card. Services provided by a third-party provider must meet or exceed these requirements and include Cardholder and family member benefit level equal to at least USD 250,000 without any aggregation limitation
- Visa Signature concierge services to assist the Cardholders with restaurant accommodations, travel information, reservations at special events, and locating hard-to-find goods
- Visa Signature perks offering special access to events, hotel upgrades, preferred seating at music, theater, or sport events, as well as savings on premier events and goods from top retailers nationwide

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### 4.16.4.12 Visa Signature Business Insurance Card Benefits – US Region

In the US Region, an Issuer must provide both of the following Card benefits to its Visa Signature Business Cardholders, either through Visa or an alternate provider, as follows:

- Insurance benefits consisting of all of the following:
  - Lost luggage reimbursement
  - Purchase security and extended protection up to USD 10,000 per claim within 90 days of purchase
  - Travel accidental insurance as specified in Section 4.16.4.13, "Visa Signature Business Travel Accident Insurance Coverage – US Region"
  - Visa liability waiver up to USD 100,000 per Cardholder
- Non-insurance benefits consisting of both:
  - Roadside dispatch offering emergency roadside assistance 24-hours a day
  - Travel and emergency assistance services

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### 4.16.4.13 Visa Signature Business Travel Accident Insurance Coverage – US Region

In the US Region, a Visa Signature Business Issuer must contract with a licensed public insurance carrier to automatically provide travel accident death and dismemberment coverage that offers a basic coverage of at least USD 250,000 to the Visa Signature Business Cardholder, spouse, unmarried dependent children who are either:

- Under 19 years of age
- Under 23 years of age, if a full-time student attending an accredited college or university

The travel accident coverage policy must become effective after, both:

- The Cardholder receives the Card
- Purchases an applicable travel ticket with the Card

The Issuer must not:

- Require a separate application for the coverage other than the Visa Signature Business Card application
- Charge an additional fee for the coverage

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## 4.17 Visa Infinite Business, Visa Infinite Privilege Business

### 4.17.1 Visa Infinite Business, Visa Infinite Privilege Business – Card Requirements

#### 4.17.1.1 Visa Infinite Business Cardholder Spending Limit – AP Region (Updated)

An AP Visa Infinite Business Card Issuer must offer one of the following spending limit options:

- No pre-set spending limit. The Issuer may establish a pre-set spending limit if the Transaction either:
  - Is a Cash Disbursement
  - Results from the use of an Emergency Card Replacement
- A Minimum Spending Limit of USD 20,000 (or local currency equivalent) for Transactions during each statement cycle

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

- Pay in full each statement cycle
- Revolve. If positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least USD 10,000 (or local currency equivalent) during each statement cycle.

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#### 4.17.1.2 Visa Infinite Business Spending Limits – Canada Region

In Canada Region, an Issuer must ensure that its Visa Infinite Business Card offers one of the following spending limit options:

- No pre-set spending limit with a minimum revolve limit of CAD 5,000
- A minimum credit limit of CAD 10,000

The no pre-set spending limit requirement does not apply to:

- Cash Disbursement Transactions
- Transactions resulting from an Emergency Card Replacement

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### 4.17.1.3 Visa Infinite Business Cardholder Qualifications – Canada Region

In the Canada Region, a Visa Infinite Business Issuer must ensure that its Visa Infinite Business Cardholders qualify for the product based on one of the following criteria:

- Demonstrated minimum annual spend on their current Visa product of CAD 30,000 per year
- Declared minimum household income of CAD 100,000
- Declared minimum personal income of CAD 60,000 per year

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### 4.17.1.4 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.

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### 4.17.1.5 Visa Infinite Business Card Point-of Sale Spend Qualification Threshold in Australia – AP Region (Updated)

**Effective through 31 October 2015**

In the AP Region, an Australia Visa Infinite Business Card account must meet the spend threshold of AUD 200,000, failing which Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for the Card account using the spend qualification assessment.

The IRF designation will be determined based on whether the Card account meets the Visa Infinite Business Card spend threshold.

**Effective 1 November 2015**

In the AP Region, an Australia Visa Infinite Business Product program must meet the average minimum annual spend requirement of AUD 200,000 at the portfolio level. If the threshold is not met, the Issuer must implement a spend stimulation program.

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### 4.17.1.6 Visa Infinite Privilege Business Cardholder Qualification Criteria – Canada Region

In the Canada Region, an Issuer must ensure that Visa Infinite Privilege Business Cardholders meet one of the following qualification thresholds and maintain proof that the criteria are met:

### Visa Infinite Business, Visa Infinite Privilege Business

- Minimum annual spend of CAD 50,000, per year within the Issuer's portfolio
- Minimum household income of CAD 200,000 per year
- Minimum personal income of CAD 100,000 per year
- Annual sales revenue of CAD 1,000,000

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#### 4.17.1.7 Visa Infinite Privilege Business Card Account Limits – Canada Region

In the Canada Region, an Issuer must support one of the following spending limit options at the account level for its Visa Infinite Privilege Business Cards:

- No pre-set spending limit with a minimum revolve limit of CAD 10,000 on a credit product
- A minimum credit limit of CAD 20,000

The no pre-set spending limit requirement does not apply to:

- Cash Disbursement Transactions
- Transactions resulting from an Emergency Card Replacement
- Additional Visa Cards under a primary account

A Visa Infinite Privilege Business Card Issuer must communicate to the Cardholder all terms and conditions of Card issuance.

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#### 4.17.1.8 Visa Infinite Privilege Business Card Account Number and BIN Requirements – Canada Region

In the Canada Region, for its Visa Infinite Privilege Business Cards, an Issuer must designate one of the following:

- BIN level processing – A unique BIN assigned by Visa
- Account range processing – A new Account Number range within a designated Visa Infinite BIN
- Account level processing – individual Account Numbers

The Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Privilege Business Card without prior permission from Visa.

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### 4.17.1.9 Visa Infinite Privilege Business Card Rewards Program Redemption Value – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Card Issuer's rewards program must provide a rewards redemption value greater than 1.5% of the portfolio average.

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### 4.17.1.10 Visa Infinite Privilege Business Card Product Name – Canada Region

A Canada Visa Infinite Privilege Business Issuer must use the product name "Visa Infinite Privilege" in all solicitations, advertising, and promotions, and other communications regarding Visa Infinite Privilege.

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## 4.17.2 Visa Infinite Business, Visa Infinite Privilege Business – Customer Service Requirements

### 4.17.2.1 Visa Infinite Business Card Customer Service Telephone Number – AP Region (Updated)

In the AP Region, a Visa Infinite Business Card issuer must comply with all of the following:

- Be capable of transferring calls to, and establishing and maintaining a telephone bridge with, the Visa Infinite Business customer center
- Provide its Cardholders with an exclusive toll-free telephone number or a telephone number where collect calls will be accepted domestically or worldwide, to obtain customer service and account-related information services 24 hours a day, 7 days a week
- Communicate the telephone numbers to its Cardholders at least once each year

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### 4.17.2.2 Visa Infinite Business Card Global Customer Assistance Services – AP Region (Updated)

In addition to the requirements specified in Section 4.1.14.3, "Emergency Cash Disbursement Limit Guide," an AP Visa Infinite Business Card Issuer must offer all of the following through Visa Global Customer Care Services and the Issuer's customer service center:

- Cardholder Inquiry Service

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- Emergency Card Replacement, including both of the following:
  - Card Verification Value (CVV) encoding
  - Minimum spending limit of USD 10,000 (or local currency equivalent)
- Emergency Cash Disbursement, with a minimum stand-in Emergency Cash Disbursement of USD 5,000 (or local currency equivalent)
- Lost/Stolen Card Reporting

An Emergency Card Replacement or Emergency Cash Disbursement must be delivered to the Cardholder within 24 hours.

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#### 4.17.2.3 Visa Infinite Business Emergency Payment Authorization Service – AP Region and Canada Region (Updated)

In the AP Region and Canada Region, a Visa Infinite Business Card Issuer must be available to respond to a request from the Emergency Payment Authorizing Service 24 hours a day, 7 days a week, and do all of the following:

- 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

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#### 4.17.2.4 Visa Infinite Business Core Services – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer its Cardholders all of the core services specified in Section 4.12.1.3, "Commercial Products Mandatory Core Services."

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### 4.17.2.5 Visa Infinite Privilege Business Card Emergency Card Replacement and Emergency Cash Disbursement – Canada Region

In the Canada Region, an Issuer must provide its Eligible Cardholders of Visa Infinite Privilege Business Cards Emergency Cash Disbursement and/or Emergency Card Replacement services, directly or through an agent, within 24 hours (within and outside Canada).

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### 4.17.2.6 Visa Infinite Privilege Business Card Customer Service – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Issuer must do all of the following to provide superior customer service:

- Toll-free telephone access to a customer service agent 24 hours a day, 7 days a week, in English and French
- Priority routing and overall better servicing than for other products in the Issuer's portfolio
- Availability of highly trained, tenured customer service agents during the main business hours of 8:00 a.m. EST to 6:00 p.m. PST, with a minimum of 70% of Visa Infinite Privilege Cardholder calls answered by the trained agents
- Ability to transfer calls and maintain a telephone bridge with the Visa Infinite Privilege Concierge and Visa Global Customer Care Services centers
- Ability to convert Cardholder notifications or other travel/purchase notifications into Transaction authorization process
- Ability to subscribe to Visa Consumer Authentication Service or a similar risk-based authentication service for Electronic Commerce Transactions

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### 4.17.2.7 Visa Infinite Privilege Business Card Marketing, Advertising and Promotions – Canada Region

A Canada Visa Infinite Privilege Business Card Issuer must communicate to Visa and third-party service providers its marketing communication, advertising, and/or promotional plans pertaining to the Visa Infinite Privilege no less than 6 weeks prior to launch.

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

#### 4.17.3.1 Issuer Choice of Visa Infinite Business Card Name – AP Region (Updated)

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

The Issuer must use the product identifier "Visa Infinite Business" on both of the following:

- All statements
- All communications, including online communications, to the Cardholder regarding the Visa Infinite Business Card, except in circumstances where this poses a security risk

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#### 4.17.3.2 Visa Infinite Business Card Allowable Decline Reasons – AP Region (Updated)

An AP Visa Infinite Business Card Issuer must decline Transactions only in the following circumstances:

- Card was used fraudulently
- Transaction is out of compliance with Cardholder agreement
- **Effective through 14 April 2016**  
Transaction category is blocked by the Cardholder through Visa Payment Controls
- **Effective 15 April 2016**  
Transaction category is blocked by the Cardholder through Visa Payment Controls or Consumer Transaction Controls
- Transaction category is blocked by the Cardholder through Visa Payment Controls
- Cardholder notified to stop using Card, and account suspended or closed
- Over-limit on Cash Disbursements (unless Issuer is providing no pre-set cash limit)
- Over-limit on Emergency Card Replacement (unless Issuer is providing no pre-set spending limit on Emergency Card Replacement)
- Over-limit on Emergency Cash (unless Issuer is providing no pre-set cash limit on Emergency Cash)

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### 4.17.3.3 Visa Infinite Business Card Web Services – AP Region (Updated)

An AP Visa Infinite Business Card Issuer must, either independently or through Visa, offer its Visa Infinite Business Cardholders access to a website that offers special information and services to high-end consumers.

The Visa Infinite Business website must do all of the following:

- Limit access to Visa Infinite Business Cardholders only
- Provide a description of Visa Infinite Business Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Business Exclusive Privileges<sup>1</sup> offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel-related content not readily available from other sources
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite Business product
  - Contact information for Cardholders to inquire about Visa Infinite Business services and to provide feedback

<sup>1</sup> A Merchant-partner program with exclusive offers for Visa Infinite Business Cardholders

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### 4.17.3.4 Visa Infinite Business Cardholder Notification and Complaints – AP Region (Updated)

An AP Visa Infinite Business Card Issuer must do all of the following:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Transaction Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

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### 4.17.3.5 Visa Infinite Business Card Marketing – AP Region (Updated)

An AP Visa Infinite Business Card Issuer must:

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- Commit advertising support for Visa Infinite Business at a level defined by Visa in consultation with Members in that market
- Receive written approval from Visa before distribution of Cardholder communication materials

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#### 4.17.3.6 Visa Infinite Privilege Business Card Payment Options – Canada Region

In the Canada Region, at the option of Visa, an Issuer may provide a Visa Infinite Privilege Business Card with charge and/or credit capability.

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#### 4.17.3.7 Visa Infinite Privilege Business Stand-In Processing Limits – Canada Region

In the Canada Region, an Issuer must enforce a minimum spending limit of CAD 10,000 on Visa Infinite Privilege Business Card Stand-In Processing Accounts for the Emergency Card Replacement service.

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#### 4.17.3.8 Visa Infinite Business Decline Reason Criteria – Canada Region (Updated)

##### Effective through 14 April 2016

In the Canada Region, a Visa Infinite Business Card Issuer must decline or refer Visa Infinite Business Transactions only as specified in Section 7.3.7.4, "Visa Signature, Visa Infinite, and Visa Ultra High Net Worth Cards Allowable Decline 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 one or more of the following criteria:

- 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

##### Effective 15 April 2016

A Canada Visa Infinite Business Card Issuer must decline Visa Infinite Business Transactions only as specified in Section 7.3.7.4, "Visa Signature, Visa Infinite, and Visa Ultra High Net Worth Cards Allowable Decline Reasons."

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A Canada Visa Infinite Business Card Issuer must not decline Visa Infinite Business Transactions for exceeding a pre-set limit of any kind. Transactions must be approved or declined based on one or more of the following criteria:

- 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 or Consumer Transaction Controls

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#### 4.17.3.9 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 for a delinquent Account.

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#### 4.17.3.10 Visa Infinite Business Account Level Processing in Australia – AP Region (Updated)

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

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#### 4.17.3.11 Visa Infinite Privilege Business Card Issuer Certification – Canada Region

In the Canada Region, an Issuer of Visa Infinite Privilege Business Cards must provide to Visa, at least 90 days before issuance, all of the following information:

- Certification that its products, systems, procedures, and services comply with the Visa Infinite Privilege requirements and certification agreement
- Supplemental information as requested by Visa to support certification approval
- Issuer enrollment information

## Visa Product and Service Rules

Issuance

### Visa Infinite Business, Visa Infinite Privilege Business

The Issuer must ensure that all Visa Infinite Privilege Business Card programs are registered and approved by Visa before launch.

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#### 4.17.3.12 Visa Infinite Privilege Business Card Operating Certificate Requirements – Canada Region

In the Canada Region, an Issuer of Visa Infinite Privilege Business Cards must complete a separate Credit Card Schedule of the Operating Certificate for reporting Visa Infinite Privilege Business statistics.

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#### 4.17.3.13 Visa Infinite Privilege Business Program Compliance Requirements – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must comply with all the requirements related to Visa Infinite Cards, Visa Infinite Business Cards and Visa Infinite Privilege Cards.

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#### 4.17.3.14 Visa Infinite Privilege Business Card Spend Reporting Requirements – Canada Region

In the Canada Region, for a Visa Infinite Privilege Business Card, an Issuer must report detailed Card data per account including, but not limited to, the Card Account Number.

The Issuer must report this information every time (daily, if necessary) a Visa Infinite Privilege Business Card is opened, closed, cancelled, or replaced, and submit this data in the Visa-defined submission format.

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### 4.17.4 Visa Infinite Business, Visa Infinite Privilege Business – Features and Benefits

#### 4.17.4.1 Visa Infinite Business Card Features and Branding Requirements – AP Region (Updated)

An AP Visa Infinite Business Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Business Card from any other Visa Card product it issues

- The highest purchasing power available within the Issuer's Visa Business Card suite of products

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#### 4.17.4.2 Visa Infinite Business Card Core Features – AP Region (Updated)

In the AP Region, in addition to the core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," a Visa Infinite Business Card Issuer must offer all of the following core features:

- Central or individual billing, with one of the following options:
  - Individual Cardholder billing with individual payment
  - Individual Cardholder billing with centralized company payment
  - Centralized company billing and payment
- Limited corporate liability insurance coverage, where available, to the subscribing company with 2 or more Cards, in the event of Visa Infinite Business Card misuse by employees
- One or more insurance options with a unit cost per premium that matches or exceeds the current unit cost of providing USD 1 million (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 before implementation.
- Complimentary access to airport lounges in all key cities
- Emergency medical evacuation and repatriation service in case of critical Cardholder medical need<sup>1</sup>
- Emergency medical insurance when traveling, with a medical expense benefit of up to USD 25,000 (or local currency equivalent)<sup>1</sup>
- Information to its Visa Infinite Business Cardholders about the Visa Infinite Business Exclusive Privileges<sup>2</sup> program. The Issuer must communicate the following:
  - Visa Infinite Business Exclusive Privileges benefits at least once a year
  - New benefits or changes to existing benefits at least 2 months before the effective date
- Concierge services in key international travel markets available through a customer service representative by telephone 24 hours a day, 7 days a week. The Issuer must provide all of the following:
  - Emergency travel arrangement provisions
  - Passport, visa, and customs information
  - Country and major city information
  - Translation and message assistance
  - Transportation information

## Visa Product and Service Rules

### Issuance

#### Visa Infinite Business, Visa Infinite Privilege Business

- Restaurant, health club, entertainment events, shopping information and assistance, and gift arrangement
- ATM location guide
- Weather forecast
- Business services
- Cardholder access to trained dispute resolution service representatives through the Issuer's toll-free customer service number
- Only for Visa Infinite Business Debit Cards, a monthly statement or information report showing Visa Infinite Business Debit Card spending by the employee(s)

**Effective 12 November 2015**

In the AP Region, a Visa Infinite Business Charge Card Issuer in Malaysia must ensure that the rewards currency enables Cardholders to redeem an equivalent to 70 basis points.

<sup>1</sup> This does not apply in the AP Region to Members in Malaysia.

<sup>2</sup> A Merchant-partner program with exclusive offers for Visa Infinite Business Cardholders

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### 4.17.4.3 Visa Infinite Business Cards Issuer Requirements – Canada Region

In the Canada Region, a Visa Infinite Business Issuer must position the Card as a charge or credit Card and offer its Visa Infinite Business Cardholders all of the following:

- A rewards program with a minimum earn rate equal to the rate offered by the same Issuer for a consumer Visa Infinite Card Program
- At minimum, access to a customer service agent 24 hours a day, 7 days a week
- Advance notification 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

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### 4.17.4.4 Visa Infinite Privilege Business Card Marketing – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must both:

- Promote the Visa Infinite Privilege features, benefits, and services to the Cardholders

- Obtain written approval from Visa before distributing any marketing materials to its Cardholders

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#### 4.17.4.5 Visa Infinite Privilege Business Card Website – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must provide its Cardholders exclusive access to a website that both:

- Details information about Visa Infinite Privilege Business Card features, services, and benefits
- Enables Cardholders to link from the Issuer website to the Visa Infinite Privilege Business dedicated website

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#### 4.17.4.6 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
- A minimum of 2 offers from the categories below:
  - Office supplies
  - Office equipment
  - Office leasing/rentals
  - Computers/electronics
  - Telecommunications
  - Business services
  - Business education
- 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
- CAD 1 Million Travel Accident Insurance

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#### 4.17.4.7 Visa Infinite Business Web Services – Canada Region

In the Canada Region, a Visa Infinite Issuer, either itself or through other agents, must provide its Visa Infinite Cardholders website access that offers special information and services.

The Visa Infinite website service must comply with all of the following:

- Limit access only to Visa Infinite Cardholders
- Provide a description of Visa Infinite Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Exclusive Privileges Merchant partner offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel content that supports the Visa Infinite product positioning that is not readily available from other sources (for example, special travel articles, expert recommendations on shows in major cities)
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
  - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback on the product or website

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### 4.17.4.8 Visa Infinite Business Issuer Rewards Program in Australia – AP Region (Updated)

In the AP Region, an Australia Visa Infinite Business Card Issuer must provide a rewards program for its Visa Infinite Business Cardholders and must do all of the following:

- Define the rewards currency that it intends to offer
- Accrue the rewards currency to the benefit of its Cardholders for every qualifying purchase Transaction
- Ensure that the approximate retail value of services and merchandise offered for rewards redemption is comparable to the required redemption value
- Ensure that the rewards currency enables Cardholders to redeem an equivalent to 100 basis points
- Ensure that the rewards currency is accumulated for every qualifying dollar spent on the Card
- Include each purchase Transaction completed with a Visa Infinite Business Card as a qualifying purchase. The Issuer may exclude the following Transactions from qualifying for rewards currency:
  - Balance transfers
  - Convenience checks
  - Finance charges
  - Cash Disbursements
  - Quasi-Cash Transactions
  - Fees paid to the Issuer by the Cardholder (if any)
  - Any Transaction not authorized by the Cardholder
- Ensure that any cap on spend that earns rewards currency is not less than USD 5,000 per month or USD 60,000 per year (or local currency equivalent)
- Notify Cardholders at least quarterly of their rewards currency, including all of the following:
  - Rewards currency earned
  - Rewards currency redeemed
  - Rewards currency balance remaining
  - Upcoming rewards currency expiration, if any

If the account is no longer in good standing, the Issuer may elect to withhold rewards currency accumulation and redemption or take away currency previously accumulated.

### 4.17.4.9 Visa Infinite Privilege Business Card Core Features and Services – Canada Region

In the Canada Region, an Issuer must provide the following features to its Visa Infinite Privilege Business Cardholders:

- ATM access
- Local currency billing

In addition, a Visa Infinite Privilege Business Card Issuer must support core features from the following categories:

- Travel and lifestyle features
- Security features, including insurance
- Concierge service
- Rewards program
- Customer service
- Emergency services

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### 4.17.4.10 Visa Infinite Privilege Business Card Travel and Lifestyle Service Requirements – Canada Region

In the Canada Region, an Issuer must offer its Visa Infinite Privilege Business Cardholders travel and lifestyle features as arranged by Visa. Visa reserves the right to change features, benefits, assets and vendors at any time.

The Issuer must provide to Visa the data required to authenticate and qualify eligible Visa Infinite Privilege Business Cardholders for travel and lifestyle benefits every time a new Card is opened, closed, cancelled, or replaced. The Issuer must submit the data, including the Account Numbers, for Visa Infinite Privilege Business Cards, in a Visa-defined file format.

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### 4.17.4.11 Visa Infinite Privilege Business Card Concierge Services – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must provide, at a minimum, the Visa Infinite Privilege Concierge services, (inclusive of comprehensive travel service) to all Visa Infinite Privilege Business Cardholders.

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#### 4.17.4.12 Visa Infinite Privilege Business Insurance Benefits – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Issuer must provide the following insurance benefits:

**Table 4-52: Visa Infinite Privilege Business Insurance Requirements**

Mandatory Insurances	Description of Requirement
Out-of-Province/Country Emergency Travel Medical Insurance	Minimum CAD 5,000,000 in coverage for emergency medical expenses incurred while travelling outside of province or territory of residence for the first 15 consecutive days of each trip (at a minimum) for all insured persons under 65 years old
Trip Cancellation Insurance	Coverage for reimbursement of at least CAD 2,500 per insured per trip (aggregate maximum of USD 5,000 for all insured persons combined) when an insured person cancels a trip for a covered reason
Trip Interruption Insurance	Coverage for at least CAD 5,000 per insured per trip (aggregate maximum of USD 25,000 for all insured persons combined) should an insured person's trip be interrupted or delayed for a covered reason
Flight Delay Insurance	Coverage of up to CAD 1,000 per trip for reasonable and necessary expenses if the insured person's flight is delayed for more than 4 hours
Baggage Delay Insurance	Coverage of up to CAD 1,000 per trip for reasonable and necessary expenses if the insured person's checked luggage is delayed for more than 4 hours
Lost/Stolen Baggage Insurance	Coverage of up to CAD 2,500 per trip for loss or damage to the insured person's luggage and personal property contained therein
Common Carrier Travel Accident Insurance	Minimum of CAD 500,000 in travel accident insurance for accidental death or dismemberment when travelling on a common carrier
Auto Rental Collision Damage Waiver	Coverage against damage or theft for the first 48 consecutive days of a car rental up to the manufacturer's suggested retail price of at least CAD 85,000
Extended Warranty	Triple the time period of the original manufacturer's warranty up to 2 years of extra coverage
Purchase Security Insurance	Protection against loss, theft or damage for purchases for 120 days from the date of purchase
Limited Corporate Liability	Insurance to protect businesses against unauthorized charges from misuse by employees with a minimum reimbursement of CAD 100,000 per Cardholder

## 4.18 Visa Business Electron

### 4.18.1 Visa Business Electron – Issuer Requirements

#### 4.18.1.1 Visa Business Electron Primary Account Number Requirements – CEMEA Region (Updated)

In the CEMEA Region, an Issuer that supports the use of Visa Business Electron Card for domestic and international Transactions in the Card-Absent Environment must include the full primary Account Number on the front of the Visa Business Electron Card.

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## 4.19 Visa SavingsEdge

### 4.19.1 Visa SavingsEdge Requirements

#### 4.19.1.1 Visa SavingsEdge Participation Requirements – US Region (Updated)

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

- Visa Business credit Card
- Visa Business Check Card
- Visa Signature Business Credit<sup>1</sup>

Visa Business Cardholders of Issuers who do not opt out will be automatically eligible to enroll in Visa SavingsEdge in accordance with, and subject to, the program terms and conditions as revised by Visa from time to time and posted on the program Cardholder registration website.

All enrolled Cardholders of an Issuer that has opted out of the Visa SavingsEdge Program after 15 July 2011, will continue to remain enrolled in the Program.

To un-enroll a participating Cardholder, the Issuer must both:

- Notify Visa in writing at least 90 days prior to the participation end date
- Provide advance notification to the Cardholder

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

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### 4.19.1.2 Visa SavingsEdge Participating Issuer Obligations – US Region

In the US Region, an Issuer participating in the SavingsEdge program must comply with all of the following:

- Use the program name only in connection with the SavingsEdge program
- Promote the Visa SavingsEdge program through marketing activities
- Make the Cardholder address file available to Visa for email and direct mail campaigns
- Provide customer service to handle Cardholder inquiries about the program, including questions related to credit postings

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### 4.19.1.3 Visa SavingsEdge Discount Posting Requirements – US Region

In the US Region, for qualifying purchases made with a Visa SavingsEdge-enrolled Visa Business Card, a US Issuer must both:

- Credit the participating Cardholder's account within 10 calendar days of receiving the Funds Disbursement from Visa
- Not alter the original Merchant name and city information posted to the Cardholder statement

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## 4.20 Visa Purchasing

### 4.20.1 Visa Purchasing – Issuer Requirements

#### 4.20.1.1 Visa Purchasing Card Issuer Requirements – CEMEA Region

In the CEMEA Region, a Visa Purchasing Card Issuer must not issue a Visa Purchasing 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 expenditures and is represented by a public- or private-sector company

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### 4.20.1.2 Visa Purchasing Card Transaction Data Reporting – US Region

In the US Region, a Visa Purchasing Card Issuer must accumulate and report Transaction data and at a minimum must both:

- Match Transaction data to Merchant profiles
- Report to the Client Organization all Transactions and all Merchant profile information, both matched and unmatched

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### 4.20.1.3 Authorization and Settlement Match Participation Requirements

A Visa Purchasing Card Issuer choosing to participate in the Authorization and Settlement Match service must both:

- Obtain prior approval from Visa
- Enroll its Visa Purchasing Card BIN (including Visa Fleet Card BIN) or account range for the Authorization and Settlement Match service

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### 4.20.1.4 Visa Purchasing Card Selective Authorization – US Region

A US Visa Purchasing Card Issuer may decline an Authorization Request based on the following factors if the entity to which the Card has been issued has specified these or other factors:

- MCC
- Transaction size
- Location of Merchant Outlet

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### 4.20.1.5 Commercial Card Corporate Liability Waiver Insurance – LAC Region

In the LAC Region, a Visa Commercial Card Issuer must provide corporate liability waiver insurance for its Visa Purchasing Cardholders and will be billed by Visa for this benefit.

This requirement does not apply to Visa Agro Cards.

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### 4.20.2 Visa Purchasing – Features and Benefits

#### 4.20.2.1 Visa Purchasing Card Core Features and Benefits – CEMEA Region

In the CEMEA Region, a Visa Purchasing Card Issuer must offer all of the following core features:

- Corporate Card Liability Waiver Insurance (CLW)
- Global Customer Service Assistance (GCAS) including all of the following:
  - Emergency Replacement Cards
  - Emergency Cash Disbursements
  - Lost/Stolen Card Reporting Service
- A toll-free telephone number available 24 hours a day, 7 days a week, to obtain emergency services. This number must be communicated to the Cardholder upon Card issuance and annually thereafter.

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### 4.21 Visa Fleet

#### 4.21.1 Visa Fleet Card – Issuer Requirements

##### 4.21.1.1 Visa Fleet Card Issuance and Usage

A Vehicle-Specific Fleet Card must be both:

- Limited to purchases of fuel and vehicle maintenance
- Assigned to a vehicle rather than an individual

A Visa Fleet Card Issuer must use a unique account range within a Commercial Card BIN<sup>1</sup> for its Visa Fleet Card program.

<sup>1</sup> In the LAC Region, a Visa Purchasing Card Issuer may issue Visa Fleet Cards as either Visa or Visa Electron Cards.

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##### 4.21.1.2 Visa Fleet Card Requirements

A Visa Fleet Card Issuer must ensure that all of the following requirements are met:

### Visa Large Purchase Advantage

- Visa Fleet Card is personalized with a Visa Fleet Card Application Identifier (AID) and a payment application that prompts for personalized data at the time of transaction<sup>1</sup>
- Magnetic Stripe is encoded with Visa Fleet specific data that will cause a fleet-enabled terminal to prompt for personalized data at the time of Transaction<sup>2</sup>
- Visa Fleet Card is issued only as either:
  - A driver-assigned Visa Fleet Card
  - A Vehicle-Specific Fleet Card

In the Canada Region and CEMEA Region, a Visa Fleet Card Issuer must require the capture and/or validation of Enhanced Data by the terminal.

A Canada Visa Fleet Card Issuer must ensure that the Chip on the Visa Fleet Card is encoded with Visa Fleet-specific data that will cause a fleet-enabled terminal to prompt for personalized data at the time of the Transaction.

A CEMEA Visa Fleet Card Issuer must ensure that the Visa Fleet Card Chip data elements include at least both of the following:

- Details about permitted products
- Information about the vehicle and the driver

<sup>1</sup> This does not apply in the AP Region, LAC Region, and US Region.

<sup>2</sup> This does not apply in the AP Region, CEMEA Region, and LAC Region.

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#### 4.21.1.3 Visa Fleet Card Enhanced Data Requirements

A Visa Fleet Card Issuer must be capable of generating reports containing Enhanced Data when provided by the Acquirer.

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### 4.22 Visa Large Purchase Advantage

#### 4.22.1 Visa Large Purchase Advantage Requirements

##### 4.22.1.1 Visa Large Purchase Advantage Issuer Requirements – US Region

In the US Region, a Visa Large Purchase Advantage Card must comply with all of the following:

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

- Be issued as a Virtual Account product
- Be issued on a credit account
- Be limited to Transactions in the Commercial Payables environment that qualify as one of the following:
  - Electronic Commerce Transaction, including a Straight Through Processing Transaction
  - Mail/Phone Order Transaction
  - Recurring Transaction
  - Installment Transaction
- Not offer Cash Disbursement
- Not provide ATM access
- Unless specified otherwise, comply with the requirements applicable to Visa Purchasing Cards.

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#### 4.22.1.2 Visa Large Purchase Advantage Transaction Limitations – US Region

In the US Region, a Visa Large Purchase Advantage Transaction must comply with all of the following:

- Be processed in a Card-Absent Environment
- Not offer Cash Disbursement
- Not provide ATM access

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

ID# 0026969

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### 4.23 Visa Meetings Card

#### 4.23.1 Visa Meetings Card – Issuer Requirements

##### 4.23.1.1 Visa Meetings Card Authorization Processing

An Issuer must have the ability to both:

- Restrict a purchase made with a Visa Meetings Card based on a Transaction amount or MCC specified by a Client Organization

- Authorize higher Transaction amounts (up to USD 449,999.99) for payments made with a Visa Meetings Card

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### 4.23.1.2 Visa Meetings Card Core Features – US Region

In the US Region, a Visa Meetings Card Issuer must provide all of the core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," except for billing, where centralized company billing and payment are required.

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### 4.23.1.3 Visa Meetings Card Authorization Processing – US Region

A US Visa Meetings Card Issuer must have the ability to decline an Authorization Request based on the following factors, if the Client Organization has specified these or other factors:

- MCC
- Transaction amount
- Location of Merchant Outlet

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## 4.24 Visa Infinite Corporate

### 4.24.1 Visa Infinite Corporate – Card Requirements

#### 4.24.1.1 Visa Infinite Corporate Card Credit Limit – LAC Region

In the LAC Region, for Visa Infinite Corporate Cards with a line of credit only, an Issuer must ensure that both:

- The minimum credit limit allowed is USD 20,000 (or local currency equivalent)
- Each Visa Infinite Corporate Card account may accumulate charges of at least 20% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

A Visa Infinite Corporate Card Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment of USD 5 per Visa Infinite Corporate Card in the Issuer's portfolio.

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#### 4.24.1.2 Visa Infinite Corporate Card Spending Limits – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must offer either of the following spending limit options:

- No pre-set limit, excluding Emergency Card Replacements that have temporary pre-set limits
- Minimum limit allowing each Visa Infinite Corporate Card account to accumulate charges of at least USD 20,000 (or local currency equivalent) during each or any statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

Visa may impose additional restrictions to these options.

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#### 4.24.2 Visa Infinite Corporate – Customer Service Requirements

##### 4.24.2.1 Visa Infinite Corporate Card Emergency Payment Authorization – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must do all of the following:

- 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

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### 4.24.3 Visa Infinite Corporate – Issuer Requirements

#### 4.24.3.1 Visa Infinite Corporate Card Authorization Referrals – LAC Region

**Effective through 14 April 2016**

In the LAC Region, 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.

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#### 4.24.3.2 Visa Infinite Corporate Card Benefit Notification – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer in the LAC Region offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers on a quarterly basis.

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#### 4.24.3.3 Visa Infinite Corporate Card Declined Authorizations – LAC Region

In the LAC Region, an Authorization Response Code 05 (Authorization Declined) may be generated for a Visa Infinite Corporate Card Authorization Request only if both the:

- Account is delinquent, for at least a second time
- Transaction is an ATM Cash Disbursement that both:
  - Exceeds Issuer activity parameters
  - Received a response by Stand-In Processing through an Issuer's Positive Authorization Capacity Management Service

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#### 4.24.3.4 Visa Infinite Corporate Card Declined Transactions – LAC Region

In the LAC Region, for Visa Infinite Corporate Cards issued with a no preset limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

Visa Infinite Corporate Card Authorization Requests must only be declined with Response Code 51 (Not Sufficient Funds) if either:

- The Transaction places the account balance more than 20% above the approved line of credit

- The Transaction is for an ATM Cash Disbursement that exceeds activity parameters and is responded to by the Issuer

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#### 4.24.3.5 Visa Infinite Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Infinite Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Infinite Corporate product requirements and standards.

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#### 4.24.3.6 Visa Infinite Corporate Card Issuer Processing System Requirement – LAC Region

**Effective through 14 April 2016**

An LAC Visa Infinite Corporate Card Issuer or its agent must demonstrate that its processing system has the minimum capacities to meet the standards for processing Authorizations and referrals regarding Visa Infinite and Visa Corporate Cards.

**Effective 15 April 2016**

An LAC Visa Infinite Corporate Card Issuer, or its agent must demonstrate that its processing system has the minimum capacities to meet the standards for processing Authorizations regarding Visa Infinite and Visa Corporate Cards.

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#### 4.24.3.7 Visa Infinite Corporate Card Marketing – LAC Region

In the LAC Region, 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.

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### 4.24.3.8 Visa Infinite Corporate Card Transaction Settlement – LAC Region

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.

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### 4.24.4 Visa Infinite Corporate – Features and Benefits

#### 4.24.4.1 Visa Infinite Corporate Card Features and Branding Requirements – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Corporate Card from any other Visa Card product it issues
- The highest purchasing power available within the LAC Region and an Issuer's Visa Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Visa Card product name
  - Does not use the Sample Card Design or reserved color of a Visa Card product

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## 4.25 Visa Platinum Corporate

### 4.25.1 Visa Platinum Corporate – Card Requirements

#### 4.25.1.1 Visa Platinum Corporate Card Credit Limit – LAC Region

In the LAC Region, for Visa Platinum Corporate Cards with a line of credit only, a Visa Platinum Corporate Issuer must both:

- Ensure that the average credit limit for its Visa Platinum Corporate program must be higher than the average credit limit for its Visa Platinum and Visa Corporate programs
- Allow each Visa Platinum Corporate Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

A Visa Platinum Corporate Card Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Platinum Corporate Card in the Issuer's portfolio.

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## 4.25.2 Visa Platinum Corporate – Issuer Requirements

### 4.25.2.1 Visa Platinum Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Platinum Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Platinum Corporate product requirements and standards.

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## 4.25.3 Visa Platinum Corporate – Features and Benefits

### 4.25.3.1 Visa Platinum Corporate Card Benefits – LAC Region

In the LAC Region, a Visa Platinum Corporate Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers.

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## 4.26 Visa Premium Corporate

### 4.26.1 Visa Premium Corporate – Issuer Requirements

#### 4.26.1.1 Visa Premium Corporate Cards BIN Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must use either a new Account Number range or a unique BIN for the issuance of its Visa Premium Corporate Cards.

The Issuer must not reclassify a BIN to represent a product other than the Visa Premium Corporate Card without prior permission from Visa.

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## Visa Product and Service Rules

Issuance

Visa Premium Corporate

### 4.26.1.2 Visa Premium Corporate Cards Core Product Benefits – LAC Region (Updated)

In the LAC Region, a Visa Premium Corporate Issuer must provide its Visa Premium Corporate Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

Table 4-53: Visa Premium Corporate Card Core Product Benefits – LAC Region

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Visa Global Customer Assistance Services	Global	Global	Global
Travel Accident Insurance	USD 500,000	USD 1,000,000	USD 1,500,000
Auto Rental Insurance	Global	Global	Global
Visa International Emergency Medical Services	Plan Platinum up to USD 150,000	Plan Infinite up to USD 200,000	Plan Infinite up to USD 200,000
Insured Journey/24 Hour AD&D	USD 25,000	USD 50,000	USD 100,000
Visa Concierge	Global	Global	Global
Baggage Delay	USD 0	USD 500	USD 600
Baggage Loss	USD 750	USD 1,000	
Trip Delay	USD 0	USD 0	USD 300
Trip Cancellation	USD 0	USD 0	USD 3,000
Missed Connection	USD 0	USD 0	USD 2,000
Hotel Burglary \$1000	USD 0	USD 500	USD 1,000
Priority Pass	Optional		Yes
Corporate Liability Waiver Insurance (CLW)	USD 15,000	USD 15,000	USD 15,000
ATM Assault—Coverage in case of Death	USD 0	USD 0	USD 10,000
ATM Assault—Cash Stolen	USD 0	USD 0	Up to USD 3,000
Program Membership Rewards	Optional	Optional	Optional
Visa Luxury Hotel Collection	Global	Global	Global

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### 4.26.1.3 Visa Premium Corporate Cards Customer Service Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must do all of the following:

- Provide Customer service 24 hours a day, 7 days a week
- Provide Cardholder emergency services for Visa Platinum, Visa Infinite, or Visa Signature
- Respond to a Visa Premium Corporate Cardholder with a live operator
- Provide an exclusive telephone line to its Visa Premium Corporate Cardholders

Assistance must be provided in English, Portuguese, and Spanish through Visa Global Customer Care Services.

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### 4.26.1.4 Visa Premium Corporate Cards Emergency Services – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards.

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### 4.26.1.5 Visa Premium Corporate Cards Fraud Management – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

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### 4.26.1.6 Visa Premium Corporate Cards Issuance Requirements – LAC Region

In the LAC Region, an Issuer of Visa Premium Corporate Cards must do all of the following:

- Comply with the requirements for Visa Corporate Cards and [Section 4.26.1, "Visa Premium Corporate – Issuer Requirements"](#).
- Issue Visa Premium Corporate Cards as any of the following:
  - Visa Platinum Corporate
  - Visa Infinite Corporate
  - Visa Signature Corporate
- Issue Visa Premium Corporate Cards with credit, debit, or charge capability

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#### 4.26.1.7 Visa Premium Corporate Cards Mandatory Core Features – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must provide the core features required for Visa Corporate Cards.

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#### 4.26.1.8 Visa Premium Corporate Cards Mandatory Core Services – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards.

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#### 4.26.1.9 Visa Premium Corporate Cards Performance Standards – LAC Region

An LAC Visa Premium Corporate Card Issuer that exceeds the Negative Authorization Response standard of 2% as a percentage of its total Authorization Responses in a calendar month is subject to a non-compliance assessment for each Negative Authorization Response exceeding the standard. A Negative Authorization Response is any Authorization that is not an Approval Response.

An LAC Visa Premium Corporate Card Issuer that fails to meet the performance standard specified in this section is subject to corrective action. Fees double each calendar month of the de-certification period, as follows:

**Table 4-54: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region**

Stage	Action/Response
<b>Grace Period</b> – One calendar month (begins the calendar month following the first violation for under-performance)	Written notification of under-performance and recommended corrective actions
<b>Observation Period</b> – Two calendar months (begins at completion of Grace Period)	<ul style="list-style-type: none"> <li>• Fees imposed as specified above</li> <li>• Member has 2 calendar months to apply corrective actions</li> </ul>
<b>Probation Period</b> – Three calendar months (begins at completion of Observation Period)	<ul style="list-style-type: none"> <li>• Fees imposed as specified above</li> <li>• Visa may audit Member at Member's expense</li> </ul>
<b>De-certification Period</b> - Begins at completion of Probation Period	<ul style="list-style-type: none"> <li>• Member prohibited from issuing or reissuing Visa Premium Corporate Cards</li> <li>• Fees imposed and doubled for each calendar month as specified above</li> </ul>

## Visa Product and Service Rules

Issuance

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

Stage	Action/Response
	<ul style="list-style-type: none"><li>Visa reserves its right to resolve Authorization Requests via the PCAS-Full Service system</li></ul>

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#### 4.26.1.10 Visa Premium Corporate Cards Reporting Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must report its Visa Premium Corporate Card activity separately through the Operating Certificate.

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

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

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## 4.27 Visa Signature Corporate

### 4.27.1 Visa Signature Corporate – Issuer Requirements

#### 4.27.1.1 Visa Signature Corporate Card Benefit Notification – LAC Region

In the LAC Region, a Visa Signature Corporate Card Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers on a quarterly basis.

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#### 4.27.1.2 Visa Signature Corporate Card Credit Limit and Spending Limits – LAC Region

In the LAC Region, an Issuer of Visa Signature Corporate Card must issue Visa Signature Corporate cards without a pre-set spending limit

The Visa Signature Corporate Card Issuer must ensure that the average credit limit for its Visa Signature Corporate Card program is higher than the average credit limit for its Visa Signature and Visa Corporate programs.

A Visa Signature Corporate Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Signature Corporate Card in the Issuer's portfolio.

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#### 4.27.1.3 Visa Signature Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Signature Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Signature Corporate product requirements and standards.

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### 4.28 Prepaid Commercial Corporate

#### 4.28.1 Commercial Prepaid – Card Requirements

##### 4.28.1.1 Visa Commercial Prepaid Product Requirements

A Visa Commercial Prepaid Product Issuer must comply with the Visa Prepaid Card requirements and general Visa Commercial Card requirements.

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#### 4.28.2 Corporate Prepaid – Features and Benefits

##### 4.28.2.1 Visa Corporate Prepaid Card – Commercial Products Core Feature Requirements

In addition to the Visa Commercial Card core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," for Visa Corporate Cards, a Visa Corporate Prepaid Card Issuer must support all of the following:

- Individual memo statements
- Personalized and non-personalized Cards
- Domestic use only Transaction Authorization

- Load and Transaction limits
- Instant Card issuance
- Multiple currencies
- Online Cardholder statements
- Program administration services

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## 4.29 Visa Agro

### 4.29.1 Visa Agro – Card Requirements

#### 4.29.1.1 Visa Agro Issuer Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards may issue a Visa Agro Card as any of the following:

- Credit
- Debit
- Prepaid commercial, excluding Cards issued in Brazil
- Visa Electron

The Issuer may combine Visa Agro Cards with the commercial applications or commercial products described above.

Visa Agro Card Issuers must comply with the regulations of each product and application associated with the Visa Agro Card.

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### 4.29.2 Visa Agro – Customer Service Requirements

#### 4.29.2.1 Visa Agro Card Core Services – LAC Region

In the LAC Region, a Visa Agro Card Issuer must offer all of the following core services:

- Cardholder Inquiry Service
- Emergency Card replacement

- Lost/Stolen Card reporting
- Exception File updates
- Free 24-hour telephone number to obtain emergency services

For Visa Agro Prepaid commercial Cards, Issuers must offer the customer support services for Visa Prepaid Cards, as specified in [Section 4.1.14.9, "Visa Global Customer Assistance Services Program Requirements."](#)

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### 4.29.3 Visa Agro – Issuer Requirements

#### 4.29.3.1 Visa Agro Card Selective Authorization – LAC Region

In the LAC Region, a Visa Agro Card Issuer may decline an Authorization Request based on any of the following factors, if the Client Organization has specified these or other factors:

- Merchant Category Code
- Transaction amount
- Location of Merchant Outlet

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### 4.30 Visa Cargo

#### 4.30.1 Visa Cargo – Card Requirements

##### 4.30.1.1 Visa Cargo Issuer Requirements – LAC Region

An LAC Issuer may issue a Visa Cargo Card as either:

- Visa Commercial Prepaid Product
- Visa Business Electron Card

Visa Cargo Card Issuers must comply with the regulations of each product and application associated with the Visa Cargo Card.

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#### 4.30.1.2 Visa Cargo Core Benefits – LAC Region (Updated)

In the LAC Region, a Visa Cargo Card Issuer must provide its Visa Cargo Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

- Emergency services through Visa Cards Benefit Services (VCBS) center
  - Emergency Card Replacement/Emergency Cash Disbursement
  - Lost/Stolen Card Reporting
- 24 Hours Accident Protection with a coverage amount of USD 1,000 (or local currency equivalent)
- ATM Assault (Cash Stolen) with a coverage amount of USD 100 (or local currency equivalent)

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### 4.31 Visa Product and Service Rules: Issuance-Related Publications

#### 4.31.1 Publications Related to Visa Product and Service Rules: Issuance

##### 4.31.1.1 Visa Product and Service Rules: Issuance – Related Publications (Updated)

Table 4-55: Issuance – Related Publications

Title
EMV Integrated Circuit Card Specifications for Payment Systems (EMV) <sup>1</sup>
Global Security Validation Requirements for Over-the-Air Secure Element Personalization Vendors <sup>1</sup>
Insurance Benefit Disclosures – US Region
Issuer Guide to Infinite Travel and Lifestyle Benefits – US Region
Issuer Guide to Understanding and Implementing Zero Liability Protection
Original Credits Member Requirements <sup>1</sup>
Payment Card Industry (PCI) Card Production – Physical Security Requirements <sup>1</sup>
Payment Technology Standards Manual <sup>1</sup>
Preauthorized Payment Cancellation Service (PPCS) – Issuer Host System Implementation Guide
Preauthorized Payment Cancellation Service (PPCS) Issuer Quick Reference Guide
Visa Business Credit Cards Product and Implementation Guide – US Region
Visa Business Implementation Guide – CEMEA Region

## Visa Product and Service Rules

### Issuance

#### Visa Product and Service Rules: Issuance-Related Publications

Title
Visa Canada Debit Card – Technical Specifications <sup>1</sup>
Visa Commercial Data Services Terms and Conditions
Visa Commercial Solutions Data and Reporting Tools Service Guide
Visa Consumer Charge Card Product and Implementation Guide – U.S. Region
Visa Contactless Payment Specification <sup>1</sup>
Visa Employee Benefit Card Service Description and Implementation Guide
Visa FeatureSelect Service Description
Visa Fleet Card Implementation Guide
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors <sup>1</sup>
Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers <sup>1</sup>
Visa Gold Card Product Standards – AP Region
Visa Gold Card Product Standards – CEMEA Region
Visa Healthcare Auto-Substantiation Transaction Retrieval of SIGIS Receipt Detail Implementation Guide
Visa Healthcare Auto-Substantiation Transaction Service Description and Implementation Guide
Visa Infinite Card Product Standards – AP Region
Visa Infinite Card Product Standards – CEMEA Region
Visa Infinite Product and Implementation Guide – US Region
Visa Infinite Benefits Overview and Enrollment Kit – US Region
Visa Integrated Circuit Card Specification (VIS) <sup>1</sup>
Visa IntelliLink Compliance Management Terms of Use
Visa IntelliLink Compliance Management User's Guide
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

## Visa Product and Service Rules

Issuance

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

Title
Visa International Prepaid Retail Channel Guidelines <sup>1</sup>
Visa Large Purchase Advantage Client Implementation Guide
Visa Meetings Card Implementation Guide
Visa Mobile Contactless Payment Specification (VMCPS) <sup>1</sup>
Visa Mobile Gateway Issuer Update Functional Specification <sup>1</sup>
Visa Mobile Gateway Issuer Update Protocol Specification <sup>1</sup>
Visa Mobile Gateway Logical and Physical Security Requirements <sup>1</sup>
Visa Mobile Gateway Secure Channel Functional Specification <sup>1</sup>
Visa Mobile Gateway Secure Channel Protocol Specification <sup>1</sup>
Visa Mobile Prepaid Implementation Guide <sup>1</sup>
Visa Multinational Program Guide <sup>1</sup>
Visa Payables Automation Guides
Visa Payment Controls White Label Implementation Guide
Visa Payroll Card Member Implementation Guide
Visa Payroll Card Service Description
Visa payWave Adhesive Micro Tag Requirements
Visa Platinum Card Product Standards – AP Region
Visa Platinum Card Product Standards – CEMEA Region
Visa Prepaid Issuer Risk Program Standards Guide <sup>1</sup>
Visa Prepaid Load and Activation Guide
Visa Prepaid Products Risk Management Guide
Visa Prepaid Teen Card Service Description and Implementation Guide
Visa Product Brand Standards <sup>1</sup>
Visa Purchasing Card Programme Guide – CEMEA Region
Visa ReadyLink Service Description and Implementation Guidelines <sup>1</sup>
Visa SavingsEdge Service Description – US Region
Visa Settlement Match (VSM) Implementation Guide <sup>1</sup>

## Visa Product and Service Rules

### Issuance

#### Visa Product and Service Rules: Issuance-Related Forms

Title
Visa Signature Business Card Product Standards – AP Region
Visa Signature Card Product Standards – AP Region
Visa Signature Card Product Standards – CEMEA Region
Visa Signature Product and Implementation Guide
Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations <sup>1</sup>
Visa Straight Through Processing (STP) Implementation Guide
Visa Traditional Rewards Product Registration Toolkit
Visa TravelMoney Service Description Guide
Visa U.S.A. Card Benefits Rules and Regulations Guide <sup>1</sup>
Visa U.S.A. Disclosure and Production Guidelines
Visa U.S.A. Inc. Merchant Profile Service Reference Manual
Visa Vale Requirements
<sup>1</sup> Visa Supplemental Requirements

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## 4.32 Visa Product and Service Rules: Issuance-Related Forms

### 4.32.1 Forms Related to Visa Product and Service Rules: Issuance

#### 4.32.1.1 Visa Product and Service Rules: Issuance – Related Forms

Table 4-56: Issuance – Related Forms

Title
Affinity Co-Brand Application – Issuance
Assignment of Cardholder Claims (Exhibit CAN-2)
CEMEA GSS Commitment Form
Co-Branding Partnership Regional Approval Form
GCAS – Emergency Service Location Form

## Visa Product and Service Rules

Issuance

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

Title
GCAS – Emergency Service Request Form
GCAS – Stand-In Emergency Services Processing Form
Prepaid Issuer Self-Assessment Questionnaire
Visa Prepaid Program Information Form

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## Visa Product and Service Rules

### Issuance

#### Visa Product and Service Rules: Issuance-Related Forms



## 5 Acceptance

### 5.1 Responsibilities Related to Information and Notification

#### 5.1.1 Provision of Information, Registration, and Reporting

##### 5.1.1.1 Provision of Required Merchant Information

In a Visa Region where the collection of Merchant data is required, an Acquirer or its Agent must provide to Visa the following information for each Merchant or Sponsored Merchant. The information must be accurate, updated whenever the information changes, and in the format specified by Visa.

- T/A (trading as) or DBA (doing business as) name
- Full legal name (if different from DBA name). For a sole proprietor, the information must include the sole proprietor's full first and last name, including the middle initial.
- Merchant Outlet address (including street address, city, state/province and postal code)<sup>1</sup>
- Telephone number (not required for Sponsored Merchants)
- Acquirer-assigned Merchant ID
- Card acceptor identification<sup>2</sup>
- Merchant business registration number or tax identification number<sup>3</sup>
- Payment Facilitator name (for Sponsored Merchants only)
- In addition, in the Canada Region:
  - The Merchant name and Card acceptor identification as they appear in the Clearing Record
  - The Merchant terminal identification as it appears in the Clearing Record for each Acceptance Device at the Merchant Outlet, if Card acceptor identification does not uniquely identify a Merchant's location
  - The Merchant's chain identification and Merchant identification, if different from the Merchant's Card acceptor identification (optional as appropriate)
  - Seasonality indicator (if applicable)
  - An indication of whether the Merchant sells online (and the Merchant URL) or via mail order/telephone order
  - An indication of whether the Merchant is a Visa Debit Acceptor
  - The Merchant's primary and any secondary MCCs

## Visa Product and Service Rules

### Acceptance

#### Responsibilities Related to Information and Notification

- If the Acquirer/Merchant relationship has been terminated, the termination date and reason for termination
- In addition, in the US Region:
  - Merchant's incorporation status (for example: corporation, partnership, sole proprietor, non-profit)
  - Merchant's primary and any secondary MCCs
  - If the Acquirer/Merchant relationship has been terminated, the termination date and reason for termination

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

<sup>1</sup> In the US Region, the 9-digit zip code

<sup>2</sup> For Sponsored Merchants, the Payment Facilitator's Card acceptor identification is acceptable.

<sup>3</sup> In the US Region, the US Federal Taxpayer Identification Number, and identification of the number as either a US Federal Employer Identification Number (FEIN) or Social Security Number (SSN)

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#### 5.1.1.2 Contactless Transaction Reporting – AP Region

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

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#### 5.1.1.3 Use and Disclosure of Merchant Data – Canada Region

In the Canada Region, unless specifically approved by an Acquirer or Acquirer Processor, Visa will use and disclose information contained in its merchant profile database solely for the purpose of providing Canada Issuers of Visa Commercial Cards with acceptance statistics or whether a specific supplier accepts Visa Cards. Visa will not disclose this information to any third party or to any Member that does not need access to it for this purpose.

These restrictions do not apply to:

- Non-Confidential Enhanced Merchant-Level Data
- A Client Organization or its Cardholders

ID# 0005391

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### 5.1.1.4 Acquirer Compliance with Privacy Legislation – Canada Region

A Canada Acquirer must meet all applicable requirements of privacy legislation for the collection, use, and disclosure of personal information among Visa and its employees and agents, for the purpose of a Merchant's participation in the Visa Program.

ID# 0005395

Edition: Apr 2016 | Last Updated: Oct 2014

## 5.2 Acquirer Responsibilities Related to Merchants

### 5.2.1 Merchant Agreements, Merchant Onboarding, and Merchant Relationships

#### 5.2.1.1 Requirements for Acquirers Soliciting Electronic Commerce Merchant Applications

An Acquirer soliciting Merchant applications must list Merchant domicile requirements on its website.

ID# 0004630

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#### 5.2.1.2 Due Diligence Review of Prospective Merchant or Sponsored Merchant

Before contracting with a prospective Merchant or Sponsored Merchant, an Acquirer or a Payment Facilitator must conduct an adequate due diligence review to ensure compliance with the Acquirer's obligation to submit only legal Transactions into VisaNet.

ID# 0005251

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#### 5.2.1.3 Acquirer Monitoring of Merchant Bankruptcy or Regulatory Proceedings

A US Acquirer that becomes aware of the potential or actual bankruptcy of, or any regulatory proceedings involving, its Merchants must both:

- Notify Visa no later than close of business on the next business day following such discovery
- Oppose to the best of its ability any request for legal relief that would interfere with the Chargeback process

ID# 0029138

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##### 5.2.1.4 Terminated Merchant Database Query – Canada Region

A Canada Acquirer must query a common terminated merchant database before entering into a Merchant Agreement with a prospective Merchant.

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##### 5.2.1.5 Terminated Merchant File Query – US Region

A US Acquirer must query the Terminated Merchant File before entering into a Merchant Agreement with a prospective Merchant.

If the Acquirer receives a response indicating a possible match to a Merchant listed on the Terminated Merchant File, the Acquirer must both:

- Verify that the Merchant identified in the response is the same Merchant for which the inquiry was generated
- Contact the listing Member directly to determine why the Merchant was added to the file

The Acquirer must use Terminated Merchant File data only as an informational tool in the decision-making process.

ID# 0008577

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##### 5.2.1.6 Acquirer Allowance of Terminal Processing by Competitors – US Region

A US Acquirer must not prohibit a Merchant from using terminal processing services offered by competitors for the direct delivery of Visa Transactions captured at the Point-of-Transaction to VisaNet for Clearing and Settlement.

ID# 0003362

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##### 5.2.1.7 Multinational Merchant Acceptance Program (MMAP) Requirements (New)

###### Effective 16 April 2016

To apply for participation in the Multinational Merchant Acceptance Program (MMAP), an Acquirer must be a Principal-Type Member in the AP, Canada, CEMEA, LAC, or US Region and must demonstrate compliance with the Visa Charter Documents.

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

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

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

- Register a Merchant participant<sup>1</sup> with Visa, certifying and demonstrating that the Merchant is both:
  - Compliant with all qualification criteria in the *Multinational Merchant Acceptance Program (MMAP) Merchant Registration Form*
  - Allowed by the Visa Rules to locate a Merchant Outlet in the registered countries
- Use a unique BIN for MMAP Transactions
- Process all International Transactions and Domestic Transactions through VisaNet
- Ensure that at least 90% of its monthly MMAP Transaction volume in each country takes place in a Card-Absent Environment
- Settle all qualifying Transactions through the National Net Settlement Service, except if the currency of the Merchant Outlet country is a Settlement Currency

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

### 5.2.1.8 Additional Merchant Agreement Requirements (Updated)

In addition to the requirements in Section 1.5.2.1, "Merchant Agreement Requirements," a Merchant Agreement must comply with all of the following:

- For International Airline Program participants, all of the following:
  - List the countries from which the Acquirer will accept Transactions
  - Specify Authorization support procedures for each country
  - Require the Airline to comply with all laws and regulations, and Visa Rules, applicable to each Merchant Outlet and Merchant country
- **Effective 16 April 2016**  
For Multinational Merchant Acceptance Program participants, both of the following:
  - List the countries from which the Acquirer will accept Transactions
  - Require the Merchant to comply with all laws, regulations, and Visa Rules, applicable to each of its Merchant Outlets and Merchant Outlet country
- In the Canada Region, both of the following:
  - Specify if the Merchant has elected to be a Visa Debit Acceptor and identify Card acceptance-related fees associated with Visa Debit Category Acceptance

## Acceptance

## Acquirer Responsibilities Related to Merchants

- For an existing Merchant Agreement that is renewed, or if the Merchant indicates to its Acquirer that it wants to accept Visa Debit Category Cards, be revised to include the Merchant's option to be a Visa Debit Acceptor and identify all Card acceptance-related fees
- In the US Region, all of the following:
  - Clearly distinguish fees associated with Transactions from fees associated with non-Visa transactions
  - Clearly and obviously specify all of the following:
    - The Acquirer's name and location
    - The terms of payment to the Merchant
    - The Acquirer's responsibilities, if an Agent is a party to the Merchant Agreement
  - Provide for the immediate termination of a Merchant for any significant circumstances that create harm or loss of goodwill to the Visa system
  - Include all of the following:
    - Prohibition against the Merchant depositing a Transaction that it knows or should have known to be either fraudulent or not authorized by the Cardholder
    - Statement that the Merchant is responsible for its employees' actions
    - Transaction Deposit restrictions
    - Transaction processing prohibitions
    - Prohibition against a Merchant depositing a Transaction that does not result from an act between the Cardholder and the Merchant or the Cardholder and a Sponsored Merchant (laundering)
    - Disclosure of account or Visa Transaction Information prohibitions
    - A requirement that the Merchant and its Agents comply with the provisions of the 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
    - Requirements in Section 5.2.1.11, "Merchant Agreement Specification of Limited Acceptance Options – US Region"
  - Remain on file at the Acquirer's place of business
  - Not be assigned or transferred to another Member without the agreement of the Acquirer
  - If used by an Agent, be reviewed by the Acquirer

### 5.2.1.9 Merchant Agreement Disclosure Requirements and Cancellation Rights – Canada Region

In the Canada Region, where an Acquirer uses one or more service providers and where a Merchant is required to enter into more than one agreement with the Acquirer and such service provider(s) in connection with its payment acceptance services:

- The Acquirer must provide written disclosure of the following information in a consolidated fashion, before entering into a Merchant Agreement:
  - The name, coordinates, and contact information of each service provider and the nature of the services being provided by each
  - The effective date of each agreement
  - Information on the expiration and renewal for each agreement
  - Detailed information on any applicable fees and rates for each service provider
  - Information on how statements will be provided to Merchants
  - The cancellation terms of each service provider's agreement, including specific information on any cancellation fees that could apply
  - If point-of-sale services are offered to a Merchant, general information on buying, leasing, or renting options of point-of-sale hardware
  - The complaint-handling process for each service provider, including how a Merchant can contact the complaints department of each
- The Acquirer must ensure that the Merchant is provided with a copy of the agreed-upon terms for each agreement.
- Except where a Merchant, on its own initiative, enters into separate agreements with unrelated service provider or service providers which are unrelated to the Acquirer, a Merchant must be permitted to cancel all related agreements without penalty, following notification of any new or increased fees by the Acquirer and/or service provider, in accordance with the *Code of Conduct for the Credit and Debit Industry*.

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### 5.2.1.10 Merchant Use of a Third-Party Processor – US Region

In the US Region, a Merchant Agreement must permit a Merchant to designate a third-party processor that does not have a direct agreement with the Merchant's Acquirer as its agent for the direct delivery of Transactions to VisaNet for Clearing and Settlement. The Merchant must:

- Advise the Acquirer that it will use a third-party processor
- Agree that the Acquirer must reimburse the Merchant only for the Visa Transactions delivered by that third-party processor to VisaNet

### Acceptance

#### Acquirer Responsibilities Related to Merchants

- Assume responsibility for any failure by its third-party processor to comply with the Visa Rules

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### 5.2.1.11 Merchant Agreement Specification of Limited Acceptance Options – US Region

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

- Specify the Limited Acceptance options and the Merchant's election, if any, of one of those options
- Distinguish all Card acceptance-related fees, such as discount rates or other pricing methodology, associated with each Limited Acceptance category

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

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

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### 5.2.1.12 Merchant Category Code Assignment

An Acquirer must assign to a Merchant Outlet the MCC that most accurately describes its business.

An Acquirer must assign 2 or more MCCs to a Merchant Outlet if either:

- The Merchant Outlet has deployed an Automated Fuel Dispenser and sells fuel or other goods or services in a Face-to-Face Environment.
- Separate lines of business are located at the same Merchant Outlet and one or more of the following applies:
  - A separate Merchant Agreement exists for each line of business.
  - Multiple Merchant Outlets on the same premises display different Merchant names.
  - One of the lines of business is designated by Visa to be a High-Brand Risk Merchant.
  - An Electronic Commerce Merchant Outlet contains a link to a separate electronic commerce website, and each website qualifies for a different MCC.

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### 5.2.1.13 Merchant Name Assignment

The name used to identify a Merchant must be all of the following:

### Acceptance

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

- The name it primarily uses to identify itself to its customers
- Displayed at each Merchant Outlet or on an Electronic Commerce Merchant's website<sup>1</sup>
- Used consistently, including spelling, in every place that it is used, including, but not limited to, the:
  - Transaction Receipt provided to the Cardholder
  - Authorization Request
  - Clearing Record<sup>2</sup>
  - Chargeback and Representment records

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

<sup>1</sup> For Electronic Commerce Transactions, the website address may be used, unless the website address is not directly related to the Merchant name.

<sup>2</sup> The Merchant name in the Clearing Record may differ from the Merchant name on the Transaction Receipt if abbreviations are required or supplementary data is used.

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### 5.2.1.14 Acquirer Processing of Visa Debit Category Transactions – Canada Region

A Canada Acquirer must be able to process Visa Debit Category Transactions from any Merchant with which the Acquirer has a Merchant Agreement.

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## 5.3 Payment Facilitators

### 5.3.1 Acquirer Responsibilities and Liabilities in Payment Facilitator Agreements

#### 5.3.1.1 Required Content of Payment Facilitator Agreement

The Acquirer must include all of the following in a Payment Facilitator Agreement:

- A requirement that the Payment Facilitator and its Sponsored Merchants comply with the Visa Rules
- A requirement that the Payment Facilitator enter into a contract with each Sponsored Merchant
- The Acquirer's right to immediately terminate a Sponsored Merchant or the Payment Facilitator for good cause or fraudulent or other activity or upon Visa request
- Statements specifying that the Payment Facilitator:

### Acceptance Payment Facilitators

- Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Payment Facilitator's Sponsored Merchants
- Is responsible and financially liable for each Transaction processed on behalf of the Sponsored Merchant, or for any disputed Transaction or credit
- Must not transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
- Must not permit a Sponsored Merchant to transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
- Must not deposit Transactions on behalf of another Payment Facilitator
- Must not contract with a Sponsored Merchant whose contract was terminated at the direction of Visa or a government agency
- Must not deposit Transactions from Sponsored Merchants outside the Acquirer's jurisdiction
- 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
- Must ensure that its Sponsored Merchants comply with the [Payment Card Industry Data Security Standard \(PCI DSS\)](#) and the [Payment Application Data Security Standard \(PA-DSS\)](#)

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### 5.3.1.2 Acquirer Responsibility for Payment Facilitators and Sponsored Merchants

A Sponsored Merchant will be treated as a Merchant of its Payment Facilitator's Acquirer.

An Acquirer that contracts with a Payment Facilitator is liable for all acts, omissions, and other adverse conditions caused by the Payment Facilitator and its Sponsored Merchants, including, but not limited to:

- Related legal costs
- Settlement to the Payment Facilitator or Sponsored Merchant

The acts and omissions caused by a Sponsored Merchant will be treated as those of the Payment Facilitator and those caused by a Payment Facilitator or a Sponsored Merchant as those of the Acquirer.

An entity that deposits a Transaction, receives settlement from, or contracts with an Acquirer on behalf of a Merchant is classified as a Merchant if all of the following apply:

- The entity represents itself as selling the goods or services to the Cardholder.
- The entity uses its name primarily to identify its Merchant Outlet to the Cardholder.
- The entity provides recourse to the Cardholder in the event of a dispute.

Otherwise, the entity is classified as a Payment Facilitator.

Visa reserves the right to determine whether an entity is a Payment Facilitator or a Merchant and may use additional criteria including, but not limited to, the entity's name that appears on the Transaction Receipt and the entity that:

- Owns or takes possession of the goods or services
- Books the sale as revenue
- Provides customer service and handles returns

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

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### 5.3.1.3 Acquirer Responsibilities Regarding Payment Facilitators

If an Acquirer contracts with a Payment Facilitator, it must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Be financially sound (as determined by Visa)
- Meet a minimum equity requirement of USD 100 million
- Ensure that its registration of its Payment Facilitator, including the name the Payment Facilitator uses to identify itself in the Merchant name field and the attestation of due diligence review, is confirmed by Visa before submitting Transactions on behalf of the Payment Facilitator or its Sponsored Merchant. If the Payment Facilitator is considered to be high-brand risk, it must be registered as a High-Risk Internet Payment Facilitator even if that Payment Facilitator has previously been registered with Visa.
- If the Payment Facilitator's annual Transaction volume in the Acquirer's jurisdiction exceeds USD 50 million, either:
  - Meet a minimum equity requirement of USD 500 million
  - Enter into a direct Merchant Agreement with, and fund, each of the Payment Facilitator's Sponsored Merchants<sup>1</sup>
- Enter into a direct Merchant Agreement with a Sponsored Merchant that exceeds USD 100,000 in annual Transaction volume. The Payment Facilitator may continue to provide payment services (including settlement) to the Merchant.<sup>1</sup>
- Not allow its Payment Facilitator to provide payment services to the following merchant types:<sup>1</sup>
  - Internet pharmacies
  - Internet pharmacy referral sites

### Acceptance Payment Facilitators

- Outbound telemarketers
- Upon Visa request, submit to Visa activity reporting on its Payment Facilitator's Sponsored Merchants that includes all of the following for each Sponsored Merchant:
  - Sponsored Merchant name as it appears in the Merchant name field
  - Sponsored Merchant DBA name
  - Payment Facilitator name
  - Monthly Transaction count and amount
  - Monthly Chargeback count and amount
- Ensure that its Sponsored Merchants and the Sponsored Merchants of its Payment Facilitators follow all Merchant-related rules
- Ensure that its Payment Facilitators provide customer service directly or through its Sponsored Merchants

<sup>1</sup> This does not apply to Acquirers in Brazil.

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#### 5.3.1.4 Acquirer Liability for Merchant Deposits – Canada Region

A Canada Acquirer that accepts a Deposit from a Merchant with which it does not have a signed Merchant Agreement is liable for the Deposit as if it had a valid Merchant Agreement with the Merchant.

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#### 5.3.2 Payment Facilitator Responsibilities and Requirements

##### 5.3.2.1 Payment Facilitator Location

The location of a Payment Facilitator is either the:

- Payment Facilitator's principal place of business
- Country in which all of the following occur, if the Payment Facilitator operates in multiple countries:
  - The Payment Facilitator uses a local address for correspondence and judicial process.
  - The Payment Facilitator pays taxes related to revenue earned from the provision of the Payment Facilitator's Card acceptance services to Sponsored Merchants, if the country levies such taxes.

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

- The Payment Facilitator maintains a bank account into which is paid revenue earned from the provision of the Payment Facilitator's services to Sponsored Merchants.
- The Payment Facilitator is subject to local laws and regulations.

<sup>1</sup> The Payment Facilitator must sign applicable Merchant Agreements with Sponsored Merchants.

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## 5.4 Merchant and Cardholder Interaction

### 5.4.1 Honoring Cards

#### 5.4.1.1 Acceptance of Visa Cards Issued by Non-Canada Issuers – Canada Region

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

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#### 5.4.1.2 Uniform Services Merchant Requirement – US Region

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

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

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### 5.4.2 Conditions of Card Acceptance and Cardholder Rights

#### 5.4.2.1 Visa payWave Transaction Requirement in Australia – AP Region

A Merchant or an Acquirer must not override a Cardholder's choice to access the credit account on a Visa credit Card with multiple contactless Payment Applications used at a Contactless Acceptance Device.

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## Visa Product and Service Rules

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#### 5.4.2.2 Maximum Transaction Amount – US Region and US Territories

In the US Region or a US Territory, a Merchant must not establish a maximum Transaction amount as a condition for honoring a Visa Card, except for a Transaction conducted with a Visa credit Card issued in the US Region or a US Territory.

Only the following Merchants may establish a maximum Transaction amount for the Card type specified above:

- An agency of the US federal government
- A Merchant assigned one of the following MCCs:
  - 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
  - 8244 (Business and Secretarial Schools)
  - 8249 (Trade and Vocational Schools)

Any maximum Transaction amount imposed must not be discriminatory between Issuers or between Visa and another payment network.

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#### 5.4.2.3 Minimum Transaction Amount – US Region and US Territories

In the US Region or a US Territory, a Merchant must not establish a minimum Transaction amount as a condition for honoring a Visa Card, except for a Transaction conducted with a Visa credit Card issued in the US Region or a US Territory.

The minimum Transaction amount must not be greater than USD 10 and must not be discriminatory between Issuers or between Visa and another payment network.

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#### 5.4.2.4 Disclosure to Cardholders of Return, Refund, and Cancellation Policies (Updated)

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

Table 5-1: Proper Disclosure of Return, Refund, and Cancellation Policies

Policy	Required Disclosure	Location of Disclosure
Merchant does not: <ul style="list-style-type: none"><li>• Accept merchandise as a return or exchange</li></ul>	"No Refund" "No Exchanges" "All Sales Final"	Transaction Receipt (all copies, near the Cardholder signature area or in an area easily seen by the Cardholder).

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### Acceptance

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

Policy	Required Disclosure	Location of Disclosure
• Issue a refund to a Cardholder		If the disclosure is on the back of a Transaction Receipt or in a separate contract, it must be accompanied by a space for the Cardholder's signature or initials.
Merchant accepts merchandise in exchange for merchandise of equal value to the original Transaction amount	"Exchange Only"	
Merchant accepts merchandise in exchange for an in-store credit document that both: <ul style="list-style-type: none"> <li>• Equals the value of the returned merchandise</li> <li>• Must be used at the Merchant location</li> </ul>	"In-Store Credit Only"	
All return/refund policies and other purchase terms and conditions of an Electronic Commerce Merchant	Full return and refund policies	Merchant website or application, both of the following: <ul style="list-style-type: none"> <li>• Either of the following:               <ul style="list-style-type: none"> <li>– In the sequence of pages before final checkout, a "click to accept" or other acknowledgement button, checkbox, or location for an Electronic Signature</li> <li>– On the checkout screen near the "submit" button</li> </ul> </li> <li>• Not solely a link to a separate page</li> </ul>
Cancellation policy and other terms and conditions for Guaranteed Reservations	All of the following: <ul style="list-style-type: none"> <li>• That the Merchant agrees to hold the reservation unless it is cancelled according to the agreed cancellation policy</li> <li>• The date and time the stay or rental will begin</li> <li>• The Merchant location where the accommodations, merchandise, or services will be provided</li> <li>• Cancellation policy, including, but not limited to, the following:</li> </ul>	Either or both of the following: <ul style="list-style-type: none"> <li>• Merchant website or application, both of the following:               <ul style="list-style-type: none"> <li>– One or more of the following:                   <ul style="list-style-type: none"> <li>▪ In the sequence of pages before final checkout, a "click to accept" or other acknowledgement button, checkbox, or location for an Electronic Signature</li> <li>▪ On the checkout screen near the "submit" button</li> <li>▪ A "click to book" or other similar confirmation button</li> <li>– Not solely a link to a separate web page</li> </ul> </li> </ul> </li> </ul>

## Visa Product and Service Rules

### Acceptance Merchant and Cardholder Interaction

Policy	Required Disclosure	Location of Disclosure
	<ul style="list-style-type: none"> <li>– Date and time by which the Cardholder must cancel the reservation to avoid a penalty</li> <li>– Amount the Cardholder must pay if the reservation is not properly cancelled by the deadline and the Cardholder does not claim the accommodations, merchandise, or services within 24 hours of the agreed time</li> <li>• That, if the Merchant cannot honor the reservation, the Merchant will provide the agreed accommodations, merchandise, or services, or comparable accommodations, merchandise, or services at no additional cost to the Cardholder or as agreed by the Cardholder</li> </ul>	<ul style="list-style-type: none"> <li>• Written notice provided through mail, email, or text message</li> </ul>
Cancellation policy and other terms and conditions for all other Transactions	Full cancellation policy	<p>One or more of the following:</p> <ul style="list-style-type: none"> <li>• Merchant website or application, both of the following:           <ul style="list-style-type: none"> <li>– One or more of the following:               <ul style="list-style-type: none"> <li>▪ In the sequence of web pages before final checkout, a "click to accept" or other acknowledgement button, checkbox, or location for an Electronic Signature</li> <li>▪ On the checkout screen near the "submit" button</li> <li>▪ A "click to book" or other similar confirmation button</li> </ul> </li> </ul> </li> </ul>

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

Policy	Required Disclosure	Location of Disclosure
		<ul style="list-style-type: none"><li>– Not solely a link to a separate web page</li><li>• Written notice provided through mail, email, or text message</li><li>• Transaction Receipt (all copies, near the Cardholder signature area or in an area easily seen by the Cardholder). If the disclosure is on the back of the Transaction Receipt or in a separate contract, it must be accompanied by a space for the Cardholder's signature or initials.</li></ul>

The Merchant must not require a Cardholder to waive the right to dispute the Transaction with the Issuer.

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

A US Merchant or its agent must not:

- Require a Cardholder to complete a postcard or similar device that includes any of the following in plain view when mailed:
  - Cardholder's Account Number
  - Card expiration date
  - Signature
  - Any other Card account data
- Request the Card Verification Value 2 data on any paper Order Form

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### 5.4.3 Merchant Use of Cardholder Account Information

#### 5.4.3.1 Merchant Use of Account Number, Cardholder Signature, or Card Verification Value 2 (CVV2) (Updated)

A Merchant must comply with all of the following:

### Acceptance Merchant and Cardholder Interaction

- Not request or use an Account Number for any purpose that is not related to payment for goods and services, except as specified in [Section 5.4.3.2, "Use of Visa Account Information for Service Access."](#)
- Store and reproduce the signature only for the Transaction for which the signature was obtained
- Reproduce the signature only upon specific written request from the Acquirer or in response to a Retrieval Request
- Effective 22 April 2017**  
Not request a Card Verification Value 2 (CVV2) from the Cardholder for a Card-Present Environment Transaction

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### 5.4.3.2 Use of Visa Account Information for Service Access

A Merchant may use an Account Number for the purpose of providing access to a service only if either:

- The service was purchased using that Account Number.
- The Card is a Visa Prepaid Card and the service was purchased with cash at a Merchant assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)

A Merchant's use of Visa account information to provide access to a service must be limited to the generation of a secure, irreversible, and unique Access Token both:

- At the time the service is purchased
- At the point of access to verify the Access Token

At the time of purchase, the Merchant must disclose to the Cardholder any restrictions, additional conditions, or customer service policies that may be relevant to the Cardholder's ability to access the service purchased.

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### 5.4.3.3 Access Token Restrictions

A Merchant that uses Visa account information to generate an Access Token must not:

- Require a Cardholder to perform any Cardholder Verification or present identification in order to accept the Visa account information as a means to access the service

- Use the Visa account information, instead of an Access Token, to verify eligibility at the point of access
- Transmit Visa account information except as required for processing an associated Visa Transaction
- Store the Visa account information at the point of access
- Use Visa-Owned Marks at the point of access, unless the point of access is also a Point-of-Transaction
- Use or store Visa account information for any purpose other than to generate an Access Token

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## 5.5 Merchant Verification of Card and Cardholder

### 5.5.1 Card and Cardholder Validation – Face-to-Face Environment

#### 5.5.1.1 Card and Cardholder Validation in a Face-to-Face Environment (Updated)

An Acquirer or a Merchant must validate a Card and Cardholder in a Face-to-Face Environment, as follows:

Table 5-2: Card and Cardholder Validation in a Face-to-Face Environment

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
Check one or more Card security features (for example: hologram)	X	X
<b>Effective through 14 October 2016</b> Compare the first 4 digits of the Account Number to the 4 digits printed above or below the Account Number (if present), and record the printed 4 digits on the front of the Transaction Receipt <sup>3</sup>	X	
If the Card bears a photograph intended for identification: <ul style="list-style-type: none"> <li>Verify that the Cardholder resembles the person depicted in the photograph</li> <li>Note on the Transaction Receipt that the Cardholder's identity was verified by the photograph on the Card (for example: "photo card presented")</li> </ul>	X	
If the Card does not bear a photograph intended for identification:		

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#### Merchant Verification of Card and Cardholder

Description	Manual Cash Disbursements <sup>1</sup> and Quasi- Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
<ul style="list-style-type: none"> <li>Review the Cardholder's identification (for example: an unexpired passport, unexpired driver's license with photo)</li> <li>Describe the positive identification on the Transaction Receipt</li> <li>In the US Region, if the Cardholder name is different than the embossed or printed name, record the Cardholder name and address</li> </ul> <p>In Australia, if the Cardholder is unable to provide primary identification, the Acquirer may request any 2 of the following forms of secondary identification:</p> <ul style="list-style-type: none"> <li>Any other identity card bearing the Cardholder's photograph</li> <li>Another signed debit or credit card</li> <li>Another signed document (for example: employee identity card, union card, student card)</li> <li>A pensioner card</li> </ul> <p><b>Effective 1 July 2015</b></p> <p>Except where ID is required by local law or regulation, these requirements do not apply to PIN-authenticated Manual Cash Disbursements if the Transaction amount is either of the following:</p> <ul style="list-style-type: none"> <li>For a Chip Transaction, USD 500 or less (or local currency equivalent)</li> <li>For a US Domestic Transaction, any amount</li> </ul>		
In the US Region, verify the last 4 digits of the Card with an Account-Number-Verifying Terminal	X	
Verify that the signature on the Card matches the signature on the Transaction Receipt and on any identification required and presented <sup>4</sup> This requirement does not apply to: <ul style="list-style-type: none"> <li>Transactions in which: <ul style="list-style-type: none"> <li>The Card or payment device does not have a signature panel</li> <li>A PIN is used</li> </ul> </li> <li>Anonymous Visa Prepaid Card Transactions</li> <li>Visa Commercial Card Transactions</li> <li>Vehicle-Specific Fleet Card Transactions</li> <li>Visa Easy Payment Service (VEPS) Transactions</li> </ul>	X	X

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

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
Process the PIN, if applicable	X	X
Process the Consumer Device Cardholder Verification Method (CDCVM), if applicable		X

<sup>1</sup> This does not apply to Visa Mobile Prepaid Transactions.  
<sup>2</sup> This does not apply to PIN-Authenticated Visa Debit Transactions in the US Region.  
<sup>3</sup> Effective through 14 October 2016  
In the US Region, if the 4 digits do not match, the Merchant or Acquirer must attempt to recover the Card.  
<sup>4</sup> This signature may be different from the name embossed or printed on the Card.

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## 5.5.2 Cardholder Validation with PIN

### 5.5.2.1 PIN Acceptance and Processing

A Merchant that uses an Acceptance Device with Electronic Capability may accept a Cardholder's PIN rather than a signature. The Merchant must not ask the Cardholder to reveal the PIN.

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## 5.6 Surcharges, Convenience Fees, and Service Fees

### 5.6.1 Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures

#### 5.6.1.1 Notification of Intent to Assess Surcharges – US Region and US Territories

In the US Region or a US Territory, an Acquirer must ensure that its Merchant notifies Visa and its Acquirer in writing at least 30 calendar days before assessing a US Credit Card SurchARGE. Notice to Visa can be provided as specified on the "Merchant Surcharge Notification" link at [www.visa.com](http://www.visa.com). In the US Region or a US Territory, an Acquirer must inform Visa upon request of all notifications of intent to surcharge received from its Merchants.

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### 5.6.1.2 Similar Treatment of Visa Transactions – US Region and US Territories

A Merchant must not assess a US Credit Card Surcharge on Visa Credit Card Transactions in a specific payment channel if either:

- The Merchant is prohibited or effectively prohibited by a Competitive Credit Card Brand from assessing surcharges on the Competitive Credit Card Brand's products in that payment channel.
- The Merchant's ability to surcharge a Competitive Credit Card Brand in that payment channel is limited by that Competitive Credit Card Brand in any manner<sup>1</sup> and the Merchant assesses a US Credit Card Surchage on conditions that are not the same as the conditions on which the Merchant would be allowed to surcharge transactions of the Competitive Credit Card Brand in that payment channel, or on which the Merchant actually surcharges transactions of the Competitive Credit Card Brand in that payment channel, after accounting for any discounts or rebates offered at the Point-of-Transaction.

This prohibition does not apply and a Merchant may assess a US Credit Card Surchage on Visa Credit Card Transactions if one of the following:

- The Competitive Credit Card Cost of Acceptance or the Competitive Credit Card Product Cost of Acceptance to the Merchant is less than the Visa Credit Card Cost of Acceptance or Visa Credit Card Product Cost of Acceptance to the Merchant and the Competitive Credit Card Brand does not prohibit or effectively prohibit surcharging credit card transactions.
- The Competitive Credit Card Brand prohibits or effectively prohibits surcharging on credit cards and the Merchant actually surcharges the Competitive Credit Card Brand's transactions in an amount at least equal to the lesser of either:
  - The Competitive Credit Card Cost of Acceptance
  - The amount of the US Credit Card Surchage imposed on a Visa Credit Card
- There is an agreement between the Merchant and the Competitive Credit Card Brand in which the Merchant waives or in any other way restrains or limits its ability to surcharge transactions on that Competitive Credit Card Brand, provided that:
  - The agreement is for a fixed duration, is not subject to an "evergreen clause" (i.e., automatically renewed unless terminated by the parties to the agreement) and is not a standard agreement generally offered by the Competitive Credit Card Brand to multiple merchants.
  - The Merchant's acceptance of the Competitive Credit Card Brand as payment for goods or services is unrelated to and not conditional upon the Merchant's entry into such agreement.
  - The agreement is supported by the exchange of material value.
  - The agreement expressly specifies a price under which the Merchant may accept the Competitive Credit Card Brand's products and surcharge those transactions up to the Merchant's Merchant Discount Rate for the Competitive Credit Card Brand, after accounting for any discounts or rebates offered by the Merchant at the Point-of-Transaction.

<sup>1</sup> This provision does not apply if the Competitive Credit Card Brand prohibits only surcharging for an amount greater than the Competitive Credit Card Cost of Acceptance.

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#### 5.6.1.3 US Credit Card Surcharge Requirements – US Region and US Territories

In the US Region or a US Territory, a Merchant may assess a fixed or variable US Credit Card Surcharge on a Visa Credit Card Transaction, subject to applicable laws or regulations.

The Merchant may assess a US Credit Card Surcharge by either:

- Applying the same fixed or variable US Credit Card Surcharge to all Visa Credit Card Transactions (brand level)
- Applying the same fixed or variable US Credit Card Surcharge to all Visa Transactions of the same credit product type (product level)

The US Credit Card Surcharge at the brand level must be the same for all Visa Credit Card Transactions, regardless of the Card's Issuer or the product type, and after accounting for any discounts or rebates offered by the Merchant on Visa Credit Card Transactions at the Point-of-Transaction.

The US Credit Card Surcharge at the product level must be the same for Transactions on a particular Visa Credit Card product type, regardless of the Card's Issuer, and after accounting for any discounts or rebates offered by the Merchant on Visa Credit Card Transactions on the product type at the Point-of-Transaction.

A Merchant must not assess a US Credit Card Surcharge on Visa Credit Card Transactions at both the brand and product level.

The US Credit Card Surcharge must be included in the Transaction amount.

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#### 5.6.1.4 US Credit Card Surcharge Maximum Amount – US Region and US Territories

In the US Region or a US Territory, a US Credit Card Surcharge assessed at the brand level, as specified in Section 5.6.1.3, "US Credit Card Surcharge Requirements – US Region and US Territories," must not exceed the Merchant's Visa Surcharge Cap.

In the US Region or a US Territory, a US Credit Card Surcharge assessed at the product level, as specified in Section 5.6.1.3, "US Credit Card Surcharge Requirements – US Region and US Territories," must not exceed the Merchant's Visa Credit Card Surcharge Cap less the Debit Card Cost of Acceptance.

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In no case may the US Credit Card Surcharge amount exceed the Maximum Surcharge Cap.

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#### 5.6.1.5 US Credit Card Surcharge Disclosure Requirements – US Region and US Territories (Updated)

A Merchant in the US Region or a US Territory must, at both the point of entry into the Merchant Outlet and the Point-of-Transaction, clearly and prominently disclose any US Credit Card Surcharge that will be assessed.

The disclosure at the Point-of-Transaction must include all of the following:

- The exact amount or percentage of the US Credit Card Surcharge
- A statement that the US Credit Card Surcharge is being assessed by the Merchant and is only applicable to credit Transactions
- A statement that the US Credit Card Surcharge amount is not greater than the applicable Merchant Discount Rate for Visa Credit Card Transactions at the Merchant

Merchants with Acceptance Devices that offer Cardholder choice for debit Transactions in the form of "credit" and "debit" buttons must ensure that:

- Visa debit Card Transactions are not assessed a US Credit Card Surcharge
- It is made clear to the Cardholder that surcharges are not permitted on debit Transactions regardless whether a Cardholder selects the "credit" or "debit" button

For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, and an Unattended Transaction, the Cardholder must be provided the opportunity to cancel the Transaction subsequent to the US Credit Card Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with Table 5-3, "Surcharge Disclosure – US Region and US Territories":

Table 5-3: Surcharge Disclosure – US Region and US Territories

Transaction Type	Point-of-Entry	Point-of-Transaction
Face-to-Face Transaction	Main entrance(s) of the Merchant Outlet, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	Every customer checkout or payment location, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text	Checkout page, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text

Transaction Type	Point-of-Entry	Point-of-Transaction
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Mail order form, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Verbal notice from the telephone order clerk, including US Credit Card Surcharge amount
Unattended Cardholder-Activated Terminal	Main entrance(s) of the Merchant Outlet (if applicable), e.g. gas (petrol) station store, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text

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### 5.6.1.6 Surcharges in Australia – AP Region

In the AP Region, if an Australia Merchant adds a Surcharge to a Transaction, the Surcharge amount must comply with all of the following:

- Be limited to the "reasonable costs of acceptance" of a Visa Card (or Visa Cards) as that concept is defined by the Reserve Bank of Australia and by applicable laws or regulations
- Not include the cost of accepting any non-Visa payment card
- Be clearly disclosed to the Cardholder before the completion of the Transaction. The Cardholder must be given the opportunity to cancel without penalty after the Surcharge is disclosed.
- Be charged only by the Merchant that provides the goods or services to the Cardholder. The Merchant must not permit a third party to charge a Cardholder a separate or additional amount in respect of the cost of acceptance of the Visa Card, but the Merchant may include third-party costs relevant to accepting a Visa Card as part of its Surcharge.
- Not differ according to Issuer
- Be different for Visa credit Card Transactions and Visa debit Card Transactions if the "reasonable cost of acceptance" varies between the 2 Transactions
- Be assessed only on the final total amount charged for the goods or services, after any discount or rebate from the Merchant has been applied
- Be added to the Transaction amount and not collected separately<sup>1</sup>

### Acceptance Surcharges, Convenience Fees, and Service Fees

<sup>1</sup> A government Merchant may collect the Surcharge amount separately and may use a third party to deposit Transactions if it is assigned one of the following MCCs:

- 9211 (Court Costs, Including Alimony and Child Support)
- 9222 (Fines)
- 9223 (Bail and Bond Payments)
- 9311 (Tax Payments)
- 9399 (Government Services [Not Elsewhere Classified])
- 9405 (Intra-Government Purchases)

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#### 5.6.1.7 Surcharge Disclosure Requirements in Australia – AP Region (Updated)

In the AP Region, an Australia Merchant that assesses a Surcharge must do all of the following:

- Inform the Cardholder that a Surcharge is assessed
- Inform the Cardholder of the Surcharge amount or rate
- Not describe the Surcharge as, or inform the Cardholder that the Surcharge is, assessed by Visa or a financial institution
- Include notices, signs, or decals disclosing that the Merchant assesses a Surcharge. Such notices, signs, or decals must be in a conspicuous location or locations at the Merchant's physical point of sale, or, in the absence of a physical point of sale, prominently during an Electronic Commerce Transaction or communicated clearly in a telephone order so as it can be reasonably assured that all Cardholders presenting a Visa Card will be aware of the Surcharge.
- Clearly display or communicate the Surcharge disclosure in the Transaction environment or process, including (if there is a physical point of sale) at the terminal/cashier's desk. The disclosure must be of as high a contrast as any other signs or decals displayed.

A Merchant in Australia must clearly and prominently disclose any Surcharge that will be assessed.

The disclosure at the point of sale must include both of the following:

- The exact amount or percentage of the Surcharge
- A statement that the Surcharge is being assessed by the Merchant

For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, and an Unattended Transaction, the Cardholder must be provided the opportunity to cancel the Transaction subsequent to the Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with Table 5-4, "Surcharge Disclosure – Australia":

**Table 5-4: Surcharge Disclosure – Australia**

Transaction Type	Point-of-Entry	Point-of-Sale
Face-to-Face Transaction	Not applicable	Every Customer check-out or payment location, in a minimum 16-point Arial font
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font	Checkout page, in a minimum 10-point Arial font
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Mail order form, in a minimum 8-point Arial font
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Verbal notice from the telephone order clerk, including Surcharge amount
Unattended Transaction	Not applicable	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font

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## 5.6.2 Convenience Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

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

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

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**Table 5-5: Convenience Fee Requirements**

Convenience Fee Requirement	AP Region	Russia	US Region
Charged for a bona fide convenience in the form of an alternative payment channel outside the Merchant's customary payment channels and not charged solely for the acceptance of a Card	X	X	X
Added only to a Transaction completed in a Card-Absent Environment	X		X
Not charged if the Merchant operates exclusively in a Card-Absent Environment	X		X
Added only to a domestic Unattended Transaction, excluding Transactions at Automated Fuel Dispensers, Telephone Service Transactions, or ATM Cash Disbursements		X	
Charged only by the Merchant that provides goods or services to the Cardholder	X		X
Applicable to all forms of payment accepted in the payment channel	X	X	X
Disclosed clearly to the Cardholder: <ul style="list-style-type: none"> <li>• As a charge for the alternative payment channel convenience</li> <li>• Before the completion of the Transaction. The Cardholder must be given the opportunity to cancel.</li> </ul>	X	X	X
A flat or fixed amount, regardless of the value of the payment due In the AP Region, an ad valorem amount is allowed as required by applicable laws or regulations. In Russia, the amount must not exceed: <ul style="list-style-type: none"> <li>• RUB 35 for Transactions processed with MCC 4814</li> <li>• RUB 60 for Transactions processed with MCC 4900</li> <li>• RUB 48 for all other Transactions</li> </ul>	X	X	X
Included as part of the total amount of the Transaction and not collected separately	X	X	X
Not charged in addition to a surcharge	X	N/A <sup>1</sup>	X
Not charged on a Recurring Transaction or an Installment Transaction	X	X	X

<sup>1</sup> Surcharging is not allowed.

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

In the CEMEA Region, if a Russia Merchant or third party charges a Convenience Fee, the Acceptance Device must do all of the following:

- Inform the Cardholder that a Convenience Fee will be charged for the alternative payment channel convenience, in addition to other Issuer charges. The disclosure must both:
  - Be as high a contrast or resolution as any other graphics on the Acceptance Device
  - Contain the notice:  
Fee Notice: "(Name) will assess a fee to cardholders for transactions at this terminal. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."
- Disclose to the Cardholder the amount of the Convenience Fee
- Identify the recipient of the Convenience Fee
- Request Cardholder approval of the Convenience Fee
- Provide the ability for the Cardholder to cancel the Transaction without incurring a fee or penalty

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

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

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

**Table 5-6: Service Fee Assessment Requirements**

	Canada Region	CEMEA Region (Egypt and Russia only)	US Region
These entities may assess Service Fees:	A Merchant in a permitted category, or its third party, that accepts Visa in all Card-Absent Environments where payments are accepted	A government Merchant, its Acquirer, or its third party that complies with the following, as applicable: <ul style="list-style-type: none"> <li>• Is registered with Visa to assess a Service Fee</li> </ul>	A government agency or education Merchant, or its third party, that complies with all of the following:

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	Canada Region	CEMEA Region (Egypt and Russia only)	US Region
		<ul style="list-style-type: none"> <li>In Russia, also includes its assigned Merchant Verification Value in the Authorization Request and Clearing Record</li> </ul>	<ul style="list-style-type: none"> <li>Accepts Visa in all channels where payments are accepted</li> <li>Is registered with Visa</li> <li>Is assigned a unique Merchant Verification Value</li> <li>If a government taxing authority or its third party, is authorized to process tax payment Transactions</li> </ul>
Allowed MCCs are:	<ul style="list-style-type: none"> <li>4900 (Utilities – Electric, Gas, Water, Sanitary)</li> <li>6513 (Real Estate Agents and Managers – Rentals)</li> <li>9222 (Fines)</li> <li>9311 (Tax Payments)</li> <li>8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>8211 (Elementary and Secondary Schools)</li> <li>8351 (Child Care Services)</li> </ul>	In Egypt: <ul style="list-style-type: none"> <li>4900 (Utilities – Electric, Gas, Water, Sanitary)</li> <li>8211 (Elementary and Secondary Schools)</li> <li>8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>8241 (Correspondence Schools)</li> <li>8244 (Business and Secretarial Schools)</li> <li>8249 (Vocational and Trade Schools)</li> <li>8299 (Schools and Educational Services [Not Elsewhere Classified])</li> <li>9211 (Court Costs, Including Alimony and Child Support)</li> </ul>	<ul style="list-style-type: none"> <li>9211 (Court Costs)</li> <li>9222 (Fines)</li> <li>9311 (Tax Payments)</li> <li>9399 (Government Services [Not Elsewhere Classified])</li> <li>8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>8211 (Elementary and Secondary Schools)</li> <li>8244 (Business and Secretarial Schools)</li> <li>8249 (Vocational and Trade Schools)</li> </ul>

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	Canada Region	CEMEA Region (Egypt and Russia only)	US Region
		<ul style="list-style-type: none"> <li>• 9222 (Fines)</li> <li>• 9223 (Bail and Bond Payments)</li> <li>• 9311 (Tax Payments)</li> <li>• 9399 (Government Services [Not Elsewhere Classified])</li> <li>• 9402 (Postal Services – Government Only)</li> </ul> <p>In Russia:</p> <ul style="list-style-type: none"> <li>• 9211 (Court Costs, Including Alimony and Child Support)</li> <li>• 9222 (Fines)</li> <li>• 9223 (Bail and Bond Payments)</li> <li>• 9311 (Tax Payments)</li> <li>• 9399 (Government Services [Not Elsewhere Classified])</li> </ul>	
A Service Fee may be assessed on only:	Applicable goods or services purchased in a Card-Absent Environment	Qualifying government-related charges, where applicable laws and regulations explicitly state that payment must be received in full and without deductions	<ul style="list-style-type: none"> <li>• Applicable goods or services</li> <li>• For tax payments, either or both of the following: <ul style="list-style-type: none"> <li>– Federal and state personal and small business income taxes</li> <li>– Real estate/property taxes</li> </ul> </li> </ul>
The Transaction must be completed with only the following:	Visa Card	Either of the following: <ul style="list-style-type: none"> <li>• Visa Card</li> <li>• Visa Electron Card</li> </ul>	Either of the following: <ul style="list-style-type: none"> <li>• Visa Consumer Card</li> <li>• Commercial Visa Product</li> </ul>

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### Acceptance Surcharges, Convenience Fees, and Service Fees

	Canada Region	CEMEA Region (Egypt and Russia only)	US Region
The Service Fee must be disclosed:	<ul style="list-style-type: none"> <li>As a fee assessed by the Merchant or third party, with the assessor of the Service Fee disclosed to the Cardholder</li> <li>Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty.</li> </ul>	<ul style="list-style-type: none"> <li>Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty.</li> </ul>	<ul style="list-style-type: none"> <li>As a fee assessed by the Merchant or third party</li> <li>Before the Transaction is completed. The Cardholder must be allowed to cancel the Transaction without penalty.</li> </ul>
The Service Fee amount:	<ul style="list-style-type: none"> <li>Must be assessed only on the final Transaction amount, after all discounts and rebates have been applied during the Transaction</li> <li>Must not be greater than the Service Fee charged on a similar Transaction completed with a similar form of payment</li> <li>Must not be the same as any Service Fee charged to any other Issuer's similar card products</li> <li>Must be limited to 0.75% for debit and 1.75% for credit and prepaid of the final Transaction amount</li> <li>If assessed by a third party, may be processed as a separate Transaction</li> </ul>	<ul style="list-style-type: none"> <li>Must be flat or variable</li> <li>Must be a reasonable reflection of the costs associated with completing the Transaction</li> <li>Must not be greater than the following: <ul style="list-style-type: none"> <li>The value of the payment</li> <li>Any fixed or variable fee charged for a government payment completed with any other payment card or device</li> <li>In Egypt, EGP 40</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Must be processed as a separate Transaction</li> <li>Must be the only additional fee assessed on the Transaction. The Merchant or third party must not charge a Convenience Fee or surcharge in addition to the Service Fee.</li> </ul>

## 5.7 Acceptance Devices

### 5.7.1 Acceptance Device Requirements – All Devices

#### 5.7.1.1 Acceptance Device Requirements (Updated)

An Acceptance Device must comply with the *Transaction Acceptance Device Requirements* and all of the following requirements applicable to the device:

Table 5-7: Acceptance Device Requirements

Acceptance Device Type	Requirements
All	<ul style="list-style-type: none"> <li>• Accept all 16-digit Account Numbers</li> <li>• Display the appropriate acceptance Mark</li> <li>• Use the proper POS Entry Mode code</li> <li>• <b>Effective 22 April 2017</b> If not Chip-enabled, be able to process a key-entered Transaction<sup>6</sup></li> <li>• In the AP Region and CEMEA Region, support contact Chip-initiated Transactions (excluding ATMs in the AP Region)</li> <li>• In Australia and New Zealand, for devices in a Face-to-Face Environment, activate the PIN pad to enable PIN Transactions</li> <li>• In the US Region, if deployed after 15 May 2007 at a Merchant Outlet that receives or accepts tips, not be programmed to include an estimated tip amount in the Authorization Request</li> </ul>
ATM	Comply with all requirements specified in the Visa Product and Service Rules: ATM
Contact Chip	<ul style="list-style-type: none"> <li>• Be EMV-Compliant and approved by EMVCo</li> <li>• Complete testing, as specified in Section 5.7.2.1, "Chip Acceptance Device Testing Requirements"</li> <li>• Accept and process VIS and Common Core Definition Chip Cards</li> <li>• Be able to read a Magnetic Stripe and complete a Magnetic Stripe-read Transaction</li> <li>• Support Fallback Transactions<sup>1</sup></li> <li>• Process the Transaction using data read from the Chip on a Chip Card unless any of the following apply, in which case the Transaction must be completed using data read from the Magnetic Stripe of a Chip Card:<sup>1</sup> <ul style="list-style-type: none"> <li>– The Chip is not EMV-Compliant.</li> <li>– The Chip reader is inoperable.</li> </ul> </li> </ul>

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Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>– The Chip malfunctions during the Transaction or cannot be read.</li> <li>– The Chip Transaction cannot be completed due to the absence of a mutually supported Application Identifier (AID).</li> </ul> <p>If neither the Chip nor Magnetic Stripe of a Chip Card can be read and the Transaction is accepted using a paper voucher or key entry, the device must follow correct Fallback and acceptance procedures.</p> <ul style="list-style-type: none"> <li>● Include an EMV Online Card Authentication Cryptogram and all data elements used to create it in all Online Authorization Requests for a Chip Transaction transmitted to VisaNet</li> <li>● Read an EMV-Compliant and VIS-Compliant Chip and not allow override of Chip Authorization controls by prompting for a Magnetic Stripe read<sup>2</sup></li> <li>● Support terminal action codes</li> <li>● Include all mutually supported Payment Applications between the Chip and the device in the application selection process, and not discriminate between Payment Applications unless stipulated by Chip parameters or a Visa-approved application selection process</li> <li>● Act on the Cardholder Verification Method list<sup>3</sup></li> <li>● If using an active PIN pad, both: <ul style="list-style-type: none"> <li>– Comply with Visa encryption standards</li> <li>– Be active for Visa Chip-initiated Transactions if it is active for other Chip-enabled payments</li> </ul> </li> <li>● Have a PIN pad or a port capable of supporting a PIN pad and, if using an active PIN pad, comply with Visa encryption standards</li> <li>● If the device is equipped with only a PIN pad port or PIN pad is inactive for Chip-initiated Transactions, support software to ensure compliance with Visa encryption standards<sup>3</sup></li> <li>● Have the capability to have its Visa Public Keys replaced in an acceptable method by any Visa-specified date</li> <li>● If Online-capable and offline-capable, perform Terminal Risk Management</li> <li>● Support Post-Issuance Application commands</li> <li>● If a PIN-only Chip-Reading Device, not display the Visa Brand Mark (excluding ATMs and Unattended Cardholder-Activated Terminals [UCATs] that accept only PINs for Cardholder Verification)</li> <li>● Prompt a Cardholder for a PIN only if required by the Chip, except for ATMs and offline-only UCATs</li> <li>● Support "Plaintext Offline PIN" if it supports "Enciphered Offline PIN"</li> </ul>

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Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>● If the device supports the Visa Debit/Credit Application Identifier, also include the Visa Electron Application Identifier (unless the Merchant does not accept Visa Electron Cards by any method, including Magnetic Stripe)</li> <li>● In Australia, all of the following: <ul style="list-style-type: none"> <li>– Accept both Online and Offline PIN</li> <li>– For international Transactions support PIN bypass</li> <li>– Ensure that a Domestic Transaction uses a PIN, except for: <ul style="list-style-type: none"> <li>▪ A Transaction initiated with a Card that is not a PIN-Preferring Chip Card</li> <li>▪ An Unattended Transaction, including an Unattended Transaction that does not qualify as a Visa Easy Payment Service (VEPS) Transaction</li> <li>▪ A VEPS Transaction</li> </ul> </li> </ul> </li> <li>● In Brazil, if deployed after 18 November 2013, support Offline PIN Verification (except UCATs in parking lots/garages and vending machines)</li> <li>● In the Canada Region, support both: <ul style="list-style-type: none"> <li>– "Plaintext Offline PIN"</li> <li>– "Enciphered Offline PIN"</li> </ul> </li> <li>● In the CEMEA Region: <ul style="list-style-type: none"> <li>– Support both <ul style="list-style-type: none"> <li>▪ For an Offline-Capable Chip-Reading Device, support both "Plaintext Offline PIN" and "Enciphered Offline PIN"</li> <li>▪ For an Online-only Chip-Reading Device, support either <ul style="list-style-type: none"> <li>▪ "Enciphered Online PIN"</li> <li>▪ Both "Pnaintext Offline PIN" and "Enciphered Offline PIN"</li> </ul> </li> </ul> </li> <li>– <b>Effective 16 April 2016</b> Chip-Reading Devices may suppress their PIN capability for VEPS Transactions</li> </ul> </li> <li>● <b>Effective for Acceptance Devices deployed in Australia and Malaysia after 15 April 2016</b> <b>Effective 1 January 2018 for all Acceptance Devices in Australia and Malaysia</b> <ul style="list-style-type: none"> <li>– If the device supports Cardholder application selection, do all of the following: <ul style="list-style-type: none"> <li>▪ Display to the Cardholder all mutually supported application names (application label or application preferred name) on the Card</li> <li>▪ Display the application names in the order of the application priority set on the Card and use them to select the corresponding Payment Application</li> </ul> </li> </ul> </li> </ul>

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Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>▪ If unable to display the application names in full, display at least the first 4 positions of the application names</li> <li>– If the device does not support Cardholder application selection, the Merchant must inform the Cardholder of the selected application before completing the Transaction</li> </ul>
Contactless Chip	<ul style="list-style-type: none"> <li>• Be approved by EMVCo or Visa</li> <li>• If deployed after 1 May 2013, not limit the Transaction amount of a Contactless Transaction in a Face-to-Face Environment</li> <li>• If deployed on or after 16 October 2015,<sup>5</sup> forward to Visa the form factor indicator field, when provided by a Contactless Payment Device</li> <li>• In Australia, for International Transactions support PIN bypass</li> <li>• In the AP, Canada, CEMEA, and LAC Regions, if deployed on or before 1 January 2012, comply with the <i>Visa Contactless Payment Specification 2.0</i> or later<sup>1</sup> and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>• <b>Effective for Contactless Acceptance Devices deployed in the AP and CEMEA Regions after 1 April 2015</b> <b>Effective 1 January 2018 for all Contactless Acceptance Devices in the AP and CEMEA Regions</b> <ul style="list-style-type: none"> <li>– Comply with the <i>Visa Contactless Payment Specification 2.1.3</i> or later<sup>4</sup> or the equivalent EMV contactless kernel 3</li> <li>– Be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>– Disable the device's Contactless Transaction limit</li> <li>– Enable the device's applicable Cardholder Verification Method (CVM) Transaction limit</li> <li>– Enable the device's applicable Contactless Chip Floor Limit Support the application program ID (APID)</li> <li>– Include the form factor indicator in the Authorization Request and Clearing Record when provided by the Contactless Payment Device<sup>5</sup></li> <li>– Not support the MSD transaction path</li> </ul> </li> <li>• In the Canada and LAC Regions, if deployed after 1 April 2014, comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later, or the equivalent EMV contactless kernel 3, and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>• <b>Effective through 31 March 2016</b> In the US Region, if deployed on or after 1 April 2013, both:</li> </ul>

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Acceptance Device Type	Requirements
	<ul style="list-style-type: none"> <li>– Comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later</li> <li>– Actively enable either the MSD transaction path, the qVSDC transaction path or both the MSD and qVSDC transaction paths</li> <li>• <b>Effective 1 April 2016 for all Contactless Acceptance Devices in the US Region</b> Both: <ul style="list-style-type: none"> <li>– Comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later</li> <li>– Actively enable the qVSDC transaction path, if the Merchant Outlet has enabled the processing of EMV-Compliant contact Chip Transactions</li> </ul> </li> </ul>
Contactless-Only	Comply with Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices"
Magnetic Stripe	<ul style="list-style-type: none"> <li>• Transmit the entire unaltered contents of all data encoded on track 1 or track 2 of the Magnetic Stripe</li> <li>• Act upon Service Codes or request Online Authorization</li> <li>• Not erase or alter any Magnetic-Stripe encoding on a Card</li> <li>• For devices that can accept Cards with more than one Magnetic Stripe, be capable of processing and transmitting the payment data from the Visa Magnetic Stripe</li> <li>• In Australia and New Zealand, allow PIN bypass for Domestic Transactions</li> </ul>
Unattended Cardholder-Activated Terminal (UCAT)	<ul style="list-style-type: none"> <li>• Display the Merchant name and customer service telephone number</li> <li>• If PIN-accepting, be capable of conveying an "invalid PIN – re-enter" message to the Cardholder</li> <li>• If Online-capable, for Chip-initiated and Contactless Transactions, support "No CVM required"</li> <li>• <b>Effective 15 April 2016</b> Require PIN or Consumer Device Cardholder Verification Method for Quasi-Cash Transactions</li> <li>• If used for the purchase of gambling services, all of the following: <ul style="list-style-type: none"> <li>– Display the Merchant location</li> <li>– Display the terms and conditions (including rules of play, odds of winning, and pay-out ratios)</li> <li>– Before initiating the Transaction, allow the Cardholder to cancel the Transaction</li> </ul> </li> <li>• Follow all applicable Point-of-Transaction Card acceptance requirements when accepting payment for goods or services, and follow ATM requirements when dispensing cash</li> </ul>

<sup>1</sup> This does not apply to ATMs in Japan.

<sup>2</sup> This does not apply to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.

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Acceptance Device Type	Requirements
	<sup>3</sup> This requirement does not apply if compliance is inherently impractical (for example: at road tolls, for transit applications) or in situations where a Cardholder would not expect interaction with a Chip-Reading device.
	<sup>4</sup> This requirement does not apply to Visa Touch readers deployed in Japan.
	<sup>5</sup> In the AP Region for Japan, 1 October 2018
	<sup>6</sup> If neither the Chip nor Magnetic Stripe of a Card can be read by a Chip-enabled device, a Merchant is not required to key enter a Transaction.

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#### 5.7.1.2 Visa Electron Card Acceptance Requirements

A Visa Electron Merchant must process Transactions using:

- An Acceptance Device with Electronic Capability
- In South Africa, a PIN-enabled Acceptance Device

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#### 5.7.2 Chip Acceptance Device Requirements

##### 5.7.2.1 Chip Acceptance Device Testing Requirements (Updated)

An Acquirer must successfully complete testing of a Chip Acceptance Device, as follows:

Table 5-8: Chip Acceptance Device Testing Requirements

Acceptance Device Type	Testing Tool	When Required	Submission Requirements
Chip-Reading Device	Acquirer Device Validation Toolkit (ADVT)	<ul style="list-style-type: none"><li>• Before deploying or upgrading a Chip-Reading Device</li><li>• After any changes to the Merchant's or Acquirer's network architecture</li><li>• Before device hardware upgrades</li></ul>	<ul style="list-style-type: none"><li>• Submit test results using the Chip Compliance Reporting Tool (CCRT)</li><li>• Not submit ADVT test results for a device containing a kernel or interface module (IFM) that has expired</li></ul>

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Acceptance Device Type	Testing Tool	When Required	Submission Requirements
		<ul style="list-style-type: none"> <li>To fix an acceptance or interoperability issue affecting the device or connectivity to VisaNet</li> </ul>	
<b>Effective through 30 September 2016</b> Contactless Chip-Reading Device in the US Region <b>Effective 1 October 2016</b> Contactless Chip-Reading Device	Contactless Device Evaluation Toolkit (CDET)	Before deploying either a: <ul style="list-style-type: none"> <li>New Contactless Chip-Reading Device</li> <li>Existing Contactless Chip-Reading Device that has undergone a significant hardware or software upgrade</li> </ul>	Submit test results using the CCRT
<b>Effective through 30 September 2016</b> Contactless reader at an Acceptance Device in the AP Region, Canada Region, CEMEA Region, and LAC Region	<b>Effective through 30 September 2016</b> ADVT-qVSDC device module, Contactless Device Evaluation Toolkit (CDET), or other Visa-approved combination testing tool	<b>Effective through 30 September 2016</b> Before deploying either a: <ul style="list-style-type: none"> <li>New Contactless Chip-Reading Device</li> <li>Existing Contactless Chip-Reading Device that has undergone a significant hardware or software upgrade</li> </ul>	<b>Effective through 30 September 2016</b> Submit test results using the CCRT

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### 5.7.2.2 Acquirer Responsibility for Chip-Reading Devices

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

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### 5.7.2.3 Deployment of Contactless-Only Acceptance Devices (Updated)

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

- Be assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)

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- 4112 (Passenger Railways)
- 4131 (Bus Lines)
- Deploy the device only at a turnstile, fare gate, or point of boarding
- **Effective 15 April 2016**  
Ensure that the Acceptance Device has only a Contactless Chip reader. A Contactless-only Acceptance Device must not have either of the following:
  - A disabled contact Chip reader or Magnetic Stripe reader
  - An empty slot for a contact Chip reader or Magnetic Stripe reader
- Ensure that all Cards are accepted at the Merchant Outlet. This requirement does not apply to Merchant Outlets that are transit passenger vehicles (for example: buses, ferries, trains).
- Obtain Authorization for the full Transaction amount before Clearing for a Transaction at the device<sup>1</sup>
- Include the following values in the Authorization Request and Clearing Record:
  - POS Entry Mode code 07
  - Terminal type 3/UAT indicator 1 or 3
  - POS terminal entry capability 8
- If it configures the device to always perform offline data authentication before allowing a Cardholder to access its transit services, do all of the following:
  - Configure all of its devices in the same transit mode or network to perform offline data authentication
  - Support either real-time or deferred Online Authorization at all turnstiles, fare gates, or points of boarding
  - Support Visa contactless static data authentication and Dynamic Data Authentication

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

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### 5.7.2.4 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 Merchant.

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## 5.7.3 Unattended Cardholder-Activated Terminals – Transaction Cancellation

### 5.7.3.1 Acquirer Cancellation of Transactions at Unattended Cardholder-Activated Terminals

If an Unattended Cardholder-Activated Terminal allows an Acquirer to cancel a Transaction, the Acquirer may use this function without Issuer permission only after one of the following:

- 4 consecutive invalid PIN entries by the Cardholder
- 4 consecutive invalid Transaction attempts by the Cardholder
- 4 consecutive Decline Responses from the V.I.P. System

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## 5.8 Merchant Authorization Requirements

### 5.8.1 Transactions Requiring Authorization

#### 5.8.1.1 Requirement to Authorize Transactions (Updated)

A Merchant or an Acquirer must request Authorization<sup>1</sup> regardless of the Transaction amount if any of the following:

- The Cardholder presents an Expired Card.
- The Card signature panel is blank.
- The Merchant is suspicious of a proposed Transaction.
- The Card is unembossed and an Electronic Imprint is not obtained.
- The Transaction amount exceeds the applicable Floor Limit.<sup>2,3</sup>
- The Transaction occurs at a Contactless-only Acceptance Device, as specified in [Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices."](#)
- The Transaction is any of the following:
  - A Cash-Back Transaction
  - A Fallback Transaction<sup>4</sup>
  - An In-Transit Transaction
  - A Mail/Phone Order Transaction
  - A No-Show Transaction

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- A Recurring Transaction
- A V PAY Transaction<sup>4</sup>
- A Visa Electron Card Transaction<sup>4</sup>
- An Aggregated Transaction
- An Automated Fuel Dispenser Transaction<sup>4</sup>
- An Electronic Commerce Transaction<sup>4</sup>
- Initiated using a Mobile Payment Acceptance Solution<sup>4</sup>
- The purchase of a Visa Prepaid Card at an Unattended Cardholder-Activated Terminal
- In Australia and New Zealand, a domestic PIN-bypass Magnetic-Stripe Transaction<sup>4</sup>

<sup>1</sup> Offline Authorization is allowed for Chip-initiated Transactions provided that the Transaction amount does not exceed the Merchant's Floor Limit.

<sup>2</sup> This does not apply to a domestic Contactless Transaction in the AP Region (excluding Japan) if the Transaction amount is less than or equal to the domestic Contactless Transaction limit.

<sup>3</sup> For a domestic Contactless Transaction in Japan, for amounts above the domestic Floor Limit, Authorization must be Online.

<sup>4</sup> Authorization must be Online.

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### 5.8.1.2 Zero Floor Limit Transactions (Updated)

The Floor Limit is zero for all of the following:

- A Cash Disbursement Transaction
- A Fallback Transaction<sup>1</sup>
- **Effective 15 April 2016**  
An Unattended Transaction<sup>2</sup>
- A Magnetic-Stripe Transaction, if the Service Code either:
  - Indicates that Online Authorization is required<sup>1</sup>
  - Is unrecognized (and the Acceptance Device has Online capability)<sup>1</sup>
- A Mail/Phone Order Transaction
- A Transaction conducted with an unembossed Card in a Face-to-Face Environment and the Account Number is key-entered into a Point-of-Transaction Acceptance Device
- A Visa Electron Card Transaction<sup>1</sup>
- An ATM Cash Disbursement Transaction

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- An Electronic Commerce Transaction
- An In-Transit Transaction
- An Installment Transaction
- An Online Financial Transaction
- A Quasi-Cash Transaction
- A Recurring Transaction
- A prepayment

<sup>1</sup> Authorization must be Online.

<sup>2</sup> Except for a domestic Unattended Transaction in Hong Kong with MCC 7523.

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### 5.8.1.3 Transaction Authorization on the Transaction Date (Updated)

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

- Car Rental Merchant Transactions
- Cruise Line Transactions
- Electronic Commerce Transactions
- In-Transit Transactions
- Lodging Merchant Transactions
- Mail/Phone Order Transactions
- Transactions completed at a Contactless-only Acceptance Device

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### 5.8.2 Transaction Amount-Related Authorization Requirements

#### 5.8.2.1 Default and Country Specific Floor Limits (Updated)

Unless otherwise specified in Table 5-10, "Country-Specific Floor Limits," and Table 5-11, "Country-Specific Floor Limits for Hong Kong, Indonesia, Japan, Malaysia, Nigeria, Philippines, Singapore, South Africa, Taiwan and Thailand," the following Floor Limits apply:

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**Table 5-9: Default Floor Limits (USD)**

Merchant Type	MCC	Non-Chip	Chip	Contactless Chip
Unattended Transactions	All	0	0	<b>Effective through 14 April 2016</b> 40 <b>Effective 15 April 2016</b> 0
All Other Merchants	All	0	0	0

Unless otherwise specified in Table 5-11, "Country-Specific Floor Limits for Hong Kong, Indonesia, Japan, Malaysia, Nigeria, Philippines, Singapore, South Africa, Taiwan and Thailand," the following Floor Limits apply:

**Table 5-10: Country-Specific Floor Limits**

Country (Currency)	Non-Chip	Chip	Contactless Chip
Andorra (EUR)	0	0	20
Antigua (USD)	0	0	0
Argentina (USD)	0	0	0
Australia (AUD)	0	0	0
Austria (EUR)	0	0	20
Bahrain (BHD)	0	0	10
Bangladesh (BDT)	0	0	0
Belgium (EUR)	0	0	20
Benin (XOF)	0	0	0
Brazil (BRL)	0	0	50
Brunei (BND)	0	0	0
Bulgaria (EUR)	0	0	20
Burkina Faso (XOF)	0	0	0
Cambodia (USD)	0	0	0
Cameroon (XAF)	0	0	0
Canada (CAD)	0	0	0
Central African Republic (XAF)	0	0	0
Chad (XAF)	0	0	0

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Country (Currency)	Non-Chip	Chip	Contactless Chip
Chile (USD)	0	0	0
China (CNY)	0	0	0
Colombia (USD)	0	0	0
Congo (XAF)	0	0	0
Costa Rica (CRC)	0	0	0
Croatia (HRK)	0	0	150
Cyprus (EUR)	0	0	20
Czech Republic (CZK)	0	0	500
Denmark (DKK)	0	0	140
Dominican Republic (DOP)	0	0	0
Ecuador (USD)	0	0	0
Egypt (USD)	0	0	25
El Salvador (USD)	0	0	0
Estonia (EUR)	0	0	20
Fiji (FJD)	0	0	0
Finland (EUR)	0	0	20
France (EUR)	0	0	20
French Polynesia (XPF)	0	0	0
Gabon (XAF)	0	0	0
Germany (EUR)	0	0	20
Gibraltar (GBP)	0	0	15
Greece (EUR)	0	0	20
Greenland (DKK)	0	0	140
Guatemala (GTQ)	0	0	0
Honduras (HNL)	0	0	0
Hong Kong (HKD)	See Table 5-12		
Hungary (HUF)	0	0	6,000
Iceland (ISK)	0	0	3,000

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Country (Currency)	Non-Chip	Chip	Contactless Chip
India (INR)	0	0	0
Indonesia (IDR)	See Table 5-12		
Israel (ILS)	0	0	90
Italy (EUR)	0	0	20
Ivory Coast (XOF)	0	0	0
Japan (JPY)	See Table 5-12		
Jordan (USD)	0	0	25
Kenya (USD)	0	0	0
Kuwait (KWD)	0	0	8
Laos (USD)	0	0	0
Latvia (EUR)	0	0	20
Lebanon (LBP)	0	0	37500
Liechtenstein (EUR)	0	0	20
Lithuania (EUR)	0	0	20
Luxembourg (EUR)	0	0	20
Macau (MOP)	0	0	0
Malaysia (MYR)	See Table 5-12		
Mali (XOF)	0	0	0
Malta (EUR)	0	0	20
Mauritius (MUR)	0	0	0
Mexico (USD)	0	0	0
Monaco (EUR)	0	0	20
Montenegro (EUR)	0	0	0
Morocco (MAD)	0	0	240
Nepal (NPR)	0	0	0
Netherlands (EUR)	0	0	20
New Zealand (NZD)	0	0	0
Nigeria (NGN)	See Table 5-12		

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Country (Currency)	Non-Chip	Chip	Contactless Chip
Norway (NOK)	0	0	160
Pakistan (PKR)	0	0	0
Panama (USD)	0	0	0
Philippines (PHP)	See Table 5-12		
Poland (PLN)	0	0	80
Portugal (EUR)	0	0	20
Puerto Rico (USD)	0	0	0
Oman (USD)	0	0	25
Qatar (QAR)	0	0	100
Republic of Ireland (EUR)	0	0	20
Romania (RON)	0	0	85
Russian Federation (USD)	0	0	0
San Marino (EUR)	0	0	20
Saudi Arabia (SAR)	0	0	100
Senegal (XOF)	0	0	0
Seychelles (SCR)	0	0	0
Singapore (SGD)	See Table 5-12		
Slovakia (EUR)	0	0	20
Slovenia (EUR)	0	0	20
South Africa (ZAR)	See Table 5-12		
South Korea (KRW)	0	0	0
Spain (EUR)	0	0	20
Sri Lanka (LKR)	0	0	0
St. Kitts & Nevis (XCD)	0	0	0
Sweden (EUR)	0	0	20
Switzerland (CHF)	0	0	20
Taiwan (TWD)	See Table 5-12		
Thailand (THB)	See Table 5-12		

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Country (Currency)	Non-Chip	Chip	Contactless Chip
Togo (XOF)	0	0	0
Tunisia (TND)	0	0	0
Turkey (TRY)	0	0	50
Ukraine (UAH)	0	0	0
United Arab Emirates (AED)	0	0	100
United Kingdom (GBP)	0	0	15
United States (USD)	0	0	0
Uruguay (USD)	0	0	0
Vatican City (EUR)	0	0	20
Venezuela (USD)	0	0	0
Vietnam (USD)	0	0	0

**Table 5-11: Country-Specific Floor Limits for Hong Kong, Indonesia, Japan, Malaysia, Nigeria, Philippines, Singapore, South Africa, Taiwan and Thailand**

Country (Currency)	Merchant Type	MCC	Non-Chip	Chip	Contactless Chip
Hong Kong (HKD)	Unattended Transactions	7523	0 (International Transactions) 500 (Domestic Transactions)	0 (International Transactions) 500 (Domestic Transactions)	0 (International Transactions) 500 (Domestic Transactions)
	All Other Merchants	All	0	0	0 (International Transactions) 500 (Domestic Transactions)
Indonesia (IDR)	All Merchants	All	0	0	0 (International Transactions) 200,000 (Domestic Transactions)
Japan (JPY)	Airlines	All	180,000	180,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Railroads	4011	0	0	0 (International Transactions)

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Country (Currency)	Merchant Type	MCC	Non-Chip	Chip	Contactless Chip
					10,000 (Domestic Transactions)
	Passenger Railways	4112	0	0	0 (International Transactions) 10,000 (Domestic Transactions)
	Car Rental Merchant	All	0	100,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Hotels	All	300,000	300,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Restaurants	All	0	100,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Travel Agencies	All	0	180,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Hospitals	All	0	300,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Toll and Bridge Fees	4784	0 (International Transactions) 50,000 (Domestic Transactions)	0 (International Transactions) 50,000 (Domestic Transactions)	0 (International Transactions) 10,000 (Domestic Transactions)
	Parking Lots, Parking Meters, and Garages	7523	0 (International Transactions)	10,000	0 (International Transactions)

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Country (Currency)	Merchant Type	MCC	Non-Chip	Chip	Contactless Chip
			10,000 (Domestic Transactions)		10,000 (Domestic Transactions)
	All Other Merchants	All	0	30,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Unattended Transactions	4784	Default (International Transactions) 50,000 (Domestic Transactions)	Default (International Transactions) 50,000 (Domestic Transactions)	0 (International Transactions) 10,000 (Domestic Transactions)
	Unattended Transactions	7523	Default (International Transactions) 10,000 (Domestic Transactions)	10,000	0 (International Transactions) 10,000 (Domestic Transactions)
	Unattended Transactions	All, excluding 4111, 4112, 4131, 4784, 7523	0	0	0 (International Transactions) 10,000 (Domestic Transactions)
Malaysia (MYR)	All Merchants	All	0	0	0 (International Transactions) 150 (Domestic Transactions)
Nigeria (NGN)	All Merchants	All	0	0 (International Transactions) 1,600 (Domestic Transactions)	0 (International Transactions) 1,600 (Domestic Transactions)
Philippines (PHP)	All Merchants	All	0	0	0 (International Transactions) 2,000 (Domestic Transactions)
Singapore (SGD)	All Merchants	All	0	0	0 (International Transactions)

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Country (Currency)	Merchant Type	MCC	Non-Chip	Chip	Contactless Chip
					100 (Domestic Transactions)
South Africa (ZAR)	All Merchants	All	0	0 (International Transactions) 200 (Domestic Transactions)	0 (International Transactions) 200 (Domestic Transactions)
Taiwan (TWD)	Airlines	All	8,000	8,000	0 (International Transactions) 8,000 (Domestic Transactions)
	All Other Merchants	All	0	0	0 (International Transactions) 3,000 (Domestic Transactions)
Thailand (THB)	All Merchants	All	0	0	0 (International Transactions) 1,500 (Domestic Transactions)

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### 5.8.2.2 Merchant Requirement to Check the Card Recovery Bulletin (CRB) (Updated)

A Merchant must check the appropriate Card Recovery Bulletin (CRB) if the Transaction amount is below the Floor Limit.

The Merchant is not required to check the CRB if any of the following apply:

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

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### 5.8.2.3 Authorization of Total Transaction Amount – US Region

In the US Region, an Authorization Request must be for the total amount of the Transaction.

A US Merchant must not, unless specifically permitted in the Visa Rules:

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- Use an arbitrary or estimated amount to obtain Authorization
- Add an estimated tip amount to the Authorization Request beyond the value of the goods provided or services rendered, plus any applicable tax

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## 5.8.3 Non-Standard Authorizations

### 5.8.3.1 Special Authorization Amount Requirements (Updated)

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

A Merchant may use an amount in the Authorization Request that differs from the final Transaction amount only if it complies with Table 5-12, "Special Authorization Requirements."

If a Merchant uses an estimated amount to obtain Authorization, it must also inform the Cardholder of both of the following:

- That the Authorization amount is estimated and that there may be subsequent Authorization Requests
- The amount of the Authorization Request

**Table 5-12: Special Authorization Requirements**

Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
Merchants classified with MCC: <ul style="list-style-type: none"> <li>• 4121 (Taxicabs and Limousines)</li> <li>• 5812 (Eating Places and Restaurants)</li> <li>• 5813 (Drinking Places [Alcoholic Beverages – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques])</li> </ul>	Cost of merchandise or services (including applicable taxes). The Authorization Request must not be for an estimated amount.	An additional Authorization is not required if the final Transaction amount (including tip or service amount) is within 20% <sup>1</sup> of the authorized amount. This does not apply to Transactions in which the tip or service amount is determined by the Cardholder before the Authorization Request.  If the final Transaction amount exceeds the cost of the merchandise or services by more than 20%, <sup>1</sup> the Merchant must obtain an additional Authorization and process a separate Transaction for the amount that exceeds the 20% allowance.

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

Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
<ul style="list-style-type: none"> <li>• 5814 (Fast Food Restaurants)</li> <li>• 7230 (Beauty and Barber Shops)</li> <li>• 7298 (Health and Beauty Spas)</li> </ul>		
Automated Fuel Dispensers	Permitted Status Check Authorization amount	<p>A Status Check Authorization<sup>2</sup> is equivalent to an Authorization up to and including:</p> <ul style="list-style-type: none"> <li>• For Domestic Transactions in Japan, JPY 15,000</li> <li>• For domestic Visa Fleet Card Transactions in the US Region, USD 150</li> <li>• For other Transactions, one of the following, whichever is lower: <ul style="list-style-type: none"> <li>– For a Chip-initiated Transaction with a PIN, USD 100 (or local currency equivalent)</li> <li>– For a Transaction without a PIN, USD 75 (or local currency equivalent)</li> <li>– For a US Domestic Transaction, USD 100<sup>3</sup></li> <li>– The amount approved in a Partial Authorization Response</li> </ul> </li> </ul>
Mail/Phone Order Merchants Electronic Commerce Merchants	Cost of merchandise or services, plus shipping costs and applicable taxes	For merchandise that is shipped, an additional Authorization is not required if the Transaction amount is within 15% of the authorized amount. <sup>1</sup> This does not apply in the US Region if the Transaction is a Commercial Payables Transaction completed with a Visa Purchasing Card.
Car Rental Merchants	Cost of Cardholder's intended rental period, plus taxes and mileage rates	<p>The Merchant must comply with both of the following:</p> <ul style="list-style-type: none"> <li>• Must not include charges that cover potential damage or an insurance deductible amount</li> <li>• Must obtain a final or an additional Authorization if the final Transaction amount is both of the following: <ul style="list-style-type: none"> <li>– Above the Floor Limit</li> <li>– The greater of either: <ul style="list-style-type: none"> <li>▪ The sum of the authorized amounts plus 15%</li> </ul> </li> </ul> </li> </ul>

## Visa Product and Service Rules

### Acceptance Merchant Authorization Requirements

Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
		<ul style="list-style-type: none"> <li>▪ The sum of the authorized amounts plus USD 75 (or local currency equivalent) (if the Transaction does not involve a Member in the Visa Europe Territory)<sup>1</sup></li> </ul>
Cruise Lines and Lodging Merchants	Amount that the Merchant expects the Cardholder to spend during the voyage or stay, plus applicable taxes	<p>The Merchant:</p> <ul style="list-style-type: none"> <li>• May obtain incremental Authorizations</li> <li>• Must obtain an incremental Authorization<sup>1</sup> if the actual Transaction amount is both of the following: <ul style="list-style-type: none"> <li>– More than 15% higher than the sum of the authorized amounts</li> <li>– Above the Floor Limit</li> </ul> </li> </ul>
GCAS Emergency Card Replacement	Request for and generation of Emergency Card Replacement	GCAS will attempt a status check <sup>2</sup> authorization to validate the correct encoding of the emergency replacement card which must be approved unless there is an issue with the validation of the track 1 or track 2 data on the Magnetic Stripe, or the Full-Chip Data.
Merchants classified with MCC: <ul style="list-style-type: none"> <li>• 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)</li> <li>• 4112 (Passenger Railways)</li> <li>• 4131 (Bus Lines)</li> </ul>	Minimum cost of a journey	<ul style="list-style-type: none"> <li>• Additional authorizations may be obtained: <ul style="list-style-type: none"> <li>– At any time between the Cardholder's first journey and 7 days (in the US Region, 3 days) after the first journey</li> <li>– For any amount, as long as the total amount of the Authorizations does not exceed USD 25 (in the US Region, USD 15)(or local currency equivalent)</li> </ul> </li> <li>• Must obtain a final or an additional Authorization to cover the final or total Transaction amount</li> </ul>

<sup>1</sup> This does not apply in the US Region if the last Authorization obtained was a Partial Authorization.

<sup>2</sup> This applies only to Transactions at Automated Fuel Dispensers located in countries within Visa Inc. and by GCAS to validate an Emergency Card Replacement within Visa Inc. and Visa Europe.

<sup>3</sup> In the US Region, a different Transaction limit applies for Interchange Reimbursement Fee qualification purposes, as specified in Section 9.4.2.3, "CPS/Automated Fuel Dispenser Interchange Reimbursement Fee (IRF) Transaction Limit – US Region."

### 5.8.3.2 Automated Fuel Dispenser Authorizations (Updated)

A Merchant must obtain Online Authorization for an Automated Fuel Dispenser Transaction using one of the following:

- An Authorization for the full amount
- A Status Check Authorization<sup>1</sup>
- Real-Time Clearing<sup>2</sup>, by sending both:
  - A preauthorization request for an estimated amount, not to exceed USD 500 (or local currency equivalent)
  - The actual Transaction amount (Completion Message) to the Issuer within 2 hours of the preauthorization request

<sup>1</sup> Does not apply to Automated Fuel Dispensers deployed in the Visa Europe Territory

<sup>2</sup> This does not apply to Transactions involving a Member in the Visa Europe Territory.

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### 5.8.4 Merchant Authorization Processing

#### 5.8.4.1 Mail/Phone Order and Electronic Commerce Expiration Date in Authorization

A Mail/Phone Order Merchant and an Electronic Commerce Merchant (for a Non-Secure Transaction and Non-Authenticated Security Transaction) must attempt to obtain a Visa Card expiration date and submit it as part of the Authorization Request.

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#### 5.8.4.2 Prohibition against Split Transaction (Updated)

A Merchant must not split a transaction by using 2 or more Transaction Receipts, except for the following:

- Prepayment
- Individual Airline ticket
- Ancillary Purchase Transaction
- Individual Cruise Line ticket
- Installment Transaction

### Acceptance Merchant Authorization Requirements

- A transaction in which part of the amount is paid with a Visa Card and the other part paid with another Visa Card or other form of payment
- In the Canada Region and US Region, Transaction that includes a Service Fee
- In the US Region, individual passenger railway ticket

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#### 5.8.4.3 Single Authorization Request For Multiple Clearing Transactions

A Merchant in a Card-Absent Environment may obtain a single Authorization and submit multiple Clearing Records only if all of the following:

- The purpose is to support a split shipment of goods.
- The total Transaction amount does not exceed the total amount of the Authorization by more than 15%.
- The Transaction Receipts associated with each shipment contain:
  - The same Account Number and expiration date
  - The same Merchant Outlet name
- The Merchant discloses to the Cardholder the possibility of multiple shipments on its website or in writing.
- With each shipment, the Merchant notifies the Cardholder of the Transaction amount of the shipment.
- The Transaction is not completed with a Visa Commercial Card enrolled in Authorization and Settlement Match.

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#### 5.8.4.4 Authorization Time Limit for In-Transit Transactions

An Authorization Request for an In-Transit Transaction may occur while in transit or at the final destination. The Merchant must obtain Authorization within 24 hours of the passenger vehicle reaching its final destination.

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

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### 5.8.4.5 Merchant Submission of Authorization Reversals (Updated)

A Merchant must submit an Authorization Reversal, as follows:

**Table 5-13: Authorization Reversal Requirements**

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

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

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

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### Acceptance

#### Specific Acceptance Environments and Procedures

##### 5.8.4.7 Card Verification Value 2 (CVV2) as an Imprint – US Region (Updated)

**Effective through 21 April 2017**

In the US Region, for the Card Verification Value 2 (CVV2) to be an Imprint, a Transaction must meet all of the following conditions:

- The Transaction complies with all of the following:
  - Occurs in a Face-to-Face Environment
  - Is key-entered
  - Is not a Quasi-Cash Transaction, Cash-Back Transaction, or Manual Cash Disbursement
- The Merchant is neither:
  - Assigned MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
  - Able to read the Magnetic Stripe
- CVV2 is included in the Authorization Request
- Authorization was obtained

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## 5.9 Specific Acceptance Environments and Procedures

### 5.9.1 Cash, Cash Equivalents, and Prepaid

#### 5.9.1.1 Merchant or Payment Facilitator Transaction Deposit Conditions (Updated)

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

- The Transaction is completed.
- The merchandise or services are shipped or provided. This does not apply if the Cardholder has paid a partial or full prepayment.
- Cardholder consent is obtained for a Recurring Transaction.

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### 5.9.1.2 Manual Cash Disbursement Requirements

If a Member makes Manual Cash Disbursements to other Issuers' Cardholders, it must do so in a uniform manner for all Visa products properly presented.

In the Canada Region and US Region, a Member authorized to make Cash Disbursements must make Manual Cash Disbursements to other Issuers' Visa Prepaid Cardholders at all of its Branches.

A Member may make Manual Cash Disbursements through the offices of its related companies only if all of the following:

- The companies are primarily engaged in providing financial services to the public.
- The Member or the Member's holding company wholly owns the company.
- Visa has given the Member prior approval.

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### 5.9.1.3 Manual Cash Disbursement Restrictions

An Acquirer must not:

- Establish a maximum Manual Cash Disbursement amount of less than USD 500 (or local currency equivalent) per withdrawal and must not establish a daily limit. This does not apply to Manual Cash Disbursements provided by a Mobile Money Operator.
- Establish a minimum Manual Cash Disbursement amount
- Accept any of the following for a Manual Cash Disbursement:
  - Mobile Payment Device
  - Visa Micro Tag
  - Visa TravelMoney Card that does not bear the Visa Brand Mark
- In the Canada Region and US Region, establish a maximum Manual Cash Disbursement amount for Visa Prepaid Cards of less than USD 5,000 (or local currency equivalent)

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### 5.9.1.4 Manual Cash Disbursement – Acquirer Access Fee

An Acquirer must not impose an Access Fee on a domestic Manual Cash Disbursement unless applicable laws or regulations expressly require that the Acquirer be permitted to assess an Access Fee.

This does not apply:

- In the AP Region, to Acquirers in Australia and Thailand

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- In the Canada Region
- In the LAC Region, to Acquirers in Puerto Rico
- In the US Region

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

- Disclose to the Cardholder the Access Fee before it is assessed and provide the Cardholder the opportunity to cancel the Manual Cash Disbursement
- Assess the Access Fee as a fixed and flat fee
- Assess the same Access Fee on all Visa products, regardless of Issuer
- Not assess an Access Fee on a Manual Cash Disbursement conducted with a Card issued in the Visa Europe Territory (unless applicable laws and regulations expressly require that the Acquirer be permitted to assess an Access Fee)
- In the Canada Region and US Region, not assess an Access Fee on a Manual Cash Disbursement conducted with a domestic Visa Prepaid Card
- Include the Cash Disbursement and Access Fee amounts in the same Clearing Record and identify the Access Fee separately

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#### 5.9.1.5 Cash-Back Requirements (Updated)

In addition to requirements in Table 5-14, "Country-Specific Cash-Back Requirements," a Cash-Back Transaction must comply with all of the following:

- Be authorized Online and completed as a domestic purchase Transaction in a Face-to-Face Environment
- Uniquely identify the Cash-Back portion of the Transaction amount
- Be processed in the Merchant's local currency
- Be conducted using the Cardholder signature, PIN, or Consumer Device Cardholder Verification Method

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

## Visa Product and Service Rules

Acceptance

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

**Table 5-14: Country-Specific Cash-Back Requirements**

Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
Australia	Must be available	USD 998 (or local currency equivalent)	Only debit Chip Cards	<ul style="list-style-type: none"> <li>• Must contain a PIN<sup>1</sup></li> <li>• Must not be a Fallback Transaction</li> </ul>	Not applicable
<b>Effective 17 April 2016</b> Canada	Not allowed	USD 200 (or local currency equivalent)	Reloadable Chip Cards	Must contain a PIN	Must participate in Partial Authorization
India	Must be available	Cash-Back disbursements must not exceed the daily Cash-Back limit per Card specified by the Reserve Bank of India	Only products permitted by the Reserve Bank of India	Not applicable	Not applicable
South Africa	Allowed	Cash-Back Transaction amount must not exceed ZAR 1,500	Debit Card, Prepaid Card, or Credit	Must contain a PIN	Not applicable
US Region	Must be available <sup>2</sup>	USD 200	Visa debit product or a Visa Prepaid Card	Must contain a PIN	Must participate in Partial Authorization
Other countries (only with Visa permission)	Not allowed	USD 200 (or local currency equivalent)	As agreed with Visa	Not applicable	Not applicable

<sup>1</sup> **Effective through 30 April 2019**

Except Transactions authorized through Stand-In Processing

<sup>2</sup> Except as specified in Section 4.11.12.4, "Visa Prepaid Card Cash Access Restrictions For Employee Benefit Programs – US Region"

### 5.9.1.6 Processing of Quasi-Cash Transactions

For a Quasi-Cash Transaction, a Merchant must comply with all of the following:

- Not accept a Mobile Payment Device or a Visa Micro Tag for a Quasi-Cash Transaction
- Process a Quasi-Cash Transaction as a purchase and not as a Cash Disbursement<sup>1</sup>
- In the US Region or a US Territory, not add a service fee or commission to the Transaction if the Merchant assesses a US Credit Card Surcharge or Service Fee on the Transaction

<sup>1</sup> Except in South Africa

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### 5.9.1.7 Processing of the Sale of Travelers Cheques and Foreign Currency

A financial institution with authority to make Cash Disbursements that sells or disburses cheques or foreign currency may process the Transaction as either a:

- Quasi-Cash Transaction
- Cash Disbursement

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

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### 5.9.1.8 Scrip Transaction Acquirer Requirements – CEMEA Region

An Acquirer in sub-Saharan Africa<sup>1</sup> must ensure all of the following:

- That a Scrip Transaction complies with all of the following:
  - Is processed as a purchase Transaction
  - Is authorized
  - Is for a maximum amount of USD 100 (or local currency equivalent)
  - Includes the quasi-cash indicator in the Authorization and Clearing records
  - If processed as an Unattended Transaction:
    - Includes MCC 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
    - Uses PIN Verification
- That, if a Scrip receipt can be redeemed for cash, a Merchant both:

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- Records Cardholder identification
- Only redeems Scrip receipts for Transactions completed by that Merchant
- That a Merchant displays a notification at the Point-of-Transaction stating that an Issuer may charge additional fees for a Transaction representing the sale of Scrip

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

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### 5.9.1.9 Wire Transfer Money Order Merchant Disclosures

A Wire Transfer Money Order Merchant that disburses checks or money orders must both:

- Advise the Cardholder that the Merchant accepting the Card is the wire transfer company, not the payee. The check or money order must be payable to the party cashing the check or money order.
- Disclose any fee to the Cardholder and include it on the Transaction Receipt

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### 5.9.1.10 Wire Transfer Money Order Requirements and Restrictions – US Region

In the US Region, unless a Cardholder authorizes a Wire Transfer Money Order Merchant to process a Wire Transfer Money Order electronically, a Wire Transfer Money Order must be a written negotiable instrument that complies with all of the following:

- Is signed by the maker or drawer
- Is payable on demand
- Is payable to order or to bearer
- Unless otherwise specified, contains all of the following:
  - Federal Reserve routing symbol
  - Suffix of the institutional identifier of the paying bank or nonbank payor
  - Name, city, and state of the paying bank associated with the routing number

The Wire Transfer Money Order Merchant must comply with all of the following:

- In advertising and marketing materials associated with a money order purchase, both:
  - Specify that the Transaction involves the purchase of a money order

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- Clearly identify the Wire Transfer Money Order Merchant as the Merchant completing the Transaction
- Not use the Visa-Owned Marks to imply that a Cardholder may use a Card to either:
  - Pay for goods or services at the Merchant Outlet
  - Satisfy an outstanding debt to the Merchant
- Disclose both of the following to the Cardholder in writing (or, for a telephone order, verbally):
  - The name of the Wire Transfer Money Order Merchant accepting the Card
  - That the Transaction is the purchase of a check or money order and that any subsequent Transaction with the third-party merchant is the same as a transaction made with cash
- Not include more than one Wire Transfer Money Order Transaction on a single check or money order
- Not complete a Wire Transfer Money Order Transaction if the funds are obtained to purchase goods or services at a third-party merchant outlet under the terms of the agreement between the Wire Transfer Money Order Merchant and third-party merchant. This does not apply to agreements involving any of the following:
  - Casino or other gambling establishment
  - Check-cashing outlet
  - Truck stop offering cash access services

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#### 5.9.1.11 Point-of-Sale Balance Inquiry and Point-of-Sale Balance Return Service – Acquirer Participation Requirements

An Acquirer that participates in the Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return Service must complete systems testing with Visa.

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

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#### 5.9.1.12 Visa Prepaid Load Service and Visa ReadyLink – Acquirer Requirements for Prepaid Loads

An Acquirer that participates in Load Transaction processing through the Visa Prepaid Load Service or, in the US Region, through Visa ReadyLink, must do all of the following:

- Establish a new BIN or designate an existing BIN for Load Transactions

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- Complete systems testing to validate load capabilities before processing Load Transactions
- Register Prepaid Partners with Visa and agree to allow Visa and Issuers to publicize the names and locations of all Load Transaction Prepaid Partners
- Accept Load Transactions only from Merchant Prepaid Partner locations covered in a Merchant Agreement governing Load Transactions
- Ensure that Prepaid Partners do not originate a Load Transaction Reversal
- Only process a Load Transaction Reversal when the Acquirer is unable to return an Authorization Response to the Prepaid Partner
- Implement daily reconciliation processes with Prepaid Partners to ensure that funds for settlement are maintained at appropriate levels
- Settle with Prepaid Partners for Load Transactions
- Require Prepaid Partners to establish and maintain procedures to support servicing of Visa Prepaid Cardholders by their Issuers
- Establish procedures for the resolution of processing errors and disputes and fraud mitigation
- In the US Region, process a Load Transaction through the Single Message System

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### 5.9.1.13 Visa Prepaid Load Transactions at ATMs

For a Visa ATM Load Transaction, an Acquirer must do all of the following:

- Display the Visa ReadyLink Mark on all participating ATMs
- Accept Load Transactions on all Visa ReadyLink BINs
- If assessing an ATM Access Fee on a Visa ReadyLink Load Transaction, disclose the fee on the ATM screen and allow the Cardholder to cancel the Transaction
- Support the ability to accept cash through a bulk note acceptor
- Provide a Transaction Receipt indicating the Load Transaction amount, any ATM Access Fee assessed, and the account balance (if provided by the authorizing Issuer)
- Maintain Transaction records for a minimum of 2 years

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##### 5.9.1.14 Visa Prepaid Card Compromise

A Merchant that sells Visa Prepaid Cards must not sell a Visa Prepaid Card if there is evidence of potential Card compromise, such as tampered packaging. The Merchant must retain the Card and follow recovered Card requirements.

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##### 5.9.2 Chip

###### 5.9.2.1 Chip Transaction Acquirer Data Requirements

An Acquirer that processes a Chip-initiated Transaction must support Full-Chip Data processing via its host system<sup>1</sup> and process VIS and Common Core Definitions Chip Cards, or disable Chip functionality in all Chip-Reading Devices connected to its host system.

<sup>1</sup> In Australia and New Zealand, an Acquirer must certify its host system's support of Full-Chip Data.

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###### 5.9.2.2 Acquirer Liability for Fallback Transactions (Updated)

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

- The Card is a Chip Card containing a Visa and Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application.
- Either:
  - Transaction is not authorized by the Issuer or the Issuer's agent
  - Transaction is authorized by the Issuer or the Issuer's agent, and the appropriate values identifying the Transaction as a Fallback Transaction are not included within the related Authorization Message
- Effective through 15 April 2016**  
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.

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### 5.9.2.3 Global Chip Fallback Monitoring Program Criteria

An Acquirer that meets or exceeds all of the monthly performance activity levels for international Chip-initiated Transactions will be placed in the Global Chip Fallback Monitoring Program.

Visa may both:

- Modify or create new monthly performance levels
- Apply the program to Domestic Transactions

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### 5.9.2.4 EMV Liability Shift – Acquirer Liability for Account Generated Counterfeit Fraud

An Acquirer is liable for counterfeit Transactions completed in a Card-Present Environment if all of the following:

- The Transaction did not take place at a Chip-Reading Device.
- The Account Number was not resident on the Issuer's Master File on the Transaction Date.
- All valid Cards bearing Account Numbers within the same account range as the Counterfeit Card are Chip Cards containing a Visa or Visa Electron Smart Payment Application.
- The Transaction was below Merchant's Floor Limit and did not receive Authorization.
- The Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Compliance filing and was on the Exception File for a total period of at least 30 calendar days from the date of listing.

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### 5.9.2.5 EMV Liability Shift – Acquirer Liability for Card-Present Counterfeit Chip Card Transactions

Counterfeit Card Transactions completed in a Card-Present Environment are the liability of the Acquirer if both:

- The Card is a Chip Card containing a Visa or Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application.
- Either:
  - The Transaction does not take place at a Chip-Reading Device and is not a Fallback Transaction completed following correct acceptance procedures.
  - The Transaction is Chip-initiated and the Acquirer does not transmit the Full-Chip Data to Visa.

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The requirements in this section apply to qualifying Transactions, as specified in Section 1.11.1.3, "EMV Liability Shift Participation."

This section does not apply if the Authorization record indicates that CVV verification was not performed or that the CVV failed verification.

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#### 5.9.2.6 EMV Liability Shift – Acquirer Liability for Non-Counterfeit Card-Present Fraudulent Transactions (Updated)

Non-Counterfeit Card fraudulent Transactions completed in a Card-Present Environment are the liability of the Acquirer if either:

- For a Chip-initiated Transaction without Online PIN, the Acquirer does not transmit the Full-Chip Data to Visa.
- All of the following:
  - The Transaction takes place at an Acceptance Device that is not EMV PIN-Compliant.
  - The Card is a PIN-Preferring Chip Card.
  - PIN Verification was not performed.

This section applies to qualifying Transactions, as specified in Section 1.11.1.3, "EMV Liability Shift Participation."

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

In the AP Region, an India Acquirer must comply with all of the following:

- Certify with Visa that its host system supports Chip data and the acceptance of EMV Chip Cards
- Only use or support an EMV-Compliant Acceptance Device with the chip functionality activated
- Deploy and activate PIN pads

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#### 5.9.2.8 Acquirer Liability for Chip Transactions in Card-Present Environment – Canada Region

A Canada Acquirer will be liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when all of the following are true:

- Transaction does not take place at a Compliant Chip Card Reading Device with a PIN-entry device that supports plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs
- Card is a Compliant Chip Card
- Transaction is reported as a fraudulent Transaction using one of the following fraud type codes:
  - 0 (lost)
  - 1 (stolen)
  - 2 (Card not received as issued [NRI])
  - 4 (Issuer-reported counterfeit)
- Account Number is listed on the Card Recovery Bulletin with an Exception File Pick-up of 04, 07, 41, or 43 on the Processing Date of the Chargeback, and is on the Exception File for a total period of at least 60 calendar days from the date of listing

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### 5.9.2.9 Chip Transaction Processing Requirements – US Region

In the US Region, a transaction initiated with a Visa-owned Application Identifier must be processed as a Visa Transaction, a Visa Electron Transaction, an Interlink transaction, or a Plus transaction, as applicable.

This does not apply to transactions from US Covered Visa Debit Cards initiated with the Visa US Common Debit Application Identifier, a Plus-enabled ATM-only Proprietary Card, or an Interlink-enabled Proprietary Card.

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### 5.9.3 Electronic Commerce

#### 5.9.3.1 Merchant Website Requirements (Updated)

An Electronic Commerce Merchant website must contain all of the following:

- Customer service contact, including email address or telephone number
- The address, including the country, of the Merchant's or Sponsored Merchant's Permanent Establishment,<sup>1,2</sup> 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
- Policy for delivery of multiple shipments

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#### Specific Acceptance Environments and Procedures

- Security capabilities and policy for transmission of payment card details
- Return/refund policies, cancellation policies, and other purchase terms and conditions, as follows:
  - Either of the following:
    - In the sequence of final pages before checkout, a "click-to-accept" or other acknowledgement button, checkbox, or location for an Electronic Signature
    - On the checkout screen near the "submit" button
  - Not solely a link to a separate page
- In addition, on an Online Gambling Merchant's homepage or payment page, all of the following:
  - The statement "Internet gambling may be illegal in the jurisdiction in which you are located; if so, you are not authorized to use your payment card to complete this transaction."
  - A statement of the Cardholder's responsibility to know the laws concerning online gambling in the Cardholder's country
  - A statement prohibiting the participation of minors
  - A complete description of the rules of play, cancellation policies, and pay-out policies
  - A statement recommending that the Cardholder retain a copy of Transaction records and Merchant policies and rules
  - An Acquirer numeric identifier specified by Visa

<sup>1</sup> A Merchant or Sponsored Merchant that primarily operates from a personal residence must include the city, state/province, and country of its Permanent Establishment, but is not required to provide the residence address.

<sup>2</sup> A travel agency acting on behalf of another Merchant must display the location of the travel agency. If an Airline ticket is sold by a travel agency, the Transaction Country is the country in which the travel agency is located.

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### 5.9.3.2 Electronic Commerce Account Number Security

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

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### 5.9.3.3 Acquirer Support of Verified by Visa

An Acquirer must comply with all of the following:

- Notify its Electronic Commerce Merchant of the availability of Verified by Visa
- Provide Verified by Visa to its Electronic Commerce Merchant as requested
- And, as applicable:

Table 5-15: Acquirer Support of Verified by Visa by Region/Country – Requirements

Region/ Country	Requirement
Australia	<p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa or an equivalent Visa-approved authentication method if the Merchant exceeds one of the following fraud thresholds in any quarter:</p> <ul style="list-style-type: none"> <li>• The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 25,000 and exceeds 0.25% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> <li>• The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 250,000 and exceeds 0.025% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> </ul> <p>If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery.</p>
New Zealand	<p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa or an equivalent Visa-approved authentication method, if either of the following:</p> <ul style="list-style-type: none"> <li>• The Merchant exceeds USD 10,000 in Visa Transaction volume in any quarter and is assigned one of the following MCCs: <ul style="list-style-type: none"> <li>– MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services)</li> <li>– MCC 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)</li> <li>– MCC 5732 (Electronics Stores)</li> <li>– MCC 5734 (Computer Software Stores)</li> <li>– MCC 5941 (Sporting Goods Stores)</li> <li>– MCC 5944 (Jewelry Stores, Watches, Clocks, and Silverware Stores)</li> <li>– MCC 5947(Gift, Card, Novelty and Souvenir Shops)</li> <li>– MCC 6300 (Insurance Sales, Underwriting, and Premiums)</li> <li>– MCC 7399 (Business Service [Not Elsewhere Classified])</li> <li>– MCC 9399 (Government Services [Not Elsewhere Classified])</li> </ul> </li> <li>• The Merchant exceeds one of the following fraud thresholds in any quarter: <ul style="list-style-type: none"> <li>– The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 25,000 and exceeds 0.25% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> <li>– The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 250,000 and exceeds 0.025% of the Merchant's overall Visa electronic commerce Transaction volume.</li> </ul> </li> </ul>

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Region/ Country	Requirement
	If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery.
India	<ul style="list-style-type: none"><li>Ensure that its electronic commerce Merchant processes Electronic Commerce Transactions using Verified by Visa</li><li>Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa</li></ul>
CEMEA Region	Process Electronic Commerce Transactions using Verified by Visa
Nigeria	Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa

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#### 5.9.3.4 Electronic Commerce Acquiring Qualifications – AP Region

Before acquiring an Electronic Commerce Merchant, an AP Acquirer must register with Visa and either:

- Be financially sound (as determined by Visa) and either:
  - Have minimum Tier 1 capital of USD 250 million
  - Post collateral equivalent to 10% of the difference between the Member's Tier 1 capital and USD 250 million
- Post collateral of USD 25 million in addition to any other risk control measures required by Visa

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#### 5.9.3.5 Verified by Visa Chargeback Protection Limitations – US Region (Updated)

A US Acquirer must notify its Verified by Visa Merchant that its Electronic Commerce Transactions are not eligible for Chargeback protection from Chargeback reason codes 75 (Transaction Not Recognized) and 83 (Fraud-Card-Absent Environment)<sup>1</sup> if either:

- The Merchant is classified with one of the following MCCs:
  - MCC 4829 (Wire Transfer Money Orders)
  - MCC 5967 (Direct Marketing – Inbound Teleservices Merchant)
  - MCC 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)

- MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- **Effective through 31 December 2015**  
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 either program.
- **Effective 1 January 2016**  
The Merchant has been identified in the Visa Chargeback Monitoring Program or the Visa Fraud Monitoring Program. The Acquirer must notify the Merchant that it remains ineligible while it is in either program, and for an additional 4 months after exiting the program. This condition also applies if the Merchant enabled Verified by Visa while identified in either program.

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, Dispute condition 10.3: Other Fraud

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#### 5.9.3.6 Online Gambling Merchant Requirements

An Online Gambling Merchant must both:

- Have a valid license or other appropriate authority to operate its website
- Identify an Online Gambling Transaction with both:
  - MCC 7995 (Betting), even when gambling services are not the Merchant's primary business
  - The Quasi-Cash/Online Gambling Transaction indicator

If a Member, Merchant, Payment Facilitator, or Sponsored Merchant is unable to distinguish an Online Gambling Transaction from other Transactions, it must both:

- Identify all Transactions as Online Gambling Transactions
- Inform the Cardholder that Transactions may be identified on the billing statement as gambling Transactions

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#### 5.9.3.7 Use of Funds Transfer for Online Gambling

If a funds transfer to an individual is to be used for an Online Gambling Transaction, an Acquirer must identify the funds transfer Transaction as an Online Gambling Transaction.

The Acquirer must have processes to identify and eliminate abuse by an individual, funds transfer Merchant, or Online Gambling Merchant that attempts to circumvent proper Transaction identification.

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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.

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#### 5.9.3.8 Disbursement of Gambling Winnings to a Cardholder (Updated)

A gambling Merchant must not deposit a Credit Transaction to disburse gambling winnings to a Cardholder except for an Original Credit Transaction.

If a gambling Merchant uses an Original Credit Transaction to disburse gambling winnings to a Cardholder, it must ensure that both the:

- Original Credit Transaction is processed to the same Account Number that was used to place the winning wager
- Transaction representing the winning wager was lawfully made, properly identified, and processed according to the Visa Rules

**Effective 16 April 2016**

In the US Region, gambling winnings disbursed to a Visa Prepaid Card are not required to be issued to the same Account Number that initiated the wager, but must:

- Be submitted by a gambling Merchant authorized by the Issuer to disburse winnings via a program that has been approved by Visa
- Be transmitted to the Issuer using a funding mechanism approved by Visa
- Represent a Transaction for the winning wager that was lawfully made, properly identified, and processed according to Visa Rules

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#### 5.9.4 Mail/Phone Order Transactions

##### 5.9.4.1 Disclosure of Mail/Phone Order Merchant Outlet Country

A Mail/Phone Order Merchant must disclose the Merchant Outlet country when presenting payment options to a Cardholder.

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### 5.9.4.2 Mail/Phone Order Merchant Acceptance Requirements – US Region

A US Mail/Phone Order Merchant must both:

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

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### 5.9.5 Aggregated Transactions

#### 5.9.5.1 Aggregated Transaction Merchant Requirements

Only the following Merchants may process an Aggregated Transaction:

- Electronic Commerce Merchants
- Merchants assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)

An Aggregated Transaction must comply with all of the following:

- Consist only of purchases made from a single Merchant with a single trading name
- Consist only of purchases made using the same Account Number
- Not include purchases made more than 7 calendar days apart or, in the US Region, more than 3 calendar days apart
- Not exceed USD 25 (or local currency equivalent) or, in the US Region, USD 15

For an Aggregated Transaction, a Merchant must do all of the following:

- Before a Cardholder's first purchase, inform the Cardholder of all of the following:
  - That Transaction aggregation may occur
  - The Transaction aggregation terms, including the maximum number of calendar days and Transaction value

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- In the US Region, for an electronic commerce Transaction, that the Issuer may hold available funds of up to USD 15 for 3 calendar days
- How to obtain details of the aggregated purchases
- Make individual purchase information and Aggregated Transaction information available to a Cardholder for at least 120 days after the processing date of the Aggregated Transaction
- In the US Region, both:
  - Be able to process a Partial Authorization
  - For an electronic commerce Transaction, obtain an Authorization of no more than USD 15 at the start of each aggregation session

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## 5.9.6 T&E and Rental Transactions

### 5.9.6.1 International Airline Program Participation Requirements (Updated)

Before entering into a Merchant Agreement with an International Airline, an Acquirer must both:

- Meet Visa capitalization and reserve requirements
- Obtain approval of its business plan from Visa
- Ensure that the Airline sells tickets directly in its own name in 2 or more countries, operates scheduled flights between 2 or more countries, or both

An Acquirer must notify Visa if it acquires an Airline Merchant Outlet that is in a country not specified in the business plan.

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### 5.9.6.2 Merchant Requirements for Guaranteed Reservations (Updated)

If a Merchant accepts a Guaranteed Reservation, the Merchant must do all of the following:

- Be one of the following Merchant types:
  - Lodging
  - Car rental
  - Aircraft rental
  - Bicycle rental
  - Boat rental

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- Equipment rental
- Motor home rental
- Motorcycle rental
- Truck and trailer rental
- Trailer park or campground
- Provide disclosure of reservation conditions to the Cardholder at the time of the reservation. If the reservation was made by telephone, the Merchant must send to the Cardholder a written reservation confirmation containing all required disclosures within 24 hours of the reservation.
- Provide to the Cardholder a period of at least 24 hours after delivery of the reservation confirmation to cancel the reservation without penalty
- Hold the reservation for at least 24 hours after the agreed start time unless the Cardholder cancels the reservation by the time specified in the Merchant's cancellation policy
- If the Cardholder claims the reservation within 24 hours of the agreed start time, and the Merchant has failed to hold the reservation, provide at no cost to the Cardholder comparable accommodation, merchandise, or services, and pay for associated costs, or as otherwise agreed by the Cardholder, until the reserved accommodation, merchandise, or services become available
- Process a No-Show Transaction only if the Cardholder has not properly canceled the reservation according to the disclosed and agreed cancellation policy and has not claimed the reservation

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**5.9.6.3 Conditions for Assessing Amended Amounts or Delayed Charges (Updated)**

A Merchant may process a Transaction evidencing an amended amount or delayed charge, only as follows:

**Table 5-16: Conditions for Amended Amounts and Delayed Charges**

	<b>Amended Amounts</b>	<b>Delayed Charges for Loss, Theft, or Damage<sup>1</sup></b>	<b>All Other Delayed Charges</b>
Eligible Merchant types	<ul style="list-style-type: none"> <li>• Aircraft rental</li> <li>• Bicycle rental</li> <li>• Boat rental</li> <li>• Car rental</li> <li>• Cruise line</li> <li>• Equipment rental</li> <li>• Lodging</li> </ul>		

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	<b>Amended Amounts</b>	<b>Delayed Charges for Loss, Theft, or Damage<sup>1</sup></b>	<b>All Other Delayed Charges</b>
	<ul style="list-style-type: none"> <li>• Motor home rental</li> <li>• Motorcycle rental</li> <li>• Trailer parks and campgrounds</li> <li>• Truck and trailer rental</li> </ul>		
The charge must:	<p>Be directly related to both of the following:</p> <ul style="list-style-type: none"> <li>• The merchandise or services provided by the Merchant to the Cardholder (for example: for a Car Rental Merchant, insurance or rental fees)</li> <li>• A Transaction in which the Cardholder participated</li> </ul>	<p>Comply with all of the following:</p> <ul style="list-style-type: none"> <li>• Be directly related to the merchandise or services provided by the Merchant to the Cardholder during the rental period</li> <li>• Be the actual cost for replacement/repair of damage to the Merchant's property or for an insurance deductible, whichever is less</li> <li>• If a prepayment, not be used to pay for damage, theft, or loss of use</li> </ul>	<p>Be directly related to both of the following:</p> <ul style="list-style-type: none"> <li>• The merchandise or services provided by the Merchant to the Cardholder (for example: for a Car Rental Merchant, tolls or parking tickets)</li> <li>• A Transaction in which the Cardholder participated</li> </ul>
To support the charge, the Merchant must provide to the Cardholder:	The amended Transaction Receipt	<p>Within 10 business days of the rental return, check-out, or disembarkation date, and before processing any additional Transaction, documentation that does all of the following:</p> <ul style="list-style-type: none"> <li>• Explains the charge and connects the charge to the Cardholder's use of the merchandise or services during the rental period</li> <li>• Includes<sup>2</sup> any accident, police, or insurance report</li> </ul>	<p>Both of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Receipt for the delayed charge</li> <li>• An explanation of the charge</li> </ul>

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	Amended Amounts	Delayed Charges for Loss, Theft, or Damage <sup>1</sup>	All Other Delayed Charges
		<ul style="list-style-type: none"> <li>• For damage to a rental car or truck, provides at least 2 quotes from entities that are legally permitted to perform repairs</li> <li>• Specifies the portion of the loss, theft, or damage that will be paid by insurance and the reason that the Cardholder is liable for the amount claimed</li> <li>• Informs the Cardholder that payment for loss, theft, or damage with the Cardholder's Visa Card is optional and not a required or default payment option</li> </ul>	
The Cardholder must expressly approve the charge before the Merchant processes the Transaction:	No, unless required by applicable laws or regulations	Yes. The Cardholder must expressly agree in writing to pay the specific charges after the loss, theft, or damage has occurred and after receiving all required disclosures and amounts from the Merchant.	No
The Merchant must process the charge within:	24 hours of check-out or rental return	90 calendar days of the rental return, check-out, or disembarkation date	

<sup>1</sup> Requirements for Car Rental Merchants in the Visa Europe Territory are specified in Section 5.9.6.4, "Charges for Damages – Visa Europe Car Rental Merchant Requirements."

<sup>2</sup> Required for Transactions involving car or truck rental. For all other Merchants, as applicable

#### 5.9.6.4 Charges for Damages – Visa Europe Car Rental Merchant Requirements (Updated)

The following provisions apply to Transactions involving a Car Rental Merchant in the Visa Europe Territory.

A Car Rental Merchant must do all of the following:

- Advise a Cardholder at the time of the reservation that a confirmation receipt confirming the mutually agreed condition of the returned vehicle will be available upon return of the rented vehicle. If the Cardholder returns the vehicle using an express drop-off facility, the Car Rental Merchant must send the written confirmation receipt to the Cardholder within 5 business days of the return date of the rented vehicle.
- Provide the Cardholder written confirmation of the Cardholder's decision whether to request a confirmation receipt as part of the reservation confirmation
- Upon return of the rented vehicle, provide the Cardholder with written confirmation of any visible damage to the vehicle. If there is no visible damage, this must be clearly stated on the written confirmation and the Car Rental Merchant must not process a Transaction for any visible damage.
- Advise the Cardholder to retain the confirmation receipt in case of a dispute

When a Car Rental Merchant initiates a delayed or amended charge Transaction for charges relating to damage to a rented vehicle, the Merchant must provide to the Acquirer 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 had given 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 the Cardholder's signature on either the:
  - Same page as, and close to, the description of the charges that may be covered by the delayed or amended charge Transaction
  - Agreement, and the Cardholder's initials on each page of the agreement if the Cardholder's signature is not on the same page as the description of the charges that may be covered by the delayed or amended charge Transaction
- Any other documentation demonstrating the Cardholder's liability for the damage
- A copy of the insurance policy of the Car Rental Merchant, if the Car Rental Merchant 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
- Documentation showing the Cardholder's consent to pay for damages with a Visa Card

Before processing a delayed or amended charge Transaction relating to damages, the Car Rental Merchant must both:

- Provide written confirmation, within 10 business days of the return date of the rented vehicle, containing the:
  - Details of the damage
  - Cost of the damage
  - Currency in which the cost of the damage will be charged to the Cardholder
- Wait 10 business days for the Cardholder to provide, at no cost to the Car Rental Merchant, written confirmation of an alternative estimate for the cost of the damage

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### 5.9.7 Dynamic Currency Conversion

#### 5.9.7.1 Dynamic Currency Conversion (DCC) – Acquirer Requirements

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

- Comply with the Dynamic Currency Conversion registration and certification requirements specified in the *International Transactions Guide*
- Ensure that each Merchant Outlet conducting Dynamic Currency Conversion complies with the Visa Rules and *International Transactions Guide*

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#### 5.9.7.2 Dynamic Currency Conversion (DCC) – Written Disclosure Requirement

An Acquirer must ensure that, before initiating a Dynamic Currency Conversion Transaction, its Merchant complies with all of the following Dynamic Currency Conversion Cardholder written disclosure requirements in all acceptance environments, with the exception of telephone order Transactions, as specified in the *International Transactions Guide*:

- Currency symbol of the Merchant's local currency
- Transaction amount of the goods or services purchased in the Merchant's local currency
- Exchange rate used to determine the Transaction amount
- Any currency conversion commission, fees, or markup on the exchange rate over a wholesale rate or government-mandated rate
- Currency symbol of the proposed Transaction Currency

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- Total Transaction amount charged by the Merchant in the proposed Transaction Currency

For telephone order Transactions, a Merchant must verbally notify the Cardholder of all the information listed above before initiating a Dynamic Currency Conversion Transaction.

Additional written disclosure requirements for Lodging Merchants and Car Rental Merchants are specified in Section 5.9.7.5, "Dynamic Currency Conversion (DCC) – Additional Requirements for Lodging Merchants and Car Rental Merchants."

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#### 5.9.7.3 Dynamic Currency Conversion (DCC) – Cardholder Billing Currency

An Acquirer must ensure that if its Merchant offers Dynamic Currency Conversion, it is offered in the Cardholder Billing Currency.

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#### 5.9.7.4 Dynamic Currency Conversion (DCC) – Merchant Requirements (Updated)

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

- Be registered with Visa and use a solution that has been certified by Visa as compliant with the Visa Rules, as specified in the *International Transactions Guide*
- Inform the Cardholder that DCC is optional
- Offer DCC in the Cardholder Billing Currency
- Not impose any additional requirements on the Cardholder to have the Transaction processed in the local currency
- Not use any language or procedures that may cause the Cardholder to choose DCC by default
- Not misrepresent, either explicitly or implicitly, that its DCC service is a Visa service
- Not convert a Transaction amount in the local currency that has been approved by the Cardholder into an amount in the Cardholder's billing currency after the Transaction has been completed but not yet entered into Interchange
- Ensure that the Cardholder expressly agrees to a DCC Transaction, as specified in Section 5.10.3.3, "Required Transaction Receipt Content for Specific Transaction Types"
- In the US Region or a US Territory, include the US Credit Card Surcharge amount, if assessed, in the conversion
- In Australia, include any Surcharge amount, if assessed, in the conversion

If an Electronic Commerce Merchant uses a Cardholder's Account Number to determine eligibility to convert the purchase amount from the Merchant's currency to the Cardholder Billing Currency it must comply with all requirements relating to a DCC Transaction.

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#### 5.9.7.5 Dynamic Currency Conversion (DCC) – Additional Requirements for Lodging Merchants and Car Rental Merchants (Updated)

Before initiating Dynamic Currency Conversion for a priority check-out Transaction or an express-return Transaction, a Lodging Merchant or Car Rental Merchant must complete a written agreement with the Cardholder that specifies all of the following:

- That the Cardholder has agreed that Dynamic Currency Conversion will take place
- That the Cardholder has been offered a choice of currencies for payment, including the Merchant's local currency
- The specific Transaction Currency agreed by the Cardholder and Merchant
- That the Cardholder expressly agrees to DCC by marking an "accept" box on the written agreement
- Any currency conversion commission, fees, or markup on the exchange rate over a wholesale rate or government-mandated rate
- That the exchange rate will be determined by the Merchant at a later time, without additional consultation with the Cardholder
- That Dynamic Currency Conversion is conducted by the Merchant

The Merchant must disclose to the Cardholder all of the Transaction Receipt requirements specified in Section 5.10.3.3, "Required Transaction Receipt Content for Specific Transaction Types."

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#### 5.9.7.6 Dynamic Currency Conversion (DCC) – Mail Order Requirements (Updated)

Before initiating Dynamic Currency Conversion for a mail order Transaction, a Merchant must include all of the following information on the mail order form:

- That the Cardholder has been offered a choice of currencies for payment, including the Merchant's local currency
- The specific Transaction Currency agreed by the Cardholder and Merchant
- That the Cardholder expressly agrees to DCC by marking an "accept" box on the mail order form
- Any currency conversion commission, fees, or markup on the exchange rate over a wholesale rate or government-mandated rate

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- That the exchange rate will be determined by the Merchant on the date that the Transaction is processed, without additional consultation with the Cardholder
- That Dynamic Currency Conversion is conducted by the Merchant

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#### 5.9.7.7 Multi-Currency Priced Transaction Requirements

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

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#### 5.9.8 Prepayments, Repeated Payments, and Deferred Payments

##### 5.9.8.1 Merchant Requirements for Prepayments and Repeated Payments (Updated)

A Merchant that processes partial and full prepayments, Installment Transactions, and Recurring Transactions must comply with all of the following requirements, as applicable:

Table 5-17: Merchant Requirements for Prepayments, Installment Transactions, and Recurring Transactions

	Prepayment (Partial)	Prepayment (Full)	Installment Transaction	Recurring Transaction
Eligible Purchases	Any	Any of the following: <ul style="list-style-type: none"><li>T&amp;E</li><li>Custom merchandise or services</li><li>In a Face-to-Face Environment, where not all items purchased in the Transaction are immediately available but will be shipped or provided at a later date</li></ul>	Any	Any

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	Prepayment (Partial)	Prepayment (Full)	Installment Transaction	Recurring Transaction
		<ul style="list-style-type: none"> <li>• Recreational services or activities related to tourism and travel</li> </ul>		
<b>Disclosure to Cardholder and Cardholder Consent</b>	<p>The Merchant must provide, and the Cardholder must consent to,<sup>1</sup> all of the following in writing at the time of the first or only partial prepayment:</p> <ul style="list-style-type: none"> <li>• Description of promised merchandise or services</li> <li>• Terms of service</li> <li>• Timing of delivery to Cardholder</li> <li>• Transaction amount</li> <li>• Total purchase price</li> <li>• Terms of final payment, including the amount and currency</li> <li>• Cancellation and refund policies</li> <li>• Date and time that any cancellation privileges expire without prepayment forfeiture</li> <li>• Any associated charges</li> </ul>	<p>The Merchant must provide, and the Cardholder must consent to,<sup>1</sup> all of the following in writing at the time of the full prepayment:</p> <ul style="list-style-type: none"> <li>• Description of promised merchandise or services</li> <li>• Terms of service</li> <li>• Timing of delivery to Cardholder</li> <li>• Transaction amount</li> <li>• Refund policies</li> <li>• Date and time that any refund privileges expire without prepayment forfeiture</li> <li>• Any associated charges</li> </ul>	<p>The Merchant must provide, and the Cardholder must consent to,<sup>1</sup> the merchandise or services and all of the following in writing at the time of the first Transaction:</p> <ul style="list-style-type: none"> <li>• Terms of service</li> <li>• Timing of delivery to Cardholder</li> <li>• Transaction amount</li> <li>• Total purchase price</li> <li>• Terms of future payments, including the dates, amounts, and currency</li> <li>• Cancellation and refund policies</li> <li>• Any associated charges, including shipping and handling charges and any applicable tax</li> </ul>	<p>The Cardholder must consent to<sup>1</sup> periodic charges for recurring merchandise or services at the time of the first Transaction. This permission must include at least all of the following, in writing, and must be provided to the Cardholder:</p> <ul style="list-style-type: none"> <li>• The Transaction amount, unless the Recurring Transactions are for varying amounts</li> <li>• The frequency of the recurring charges</li> <li>• The duration for which Cardholder permission is granted</li> <li>• Acknowledgment of the Merchant's cancellation and refund policies</li> </ul>

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	Prepayment (Partial)	Prepayment (Full)	Installment Transaction	Recurring Transaction
				<ul style="list-style-type: none"> <li>Where surcharging is permitted, acknowledgement of any surcharge assessed and the associated disclosures</li> </ul> <p>The Merchant must retain the Cardholder's permission for the duration of the recurring merchandise or services.</p>
<b>Amount</b>	A prepayment amount must be less than the cost of the merchandise or services purchased and must be applied to the total obligation.	The prepayment amount must be equal to the cost of the merchandise or services purchased.	An Installment Transaction amount must be less than the total price of the merchandise or services purchased (and may include interest charges, except in the US Region) and must be applied to the total obligation.	<p>A Recurring Transaction amount must not:</p> <ul style="list-style-type: none"> <li>Include partial payment for merchandise or services purchased in a single Transaction</li> <li>Include finance charges</li> </ul>
<b>Transaction Processing Requirements</b>	Zero Floor Limit for each Transaction. The amount authorized must be no more than the amount of the individual Transaction.	The Merchant must comply with all requirements applicable to the Transaction type.	Zero Floor Limit (Authorization required) for each Transaction. The amount authorized must be no more than the amount of the individual Transaction.	Zero Floor Limit (Authorization required) for each Transaction. The amount authorized must be no more than the amount of the individual Transaction.

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	Prepayment (Partial)	Prepayment (Full)	Installment Transaction	Recurring Transaction
	If an Authorization Request for a subsequent payment is declined, the Merchant must notify the Cardholder in writing and allow the Cardholder at least 7 days to pay by other means.		<p>If an Authorization Request for a subsequent payment is declined, the Merchant must notify the Cardholder in writing and allow the Cardholder at least 7 days to pay by other means.</p> <p>A Merchant must not process an initial Installment Transaction until the merchandise or services have been provided to the Cardholder and must not process individual Installment Transactions at intervals less than either:</p> <ul style="list-style-type: none"> <li>• 7 calendar days</li> <li>• In the US Region, the monthly anniversary of the shipment date</li> </ul>	

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	Prepayment (Partial)	Prepayment (Full)	Installment Transaction	Recurring Transaction
			Except as specified in the <i>Visa International Certificate of Incorporation and Bylaws</i> , Visa assumes no liability for an Installment Transaction processed more than 30 calendar days from the Authorization date.	
<b>Cancellation Procedure</b>	If the Cardholder cancels within the terms of the cancellation policy, the Merchant must provide to the Cardholder both of the following within 3 business days: <ul style="list-style-type: none"> <li>• Cancellation or refund confirmation in writing</li> <li>• Credit Transaction Receipt for the amount specified in the cancellation policy</li> </ul>		The Merchant must: <ul style="list-style-type: none"> <li>• Provide an online cancellation procedure if the Cardholder's request for merchandise or services was initially accepted online</li> <li>• Not complete a Recurring Transaction beyond the duration expressly authorized by the Cardholder or if it receives either a cancellation notice from the Cardholder or a Decline Response</li> </ul>	

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	Prepayment (Partial)	Prepayment (Full)	Installment Transaction	Recurring Transaction
<b>Retention of Payment</b>	If the Cardholder does not pay the balance and does not cancel within the terms of the cancellation policy, the Merchant may retain a partial prepayment only if the Merchant has disclosed on the Transaction Receipt that the prepayment is nonrefundable.	If the Cardholder does not cancel within the terms of the cancellation policy, the Merchant may retain a full prepayment only if the Merchant has disclosed on the Transaction Receipt that the prepayment is nonrefundable.	None	None
<b>Merchant Responsibility to Refund an Amount and Provide a Comparable Substitute</b>	The Merchant must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service.  If the Cardholder claims a reservation, and the Merchant has not held the reservation, the Merchant must provide at no additional cost to the Cardholder comparable merchandise or services and pay any associated costs for the remainder of the reserved time period, or as agreed between the Merchant and the Cardholder.	The Merchant must refund the full amount paid if the Merchant has not adhered to the terms of the sale or service.		

<sup>1</sup> Where required by applicable laws or regulations, the Merchant must also provide to the Cardholder a record of the Cardholder's consent.

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### 5.9.9 Visa Easy Payment Service (VEPS)

#### 5.9.9.1 Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria (Updated)

A Visa Easy Payment Service (VEPS) Transaction must meet all of the following requirements:

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**Table 5-18: VEPS Qualifying Criteria**

Transaction Element	Qualifying Criteria
Transaction Types	<p><b>Effective through 14 April 2016</b>  The Transaction must be a Face-to-Face Environment Transaction or one of the following:</p> <ul style="list-style-type: none"> <li>• In the AP Region, a domestic contactless Unattended Transaction</li> <li>• In the US Region, an Unattended Transaction for an amount less than or equal to USD 15</li> </ul> <p><b>Effective 15 April 2016</b>  The Transaction must be conducted in a Card-Present Environment  The Transaction must not be any of the following:</p> <ul style="list-style-type: none"> <li>• A Fallback Transaction</li> <li>• An Account Funding Transaction</li> <li>• <b>Effective 15 April 2016</b>  An ATM Cash Disbursement Transaction</li> <li>• A Cash-Back Transaction</li> <li>• A Manual Cash Disbursement</li> <li>• A Quasi-Cash Transaction</li> <li>• A Prepaid Load Transaction</li> <li>• A Transaction where Dynamic Currency Conversion is performed</li> </ul>
Cardholder Verification Method	Not required <sup>1</sup>
Transaction Amount	The Transaction amount (including taxes, if applicable, and surcharge, if permitted) must not exceed the limit specified in <a href="#">Section 5.9.9.2, "Visa Easy Payment Service (VEPS) Maximum Transaction Amounts."</a>
Prohibited MCCs	<p>The Transaction must not contain any of the following MCCs:</p> <ul style="list-style-type: none"> <li>• 5542 (Automated Fuel Dispensers)</li> <li>• 5965 (Direct Marketing – Combination Catalog and Retail Merchants)</li> <li>• 5969 (Direct Marketing/Direct Marketers [Not Elsewhere Classified])</li> <li>• 6011 (Automated Cash Disbursements)</li> <li>• 6012 (Financial Institutions – Merchandise and Services)</li> <li>• 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> <li>• 9405 (Intra-Government Purchases)</li> </ul>
Required MCCs	<p><b>Effective through 31 December 2016</b>  In the AP Region, a Japan Domestic Transaction that is not a Contactless Transaction must contain one of the following MCCs:</p>

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Transaction Element	Qualifying Criteria
	<ul style="list-style-type: none"> <li>4011 (Railroads)</li> <li>4112 (Passenger Railways)</li> <li>4784 (Tolls and Bridge Fees)</li> <li>5311 (Department Stores)</li> <li>5411 (Grocery Stores and Supermarkets)</li> <li>5499 (Miscellaneous Food Store – Convenience Stores and Specialty Markets)</li> <li>5541 (Filling Stations – Automotive Gasoline)</li> <li>5542 (Automated Fuel Dispensers)</li> <li>5983 (Fuel Dealers – Fuel Oil, Wood, Coal, and Liquefied Petroleum)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> <li>7832 (Motion Picture Theaters)</li> <li>7992 (Public Golf Courses)</li> <li>7996 (Amusement Parks, Circuses, Carnivals, and Fortune Tellers)</li> <li>7997 (Membership Clubs)</li> <li>7998 (Aquariums, Seaquariums, and Dolphinariums)</li> <li>7999 (Recreational Facilities [Not Elsewhere Classified])</li> </ul>
Transaction Processing Requirements	<p>The Transaction must both:</p> <ul style="list-style-type: none"> <li>Be authorized</li> <li>Contain POS Entry mode of 05, 07, 90, or 91</li> </ul>
<small><sup>1</sup> Effective through 15 April 2016</small> A VEPS Transaction may be subject to a Chargeback for non-counterfeit fraud under the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation."	

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### 5.9.9.2 Visa Easy Payment Service (VEPS) Maximum Transaction Amounts (Updated)

The following maximum Transaction amounts apply to VEPS Transactions:

**Table 5-19: VEPS Maximum Transaction Amounts**

Country	Contact Chip or Magnetic-Stripe	Contactless – International	Contactless – Domestic
AP Region			

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Country	Contact Chip or Magnetic-Stripe	Contactless – International	Contactless – Domestic
Australia	AUD 35	AUD 100	AUD 100
Brunei	USD 25 <sup>1</sup>	BND 100	BND 100
Hong Kong	<b>Effective through 14 April 2016</b> HKD 300 <b>Effective 15 April 2016</b> HKD 500	<b>Effective through 14 April 2016</b> HKD 300 <b>Effective 15 April 2016</b> HKD 1,000	HKD 1,000
India	INR 1,000	<b>Effective through 14 April 2016</b> INR 1,000 <b>Effective 15 April 2016</b> INR 2,000	<b>Effective through 14 April 2016</b> INR 1,000 <b>Effective 15 April 2016</b> INR 2,000
Indonesia	IDR 100,000 For Domestic Transactions, IDR 200,000	IDR 500,000	IDR 500,000
Japan	JPY 3,000 <b>Effective through 31 December 2016</b> For Domestic Transactions, JPY 30,000	JPY 10,000	JPY 10,000
Macau	<b>Effective through 14 April 2016</b> MOP 300 <b>Effective 15 April 2016</b> MOP 500	<b>Effective through 14 April 2016</b> MOP 300 <b>Effective 15 April 2016</b> MOP 1,000	<b>Effective through 14 April 2016</b> MOP 300 <b>Effective 15 April 2016</b> MOP 1,000
Malaysia	MYR 50	MYR 250	MYR 250
New Zealand	NZD 35	NZD 80	NZD 80

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Country	Contact Chip or Magnetic-Stripe	Contactless – International	Contactless – Domestic
People's Republic of China	<b>Effective through 14 April 2016</b> CNY 120 <b>Effective 15 April 2016</b> CNY 500	<b>Effective through 14 April 2016</b> CNY 120 <b>Effective 15 April 2016</b> CNY 500	CNY 500
Philippines	<b>Effective through 14 April 2016</b> PHP 750 <b>Effective 15 April 2016</b> PHP 2,000	PHP 2,000	PHP 2,000
South Korea	KRW 30,000	KRW 50,000	KRW 50,000
Singapore	SGD 45	SGD 100	SGD 100
Sri Lanka	LKR 300	LKR 300	LKR 300
Taiwan	TWD 800	<b>Effective through 14 April 2016</b> TWD 800 <b>Effective 15 April 2016</b> TWD 3,000	TWD 3,000
Thailand	THB 700	THB 1,500	THB 1,500
Vietnam	<b>Effective through 14 April 2016</b> VND 300,000 <b>Effective 15 April 2016</b> VND 1,000,000	<b>Effective through 14 April 2016</b> VND 300,000 <b>Effective 15 April 2016</b> VND 1,000,000	<b>Effective through 14 April 2016</b> VND 300,000 <b>Effective 15 April 2016</b> VND 1,000,000
Other AP countries	USD 25 <sup>1</sup>	USD 25 <sup>1</sup>	USD 25 <sup>1</sup>
<b>Canada Region</b>			
Canada	CAD 0	CAD 100	CAD 100
<b>CEMEA Region</b>			
Georgia	<b>Effective through 14 April 2016</b> GEL 45 <b>Effective 15 April 2016</b> GEL 50	<b>Effective through 14 April 2016</b> GEL 45 <b>Effective 15 April 2016</b> GEL 50	<b>Effective through 14 April 2016</b> GEL 45 <b>Effective 15 April 2016</b> GEL 50

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Country	Contact Chip or Magnetic-Stripe	Contactless – International	Contactless – Domestic
Lebanon	LBP 75,000	LBP 75,000	LBP 75,000
Pakistan	PKR 1,000	PKR 1,000	PKR 1,000
Russia	RUB 1,000	RUB 1,000	RUB 1,000
UAE	AED 300	AED 300	AED 300
Ukraine	<b>Effective through 14 April 2016</b> UAH 200 <b>Effective 15 April 2016</b> UAH 500	<b>Effective through 14 April 2016</b> UAH 200 <b>Effective 15 April 2016</b> UAH 500	<b>Effective through 14 April 2016</b> UAH 200 <b>Effective 15 April 2016</b> UAH 500
Other Commonwealth of Independent States (CIS), and South-East Europe (SEE) Countries	<b>Effective through 14 April 2016</b> USD 25 <b>Effective 15 April 2016</b> USD 30 <sup>1</sup>	<b>Effective through 14 April 2016</b> USD 25 <b>Effective 15 April 2016</b> USD 30 <sup>1</sup>	<b>Effective through 14 April 2016</b> USD 25 <b>Effective 15 April 2016</b> USD 30 <sup>1</sup>
Other CEMEA countries	USD 25 <sup>1</sup>	USD 25 <sup>1</sup>	USD 25 <sup>1</sup>
<b>Visa Europe</b>			
All countries (Unattended Transactions with MCC 4111, 4112, 4784, 4131, or 7523)	<b>Effective 15 April 2016</b> Contact Chip EUR 50 <sup>1</sup> Magnetic Stripe EUR 40 <sup>1</sup>	<b>Effective 15 April 2016</b> EUR 50 <sup>1</sup>	Not applicable
All countries (all other MCCs), unless listed below <sup>2</sup>	<b>Effective through 14 October 2016</b> USD 25 <sup>1</sup> <b>Effective 15 October 2016</b> EUR 20 <sup>1</sup>	EUR 20 <sup>1</sup>	Not applicable
Austria	<b>Effective 18 October 2015</b> EUR 25	<b>Effective 18 October 2015</b> EUR 25	Not applicable
Bulgaria	<b>Effective 18 October 2015</b> BGN 25	<b>Effective 18 October 2015</b> BGN 25	Not applicable
Croatia	<b>Effective 18 October 2015</b> HRK 100	<b>Effective 18 October 2015</b> HRK 100	Not applicable
Czech Republic	<b>Effective 18 October 2015</b>	<b>Effective 18 October 2015</b>	Not applicable

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Country	Contact Chip or Magnetic-Stripe	Contactless – International	Contactless – Domestic
	CZK 500	CZK 500	
Denmark	<b>Effective 18 October 2015</b> DKK 200	<b>Effective 18 October 2015</b> DKK 200	Not applicable
Finland	<b>Effective 18 October 2015</b> EUR 25	<b>Effective 18 October 2015</b> EUR 25	Not applicable
Germany	<b>Effective 18 October 2015</b> EUR 25	<b>Effective 18 October 2015</b> EUR 25	Not applicable
Greece	<b>Effective 18 October 2015</b> EUR 25	<b>Effective 18 October 2015</b> EUR 25	Not applicable
Hungary	<b>Effective 18 October 2015</b> HUF 5,000	<b>Effective 18 October 2015</b> HUF 5,000	Not applicable
Iceland	<b>Effective 18 October 2015</b> ISK 3,500	<b>Effective 18 October 2015</b> ISK 3,500	Not applicable
Italy	<b>Effective 18 October 2015</b> EUR 25	<b>Effective 18 October 2015</b> EUR 25	Not applicable
Luxembourg	<b>Effective 1 December 2015</b> EUR 25	<b>Effective 1 December 2015</b> EUR 25	Not applicable
Netherlands	<b>Effective 18 October 2015</b> EUR 25	<b>Effective 18 October 2015</b> EUR 25	Not applicable
Norway	<b>Effective 18 October 2015</b> NOK 200	<b>Effective 18 October 2015</b> NOK 200	Not applicable
Poland	<b>Effective 18 October 2015</b> PLN 50	<b>Effective 18 October 2015</b> PLN 50	Not applicable
Republic of Ireland	<b>Effective 18 October 2015</b> EUR 15	<b>Effective 18 October 2015</b> EUR 30	Not applicable
Romania	<b>Effective 18 October 2015</b> RON 100	<b>Effective 18 October 2015</b> RON 100	Not applicable
Slovenia	<b>Effective 15 April 2016</b> EUR 15	<b>Effective 15 April 2016</b> EUR 15	Not applicable
Switzerland	<b>Effective 18 October 2015</b> CHF 40	<b>Effective 18 October 2015</b> CHF 40	Not applicable
Turkey	<b>Effective 18 October 2015</b> TRY 50	<b>Effective 18 October 2015</b> TRY 50	Not applicable
United Kingdom	<b>Effective 18 October 2015</b>	GBP 30	Not applicable

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Country	Contact Chip or Magnetic-Stripe	Contactless – International	Contactless – Domestic
	GBP 20		
<b>LAC Region</b>			
All countries	USD 25 <sup>1</sup>	USD 25 <sup>1</sup>	USD 25 <sup>1</sup>
<b>US Region</b>			
US (MCCs 5310, 5411)	USD 50	USD 50	USD 50
US – All Other MCCs	USD 25	USD 25	USD 25

<sup>1</sup> Or the equivalent amount in the Transaction Currency  
<sup>2</sup> Different limits apply for Transactions conducted by a Merchant assigned MCC 4111, 4112, 4784, 4131, or 7523

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### 5.9.10 Debt Repayment

#### 5.9.10.1 Collection or Refinancing of Existing Debt – US Region

In addition to the requirements in Section 1.5.5.4, "Payment of Existing Debt," a US Merchant or Acquirer may accept a Card to collect or refinance existing debt<sup>1</sup> only if it complies with all of the following, as applicable:

- If a Merchant is registered as a Limited Acceptance Merchant of eligible Visa Debit Category Cards (including Visa Prepaid Cards) in all channels where payments are accepted. The Merchant may accept all Visa Cards for any of its other lines of business that do not collect payments on existing debt.
- Is assigned MCC 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Stored Value Card/Load, and Travelers Cheques)
- Accepts payment for any type of debt, excluding debt representing payday lending
- If accepting payment for debt that is considered uncollectible,<sup>2</sup> all of the following:
  - Is assigned MCC 6012 (Financial Institutions – Merchandise and Services)
  - Does not conduct Recurring Transactions to collect the uncollectible debt
  - Is able to collect the debt in a lawsuit

<sup>1</sup> An advance of money borrowed by one party (debtor) from a third party (creditor). Debt is not direct payment to a merchant for goods and services whether paid in full, in installments, or at a later date.

<sup>2</sup> Debt that has been charged-off or sold to a non-financial institution for the purpose of debt recovery

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### 5.9.11 Health Care

#### 5.9.11.1 Preauthorized Health Care Transactions – US Region

For a Preauthorized Health Care Transaction in the US Region, a Health Care Merchant must obtain from the Cardholder an Order Form that contains all of the following:

- A description of the requested services
- Permission for the Health Care Merchant to charge the Cardholder's account for the balance due following the Merchant's receipt of any applicable insurance payment
- Time period (not to exceed one year) for which permission is granted

A Health Care Merchant must not request Authorization for the amount due until it has received notification of adjudication from the Cardholder's insurance company.

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#### 5.9.11.2 Acquirer Participation in Healthcare Auto-Substantiation – US Region

To process a Healthcare Auto-Substantiation Transaction, a US Acquirer or its agent must comply with all of the following:

- Be licensed and certified by SIGIS
- Be certified by Visa
- Provide the Visa Flexible Savings Account (FSA) or Visa Health Reimbursement Arrangement (HRA) BIN list only to eligible Merchants or VisaNet Processors and require that BIN use be limited to supporting Healthcare Auto-Substantiation Transactions
- Ensure that HRA and FSA Auto-Substantiation Transactions originate only from a SIGIS-certified Merchant
- Provide an IIAS Merchant Verification Value to the Merchant and include it in the Authorization Request
- Comply with all SIGIS requirements, including storage and fulfillment of Transaction Receipt data

- Fulfill Retrieval Requests for Transaction Receipt data associated with Visa Healthcare Auto-Substantiation Transactions. The Fulfillment must not be processed using Visa Resolve Online.

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### 5.9.11.3 Merchant Participation in Healthcare Auto-Substantiation – US Region

A US Merchant that participates in Healthcare Auto-Substantiation must comply with all of the following:

- Be licensed and certified by SIGIS
- Identify qualified healthcare items in its inventory using the SIGIS-eligible product list
- Use only the Visa Flexible Savings Account or Visa Health Reimbursement Arrangement BIN list and use it only to support Healthcare Auto-Substantiation Transactions
- Include all of the following in the Authorization Request:
  - A subtotal for the qualified healthcare amount
  - The Healthcare Auto-Substantiation Transaction market-specific data indicator
  - The Merchant Verification Value
- Include in the Settlement message the Healthcare Auto-Substantiation Transaction market-specific data indicator
- Support data, retention, and retrieval of line item details for eligible healthcare products included and identified in the Healthcare Auto-Substantiation Transactions

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### 5.9.12 Visa Fleet Card

#### 5.9.12.1 Visa Fleet Card Acquirer and Merchant Requirements – Canada Region and CEMEA Region

In the Canada Region and CEMEA Region, an Acquirer that agrees to support the Visa Fleet Card Product must ensure the Visa Fleet Card Application Identifier (AID), and the appropriate terminal application is implemented in the terminal of its Merchant that wants to support Visa Fleet Card Transactions.

In the Canada Region and CEMEA Region, a Visa Fleet Card Acquirer must ensure that its Merchant that agrees to support Visa Fleet Card Transactions both:

- Modify POS Systems to support the Visa Fleet Card Application Identifier (AID)

- Modify POS systems to prompt and/or validate the Enhanced Data, and to pass on the Enhanced Data

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#### 5.9.12.2 Visa Fleet Card Merchant Requirements – US Region

A US Merchant that accepts a Visa Fleet Card must both:

- Prompt the Cardholder to provide the data required by the service prompt indicator
- Pass complete and accurate prompt-input data with the Visa Fleet Card Enhanced Data

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#### 5.9.13 Visa Vale

##### 5.9.13.1 Visa Vale Transaction Processing without Account Selection – LAC Region

An LAC Visa Vale Merchant must process a Transaction as a Visa Transaction if the Point-of-Transaction Acceptance Device does not provide an option to select a Visa Vale Account.

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#### 5.9.14 Up-Selling and Negative Option Merchants

##### 5.9.14.1 Up-Selling Merchant Requirements

An up-selling Merchant<sup>1</sup> must comply with all of the following:

- Clearly disclose to the Cardholder all of the following:
  - The name of the up-selling Merchant offering the goods and services in a manner that clearly differentiates the up-selling Merchant from the initial Merchant
  - A description of the goods and services
  - The length of any trial period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
  - The Transaction amount and Transaction Date
  - The cancellation policy
- Obtain the Cardholder's express informed consent for any subsequent Transactions by requiring the Cardholder to do all of the following:

### Acceptance Transaction Receipt Requirements

- Enter the Cardholder's Account Number for the subsequent Transactions
- Enter the Cardholder's name, address, and contact information
- Perform an additional confirmatory action to indicate consent to the Transaction (for example: clicking a confirmation button)
- Comply with all other Transaction processing requirements

<sup>1</sup> An online seller of goods and services different from, and not affiliated with or subsidiary of, the initial Merchant with whom the Cardholder initiates the Transaction.

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#### 5.9.14.2 Negative Option Merchant Requirements

A Negative Option Merchant must comply with all of the following:

- Obtain the Cardholder's express informed consent by disclosing all purchase terms and conditions before initiating the initial Transaction, including, but not limited to, the following:
  - The name of the Merchant offering the goods and services
  - A description of the goods and services
  - The Transaction amount and Transaction Date (including for each recurring charge)
  - The length of any trial period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
  - The cancellation policy
- Provide a simple mechanism for the Cardholder to cancel charges
- Comply with all other Transaction requirements

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### 5.10 Transaction Receipt Requirements

#### 5.10.1 Transaction Receipt Delivery to Cardholders

##### 5.10.1.1 Transaction Receipt Delivery to Cardholders (Updated)

A completed Transaction Receipt must be provided to a Cardholder, as follows:

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**Table 5-20: Transaction Receipt Delivery to Cardholders**

Transaction Type	Transaction Receipt Required	Transaction Receipt Format	When Transaction Receipt Must Be Provided
<ul style="list-style-type: none"> <li>Transactions at Unattended Cardholder Activated Terminals of USD 15 or less<sup>1</sup></li> <li>In the AP Region, Transactions at vending machines<sup>2</sup> in Australia and New Zealand of USD 25 or less</li> <li>In the CEMEA Region, ATM Cash Disbursements at ATMs that do not have a printer</li> <li>Straight Through Processing Transactions</li> </ul>	No	Not applicable	Not applicable
<ul style="list-style-type: none"> <li>Transactions at Unattended Cardholder Activated Terminals above USD 15</li> <li>In the AP Region, Transactions at vending machines<sup>2</sup> in Australia and New Zealand above USD 25</li> <li>Automated Fuel Dispenser Transactions</li> <li>ATM Cash Disbursements</li> <li>Visa Easy Payment Service Transactions</li> <li>Transactions at Contactless-only Acceptance Devices<sup>3</sup></li> <li>In the US Region, Visa Large Purchase Advantage Transactions</li> </ul>	At Cardholder request	Paper, unless the Cardholder indicates the preference to receive it electronically <sup>4</sup>	If requested, at the time of the Transaction
<ul style="list-style-type: none"> <li>Deferred Payment Transactions</li> <li>Recurring Transactions</li> </ul>	Yes	Either: <ul style="list-style-type: none"> <li>Paper</li> <li>Electronic Format<sup>4</sup></li> </ul>	At the time of billing
Electronic Commerce Transactions	Yes	Either: <ul style="list-style-type: none"> <li>Electronic Format<sup>4</sup></li> <li>Paper</li> </ul>	At the time merchandise or services are delivered
Priority check-out or express-return Transactions	Yes	Either: <ul style="list-style-type: none"> <li>At check-out</li> <li>Paper</li> </ul>	• At check-out

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Transaction Type	Transaction Receipt Required	Transaction Receipt Format	When Transaction Receipt Must Be Provided
		<ul style="list-style-type: none"> <li>• Electronic Format<sup>4</sup></li> </ul>	<ul style="list-style-type: none"> <li>• Within 3 business days of the Cardholder's departure or rental return</li> </ul>
A Transaction for an amended amount	Yes	Paper. Also, Electronic Format Cardholder Receipt <sup>4</sup> if the Cardholder requests it and the Merchant is capable of providing it	At the time of the Transaction for the amended amount
All other Transactions	Yes	Paper, unless the Cardholder indicates the preference to receive it electronically <sup>4</sup>	At the time merchandise or services are delivered

<sup>1</sup> This does not apply to ATMs or AFDs.

<sup>2</sup> Assigned MCC 5441, 5499, or 5993

<sup>3</sup> At the time of the Transaction, the Merchant must communicate to the Cardholder how to receive a Transaction Receipt. In the US Region, this is permitted only for Transactions of USD 15 or less.

<sup>4</sup> The Merchant must make the receipt available to the Cardholder for at least 24 hours after the Transaction is completed.

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### 5.10.1.2 Electronic Format Cardholder Receipt Delivery Requirements (Updated)

If a Merchant offers a Cardholder an electronic Transaction Receipt instead of a paper Transaction Receipt, the Merchant must do all of the following:

- Inform the Cardholder of the delivery method (for example: email, wirelessly delivered message, link in a wirelessly delivered message) of the receipt and when it will be sent
- Provide the receipt in a static format that cannot be easily manipulated after it has been created
- If a link to a website is provided, provide clear instructions to the Cardholder for accessing the receipt on the website

- Provide instructions to enable the Cardholder to obtain the receipt if the Cardholder does not receive it
- Make the receipt available to the Cardholder for at least 24 hours after the Transaction is completed
- Not store or use personal information provided by the Cardholder to enable the Merchant to provide the receipt for any other purpose without the express consent of the Cardholder
- Include both of the following in the title of the email or the title or first line of the wirelessly-delivered message:
  - The Merchant name as it will appear in the Clearing Record and on the Cardholder billing statement
  - Language indicating that the email or wirelessly-delivered message contains the Cardholder's copy of a Transaction Receipt or a link to the Cardholder's copy of a Transaction Receipt

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### 5.10.2 Transaction Receipt Retention Period

#### 5.10.2.1 Transaction Receipt Retention Period

A Merchant must retain a Transaction receipt, as follows:

Table 5-21: Transaction Receipt Retention Period

Retrieval Request/Transaction Type	Retention Period
T&E Document	6 months after the Processing Date
Recurring Transaction	13 months after the Processing Date of the last Transaction
In the LAC Region, a Domestic Transaction or Intraregional Transaction	12 months after the Processing Date
All other Transactions	13 months after the Processing Date

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### 5.10.3 Transaction Receipt Data and Format Requirements

#### 5.10.3.1 Prohibited Transaction Receipt Content for All Transactions

A Transaction Receipt must not contain:

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- If the Transaction Receipt bears the Visa Program Marks, promotional, advertising, or similar language that conveys preference of a non-Visa payment card
- More information than is embossed or printed on the Card. This does not apply to either:
  - A Token
  - A Card on which only a partial Account Number is printed

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### 5.10.3.2 Required Transaction Receipt Content for All Transactions

A Transaction Receipt must include all of the following elements:

**Table 5-22: Required Transaction Receipt Content for All Transactions**

Required Element	Additional Requirements
Account Number or Token <sup>1</sup>	The Account Number or Token, except for the final 4 digits, must be disguised or suppressed on the Cardholder's copy of a Transaction Receipt.
Authorization Code	Applies only to Transactions that were authorized by the Issuer <sup>1</sup>
Card network name	Must contain "Visa"
Cardholder signature <sup>1,2</sup>	This does not apply to: <ul style="list-style-type: none"> <li>• An electronically delivered Transaction Receipt</li> <li>• A PIN Transaction</li> <li>• A Card-Absent Environment Transaction</li> </ul>
Description of goods or services <sup>1</sup>	Description of the purchase. This does not apply to Cash Disbursements.
Merchant location <sup>1</sup>	<ul style="list-style-type: none"> <li>• Merchant city and state/province</li> <li>• For an ATM Transaction, the location or street address of the ATM</li> </ul>
Merchant name	<ul style="list-style-type: none"> <li>• For an ATM Transaction, the name of the ATM Acquirer</li> <li>• For all other Transactions, the name the Merchant uses to identify itself to its customers</li> <li>• For a Transaction involving a Payment Facilitator or High-Risk Internet Payment Facilitator, the Payment Facilitator and Sponsored Merchant name (or an abbreviation)</li> </ul>
Return and refund policies	As specified in Section 5.4.2.4, "Disclosure to Cardholders of Return, Refund, and Cancellation Policies"

Required Element	Additional Requirements
Transaction amount and Transaction currency symbol <sup>3</sup>	Total currency amount of all goods and services sold to the Cardholder at the same time, including applicable taxes and fees and any adjustments or credits. The currency symbol denoting the Transaction Currency must be included.
Transaction Date	In the US Region, for a Visa Fleet Card, including the time of the Transaction
Transaction type <sup>1</sup>	One of the following: <ul style="list-style-type: none"> <li>• ATM Cash Disbursement</li> <li>• Cash-Back with no purchase</li> <li>• Credit</li> <li>• Manual Cash Disbursement</li> <li>• Prepaid Load</li> <li>• Purchase</li> </ul>
Other details embossed on Card <sup>1</sup>	Applies only to the Merchant copy of a manually imprinted Transaction Receipt

<sup>1</sup> This does not apply to a Visa Easy Payment Service Transaction.  
<sup>2</sup> An Acquirer may reproduce the Cardholder signature obtained using an electronic signature capture device in response to a Retrieval Request.  
<sup>3</sup> If the currency symbol or identification is not on the Transaction Receipt, the Transaction Currency is the local currency of the Transaction Country.

In the US Region, for Acceptance Devices installed after 1 July 2003, the expiration date must not appear or must be disguised or suppressed on the Cardholder's Transaction Receipt.

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### 5.10.3.3 Required Transaction Receipt Content for Specific Transaction Types (Updated)

In addition to the requirements in Section 5.10.3.2, "Required Transaction Receipt Content for All Transactions," and Section 5.4.2.4, "Disclosure to Cardholders of Return, Refund, and Cancellation Policies," a Transaction Receipt must contain all of the following, as applicable:

Table 5-23: Required Transaction Receipt Content for Specific Transactions

Transaction Type	Required Content
Aggregated Transaction	<ul style="list-style-type: none"> <li>• Amount of each individual purchase</li> <li>• Date of each individual purchase</li> <li>• Description of each individual purchase</li> </ul>

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Transaction Type	Required Content
Airline Transaction	For ticket purchases, itinerary data
ATM Cash Disbursement	<ul style="list-style-type: none"> <li>• Balance</li> <li>• Type of account accessed</li> <li>• If an Access Fee is charged: <ul style="list-style-type: none"> <li>– The words "ATM Fee," "Terminal Fee," or "Access Fee"</li> <li>– In the US Region and Canada Region, identification of the Acquirer as the recipient of the fee</li> </ul> </li> </ul>
Car Rental Merchant Transaction	<ul style="list-style-type: none"> <li>• Daily rental rate</li> <li>• Taxes</li> <li>• Dates of pick-up and return</li> <li>• Description of additional costs</li> </ul>
Cash-Back Transaction	Cash-back amount shown separately to purchase amount
Cruise Line Transaction <sup>1</sup>	<ul style="list-style-type: none"> <li>• Cabin rate</li> <li>• Dates of embarkation and disembarkation</li> </ul>
Dynamic Currency Conversion Transaction	<ul style="list-style-type: none"> <li>• Transaction amount, with currency symbols, in: <ul style="list-style-type: none"> <li>– Merchant's local Currency</li> <li>– Transaction Currency</li> </ul> </li> <li>• Words "Transaction Currency" next to the Transaction amount</li> <li>• Currency Conversion Rate</li> <li>• Currency conversion commission, fees, or markup on the exchange rate over a wholesale rate or government-mandated rate</li> <li>• Statement that the Cardholder has been offered a choice of currencies for payment and expressly agrees to the Transaction Receipt information by marking an "accept" box on the Transaction Receipt</li> <li>• Statement that Dynamic Currency Conversion is conducted by the Merchant</li> </ul>
Electronic Commerce Transaction	<ul style="list-style-type: none"> <li>• Customer service contact</li> <li>• Merchant country</li> <li>• Conditions of sale, including return and cancellation policy</li> </ul>
Visa Fleet Card Transaction	<ul style="list-style-type: none"> <li>• In the US Region: <ul style="list-style-type: none"> <li>– Fuel product code</li> <li>– Fuel quantity</li> </ul> </li> </ul>

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Transaction Type	Required Content
	<ul style="list-style-type: none"> <li>– Fuel type</li> <li>– Fuel unit price</li> <li>– Odometer reading</li> <li>● In the Canada Region and CEMEA Region, for a Merchant that supports a Visa Fleet Transaction through the Visa Fleet Card Application Identifier:           <ul style="list-style-type: none"> <li>– Fuel product code</li> <li>– Fuel quantity</li> <li>– Fuel type</li> <li>– Fuel unit price</li> <li>– Odometer reading</li> </ul> </li> </ul>
Lodging Merchant <sup>1</sup>	<ul style="list-style-type: none"> <li>● Dates of check-in and check-out</li> <li>● Daily room charge</li> <li>● Taxes</li> <li>● Description and dates of individual purchases</li> <li>● Authorization dates, amounts, and approval codes</li> </ul>
Manual Cash Disbursement	<ul style="list-style-type: none"> <li>● <b>Effective through 16 October 2021</b> 4 digits printed below the Card number (if present)</li> <li>● Clerk's signature</li> <li>● Secondary Cardholder identification information</li> </ul>
No-Show Transaction	<ul style="list-style-type: none"> <li>● Daily room charge or rental rate</li> <li>● Taxes</li> <li>● Agreed start date of the accommodation or rental</li> <li>● The words "No Show"</li> </ul>
Preauthorized Healthcare Transaction	For a Healthcare Auto-Substantiation Transaction in the US Region, the words "Preauthorized Healthcare"
Prepayment Transaction	<p>For a full prepayment:</p> <ul style="list-style-type: none"> <li>● Full cancellation and refund policy, including the date and time that any refund privileges expire without prepayment forfeiture</li> <li>● Prepayment amount</li> <li>● Scheduled start date or delivery date of the merchandise or services</li> <li>● The word "Prepayment"</li> </ul>

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### Acceptance Transaction Receipt Requirements

Transaction Type	Required Content
	<p>For a partial prepayment:</p> <ul style="list-style-type: none"> <li>• Full cancellation and refund policy, including the date and time that any refund privileges expire without prepayment forfeiture</li> <li>• Prepayment amount</li> <li>• The word(s) "Deposit" or "Partial Payment"</li> <li>• For balance payments, the word "Balance"</li> <li>• For cancellations, cancellation confirmation</li> </ul>
Quasi-Cash Transaction	<ul style="list-style-type: none"> <li>• <b>Effective through 16 October 2021</b> 4 digits printed below the Card number (if present)</li> <li>• Secondary Cardholder identification information</li> </ul>
Recurring Transaction	<ul style="list-style-type: none"> <li>• The words "Recurring Transactions"</li> <li>• Frequency of Recurring Transactions</li> <li>• Duration of Recurring Transaction period</li> </ul>
Transaction on which a fee is assessed	<p>Shown separately and clearly:</p> <ul style="list-style-type: none"> <li>• Convenience Fee</li> <li>• Service Fee</li> <li>• Surcharge. This must not be identified as a Visa-imposed charge. The amount must be shown separately on the front of the receipt in the same type and size of font as other wording on the Transaction Receipt.</li> <li>• Any other fees (for example: Access Fees)</li> </ul>
Unattended Transaction	Acceptance Device location (city and country)
Visa Mobile Prepaid Transaction (confirmation message)	Available balance in the Visa Mobile Prepaid account
Visa Integrated Redemption Transaction (US Region)	<ul style="list-style-type: none"> <li>• Discounted Transaction amount</li> <li>• Offer Amount</li> <li>• Offer Code</li> <li>• Offer Description</li> <li>• Offer Receipt Text</li> </ul>
<sup>1</sup> Only for Transactions in which the actual lodging is a component	

## 5.10.4 Substitute Transaction Receipt Data and Format Requirements

### 5.10.4.1 Required Substitute Transaction Receipt Content (Updated)

A Substitute Transaction Receipt must contain all of the following, as applicable:

**Table 5-24: Substitute Transaction Receipt/Fulfillment Document Requirements**

Data Element	Transaction Type	
	Card-Absent Environment	T&E
Account Number or Token	X	X
Authorization Code(s)	X	X <sup>1</sup>
Authorization dates and amounts	X	
Card network name	X	
Daily room/rental charge	X	
Description of merchandise or services	X	X <sup>2</sup>
Merchant location	X	X
Merchant name	X	X
For No-Show Transactions, the words "No Show"	X	
Other details embossed on the Card (for a Manual Transaction Receipt only)	X	
Return and refund policies (if applicable)	X	
"Ship to" address (if applicable)	X	
Transaction amount in Transaction Currency (including currency symbol)	X	X
Transaction Date	X	X
Transaction type	X	

<sup>1</sup> If any  
<sup>2</sup> All of the following, as applicable:

- For Car Rental Merchants, daily rental rate, taxes, dates of pick-up and return, and description of additional costs

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Data Element	Transaction Type	
	Card-Absent Environment	T&E
<ul style="list-style-type: none"><li>● For Airlines, either:<ul style="list-style-type: none"><li>– Airline flight information</li><li>– For an Ancillary Purchase Transaction, a general description of merchandise or services</li></ul></li><li>● For Lodging Merchants or Cruise Lines, dates of check-in/embarkation and check-out/disembarkation</li><li>● In the US Region, for passenger railway Merchants, either:<ul style="list-style-type: none"><li>– Railway Ticket Identifier</li><li>– For an Ancillary Purchase Transaction, a general description of merchandise or services</li></ul></li></ul>		

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## 5.11 Returns, Credits, and Refunds

### 5.11.1 Merchant Processing

#### 5.11.1.1 Merchant Processing of Credits to Cardholders

At the time that a Merchant processes a credit to a Cardholder for a valid Transaction that was previously processed, the Merchant must do all of the following:

- Identify the original Transaction on the Transaction Receipt
- Deliver a completed Credit Transaction Receipt to the Cardholder<sup>1</sup>
- In the US Region, deposit the Credit Transaction with the Acquirer that processed the original Transaction within 5 calendar days from the date that the credit was issued

<sup>1</sup> A US Merchant may provide any of the following alternate forms of credit:

- Cash refund for a Visa Easy Payment Service Transaction
- Cash refund or other form of credit to the recipient of a gift (instead of to the Cardholder)
- Cash refund or store credit for a Visa Prepaid Card Transaction, if the Cardholder states that the Visa Prepaid Card has been discarded

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### 5.11.1.2 Credit Refunds for Timeshares

A timeshare Merchant must provide a full credit refund when the Cardholder cancelled the Transaction within 14 calendar days of the contract date or the date the contract or related documents were received.

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### 5.11.1.3 Prohibition of Resubmission of Returned Transaction – US Region

A US Merchant must not submit any Transaction that was previously charged back to the Acquirer and subsequently returned to the Merchant. However, the Merchant may pursue payment from the customer outside the Visa system.

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## 5.12 Visa Product and Service Rules: Acceptance – Related Publications

### 5.12.1 Publications Related to Visa Product and Service Rules: Acceptance

#### 5.12.1.1 Visa Product and Service Rules: Acceptance – Related Publications (Updated)

Table 5-25: Acceptance – Related Publications

Title
<a href="#">Acquirer Device Validation Toolkit User Guide</a>
<a href="#">Acquirer Merchant Master File Implementation Guide</a>
<a href="#">Card Acceptance Guidelines for Visa Merchants</a>
<a href="#">International Transactions Guide<sup>1</sup></a>
<a href="#">Payment Technology Standards Manual<sup>1</sup></a>
<a href="#">Transaction Acceptance Device Requirements<sup>1</sup></a>
<a href="#">Verified by Visa Merchant and Acquirer Implementation Guide<sup>1</sup></a>
<a href="#">Visa Acceptance Guide for the Car Rental Industry</a>
<a href="#">Visa Acceptance Guide for the Lodging Industry</a>
<a href="#">Visa Cash-Back Service Guide for Issuers and Acquirers</a>

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#### Visa Product and Service Rules: Acceptance – Related Forms

Title
Visa Contactless Device Evaluation Toolkit User Guide
Visa Contactless Payment Specification <sup>1</sup>
Visa Easy Payment Service – Acquirer Best Practices
Visa Easy Payment Service – Acquirer Program Guide
Visa Fleet Card Implementation Guide
Visa Government and Education Payment Program Guide <sup>1</sup>
Visa Healthcare Auto-Substantiation Transaction Consolidated Technical Requirements
Visa International Airline Program Guide
Visa Merchant Data Standards Manual <sup>1</sup>
Visa Payment Acceptance Best Practices for Retail Petroleum Merchants
Visa payWave Asia Pacific Member Implementation Guide
Visa PIN Security Program Guide <sup>1</sup>
Visa Smart Debit/Credit System Technical Manual <sup>1</sup>
Visa Travelers Cheque Acceptance Guidelines
<sup>1</sup> Visa Supplemental Requirements

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## 5.13 Visa Product and Service Rules: Acceptance – Related Forms

### 5.13.1 Forms Related to Visa Product and Service Rules: Acceptance

#### 5.13.1.1 Visa Product and Service Rules: Acceptance – Related Forms

Table 5-26: Acceptance – Related Forms

Title
DCC Compliance Program Acquirer Registration Form
DCC Compliance Program Agent Registration Form

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

#### Title

DCC Compliance Program Certification Assessment Form

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#### Visa Product and Service Rules: Acceptance – Related Forms

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## 6 ATM

### 6.1 Plus Program

#### 6.1.1 Plus Program Issuer Participation Requirements

##### 6.1.1.1 Plus Program Issuer Participation

Issuer participation in the Plus Program is optional. To issue a Card bearing the Plus Symbol, an Issuer must do all of the following:

- Obtain a license to use the Plus Program Marks and comply with rules for using the Plus Symbol
- Notify Visa in writing of all Card ranges used for the Plus Program. If an Issuer adds a Card range not included in the original certification, the Issuer must notify Visa in writing.
- Provide Authorization service 24 hours a day, 7 days a week

In the US Region, an Issuer may participate in the Plus Program by becoming a member of the Plus System, Inc. and issuing Plus Cards.

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##### 6.1.1.2 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 Section 1.4.2.1, "BIN and Account Numbers," if using a BIN assigned by Visa
- By the International Standards Organization

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### 6.1.2 Plus Symbol

#### 6.1.2.1 Plus Program Marks on Cards

The presence of the Plus Symbol is optional on a Visa Card if no other ATM acceptance Mark is present on the Card.

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### Plus Program

An Issuer of a Proprietary Card bearing the Plus Symbol must place the Plus Symbol on all Proprietary Cards within 5 years from the beginning date of participation in the Plus Program.

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#### 6.1.2.2 Plus Symbol Use

A Member must use the Plus Symbol only as a Mark indicating acceptance for ATM services.

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#### 6.1.2.3 Restrictions on the Use of other Marks on Plus Cards

A Card bearing the Plus Symbol must not bear the Marks of any entity ineligible for membership in Visa, or of any of the following entities, or their subsidiaries or affiliates, deemed competitive by Visa:<sup>1</sup>

- American Express Company
- Discover Financial Services<sup>2</sup>
- JCB
- MasterCard Worldwide

A Card bearing the Plus Symbol is exempt from this requirement if it was issued under an agreement executed with Visa or Plus System, Inc. before 1 October 1992.

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

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

<sup>2</sup> This does not apply in the US Region to Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

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#### 6.1.2.4 Plus Symbol Displayed at an ATM

The Plus Symbol must be displayed at an ATM that accepts Cards bearing the Plus Symbol for ATM services.

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## 6.2 Visa Global ATM Network

### 6.2.1 Visa Global ATM Network Issuer Participation Requirements

#### 6.2.1.1 Visa Global ATM Network Issuer Participation

Issuer participation in the Visa Global ATM Network is optional. Rules regarding Visa Issuer participation in the Visa Global ATM Network apply to all Visa Cards.

Before participating in the network, an Issuer must successfully complete certification with Visa.

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#### 6.2.1.2 Visa Consumer Card Issuer ATM Network Participation – US Region

In the US Region, a Visa Consumer Card Issuer must both:

- Participate in the Visa ATM Network
- Submit to Visa an original, signed copy of the *Issuer Option Selection Form* 45 calendar days before implementation, indicating the Issuer's decision to participate, its processing options, and working keys

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### 6.2.2 Visa Global ATM Network Issuer General Requirements

#### 6.2.2.1 ATM Cash Disbursement Minimum Amount

Except as specified below, an Issuer participating in the Visa Global ATM Network must ensure that its Cardholders may obtain an ATM Cash Disbursement of at least USD 200 (or local currency equivalent) per day.

For a participating Issuer of Visa credit Cards the amount must be the lesser of USD 200 or 10% of the credit/spending limit per day.

The ATM Cash Disbursement amount is subject to both:

- The Issuer's normal Authorization criteria
- Any maximum amounts for Domestic Transactions agreed by Members within a country

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

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### 6.2.2.2 Custom Payment Services/ATM Program Issuer Participation (Updated)

An Issuer that participates in the Custom Payment Services/ATM must do all of the following:

- Complete Issuer certification
- Receive and return the ATM Transaction Identifier in each Transaction
- Receive the terminal ID code, ATM owner, and ATM location data in each Transaction record
- Include the ATM Transaction Identifier in all Chargebacks

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### 6.2.2.3 Visa Consumer Credit Card Issuer Minimum Monthly Authorization Approval Rates at ATM – US Region

A US Issuer that fails to maintain a minimum monthly ATM Transaction approval rate of 65% for the following Card products is assessed a non-compliance assessment for each Decline Response:

- Visa Traditional
- Visa Traditional Rewards
- Visa Signature
- Visa Signature Preferred

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### 6.2.2.4 Visa Check Card Issuer Minimum Monthly Approval Rates at ATM – US Region

A US Visa Check Card Issuer that fails to maintain a minimum monthly ATM Transaction approval rate of 50% is assessed a non-compliance assessment for each Decline Response.

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### 6.2.2.5 Issuer Authorization Approval Rate Calculation Exceptions – US Region

In the US Region, the following Response codes are excluded from ATM approval rate calculations and the associated non-compliance assessment:

- 04 (Pick up Card)
- 07 (Pick up Card, Special Condition)
- 15 (No Such Issuer)
- 41 (Pick up Card, Lost)
- 43 (Pick up Card, Stolen)
- 81 (Cryptographic or Formatting Error)
- 96 (System Malfunction)

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### 6.2.2.6 Issuer Account Selection Options for ATM Transactions

An Issuer must not change the Cardholder account selection when approving an ATM Transaction. The “from account” code in the response must match the code in the request or advice unless the code in the request is 00 (No account specified).

If account selection is not supported by the ATM, the Issuer will receive code 00 (No account specified) in the Authorization Request.

All Issuers must be able to process a Transaction with code 00 (No account specified).

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### 6.2.3 Visa Global ATM Network Acquirer Participation Requirements

#### 6.2.3.1 Visa Global ATM Network Acquirer Participation

Acquirer participation in the Visa Global ATM Network is optional. A Member has complete discretion over whether all, some, or none of its ATMs participate in the network.

Only an ATM owned, leased, sponsored, or controlled by a Member is eligible for participation in the Visa Global ATM Network.

A Member that sponsors a non-Member agent to deploy or operate an ATM participating in the Visa Global ATM Network must ensure that the non-Member agent complies with Section 1.10.8.5, “Third Party Agent Contract,” and Section 10.2.1.1, “VisaNet Processor Contracts.”

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### 6.2.3.2 Visa ATM Network Acquirer Participation – US Region

In the US Region, an Acquirer that participates in the Visa ATM Network must do all of the following:

- Ensure that all of its ATMs that participate in other regional or national ATM networks also participate in the Visa ATM Network
- Ensure that its Authorizing Processor performs Authorization, Clearing, and Settlement for all Visa ATM Network Transactions through the Single Message System
- Display Visa ATM acceptance Marks
- Comply with the Single Message System Access Fee format specifications, if applicable
- Accept all Visa Cards for all Transaction functions provided by the Acquirer's participating ATM
- Become a member of the Plus System, Inc.
- Display the Plus Symbol on, and accept Cards bearing the Plus Symbol at, all ATMs participating in the Visa ATM Network within 30 days from the date that the Acquirer begins accepting Visa ATM Network Transactions

ID# 0004752

Edition: Apr 2016 | Last Updated: Oct 2015

### 6.2.3.3 ATM Card Acceptance

An ATM must accept all valid Cards.

This does not apply to a Canada Member that participated in the Visa Global ATM Network as of 13 June 2013.

All ATM Acquirers in Canada that began participation in the Visa Global ATM Network after 14 June 2013 must accept all valid Cards.

At the discretion of Visa, an ATM Acquirer that accepts Cards bearing the Plus Symbol may selectively deny access to its ATMs.

An ATM Acquirer certified to accept Visa Cards may selectively deny access to its ATMs if the Card presented is both issued to residents of the country where the ATM is located and billed in the local currency.

An ATM with restricted access must display language with the Visa Brand Mark that both identifies the ATM Acquirer and describes Visa Card acceptance or the nature of any restrictions.

ID# 0004785

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### 6.2.3.4 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.

### ATM

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

An ATM Cash Disbursement is a Plus Transaction if it is made with a Proprietary Card bearing the Plus Symbol.

ID# 0008996

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#### 6.2.3.5 Minimum ATM Cash Disbursement

An ATM must be able to make Cash Disbursements of at least USD 200 (or local currency equivalent) per day, per Account Number.

The ATM must allow the Cardholder to obtain the entire USD 200 Cash Disbursement in a single Transaction.

ID# 0006470

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#### 6.2.3.6 ATM Currency Disbursement

An ATM must dispense the local currency or display the type of currency, or cheques, dispensed.

ID# 0006471

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#### 6.2.3.7 ATM Message Display – US Region

In the US Region, an ATM must be capable of communicating all of the following information, if applicable:

- Card invalid for this service
- Service unavailable now
- Invalid PIN – Re-enter
- Card retained
- Access Fee will be assessed

ID# 0004777

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#### 6.2.3.8 ATM Transaction Currency

An ATM Acquirer must ensure that the Transaction Currency for an ATM Cash Disbursement is all of the following:

- Currency dispensed
- Currency in the Authorization Request

- Currency presented into Interchange

This does not apply to ATMs located on US military bases and in the Visa Europe Territory.

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### 6.2.3.9 Visa ATM Locator Service

An Acquirer that participates in the Visa Global ATM Network must participate in the Visa ATM Locator service and must submit its ATM location data to Visa on a quarterly basis for inclusion in the ATM Locator Database.

By submitting this information, an Acquirer provides its consent to Visa to use and share this information in support of Visa products and services.

ID# 0028009

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### 6.2.4 ATM Operator and Agent Requirements

#### 6.2.4.1 PIN Security Requirements for ATM Operators and Agents

An ATM Acquirer must ensure that its Agents and ATM Operators comply with Visa requirements for PIN management and PIN security.

ID# 0027350

Edition: Apr 2016 | Last Updated: Oct 2014

#### 6.2.4.2 Display of Member Name on Non-Member ATM – LAC Region

An LAC ATM Acquirer must ensure that the name of the Member that operates or sponsors the ATM is prominently displayed on every non-Member ATM.

ID# 0004746

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#### 6.2.4.3 ATM Operator Agreement Requirements – US Region

A US ATM Acquirer must have a written ATM Operator agreement with each of its ATM Operators<sup>1</sup> and must only process Visa ATM Network Transactions from an ATM Operator with which it has a valid agreement.

The form, content, and appearance of an ATM Operator agreement are at the discretion of the ATM Acquirer, except as specified below. An ATM Operator agreement must include both:

### ATM

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

- The ATM Acquirer's name, location, and contact information in letters consistent in size with the rest of the ATM Operator agreement, and in a manner that makes the ATM Acquirer's name readily visible to the ATM Operator
- Language stating that the ATM Operator may be terminated for failure to comply with the ATM Operator agreement

ATM Operator agreements must be made available to Visa upon request and must not contain contractual details regarding pricing arrangements.

<sup>1</sup> Tri-party agreements (ATM Acquirer, Agent, ATM Operator) are permitted.

ID# 0009021

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#### 6.2.4.4 ATM Operator Background Review – US Region

Before entering into an ATM Operator agreement, a US ATM Acquirer must determine that a prospective ATM Operator has no significant derogatory background information about any of its principals.

ID# 0003510

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#### 6.2.4.5 Acquirer Requirements for ATM Agents – US Region

A US ATM Acquirer may allow its Agents to execute ATM Operator agreements on its behalf and/or conduct due diligence reviews. The ATM Acquirer must both:

- 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# 0003511

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#### 6.2.4.6 ATM Operator and Agent Information – US Region

A US ATM Acquirer must collect all of the following information from its ATM Operators and Agents:

- "Doing Business As" (DBA) name
- ATM Operator legal name
- ATM Operator outlet location, including street address, city, state, and ZIP code
- Federal Taxpayer Identification Number (TIN), Federal Employer Identification Number (FEIN), or Social Security Number (SSN) of all principals

- Full first and last name and middle initial of principals (for example, corporations, partnerships, sole proprietors)
- Incorporation status (for example: corporation, partnership, sole proprietor, non-profit)

ID# 0008398

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### 6.2.4.7 ATM Operator Prohibitions – US Region

In the US Region, Visa may permanently prohibit an ATM Operator from providing services with respect to Visa Products for good cause, such as:

- Fraudulent activity
- Activity that causes the ATM Acquirer to repeatedly violate the Visa Rules
- Activity that violates applicable laws or regulations
- Operating in an unsound, unsafe manner
- Activity that may result in undue economic hardship or damage to the goodwill of the Visa system

ID# 0003514

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### 6.2.5 PIN Requirements

#### 6.2.5.1 PIN Verification for ATM Transactions

PIN Verification is required for all ATM Transactions.

This does not apply to a Transaction authorized by Stand-In Processing to an Issuer using the Single Message System.

An ATM Acquirer must both:

- Ensure that the PIN is protected at all times
- Accept and transmit online PINs:
  - 4-6 digits long
  - In the US Region, 4-12 digits long

ID# 0008138

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#### 6.2.5.2 Chip-Reading ATM Acquirer Requirements (Updated)

An ATM Acquirer must ensure that a Chip-reading ATM:

- Requests "Online PIN"
- Does not support "Signature" or "No CVM (Cardholder Verification Method) required"

ID# 0004793

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## 6.2.6 Display of Visa Marks at an ATM

### 6.2.6.1 Display of Visa-Owned Marks at ATMs – US Region

In the US Region, only ATMs and Acquirers that participate in the Visa ATM Network may display the Visa Flag Symbol or Visa Brand Mark.

A US Acquirer must not display the Visa Flag Symbol or Visa Brand Mark on or surrounding an ATM unless that ATM accepts all Visa Cards.

ID# 0004754

Edition: Apr 2016 | Last Updated: Oct 2014

## 6.2.7 ATM Processing Requirements

### 6.2.7.1 ATM Acquirer Certification

Before acting as an ATM Acquirer, an Acquirer must successfully complete certification and comply with all applicable licensing and processing requirements.

ID# 0004784

Edition: Apr 2016 | Last Updated: Oct 2014

### 6.2.7.2 ATM Acquirer Processing

An ATM Acquirer (including an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must both:

- Be certified to participate in either the:
  - Single Message System
  - Custom Payment Services/ATM
- Meet all remaining tier II requirements specified below:
  - Use the V.I.P. Multicurrency Service for Authorization Requests
  - Participate in the Card Verification Value Service
  - Accept Visa Cards and Cards bearing the Plus Symbol
  - Use the Visa and Plus account range tables for Transaction routing

- Provide customer account selection options specified in [Section 6.2.7.4, "Account Selection at ATMs – Acquirer Requirements"](#)

If the ATM Acquirer does not meet all tier II requirements, Visa may remove the ATM Acquirer from the tier II level.

ID# 0008597

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### 6.2.7.3 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# 0004789

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### 6.2.7.4 Account Selection at ATMs – Acquirer Requirements

If an ATM Acquirer offers Cardholder account selection, the ATM may offer account selection from the following:

- Checking account or current account
- Savings account
- Credit card account

The ATM Acquirer must transmit the account selected by the Cardholder from account selection, unaltered, in the Authorization Request. An Acquirer that processes a Deferred Clearing Transaction must also transmit the same information in the Clearing Record.

The ATM Acquirer must send "from account" code 00 (No account specified) in the Authorization Request if it does not offer Account Selection.

ID# 0028011

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### 6.2.7.5 ATM Misdispense

For a misdispense, an ATM Acquirer must process an ATM confirmation message for the actual amount dispensed.

A US ATM Acquirer must both:

- Process an Adjustment for the actual amount of the misdispense within 45 calendar days of the Processing Date of the original Transaction

- For an over-dispense caused by a misloaded terminal, attempt good-faith collection from the Issuer before processing an Adjustment to the Cardholder account

ID# 0002406

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#### 6.2.7.6 ATM Transaction Reversal

An ATM Acquirer must process a Reversal in all of the following situations:

- The ATM fails to dispense funds following an approval response.
- The Cardholder cancels the Transaction, or the Transaction is cancelled for any other reason, after the Authorization Request has been sent.
- The ATM Acquirer does not receive a response to an Authorization Request before a timeout by the host or ATM.
- The ATM Acquirer receives an approval response after a timeout by the host or ATM.
- For a Chip-initiated Transaction, Issuer authentication fails and the Card indicates that the Transaction should be declined.

The Reversal amount must be the original Transaction amount.

ID# 0002404

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#### 6.2.7.7 ATM Account Number Acceptance

An ATM and a Member ATM processing system must accept all valid International Organization for Standardization numbers of 11-19 digits, starting with any digit from 0 through 9. An Acquirer must not:

- Perform any modulus-10 check-digit validation
- Edit the length of the Account Number

ID# 0004786

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#### 6.2.7.8 ATM Transaction Processing

An ATM Acquirer must ensure all of the following:

- The entire, unaltered contents of track 2 of the Magnetic Stripe, or the Magnetic-Stripe Image from the Chip on the Card, are read and transmitted.<sup>1</sup>
- An ATM that reads the Magnetic Stripe does not prevent the acceptance of a Card encoded with an unrecognized Service Code.

- An EMV-compliant Chip-reading ATM examines and acts on Service Codes to recognize EMV-Compliant Chip Cards. EMV Chip-reading ATMs may try to read the Chip first without reading the Magnetic Stripe.

<sup>1</sup> This does not apply to a Visa Mobile Prepaid Transaction in the AP Region, CEMEA Region, and LAC Region.

ID# 0004792

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### 6.2.7.9 Authorization and Clearing of ATM Transactions through VisaNet

An ATM Transaction cleared through VisaNet must have been authorized through VisaNet.

ID# 0004795

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### 6.2.7.10 Matching Data in ATM Authorization and Clearing Messages

An ATM Acquirer must ensure that all of the following information matches in the Authorization and Clearing messages:

- Account Number
- Authorization Code
- Acquirer BIN
- Transaction amount
- Account selection processing code
- Merchant Category Code

ID# 0004796

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### 6.2.7.11 ATM Account Range Table

An ATM Acquirer must do all of the following:

- Use the Visa account range table to determine the routing of an Authorization Request
- Install and use the table within 6 business days of its receipt from Visa
- Not disclose or distribute to any third party the ATM account range table

ID# 0008780

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### 6.2.7.12 ATM Authorization Routing – Cards Bearing the Plus Symbol

If an ATM Acquirer does not route all Transactions to Visa, it must both:

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

- 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 does not apply to licensees of the Plus System, Inc.

ID# 0006993

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#### 6.2.7.13 Decline of an ATM Authorization Based on Expiration Date

An ATM Acquirer must not return or decline an ATM Transaction based on the expiration date, and must ensure that an ATM Authorization Request originating from an Expired Card is sent Online to the Issuer for an Authorization Response.

ID# 0006005

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#### 6.2.7.14 Declined ATM Cash Disbursements

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 after one of the following:

- 4 consecutive invalid PIN entries
- 4 consecutive invalid Transaction attempts
- 4 consecutive Decline Responses from the Issuer (including the V.I.P. System)

ID# 0002403

Edition: Apr 2016 | Last Updated: Oct 2014

#### 6.2.7.15 ATM Transaction Timeout Time Limit

An ATM and its host system must not timeout a Transaction in less than 45 seconds.

ID# 0002405

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#### 6.2.7.16 Card Retention at an ATM (Updated)

An ATM is not required to have the ability to retain Cards. If it does have this ability, it may retain a Card only upon the request of the Issuer.

**Effective through 15 April 2016**

If a Card is retained, the Acquirer must both:

- Log it under dual custody immediately after removal from the ATM

- Render the Card unusable and return it to the Issuer. If the Card bears a Chip, the Chip must not be damaged.

### Effective 16 April 2016 through 14 October 2016

If a Card is retained, an Acquirer must do all of the following:

- Log it under dual custody immediately after removal from the ATM
- Render the Card unusable, following secure Card destruction requirements, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements." If the Card bears a Chip, the Chip must not be damaged.
- Either:
  - Return the Card to the Issuer
  - Notify the Issuer through Visa Resolve Online that the Card has been recovered, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements"

### Effective 15 October 2016

If a Card is retained, an Acquirer must do all of the following:

- Log it under dual custody immediately after removal from the ATM
- Render the Card unusable, following secure Card destruction requirements, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements"
- Notify the Issuer through Visa Resolve Online that the Card has been recovered, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements"

ID# 0008063

Edition: Apr 2016 | Last Updated: Apr 2016

#### 6.2.7.17 Accidental Card Retention at an ATM (Updated)

If a hardware or software failure causes mistaken or accidental Card retention, an ATM Acquirer must return the Card to the Cardholder after reviewing positive Cardholder identification and comparing the Cardholder's signature to that on the Card signature panel.

If the Cardholder does not request the return of the Card, the ATM Acquirer must follow Card retention rules as specified in Section 6.2.7.16, "Card Retention at an ATM," and must not submit a Fee Collection Transaction for Recovered Card handling fee/reward (reason code 0150).

In the US Region, an ATM Acquirer must obtain the Issuer's authorization to return the Card to the Cardholder as follows:

- If the Cardholder requests a Manual Cash Disbursement, Authorization for the Cash Disbursement is considered as the Issuer's authorization to return the Card to the Cardholder.

- If the Cardholder does not request a Cash Disbursement, the Acquirer must contact the Issuer's Authorizing Processor for Authorization to return the Card to the Cardholder.

**Effective through 15 April 2016**

In the US Region, if the Card is retained, the ATM Acquirer must notify the Issuer of the Card retention.

ID# 0007014

Edition: Apr 2016 | Last Updated: Apr 2016

### 6.2.7.18 ATM Transaction Chaining (Updated)

An ATM that does not retain a Card to process a Transaction must not permit a Cardholder to perform multiple Transactions in a single session (Transaction chaining) without prompting for a PIN to be re-entered for each Transaction.

**Effective through 15 April 2016**

To ensure that dynamic data is properly generated for all Transactions initiated with contact or contactless Chip Cards, Acquirers must ensure that the Card is read for each new Transaction.

**Effective 16 April 2016**

Acquirers must ensure that a contact Chip Card is read for each new Transaction.

ID# 0028013

Edition: Apr 2016 | Last Updated: Apr 2016

### 6.2.7.19 Contact and Contactless Chip-Capable ATM Requirements (Updated)

An ATM Acquirer that processes Chip Card Transactions must comply with applicable requirements in Section 5.7.1.1, "Acceptance Device Requirements," and both of the following:

- For contact Chip Transactions, ensure that the ATM:
  - Is EMV-Compliant and approved by EMVCo or Visa
  - Reads the Chip if an EMV-Compliant Chip is present
  - Reads the data from the Magnetic Stripe if any of the following apply:
    - The Chip is not EMV-Compliant.
    - The Chip reader is inoperable.
    - The Chip malfunctions during the Transaction or cannot be read.
    - The Chip Transaction cannot be completed due to the absence of a mutually supported Application Identifier (AID).
  - Uses POS Entry Mode code 05 for contact Chip Transactions

- Is capable of passing Issuer scripts to the Card if the Issuer sends them in the Authorization Responses
- For Contactless Chip Transactions, ensure that the ATM:
  - Complies with the *Visa Contactless Payment Specification 2.1.1* (or equivalent EMV contactless kernel) or later<sup>1,2</sup>
  - Processes Transactions from a qVSDC enabled Contactless Payment Device using the qVSDC transaction path and transmits the resulting Chip data to VisaNet, including an EMV Online Card Authentication Cryptogram and all data elements used to create it
  - Uses POS Entry Mode code 07 for Visa payWave quick Visa Smart Debit/Credit (qVSDC) or 91 for Magnetic Stripe Data (MSD)
  - Includes a Dynamic Card Verification Value in all MSD path Online Authorization Requests transmitted to VisaNet
  - Forwards to Visa the form factor indicator field, when provided by the Contactless Payment Device<sup>3</sup>
  - In the AP Region and CEMEA Region, both of the following:
    - Supports the application program ID (APID)
    - Does not support the MSD transaction path

In addition, the ATM Acquirer must ensure that contactless Chip-capable devices and EMV-Compliant contact Chip-capable devices comply with all of the following:

- Be capable of reading a Magnetic Stripe
- Send all Transactions Online to the Issuer or Issuer's agent for Authorization
- Use only Online PIN for the Cardholder Validation Method (CVM)
- Support the Visa, Visa Electron, and Plus AIDs
- Display only a list of the Card applications the Acquirer can support

<sup>1</sup> This requirement does not apply to ATMs deployed in Brazil before 9 May 2013.

<sup>2</sup> In the AP Region and CEMEA Region, comply with the *Visa Contactless Payment Specification 2.1.3* or later or the equivalent EMV contactless kernel 3

<sup>3</sup> In the AP Region for Japan, 1 October 2018

### 6.2.7.20 ATM EMV Capability in Australia and New Zealand – AP Region

**Effective 1 January 2016**

In the AP Region, an ATM in Australia and New Zealand must be fully EMV-Compliant and VIS-Compliant.

ID# 0026183

Edition: Apr 2016 | Last Updated: Oct 2014

### 6.2.7.21 Visa Mobile Prepaid Acceptance for ATM Transactions – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, an ATM Acquirer:

- Must transmit all of the following to complete Transaction when the Card is absent:
  - 16-digit Account Number
  - Expiration date
  - Valid PIN
- May choose to accept cardless Visa Mobile Prepaid ATM Transactions in addition to Transactions where the Card is present
- Is not required to read and transmit the contents of track 2 of the Magnetic Stripe or the Magnetic-Stripe Image from the Chip on the Card if the Transaction is initiated through key-entry by a Visa Mobile Prepaid account holder

ID# 0027683

Edition: Apr 2016 | Last Updated: Oct 2014

### 6.2.7.22 ATM Triple Data Encryption Standard (Triple DES) Requirements – Canada Region

In the Canada Region, all ATMs must be Triple DES-capable<sup>1</sup>. All Online PIN-based Transactions initiated at ATMs must be Triple DES-encrypted end-to-end using double-length keys.

<sup>1</sup> The data encryption standard defined in American National Standards Institute X3.92-1981 for encrypting and decrypting binary coded data.

ID# 0004709

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### 6.2.7.23 ATM Scrip Terminal Prohibition – US Region

In the US Region, an Unattended Cardholder-Activated Terminal that prints Scrip must not participate in the Visa ATM Network.

ID# 0004778

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## 6.3 ATM Balance Inquiry Service

### 6.3.1 ATM Balance Inquiry Service Issuer Participation

#### 6.3.1.1 Balance Inquiry Service Issuer Participation

Issuer participation in the Balance Inquiry Service is optional. However, an Issuer must support the Balance Inquiry Service if the Issuer offers Balance Inquiry services through a network other than its proprietary network.

An Issuer that participates in the Balance Inquiry Service must do all of the following:

- Obtain certification from Visa
- Support Balance Inquiries as separate, non-financial transactions
- Provide balances in the currency of the Cardholder's account, for conversion by Visa to the Transaction Currency

An Issuer may additionally provide balance information as part of an ATM Cash Disbursement.

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### 6.3.2 ATM Balance Inquiry Service Acquirer Participation

#### 6.3.2.1 Balance Inquiry Service Acquirer Participation

To participate in the Balance Inquiry Service, an ATM Acquirer must do all of the following:

- Obtain certification from Visa
- Display the balance in the currency of the ATM, either on the screen or on a receipt
- Support Balance Inquiries as separate, non-financial transactions

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.

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# 0004804

Edition: Apr 2016 | Last Updated: Oct 2015

## 6.4 ATM Fees

### 6.4.1 ATM Access Fees

#### 6.4.1.1 Visa Rights Pertaining to ATM Access Fees

Visa reserves the right to request any of the following from an ATM Acquirer:

- Notice of intent to impose an Access Fee on international ATM Cash Disbursements
- A report with the physical location of each ATM and the total number of ATMs at which an Access Fee is imposed on international ATM Cash Disbursements
- Message display and language disclosure related to Access Fees on international ATM Cash Disbursements

ID# 0009039

Edition: Apr 2016 | Last Updated: Oct 2014

#### 6.4.1.2 Acquirer Imposition of ATM Access Fees (Updated)

An ATM Acquirer may impose an Access Fee on an international ATM Cash Disbursement if all of the following:

- It imposes an Access Fee on all other international ATM Cash Disbursements through any other network at the same ATM.
- The Access Fee is not greater than the Access Fee amount on all other international Transactions through any other network at the same ATM.
- The Access Fee is a fixed and flat fee.

#### Effective through 14 April 2016

The provisions for imposing an Access Fee do not apply to Cards issued by Members in the Visa Europe Territory, unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.

ID# 0007224

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#### 6.4.1.3 ATM Message Display for Access Fees

If an ATM Acquirer imposes an Access Fee on an international ATM Cash Disbursement, the ATM Acquirer must do all of the following at the ATM:

- Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the Issuer. The disclosure must comply with all of the following:
  - Be in English and the local language equivalent
  - Be as high a contrast or resolution as any other graphics on the terminal
  - Contain the notice: Fee Notice "(Member Name) will assess a fee to cardholders for international ATM Cash Disbursements. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."
- Identify the recipient of the Access Fee
- Inform the Cardholder of the Access Fee amount
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the ATM Transaction

ID# 0007164

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#### 6.4.1.4 ATM Access Fee in Clearing Record

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.

ID# 0007229

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#### 6.4.1.5 Domestic ATM Cash Disbursement Access Fees

An ATM Acquirer must not impose an Access Fee on a domestic ATM Cash Disbursement unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.

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

An ATM Acquirer in a country where an Access Fee for domestic ATM Cash Disbursements is permitted by Visa must comply with the requirements specified for International ATM Cash Disbursement Access Fees and to the requirements specified in Section 6.4.1.1, "Visa Rights Pertaining to ATM Access Fees."

This does not apply in the AP Region to ATM Acquirers in Australia and Thailand, in the Canada Region, in the LAC Region to ATM Acquirers in Panama and Puerto Rico, and in the US Region.

ID# 0007996

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#### 6.4.1.6 Domestic ATM Access Fee – Canada Region

In the Canada Region, an ATM Acquirer may impose an Access Fee on a domestic ATM Cash Disbursement.

An ATM Acquirer may impose an Access Fee if all of the following:

- It imposes an Access Fee on all other interchange transactions through other shared networks at the same ATM.
- The Access Fee is not greater than the Access Fee amount on all other interchange transactions through other shared networks at the same ATM.
- The Domestic Transaction is initiated by a Card issued by a Member other than the ATM Acquirer.
- The Access Fee is a fixed and flat fee.

ID# 0004715

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#### 6.4.1.7 ATM Access Fee Notification and Reporting – Canada Region

In the Canada Region, Visa may request any of the following from an ATM Acquirer:

- Notice of intent to impose an Access Fee on ATM Cash Disbursements
- A report with the physical location of each ATM and 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 Disbursement

ID# 0004717

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#### 6.4.1.8 ATM Access Fee Disclosure – Canada Region

If a Canada ATM Acquirer imposes an Access Fee on an ATM Cash Disbursement, the ATM Acquirer must do all of the following at the ATM:

- Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the Issuer

- Inform the Cardholder of the Access Fee amount
- Identify the ATM Acquirer as the recipient of the Access Fee
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the Transaction

ID# 0004718

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#### 6.4.1.9 Domestic ATM Access Fees in Russia – CEMEA Region

In the CEMEA Region, a Domestic Transaction completed in a non-domestic currency by a Russia ATM Acquirer may be subject to an Access Fee added to the Transaction amount if all of the following conditions are met:

- The Access Fee is applied only to a Domestic Transaction
- The ATM dispenses both RUB and foreign currency
- The Cardholder is given the opportunity to cancel the Transaction and/or change the requested amount to be disbursed in RUB without incurring additional charges

ID# 0024130

Edition: Apr 2016 | Last Updated: Oct 2015

#### 6.4.1.10 Visa Rights Pertaining to ATM Access Fees – US Region

Visa reserves the right to request any of the following from an ATM Acquirer in the US Region:

- Notice of intent to impose an Access Fee on ATM Cash Disbursements
- A report with the physical location of each ATM and the total number of ATMs at which an Access Fee is imposed on ATM Cash Disbursements
- Message display and language disclosure related to Access Fees on an ATM Cash Disbursements

ID# 0008829

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#### 6.4.1.11 ATM Access Fee Disclosure – US Region

In the US Region, an ATM must disclose any ATM Access Fee to the Cardholder. The disclosures must comply with all of the following:

- Be readily visible to the Cardholder in the Cardholder's line of sight
- Be as high a contrast or resolution as any other graphics on the terminal
- Be a minimum of 4" x 4" and have:
  - 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 US 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 (USD amount) fee to US Cardholders for withdrawing cash. This fee is added to the amount of your withdrawal and is in addition to any fees that may be charged by your financial institution."
  - Fee Notice "(Member Name) charges a (USD amount) fee for withdrawing cash. This fee is added to the amount of your withdrawal and is in addition to any fees that may be charged by your financial institution."
  - Fee Notice "(Member Name) may assess a fee to Cardholders for transactions. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."
  - Fee Notice "(Member Name) may assess a fee for transactions. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."

ID# 0004766

Edition: Apr 2016 | Last Updated: Oct 2014

### 6.4.2 ATM Travelers Cheque Fee

#### 6.4.2.1 ATM Travelers Cheque Fee Disclosure

If an ATM dispenses traveler's cheques and charges a fee, the Member must disclose the fee to the Cardholder.

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## 6.5 Visa Product and Service Rules: ATM – Related Publications

### 6.5.1 Publications Related to Visa Product and Service Rules: ATM

#### 6.5.1.1 Visa Product and Service Rules: ATM – Related Publications (Updated)

Table 6-1: ATM – Related Publications

Title
Global Chip Fallback Monitoring Program Guide <sup>1</sup>
Payment Technology Standards Manual <sup>1</sup>
Payment Card Industry (PCI) PIN Security Requirements <sup>1</sup>
Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements <sup>1</sup>
Plus System, Inc. Bylaws and Operating Regulations (Issuers and Acquirers of Plus in the US Region only)
Transaction Acceptance Device Requirements <sup>1</sup>
V.I.P. System BASE I Technical Specifications, Volume 1 <sup>1</sup>
V.I.P. System BASE I Technical Specifications, Volume 2 <sup>1</sup>
V.I.P. System SMS ATM Technical Specifications, Volume 1 <sup>1</sup>
V.I.P. System SMS ATM Technical Specifications, Volume 2 <sup>1</sup>
Visa Global ATM Member Guide
Visa PIN Security Program Guide <sup>1</sup>
Visa Product Brand Standards <sup>1</sup>
Visa Smart Debit/Credit (VSDC) Member Implementation Guide for Acquirers
Visa Smart Debit/Credit System Technical Manual <sup>1</sup>
<sup>1</sup> Visa Supplemental Requirements

## 7 Transaction Processing

### 7.1 VisaNet Systems Use

#### 7.1.1 Use of VisaNet

##### 7.1.1.1 Submission of Domestic Transactions to VisaNet

Unless prohibited by applicable laws or regulations, a Member must submit all Domestic Transactions, not otherwise submitted for Clearing or Settlement, to VisaNet as Collection-Only. This includes, but is not limited to, any Transaction that is processed as follows:

- Through either:
  - A VisaNet Processor
  - A domestic switch or any other form of processor
- Under any domestic Private Agreement or bilateral agreement
- As an On-Us Transaction

The following Transaction types are not required to be submitted to VisaNet<sup>1</sup>. However, a Member may choose to submit:

- Domestic ATM Cash Disbursements
- Domestic Manual Cash Disbursements

<sup>1</sup> Effective 1 January 2016

This does not apply to Nigeria Domestic Transactions

##### 7.1.1.2 Required Use of VisaNet for Processing – AP Region

In the AP Region, a Member in Australia, Malaysia, Philippines, Singapore, Thailand, or Vietnam must authorize, clear, and settle all Domestic Transactions through VisaNet.

In Australia, this does not apply to:

- On-Us Transactions
- Domestic Transactions in a Face-to-Face Environment, on a co-badged Visa Card, where the domestic debit network associated with the co-badged acceptance mark is selected

In Malaysia, Philippines, Singapore, Thailand, and Vietnam, this does not apply to:

- ATM Transactions
- On-Us Manual Cash Disbursements
- Transactions on a co-badged Visa Card processed on the domestic debit network associated with the co-badged acceptance mark

In Malaysia, Philippines, Singapore, Thailand, and Vietnam, this includes:

- On-Us Transactions
- Transactions processed through a VisaNet Processor or any other Agent

ID# 0026201

Edition: Apr 2016 | Last Updated: Apr 2015

#### 7.1.1.3 Visa Debit Transactions – Canada Region

A Canada Visa Debit Acquirer must process all Visa Debit Transactions through VisaNet.

ID# 0008891

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.1.1.4 Required Use of VisaNet for Processing – US Region

A US Member must process Authorization Requests and Clearing Records for all Visa Transactions through VisaNet by one of the following:

- Directly
- Through a Clearing Processor
- By other means approved by Visa

A Member that wants to process Transactions by a means other than through VisaNet must submit to Visa a *VisaNet Processing Exception Request*.

A Member must submit to VisaNet as Collection-Only all Transactions, Chargebacks, and Representments processed by other means approved by Visa.

ID# 0005709

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.1.1.5 Non-Visa Debit Transaction Disclosure Requirements – US Region

A US Issuer that enables Non-Visa Debit Transaction processing and that does not require that all such transactions be authenticated by a PIN must do all of the following:

- Clearly communicate to its Cardholders at the time of implementation of such processing or at the time of issuance, and on an annual or more frequent basis thereafter, that it has enabled Non-Visa Debit Transaction processing and that it does not require that all such transactions be authenticated by a PIN
- Clearly communicate to its Cardholders the identity of the debit networks for which such transactions are enabled on the Visa Check Card or Visa Debit Card
- Provide Cardholders with examples of the types of Cardholder actions that may be required to initiate a Visa Transaction on such Cards
- At least 30 calendar days before implementation, notify Visa that it does not require that all Non-Visa Debit Transactions be authenticated by a PIN
- Clearly communicate to its Cardholders at the time of implementation of such processing or at the time of issuance, and on an annual or more frequent basis thereafter, that the provisions of its Cardholder agreement relating only to Visa Transactions are inapplicable to non-Visa transactions

ID# 0008884

Edition: Apr 2016 | Last Updated: Oct 2014

## 7.2 Access to Visa Systems

### 7.2.1 Visa Extended Access

#### 7.2.1.1 Member Requirements for Visa Extended Access

If a Member has Visa Extended Access, the Member must use it to transmit its Interchange.

A Member must 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.

This does not apply to a US Member using Direct Exchange (DEX).

ID# 0008744

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.2.1.2 Member Support of Visa Extended Access

A Member that participates in Visa Extended Access must provide, at no cost to Visa, reasonable support requested by Visa for installing the V.I.P. System or BASE II, including all of the following:

- Providing a location that meets Visa requirements for installing Visa Extended Access on the Member's premises<sup>1</sup>

## Visa Product and Service Rules

### Transaction Processing

#### Access to Visa Systems

- Providing a sufficient number of qualified personnel that the Member will train to meet Visa specifications
- Maintaining V.I.P. System and BASE II records, documents, and logs required by Visa and providing them at Visa request
- Providing access to its premises and cooperating with Visa and its authorized agents in conjunction with the installation, service, repair, or inspection of Visa Extended Access<sup>1</sup>
- Notifying Visa promptly of any failure of Visa Extended Access to operate properly on its premises or the premises of its agent or independent contractor<sup>1</sup>
- Providing computer time and a sufficient number of qualified personnel required to ensure prompt and efficient installation and use of the V.I.P. System or BASE II Edit Package software supplied by Visa

In the Canada Region, Visa owns a Visa Extended Access server installed at a Member's location and is responsible for its acquisition, installation, and maintenance. Unless otherwise agreed by Visa, both:

- The Member may use the Visa Extended Access server only for V.I.P. System and BASE II processing.
- Members must not share a Visa Extended Access server.

A CEMEA Visa Extended Access user must both:

- Perform Visa Extended Access functions
- Develop and maintain any software that may be required for the Member's computer to communicate with Visa Extended Access

A CEMEA Member must notify Visa of any system changes that will affect the VisaNet system and must provide Visa with a minimum of 45 calendar days' notice of changes required by the Member to services currently provided by Visa to the Member, including, but not limited to:

- New Visa Extended Access software and options
- Changes to V.I.P. and BASE II System tables

<sup>1</sup> This does not apply to a US Member using Direct Exchange (DEX).

### 7.2.1.3 Unavailability of Visa Extended Access

If a Member's Visa Extended Access is expected to be unavailable, the Member must either:

- If unavailable for fewer than 5 calendar days, prepare the transmission as usual and send the Interchange to Visa as soon as the VisaNet Access Point becomes available
- If unavailable for 5 or more calendar days, send the Interchange to Visa as soon as possible

This does not apply to US Member using Direct Exchange (DEX).

ID# 0003670

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.2.1.4 Interchange File Procedures – CEMEA Region

A CEMEA Member with a Visa Extended Access point must provide an outgoing Interchange File at least 5 days a week. A Member without a Visa Extended Access Point must create an outgoing Interchange File and send it to the VisaNet Interchange Center at least once a week.

ID# 0005454

Edition: Apr 2016 | Last Updated: Oct 2014

## 7.2.2 Clearing Processors

### 7.2.2.1 Clearing Processor Termination or Downgrade

If a Clearing Processor terminates receipt or transmission of Interchange or downgrades its VisaNet processing level the Clearing Processor must both:

- Notify Visa in writing at least 3 months before the termination or effective date of the downgrade
- Be responsible for the VisaNet access charges that would have been assessed until the designated termination date, if the Clearing Processor terminates the receipt or transmission of Interchange before the designated termination date

Access and processing levels must have been in effect for at least 12 months on the designated effective date of the downgrade or termination.

ID# 0027078

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.2.2.2 Authorization or Clearing Processor – Termination or Downgrade – US Region

A US Authorizing or Clearing VisaNet Processor acting on behalf of a US Member (including one that provides access directly to a Merchant) must notify Visa of its intent to terminate receipt or transmission of Interchange or Authorization messages or to downgrade its VisaNet processing level.

Visa must receive written notification at least 3 months before the termination date or effective date of the downgrade, provided that the access and processing level will have been in effect for at least 12 months on the designated effective date.

An Authorizing or Clearing VisaNet Processor that terminates receipt or transmission of Interchange messages before the designated termination date is liable for the VisaNet access fees that would have been assessed until the designated termination date.

ID# 0007413

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3 Authorization

#### 7.3.1 Currency Requirements

##### 7.3.1.1 Authorization Currency – CEMEA Region

A CEMEA Member must both:

- Submit Authorization Requests in the Transaction Currency
- Receive Authorization Requests in its Billing Currency

ID# 0008898

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.3.2 Authorization Routing

##### 7.3.2.1 Account Range Table for Authorization Routing

If an Acquirer chooses to use the account range table provided by Visa to determine the routing of an Authorization Request, it must use the account range table to validate Visa Cards and must install and use the table within 6 business days of receipt.

An Acquirer must not distribute the account range table without the prior written consent of Visa.

ID# 0008754

Edition: Apr 2016 | Last Updated: Oct 2014

##### 7.3.2.2 Chip Transaction Routing Requirement in Australia and Malaysia – AP Region (Updated)

In the AP Region, an Australia Acquirer must route an Authorization Request to VisaNet if a Visa payWave or VIS-based Payment Application was selected to complete a Transaction.

### Effective 15 April 2016

A Malaysia Acquirer must ensure that Merchant choice is respected and accordingly must route an Authorization request to VisaNet if a Visa payWave or VIS-based Payment Application was selected to complete a Transaction.

ID# 0027964

Edition: Apr 2016 | Last Updated: Apr 2016

### 7.3.3 Authorization Service Participation

#### 7.3.3.1 Acquirer Participation in the Card Verification Service

##### Effective through 14 April 2016

An Acquirer must participate in both the:

- International Automated Referral Service
- Card Verification Service

##### Effective 15 April 2016

An Acquirer must participate in the Card Verification Service.

ID# 0005407

Edition: Apr 2016 | Last Updated: Oct 2015

#### 7.3.3.2 Stand-In Processing (STIP) Transaction Approval

If Visa approves a Transaction in Stand-In Processing (STIP), both:

- Visa provides the Acquirer with an Authorization Code based on the date, time, and Account Number.
- The Acquirer must provide the Authorization Code to the Merchant.

ID# 0005498

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.4 Member Provision of Authorization Services

#### 7.3.4.1 Authorization Service Requirement

A Member must provide Authorization services for all of its Cardholders or Merchants, 24 hours a day, 7 days a week, using one of the following methods:

- Directly, as a VisaNet Processor

- Through another VisaNet Processor, including Visa
- By other means approved by Visa

ID# 0004381

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.4.2 Issuer Authorization Response Requirements

#### Effective through 14 April 2016

An Issuer must provide Authorization Responses and all of the following:

- Meet the assured Transaction response standards
- Participate in the International Automated Referral Service<sup>1</sup>
- Participate in the Card Verification Service

#### Effective 15 April 2016

An Issuer must provide Authorization Responses and must:

- Meet the assured Transaction response standards
- Participate in the Card Verification Service

<sup>1</sup> This does not apply to Visa Electron Issuers.

ID# 0004382

Edition: Apr 2016 | Last Updated: Oct 2015

### 7.3.5 Authorization Request Time Limits

#### 7.3.5.1 Intraregional Authorization Requests – Maximum Time Limit for Response

The maximum time limit for a response to an Authorization Request for an Intraregional Transaction is:

- 15 seconds without PIN data
- 30 seconds with PIN data
- In the CEMEA Region, 25 seconds with PIN data

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# 0004385

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.5.2 Authorization Requests – Maximum Time Limit for Response – US Region

In the US Region, the maximum time limit for response to an Authorization Request to be received by the V.I.P. System from an Acceptance Device is:

- 10 seconds without PIN data
- 25 seconds with PIN data

ID# 0005426

Edition: Apr 2016 | Last Updated: Oct 2015

### 7.3.5.3 Average Authorization Response Time Standard – US Region

A US Issuer or its Authorizing Processor (including Stand-In Processing) must respond to all Authorization Requests in an average time not exceeding 5 seconds during each calendar month.

ID# 0005425

Edition: Apr 2016 | Last Updated: Oct 2015

## 7.3.6 Use of the Exception File

### 7.3.6.1 Exception File Updates

An Issuer must add an Account Number to the Exception File if one or more of the following applies:

- A Visa Card or Visa Electron Card was reported lost, stolen, or counterfeit and must be recovered.
- A Deposit-Only Account Number is reported as compromised.
- Authorization must always be denied to the Account Number.
- Authorization must always be granted to the Account Number.
- Issuer-defined Authorization limits apply to the Account Number.
- The Acquirer must contact the Issuer to obtain Authorization for the Account Number.

ID# 0003235

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.6.2 Exception File Update Information

An Issuer must update the Exception File with all of the following information:

- Account Number
- Authorization Response
- Purge date of the record

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- Region where the Account Number should be published in a Card Recovery Bulletin, if applicable

ID# 0001848

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### 7.3.7 Declines and Referrals

#### 7.3.7.1 Referral Response Limitation for Visa Electron Cards

**Effective through 14 April 2016**

A Visa Electron Issuer must not generate a Referral Response to an Authorization Request for a Visa Electron Card.

ID# 0004402

Edition: Apr 2016 | Last Updated: Oct 2015

#### 7.3.7.2 Referral Response Limitation for Contactless Transactions – AP Region

**Effective through 14 April 2016**

In the AP Region, an Issuer must not send a Referral Response to an Authorization Request for a Contactless Transaction.

ID# 0028035

Edition: Apr 2016 | Last Updated: Oct 2015

#### 7.3.7.3 Preauthorized Transaction Decline Response

Except as specified in the applicable VisaNet Manuals, a Recurring Transaction, Installment Transaction, or Preauthorized Healthcare Transaction that receives a Decline Response may be resubmitted for Authorization up to 4 times within 16 calendar days from the date of the original Decline Response, in an attempt to receive approval, only if the Decline Response code is one of the following:

- 05 (Authorization declined)
- 51 (Insufficient funds)
- 61 (Exceeds approval amount limit)
- 65 (Exceeds withdrawal frequency limit)

If an Approval Response is not received within this timeframe, the Merchant must not deposit the Transaction.

A Merchant that processes Recurring Transactions must not resubmit a Transaction for Authorization if the Transaction receives a Pickup Response, or is declined with one of the following response codes:

- 14 (Invalid Account Number [no such number])

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

- 54 (Expired Card)
- 57 (Transaction not permitted)

ID# 0006007

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#### 7.3.7.4 Visa Signature, Visa Infinite, and Visa Ultra High Net Worth Cards Allowable Decline Reasons (Updated)

Effective through 14 April 2016

A Visa Signature,<sup>1,4</sup> Visa Infinite,<sup>2,4</sup> and Visa Ultra High Net Worth<sup>3</sup> Issuer may decline Transactions only for the following reasons:

Table 7-1: Visa Signature, Visa Infinite, and Visa Ultra High Net Worth Card Allowable Decline Reasons

Circumstances	Allowable Reason For Decline
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 Stand-in Processing; decline is the result of Issuer unavailability	X
Over-limit on Cash Disbursements (unless Issuer is providing no pre-set cash limit)	X
Over-limit on Emergency Card Replacement (unless Issuer is providing no pre-set spending limit on Emergency Card Replacement)	X
Over-limit on Emergency Cash (unless Issuer is providing no pre-set cash limit on Emergency Cash)	X

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#### Effective 15 April 2016

A Visa Signature,<sup>1,4</sup> Visa Infinite,<sup>2,4</sup> and Visa Ultra High Net Worth (UHNW)<sup>3</sup> Issuer may decline Transactions only for the following reasons:

- Card used fraudulently
- Transaction is out of compliance with Cardholder agreement
- Transaction category is blocked by the Cardholder through Visa Payment Controls or Consumer Transaction Controls
- Cardholder notified to stop using Card, and account suspended or closed
- Over-limit on Cash Disbursements (unless Issuer is providing no pre-set cash limit)
- Over-limit on Emergency Card Replacement (unless Issuer is providing no pre-set spending limit on Emergency Card Replacement)
- Over-limit on Emergency Cash Disbursement (unless Issuer is providing no pre-set cash limit on Emergency Cash)

An AP UHNW Issuer must maintain a record of decline reasons, with information sufficient to validate the action taken.

<sup>1</sup> Includes Visa Signature, Visa Signature Preferred, Visa Signature Preferred Charge, and Visa Signature Business

<sup>2</sup> Includes Visa Infinite, Visa Infinite Business, Visa Infinite Privilege (Canada Region), and Visa Infinite Privilege Business (Canada Region)

<sup>3</sup> Applies only in the AP Region

<sup>4</sup> In the US Region, this requirement applies only to Visa Signature and Visa Infinite Cards issued as Visa Charge Cards.

ID# 0029252

Edition: Apr 2016 | Last Updated: Apr 2016

### 7.3.7.5 Visa Signature, Visa Infinite, and Visa Ultra High Net Worth Cards Allowable Referral Reasons (Updated)

#### Effective through 14 April 2016

An Issuer may refer Transactions only as follows:

Table 7-2: Visa Signature, Visa Infinite, and Visa Ultra-High Net Worth Program Allowable Referral Reasons<sup>1</sup>

Applicable Card Products	Circumstances
<ul style="list-style-type: none"><li>• Visa Signature<sup>1</sup> (including Visa Signature Preferred and Visa Signature Preferred Charge Card)</li><li>• Visa Signature Business</li><li>• Visa Infinite<sup>1</sup> (Canada Region &amp; US Region)</li><li>• Visa Infinite Privilege (Canada Region)</li></ul>	<ul style="list-style-type: none"><li>• Issuer's credit policy determines the likelihood of default</li><li>• Card is used before activation</li><li>• Account is delinquent, but otherwise in good standing</li></ul>

## Visa Product and Service Rules

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

Applicable Card Products	Circumstances
<ul style="list-style-type: none"><li>• Visa Infinite Business</li><li>• Visa Infinite Privilege Business (Canada Region)</li><li>• Visa Ultra-High Net Worth (AP Region)</li></ul>	<ul style="list-style-type: none"><li>• Account is delinquent and meets Issuer criteria to close/suspend prior to Cardholder notification</li></ul>

<sup>1</sup> In the US Region, this requirement only applies to Visa Signature and Visa Infinite Cards issued as Visa Charge Cards.

In the AP Region, unless the Transaction pattern suggests possible fraud, a Visa UHNW Issuer must not send a Referral Response to an Authorization Request based solely on the following conditions:

- Merchant country
- Transaction type being an ATM Cash Disbursement, Electronic Commerce Transaction, or Telephone Service Transaction using MCC 4814 (Telecommunication Services)

An AP UHNW Issuer must maintain a record of decline reasons, including declines of referrals, with information sufficient to validate the action taken.

ID# 0029206

Edition: Apr 2016 | Last Updated: Apr 2016

### 7.3.8 Cancellations and Reversals

#### 7.3.8.1 Requirement to Accept Authorization Reversal

An Acquirer that receives an Authorization Reversal from its Merchant must accept the Authorization Reversal and immediately forward it to Visa.

ID# 0005476

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.3.8.2 Issuer Requirements for Matching Authorization Reversals

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 both:

- Process the Authorization Reversal
- Release any applicable hold on the available funds in its Cardholder's account

ID# 0025592

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.9 Release of Authorization Holds

#### 7.3.9.1 Release of Hold on Real-Time Clearing Transactions – US Region

For a Real-Time Clearing Transaction, a US Issuer must release any hold on available funds in its Cardholder's account as a result of an approved Authorization request when either of the following occurs:

- Receipt of the Completion Message
- Expiration of the time limit for completion specified in the preauthorization request, if a Completion Message has not been received by that time

ID# 0006428

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.3.9.2 Release of Hold on Partial Authorization Transactions – US Region

A US Issuer that participates in the Partial Authorization service and receives an Authorization Reversal must release any applicable hold on available funds in its Cardholder's account immediately. This requirement does not apply if the Issuer determines that the Transaction or account involves suspicious or unusual activity.

ID# 0008876

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.3.9.3 Release of Hold on Status Check Authorizations – US Region

For a Status Check Authorization, a US Issuer 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# 0026795

Edition: Apr 2016 | Last Updated: Oct 2015

### 7.3.10 Visa Debit with PIN

#### 7.3.10.1 Visa Debit with PIN Transactions – Preauthorization Transactions – US Region

A US Merchant that initiates a preauthorization request for a PIN-Authenticated Visa Debit Transaction must send a preauthorization completion message within 2 hours of the preauthorization request.

ID# 0026878

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.11 Partial Authorization

#### 7.3.11.1 Partial Authorization Service Participation (Updated)

To participate in the Partial Authorization service, an Acquirer and its Processor must both:

- Support Partial Authorization Transactions and Authorization Reversals
- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization Transactions

ID# 0002515

Edition: Apr 2016 | Last Updated: Apr 2016

#### 7.3.11.2 Partial Authorization Service Acquirer Participation – US Region

A US Acquirer must do all of the following:

- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization transactions
- Support an Authorization Request message for terminals that have been programmed to accept a Partial Authorization Response
- Include the Partial Authorization indicator in the Authorization Request
- Support partial approval amounts and Partial Authorization Responses (Response code 10) from an Issuer for terminals that have been programmed to accept Partial Authorization Responses
- Accept and forward to Visa an Authorization Reversal received after a Partial Authorization Response
- Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

ID# 0003532

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.3.11.3 Partial Authorization Service Merchant Requirements

A Merchant that participates in the Partial Authorization service must do all of the following:

- Include the Partial Authorization indicator in the Authorization Request message
- Submit an Authorization Reversal if the Cardholder elects not to complete the purchase
- Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

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A US Merchant that accepts Partial Authorizations must support them for all Visa Card types.

ID# 0002519

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.3.11.4 Automated Fuel Dispenser Partial Authorization Merchant Requirements

An Automated Fuel Dispenser Merchant that participates in the Partial Authorization Service must do all of the following:

- Include the Partial Authorization indicator in the Authorization Request or Status Check Authorization
- For a Transaction where the full Transaction amount is included in the Authorization Request, submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response
- For a Status Check Authorization Transaction, 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-initiated or PIN-verified Transaction, USD 100 (or local currency equivalent)
  - For a US domestic Visa Fleet Card Transaction, USD 150
  - For all other Transactions, USD 75 (or local currency equivalent)
  - For a US Domestic Transaction, USD 100
- 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 less than the Partial Authorization amount (except in the US Region)
  - The full amount of the Partial Authorization Response, if the Cardholder does not continue with the Transaction

ID# 0002520

Edition: Apr 2016 | Last Updated: Oct 2015

### 7.3.11.5 Partial Authorization Service Acquirer Participation – Canada Region

**Effective 17 April 2016**

A Canada Acquirer and its VisaNet Processor must both:

- Receive and transmit Partial Authorization Transactions and Authorization reversals for the following MCCs:
  - 4121 (Taxicabs and Limousines)
  - 4812 (Telecommunication Equipment and Telephone Sales)

## Visa Product and Service Rules

### Transaction Processing

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

- 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls Through Use of Magnetic Stripe Reading Telephones, and Fax Services)
- 4816 (Computer Network/Information Services)
- 5200 (Home Supply Warehouse Stores)
- 5310 (Discount Stores)
- 5311 (Department Stores)
- 5331 (Variety Stores)
- 5411 (Grocery Stores and Supermarkets)
- 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)
- 5541 (Service Stations [With or Without Ancillary Services])
- 5542 (Automated Fuel Dispensers)
- 5621 (Women's Ready-To-Wear Stores)
- 5631 (Women's Accessory and Specialty Shops)
- 5641 (Children's and Infants' Wear Stores)
- 5651 (Family Clothing Stores)
- 5661 (Shoe Stores)
- 5691 (Men's and Women's Clothing Stores)
- 5732 (Electronics Stores)
- 5734 (Computer Software Stores)
- 5735 (Record Stores)
- 5812 (Eating Places and Restaurants)
- 5814 (Fast Food Restaurants)
- 5912 (Drug Stores and Pharmacies)
- 5921 (Package Stores – Beer, Wine, and Liquor)
- 5941 (Sporting Goods Stores)
- 5942 (Book Stores)
- 5945 (Hobby, Toy, and Game Shops)
- 5947 (Gift, Card, Novelty and Souvenir Shops)
- 5977 (Cosmetic Stores)
- 5999 (Miscellaneous and Specialty Retail Stores)
- 7230 (Beauty and Barber Shops)

## Visa Product and Service Rules

### Transaction Processing

#### Authorization

- 7298 (Health and Beauty Spas)
- 7399 (Business Services [Not Elsewhere Classified])
- 8999 (Professional Services [Not Elsewhere Classified])
- 9399 (Government Services [Not Elsewhere Classified])
- Obtain systems certification from Visa for Partial Authorization Transaction processing, as follows:
  - Standalone POS deployed on or after 17 April 2017
  - Integrated POS deployed on or after 16 April 2017
  - **Effective 13 October 2022**  
All standalone POS
  - **Effective 13 October 2022**  
All integrated POS

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### 7.3.12 Authorization Response Standards

#### 7.3.12.1 Minimum Issuer Monthly Approval Rates (Updated)

An Issuer must maintain the minimum monthly approval rates specified in Table 7-3, "Minimum Monthly Approval Rates." The approval rate is the number of positive Authorization Responses as a percentage of all Authorization Requests processed.

A CEMEA Issuer must report to Visa, on a quarterly basis, its Approval Response rates for Domestic Transactions in the specified categories.

Table 7-3: Minimum Monthly Approval Rates

Category	Visa Classic Cards <sup>1</sup>	Visa Gold/ Premier Cards <sup>1</sup>	Visa Business and Visa Corporate Cards	Visa Purchasing Cards	Visa Signature Cards <sup>2</sup>	Visa Infinite Cards <sup>3,8</sup>	Visa Rewards Product	Visa Platinum Business Cards and Visa Signature Business Cards <sup>7</sup>
Retail Merchants	Not applicable	95%	95%	Not applicable	99%	99%	95%	99%
Airlines	90%	95%	95%	Not applicable	99%	99%	95%	99%

## Visa Product and Service Rules

### Transaction Processing

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

Category	Visa Classic Cards <sup>1</sup>	Visa Gold/ Premier Cards <sup>1</sup>	Visa Business and Visa Corporate Cards	Visa Purchasing Cards	Visa Signature Cards <sup>2</sup>	Visa Infinite Cards <sup>3,8</sup>	Visa Rewards Product	Visa Platinum Business Cards and Visa Signature Business Cards <sup>7</sup>
Lodging Merchants	90%	95%	95%	Not applicable	99%	99%	95%	99%
Cruise Lines	90%	95%	95%	Not applicable	99%	99% <sup>5</sup>	95%	99%
Car Rental Merchants	90%	95%	95%	Not applicable	99%	99% <sup>5</sup>	95%	99%
Mail/ Phone Order	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable <sup>6</sup>	Not applicable	Not applicable
Quasi-Cash	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
ATM Cash Disbursements	Not applicable	65%	65%	Not applicable	65%	65% <sup>4,5</sup>	65%	65%
Manual Cash Disbursements	Not applicable	85%	Not applicable	Not applicable	85%	85% <sup>5</sup>	85%	85%

<sup>1</sup> This does not apply to US Issuers.

<sup>2</sup> This also applies to AP Visa Signature Business Cards.

<sup>3</sup> This also applies to:

- Canada Visa Infinite Business, Visa Infinite Privilege, and Visa Infinite Privilege Business Cards
- US Visa Infinite Card

<sup>4</sup> For Canada Visa Infinite Privilege and Visa Infinite Privilege Business, 75%

<sup>5</sup> In the AP Region and CEMEA Region, this also applies to Visa Ultra High Net Worth (UHNW) Cards. The minimum monthly approval rate for Visa UHNW Cards at all other Merchant categories not specified in this table must be 99%.

<sup>6</sup> In the AP Region and CEMEA Region, a Visa UHNW Card Issuer must provide a 99% minimum monthly approval rate for the Mail/Phone Order Merchant category.

<sup>7</sup> Applies to Visa Platinum Business Cards and Visa Signature Business Cards issued in the CEMEA Region. The minimum monthly approval rate for Visa Platinum Business Cards and Visa Signature Business Cards at all other Merchant categories not specified in this table must be 99%.

## Visa Product and Service Rules

### Transaction Processing

### Authorization

Category	Visa Classic Cards <sup>1</sup>	Visa Gold/ Premier Cards <sup>1</sup>	Visa Business and Visa Corporate Cards	Visa Purchasing Cards	Visa Signature Cards <sup>2</sup>	Visa Infinite Cards <sup>3,8</sup>	Visa Rewards Product	Visa Platinum Business Cards and Visa Signature Business Cards <sup>7</sup>
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<sup>8</sup> This also applies to AP Visa Infinite Business Cards.

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### 7.3.12.2 Minimum Monthly Approval Rate Requirements – US Region (Updated)

A US Issuer must maintain the minimum monthly approval rates specified in Table 7-4, "Minimum Monthly Approval Rates – Visa Consumer Card Programs – US Region" and Table 7-5, "Minimum Monthly Approval Rates – Commercial Visa Products – US Region." The approval rate is the number of positive Responses as a percentage of all Authorization Requests processed.

Table 7-4: Minimum Monthly Approval Rates – Visa Consumer Card Programs – US Region

Category	Visa Traditional	Visa Signature, Visa Signature Preferred, and Visa Infinite	Consumer Visa Check Card
Airlines/Car Rental Merchants	92%	99%	92%
Lodging Merchants/ Cruise Lines	95%	99%	95%
Manual Cash Disbursements	Not applicable	95%	Not applicable
All Merchants (including those listed above)	95%	99%	95%
International Transactions	Not applicable	For Visa Infinite only 98%	Not applicable

Table 7-5: Minimum Monthly Approval Rates – Commercial Visa Products – US Region

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Airlines/Car Rental Merchants	96%	99%	98%	Not applicable

## Visa Product and Service Rules

### Transaction Processing

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

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Lodging Merchants/Cruise Lines	97%	99%	98%	Not applicable
Manual Cash Disbursements	Not applicable	Not applicable	Not applicable	Not applicable
All Merchants (including those listed above)	96%	99%	98%	Not applicable

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### 7.3.12.3 Maximum Issuer Monthly Referral Rates (Updated)

**Effective through 14 April 2016**

An Issuer must not exceed the monthly referral rates specified in Table 7-6, "Maximum Monthly Referral Rates." 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.

A CEMEA Issuer must report to Visa, on a quarterly basis, its Referral Response rates for Domestic Transactions in the specified categories. The Referral Rate includes Authorization Requests processed by an Issuer, its VisaNet Processor, or Stand-In Processing.

**Table 7-6: Maximum Monthly Referral Rates**

Category	Visa Classic Cards, Visa Gold/Premier Cards, Visa Rewards Product, and Visa Commercial Cards	Visa Signature Cards, Visa Infinite Cards, Visa Platinum Business Cards, and Visa Ultra High Net Worth Cards <sup>1</sup>	Visa Electron Cards
Retail Merchants	0.5%	0.3% <sup>2</sup>	Not allowed
Airlines	0.5%	0.3%	Not allowed
Lodging Merchants	0.5%	0.2%	Not allowed
Cruise Lines	0.5%	0.3% <sup>2</sup>	Not allowed
Car Rental Merchants	0.5%	0.2%	Not allowed
Mail/Phone Orders <sup>3</sup>	0.5%	0.3%	Not allowed
Quasi-Cash	0.5%	0.3%	Not allowed

## Visa Product and Service Rules

### Transaction Processing

#### Authorization

Category	Visa Classic Cards, Visa Gold/Premier Cards, Visa Rewards Product, and Visa Commercial Cards	Visa Signature Cards, Visa Infinite Cards, Visa Platinum Business Cards, and Visa Ultra High Net Worth Cards <sup>1</sup>	Visa Electron Cards
ATM Cash Disbursements	Not allowed	Not allowed	Not allowed

<sup>1</sup> This also applies to:

- In the AP Region
  - Visa Signature Business Cards
  - Visa Ultra High Net Worth Cards
- In the Canada Region, Visa Infinite Business, Visa Infinite Privilege, and Visa Infinite Privilege Business Cards
- In the CEMEA Region:
  - Ultra High Net Worth Cards
  - Visa Platinum Business Cards
  - Visa Signature Business Cards
- In the US Region:
  - Visa Signature Preferred
  - Visa Infinite Cards

<sup>2</sup> 0.2% for:

- US Visa Signature
- US Visa Infinite

<sup>3</sup> Referral rates listed for Mail/Phone Order Transactions also apply for domestic Mail/Phone Order Transactions unless a different rate is specified in the Visa Rules.

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### 7.3.12.4 Referral Response Limitations and Rates – US Region

**Effective through 14 April 2016**

A US Issuer must not:

- Send a Referral Response to an Authorization Request involving an Electronic Commerce Transaction
- Exceed the monthly referral rates listed in Table 7-7, "Maximum Monthly Referral Rates – Visa Consumer Card Programs – US Region" or Table 7-8, "Maximum Monthly Referral Rates – Commercial Visa Products – US Region."

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.

## Visa Product and Service Rules

### Transaction Processing

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

Table 7-7: Maximum Monthly Referral Rates – Visa Consumer Card Programs – US Region

Category	Visa Consumer Credit	Consumer Visa Check Card
Airlines	0.30%	0.50%
Lodging Merchants/Cruise Lines	0.20%	0.15%
Car Rental Companies	0.20%	0.20%
All Merchants (including those listed above)	0.20%	0.20%

Table 7-8: Maximum Monthly Referral Rates – Commercial Visa Products – US Region

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Airlines	0.30%	0.30%	0.20%	0.10%
Lodging Merchants/Cruise Lines	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%
International Transactions	0.20%	0.20%	0.15%	0.10%

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## 7.4 Processing of Specific Transaction Types

### 7.4.1 Account Funding Transactions

#### 7.4.1.1 Account Funding Transaction Requirements

Effective through 14 January 2016

An Account Funding Transaction must comply with all of the following:

- Be processed through VisaNet as a purchase Transaction

## Visa Product and Service Rules

### Transaction Processing Processing of Specific Transaction Types

- If authorized, include the Account Funding Transaction indicator in the Authorization and Clearing Records
- Be cleared for the same amount approved in the Authorization

An Account Funding Transaction originating in the US Region must comply with all of the following:

- Be processed as a purchase Transaction
- Include the Electronic Commerce Indicator
- Include the Account Funding Transaction indicator

#### Effective 15 January 2016

An Account Funding Transaction must comply with all of the following:

- Not represent both:
  - Payment for goods or services
  - Funding of a Merchant account
- Be processed with the Account Funding Transaction indicator in the Authorization Request and Clearing Records
- In the US Region, be an Electronic Commerce Transaction

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### 7.4.2 Manual Cash Disbursements

#### 7.4.2.1 Manual Cash Disbursement Transaction Currency

The Transaction Currency for a Manual Cash Disbursement must be all of the following:

- Currency dispensed
- Currency in the Authorization Request
- Currency presented into Interchange

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### 7.4.3 Automated Fuel Dispenser Transactions

#### 7.4.3.1 Automated Fuel Dispenser Requirements – US Region

A US Acquirer that has a Merchant Agreement with an Automated Fuel Dispenser Merchant that uses Status Check Authorizations must both:

- Send an Acquirer Confirmation Advice identifying the final Transaction amount within 2 hours of Status Check Authorization
- Ensure that the amount transmitted in the Acquirer Confirmation Advice equals the amount transmitted in the Clearing Record

ID# 0026793

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#### 7.4.3.2 Automated Fuel Dispenser Real-Time Clearing Transaction Processing – US Region

A US Automated Fuel Dispenser Merchant that participates in Real-Time Clearing must also participate in Partial Authorization.

A Real-Time Clearing Transaction must identify the preauthorization time limit in field 63.2 of the Authorization message.

The Completion Message must be for an amount equal to or less than the authorized amount, including partial approvals.

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#### 7.4.3.3 Display of Authorization Amount for Automated Fuel Dispenser Transactions – US Region (New)

**Effective 15 October 2016**

If a US Issuer includes information from an Automated Fuel Dispenser (AFD) Transaction in an online Cardholder statement, Cardholder alert, or other communication to the Cardholder, the Issuer must not use the Transaction amount contained in the related preauthorization request or Status Check Authorization, or the amount represented by the Status Check Authorization. The Transaction amount field displayed to the Cardholder must be blank or contain the final Transaction amount from the Acquirer Confirmation Advice or the Completion Message.

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## 7.4.4 Bill Payment Transactions

### 7.4.4.1 Bill Payment Transaction Data – US Region

A US Acquirer must identify a Bill Payment Transaction in the Authorization Request and Clearing Record.

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## 7.4.5 Dynamic Currency Conversion Transactions

### 7.4.5.1 Dynamic Currency Conversion Transaction Indicator Requirement

An Acquirer must include the Dynamic Currency Conversion Transaction Indicator in its Dynamic Currency Conversion Authorization Requests and Clearing Records.

ID# 0026057

Edition: Apr 2016 | Last Updated: Oct 2014

## 7.4.6 Online Gambling Transactions

### 7.4.6.1 Quasi-Cash/Online Gambling Transaction Indicator

For a Quasi-Cash Transaction, the Quasi-Cash/Online Gambling Transaction indicator must appear in both the Authorization Request and Clearing Record.

This does not apply in the CEMEA Region to Members in South Africa.

ID# 0002886

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## 7.4.7 Commercial Payables Transactions

### 7.4.7.1 Authorization Request and Settlement Amount Match

Visa will return a Commercial Payables Transaction to the Acquirer for resubmission if the amount in the Clearing Record does not match the amount in the Authorization Request and all of the following conditions apply:

- Card is a Visa Purchasing or Visa Fleet Card
- Issuer has enrolled to participate in the Authorization and Settlement Match service

- The Visa Purchasing Card BIN or account range (including Visa Fleet Card BIN or account range) is enrolled in the Authorization and Settlement Match service
- Transaction occurs in a Card-Absent Environment

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### 7.4.8 Card-Absent Environment Transactions

#### 7.4.8.1 Mail/Phone Order Expiration Date in Authorizations – AP Region

In the AP Region, an Authorization Request for a Mail/Phone Order Transaction must include the Card expiration date.

This does not apply to Recurring Transactions, which do not require an expiration date in the Authorization Request.

ID# 0005333

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### 7.4.9 Recurring Transactions

#### 7.4.9.1 Electronic Commerce Indicator for Recurring Transactions – US Region

In the US Region, if an Order Form for a Recurring Transaction is provided to a Merchant in an electronic format, the initial Transaction must be processed with the appropriate Electronic Commerce Indicator.

Subsequent Recurring Transactions must be processed as Recurring Transactions.

The initial Transaction may be populated with the recurring payment indicator.

ID# 0004638

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### 7.4.10 Original Credit Transactions

#### 7.4.10.1 Original Credit Transaction Chargeback Reversal

A Recipient Member that processed a Chargeback for an Original Credit Transaction may only initiate a Chargeback Reversal within one calendar day of the Chargeback Processing Date.

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## 7.4.11 Visa Purchasing Card Transactions

### 7.4.11.1 Visa Purchasing Card Transaction Data

An Acquirer that accepts a Visa Purchasing Card Transaction must provide the Issuer with any Cardholder reference data or other relevant Transaction information supplied by a Merchant.

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## 7.4.12 Visa Fleet Card Transactions

### 7.4.12.1 Visa Fleet Card – Enhanced Data

An Acquirer that contracts with a Merchant to accept a Visa Fleet Card must provide the Issuer or the Issuer's agent with the Enhanced Data if provided by its Merchant in the Authorization and Clearing Record.

ID# 0008894

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### 7.4.12.2 Visa Fleet Card Enhanced Data Requirements – US Region

A US Merchant that accepts a Visa Fleet Card must provide Enhanced Data for Visa Fleet Card Transactions classified with any of the following MCCs:

- 4468 (Marinas, Marine Service, and Supplies)
- 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)
- 5541 (Service Stations)
- 5542 (Automated Fuel Dispensers)
- 5983 (Fuel Dealers – Fuel Oil, Wood Coal, and Liquefied Petroleum)

A US Acquirer that processes Visa Fleet Card Transactions must provide both Cardholder-supplied data and supplemental Transaction data for these Transactions.

ID# 0027524

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## 7.5 Clearing

### 7.5.1 File Processing

#### 7.5.1.1 Acquirer Responsibility for Visa Transactions – US Region (Updated)

A US Acquirer is responsible for Visa Transactions it submits into Interchange regardless of the Acquirer's ability to return the Transaction to the Merchant for any reason.

ID# 0005077

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#### 7.5.1.2 Duplicate Interchange File Requirements

A Member must generate a duplicate Interchange File before transmitting Interchange to Visa and retain this file for 15 calendar days after the Settlement Date.

ID# 0003372

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### 7.5.2 Currency Conversion

#### 7.5.2.1 Currency Conversion (Updated)

Visa converts the Transaction Currency to the Issuer's or Acquirer's Settlement Currency using the Currency Conversion Rate.

ID# 0003298

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### 7.5.3 PIN-Authenticated Visa Debit Adjustments

#### 7.5.3.1 PIN-Authenticated Visa Debit Transaction Adjustments – US Region

If a US Acquirer processes an Adjustment to a PIN-Authenticated Visa Debit Transaction to correct a Merchant or Acquirer processing error that causes an out-of-balance situation, it must both:

- Process the Adjustment within 45 calendar days of the purchase date of the original Transaction
- Process the Adjustment for the correct Transaction amount

A US Acquirer may process a first Presentment as an Original Adjustment when all of the following apply:

- Original Transaction resulted from a PIN-Authenticated Visa Debit Transaction
- Connection between the Merchant and its Authorizing Processor was inoperable
- Merchant completed the Transaction without obtaining an Authorization

An Acquirer must not process an Original Adjustment if the original Transaction received a Decline Response.

The Acquirer must not process an Adjustment subsequent to a Chargeback.

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### 7.5.3.2 Online Check Card (Check Card II) Transaction Adjustments – US Region

#### Effective for Transactions completed through 30 June 2015

A US Acquirer may process an Adjustment to an Online Check Card Transaction to correct a Merchant or Acquirer processing error that causes an out-of-balance situation. The Acquirer must do all of the following:

- 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 US Acquirer may process a first Presentment as an Original Adjustment when all of the following apply:

- 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

#### Effective for Transactions completed through 30 June 2015

A US Acquirer must not process an Original Adjustment if the original Transaction received a Decline Response.

ID# 0008883

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### 7.5.4 Reversals

#### 7.5.4.1 Permitted Use of Clearing Reversals – US Region

In the US Region, if a Clearing Processor that cleared Interchange through VisaNet detects duplicate or erroneous data before sending it to Visa, the Clearing Processor must correct the data before transmission.

If incorrect data has already been transmitted, a Clearing Reversal may be initiated by either the Clearing Processor that originated the duplicate or erroneous transmission or by Visa.

The Clearing Processor may use a Clearing Reversal only to correct either:

- Inadvertent processing errors (for example: duplicate processing), as described in [Section 12.5.2.1, "Duplicate or Erroneous Data Fee – US Region"](#)
- Individual Transactions that were transmitted twice or contain erroneous data

To reverse a duplicate or erroneous Interchange transmission, the Clearing Processor must do all of the following:

- Immediately notify Visa of any duplicate or erroneous data transmitted, including any of the following:
  - An entire day's Interchange duplication
  - Batches of previously transmitted Interchange
  - Batches captured more than once on the same outgoing Interchange File
- Replace the Transaction codes of the duplicate Transactions with the appropriate Clearing Reversal codes
- Not change any other information in the duplicate Transactions
- Send the corrected file on the next transmission day

ID# 0008882

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### 7.5.5 Data Requirements

#### 7.5.5.1 Interchange Data Element Requirements

An Acquirer that sends Interchange through BASE II must use the data elements listed in the applicable VisaNet Manuals.

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#### 7.5.5.2 Visa Prepaid Card Purchase Transaction Data (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.

ID# 0002516

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#### 7.5.5.3 Visa Commercial Card Data Requirements – LAC Region

In the LAC Region, a Brazil Acquirer must ensure that the Clearing Record for a Transaction completed with a Visa Commercial Card of a government program includes the Merchant legal name and Merchant tax identification number.

ID# 0027384

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#### 7.5.5.4 Visa Prepaid Card Data Requirements – LAC Region

In the LAC Region, a Brazil Acquirer must ensure that the Clearing Record for a Transaction completed with a Visa Prepaid Card of a government program includes the Merchant legal name and Merchant tax identification number.

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#### 7.5.5.5 Credit Vouchers for Airline/Railway Tickets – US Region

For a CPS/Passenger Transport Credit Voucher Transaction that originates in the US Region, an Acquirer must provide the following data associated with the original Transaction, as applicable:

- Airline Ticket Identifier
- Railway Ticket Identifier
- For an Ancillary Purchase Transaction, a general description of goods and services

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## 7.6 Processing Errors

### 7.6.1 Transaction Error Handling

#### 7.6.1.1 Australia Domestic Processing Error Notification – AP Region

In the AP Region, an Australia Member must do one of the following in the event of a domestic processing error:

- If the error impacts only one domestic Member, either:
  - Contact and advise the affected Member directly
  - Keep Visa informed of the processing error by emailing the details specified in [Section 7.6.1.2, "Australia Processing Error Advice to Visa – AP Region"](#)
- If the error impacts more than one domestic Member, either:
  - Advise Visa of the processing error and request assistance to circulate the impact notification to other domestic Members with the information specified in [Section 7.6.1.2, "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 [Section 7.6.1.2, "Australia Processing Error Advice to Visa – AP Region"](#)

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#### 7.6.1.2 Australia Processing Error Advice to Visa – AP Region

In the AP Region, an Australia Member that notifies Visa of a processing error must send the notification to Visa within 24 hours of identifying the processing error. If the notification contains sensitive information (for example: Card account information), the file must be encrypted with a password before it is emailed to Visa.

The notification to Visa must be sent via email to Visa with the subject: AU, [Member Name] – Processing Error Notification.

The email must indicate the action required from Visa and must contain all of 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, as applicable
- Processing Date of the duplicate file/transactions, as applicable

- Transaction reference number range, if available
- Merchant name, where appropriate
- Anticipated file refund/reversal date, if applicable
- Member contact information, including telephone number and email address

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## 7.7 Online Financial and Deferred Clearing

### 7.7.1 Online Financial and Deferred Clearing Requirements

#### 7.7.1.1 Online Financial Transaction Authorization Requests (Updated)

An Online Financial Transaction Authorization Request for a Visa or Visa Electron Transaction must originate at an ATM or an Acceptance Device 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. This does not apply to a Visa Electron Transaction, which may not be key-entered.

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#### 7.7.1.2 Clearing Reversals for Online Financial and Deferred Clearing Transactions – US Region

A US Acquirer must process a Clearing Reversal for an Online Financial or Deferred Clearing Transaction if either the:

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

ID# 0005735

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## 7.8 Single Message System (SMS)

### 7.8.1 Single Message System Requirements

#### 7.8.1.1 PIN-Authenticated Visa Debit Transaction Single Message System Processing Requirement – US Region

A US Acquirer must ensure that a PIN-Authenticated Visa Debit Transaction is processed as an Online Financial Transaction through the Single Message System.

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## 7.9 Transaction Deposits

### 7.9.1 Transaction Deposit Requirements

#### 7.9.1.1 Merchant Location Identification

A Merchant with multiple Merchant Outlets must identify the location of the Merchant Outlet for each Transaction in the Transaction data it deposits with its Acquirer.

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Edition: Apr 2016 | Last Updated: Oct 2014

## 7.10 Transaction Processing Time Limits and Dates

### 7.10.1 Processing Time Limits

#### 7.10.1.1 Acquirer Processing Timeframes (Updated)

An Acquirer must process Transactions within the following timeframes:

## Visa Product and Service Rules

### Transaction Processing

#### Transaction Processing Time Limits and Dates

**Effective through 14 April 2016**

**Table 7-9: Acquirer Processing Timeframe Requirements**

Transaction Type	Processing Date – AP Region, Canada Region, CEMEA Region, LAC Region	Processing Date – US Region
ATM	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
Automated Fuel Dispenser (Domestic Transactions in the AP Region in Malaysia)	Within 2 local business days from the Transaction Date (includes Transaction Date and Processing Date)	
In-Transit	Within 5 calendar days of the Transaction Date	Within 5 calendar days of the Transaction Date
Merchandise Return/Credit – All except centrally processed multiple Merchant Outlets <sup>1</sup> and exceptions included in this table	Within 15 <sup>2</sup> calendar days from the Transaction Date	Within 5 <sup>3</sup> calendar days of the Transaction Date
Merchandise Return/Credit – Centrally processed multiple Merchant Outlets <sup>1</sup>	Within 30 <sup>2</sup> calendar days of the Transaction Date	Within 10 <sup>3</sup> calendar days from the Transaction Date
Preauthorized Healthcare	Not applicable	Within 90 calendar days of the service date
Purchase – All except centrally processed multiple Merchant Outlets <sup>1</sup> and exceptions included in this table	Within 15 <sup>2,4</sup> calendar days from the Transaction Date	Within 10 <sup>3</sup> calendar days from the Transaction Date
Purchase – Centrally processed multiple Merchant Outlets <sup>1</sup>	Within 30 <sup>2,4</sup> calendar days of the Transaction Date	Within 20 <sup>3</sup> calendar days from the Transaction Date
Visa Electron	Within 3 local business days from the transaction date	Within 3 local business days from the transaction date
Visa Prepaid Load Service (in the US Region, Visa ReadyLink)	Within 2 calendar days from the Visa Prepaid Load Service date	Visa ReadyLink Transactions must be processed through the Single Message System

<sup>1</sup> In the US Region, includes the following Merchant types: transportation companies subject to federal or foreign regulations, oil companies, Car Rental Merchants, Lodging Merchants, restaurant chains, and other Merchant categories specified by Visa.

## Visa Product and Service Rules

### Transaction Processing

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

Transaction Type	Processing Date – AP Region, Canada Region, CEMEA Region, LAC Region	Processing Date – US Region
	<sup>2</sup> In the AP Region, within 8 business days of the Transaction Date. Excludes Visa Electron; includes Transaction Date and Processing Date	
	<sup>3</sup> In the US 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.	
	<sup>4</sup> For an Egypt Domestic Transaction, within 10 calendar days of the Transaction Date	

**Effective 15 April 2016**

**Table 7-10: Acquirer Processing Timeframe Requirements**

Transaction Type	Maximum Processing Timeframe
Visa Electron and ATM <sup>1</sup>	Within 5 calendar days of the Transaction Date
Visa Prepaid Load Service (in the US Region, Visa ReadyLink)	Within 2 <sup>1</sup> calendar days of the Transaction Date
All Other Transactions	Within 8 <sup>2</sup> calendar days of the Transaction Date In Japan, within 30 calendar days of the Transaction Date In Malaysia, for domestic Automated Fuel Dispenser Transactions, within 2 local business days of the Transaction Date In the US Region, for merchandise returns and credits, within 5 <sup>2</sup> calendar days of the Transaction Date

<sup>1</sup> In the US Region, ATM Transactions and Visa ReadyLink Transactions must be processed through the Single Message System.  
<sup>2</sup> In the US Region, additional requirements for Transaction processing time limits apply to Custom Payment Service Programs.

The Processing Date and Transaction Date are each counted as one day.

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### 7.10.1.2 Valid Transaction Dates (Updated)

For the Transaction types shown, the Transaction Date is determined as follows:

**Table 7-11: Determination of Transaction Date**

Transaction Type	Transaction Date	Region
Aggregated	Date of the final Transaction	All

## Visa Product and Service Rules

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#### Settlement

Transaction Type	Transaction Date	Region
Airline and passenger railway	Ticket-issuing date	US
Cruise Line	Either the payment date or within 24 hours of disembarkation	All
Deferred Payment	Billing date, which must be no later than 90 days from the initial shipment date	All
In-Transit	The earlier of either the: <ul style="list-style-type: none"><li>• Date the Transaction Receipt is issued, if the Transaction is submitted by the Acquirer while the vehicle is in transit</li><li>• Any time within 24 hours of arrival of the transport vehicle</li></ul>	All
Lodging	The earlier of either the check-out date or prepayment date	All
Prauthorized Health Care	Date on which the Health Care Merchant receives notice of adjudication from the Cardholder's insurance company	US
Prepayment	Date of prepayment	All
Rental of merchandise, services, equipment	The earlier of either the return date or prepayment date	All
Transaction in which merchandise is shipped	Shipment date. A Merchant must not obtain Authorization more than 7 calendar days before the merchandise is shipped.	All

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## 7.11 Settlement

### 7.11.1 Funds Transfer Requirements

#### 7.11.1.1 Settlement Funds Transfer Requirements (Updated)

When a Member's Funds Transfer Settlement Reporting Entity has a net credit position, Visa transfers its Settlement Amount to the Member's Settlement account. When a Member's Funds Transfer Settlement Reporting Entity has a net debit position, the Member must transfer its Settlement Amount to the Visa Settlement account, as specified in the applicable Settlement Funds Transfer Arrangements.

ID# 0005623

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### 7.11.1.2 Domestic Interchange Adjustment

An Interchange Adjustment to a Domestic Transaction must be all of the following:

- Limited to the amount of the discrepancy
- Accompanied by a copy of the applicable supporting documentation
- Included with a regular Settlement payment between a Sending Member and a Receiving Member
- Reflected on the corresponding Summary of Interchange Entries<sup>1</sup> or non-settled advice that specifies the counts and amount of Clearing Records processed in domestic Interchange

<sup>1</sup> Data required to accompany Domestic Interchange processed under a Private Agreement

ID# 0005643

Edition: Apr 2016 | Last Updated: Oct 2015

### 7.11.1.3 Establishing Settlement Arrangements

To establish how its Settlement will operate, a Member must complete the applicable funds transfer instruction form or other document required by a settlement service's Settlement Funds Transfer Arrangements. The funds transfer instruction form or other document must specify the funds transfer information for a Settlement account that a Member or a Visa-approved Clearing Processor wants to use for its Settlement in connection with a Funds Transfer Settlement Reporting Entity.

An Associate-Type Member must execute its funds transfer settlement through the account of its Principal-Type Sponsor and must not have its own Funds Transfer Settlement Reporting Entity for direct settlement with Visa unless it participates in a National Net Settlement Service in which the Member's Sponsor does not also participate or as otherwise provided by Visa.

A Member may only change its designated currencies once in a 12-month period and must give Visa 60 calendar days' written notice using the applicable funds transfer instruction form. Visa may allow more frequent changes under special circumstances.

ID# 0029154

Edition: Apr 2016 | Last Updated: Apr 2015

### 7.11.2 Settlement Requirements – AP Region

#### 7.11.2.1 Member's Sole Ownership of Settlement Account – AP Region

An AP Member that has its own Funds Transfer Settlement Reporting Entity must have sole ownership of any account it uses for funds transfers of amounts due in Settlement.

ID# 0005419

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#### 7.11.2.2 Member Responsibility for Settlement Obligations – AP Region

An AP Member is responsible for all Settlement obligations owed to Visa by any entity or subsidiary owned or controlled by the Member, even if the entity is legally independent of the Member. Visa may offset any amount owed to Visa by the entity or subsidiary against the Member accounts, Branches, or other owned or controlled entity worldwide.

ID# 0005423

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.11.2.3 Clearing Cutoff Time for VisaNet Processors in Australia – AP Region

In the AP Region, a domestic VisaNet Processor in Australia must adhere to 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# 0026166

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.11.2.4 Requirement to Participate in Japan National Net Settlement Service – AP Region

In the AP Region, a Japan Principal-Type Member must do all of the following:

- Enroll and certify with Visa for the National Net Settlement Service
- Correctly submit all qualifying Domestic Transactions into Interchange
- Settle all qualifying Domestic Transactions processed in JPY through the National Net Settlement Service

If a participating Member incorrectly submits Domestic Transactions into the International Settlement Service, a Compliance case may be filed against that Member.

ID# 0027789

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#### 7.11.3 Settlement Requirements – Canada Region

##### 7.11.3.1 Requirement to Participate in National Net Settlement – Canada Region

Unless a Canada Member has a Private Agreement for Settlement of Domestic Transactions, the Member must participate in the Canada National Net Settlement Service.

ID# 0005429

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### 7.11.3.2 National Net Settlement Service Disputes – Canada Region

In the Canada Region, Visa is the sole and final authority for the resolution of any disputes with respect to the Canada National Net Settlement Service.

ID# 0005436

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### 7.11.4 Settlement Requirements – CEMEA Region

#### 7.11.4.1 National Net Settlement Service Participation – CEMEA Region

A CEMEA Member, except for a Member in Afghanistan or Pakistan, must enroll in the National Net Settlement Service, if available in its country.

A Participant Member with a Sponsor from another country may not participate in a National Net Settlement Service in the Participant Member's country.

Visa may suspend the operation of a National Net Settlement Service in an emergency situation. Upon suspension of a National Net Settlement Service, Visa may redirect Domestic Transactions into the International Settlement Service and collect the full amount owed from a Member's nominated Settlement account or Settlement Bank.

ID# 0008853

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#### 7.11.4.2 National Net Settlement Service Transaction Processing – CEMEA Region

A CEMEA Member that participates in the National Net Settlement Service must process all qualifying transactions through VisaNet.

If a participating Member submits a Domestic Transaction into the International Settlement Service, a Compliance case may be filed against that Member.

This requirement does not apply to Members in Afghanistan and Pakistan.

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### 7.11.5 Settlement Requirements – LAC Region

#### 7.11.5.1 Clearing Processor Settlement Account Requirements – LAC Region

An LAC Processor must maintain a Settlement account in the local currency with the Settlement Bank designated by Visa.

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### Transaction Processing Settlement

If a Principal-Type Member, a Group Member, an Acquiring Group Member, a Cash Disbursement Member, a Non-Member Licensee, or an Associate-Type Member has its own Funds Transfer Settlement Reporting Entity, it must have sole ownership of any account it uses for funds transfers of amounts due in Settlement.

Visa will debit or credit the Settlement account in the local currency on each Processing Date.

ID# 0008872

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#### 7.11.5.2 Settlement Dates – LAC Region

In the LAC Region, Settlement of a Domestic Transaction must be made separately for each Processing Date based on instructions received from Visa.

If instructions cannot be sent to the Settlement Bank because the institution is closed for a holiday or weekend, Settlement will be delayed until the next business day.

ID# 0005560

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.11.5.3 Funds Transfer for Late Settlement – LAC Region

A Settlement Bank must, upon receipt of a delayed Settlement Amount, ask the LAC Clearing Processor to transfer or deposit funds immediately to the Settlement account in payment of the late Settlement.

ID# 0007953

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.11.5.4 Requirement to Participate in Venezuela and Brazil National Net Settlement Service – LAC Region (Updated)

In the LAC Region, a Venezuela and Brazil Member must do all of the following:

- Enroll in and certify with Visa for the National Net Settlement Service
- Process all Domestic Transactions in local currency
- Correctly submit all qualifying Domestic Transactions into Interchange
- Settle all qualifying Domestic Transactions through the National Net Settlement Service

ID# 0028923

Edition: Apr 2016 | Last Updated: Apr 2016

### 7.11.6 Settlement Requirements – US Region

#### 7.11.6.1 Requirement to Use VisaNet Settlement Service – US Region

A US Clearing Processor must use the VisaNet Settlement Service for all Settlement reporting and funds transfer services, except for Transactions processed by other means approved by Visa.

The Clearing Processor must report all Transactions that are not sent through VisaNet.

ID# 0003327

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.11.6.2 Withholding or Redirection of Settlement Funds – US Region

Visa may require a US Clearing Processor to withhold or redirect Settlement funds if necessary to protect Visa or its Members from the risk of financial loss or damage to the goodwill of the Visa system.

ID# 0003330

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#### 7.11.6.3 Clearing Processor Settlement Account Requirements – US Region

A US Clearing Processor must both:

- Maintain a Clearing account with a Settlement bank for Settlement
- Maintain sufficient funds in its designated Settlement account to complete Settlement at the required time

ID# 0009007

Edition: Apr 2016 | Last Updated: Oct 2014

#### 7.11.6.4 Settlement Processing for Multiple Members – US Region

A US Clearing Processor that processes for more than one Member must be able to identify and withhold, on behalf of Visa, all Settlement funds due from or to an individual Member within 24 hours of receipt of notification from Visa.

This requirement does not apply to either a:

- Sponsor processing on behalf of its Sponsored Members
- Clearing Processor, if Visa performs direct Settlement with the Clearing Processor's customers

ID# 0008870

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#### 7.11.6.5 Member Responsibility for Settlement Financial Obligations – US Region

A US Member is responsible for any amount due for all Transaction Receipts bearing its BIN and resulting from a Merchant or another Member honoring a valid, properly presented Card.

ID# 0005710

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#### 7.11.6.6 Prohibition against Transferring Obligation to Pay – US Region

A US Acquirer must not waive, release, abrogate, or otherwise assign to a non-Member its obligation to guarantee and ensure payment for all Transactions in which its Merchant honored a valid Visa Card properly presented for payment.

ID# 0005146

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#### 7.11.6.7 Requirement for Funds Held by Acquirer – US Region

A US Acquirer holding funds as security to ensure proper Merchant performance must hold the funds in an account in the Merchant's name.

ID# 0005147

Edition: Apr 2016 | Last Updated: Oct 2014

### 7.11.7 Member Readiness for Settlement

#### 7.11.7.1 Member Readiness for Settlement

Upon submission of a Clearing Record to VisaNet, a Member must be ready to settle the Transaction within the timeframe specified by Visa for the applicable settlement service and Settlement Currency.

ID# 0029031

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## 7.12 Visa Product and Service Rules: Transaction Processing – Related Publications

### 7.12.1 Publications Related to Visa Product and Service Rules: Transaction Processing

#### 7.12.1.1 Visa Product and Service Rules: Transaction Processing – Related Publications

Table 7-12: Transaction Processing – Related Publications

Title
BASE II Clearing Data Codes <sup>1</sup>
BASE II Clearing Edit Package Messages <sup>1</sup>
BASE II Clearing Edit Package Operations Guide <sup>1</sup>
BASE II Clearing Edit Package Reports <sup>1</sup>
BASE II Clearing Edit Package Run Control Options Quick Reference
BASE II Clearing Interchange Formats, TC 01 to TC 48 <sup>1</sup>
BASE II Clearing Interchange Formats, TC 50 to TC 92 <sup>1</sup>
BASE II Clearing PC Edit Package for Windows User's Guide <sup>1</sup>
BASE II Clearing Reports <sup>1</sup>
BASE II Clearing Services <sup>1</sup>
BASE II Clearing System Overview <sup>1</sup>
BASE II Clearing VML Developer Handbook <sup>1</sup>
BASE II Clearing VML Formats <sup>1</sup>
BASE II Transactions Quick-Reference Card
Canada National Net Settlement Service (Canada NNSS) Settlement Operating Procedures <sup>1</sup>
<b>Effective through 14 April 2016</b>
International Automated Referral Service (IARS) User's Guide <sup>1</sup>
National Net Settlement Service Description <sup>1</sup>
V.I.P. System BASE I Processing Specifications <sup>1</sup>
V.I.P. System BASE I Technical Specifications, Volume 1 <sup>1</sup>

## Visa Product and Service Rules

### Transaction Processing

#### Visa Product and Service Rules: Transaction Processing – Related Publications

Title
V.I.P. System BASE I Technical Specifications, Volume 2 <sup>1</sup>
V.I.P. System Overview <sup>1</sup>
V.I.P. System Reports <sup>1</sup>
V.I.P. System Services, Volume 1 <sup>1</sup>
V.I.P. System Services, Volume 2 <sup>1</sup>
V.I.P. System SMS ATM Processing Specifications (International) <sup>1</sup>
V.I.P. System SMS ATM Technical Specifications, Volume 1 <sup>1</sup>
V.I.P. System SMS ATM Technical Specifications, Volume 2 <sup>1</sup>
V.I.P. System SMS Interlink Member Implementation Guide <sup>1</sup>
V.I.P. System SMS Interlink Technical Specifications <sup>1</sup>
V.I.P. System SMS POS (Visa & Visa Electron) Processing Specifications (International) <sup>1</sup>
V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 1 <sup>1</sup>
V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 2 <sup>1</sup>
V.I.P. System SMS Processing Specifications (U.S.) <sup>1</sup>
Visa Canada Debit Card – Technical Specifications <sup>1</sup>
Visa Extended Access Server Endpoint Guide <sup>1</sup>
Visa Partial Authorization Service Description and Implementation Guide <sup>1</sup>
Visa Settlement Funds Transfer Guide <sup>1</sup>
VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications <sup>1</sup>
VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports <sup>1</sup>

<sup>1</sup> Visa Supplemental Requirements

ID# 0029004

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# 8 Processing Products

## 8.1 Use of Visa Systems

### 8.1.1 VisaNet Access Points

#### 8.1.1.1 Deployment of Visa Systems at User Sites

A participating Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant that deploys a Visa system must provide, at no cost to Visa, all of the following:

- A location that meets Visa requirements for installing one or more VisaNet Access Points on the Member's, VisaNet Processor's, or Visa Merchant Direct Exchange Merchant's premises
- A sufficient number of qualified personnel that the Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant has trained to meet Visa specifications
- Upon Visa request, access to the premises of the Member, VisaNet Processor, or Merchant, and cooperation with Visa and its authorized agents or representatives for the installation, service, repair, or inspection of the VisaNet Access Points
- Computer time and a sufficient number of qualified personnel to ensure prompt and efficient installation and use of the VisaNet software supplied by Visa
- Any other support reasonably requested by Visa for the installation of Visa systems

A participating Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant must:

- Maintain VisaNet records, documents, and logs and provide them to Visa upon request
- Notify Visa promptly if a VisaNet Access Point for which it is responsible fails to operate properly
- Notify Visa promptly of any change in the street address where the VisaNet Access Point is installed. The software must not be relocated across national boundaries without the prior written permission of Visa.

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#### 8.1.1.2 Prohibition against VisaNet Access Point Modification

No party may make or attempt to make any repair, adjustment, alteration, or modification to a VisaNet Access Point, except as expressly authorized by Visa.

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## Visa Product and Service Rules

Processing Products

Use of Visa Systems

### 8.1.1.3 VisaNet Access Point Security

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

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### 8.1.1.4 VisaNet Access Point Restrictions – AP Region

An AP Member may use a VisaNet Access Point only for V.I.P. System and BASE II processing.

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

ID# 0007418

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## 8.1.2 Visa Merchant Direct Exchange

### 8.1.2.1 Visa Merchant Direct Exchange Transaction Delivery

An Acquirer of a Visa Merchant Direct Exchange Merchant must both:

- Be capable of receiving VisaNet reports or records as notification that:
  - Clearing and Settlement occurred for Transactions submitted by the Merchant
  - Payment is due to the Merchant
- Accept responsibility for Visa Merchant Direct Exchange Merchant Transactions

ID# 0027077

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### 8.1.3 Non-Visa Card Transactions

#### 8.1.3.1 Use of V.I.P. System for American Express Transactions

A Member must notify Visa before using the V.I.P. System for the processing and routing of American Express transactions.

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## 8.2 Cardholder Loyalty Programs

### 8.2.1 Visa Extras

#### 8.2.1.1 Visa Extras Program Termination Notification – US Region

**Effective through 30 March 2016**

Visa has notified US Members that the Visa Extras Program will be terminated by early calendar year 2015.

An Issuer must do all of the following:

- Notify Visa 60 days in advance of the planned termination date in order to allow time to process the request
- Be responsible for Cardholder notifications related to termination of its Visa Extras Program
- Be responsible for Points accrued by Cardholders

ID# 0002530

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#### 8.2.1.2 Visa Extras – Issuer Reporting Requirements – US Region

**Effective through 30 March 2016**

A US 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# 0008900

Edition: Apr 2016 | Last Updated: Oct 2015

#### 8.2.1.3 Visa Extras – Program Description and Requirements – US Region

**Effective through 30 March 2016**

In the US Region, the Visa Extras Program is a 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.

ID# 0002524

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### 8.2.1.4 Visa Extras Deductions – US Region

#### Effective through 30 March 2016

Points will be deducted from a US Cardholder's Points account for Credit Transactions, Transaction reversals, and Chargebacks.

ID# 0002536

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### 8.2.1.5 Visa Extras Disclosure Requirements – US Region

#### Effective through 30 March 2016

A US Issuer must provide complete, conspicuous, and accurate disclosure of all Visa Extras Program terms and conditions and all other material program information, including rewards descriptions and associated Points requirements, to participating Cardholders. The Issuer must also both:

- Provide notifications and disclosures to Cardholders as required by government or financial regulatory directives related to an Issuer's participation in or operation of its Visa Extras Program
- Ensure the accuracy of any information that it or its Agent provides to Cardholders

ID# 0002542

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### 8.2.1.6 Visa Extras Issuer Responsibilities – US Region

#### Effective through 30 March 2016

A US Issuer must:

- Respond to Cardholder inquiries directed to the Issuer about the Visa Extras Program
- Respond to Cardholder questions about Points not received for a specific Transaction in a timely manner
- Report to Visa all eligible Transactions, Chargebacks, and Transaction reversals not sent through VisaNet

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### 8.2.1.7 Modification of Visa Extras Marketing or Promotional Materials – US Region

#### Effective through 30 March 2016

If a US Issuer modifies generic descriptions provided by Visa, the Issuer must ensure the accuracy of any marketing or promotional information that it provides to Cardholders, including descriptions of the Visa Extras Program and program rewards, or information describing the Issuer's customization of the program.

ID# 0002546

Edition: Apr 2016 | Last Updated: Oct 2015

### 8.2.1.8 Visa Extras Participation Eligibility – US Region (Updated)

#### Effective through 30 March 2016

A US Issuer may offer the Visa Extras program as part of the following Visa Programs:

- Consumer Visa Check Card
- Visa Business Check Card
- Visa Business Credit Card
- Visa Consumer Credit Card
- Visa Prepaid Card
- Visa Signature Business
- Visa Corporate Card
- Visa Purchasing Card

Non-personalized Visa Prepaid Card programs are not eligible to participate in the Visa Extras Program.

ID# 0007099

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### 8.2.1.9 Visa Extras Points Aggregation – US Region

#### Effective through 30 March 2016

In the US Region, Points may be aggregated across Cards within a single Card product type or across multiple Card product types within a single Issuer, as specified in the *Visa Extras Service Description*. Points are not transferable between Issuers.

ID# 0008379

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### 8.2.1.10 Visa Extras Points Eligibility – US Region

**Effective through 30 March 2016**

In the US Region, Points are awarded for Visa purchase Transactions completed in:

- A Card-Present Environment, and the Transaction is either:
  - Signature-authenticated
  - Non-PIN Transaction at an Unattended Cardholder-Activated Terminal
- A Card-Absent Environment

A Visa Easy Payment Service Transaction is considered a Visa purchase Transaction eligible for Points.

Points are not awarded for:

- Account Funding Transactions
- Cash Disbursement Transactions
- Quasi-Cash Transactions

ID# 0008376

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### 8.2.1.11 Visa Extras Withdrawal of Points Value – US Region

**Effective through 30 March 2016**

A US Issuer may not withdraw the value of Points from a Visa Extras account associated with a Cardholder account in good standing.

ID# 0002539

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## 8.2.2 Visa Loyalty Platform Services

### 8.2.2.1 Visa Loyalty Platform Services Issuer Participation Requirements

An Issuer that participates in the Visa Loyalty Platform Services<sup>1</sup> must obtain the necessary consents from all Cardholders and Merchants.

<sup>1</sup> Rewards and services available to Members to enhance their proprietary loyalty programs.

ID# 0025865

Edition: Apr 2016 | Last Updated: Oct 2015

### 8.2.2.2 Visa Loyalty Platform Services Rewards Fulfillment

An Issuer must:

- Within 10 calendar days of receiving the Funds Disbursement from Visa, credit to the participating Cardholder's account the amount of the discount received for qualifying purchases at a participating Merchant
- Not change the originating Merchant name and city information before posting this information to a Cardholder's statement

ID# 0028028

Edition: Apr 2016 | Last Updated: Oct 2014

## 8.3 Visa Information Systems

### 8.3.1 Visa Online

#### 8.3.1.1 Use of Visa Online

A Member, a VisaNet Processor, and any other authorized user that use Visa Online are subject to the Visa Online participation requirements.

A Member is responsible for a designated VisaNet Processor or other authorized user's use of the Visa Online materials, software, and information.

Visa Online and the information obtained through Visa Online are the property of Visa and are for the sole use of Members, VisaNet Processors, and other authorized users in support of Visa programs. A Member, VisaNet Processor or any other authorized user must not disclose any information from Visa Online unless permitted by the Visa Rules or otherwise authorized in writing by Visa.

ID# 0026950

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.3.2 VisaVue Online

#### 8.3.2.1 VisaVue Online Member Participation Requirements

To use VisaVue Online, an optional web-based Visa Transaction reporting and analytic tool that enables Members to analyze and benchmark their VisaNet Transaction data, a Member must sign a *VisaVue Member Participation Agreement*.

ID# 0026471

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## 8.4 Original Credit Transactions

### 8.4.1 Original Credit Transactions – Originating Member Requirements

#### 8.4.1.1 Conditions for Submission of an Original Credit Transaction Adjustment

An Originating Member may submit a Transaction Adjustment if the Recipient Member fails to provide confirmation of posting of the Original Credit Transaction within 5 calendar days of the inquiry date.

The Original Credit Transaction Adjustment must be submitted within 30 calendar days of the Processing Date of the initial Original Credit Transaction.

ID# 0027330

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#### 8.4.1.2 Original Credit Transaction Reversals

An Originating Member must not reverse an Original Credit Transaction initiated as an Online Financial Transaction.

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# 0026074

Edition: Apr 2016 | Last Updated: Oct 2014

#### 8.4.1.3 Original Credit Transactions – Prohibition against Clearing a Declined Transaction

An Originating Member must not send an Original Credit Clearing Transaction if it received a Decline Response to the corresponding Authorization Request.

ID# 0005575

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### 8.4.2 Original Credit Transactions – Recipient Member Requirements

#### 8.4.2.1 Original Credit Transaction Posting (Updated)

A Recipient Member must both:

- Post an Original Credit to the Account Number within 2 business days of receiving either the Online Financial Transaction or the Clearing Record, or charge back the Original Credit<sup>1</sup> to the Originating Member
- If participating in Fast Funds, make funds available to the Cardholder within 30 minutes of approving an Original Credit Transaction

For an Original Credit Transaction sent to a Cardholder's Visa credit Card account, the Recipient Member must post the funds as a payment. This does not apply to a Member in the Visa Europe Territory.

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, initiate a Dispute for the Original Credit

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#### 8.4.2.2 Original Credit Transactions – Conditions for Use of a Deposit-Only Account Number

A Recipient Member must:

- Notify Visa that a BIN or account range is designated for Deposit-Only Account Numbers
- Not use a Deposit-Only Account Number for any purpose other than Original Credit processing
- List a compromised Deposit-Only Account Number on the Exception File

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### 8.4.3 Money Transfer Original Credit Transactions – Originating Member Requirements

#### 8.4.3.1 Money Transfer Original Credit Transactions – Originating Member Treatment of Sender Data

An Originating Member must both:

- Validate sender data and comply with applicable anti-money laundering regulations and anti-terrorist financing standards

## Visa Product and Service Rules

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- Provide proper disclosure to the sender regarding the collection of sender data

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#### 8.4.3.2 Money Transfer Original Credit Transaction at an ATM – CEMEA Region

In the CEMEA Region, a Money Transfer Original Credit Transaction originated with cash at an ATM:

- Must be a Domestic Transaction
- Must be performed in local currency
- May be processed by a Third Party Agent nominated by a Principal Member

ID# 0004732

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#### 8.4.3.3 Money Transfer Original Credit Transaction Service Fees – CEMEA Region

If a CEMEA Originating Member charges a service fee for sending a Money Transfer Original Credit Transaction, it must both:

- Clearly display the service fee to the sender
- Enable the sender to cancel the transfer without incurring additional charges

ID# 0008702

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#### 8.4.4 Money Transfer Original Credit Transactions – Recipient Member Requirements

##### 8.4.4.1 Money Transfer Original Credit Transaction Limitations (Updated)

A Money Transfer Original Credit Transaction must involve only a single sender and a single recipient.

A Recipient Member must block an incoming Money Transfer Original Credit Transaction for a Visa Prepaid Card if any of the following apply:

- The identifying Cardholder data is not on file.
- The Visa Prepaid Card only supports a load from a single entity (for example: a Visa Payroll Card or a Visa Employee Benefit Card loaded by an employer).
- The Prepaid Card is a Non-Reloadable Card.

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### 8.4.5 Original Credit Transactions – Fast Funds

#### 8.4.5.1 Original Credit Transactions – Fast Funds Processing (Updated)

Unless specified otherwise in Section 8.4.5.3, "Original Credit Transactions – Fast Funds Processing – AP Region and CEMEA Region," a Recipient Member outside the US Region that supports the receipt of Online Financial Transactions or Authorization Requests in the enhanced format must process as Fast Funds any incoming Original Credit Transaction.

In the US Region, a Recipient Member must process an incoming Original Credit Transaction to a Visa Debit Card or a Visa Prepaid Card as Fast Funds.

**Effective 16 April 2016 through 13 April 2018**

In the LAC Region, all new Visa Debit Card and Visa Prepaid Card Issuers and their processors must process an incoming Original Credit Transaction as Fast Funds.

**Effective 14 April 2018**

In the LAC Region, all Issuers and their processors must process an incoming Original Credit Transaction as Fast Funds.

ID# 0027273

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#### 8.4.5.2 Online Original Credit Transaction – Fast Funds Processing in Russia – CEMEA Region

In the CEMEA Region, an Originating Member in Russia must use an enhanced format 0200 message to initiate an online Original Credit Financial Transaction.

ID# 0027274

Edition: Apr 2016 | Last Updated: Oct 2014

#### 8.4.5.3 Original Credit Transactions – Fast Funds Processing – AP Region and CEMEA Region (Updated)

In the AP Region and CEMEA Region, a Recipient Member must:

- Accept incoming Original Credit Transactions as either Online Financial Transactions or Authorization Requests
- Process as Fast Funds any incoming Original Credit Transaction, as follows:

## Visa Product and Service Rules

Processing Products

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**Table 8-1: Fast Funds Participation Requirements – AP Region and CEMEA Region**

Country	Credit	Debit	Prepaid
All new Members		X	X
Armenia	X	X	X
Australia <sup>1</sup>		X	X
Azerbaijan	X	X	X
Belarus	X	X	X
Georgia	X	X	X
India		X	X
Kazakhstan	X	X	X
Kyrgyzstan	X	X	X
Moldova	X	X	X
Philippines		X	X
Russia	X	X	X
Tajikistan	X	X	X
Ukraine	X	X	X
Uzbekistan	X	X	X
All other Members <sup>2</sup>		X	X

<sup>1</sup> Except International Transactions

<sup>2</sup> Except Members in China, Guam, Hong Kong, Japan, Korea, Macau, Saudi Arabia, and Taiwan

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## 8.5 Visa Processing Services

### 8.5.1 Visa PIN Debit Gateway

#### 8.5.1.1 Visa PIN Debit Gateway Service Non-Member Processor Participation – US Region

To enable a non-Member processor to use the Visa PIN Debit Gateway Service to process non-Visa transactions, a US Acquirer must ensure that the processor complies with all of the following:

- Visa PIN Debit Gateway Service participation requirements
- VisaNet Manuals<sup>1</sup>
- Applicable rules defined by the debit networks

<sup>1</sup> An exception to the requirement to authenticate PIN may apply for certain qualified bill payment or PINless transactions as defined by the applicable debit network's rules.

ID# 0001373

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### 8.5.2 International Automated Referral Service

#### 8.5.2.1 International Automated Referral Service Stand-In Processing Parameters – AP Region

**Effective through 14 April 2016**

An AP Issuer must establish Stand-In Processing parameters for the International Automated Referral Service, as follows:

Table 8-2: International Automated Referral Service Stand-In Processing Parameters – AP Region

Card Type	Default Stand-In Processing Parameters for Purchases	Minimum Stand-In Processing Parameters for Purchases
Visa Classic	USD 1,200	USD 800
Visa Gold	USD 2,200	USD 1,800
Visa Business	USD 3,000	USD 1,800

ID# 0005410

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## 8.5.3 Visa Account Updater

### 8.5.3.1 Use of Visa Account Updater (VAU) – US Region (New)

**Effective 16 April 2016**

A US Issuer that uses Visa Account Updater (VAU) must submit the following updates for Cards under its enrolled BINs:

**Table 8-3: VAU Update Requirements**

VAU Update Type	Requirements
Account Number and Expiration Date change	<ul style="list-style-type: none"> <li>Permitted only if both:           <ul style="list-style-type: none"> <li>The Account Number has been activated.</li> <li>An Authorization Request using the updated data can be approved.</li> </ul> </li> <li>Must be submitted within 2 business days of Account Number activation</li> </ul>
"Closed Account" advice and "Contact Cardholder" advice	<p>Permitted only if any of the following apply:</p> <ul style="list-style-type: none"> <li>The account is closed, has been reported as lost or stolen, or is not maintained.</li> <li>The Cardholder requests that specific new information not be provided.</li> <li>The Issuer cannot or will not provide specific information.</li> </ul>

If inaccurate information is supplied to VAU, the Issuer must:

- Immediately notify Visa of any inaccuracies
- Promptly investigate any claims of inaccuracies
- Remove inaccurate information from VAU within 2 business days of notification and provide corrected information within 5 business days of notification

An Issuer that uses VAU agrees and acknowledges that Visa may use, store, update, or disclose the Issuer's data in compliance with applicable laws or regulations to do the following in connection with the Issuer's use of VAU:

- Facilitate the use of VAU by an Acquirer or a Merchant
- Support other Visa services

**Effective 1 October 2016**

A US Issuer must enroll all of its licensed BINs in VAU. This does not apply to Visa Commercial Card or Visa Prepaid Card BINs, or to BINs licensed for use in a US Territory.

ID# 0029452

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## 8.6 Visa Software

### 8.6.1 Software License

#### 8.6.1.1 Exclusion of Warranties for Software

SOFTWARE IS PROVIDED TO THE MEMBER "AS IS," WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS.

ID# 0001346

Edition: Apr 2016 | Last Updated: Oct 2014

#### 8.6.1.2 Disclaimer of Liability for Software

VISA WILL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM:

- VISA PERFORMANCE OR FAILURE TO PERFORM UNDER THE TERMS OF A LICENSE OF SOFTWARE
- THE FURNISHING, PERFORMANCE, OR USE OF SOFTWARE, OR ANY PRODUCTS OR OTHER MATERIALS RELATED TO SOFTWARE

WHETHER RESULTING FROM BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE, EVEN IF VISA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT WILL THE TOTAL LIABILITY, IF ANY, OF VISA TO A MEMBER ARISING FROM ANY AND ALL CAUSES OF ACTION EXCEED THE LICENSE FEE PAID BY THE MEMBER FOR THE LICENSED SOFTWARE.

ID# 0001347

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.3 Indemnification Related to Licensed Software

A Member agrees to indemnify, and hold Visa harmless from, all losses, liabilities, costs, damages, and expenses, including reasonable attorney's fees, to which Visa may be subject or that may be incurred by Visa in connection with any Claims or actions by any party or parties arising from, or in connection with, a software license, the software, or the use thereof.

ID# 0001348

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.4 Assignment of License for VisaNet Software

A license for software may not, in whole or in part, voluntarily or by operation of law, be assigned, sub-licensed, encumbered, extended, or otherwise transferred. A Member must not distribute or market any version of the software.

ID# 0001343

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.5 Term of a Visa Software License

The term of a Visa software license is as long as the Member:

- Is a Member of either Visa or any of its Group Members
- Is not in material breach of the terms and conditions of the software license

The license grant automatically terminates upon withdrawal or termination of the Member as a Member of Visa or of any of its Group Members.

ID# 0001333

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.6 Use of Software by VisaNet Processors

A Member may provide the most recent version of VisaNet software to a VisaNet Processor that has executed a *VisaNet Letter of Agreement (Exhibit 5A)*. This VisaNet Processor must use the software exclusively for the Member's Visa Programs and other Member programs for which Visa gives its prior written consent. The Member employing the VisaNet Processor for this purpose remains the licensee of the software.

ID# 0001344

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.7 Taxes on Software License

A Member agrees to pay, either directly to the appropriate governmental agency or to Visa, any municipal, local, regional, or national taxes based on a license of software, however designated or levied. This obligation does not include taxes based on the net income of Visa.

ID# 0001349

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.8 Voluntary Termination of Software License by a Member

A Member may terminate a license for any licensed software after giving 60 calendar days' written notice to Visa.

ID# 0001332

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### 8.6.1.9 Failure to Comply with Licensed Software Requirements

If a Member fails in any material respect to comply with the requirements applicable to licensed software, Visa may terminate the software license upon Notification given at least 48 hours before the effective date of termination.

ID# 0001335

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.1.10 Return of Licensed Software

If a software license is terminated, a Member:

- Must return to Visa all copies of the software, including all documentation, within 30 calendar days from the date of termination
- Is responsible for all costs, expenses, and fees arising from termination of the license. Visa will make no refund of any part of the license fee to the Member.

ID# 0001336

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.2 Ownership and Confidentiality

#### 8.6.2.1 Software Ownership

Licensed software, including all modifications and enhancements, regardless of who conceived, developed, or incorporated them, is the sole property of Visa. A Member obtains no rights of ownership in the licensed software.

ID# 0001326

Edition: Apr 2016 | Last Updated: Oct 2014

#### 8.6.2.2 Confidentiality Requirements for Software

A Member that receives licensed software must treat the software as confidential and proprietary information of Visa. The Member must only:

- Disclose it to employees if they need to know
- Disclose it to consultants under an agreement to keep the information confidential
- Use the software for the purposes for which it was licensed to the Member

ID# 0001327

Edition: Apr 2016 | Last Updated: Oct 2014

#### 8.6.2.3 Confidentiality of Direct Exchange XYGATE Software – US Region

The Direct Exchange XYGATE file encryption software is confidential and is the property of XYPRO Technology Corporation. The software is solely for the use of US Members, VisaNet Processors, and Merchants in support of Visa programs. Use of the software is subject to the licensing terms and conditions established by Visa.

ID# 0001359

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.3 Modifications to Software

#### 8.6.3.1 Prohibition against Reverse-Engineering of Licensed Software

If Visa has provided only machine-readable object code, a Member must not attempt to decompile, disassemble, or reverse-engineer the licensed software.

ID# 0001325

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.3.2 BASE II Edit Package Version

A VisaNet Processor must install and operate the most recent release and version of the Edit Package.

ID# 0007400

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.3.3 Responsibility for Software Modifications

Visa is not responsible for any modifications made to its software by any party other than Visa or its authorized agents.

ID# 0001338

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.3.4 Notification of Modifications to Visa-Owned Software

A Member or Visa Merchant Direct Exchange Merchant that plans to modify or enhance Visa-owned software on a system that accesses VisaNet must:

- Obtain Visa approval before implementing any modification
- Recertify with Visa if Visa determines that the proposed modification poses a risk to VisaNet

A Member will be liable for the cost of any support provided by Visa arising from the Member's modification to Visa-owned software.

ID# 0007401

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.3.5 Software Modification Ownership

Modifications to licensed software that are made by a Member or its agent are the sole property of Visa. A Member must provide to Visa all related software source code and documentation, in a form satisfactory to Visa, for all modifications made by the Member or its agent.

ID# 0001341

Edition: Apr 2016 | Last Updated: Oct 2014

### 8.6.3.6 Visa Support for Member Modifications

Visa is not obligated to maintain or provide other support for licensed software that has been modified by a Member or its agent. This does not alter or modify the Member's duty and obligation to maintain the confidentiality of the software.

ID# 0001342

Edition: Apr 2016 | Last Updated: Oct 2014

##### 8.6.3.7 Conditions for Copying Licensed Visa Software

A Member may make one copy of licensed Visa software, including associated documentation, provided that the physical media and the initial screen presented to the user when the software is accessed indicates, in the following language, that it is the property of Visa:

"This copy of the (name of the licensed software) is the property of Visa as its interest may appear, and is protected under the copyright, trade secret, and confidentiality laws of the United States and each of the countries in which it is licensed."

ID# 0001330

Edition: Apr 2016 | Last Updated: Oct 2015

## 8.7 Visa Product and Service Rules: Processing Products – Related Publications

### 8.7.1 Publications Related to Visa Product and Service Rules: Processing Products

#### 8.7.1.1 Visa Product and Service Rules: Processing Products – Related Publications

Table 8-4: Processing Products – Related Publications

Title
Accelerated Connection Platform Acquirer Merchant Activation Guide <sup>1</sup>
Accelerated Connection Platform Client Implementation Guide <sup>1</sup>
BASE II Clearing System Overview <sup>1</sup>
<b>Effective through 14 April 2016</b>
International Automated Referral Service (IARS) User's Guide <sup>1</sup>
Original Credits Member Requirements <sup>1</sup>
V.I.P. System Overview <sup>1</sup>
Visa Direct Exchange Message Gateway (Visa MG) Service for Visa Integrated Payment (V.I.P.) Endpoints Client Implementation Guide
Visa Direct Exchange Message Gateway Service Implementation Guide <sup>1</sup>
Visa Direct Exchange Open File Delivery Service Implementation Guide <sup>1</sup>
Visa Extras Description <sup>1</sup>
Visa Extras Implementation Guide <sup>1</sup>

## Visa Product and Service Rules

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

Title
Visa File Exchange Service 4.0 Product Description
Visa File Exchange Service Implementation Guide <sup>1</sup>
Visa Inc. PIN Debit Gateway Service Member Implementation Guide
Visa Integrated Redemption – Business Guide for Acquirers
Visa Loyalty Platform Service Description
Visa Merchant Direct Exchange Service Description <sup>1</sup>
Visa Personal Payments Money Transfer – Global Implementation Guide <sup>1</sup>
Visa Settlement Match (VSM) Implementation Guide <sup>1</sup>
<sup>1</sup> Visa Supplemental Requirements

ID# 0029005

Edition: Apr 2016 | Last Updated: Oct 2015

## 8.8 Visa Product and Service Rules: Processing Products – Related Forms

### 8.8.1 Forms Related to Visa Product and Service Rules: Processing Products

#### 8.8.1.1 Visa Product and Service Rules: Processing Products – Related Forms

Table 8-5: Processing Products – Related Forms

Title
VisaNet Letter of Agreement (Exhibit 5A)

ID# 0029006

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## Visa Product and Service Rules

### Processing Products

#### Visa Product and Service Rules: Processing Products – Related Forms



## 9 Interchange

### 9.1 General Interchange Requirements

#### 9.1.1 Core Principles

##### 9.1.1.1 Paying or Receiving Interchange (Updated)

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.<sup>1</sup>

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, interchange will be adjusted, if applicable, at the time the Dispute cycle is completed.

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##### 9.1.1.2 What is Interchange?

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

Interchange is consistently monitored and adjusted – sometimes increased and sometimes decreased – in order to ensure that the economics present a competitive value proposition for all parties.

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

ID# 0024115

Edition: Apr 2016 | Last Updated: Oct 2014

#### 9.1.1.3 Visa Determines and Publishes IRF

Interchange Reimbursement Fees are determined by Visa and provided on Visa's published fee schedule, or may be customized where Members have set their own financial terms for the Interchange of a Visa Transaction or Visa has entered into business agreements to promote acceptance and Card usage.

ID# 0024122

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#### 9.1.2 Interchange Requirements

##### 9.1.2.1 Application of Standard Interchange Reimbursement Fee (Updated)

The Standard Interchange Reimbursement Fee is applied to Transactions that do not meet the requirements of the Chip, Secure Electronic Commerce, Electronic Commerce Merchant, Interregional Airline<sup>1</sup>, or Electronic Rate, or the requirements of certain Interchange programs or product rates.

The Electronic Commerce Merchant Rate does not apply to a Secure Electronic Commerce Transaction.

<sup>1</sup> Effective through 16 October 2015

ID# 0006607

Edition: Apr 2016 | Last Updated: Apr 2016

##### 9.1.2.2 Electronic Rate Qualification

To qualify for the Electronic Rate, all of the following must occur:

- Transaction originates in a Card-Present Environment
- Magnetic Stripe on the Card is read, and the entire unaltered contents of the Magnetic Stripe are transmitted in the Authorization message (POS Entry Mode code 90 or 91)
- For Chip-initiated Transactions, the Chip is read and Card Verification Value data is reliable (POS Entry Mode code 05 or 07), and either:
  - Entire unaltered contents of the Magnetic-Stripe Image are transmitted in the Authorization message
  - Transaction is authorized offline by the Chip based on the Issuer's instructions encoded on the Chip
- Transaction is authorized through VisaNet<sup>1</sup>
- Transaction is cleared within 3 calendar days<sup>2</sup>
- Transaction meets Clearing requirements for a Transaction with an electronic indicator, as specified in the applicable VisaNet Manuals

<sup>1</sup> Does not apply to Chip-initiated Transactions that are approved offline according to the Issuer's instructions encoded on the Chip

<sup>2</sup> An exception to this requirement applies in the AP Region for Domestic Transactions in Australia.

ID# 0006605

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### 9.1.2.3 Terminal Without a Printer Interchange Reimbursement Fee – LAC Region

In the LAC Region, a Transaction completed at an Acceptance Device connected to a telephone line for obtaining verbal Authorizations, for which the Transaction Receipt is completed manually, and that fulfills the requirements specified in Section 9.1.2.2, "Electronic Rate Qualification," is an Electronic Transaction and qualifies for the Electronic Interchange Reimbursement Fee.

ID# 0004918

Edition: Apr 2016 | Last Updated: Oct 2015

### 9.1.2.4 Interchange Reimbursement Fee Qualification Requirements

Table 9-1, "Interchange Reimbursement Fee Qualification Requirements," specifies the qualification requirements for the following Interchange Reimbursement Fees:

- Acquirer Chip Rate
- Issuer Chip Rate
- Secure Electronic Commerce Rate
- Electronic Commerce Merchant Rate<sup>1</sup>

Table 9-1: Interchange Reimbursement Fee Qualification Requirements

Type of Interchange Reimbursement Fee	Qualification Requirements
Acquirer Chip Rate	<p>A Transaction must:</p> <ul style="list-style-type: none"> <li>• Be Magnetic-Stripe-read at a Chip-Reading Device</li> <li>• Have a terminal entry capability value of 5, as specified in the applicable VisaNet Manuals</li> <li>• Meet the requirements to qualify for the Electronic Rate</li> <li>• Not be conducted at a Merchant Outlet located within the US Region</li> <li>• Not meet the requirements for the Issuer Chip Rate</li> </ul> <p>A Chip-initiated Transaction at a Chip-Reading Device is processed under the Electronic Rate.</p>
Issuer Chip Rate	A Transaction must:

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### Interchange General Interchange Requirements

Type of Interchange Reimbursement Fee	Qualification Requirements
	<ul style="list-style-type: none"><li>• Be completed with a Card issued by an Issuer that has converted at least 50% of a designated BIN(s) or Account Number range of a Visa Card Program or Visa Electron Program to Visa Smart Payment</li><li>• Be initiated at a Magnetic-Stripe Terminal</li><li>• Meet the requirements to qualify for the Electronic Rate</li></ul>
Secure Electronic Commerce Rate	A Transaction must: <ul style="list-style-type: none"><li>• Be authenticated by an Authentication Method</li><li>• Have an Electronic Commerce Indicator value 5</li></ul>
Electronic Commerce Merchant Rate	A Transaction must: <ul style="list-style-type: none"><li>• Be completed by a Merchant capable of processing Verified by Visa Transactions</li><li>• Have an Electronic Commerce Indicator value 6</li></ul>

<sup>1</sup> The Electronic Commerce Merchant Rate does not apply to Chip-initiated Transactions that are approved offline according to the Issuer's instruction encoded on the Chip.

ID# 0006606

Edition: Apr 2016 | Last Updated: Oct 2014

#### 9.1.2.5 Secure Electronic Commerce Rate Conditions

A Visa Secure Electronic Commerce Transaction qualifies for the same interregional Interchange rate as an Electronic Commerce Transaction when using either:

- An EMV-Online Card Authentication Cryptogram
- Another Visa-approved Online Card Authentication Cryptogram

ID# 0006608

Edition: Apr 2016 | Last Updated: Oct 2015

#### 9.1.2.6 Interregional Airline Interchange Reimbursement Fee Requirements (Updated)

**Effective through 16 October 2015**

An Acquirer reimburses an Issuer an Interregional Interchange Reimbursement Fee for an Interregional Airline Transaction when the Transaction Clearing Record contains all of the following:

- MCC 3000-3299 or 4511 (Airlines and Air Carriers)

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

- In the last 13 positions of the Merchant name field, either:
  - Airline Ticket Identifier
  - For an Ancillary Purchase Transaction, a general description of the goods and services
- Reimbursement attribute of "C"

An Interregional Airline Transaction must also be cleared within 15 calendar days of the Transaction Date to qualify for the Interregional Interchange Reimbursement Fee. Transactions that do not meet the above requirements will be processed under the Standard Interchange Reimbursement Fee.

ID# 0008348

Edition: Apr 2016 | Last Updated: Apr 2016

#### 9.1.2.7 Applicable Airline Interchange Reimbursement Fee for International Airline Program Domestic Transactions

An Acquirer must pay the domestic Interchange Reimbursement Fee when entering a domestic Airline Transaction Receipt into international Settlement.

ID# 0006609

Edition: Apr 2016 | Last Updated: Oct 2015

#### 9.1.2.8 Processing Time Limit for Airline Transactions (Updated)

##### Effective through 16 October 2015

The Processing Date for an interregional Airline Transaction must be within 15 calendar days of the Transaction Date in order to qualify for the 1.10% Interregional Interchange Reimbursement Fee.

##### Effective 17 October 2015

An Airline Transaction must be cleared as specified in Section 9.1.2.2, "Electronic Rate Qualification," and Section 9.1.2.4, "Interchange Reimbursement Fee Qualification Requirements," in order to qualify for the applicable Interchange Reimbursement Fee.

ID# 0005572

Edition: Apr 2016 | Last Updated: Apr 2016

#### 9.1.2.9 Visa Prepaid Load Service Fee

A participating Visa Prepaid Load Service Issuer must pay the Visa Prepaid Load Service fee to the participating Acquirer for each domestic and intraregional Interchange Transaction, as specified in the applicable Regional Interchange Rate Sheet.

ID# 0002818

Edition: Apr 2016 | Last Updated: Oct 2014

##### 9.1.2.10 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 Rules
- *Original Credits Member Requirements*
- Applicable regional Interchange rate sheet
- *US Interchange Reimbursement Fee Rate Qualification Guide* or applicable Regional/Country Interchange Reimbursement Fee Guide

ID# 0026075

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##### 9.1.2.11 Fast Funds Original Credit Transaction Interchange Reimbursement Fee

A Recipient Member that participates in the 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 the Visa Rules and the following, as applicable:

- *Visa Personal Payments Money Transfer – Global Implementation Guide*
- Applicable regional Interchange rate sheet
- *US Interchange Reimbursement Fee Rate Qualification Guide* or applicable Regional/Country Interchange Reimbursement Fee Guide

ID# 0027275

Edition: Apr 2016 | Last Updated: Oct 2014

## 9.2 Cash Disbursement Fees

### 9.2.1 Cash Disbursement Fee Payment Flow – US Region

#### 9.2.1.1 Cash Disbursement – US Region

In the US Region, for any Cash Disbursement, the Issuer pays to the Acquirer a Cash Disbursement Interchange Reimbursement Fee. This Acquirer is the Member making the Cash Disbursement.

ID# 0006494

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### 9.2.2 ATM Cash Disbursement Fees

#### 9.2.2.1 International ATM Cash Disbursement Fee

An ATM Acquirer will receive the international ATM Cash Disbursement Fee only if both the:

- Acquirer is certified to participate in either:
  - The Single Message System
  - Custom Payment Services/ATM
- ATM Transaction meets all tier II requirements

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#### 9.2.2.2 International ATM Cash Disbursement Fee Rebate

Where an ATM Acquirer does not meet the tier II requirements, the Issuer will receive a rebate for the international ATM Cash Disbursement Fee, as specified in the applicable Regional Interchange rate sheet.

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## 9.3 Interchange Reimbursement Fees – US Region

### 9.3.1 General Interchange Reimbursement Fee Requirements – US Region

#### 9.3.1.1 Interchange Reimbursement Fee Requirements – US Region

In the US Region, a Transaction must meet the qualifications defined in the Visa Rules and the *US Interchange Reimbursement Fee Rate Qualification Guide* to qualify for a particular Interchange Reimbursement Fee.

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### Interchange

#### Interchange Reimbursement Fees – US Region

##### 9.3.1.2 Inappropriate Interchange Reimbursement Fees – US Region

A US Acquirer must request the correct Interchange Reimbursement Fee when submitting Transactions into Interchange. Non-compliance assessments will be assessed to any Acquirer that requests an inappropriate Interchange Reimbursement Fee, per Merchant Outlet, as specified in Section 12.6.1.3, "Non-Compliance Assessment for Inappropriate Interchange Reimbursement Fee – US Region."

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##### 9.3.1.3 ReadyLink Interchange Reimbursement Fee – US Region

In the US Region, the Visa ReadyLink Interchange Reimbursement Fee applies to load Transactions that are authorized and settled through VisaNet. The Visa Prepaid Card Issuer pays an Interchange Reimbursement Fee to the Acquirer of the Visa ReadyLink Transaction.

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##### 9.3.1.4 Visa Prepaid Card Bearing the Visa TravelMoney Wordmark Interchange Reimbursement Fees and Processing Fees – US Region

In the US Region, Visa assesses consumer Visa Debit Card Interchange Reimbursement Fees and VisaNet processing fees to point-of-sale and ATM Transactions completed with a Visa Prepaid Card bearing the TravelMoney Wordmark.

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##### 9.3.2 Standard and Electronic Interchange Reimbursement Fee Requirements – US Region

###### 9.3.2.1 Standard Interchange Reimbursement Fee Eligibility – US Region

In the US Region, a Transaction that does not qualify for any other Interchange Reimbursement Fee is cleared at the Standard Interchange Reimbursement Fee.

A Transaction effected by the following Merchants is eligible only for the Standard Interchange Reimbursement Fee:

- High-Risk Merchant
- High-Brand Risk Merchant assigned a Merchant Category Code of 5962, 5966, or 5967

Non-Secure Transactions are eligible only for the Standard Interchange Reimbursement Fee.

A Transaction using any of the following is eligible only for the Standard Interchange Reimbursement Fee:

- V.I.P. System emergency Authorization procedures
- "Code 10" Authorization procedures
- **Effective through 14 April 2016**  
"Referral" Authorization procedures

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### 9.3.2.2 Electronic Interchange Reimbursement Fee – General Qualification – US Region

In the US Region, Electronic Interchange Reimbursement Fee qualifications are:

- Transaction must be entered into VisaNet, as specified in the applicable VisaNet Manuals
- Transaction must be authorized
- Authorization Request contains the information specified in the applicable VisaNet Manuals
- Clearing Record contains all data elements specified in the applicable VisaNet Manuals
- Transaction processing time limits meet requirements specified in [Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"](#)

Visa will process Transactions that do not meet the requirements for the Electronic Interchange Reimbursement Fee rate specified in this section under the Standard Interchange Reimbursement Fee rate.

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### 9.3.2.3 Interchange Reimbursement Fee Qualification Processing Holidays – US Region

To qualify for Interchange Reimbursement Fees in the US Region, the Processing Date of the Transaction must not exceed the number of calendar days from the Transaction Date specified in [Section 9.4.1.3, "Processing Time Limits for Custom Payment Services \(CPS\) Programs – US Region,"](#) or [Table 9-2, "Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region."](#)

When calculating days, exclude the Transaction Date, Processing Date, Sundays, and the following US holidays:

- New Year's Day
- Martin Luther King, Jr. Day

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- Presidents' Day (Observed)
- Good Friday
- Memorial Day (Observed)
- Independence Day
- Labor Day
- Columbus Day (Observed)
- Veterans Day
- Thanksgiving Day
- Christmas Day

Table 9-2, "Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region," specifies the last qualifying central processing day for a given Transaction day.

**Table 9-2: Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region**

Transaction Day	Central Processing Day
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

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### 9.3.2.4 Non-Member-Owned Terminal – US Region

In the US Region, Transactions captured by an Acceptance Device owned or controlled by a non-Member VisaNet Processor or credit or charge card issuer (including their subsidiaries and affiliates) qualify only for the Standard Interchange Reimbursement Fee if either:

- The entity directly or indirectly discriminates against Visa or any of its Members in availability or pricing of services

- Visa determines that the entity unfairly prevents Visa or its Members from competing with that entity

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### 9.3.2.5 Competitor-Owned Terminal – US Region

In the US Region, Transactions captured by a terminal that is owned or controlled by an Issuer of a credit or charge card deemed competitive by Visa are eligible only for the Standard Interchange Reimbursement Fee, unless the US Acquirer:

- Has a Merchant Agreement with the US Merchant
- Maintains full responsibility and control over the US Merchant

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## 9.4 Custom Payment Services

### 9.4.1 Custom Payment Services (CPS) Requirements – US Region

#### 9.4.1.1 Custom Payment Services (CPS) Overview – US Region

In the US Region, Visa offers Custom Payment Services for a variety of segments. These services include:

- CPS/Account Funding
- CPS/Automated Fuel Dispenser
- CPS/Card Not Present
- CPS/e-Commerce Basic
- CPS/e-Commerce Preferred Hotel and Car Rental
- CPS/e-Commerce Preferred Passenger Transport
- CPS/e-Commerce Preferred Retail
- CPS/Hotel and Car Rental Card Not Present
- CPS/Hotel and Car Rental Card Present
- CPS/Passenger Transport
- CPS/Restaurant
- CPS/Retail

- CPS/Retail 2
- CPS/Retail Key-Entry
- CPS/Service Station
- CPS/Small Ticket
- CPS/Supermarket

For additional details, see the *US Interchange Reimbursement Fee Rate Qualification Guide*.

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#### 9.4.1.2 Basic Custom Payment Services (CPS) Requirements – US Region

In the US Region, a Custom Payment Services (CPS) Transaction must:

- Comply with:
  - The Visa Rules
  - Applicable VisaNet Manuals
- Be authorized through the V.I.P. System
- Be submitted through VisaNet, as specified in the applicable VisaNet Manuals
- Meet qualification criteria specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*

CPS Transactions submitted into VisaNet qualify individually as Custom Payment Service (CPS) Transactions.

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#### 9.4.1.3 Processing Time Limits for Custom Payment Services (CPS) Programs – US Region

In the US Region, to qualify for the Custom Payment Services (CPS) program's Interchange Reimbursement Fee, the Processing Date of the CPS Transaction must comply with Table 9-3, "Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions – US Region."

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**Table 9-3: Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions – US 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 US holidays specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"
CPS/Automated Fuel Dispenser processed as Real-Time Clearing	Completion Message with the final Transaction amount must be sent within two hours of the preauthorization	N/A
CPS/Retail 2	3 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"
CPS/Passenger Transport CPS/e-Commerce Preferred Passenger Transport	8 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"

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#### 9.4.1.4 CPS Ineligible Transactions – US 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
  - Visa Commercial Cards, excluding Visa Business Check Card
- Transactions effected by High-Risk Merchants
- Transactions performed by High-Brand Risk Merchants assigned a Merchant Category Code of 5962, 5966, or 5967
- Transactions using any of the following:
  - V.I.P. System emergency Authorization procedures
  - "Code 10" Authorization procedures
- **Effective through 14 April 2016**  
"Referral" Authorization procedures

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#### 9.4.1.5 CPS Processing Days – US Region

Table 9-4, "Processing Days – Custom Payment Services Transactions – US Region," specifies the last qualifying central processing day for a given Custom Payment Services (CPS) Transaction day in the US Region.

**Table 9-4: Processing Days – Custom Payment Services Transactions – US Region**

	Transaction Type		
	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/Retail 2	CPS/Passenger Transport CPS/e-Commerce Preferred Passenger Transport

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	<b>Transaction Type</b>		
	CPS/e-Commerce Preferred Hotel and Car Rental CPS/Small Ticket CPS/Supermarket		
<b>Transaction Day</b>	<b>Last Qualifying Central Processing Day</b>		
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

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#### 9.4.1.6 CPS Transaction Amount – Authorization and Clearing – US Region

In the US Region, the cleared Custom Payment Services (CPS) Transaction amount must equal the authorized amount for CPS/Retail, CPS/Supermarket, and CPS/Account Funding Transactions completed with a Visa Check Card, excluding the following:

- Transactions completed with any of the following:
  - MCC 4121 (Taxicabs and Limousines)
  - MCC 5813 (Drinking Places [Alcoholic Beverages] – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques)
  - MCC 7230 (Beauty and Barber Shops)
  - MCC 7298 (Health and Beauty Spas)
- Split Transactions completed in a Card-Absent Environment using a Multiple Clearing Sequence Number

The Transaction amount transmitted in the Authorization Request and in the Clearing Record must be in the same currency.

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#### 9.4.1.7 CPS Clearing Record Requirements – US Region

Except as specified otherwise for the following Transaction types, in the US Region, Visa allows only one Clearing Record message per Custom Payment Services (CPS) Transaction:

- CPS/Passenger Transport Transaction
- CPS/e-Commerce Preferred Passenger Transport Transaction
- Split Transactions completed in a Card-Absent Environment using a Multiple Clearing Sequence Number

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#### 9.4.1.8 CPS Electronic Commerce Transactions – US Region

Custom Payment Services (CPS) program availability and qualification requirements applicable to Electronic Commerce Transactions are as follows:

**Table 9-5: Electronic Commerce Transaction Qualification – US Region**

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"> <li>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</li> <li>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</li> </ul>
CPS/e-Commerce Preferred Hotel and Car Rental	Available for Electronic Commerce Transactions originating from a Lodging Merchant, Cruise Line, or Car Rental Merchant that are either: <ul style="list-style-type: none"> <li>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</li> <li>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</li> </ul>
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"> <li>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</li> <li>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</li> </ul>

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Custom Payment Services	Qualification
CPS/Hotel and Car Rental Card Not Present	Available for Electronic Commerce Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant 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

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#### 9.4.1.9 CPS Authorization and Clearing Requirements – US Region (Updated)

In the US Region, an Authorization Request for a Custom Payment Services (CPS) Transaction must meet the requirements specified in the [US Interchange Reimbursement Fee Rate Qualification Guide](#) for the CPS program and as follows:

**Table 9-6: Authorization Request Requirements for Custom Payment Services Transactions – US Region**

Transaction Type	Acceptance Device	Reads/Transmits Full Data <sup>5</sup>	POS Entry Mode Code is 05, 07, 90, 91 <sup>5</sup>	Visa or Visa Electron Card is Present	Signature is Obtained <sup>7</sup>
CPS/Supermarket	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Retail	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Retail Key-Entry	X <sup>1,3</sup>			X	X
CPS/Retail 2	X <sup>4</sup>			X	X
CPS/Service Station	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Restaurant	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
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 <sup>1</sup>	X <sup>6</sup>	X	X

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Transaction Type	Acceptance Device	Reads/Transmits Full Data <sup>5</sup>	POS Entry Mode Code is 05, 07, 90, 91 <sup>5</sup>	Visa or Visa Electron Card is Present	Signature is Obtained <sup>7</sup>
CPS/Passenger Transport	<b>Effective through 21 April 2017</b> An Acquirer may perform an Address Verification Service inquiry at the time of the Authorization Request.  <b>Effective 22 April 2017</b> An Acquirer may perform an Address Verification Service inquiry at the time of the Authorization Request, except for a Magnetic Stripe-read or Chip-initiated Transaction in a Face-to-Face Environment.				
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>US 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 the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .				
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 the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .				
CPS/e-Commerce Preferred Retail	An Acquirer must meet the Authorization requirements, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> , and must perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/e-Commerce Preferred Hotel and Car Rental	An Acquirer must meet the Authorization requirements, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> , 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 the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> , and may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/Small Ticket	X <sup>2</sup>	X	X	X	

<sup>1</sup> The Authorization Request must originate at an attended Point-of-Transaction Terminal.

<sup>2</sup> Transaction must be authorized and completed in either a Face-to-Face Environment or at an Unattended Cardholder-Activated Terminal.

<sup>3</sup> 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.

<sup>4</sup> Transactions for which the Card is not present and signature is not obtained are eligible for CPS/Retail 2

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Transaction Type	Acceptance Device	Reads/Transmits Full Data <sup>5</sup>	POS Entry Mode Code is 05, 07, 90, 91 <sup>6</sup>	Visa or Visa Electron Card is Present	Signature is Obtained <sup>7</sup>
<sup>5</sup> Full unaltered contents of track 1 or track 2 of Magnetic Stripe, Chip, or Contactless Payment chip					
<sup>6</sup> At least the first Authorization Request					
<sup>7</sup> Cardholder signature is not required if the Transaction qualifies as a Visa Easy Payment Service Transaction.					

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#### 9.4.1.10 CPS Authorization Code Requirements – US Region

A US Acquirer must obtain an Authorization Code for each Custom Payment Services (CPS) Transaction, as follows:

**Table 9-7: Custom Payment Services Authorization Code Requirements**

Transaction Type	Authorization Code Requirements for Each Transaction
CPS/Retail	Exactly one, obtained on the Transaction Date
CPS/Retail Key-Entry	Exactly one, obtained on the Transaction Date
CPS/Retail 2	Exactly one, obtained on the Transaction Date
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.

Transaction Type	Authorization Code Requirements for Each Transaction
CPS/e-Commerce Preferred Passenger Transport	Exactly one
CPS/Small Ticket	Exactly one, obtained on the Transaction Date

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## 9.4.2 CPS/Automated Fuel Dispenser – US Region

### 9.4.2.1 CPS/Automated Fuel Dispenser – Merchant Requirements – US Region

To be eligible to submit CPS/Automated Fuel Dispenser Transactions, a US Merchant must:

- Complete the required business certification prior to submitting Transactions into Interchange
- Maintain a "velocity-check" program to monitor the volume and frequency of Transactions

The Merchant must not exceed the CPS/Automated Fuel Dispenser fraud or Chargeback thresholds specified by Visa.

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### 9.4.2.2 Additional Authorization Requirements – CPS/Automated Fuel Dispenser – US Region

A US Merchant must either:

- Perform a Status Check Authorization for a CPS/Automated Fuel Dispenser Transaction
- For a Real-Time Clearing Transaction, estimate the Authorization amount based on the Merchant's good faith estimate of the final Transaction amount, taking into account, among other factors, typical spending patterns at the Merchant location, not to exceed USD 500. The CPS/Automated Fuel Dispenser Interchange Reimbursement Fee does not apply if the Completion Message with the final Transaction amount is not sent within 2 hours of the preauthorization request.

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### 9.4.2.3 CPS/Automated Fuel Dispenser Interchange Reimbursement Fee (IRF) Transaction Limit – US Region

In the US Region, to qualify for the CPS/Automated Fuel Dispenser IRF, the Transaction amount must not exceed the following:

- USD 500 for a Real-Time Clearing Transaction
- USD 125 for all other Transactions

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### 9.4.3 CPS/Supermarket – US Region

#### 9.4.3.1 CPS/Supermarket Qualification – US Region

In the US Region, the CPS/Supermarket Interchange Reimbursement Fee qualification requirements apply only to those Supermarket Incentive Program Transactions with all of the following characteristics:

- Transaction is completed in a Face-to-Face Environment
- Full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted
- Merchant is assigned Merchant Category Code 5411 (Grocery Stores and Supermarkets)
- Merchant is a non-membership retail store primarily engaged in selling food for home preparation and consumption
- Merchant offers a complete line of food merchandise, including self-service groceries, meat, produce, and dairy products
- Merchant has monthly sales of perishables (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 for the purchase of all goods and services sold in the store at all check-out lanes that accept checks
- Transaction complies with the *US Interchange Reimbursement Fee Rate Qualification Guide*

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### 9.4.4 CPS/Rewards – US Region

#### 9.4.4.1 Custom Payment Services – Traditional Rewards Card and Visa Signature Card Transactions – US Region

In the US Region, a Transaction completed with a Visa Traditional Rewards Card or Visa Signature Card may qualify for either:

- CPS/Rewards 1 Interchange Reimbursement Fee

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- CPS/Rewards 2 Interchange Reimbursement Fee

The CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Traditional Rewards Card Transactions that meet the requirements for either of the following Custom Payment Services (CPS) programs:

- CPS/Retail
- CPS/Supermarket

The CPS/Rewards 2 Interchange Reimbursement Fee is available for Transactions completed with a Visa Traditional Rewards Card that meet the requirements for one of the following Custom Payment services (CPS) programs:

- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/Hotel and Car Rental Card Present
- CPS/Hotel and Car Rental Card Not Present
- CPS/Passenger Transport
- CPS/Restaurant
- CPS/e-Commerce Basic
- CPS/e-Commerce Preferred Hotel and Car Rental
- CPS/e-Commerce Preferred Passenger Transport

The CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs or are completed by a Merchant qualified for the applicable performance threshold program:

- CPS/Retail
- CPS/Retail Performance Threshold I
- CPS/Retail Performance Threshold II
- CPS/Retail Performance Threshold III
- CPS/Supermarket
- CPS/Supermarket Performance Threshold I
- CPS/Supermarket Performance Threshold II
- CPS/Supermarket Performance Threshold III

The CPS/Rewards 2 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs:

- CPS/Card Not Present

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- CPS/Retail Key-Entry
- CPS/e-Commerce Basic

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#### 9.4.4.2 CPS/Rewards 1 and CPS/Rewards 2 for Visa Signature Card Transactions – US Region

In the US Region, the CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs or are completed by a Merchant qualified for the applicable performance threshold program:

- CPS/Retail, CPS/Retail Performance Threshold I, CPS/Retail Performance Threshold II, CPS/Retail Performance Threshold III
- CPS/Supermarket, CPS/Supermarket Performance Threshold I, CPS/Supermarket Performance Threshold II, CPS/Supermarket Performance Threshold III

The CPS/Rewards 2 Interchange Reimbursement Fee is available to Visa Infinite Card or Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs:

- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/e-Commerce Basic

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#### 9.4.5 CPS/Small Ticket – US Region

##### 9.4.5.1 CPS/Small Ticket Merchant Category Codes – US Region

In the US Region, a Visa Easy Payment Service (VEPS) Transaction does not qualify for the CPS/Small Ticket Interchange Reimbursement Fee if the Transaction is one of the following:

- Visa Signature Preferred Transaction
- Visa Commercial Card Transaction
- Visa Consumer credit Card (including Visa Signature Card) Transaction at a Merchant that is eligible for the Performance Threshold Interchange Reimbursement Fee Program. An exception applies to Transactions with MCC 5812 (Eating Places and Restaurants) or MCC 5814 (Fast Food Restaurants).

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## 9.5 Industry-Specific Merchant Programs

### 9.5.1 Industry-Specific Merchant Program Requirements – US Region

#### 9.5.1.1 Industry-Specific Merchant Incentive Programs – US Region

In the US Region, Visa offers incentive programs for Transactions completed by Merchants in specific Merchant segments. Visa reserves the right to disqualify a Merchant from participation in, or to modify or discontinue a Merchant incentive program at any time.

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#### 9.5.1.2 Visa Utility Program Interchange Reimbursement Fee Qualification – US Region (Updated)

In the US Region, only Visa Consumer Card Transactions or Visa Business Card Transactions (including Visa Signature Business Card) completed by a Merchant registered with the Visa Utility Interchange Reimbursement Fee Program may qualify for the Visa Utility Program Interchange Reimbursement Fee.

Utility Transactions involving registered Visa Merchants properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) receive the utility Interchange Reimbursement Fee by meeting certain business requirements. Credit Voucher Transactions are not eligible for this program.

To qualify for the Visa Utility Interchange Reimbursement Fee Program, a US Merchant must:

- Contract directly with an Acquirer to be a Merchant, and the Merchant Outlet must be properly identified in the Authorization and Clearing Records
- Be properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary)
- Accept Visa as a means of payment in all channels where payments are accepted (for example: Face-to-Face Environments and Card-Absent Environments, as applicable)
- Visually represent the Visa Flag Symbol or Visa Brand Mark or Visa Brand Name on its website
- 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*.

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### 9.5.1.3 Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, Visa Debt Repayment Incentive Interchange Program Transactions completed by a registered Visa Merchant qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee by meeting the applicable business requirements specified in the *Visa U.S. Debt Repayment Incentive Interchange Program Guide* and the *US Interchange Reimbursement Fee Rate Qualification Guide*.

Transactions must have the following characteristics:

- Transaction is completed with a Visa Debit Card
- Merchant is properly assigned Merchant Category Code 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Transaction is a US Domestic Transaction
- The bill payment and existing debt indicators are included in the Authorization Request and Clearing Record

To qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee, the Merchant must:

- Not assess any fee, including a Convenience Fee, to a Cardholder for processing the Visa Transaction. This restriction also applies to a Third Party Agent that processes Transactions for a Visa Debt Repayment Incentive Interchange Program Merchant.
- Comply with Section 9.4.1.2, "Basic Custom Payment Services (CPS) Requirements – US Region"
- Be registered by its Acquirer, as specified in the *Visa U.S. Debt Repayment Incentive Interchange Program Guide*

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#### 9.5.1.4 Debit Tax Payment Interchange Reimbursement Fee Qualification – US Region (Updated)

In the US Region, Tax Payment Transactions from a qualified Tax Payment Merchant qualify for the Debit Tax Payment Interchange Reimbursement Fee by meeting the applicable business requirements specified in the *Visa Government and Education Payment Program Guide* and the *US Interchange Reimbursement Fee Rate Qualification Guide*.

Transactions must have the following characteristics:

- Transaction is completed with a Visa Debit Card
- Merchant is properly assigned Merchant Category Code 9311 (Tax Payments)
- Transaction is completed in a Card-Absent Environment
- Merchant complies with the requirements specified in *Section 5.6.3.1, "Service Fee Assessment Requirements – Canada Region, CEMEA Region, and US Region"*

The Acquirer must register the Tax Payment Merchant, as specified in the *Visa Government and Education Payment Program Guide*.

The following Transactions are not eligible for the Debit Tax Payment Program Interchange Reimbursement Fee:

- Transactions completed with a Visa Consumer Credit Card or Visa Commercial Card
- Credit Voucher

Visa reserves the right to disqualify a Tax Payment Merchant from participation in, modify, or discontinue the Debit Tax Payment Interchange Reimbursement Fee program at any time.

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#### 9.5.1.5 GSA Large Ticket Interchange Reimbursement Fee Qualification – US Region

In the US Region, the GSA Large Ticket Interchange Reimbursement Fee program supports the GSA requirements for enhanced processing of GSA Large Ticket Transactions. These Transactions take place at external suppliers (non-government Merchants) and are authorized, cleared, and settled for up to a maximum individual amount of USD 10 million.

To qualify for the GSA Purchasing Card Large Ticket Interchange Reimbursement Fee program, a Transaction must have the following characteristics:

- Completed using a GSA Visa Purchasing Card
- Meet the qualification requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*

### Interchange

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

- CPS-qualified
- Not completed by a Travel Service Category or Passenger Transport Service Category Merchant

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#### 9.5.1.6 GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification – US Region

In the US Region, under the GSA Government-to-Government Program, federal government-to-government Transactions from eligible Visa Merchants will receive the GSA Government-to-Government (G2G) Interchange Reimbursement Fee by meeting certain processing requirements, as specified in the *Visa Government-to-Government (G2G) Program Guide*.

The GSA Government-to-Government (G2G) Interchange Reimbursement Fee applies to GSA Visa Purchasing Card original Transactions and related Chargebacks, Representments, and Clearing Reversals. Credit Vouchers are not eligible for this program.

To qualify for the GSA Government-to-Government Program, a Transaction must be completed by a qualified Merchant and have the following characteristics:

- Completed with a GSA Visa Purchasing Card
- Merchant is properly assigned one of the following Merchant Category Codes:
  - 9399 (Government Services [Not Elsewhere Classified])
  - 9402 (Postal Services – Government Only)
- Merchant Verification Value (MVV) is present, valid, and matches the MVV and Acquirer BIN relationship
- Registered with Visa
- CPS-qualified
- Not completed by a Travel Service Category or Passenger Transport Service Category Merchant

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#### 9.5.1.7 GSA Government-to-Government Disqualification – US Region

In the US Region, Visa reserves the right to disqualify a Merchant from participation in, modify, or discontinue the GSA Government-to-Government Program at any time.

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## 9.6 Interchange Reimbursement Fee Programs

### 9.6.1 Credit Voucher Program – US Region

#### 9.6.1.1 Credit Voucher Program Qualification – US Region

In the US Region, Interchange Reimbursement Fees are paid by the Issuer to the Acquirer on merchandise credits, or Credit Vouchers. The Interchange Reimbursement Fee for a Credit Voucher Transaction will be determined by the following combinations of Card type and Merchant segment:

- Transactions on all Visa credit Card types with Passenger Transport Service Category MCCs (3000-3299, 4112, and 4511)
- Transactions involving Visa Consumer Credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Transactions involving Visa Business credit and Visa Corporate credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Transactions involving Visa Purchasing credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Consumer credit Mail/Phone Order Transactions and Electronic Commerce Transaction Credit Vouchers if the Merchant meets the eligibility requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. These Transactions must not take place at a Passenger Transport Merchant location (MCCs 3000-3299, 4112, and 4511) or a High-Brand Risk Merchant location (MCCs 5962, 5966, and 5967).
- Transactions involving all Visa Debit Cards

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#### 9.6.1.2 Credit Voucher Interchange Reimbursement Fee for Mail/Phone Order and Electronic Commerce Merchants – US Region

In the US Region, Transactions completed with a Visa Consumer Card qualify for the applicable Credit Voucher Interchange Reimbursement Fee if 70% or more of the Merchant's cumulative Visa Consumer Card sales volume during the previous calendar-year quarter was processed using one of the following programs:

- CPS/Card Not Present Interchange Reimbursement Fee
- CPS/e-Commerce (Basic or Preferred) Interchange Reimbursement Fee

The following Transaction types are not eligible:

- Account Funding Transactions

- Visa Commercial Card Transactions
- Quasi-Cash Transactions
- Transactions originating from High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Transactions originating from Passenger Transport Service Category Merchants

An Acquirer may apply the Credit Transaction Interchange Reimbursement Fee beginning 30 days or less after the quarter end in which the Merchant meets eligibility requirements.

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### 9.6.2 Performance Threshold Interchange Reimbursement Fees – US Region

#### 9.6.2.1 Performance Threshold Interchange Reimbursement Fee – Visa Consumer Credit – US Region

In the US Region, the Performance Threshold Interchange Reimbursement Fee Program – Consumer Credit provides incentive Interchange Reimbursement Fee rates to Retail Merchant and supermarket Transactions meeting certain performance threshold requirements. Transactions from eligible Merchants receive incentive Interchange Reimbursement Fee rates on Transactions that would otherwise be eligible for CPS/Retail and CPS/Supermarket Interchange Reimbursement Fee Programs.

Transactions from qualified Merchants that meet the performance threshold requirements must have the following characteristics:

- Completed with a Visa Traditional or Visa Traditional Rewards Card
- US Domestic Transaction
- CPS-qualified using the fee edit criteria for CPS/Retail or CPS/Supermarket

US Merchant eligibility for the Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit will be determined by Visa annually. The performance thresholds specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* apply to qualified Visa Consumer Credit Card original Transactions and related Chargebacks, Representments, and Clearing Reversals.

Visa Signature CPS/Retail and CPS/Supermarket Transactions are ineligible for Performance Threshold Interchange Reimbursement Fees. Such Transactions may qualify for the CPS/Rewards 1 Interchange Reimbursement Fee.

### Interchange

#### Interchange Reimbursement Fee Programs

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.

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### 9.6.3 Visa Debt Repayment Incentive Interchange Program – US Region

#### 9.6.3.1 Qualification for Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, a Visa Debit Card Transaction may qualify as a Visa Debt Repayment Incentive Interchange Program Transaction if it meets the requirements specified in:

- Section 9.6.3.4, "Merchant Requirements for Visa Debt Repayment Incentive Interchange Program – US Region"
- *Visa U.S. Debt Repayment Incentive Interchange Program Guide*

A Visa Debt Repayment Incentive Interchange Program Transaction may qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee.

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#### 9.6.3.2 Visa Right to Terminate Participation in Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, Visa may at any time:

- Disqualify a Visa Debt Repayment Incentive Interchange Program Merchant from participation
- Modify or discontinue the Visa Debt Repayment Incentive Interchange Program

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#### 9.6.3.3 Acquirer Requirements for Visa Debt Repayment Incentive Interchange Program – US Region

To participate in the Visa Debt Repayment Incentive Interchange Program, an Acquirer must register the Visa Debt Repayment Incentive Interchange Program Merchant and be provided with a Merchant Verification Value, as specified in the *Visa U.S. Debt Repayment Incentive Interchange Program Guide*.

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### 9.6.3.4 Merchant Requirements for Visa Debt Repayment Incentive Interchange Program – US Region

For a US Merchant to be eligible for the Visa Debt Repayment Incentive Interchange Program, the Acquirer must ensure that the Merchant:

- Is registered as a Limited Acceptance Merchant of Visa Debit Category Cards as a means of payment in all channels where payments are accepted (that is, Card-Absent Environments and Card-Present Environments, as applicable). A Merchant may accept all Visa Cards for any of its other lines of businesses that do not participate in the Visa Debt Repayment Incentive Interchange Program.
- Is properly assigned Merchant Category Code 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Submits the debt repayment indicator for all Visa Debt Repayment Incentive Interchange Program Transactions, as specified in the applicable VisaNet Manuals
- Includes the Merchant Verification Value (MVV) in all Visa Debt Repayment Incentive Interchange Program Transactions
- Ensures that the opportunity to pay with a Visa Debit Card is at least as prominently featured as all other accepted payment methods
- Only processes Visa Debt Repayment Incentive Interchange Program Transactions for an existing consumer debt that has not been deemed uncollectible and is an approved debt type, as specified in [Section 5.9.10.1, "Collection or Refinancing of Existing Debt – US Region."](#) The Merchant must not process Visa Debt Repayment Incentive Interchange Program Transactions representing payment for business debt (small business loans, loans to sole proprietors, or other types of business-related loans).
- Complies with the [Visa U.S. Debt Repayment Incentive Interchange Program Guide](#)

A US Merchant that accepts Visa Cards for payments of existing consumer debt outside the Visa Debt Repayment Incentive Interchange Program must comply with the requirements specified in [Section 5.9.10.1, "Collection or Refinancing of Existing Debt – US Region"](#).

## 9.7 Visa Signature Preferred Interchange Reimbursement Fees

### 9.7.1 Visa Signature Preferred Interchange Reimbursement Fee Requirements – US Region

#### 9.7.1.1 Visa Signature Preferred Interchange Reimbursement Fee Qualification – US Region

In the US Region, Visa Signature Preferred Card Transactions may be CPS-qualified under one of the consumer programs as defined in the Visa Rules and as specified in the [\*US Interchange Reimbursement Fee Rate Qualification Guide\*](#).

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#### 9.7.1.2 Visa Signature Preferred Standard Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Transaction that does not qualify for any Custom Payment Services (CPS) program may only be eligible for the Visa Signature Preferred Standard Interchange Reimbursement Fee.

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#### 9.7.1.3 Visa Signature Preferred Electronic Interchange Reimbursement Fee – US Region

To qualify for the Visa Signature Preferred Electronic Interchange Reimbursement Fee, the Visa Signature Preferred Transaction must be conducted at a Travel Service Category Merchant and must be CPS-qualified, as specified in the [\*US Interchange Reimbursement Fee Rate Qualification Guide\*](#).

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#### 9.7.1.4 Visa Signature Preferred Retail Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Consumer Credit Card Transaction that originates at a non-Travel Service Category Merchant Outlet may qualify for the Visa Signature Preferred Retail Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, occur at a Retail Merchant, and meet the applicable requirements specified in the [\*US Interchange Reimbursement Fee Rate Qualification Guide\*](#).

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##### 9.7.1.5 Visa Signature Preferred Card Not Present Interchange Reimbursement Fee – US Region

In the US Region, a Mail/Phone Order Transaction, Electronic Commerce Transaction, or a Transaction completed by a Merchant in a select developing market as defined in the *US Interchange Reimbursement Fee Rate Qualification Guide* (excluding Travel Service Category Transactions) may qualify for the Visa Signature Preferred Card CPS/Card Not Present Interchange Reimbursement Fee.

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##### 9.7.1.6 Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Transaction completed at a non-Travel Service Category Merchant Outlet may qualify for the Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and occur at a Merchant Outlet properly assigned a business-to-business Merchant Category Code as specified in the *Visa Merchant Data Standards Manual*.

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##### 9.7.1.7 Visa Signature Preferred Fuel Interchange Reimbursement Fee – US Region

A Visa Signature Preferred Transaction completed at an Automated Fuel Dispenser or service station may qualify for the Signature Preferred Fuel Interchange Reimbursement Fee. The Transaction must be CPS-qualified for CPS/Automated Fuel Dispenser, CPS/Retail Service Station, or CPS/Small Ticket.

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##### 9.7.1.8 Visa Signature Preferred Utility Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Card Transaction conducted at a Merchant properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) may be eligible to receive the Visa Utility Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* and the *Visa Utility Interchange Reimbursement Fee Program Guide*.

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## 9.8 Commercial Interchange Reimbursement Fees

### 9.8.1 Commercial Interchange Reimbursement Fees and Programs – US Region

#### 9.8.1.1 Commercial Card Standard Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions that do not qualify for CPS and do not meet the Level II Enhanced Data requirement will qualify for the Commercial Card Standard Interchange Reimbursement Fee program, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and are assessed the Commercial Card Standard Interchange Reimbursement Fee rate.

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#### 9.8.1.2 Commercial Card Electronic Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions are eligible for the Electronic Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. The following Visa Commercial Card Transactions are specifically excluded:

- High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Non-Secure Transactions

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#### 9.8.1.3 Commercial Card – Non-Travel Service, Level II Interchange Reimbursement Fee – US Region

In the US Region, the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee is available for taxable Visa Commercial Card Transactions that are CPS-qualified and meet certain additional data requirements, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. Tax-exempt Visa Commercial Card Transactions and Visa Commercial Card Transactions using the CPS/Account Funding program are not eligible for the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee.

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### 9.8.1.4 Purchasing Card Electronic with Data Interchange Reimbursement Fee – US Region

In the US Region, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Electronic with Data Interchange Reimbursement Fee is available to Visa Large Purchase Advantage Card Transactions that do not qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee rate but satisfy the data requirements for Visa Purchasing Cards.

Visa Purchasing Card Transactions or Visa Large Purchasing Advantage Card Transactions that use the CPS/Account Funding program are not eligible for the Purchasing Card Electronic with Data Interchange Reimbursement Fee.

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### 9.8.1.5 Purchasing Card Level III (Non-Travel Service Category) – US Region

In the US Region, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Level III (non-Travel Service Category) Interchange Reimbursement Fee is available to:

- Visa Purchasing Card Transactions that are CPS-qualified and meet certain additional data requirements
- Visa Large Purchase Advantage Card Transactions that do not qualify for Visa Large Purchase Advantage Interchange Reimbursement Fee rate but are eligible for Visa Purchasing Card rates

Visa Purchasing Card Transactions or Visa Large Purchase Advantage Transactions that use the CPS/Account Funding program are not eligible for the Purchasing Card Level III (non-Travel Service Category) Interchange Reimbursement Fee.

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### 9.8.1.6 Utility Business Program – US Region (Updated)

In the US Region, Visa Business Card or Visa Signature Business Card Transactions conducted at a Merchant properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) may be eligible to receive the Utility Business Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

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### Interchange

#### Commercial Interchange Reimbursement Fees

##### 9.8.1.7 Commercial Card Retail Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions completed at a non-Travel Service Category Merchant Outlet that do not meet the Level II Enhanced Data requirement may qualify for the Commercial Retail Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified for certain CPS programs, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and occur at a Retail Merchant Outlet.

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##### 9.8.1.8 Commercial Card – Card Not Present Interchange Reimbursement Fee – US Region

In the US Region, Mail/Phone Order Transactions, Electronic Commerce Transactions, or Transactions completed by a Merchant in a select developing market as defined in the *US Interchange Reimbursement Fee Rate Qualification Guide* (excluding Travel Service Category Transactions) and that do not meet the Level II Enhanced Data requirement may qualify for the Commercial Card – Card Not Present rate. To qualify for this program, the Transaction must be CPS-qualified for certain CPS programs, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

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##### 9.8.1.9 Commercial Card Business-to-Business (B2B) Interchange Reimbursement Fee – US Region

In the US Region, Visa Commercial Card Transactions that do not meet the Level II Enhanced Data requirement will qualify for the Commercial Business-to-Business Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and be completed at a Merchant properly assigned a business-to-business Merchant Category Code, as specified in the *Visa Merchant Data Standards Manual*.

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## 9.9 Visa Purchasing Large Ticket Interchange Reimbursement Fee

### 9.9.1 Visa Purchasing Large Ticket Interchange Reimbursement Fee – General – US Region

#### 9.9.1.1 Visa Purchasing Large Ticket Interchange Reimbursement Fee Qualification – US Region

In the US Region, the Visa Purchasing Large Ticket Interchange Reimbursement Fee program supports the requirements for enhanced processing of non-General Services Administration (GSA) Large Ticket Transactions. These Transactions are authorized, cleared, and settled for up to a maximum individual amount of USD 10 million.

A Visa Large Purchase Advantage Transaction that does not meet the Visa Large Purchase Advantage Interchange Reimbursement Fee qualification criteria may qualify for the Visa Purchasing Large Ticket Interchange Reimbursement Fee.

To qualify for the Visa Purchasing Large Ticket Interchange Reimbursement Fee program, the Transaction must have the following characteristics:

- Submitted by an eligible Merchant, other than a Travel Service Category or Passenger Transport Service Category Merchant, that has been registered with Visa
- Completed with a non-GSA Visa Purchasing Card
- US Domestic Transaction
- Meets the applicable requirements specified in the [\*US Interchange Reimbursement Fee Rate Qualification Guide\*](#)

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## 9.10 Visa Large Purchase Advantage Interchange Reimbursement Fee

### 9.10.1 Visa Large Purchase Advantage Interchange Reimbursement Fee – General – US Region

#### 9.10.1.1 Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – US Region

In the US Region, a Visa Large Purchase Advantage Transaction may be authorized, cleared and settled up to a maximum Transaction amount of USD 10 million.

### Interchange

#### Visa Fleet Cards Interchange Reimbursement Fee

To qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee, the Transaction must be:

- Associated with a BIN or account range registered for Visa Large Purchase Advantage
- A US Domestic Transaction
- For an amount greater than USD 10,000
- Qualified for an eligible Custom Payment Service (CPS) that supports Card-not-present Transaction processing, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* for the CPS program
- Submitted by an eligible Merchant, other than Travel Service Category Merchant, properly registered with Visa
- Cleared within 8 calendar days from the Transaction Date

A Visa Large Purchase Advantage Transaction that does not meet the Clearing timeframe or the CPS qualification criteria will be returned to the Acquirer. An Acquirer must resubmit the Transaction to request an applicable Visa Purchasing Interchange Reimbursement Fee.

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## 9.11 Visa Fleet Cards Interchange Reimbursement Fee

### 9.11.1 Visa Fleet Cards Interchange Reimbursement Fee – General – US Region

#### 9.11.1.1 Visa Fleet Card Interchange Reimbursement Fee Enhanced Data Requirements – US Region

Complete and accurate Visa Fleet Card Enhanced Data is required to qualify for Purchasing Card Level II or Level III Interchange Reimbursement Fees.

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## 9.12 Visa Interchange Reimbursement Fee Adjustments

### 9.12.1 Interchange Reimbursement Fee Adjustments

#### 9.12.1.1 Interchange Reimbursement Fee Adjustment Conditions

Interchange Reimbursement Fee adjustments may only be made as follows:

### Interchange

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

- Adjustments are limited to Transactions occurring within 90 calendar days of the Processing Date of the oldest Transaction submitted by the Member or identified by Visa.
- Transactions beyond 90 calendar days (not to exceed 2 years from the date submitted by the Member or identified by Visa) may be considered for adjustment if Visa determines that extenuating circumstances prevented the Member from discovering the violation sooner.
- When an Issuer or Acquirer is at fault, the impacted Issuer(s) or Acquirer(s) is required to use the Interchange Reimbursement Fee Compliance process.
- Adjustments will only be made when the total Interchange Reimbursement Fee amount to be corrected is greater than USD 2,500.
- Individual correcting Transactions will only be made if the amount of the correcting transaction is greater than USD 50.

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

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#### 9.12.1.2 Interchange Reimbursement Fee Adjustment Process

Interchange Reimbursement Fee adjustments will be processed as follows:

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

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### 9.13 Interchange Reimbursement Fee Compliance

#### 9.13.1 Interchange Reimbursement Fee (IRF) Compliance

##### 9.13.1.1 Interchange Reimbursement Fee (IRF) Compliance Filing Requirements

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

### Interchange

#### Interchange Reimbursement Fee Compliance

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

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

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

<sup>1</sup> For a violation involving a Member in the jurisdiction of Visa Europe, a Member must obtain permission from Visa to initiate the Intercompany Interchange Reimbursement Fee Compliance Process.

ID# 0001501

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#### 9.13.1.2 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 of 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.

### Interchange

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

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.

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#### 9.13.1.3 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 Section 11.2.3.1, "Compliance Filing Conditions"
- Forfeits the IRF Compliance screening fee

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#### 9.13.1.4 Interchange Reimbursement Fee Pre-Compliance

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.

### Interchange

#### Interchange Reimbursement Fee Compliance

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 Section 9.13.1.5, "IRF Compliance Filing."

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#### 9.13.1.5 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 Section 9.13.1.6, "Interchange Reimbursement Fee Compliance Appeal Filing Requirements."

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#### 9.13.1.6 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.

### Interchange

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

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.

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#### 9.13.1.7 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 Rules 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.

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### 9.14 Visa Product and Service Rules: Interchange – Related Publications

#### 9.14.1 Publications Related to Visa Product and Service Rules: Interchange

##### 9.14.1.1 Visa Product and Service Rules: Interchange – Related Publications

Table 9-8: Interchange – Related Publications

Title
AP Domestic IRF Guides (for Australia, Bangladesh, Brunei, Cambodia, China, Fiji, Guam, Hong Kong, India AreaNet, Indonesia, Japan, Laos, Macau, Malaysia, Myanmar, New Zealand, Philippines, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam, AP Default Domestic) <sup>1</sup>
AP Interregional IRF Guide <sup>1</sup>
AP Intraregional IRF Guide <sup>1</sup>
CEMEA Domestic IRF Guides (for Albania, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Bosnia & Herzegovina, Botswana, Egypt, Georgia, Ghana, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Lebanon, Macedonia, Malawi, Mauritius, Moldova, Montenegro, Mozambique, Nigeria, Oman, Pakistan, Qatar, Russian Federation,

## Visa Product and Service Rules

### Interchange

#### Visa Product and Service Rules: Interchange – Related Publications

Title
Rwanda, Saudi Arabia, Serbia, Seychelles, South Africa, Tajikistan, Tanzania, UAE, Uganda, Ukraine, Zambia, Zimbabwe, CEMEA Default Domestic) <sup>1</sup>
CEMEA Interregional IRF Guide <sup>1</sup>
CEMEA Intraregional IRF Guide <sup>1</sup>
Interchange Reimbursement Fee Compliance Process Guide <sup>1</sup>
LAC Domestic IRF Guide (for Bahamas, Belize, Bolivia, Brazil, Cayman Islands, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Guyana, Honduras, Jamaica, Mexico, Nicaragua, OECS AreaNet, Panama, Paraguay, Peru, Puerto Rico, Trinidad & Tobago, Venezuela) <sup>1</sup>
LAC Interregional IRF Guide <sup>1</sup>
LAC Intraregional IRF Guide <sup>1</sup>
US Interchange Reimbursement Fee Rate Qualification Guide <sup>1</sup>
Visa Canada Interchange Guide <sup>1</sup>
Visa U.S. Debt Repayment Incentive Interchange Program Guide <sup>1</sup>
Visa Fleet Card Implementation Guide
Visa Government and Education Payment Program Guide <sup>1</sup>
Visa Government-to-Government (G2G) Program Guide <sup>1</sup>
Visa Merchant Data Standards Manual <sup>1</sup>
Visa U.S.A. Interchange Reimbursement Fees <sup>1</sup>
Visa Utility Interchange Reimbursement Fee Program Guide <sup>1</sup>
<sup>1</sup> Visa Supplemental Requirements

ID# 0029007

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## 10 Risk

### 10.1 Corporate Risk Reduction

#### 10.1.1 Acquirer Risk Responsibilities – US Region

##### 10.1.1.1 Acquirer Risk Policies – US Region

A US Acquirer must implement, and its board of directors must approve, all of the following:

- An underwriting, monitoring, and control policy for all of the following:
  - Its Merchants
  - Its VisaNet Processors
  - Its Third Party Agents
- A policy and procedures for reviewing solicitation materials used by its Agent

The Acquirer must provide policies to Visa upon request.

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##### 10.1.1.2 Acquirer Responsibility for Agents and Merchants – US Region

A US Acquirer must:

- Provide its Agents with training and education, as specified by Visa, and ensure that Agents are in compliance with the Acquirer's corporate policies
- Hold and control reserves that are accumulated and derived from Merchant settlement funds or used to guarantee a Merchant's payment system obligations to the Member

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#### 10.1.2 Electronic Commerce Merchant Requirements

##### 10.1.2.1 Yearly Review of Electronic Commerce Merchant – US Region

At least once each year, a US Acquirer must examine its Electronic Commerce Merchant's website and conduct an enhanced due diligence review, as specified in Section 1.5.1.2, "Merchant Qualification Standards," if any of the following applies:

- The Electronic Commerce Merchant or Sponsored Merchant is required to be classified with an MCC considered by Visa to be high-brand risk.
- **Effective through 31 December 2015**  
The Merchant is identified by any Visa Chargeback monitoring program or designated at any time as an identified Merchant by the Risk Identification Service Online.
- **Effective 1 January 2016**  
The Merchant is identified by either the Visa Chargeback Monitoring Program or the Visa Fraud Monitoring Program.
- The Acquirer becomes aware the Merchant is selling products or services that were not documented in the Merchant Agreement or disclosed in the Merchant's business description.
- The Acquirer conducts a periodic review of the Merchant as required by its internal procedures.

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### 10.1.2.2 Electronic Commerce Transaction Type Prohibition

A Merchant, Payment Facilitator, Sponsored Merchant, or entity classified as high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs," 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 Section 10.6, "Brand Protection."

Violation of this requirement may result in the termination of the Merchant, Payment Facilitator, Sponsored Merchant, High-Brand Risk Merchant, High-Risk Internet Payment Facilitator, or High-Brand Risk Sponsored Merchant.

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### 10.1.3 Anti-Money Laundering

#### 10.1.3.1 Anti-Money Laundering Program Overview

Visa maintains an anti-money laundering program reasonably designed within the context of laws and regulations applicable to Visa to prevent the Visa system from being used to facilitate money laundering or the financing of terrorist activities.

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### 10.1.3.2 Anti-Money Laundering/Anti-Terrorist-Financing Program – ATM Acquirers

An ATM Acquirer must ensure that it has in place policies, controls, and procedures to minimize the risk of its ATMs being used to facilitate money laundering or terrorist financing, and submit any required currency transaction reports or suspicious activity reports to its regulator.

If the ATM Acquirer uses a Third Party Agent to load funds to its ATMs, the ATM Acquirer must require and compel such Third Party Agent to comply with all applicable laws and regulations, including without limitation, laws regarding anti-money laundering and anti-terrorist financing. The ATM Acquirer must maintain and enforce a program that, at minimum, includes conducting appropriate due diligence on each Third Party Agent, requiring adequate record keeping and validation of source of funds, and conducting regular, ongoing independent audits to confirm the Third Party Agent's compliance. The ATM Acquirer will be responsible to Visa for any acts or omissions of the ATM Acquirer's Third Party Agents.

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## 10.2 Agents – VisaNet Processor and Third Party

### 10.2.1 Member Requirements Related to VisaNet Processors

#### 10.2.1.1 VisaNet Processor Contracts

A Member must execute a written contract with each VisaNet Processor. The contract must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures
  - Service levels
  - Performance standards
- Include language that:
  - Permits Visa to conduct financial and procedural audits and general reviews at any time
  - Requires the VisaNet Processor to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
- Require that the VisaNet Processor comply with:
  - The Visa Rules

- Applicable laws or regulations
- Be executed by a senior officer of the Member
- Require the VisaNet Processor to comply with the Payment Card Industry Data Security Standard (PCI DSS)
- Require that the VisaNet Processor be properly registered with Visa

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#### 10.2.1.2 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 Access<sup>1</sup>
- Other systems determined by Visa

The agreement may specify terms and conditions for the use of software or equipment that Visa determines necessary to protect its proprietary rights. This provision does not require Visa to agree to this type of arrangement, nor does it give any VisaNet Processor the right to use VisaNet.

<sup>1</sup> This does not apply to a US or CEMEA Member using Direct Exchange.

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#### 10.2.1.3 VisaNet Processor and Payment Facilitator Agreement – LAC Region

In the LAC Region, in Brazil a VisaNet Processor and a Payment Facilitator must enter into an agreement directly with Visa before the delivery of any services to Visa Members.

This provision does not require Visa to agree to this type of arrangement, nor does it give any VisaNet Processor the right to use VisaNet.

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#### 10.2.1.4 VisaNet Processor Requirements Related to Third Parties

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

## Visa Core Rules and Visa Product and Service Rules

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

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**10.2.1.5 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<sup>1</sup>
- Conduct from time to time an on-site inspection of the business premises<sup>1</sup> to:
  - Verify inventory
  - Inspect operational controls
  - Monitor security standards regarding unauthorized disclosure of or access to Visa data and other payment systems

<sup>1</sup> Except when a VisaNet Processor is a Member or special Licensee

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**10.2.1.6 Procedures for Use of an Airline Authorizing Processor**

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

- Completed and submitted to Visa a *VisaNet Letter of Agreement*
- Signed a separate agreement with Visa

If a Member that acquires Airline Transactions is using an approved Airline Authorizing Processor, the Member is not required to submit a *VisaNet Letter of Agreement* or *VisaNet Processor and Third Party Registration and Designation*.

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#### 10.2.1.7 Requirements for 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,<sup>1</sup> which must be more prominent and in a larger font than that of the VisaNet Processor
- Is prominently identified on the marketing materials as an agent or representative of the Member, unless the Member has provided its approval to exclude its name from such marketing materials
- For Visa Prepaid Card distribution, ensures that any website displaying the Visa-Owned Marks or offering Visa Card services clearly and conspicuously includes the Member name, which must be located close to the Visa-Owned Marks

<sup>1</sup> In the Canada Region, with Member approval and provided that the Acquirer Processor has entered into the form of Trademark License Agreement for Acquirer Processors as prescribed by Visa, a Member's Acquirer Processor may display certain Visa-Owned Marks on its marketing materials without the Member's name or logo in accordance with the terms of the Trademark License Agreement for Acquirer Processors.

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#### 10.2.1.8 Changes in VisaNet Processor Relationships

A Member that uses a VisaNet Processor must:

- Immediately notify Visa if any change occurs in the VisaNet Processor relationship, including termination, change of ownership or business function, or processor
- Ensure that any changes to BIN relationships comply with the applicable BIN licensing requirements

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#### 10.2.1.9 Non-Member VisaNet Processor or Clearing Member Reporting

A Member that uses a non-Member VisaNet Processor or Clearing Member to process Transaction-related data must submit, upon request, an annual report to Visa that includes at least all of the following:

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

- 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

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#### 10.2.1.10 VisaNet Processor Independent Audit

Upon designation of a VisaNet Processor, a sponsoring Member must obtain and review an independent audit of the internal controls that support the VisaNet Processor's VisaNet interface.<sup>1</sup> The audit must be conducted annually and use standard audit practices of the International Audit Standards or other regionally acceptable standards agreed by Visa.

<sup>1</sup> This does not apply if the VisaNet Processor is a Member or special Licensee.

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#### 10.2.1.11 VisaNet Processor Acting as Clearing Processor

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

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

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#### 10.2.1.12 Visa Collection of Funds from a Member or VisaNet Processor

In collecting funds owed by a Member or VisaNet Processor, Visa may take, but is not limited to, the following actions:

- Take and liquidate collateral posted by a Member or VisaNet Processor, as specified in the agreement for the posting
- After providing at least one business day's notice before the collection, either:
  - Debit the Member's or VisaNet Processor's Clearing account through VisaNet
  - Withhold amounts from payments that Visa owes to the VisaNet Processor

In the US Region, a Member or VisaNet Processor must remit the total amount owed, as specified in the *Visa International Certificate of Incorporation and Bylaws*.

#### Agents – VisaNet Processor and Third Party

If a US Member or VisaNet Processor does not remit the amount owed, the Member is responsible for Visa expenses incurred in collecting the funds, including, but not limited to, costs and expenses of legal action.

A US Member from which Visa collects amounts due must continue to honor its obligations to Merchants and Sponsored Merchants.

A VisaNet Processor must not charge a US Member's Clearing account unless either:

- Visa has directed the VisaNet Processor to do so
- The Member whose account is to be charged has provided written consent for the charge and the consent does not prevent the Member from complying with the Visa Rules

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

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#### 10.2.1.13 Member or VisaNet Processor Dispute of Amount Collected by Visa

If a Member or VisaNet Processor wishes to dispute an amount collected by Visa, it must both:

- Provide written notice to Visa within 60 calendar days of the collection date, if it wishes to dispute its liability for or the amount of the collection
- Not withhold payment because the Member or VisaNet Processor disputes its liability for the payment

Visa is both:

- Liable only for the amount improperly collected plus interest at the prime rate in effect at the Settlement Bank used by Visa
- Not liable for collections made in error, except for intentional misconduct

ID# 0025891

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#### 10.2.2 Member Requirements Related to Third Party Agents

##### 10.2.2.1 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
- Comply with the Third Party Agent Registration Program

- Conduct a background investigation to verify the responsibility (including, where appropriate, financial responsibility) of the principals and ensure that no significant derogatory information exists. If applicable laws or regulations prohibit checks (including financial reviews) on individuals, the Member must note this when registering the Third Party Agent and note what other due diligence procedures were undertaken to ensure that due diligence was completed.

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#### 10.2.2.2 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.

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#### 10.2.2.3 Third Party Agent Contract Requirements

A Member must execute a written contract with each Third Party Agent that performs Cardholder or Merchant solicitation or stores, processes, or transmits Cardholder or Transaction data on behalf of the Member. The contract, to the extent permitted by applicable laws or regulations, must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures
  - Service levels
  - Performance standards
- Include language that:
  - Permits Visa to conduct financial and procedural audits and general reviews at any time
  - Requires the Third Party Agent to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
  - Permits Visa to determine the necessity of and impose risk conditions on the Third Party Agent
- Require that the Third Party Agent comply with:
  - The Visa Rules
  - Applicable laws or regulations

### Agents – VisaNet Processor and Third Party

- Be executed by a senior officer of the Member
- Contain at least the substance of the provisions specified in [Section 10.2.2, "Member Requirements Related to Third Party Agents"](#)
- Require that the Third Party Agent comply with the [Payment Card Industry Data Security Standard \(PCI DSS\)](#)
- Include a provision allowing the Member or its Merchant to terminate the contract if the Third Party Agent participates in any of the activities described in [Section 10.2.2.18, "Prohibition of Third Party Agents from Providing Services"](#) or the Member or its Merchant becomes insolvent

ID# 0025902

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#### 10.2.2.4 Third Party Agent On-Site Inspection

Before registering a Third Party Agent, a Member must perform an on-site inspection of the Third Party Agent's business location as part of the due diligence requirement to:

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

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

ID# 0025907

Edition: Apr 2016 | Last Updated: Oct 2014

#### 10.2.2.5 Member and Third Party Agent Compliance with Due Diligence Standards

Before registering a Third Party Agent, a Member must complete and validate compliance with the applicable regional due diligence standards that are available through the Visa Membership Management application or from Visa. Upon Visa request, a Member may be required to provide documentation to confirm compliance with regional due diligence standards.

A Member with a registered Third Party Agent must perform an annual review of the Third Party Agent to confirm ongoing compliance with applicable regional due diligence standards.

ID# 0025895

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### 10.2.2.6 Member Confirmation of Third Party Agent Relationships

A Member must review the Visa Membership Management application or the appropriate regional form each time it signs a Third Party Agent to confirm if another Member has discontinued its relationship with the Third Party Agent. Registration of a Third Party Agent does not represent confirmation by Visa of the Third Party Agent's compliance with any specific requirement.

ID# 0025908

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### 10.2.2.7 Third Party Agent Change Notification

A Member must use the Visa Membership Management application or the appropriate form to notify Visa of any change in a Third Party Agent's principals or business relationship (including change of ownership or termination of contract). The Member must submit the notice to Visa within 5 business days of the change or knowledge of the change.

The Member must forward to Visa requests for correction.

ID# 0025899

Edition: Apr 2016 | Last Updated: Oct 2014

### 10.2.2.8 Member Requirements for Third Party Agents

A Member that uses a Third Party Agent must do all of the following:

- Identify the Third Party Agent to Visa using the Visa Membership Management application and designate the activities that it is authorized to perform on the Member's, or the Member's Merchant's, behalf
- Control the approval and review of Merchants, approval of Cardholder applications, and establishment of Merchant fees for Transactions
- Guarantee that it and the Third Party Agent will comply with Third Party Agent requirements and Section 10.4, "Account and Transaction Information Security"
- 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
  - **Effective through 14 April 2016**
  - Referrals

#### Agents – VisaNet Processor and Third Party

- Fraud reporting cases
- Settlement
- Advise the Third Party Agent that:
  - It must not represent registration in the Third Party Registration Program as Visa endorsement of its services
  - Registration of a Third Party Agent is specific to each Member, and a separate Third Party Agent registration is required for each Member business relationship
- Accept responsibility for any and all losses caused by its Third Party Agent
- After discontinuing a Third Party Agent relationship, maintain a file on the Third Party Agent that includes records of all applicable due diligence and retain this file, with the reason for discontinuance, for a minimum of 2 years

ID# 0025909

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#### 10.2.2.9 High-Risk Agent Registration

An Acquirer that signs an Agent to solicit High-Brand Risk Merchants must register that Agent as high-risk with Visa.

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#### 10.2.2.10 Member Responsibilities for Card Activities

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

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

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

ID# 0025910

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#### 10.2.2.11 Member Report of Third Party Agent Activities

Upon Visa request, a Member must submit a detailed quarterly report of 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 non-compliance assessment if the Member fails to provide this information within 30 calendar days from the end of each quarter.

ID# 0025911

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#### 10.2.2.12 Third Party Agent Responsibility to Provide Cardholder or Merchant Information

If a Member, Visa or its designees, or any regulatory agency requests Cardholder or Merchant information of any type, a Third Party Agent must provide the information in writing no later than 7 business days from receipt of a request. If applicable laws or regulations prohibit the provision of the information, the Third Party Agent must note the exception when the original request is submitted.

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#### 10.2.2.13 Third Party Agent Solicitation and Marketing Materials

A Member must ensure that a Third Party Agent complies with all of the following:

- Uses only solicitation materials, such as advertisements, stationery, business cards, sales brochures, and website promotional content approved by the Member
- Uses only solicitation materials that prominently identify the registering Member
- Complies with the *Visa Product and Service Rules: Use of Marks*

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#### 10.2.2.14 Requirements for Third Party Agent Solicitation and Marketing Materials

A Member must ensure all of the following if its Third Party Agent uses solicitation and marketing materials displaying the Visa-Owned Marks:

- The Member's name and headquarters city are prominently identified adjacent to the Visa-Owned Marks.
- Any subsequent Cardholder or Merchant Agreement is between the Member and the individual Cardholder or Merchant.
- On Cardholder solicitation materials, the Member, not the Third Party Agent, is noted as the Issuer of the Card.
- The material does not identify the Third Party Agent, unless the Third Party Agent is prominently identified as a representative of the Member.

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### 10.2.2.15 Prohibition of Visa Marks on Third Party Agent Materials

A Member must not permit a Third Party Agent to use a Visa-Owned Mark on marketing materials, such as business cards and letterhead on stationery.

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.

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### 10.2.2.16 Third Party Agent Compliance with Transaction Information Security Requirements

A Member must ensure that a Third Party Agent with access to account or Visa Transaction Information complies with Visa Transaction Information security requirements, as specified in [Section 10.4, "Account and Transaction Information Security."](#)

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### 10.2.2.17 Disclosure of Account or Visa Transaction Information

In the event of the failure, including bankruptcy, insolvency, or other suspension of business operations of one of a Member's Third Party Agents, the Member must ensure that the Third Party Agent does not sell, transfer, or disclose any materials that contain Account Numbers, personal information, or other Visa Transaction Information to any other entity. The Member must ensure that its Third Party Agent either:

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

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### 10.2.2.18 Prohibition of Third Party Agents from Providing Services

Visa may permanently prohibit a Third Party Agent and its principals from providing services with respect to Visa products for good cause, such as:

- Fraudulent activity
- Activity that causes the Member to repeatedly violate the Visa Rules
- Operating in an unsound, unsafe manner

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

- Any other activities that may result in undue economic hardship or damage to the goodwill of the Visa system, if the Third Party Agent fails to take corrective action

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#### 10.2.2.19 Third Party Agent Operational Review – US Region

A US Acquirer that does not meet the capital requirements specified in Section 5.3.1.3, "Acquirer Responsibilities Regarding Payment Facilitators," must undergo 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.

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#### 10.2.2.20 Use of Third Party Agents by a Participant-Type Member – US Region

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

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#### 10.2.2.21 Competitors as Agents – US Region

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

- American Express Company
- Discover Financial Services

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#### 10.2.2.22 Agent Prohibitions Related to Visa-Owned Marks – US Region

An Agent of a US Member must not:

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

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## 10.3 Merchant Agreement Requirements

### 10.3.1 Investigation of Loss, Theft, Compromise, Fraud, and Laundering

#### 10.3.1.1 Requirement to Investigate Suspected or Confirmed Loss, Theft, Compromise, Fraud, or Laundering

A Member must comply with *What To Do If Compromised* and conduct a thorough investigation of suspected or confirmed:

- Loss, theft, or compromise of Visa account or Cardholder information
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants
- Fraud and/or laundering of a Transaction

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

If Visa requires a Member or its agent to conduct an additional investigation, the Member or its agent must:

- Provide access to the premises involved in the investigation
- Provide Visa and its agent access to all applicable records, including, but not limited to, the following:
  - Computer forensic reports
  - Network diagrams
  - Systems connected directly or indirectly to VisaNet or used to transmit, process, or store account data
- Engage a forensic investigator approved by the Payment Card Industry Security Standards Council. If the Member or its agent fails to do so, Visa may engage an investigator to perform a forensic investigation and will assess all investigative costs to the Member.

## 10.4 Account and Transaction Information Security

### 10.4.1 Account, Cardholder, and Transaction Information Security

#### 10.4.1.1 Member Reporting of Loss or Theft of Information

As specified in *What To Do If Compromised*, a Member must immediately report to Visa by telephone, fax, or email the suspected or confirmed:

- Loss, theft, or compromise of Visa account or Cardholder information<sup>1</sup>
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants<sup>1</sup>
- Fraud and/or laundering of a Transaction

The report must contain, to the extent possible:

- Member and Merchant or agent name
- Format, number, and range of account information missing or compromised
- Specific Account Numbers missing or compromised
- Type or data elements of account information on missing material (for example: Track 1 data, Track 2 data, CVV2, Cardholder name, Cardholder address)
- Pertinent details about the loss, theft, or compromise and ensuing investigation
- Contact name and telephone number for additional information
- Name and telephone number of person reporting the loss or theft

<sup>1</sup> In the US Region, may be reported on behalf of a Member by its agent or by a Merchant or its agent

#### 10.4.1.2 Acquirer Compliance Program for Payment Card Industry Data Security Standard (PCI DSS) in Australia and New Zealand – AP Region

In Australia and New Zealand, an Acquirer of a Level 4 Merchant must provide to Visa a risk-based compliance program for its Level 4 Merchants that includes at least all of the following:

- Timeline of critical events
- Risk profiling strategy
- Merchant education strategy

- Compliance strategy
- Compliance reporting strategy

An Acquirer must provide to Visa a *PCI DSS Implementation Plan Report* by 31 March and 30 September of each year.

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#### 10.4.1.3 Compromise at Member's Contractors or Agents – US Region

A US Member must implement policies and procedures requiring its contractors or Agents to notify the Member if the contractor or Agent experiences a security breach or reasonably believes that Cardholder information was compromised as a result of that breach.

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#### 10.4.1.4 Security Standards for Materials Containing Account Information – US Region

A US Issuer must ensure that both a fulfillment vendor or prepaid storage facility that is used to consolidate materials containing account information before delivering them to the United States Postal Service or overnight courier comply with the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

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#### 10.4.2 Confidential Consumer Cardholder Information

##### 10.4.2.1 Visa Safeguards for Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will restrict access to Confidential Consumer Cardholder Information to those employees that Visa or its subsidiaries has determined need to know that information to provide products and services to Members.

Visa and its subsidiaries will maintain physical, electronic, and procedural safeguards that are designed to:

- Maintain the security and confidentiality of Confidential Consumer Cardholder Information
- Protect against anticipated threats or hazards to the security or integrity of Confidential Consumer Cardholder Information

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

- 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.

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#### 10.4.2.2 Destruction of Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will use reasonable measures designed to ensure that all Confidential Consumer Cardholder Information is erased or destroyed, in accordance with regulatory guidelines, so as to render the information unreadable.

A US Member must implement policies and procedures designed to ensure timely disposal or destruction of Confidential Consumer Cardholder Information, in accordance with regulatory guidelines, in a manner that makes the information unreadable.

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## 10.5 Activity and Compliance Monitoring

### 10.5.1 Member Activity Monitoring Requirements

#### 10.5.1.1 Acquirer Investigation of Merchant Outlet

An Acquirer must investigate a Merchant Outlet that appears on an exception report within 7 calendar days of generating the report. If the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must do all of the following:

- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

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#### 10.5.1.2 Compliance with Merchant Activity Monitoring Standards

Visa will determine whether an Acquirer has met Merchant activity monitoring standards.

Upon Visa request, the Acquirer must provide both of the following to demonstrate compliance:

- Copies of actual reports or records used to monitor the Merchant's activity
- Any other data or specifications requested by Visa

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#### 10.5.1.3 Acquirer Monitoring of Payment Facilitator and Sponsored Merchant Activity

An Acquirer must comply with Merchant monitoring standards for each of its Payment Facilitators, as specified in Section 10.5.7, "High-Brand Risk Merchant Monitoring." A Sponsored Merchant that exceeds Visa thresholds for excessive Chargebacks or Fraud Activity will be subject to monitoring programs.

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#### 10.5.1.4 Acquirer Monitoring Program Responsibilities – LAC Region

**Effective through 31 December 2015**

An LAC Acquirer identified by the Acquirer Monitoring Program must reduce its quarterly purchase fraud-to-sales ratio below 0.30% during the 180-day workout period from the date of Notification. After initial identification, an Acquirer must maintain levels below the threshold for 4 consecutive quarters to be considered compliant. During that time, any subsequent identification will render the Acquirer ineligible for another workout period and a non-compliance assessment will be assessed.

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#### 10.5.1.5 Merchant Exception Reports – US Region

Beginning with Merchant Outlet Deposit activity processed on the 31st calendar day from the first Deposit, a US Acquirer must generate unusual activity reports if either of the following occurs:

- Current weekly gross sales volume equals or exceeds USD 5,000 and any of the following meets or exceeds 150% of normal weekly activity:
  - Number of weekly Transaction Deposits
  - Gross amount of weekly Deposits

- Average Transaction amount
- Number of weekly Chargebacks
- Average elapsed time between the Transaction Date and the Acquirer's Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

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## 10.5.2 Monitoring of Visa Compliance

### 10.5.2.1 Member Monitoring of Visa Compliance – US Region

In the US Region, Visa and its subsidiaries will adopt policies and procedures and provide Members with appropriate reviews and reports to enable Members to monitor the compliance of Visa and its subsidiaries with these commitments.

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## 10.5.3 Chargeback Monitoring

### 10.5.3.1 Visa Chargeback Monitoring Program (VCMP) (Updated)

**Effective 1 January 2016**

Visa monitors Merchant Outlets that generate an excessive level of Chargebacks through the Visa Chargeback Monitoring Program (VCMP).

Visa will identify a Merchant Outlet under the VCMP standard program if it meets or exceeds both of the following monthly program thresholds:

- 100 Chargeback count
- 1% ratio of Chargebacks-to-sales Transaction count

Visa will monitor a Merchant Outlet identified in the VCMP under the high-risk program for any of the following reasons:

- The Merchant is categorized or should be categorized by a high-brand risk MCC, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."
- For Merchants that are not and should not be categorized by a high-brand risk MCC, the Merchant exceeds the VCMP monthly excessive Chargeback threshold of both:
  - 500 Chargebacks

### Risk Activity and Compliance Monitoring

- 2% Chargeback-to-sales ratio
- Visa determines that the Merchant caused undue harm to the goodwill of the Visa payment system.
- The Merchant's Acquirer is subject to risk reduction measures, as specified in [Section 1.10.1.2, "Member Risk Reduction Requirements,"](#) for poor Merchant management practices.

Visa may modify or create new monthly VCMP performance levels.

Monitoring includes all Chargeback reason codes<sup>1</sup> except reason code 93 (Visa Fraud Monitoring Program).

Except for certain markets,<sup>2</sup> only International Transactions are included in VCMP monitoring.

A Merchant that is moved from the VCMP standard program to the VCMP high-risk program because it exceeded the excessive Chargeback threshold will continue to be monitored under the VCMP high-risk program until the Merchant exits the VCMP.

A Merchant that is monitored in the VCMP high-risk program because it exceeded the excessive Chargeback threshold will not be moved to the VCMP standard program, regardless of whether its performance drops below the monthly excessive Chargeback threshold.

A Merchant that changes Acquirers and/or countries while identified in the VCMP will be assigned the equivalent program status with the new Acquirer and/or country if the Merchant has not exited the program.

Visa may require the Acquirer or its Merchant to deploy appropriate Chargeback or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VCMP.

A Merchant Outlet will exit the VCMP if it is below the program thresholds for three consecutive months.

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, includes all Dispute conditions except 10.4: Visa Fraud Monitoring Program

<sup>2</sup> Program monitoring includes Domestic Transactions and International Transactions for all the following: Australia, Brazil, Canada, and the United States. Visa may modify this list of markets.

### 10.5.3.2 Visa Chargeback Monitoring Program (VCMP) Timelines

#### Effective 1 January 2016

An Acquirer must comply with Table 10-1, "VCMP Standard Program Timeline," or Table 10-2, "VCMP High-Risk Program Timeline," as applicable.

## Visa Product and Service Rules

### Risk

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

Visa may escalate a Merchant Outlet that causes undue harm to the Visa payment system to the VCMP high-risk program timeline.

**Table 10-1: VCMP Standard Program Timeline**

Program Status	Acquirer Actions
Program Month 1 – Notification	<ul style="list-style-type: none"> <li>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must do all of the following:           <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Review Merchant activity and research the cause of the excessive Chargebacks</li> <li>– Provide Visa with the specific information requested</li> </ul> </li> </ul>
Program Month 2 – 4 – Workout Period	<ul style="list-style-type: none"> <li>• Month 2: within 10 calendar days of date on the Notification, submit to Visa all of the following:           <ul style="list-style-type: none"> <li>– Acceptable Chargeback remediation plan</li> <li>– Copy of Merchant application, if requested</li> <li>– Copy of Merchant contract, if requested</li> </ul> </li> <li>• From month 2 onwards: implement a Chargeback remediation plan</li> <li>• From month 3 onwards: within 10 calendar days of the date on the Notification, provide to Visa written updates to the Chargeback remediation plan</li> </ul>
Program Month 5 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>• From month 5 onwards:           <ul style="list-style-type: none"> <li>– Fees are applicable</li> <li>– Continue working with Merchant to ensure that the Chargeback remediation plan is fully implemented and is effectively reducing Chargebacks</li> <li>– Adjust the Chargeback remediation plan as required and provide updates to Visa</li> </ul> </li> <li>• Month 8: provide Visa with written confirmation that the Merchant has been notified that it may lose Visa acceptance privileges if it fails to reduce its Chargebacks below the program thresholds by month 12</li> <li>• From month 10 onwards: review fees are applicable</li> </ul>

## Visa Product and Service Rules

### Risk Activity and Compliance Monitoring

Program Status	Acquirer Actions
Program Month 12 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Review fees are applicable</li> <li>• Merchant Outlet is eligible for disqualification</li> </ul>

**Table 10-2: VCMP High-Risk Program Timeline**

Program Status	Acquirer Actions
Program Month 1 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Review Merchant activity and determine the cause of the excessive Chargebacks</li> <li>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must do both of the following: <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Provide Visa with the specific information requested and an acceptable Chargeback remediation plan</li> </ul> </li> </ul>
Program Month 2 – 5 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Work with Merchant to ensure that the Chargeback remediation plan is fully implemented and is effectively reducing Chargebacks</li> <li>• Provide to Visa a written monthly status on the Acquirer's progress to reduce the Merchant's Chargebacks</li> </ul>
Program Month 6 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments and fees are applicable</li> <li>• Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's Chargebacks</li> <li>• Month 6: provide Visa with a copy of the Acquirer's notification to the Merchant that excessive Chargebacks may lead to disqualification</li> <li>• From month 7 and onwards: review fees are applicable</li> </ul>

Program Status	Acquirer Actions
Program Month 12 – Enforcement Period	<ul style="list-style-type: none"> <li>Non-compliance assessments and fees are applicable</li> <li>Review fees are applicable</li> <li>Merchant Outlet is eligible for disqualification</li> </ul>

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### 10.5.3.3 Visa Chargeback Monitoring Program (VCMP) – Data Quality Compliance

#### Effective 1 January 2016

If Visa determines that an Acquirer, its Third Party Agent, or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Chargeback Monitoring Program (VCMP), Visa may do either or both of the following:

- Assess a non-compliance assessment per Merchant Outlet per month to the Acquirer
- Permanently disqualify the Merchant and its principals from participating in the Visa Program

If an Acquirer submits Interchange for a single Merchant Outlet under multiple Merchant descriptors or Merchant accounts, Visa may:

- Consolidate the individual Merchant descriptors or Merchant accounts for monitoring purposes
- Notify the Acquirer of the aggregation and any potential non-compliance assessments
- Apply the program thresholds to the consolidated Merchant Outlet performance
- Track and report the consolidated Merchant activity

Visa may evaluate Payment Facilitator performance at the Sponsored Merchant level or by aggregating all Interchange activity.

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### 10.5.3.4 Global Merchant Chargeback Monitoring Program Overview

#### Effective through 31 December 2015

Visa monitors Merchant Outlets and Acquirers that generate an excessive level of international Chargebacks through the Global Merchant Chargeback Monitoring Program. Disputes related to Chargeback reason code 93 (Merchant Fraud Performance Program) are excluded from program monitoring.

### Risk

#### Activity and Compliance 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:<sup>1</sup>

- 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:<sup>1</sup>

- 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

<sup>1</sup> Visa may modify or create new monthly performance levels.

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### 10.5.3.5 Global Merchant Chargeback Monitoring Program – Revocation of Workout Period

**Effective through 31 December 2015**

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.

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### 10.5.3.6 Global Merchant Chargeback Monitoring Program – Merchant Status

**Effective through 31 December 2015**

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.

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### 10.5.3.7 Global Merchant Chargeback Monitoring Program – Data Quality Compliance

#### Effective through 31 December 2015

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 non-compliance assessment 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 both:

- Group the Merchant activity
- Notify the Acquirer of the Interchange grouping

Visa may evaluate Payment Facilitator performance either by aggregating all Interchange activity together or at the Sponsored Merchant level.

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### 10.5.3.8 Global Merchant Chargeback Monitoring Program – US Region

#### Effective through 31 December 2015

The Acquirer of a US Merchant in the Global Merchant Chargeback Monitoring Program is subject to the terms of the program for the Merchant's total volume of US domestic and international Chargebacks.

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### 10.5.3.9 Merchant Chargeback Activity Monitoring

#### Effective through 31 December 2015

A US Acquirer must monitor the Chargeback-to-Interchange volume ratio of its Merchant and identify a Merchant that experiences all of the following activity levels during any month:

- 100 or more Interchange Transactions
- 100 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

### Effective 1 January 2016

An Acquirer must monitor the Chargeback-to-Interchange volume ratio of its Merchant and identify a Merchant that experiences all of the following activity levels during any month:

- 100 or more Interchange Transactions
- 100 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

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### 10.5.3.10 Merchant Chargeback Monitoring Program Overview – US Region

#### Effective through 31 December 2015

Visa monitors the total volume of US domestic Interchange, international Interchange, and Chargebacks for a single Merchant Outlet and identifies US 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 US Merchant Chargeback Monitoring Programs, if an Acquirer submits Interchange for a single Merchant Outlet under multiple names, Visa both:

- Groups the Merchant activity
- Notifies the respective Acquirer of the Interchange grouping

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### 10.5.3.11 Merchant Chargeback Monitoring Program – Acquirer Requirements after Notification – US Region

#### Effective through 31 December 2015

Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds specified in Section 10.5.3.10, "Merchant Chargeback Monitoring Program Overview – US Region," a US Acquirer must both:

- Notify the Merchant
- Provide Visa with the specific information requested

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### 10.5.3.12 Merchant Chargeback Monitoring Program – Merchant Region – US Region

**Effective through 31 December 2015**

A Merchant Outlet that moves to the US Region at the time that it is in another Visa Region's Chargeback monitoring program will be assigned the equivalent status in the US Region's comparable Chargeback monitoring program.

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### 10.5.3.13 Additional Monitoring of Merchants in the Merchant Chargeback Monitoring Program – US Region

**Effective through 31 December 2015**

A US 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.

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### 10.5.3.14 Merchant Chargeback Monitoring Program – Merchant Disqualification – US Region

**Effective through 31 December 2015**

If a US Merchant Outlet continues to meet or exceed the Chargeback thresholds beyond the periods specified in Section 12.7.5.7, "Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US 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.

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### 10.5.3.15 Critical Chargeback Levels – US Region

**Effective through 31 December 2015**

If a US Merchant Outlet demonstrates a critical level of Chargeback-to-Interchange volume at any time during a given month, Visa may require the Merchant's Acquirer to terminate the Merchant Agreement.

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### 10.5.3.16 Acquirer Chargeback Monitoring Program – US Region

**Effective through 31 December 2015**

Visa monitors the total volume of US domestic Interchange, international Interchange, and Chargebacks for a US 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

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### 10.5.4 Acquirer Chargeback and Fraud Monitoring

#### 10.5.4.1 Visa Acquirer Monitoring Program (VAMP) (Updated)

**Effective 1 January 2016**

Visa monitors Acquirers that generate an excessive level of Chargebacks or Fraud Activity through the Visa Acquirer Monitoring Program (VAMP). Visa will identify an Acquirer if it meets or exceeds all of the following monthly thresholds for either excessive Chargebacks or Fraud Activity:

- Chargeback Monitoring:
  - 750 Chargeback count
  - 1% ratio of Chargebacks-to-sales Transaction count
- Fraud Activity Monitoring:
  - USD 500,000 fraud dollar amount
  - 1% ratio of fraud-dollar-to-sales-dollar amount

Visa may modify or create new monthly VAMP performance levels.

Program monitoring includes all Chargebacks or Fraud Activity submitted by Issuers in the preceding calendar month and all sales Transactions submitted by the Acquirer in the preceding calendar month.

Except for certain markets,<sup>1</sup> only International Transactions are included in VAMP monitoring.

Visa may require the Acquirer or its Merchant to deploy appropriate Chargeback or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VAMP.

## Visa Core Rules and Visa Product and Service Rules

An Acquirer will exit the VAMP if it is below the program thresholds for three consecutive months.

Visa may impose conditions on an Acquirer that knowingly acts to circumvent monitoring.

<sup>1</sup> Program monitoring includes Domestic Transactions and International Transactions for all the following: Australia, Brazil, Canada, and the United States. Visa may modify this list of markets.

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### 10.5.4.2 Visa Acquirer Monitoring Program (VAMP) Timeline

#### Effective 1 January 2016

An Acquirer that is identified in the Visa Acquirer Monitoring Program (VAMP) by exceeding VAMP thresholds must comply with Table 10-3, "VAMP Timeline."

Table 10-3: VAMP Timeline

Program Status	Acquirer Actions
Month 1 – Enforcement Period	<ul style="list-style-type: none"> <li>Non-compliance assessments apply</li> <li>Review portfolio activity and determine the cause of the excessive Chargebacks or Fraud Activity</li> <li>Within 10 calendar days of the date on the Notification, submit to Visa both of the following:             <ul style="list-style-type: none"> <li>Acceptable Chargeback/Fraud Activity remediation plan</li> <li>Any documentation requested by Visa</li> </ul> </li> </ul>
Month 2 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>Non-compliance assessments apply</li> <li>Implement a Chargeback/Fraud Activity remediation plan</li> <li>Provide to Visa a written monthly status on the Acquirer's progress to reduce the portfolio's Chargebacks/Fraud Activity</li> </ul>
Month 12 – Enforcement Period	<ul style="list-style-type: none"> <li>Non-compliance assessments apply</li> <li>If received from Visa, communicate any pending terminations to the Merchant(s)/Third Party Agent(s)</li> <li>Provide to Visa a final, written recap of portfolio's performance and Chargeback/Fraud Activity remediation initiatives</li> </ul>

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### 10.5.4.3 Acquirer Performance Monitoring Program – AP Region and CEMEA Region

**Effective through 31 December 2015**

In the AP Region and CEMEA Region, an Acquirer that exceeds the limits specified in the *Visa Acquirer Performance Monitoring Program Guide – Asia Pacific and Central Europe, Middle East, and Africa* may be subject to an on-site Acquirer performance review by Visa.

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### 10.5.4.4 Acquirer Monitoring Program Inspection – LAC Region

**Effective through 31 December 2015**

Visa may, on a quarterly basis, inspect an LAC Acquirer's or Agent's facilities when the quarterly amount of confirmed purchase fraud exceeds USD 100,000 and the quarterly average of confirmed fraud purchase Transactions as a percentage of purchase sales volume for its affiliated Merchants exceeds 0.3%.

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## 10.5.5 Merchant Fraud Monitoring

### 10.5.5.1 Visa Fraud Monitoring Program (VFMP) (Updated)

**Effective 1 January 2016**

Visa monitors Merchant Outlets that generate an excessive level of fraud through the Visa Fraud Monitoring Program (VFMP).

Visa will identify a Merchant Outlet under the VFMP standard program if it meets or exceeds both of the following monthly program thresholds:

- USD 75,000 fraud amount
- 1% fraud-dollar-to-sales-dollar ratio

Visa will monitor a Merchant Outlet identified in the VFMP under the high-risk program for any of the following reasons:

- The Merchant is categorized, or should be categorized, by a high-brand risk MCC, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."
- For Merchants that are not and should not be categorized by a high-brand risk MCC, the Merchant exceeds the VFMP monthly excessive fraud threshold of both:

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

- USD 250,000 fraud amount
- 2% fraud-dollar-to-sales-dollar ratio
- Visa determines that the Merchant caused undue harm to the goodwill of the Visa payment system.
- The Merchant's Acquirer is subject to risk reduction measures, as specified in Section 1.10.1.2, "Member Risk Reduction Requirements," for poor Merchant management practices.

Visa may modify or create new VFMP monthly performance levels.

Monitoring includes all fraud reported by Issuers and all sales Transactions submitted by the Acquirer on behalf of a Merchant Outlet for the preceding calendar month.

Except for certain markets,<sup>1</sup> only International Transactions are included in VFMP monitoring.

A Merchant that is moved from the VFMP standard program to the VFMP high-risk program because it exceeded the excessive fraud threshold will continue to be monitored under the VFMP high-risk program until the Merchant exits the VFMP.

A Merchant that is monitored in the VFMP high-risk program because it exceeded the excessive fraud threshold will not be moved to the VFMP standard program, regardless of whether its performance drops below the monthly excessive fraud threshold.

A Merchant that changes Acquirers and/or countries while identified in the VFMP will be assigned the equivalent program status with the new Acquirer and/or country if the Merchant has not exited the program.

Visa may require the Acquirer or its Merchant to deploy appropriate fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VFMP.

A Merchant Outlet will exit the VFMP if it is below the program thresholds for three consecutive months.

<sup>1</sup> Program monitoring includes Domestic Transactions and International Transactions for all the following: Australia, Brazil, Canada, and the United States. Visa may modify this list of markets.

### 10.5.5.2 Visa Fraud Monitoring Program (VFMP) Timelines (Updated)

#### Effective 1 January 2016

An Acquirer must comply with Table 10-4, "VFMP Standard Program Timeline," and Table 10-5, "VFMP High-Risk Program Timeline," as applicable.

Visa may escalate a Merchant Outlet that causes undue harm to the Visa payment system to the VFMP high-risk program timeline.

## Visa Product and Service Rules

### Risk Activity and Compliance Monitoring

**Table 10-4: VFMP Standard Program Timeline**

Program Status	Acquirer Actions
Program Month 1 – Notification	<ul style="list-style-type: none"> <li>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must do both of the following:           <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Provide Visa with the specific information requested</li> </ul> </li> <li>• Review Merchant activity and research the cause of the excessive fraud</li> </ul>
Program Month 2 – 4 – Workout Period	<ul style="list-style-type: none"> <li>• Month 2: submit all of the following to Visa within 10 calendar days of date on the Notification:           <ul style="list-style-type: none"> <li>– Acceptable fraud remediation plan</li> <li>– Copy of Merchant application, if requested</li> <li>– Copy of Merchant contract, if requested</li> </ul> </li> <li>• From month 2 onwards: implement a fraud remediation plan</li> <li>• From month 3 onwards: provide written updates to the fraud remediation plan within 10 calendar days of the date on the Notification</li> </ul>
Program Month 5 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>• From month 5 onwards:           <ul style="list-style-type: none"> <li>– Continue working with the Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud</li> <li>– Adjust the fraud remediation plan as required and provide updates to Visa</li> <li>– Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul> </li> <li>• Month 8: provide Visa with written confirmation that the Merchant has been notified that it may lose Visa acceptance privileges if it fails to reduce its fraud below the program thresholds by month 12</li> </ul>
Program Month 12 – Enforcement Period	<ul style="list-style-type: none"> <li>• Merchant Outlet is eligible for disqualification</li> </ul>

## Visa Product and Service Rules

### Risk

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

Program Status	Acquirer Actions
	<ul style="list-style-type: none"> <li>• Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> </ul>

**Table 10-5: VFMP High-Risk Program Timeline**

Program Status	Acquirer Responsibility
Program Month 1 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments are applicable</li> <li>• Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, an Acquirer must do all of the following: <ul style="list-style-type: none"> <li>– Notify the Merchant</li> <li>– Review Merchant activity and research the cause of the excessive fraud</li> <li>– Provide Visa with the specific information requested and an acceptable fraud remediation plan</li> </ul> </li> </ul>
Program Month 2 – 5 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments are applicable</li> <li>• Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• Work with Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud</li> <li>• Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud</li> </ul>
Program Month 6 – 11 – Enforcement Period	<ul style="list-style-type: none"> <li>• Non-compliance assessments are applicable</li> <li>• Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li> <li>• Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud</li> </ul>

## Visa Product and Service Rules

### Risk Activity and Compliance Monitoring

Program Status	Acquirer Responsibility
	<ul style="list-style-type: none"><li>Month 6: provide Visa with a copy of the Acquirer's notification to the Merchant that excessive fraud may lead to disqualification</li></ul>
Program Month 12 – Enforcement Period	<ul style="list-style-type: none"><li>Non-compliance assessments are applicable</li><li>Chargeback reason code 93<sup>1</sup> liability is applicable to the fraud Transactions associated with the current Merchant identification</li><li>Merchant Outlet is eligible for disqualification</li></ul>

<sup>1</sup> For a Member that participates in Enhanced Dispute Resolution, includes Dispute condition 10.4: Visa Fraud Monitoring Program

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### 10.5.5.3 Visa Fraud Monitoring Program (VFMP) – Data Quality Compliance

#### Effective 1 January 2016

If Visa determines that an Acquirer, its Third Party Agent, or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Fraud Monitoring Program (VFMP), Visa may do either or both of the following:

- Assess a non-compliance assessment per Merchant Outlet per month to the Acquirer
- Permanently disqualify the Merchant and its principals from participating in the Visa Program

If an Acquirer submits Interchange for a single Merchant Outlet under multiple Merchant descriptors or Merchant accounts, Visa may:

- Consolidate the individual Merchant descriptors or Merchant accounts for monitoring purposes
- Notify the Acquirer of the aggregation and any potential non-compliance assessments
- Apply the program thresholds to the consolidated Merchant Outlet performance
- Track and report the consolidated Merchant activity

Visa may evaluate Payment Facilitator performance at the Sponsored Merchant level or by aggregating all Interchange activity.

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### 10.5.5.4 Merchant Fraud Performance Program Requirements

**Effective through 31 December 2015**

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*.

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### 10.5.5.5 Merchant Fraud Performance Program – AP Region

**Effective through 31 December 2015**

An AP Merchant Outlet is identified in the Merchant Fraud Performance Program if it violates the Visa Rules 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.

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### 10.5.5.6 Domestic Merchant Fraud Performance Program – Canada Region

**Effective through 31 December 2015**

A Canada Member must comply with the *Domestic Merchant Fraud Performance User's Manual (Canada)*.

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### 10.5.5.7 Risk Identification Service Online – Excessive Fraud Activity Notification – US Region

**Effective through 31 December 2015**

A US Acquirer that receives an Excessive Fraud Activity Notification for its Merchant enters a 3-month Workout Period.

Within 10 calendar days of receipt of the Notification of fraud activity, the US Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

### Risk Activity and Compliance Monitoring

An identified Merchant will enter a remediation program that may last up to 10 months.

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#### 10.5.5.8 Risk Identification Service (RIS) Online Merchant Name Consolidation – US Region

##### Effective through 31 December 2015

In the US Region, for the purposes of Risk Identification Service (RIS) Online, 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

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#### 10.5.5.9 Merchant Fraud Activity Monitoring – Merchant Region – US Region

##### Effective through 31 December 2015

A US Merchant Outlet that is in a Merchant Fraud Activity monitoring program in another Visa Region and moves to the US Region is assigned the equivalent status in the RIS Online Fraud Activity monitoring program.

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#### 10.5.5.10 Critical Merchant Fraud Activity Level – US Region

##### Effective through 31 December 2015

In the US 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.

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## 10.5.6 High-Brand Risk Merchants

### 10.5.6.1 High-Brand Risk MCCs

A Merchant required to use one of the following MCCs is considered a High-Brand Risk Merchant:

- 5962 (Direct Marketing – Travel-Related Arrangement Services)
- 5966 (Direct Marketing – Outbound Telemarketing Merchants)
- 5967 (Direct Marketing – Inbound Telemarketing Merchants)
- 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- 5912 (Drug Stores, Pharmacies)
- 5122 (Drugs, Drug Proprietaries, Druggist Sundries)
- 5993 (Cigar Stores and Stands), for Merchants that sell cigarettes in a Card-Absent Environment

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### 10.5.6.2 High-Brand Risk Merchant Registration – US Region

Before accepting Transactions from a High-Brand Risk Merchant, a US Acquirer must register the Merchant using a *Visa U.S.A. High Risk Merchant Registration and Certification* form.

This does not apply to Merchants assigned the following MCCs:

- 5122 (Drugs, Drug Proprietaries, Druggist Sundries) or 5912 (Drug Stores, Pharmacies), if the Merchant is accredited by the National Association of Boards of Pharmacy or other legal regulatory body recognized by Visa
- 5993 (Cigar Stores and Stands)

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## 10.5.7 High-Brand Risk Merchant Monitoring

### 10.5.7.1 High-Brand Risk Merchant Monitoring – US Region

A US Acquirer must monitor its High-Brand Risk Merchants. An Acquirer of a High-Risk Internet Payment Facilitator must:

- Register its High-Brand Risk Sponsored Merchants as High-Brand Risk Merchants

- Monitor its High-Risk Internet Payment Facilitators

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### 10.5.7.2 High-Brand Risk Merchant Unusual Activity Reporting – US Region

For its High-Brand Risk Merchants, a US Acquirer must generate unusual activity reports daily, and report any unusual activity to Visa within 2 business days, if either of the following:

- Current weekly gross sales volume equals or exceeds USD 5,000 and any of the following exceeds 150% of the normal daily activity:
  - Number of daily Transaction Receipt Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Chargebacks
- Average elapsed time between the Transaction Date and Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

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### 10.5.7.3 High-Brand Risk Merchants – Acquirer Requirements

For a High-Brand Risk Merchant, an Acquirer must do all of the following:

- Retain at least the following daily data:
  - Gross sales volume
  - Average Transaction amount
  - Number of Transaction Receipts
  - Average elapsed time between the Transaction Date of the Transaction Receipt and the Settlement Date (counting each as one day)
  - Number of Chargebacks
- Collect the data over a period of at least one month, beginning after each Merchant's initial Deposit
- Use the data to determine the Merchant's normal daily activity of the categories specified in this section
- Begin the daily monitoring of the Merchant's activity processed on the 31st calendar day from the first Deposit
- Compare current related data to the normal daily activity parameters at least daily

- Review the Merchant's normal daily activity at least weekly, using the previous week's activity
- At least monthly, adjust the Merchant's normal daily activity, using the previous month's activity

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#### 10.5.7.4 High-Brand Risk Merchant Exception Reports

An Acquirer must generate High-Brand Risk Merchant exception reports daily and report any unusual activity to Visa within 2 business days, if either of the following:

- The Merchant's current weekly gross sales volume equals or exceeds USD 5,000 (or local currency equivalent), and any of the following exceeds 150% of the Merchant's normal daily activity:
  - Number of daily Transaction Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Chargebacks
- The average elapsed time between the Transaction Date and Processing Date or between the Processing Date and Settlement Date for a Transaction (counting each as one day respectively) exceeds 15 calendar days

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#### 10.5.7.5 Investigation of Merchant on High-Brand Risk Merchant Exception Report

An Acquirer must investigate a Merchant that appears on its High-Brand Risk Merchant exception report within one business day of generating the report. If the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must do all of the following:

- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

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#### 10.5.7.6 Acquirer Provision of High-Brand Risk Merchant Monitoring Information

Upon Visa request, an Acquirer must provide both of the following within 7 calendar days to demonstrate compliance with High-Brand Risk Merchant monitoring standards:

### Risk

#### Activity and Compliance Monitoring

- Copies of actual reports or records used to monitor the Merchant's Deposits
- Any other data requested by Visa

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### 10.5.7.7 High-Brand Risk Chargeback Monitoring Program – US Region

**Effective through 31 December 2015**

Visa monitors the total volume of US domestic Interchange, international Interchange, and Chargebacks for a US Merchant specified in Section 10.5.6.1, "High-Brand Risk MCCs," 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% or higher ratio of overall Chargeback-to-Interchange volume

For the purposes of the 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

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### 10.5.7.8 High-Brand Risk Chargeback Monitoring Program – Chargeback Ratios – US Region

**Effective through 31 December 2015**

If a US Merchant specified in Section 10.5.6.1, "High-Brand Risk MCCs," meets or exceeds either of the applicable Chargeback ratios specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region," Visa sends a Notification to the Merchant's Acquirer.

Within 15 calendar days of receipt of the Notification, the Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

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### 10.5.7.9 Merchant Disqualification from the Visa Program – US Region

Visa may disqualify a US Merchant specified in [Section 10.5.6.1, "High-Brand Risk MCCs,"](#) from participating in the Visa Program if the Merchant does any of the following:

- Meets or exceeds a critical level of Chargeback activity
- Acts with the intent to circumvent Visa programs
- Causes harm to the Visa system

Visa will send a Notification to the Acquirer advising all of the following:

- The date the Acquirer must stop submitting the disqualified Merchant's Transactions
- Reasons for the disqualification
- Notice of the right to appeal

The Acquirer may appeal the disqualification as follows:

- The Acquirer's appeal letter must be received by Visa within 15 days of the Acquirer's receipt of the disqualification Notification.
- The Acquirer must pay a non-refundable fee and include it with the appeal letter.
- The evidence and arguments for the appeal must be submitted in the appeal letter.
- No oral presentations are permitted.

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### 10.5.8 High-Risk Internet Payment Facilitator Requirements

#### 10.5.8.1 High-Brand Risk Acquirer Registration

An Acquirer that has not previously acquired Electronic Commerce Merchants or Mail/Phone Order Merchants classified by Visa as High-Brand Risk Merchants must:

- Submit to Visa a *Visa New High-Brand Risk Acquirer Registration Form*
- Not process or enter a High-Brand Risk Transaction into Interchange until written confirmation has been received from Visa that the Acquirer has been registered and approved by Visa
- Immediately submit a revised form indicating any changes to the information

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### 10.5.8.2 High-Risk Internet Payment Facilitator Agreement

An Acquirer must ensure that a High-Risk Internet Payment Facilitator Agreement requires both:

- That the High-Brand Risk Sponsored Merchant Agreement be signed by a senior officer of the High-Risk Internet Payment Facilitator
- The High-Risk Internet Payment Facilitator to report both:
  - Acquisition of new High-Brand Risk Sponsored Merchants
  - Monthly Transaction activity for all High-Brand Risk Sponsored Merchants.

The reports must be provided to Visa in Visa-specified electronic formats.

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### 10.5.8.3 Compliance with High-Risk Internet Payment Facilitator Registration Requirements – US Region

A US Acquirer must ensure that a Payment Facilitator with one or more Sponsored Merchants classified, or that should be classified, with MCC 5967 (Direct Marketing – Inbound Teleservices Merchant) complies with the High-Risk Internet Payment Facilitator registration program and operating requirements.

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### 10.5.8.4 High-Risk Internet Payment Facilitator Processing Requirements

If a Cardholder accesses the website of an electronic commerce High-Brand Risk Merchant or a High-Brand Risk Sponsored Merchant and is then linked to the Website of the High-Risk Internet Payment Facilitator for payment, the name of the High-Risk Internet Payment Facilitator must appear in the Authorization Request and Clearing Record in conjunction with the name of the High-Brand Risk Sponsored Merchant.

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### 10.5.8.5 Visa Right to Prohibit or Disqualify Sponsored Merchants – US Region

Visa may require a US Acquirer to directly contract with a Sponsored Merchant if the Sponsored Merchant either:

- Generates or has a history of generating excessive levels of exception items (Chargebacks and/or credits) within a 12-month period
- Takes action to evade responsibility for compliance with the Visa Rules

#### Effective through 31 December 2015

Visa may disqualify a High-Risk Internet Payment Facilitator or High-Brand Risk Sponsored Merchant in accordance with the High-Risk Chargeback Monitoring Program or for other activity that causes undue harm to the Visa system.

#### Effective 1 January 2016

Visa may disqualify a High-Risk Internet Payment Facilitator or High-Brand Risk Sponsored Merchant in accordance with the Visa Chargeback Monitoring Program or for other activity that causes undue harm to the Visa system.

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## 10.6 Brand Protection

### 10.6.1 Global Brand Protection Program

#### 10.6.1.1 Global Brand Protection Program Data Quality

To enable the valid identification of data for the Global Brand Protection Program, an Acquirer must correctly classify its High-Brand Risk Merchants.

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Brand Protection Program, Visa may:

- Assess a non-compliance assessment
- Require the Acquirer to implement risk reduction measures
- Prohibit the Acquirer from acquiring High-Brand Risk Merchants for a period of one year or more

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## 10.7 Fraud Reporting

### 10.7.1 Fraud Reporting Requirements

#### 10.7.1.1 Prepaid Clearinghouse Service (PCS) Participation – US Region (Updated)

A US Visa Prepaid Issuer must:

### Risk

#### Fraud Reporting

- Report information from all approved, pending or declined Prepaid Account enrollments, Load Transactions, reloads, unauthorized Transaction requests, Prepaid Account fraud, Transaction Load fraud, Account level fraud and enrollment fraud
- Ensure that it and its agents report complete and correct information, as specified by Visa
- Authorize Visa to use or transfer the information reported to PCS for any purpose permitted by applicable laws or regulations including, but not limited to, providing to Members any Visa service or product
- Submit all records in accordance with the *Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements* and the Prepaid Clearinghouse Service (PCS) Message Layout

US Prepaid Card Issuers or Agents optionally subscribing to use PCS must:

- Execute a PCS Participation Agreement
- Have authorization to access PCS for fraud prevention purposes

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### 10.7.1.2 Fraud Activity Reporting Time Limit – AP Region, CEMEA Region, and LAC Region

An AP, CEMEA, and LAC Issuer must report all confirmed fraudulent Transactions immediately upon detection, but no later than either:

- 60 calendar days from the Transaction Date<sup>1</sup>
- 30 calendar days following the receipt of the Cardholder's dispute notification, if the notification is not received within the 60-calendar-day period

<sup>1</sup> Except in the LAC Region for fraud type 03 (Fraudulent Application) and type 05 (Miscellaneous, Account Take Over)

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### 10.7.1.3 Fraud Activity Reporting Compliance – AP Region

An AP Member must do all of the following:

- Report at least 90% of confirmed fraud activity
- Report at least 90% of fraud within 60 calendar days of the Transaction Date
- Use correct fraud types for at least 90% of reported fraud
- Populate all mandatory TC 40 fields

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#### 10.7.1.4 Fraud Activity Reporting Compliance – LAC Region

An LAC Issuer must report Fraud Activity and comply with all of the following:

- At least 95% of all fraud must be reported. This includes domestic and international, on-us, debit and credit, and ATM Transactions.
- At least 90% of all reported fraud must be classified correctly.
- No more than 5% of all reported fraud can be classified as fraud type 05 (Miscellaneous).
- In at least 90% of reported fraudulent Transactions, mandatory TCR2 fields must match the corresponding BASE II record fields, except the Excluded Transaction Identifier Reason field.

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#### 10.7.1.5 Result of Issuer Non-Compliance – AP Region (Updated)

An AP Issuer identified as non-compliant and that fails to resolve areas of non-compliance within a period agreed between the Member and Visa following an on-site review will have the following fraud-related dispute rights suspended until compliant:

- Chargeback reason code 57 (Fraudulent Multiple Transactions)
- Chargeback reason code 62 (Counterfeit Transaction)
- Chargeback reason code 81 (Fraud – Card-Present Environment)
- Chargeback reason code 83 (Fraud – Card-Absent Environment)
- **Effective through 31 December 2015**  
Chargeback reason code 93 (Merchant Fraud Performance Program)
- **Effective 1 January 2016**  
Chargeback reason code 93 (Visa Fraud Monitoring Program)
- **Effective 15 October 2016**  
For a Member that participates in Enhanced Dispute Resolution, Dispute category 10 (Fraud)

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#### 10.7.1.6 Fraud Alert Requirements – Canada Region

A Canada Member must comply with the *CoFAS Procedures for Reporting Credit Skimming Incidents*.

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### 10.7.2 Fraud Losses and Investigations

#### 10.7.2.1 Skimming at a Common Purchase Point – AP Region

An AP Issuer experiencing 3 or more incidents of skimming at a common purchase point must notify the AP Acquirer and Visa after both of the following:

- Confirming that Fraud Activity occurred either:
  - Within 30 calendar days
  - During testing for active Account Numbers
- Determining if a legitimate Account Number was skimmed by using the following criteria:
  - POS Entry Mode code was 90
  - Card Verification Value (CVV) transmitted in the Transaction matched the CVV for the compromised Account Number
  - Card was in possession of the Cardholder at the time of the Transaction
  - Possibility of other type of fraudulent activity has been eliminated

In the notification, the Issuer must provide all of the following:

- Account Number used in the Transaction
- Details of the Transaction suspected of being the point of compromise
- Status of fraud detected
- Additional information or rationale to support its suspicions

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#### 10.7.2.2 Preliminary Report of Fraud at Common Purchase Point – AP Region

An AP Acquirer notified by an AP Issuer or Visa of fraud occurring at a common purchase point must investigate the circumstances surrounding the fraudulent Transaction and provide the Issuer and Visa with a preliminary report of its investigation within 10 calendar days.

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#### 10.7.2.3 Final Report of Fraud at Common Purchase Point – AP Region

An AP Acquirer must complete and forward its final investigative report to Visa within 30 calendar days of notification and include all of the following information:

- Plan of action, including the following, if determined:
  - Individual(s) responsible for the Fraud Activity
  - If the Account Number was compromised
  - How the Account Number was compromised
- Confirmation that the appropriate authorities were notified to enable proper investigation and prosecution by law enforcement agencies
- Corrective action taken to prevent similar occurrences at the same Merchant Outlet

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#### 10.7.2.4 Internal Data Compromise Disclosure – AP Region

An AP Member must disclose to Visa all incidents of internal compromise of data that would facilitate the defrauding of Card or Merchant accounts of the Member or other Members. Visa will distribute this information and its analysis, if warranted, to other Members and relevant parties in the AP Region in order to advise them of potential corrective action, while maintaining the confidentiality of the reporting Member.

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### 10.8 Card Recovery

#### 10.8.1 Card Recovery at the Point of Sale

##### 10.8.1.1 Merchant Card Recovery Procedures at the Point of Sale (Updated)

A Merchant must not complete a Transaction and should attempt to recover a Visa Card<sup>1</sup> by reasonable, peaceful means, for any of the following reasons:

- Account Number appears on a Card Recovery Bulletin
- Acquirer or its Authorizing Processor requests its retention
- **Effective through 16 October 2021**  
4 digits printed below the embossed or printed Account Number (if present) do not match the first 4 digits of the embossed or printed Account Number
- Merchant has reasonable grounds to believe that the Card is counterfeit, fraudulent, or stolen

A Merchant must notify its Acquirer that it has recovered a Card and ask for further instructions.

<sup>1</sup> The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

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## 10.8.2 Return of Recovered Cards

### 10.8.2.1 Recovered Card Handling and Notification Requirements (Updated)

#### Effective through 15 April 2016

Upon recovery of a valid or counterfeit Visa Card, a Member must send<sup>1</sup> to the Issuer both:

- 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

The Member must send these items to the Issuer on the Input Date of the Fee Collection Transaction, but no later than either:

- 5 business days after the Visa Card is recovered
- For a Card recovered at an ATM, 5 business days after the Card is received at the Acquirer's card return center, if applicable

#### Effective 16 April 2016 through 14 October 2016

Upon recovery of a valid or counterfeit Visa Card, a Member must either:

- Send the recovered Card to the Issuer<sup>1</sup>
- Retain the Card and notify the Issuer, through Visa Resolve Online, of the Card retention

If the Member sends the recovered Card to the Issuer, the Member must do all of the following:

- Render the recovered Card unusable as follows:
  - For a recovered Card without a Chip, cut the Card horizontally so as not to damage the Magnetic Stripe, hologram, or embossed or printed Account Number (if applicable)

## Visa Core Rules and Visa Product and Service Rules

- For a recovered Chip Card, so as not to damage the Chip, 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
- Send the Recovered Card and completed *Recovered Card Advice* to the Issuer on the Input Date of the Fee Collection Transaction but no later than either:
  - 5 business days after the 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

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 AP 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*
- Any other supporting documentation

In the AP Region, Visa endorses the *Recovered Counterfeit Card Notification* and sends both:

- Endorsed *Recovered Counterfeit Card Notification* and any other supporting documentation to the AP Issuer
- Copy of the endorsed *Recovered Counterfeit Card Notification* to the remitting AP Acquirer

A US Member must send all of the following to the Issuer using a method that supplies proof of delivery:

- Recovered Card
- Completed *Recovered Card Advice* 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

In the US Region, if the recovered Card was retained by:

- A law enforcement agency, the *Recovered Card Advice* and copy of the front and back of the Card are not required to be sent by a method that supplies proof of delivery
- An ATM, the recovered Card and the *Recovered Card Advice* are not required to be sent by a method that supplies proof of delivery

If the Member retains the recovered Card and notifies the Issuer, through Visa Resolve Online, of Card retention, it must do all of the following:

- Maintain an inventory log of recovered Cards that includes a record of at least all of the following:
  - Date of Card recovery (DD/MM/YYYY)
  - Location of Card recovery
  - First 6 digits and last 4 digits of the Account Number
  - Cardholder name: Title (if applicable), first initial of first name and first and last initials of last name
  - Printed names and signatures of all parties counting, logging, or destroying the Cards
  - If the Card was retained by a law enforcement agency, name of agency and contact information
  - Date of Card destruction (DD/MM/YYYY)
- Comply with all of the following requirements for the secure destruction of recovered Cards:
  - Within 5 business days of recovering valid or counterfeit Cards, ensure that the Cards are securely destroyed through shredding or incineration
  - If the Cards cannot be destroyed immediately upon receipt by the secure destruction location, store the Cards in a secure environment under dual control until the Cards can be properly destroyed.
  - Before secure destruction, maintain the Cards as specified in PCI DSS
  - Render all images, Account Numbers, and generic identifiers completely unusable or unreadable. Cutting the Card in half and disposing of it in the trash does not comply with this requirement.
  - Ensure that all Cards have been destroyed before leaving the destruction area
  - If a secure destruction entity is contracted to destroy Cards, ensure that the entity presents a certificate of destruction once the destruction process is completed.
  - Ensure that any entity acting on behalf of the Member complies with these secure destruction requirements
- Send<sup>2</sup> a Notification to the Issuer, through Visa Resolve Online, that the Card was recovered and destroyed. The Notification must be sent no later than either:
  - 5 business days after the 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
- Include all of the following information in the Notification:
  - Date of Card recovery (DD/MM/YYYY)
  - Location of Card recovery
  - First 6 digits and last 4 digits of the Account Number

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

- Cardholder name: Title (if applicable), first initial of first name and first and last initials of last name
- If the Card was retained by a law enforcement agency, name of agency and contact information
- If the Acquirer paid an appropriate Card recovery reward to its Merchant, the Fee Collection Transaction amount that will be submitted to the Issuer for reimbursement
- Date of Card destruction (DD/MM/YYYY)

#### Effective 15 October 2016

A Member must maintain an inventory log of recovered Cards that includes a record of at least all of the following:

- Date of Card recovery (DD/MM/YYYY)
- Location of Card recovery
- First 6 digits and last 4 digits of the Account Number
- Cardholder name: Title (if applicable), first initial of first name and first and last initials of last name
- Printed names and signatures of all parties counting, logging, or destroying the Cards
- If the Card was retained by a law enforcement agency, name of agency and contact information
- Date of Card destruction (DD/MM/YYYY)

The Member or its Agent must comply with all of the following requirements for the secure destruction of recovered Cards:

- Within 5 business days of recovering a valid or counterfeit Card, ensure that the Card is securely destroyed through shredding or incineration
- If the Card cannot be destroyed immediately upon receipt by the secure destruction location, store the Card in a secure environment under dual control until the Card can be properly destroyed.
- Before secure destruction, maintain the Cards as specified in PCI DSS
- Render all images, Account Numbers, and generic identifiers completely unusable or unreadable. Cutting the Card in half and disposing of it in the trash does not comply with this requirement.
- Ensure that all Cards have been destroyed before leaving the destruction area
- If a secure destruction entity is contracted to destroy Cards, ensure that the entity presents a certificate of destruction once the destruction process is completed.

Upon recovery of a valid or counterfeit Visa Card, the Member must send<sup>2</sup> a Notification to the Issuer, through Visa Resolve Online, that the Card was recovered and destroyed. The Notification must be sent no later than either:

- 5 business days after the Visa Card is recovered
- For a Card recovered at an ATM, 5 business days after the Card is received at the Acquirer's card return center, if applicable

The Notification must include all of the following information:

- Date of Card recovery (DD/MM/YYYY)
- Location of Card recovery
- First 6 digits and last 4 digits of the Account Number
- Cardholder name: Title (if applicable), first initial of first name and first and last initials of last name
- If the Card was retained by a law enforcement agency, name of agency and contact information
- If the Acquirer paid an appropriate Card recovery reward to its Merchant, the Fee Collection Transaction amount that will be submitted to the Issuer for reimbursement
- Date of Card destruction (DD/MM/YYYY)

<sup>1</sup> For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Member must cut the Card and render it unusable but is not required to return the Card.

<sup>2</sup> Effective 16 April 2016, for a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Member must cut the Card and render it unusable but is not required to notify the Issuer that the Card was recovered.

### 10.8.2.2 Merchant Recovered Card Return Procedures – US Region

A US Merchant that recovers a Visa Card must both:

- Cut the Visa Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
  - Its Acquirer
  - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

The requirement to return the Card does not apply to Non-Reloadable Cards recovered without a Pickup Response or request from the Issuer.

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

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

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#### 10.8.2.3 Law Enforcement Recovered Card Retention – US Region

In the US Region, if a recovered Visa Card was retained by a law enforcement agency, the Merchant must provide a legible copy of the front and back of the Visa Card to its Acquirer or a VisaNet Interchange Center, as applicable.

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#### 10.8.2.4 Acquirer Recovered Card Procedures – Additional Notification Requirement – US Region (Updated)

**Effective through 16 October 2021**

A US Acquirer must immediately advise either of the following of the recovery of a Card:

- The Issuer, if the Visa Card is recovered because the first 4 digits of the embossed or printed Account Number (if present) do not match the 4 digits printed above or below the Account Number
- Visa, if the embossed or printed BIN is not assigned to a Member

An Acquirer must retain a legible copy of the front and back of the recovered Visa Card.

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## 10.8.3 Recovered Counterfeit Cards

### 10.8.3.1 Unattended Cardholder-Activated Terminal Card Retention (Updated)

If an Unattended Cardholder-Activated Terminal has the ability to retain a Card, it may retain a Card only upon the specific request of the Issuer.

#### Effective through 15 April 2016

If a Card is retained, 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.

#### Effective 16 April 2016 through 14 October 2016

If a Card is retained and removed from the terminal by a Merchant, the Merchant must do all of the following:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable. If the Card bears a Chip, the Chip must not be damaged.
- Send it to its Acquirer

If a Card is retained and removed from the terminal by an Acquirer, the Acquirer must do all of the following:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable following secure Card destruction requirements, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements." If the Card bears a Chip, the Chip must not be damaged.
- Either:
  - Return it to the Issuer
  - Notify the Issuer, through Visa Resolve Online, that the Card was recovered, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements"

#### Effective 15 October 2016

If a Card is retained and removed from the terminal by a Merchant, the Merchant must do all of the following:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable

- Send it to its Acquirer

If a Card is retained and removed from the terminal by an Acquirer, the Acquirer must do all of the following:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable following secure Card destruction requirements, as specified in [Section 10.8.2.1, "Recovered Card Handling and Notification Requirements"](#)
- Notify the Issuer, through Visa Resolve Online, that the Card was recovered, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements"

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### 10.8.4 Card Recovery Bulletin (CRB)

#### 10.8.4.1 Card Recovery Bulletin (CRB) Chargeback Rights

An Acquirer may be subject to a Chargeback for below-Floor Limit Transactions if the Account Number appears on the Card Recovery Bulletin (CRB). Chargeback rights begin on the effective date of the CRB in which the Account Number is listed.

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### 10.9 Lost or Stolen Cards

#### 10.9.1 Lost or Stolen Card Reporting

##### 10.9.1.1 Lost/Stolen Card Reporting – Issuer Actions

An Issuer participating in Lost/Stolen Card Reporting must, on behalf of another Issuer, both:

- Accept reports of lost or stolen products from Cardholders or their designated representative
- At the Card Issuer's expense, notify the Card Issuer within 2 hours of receipt of Cardholder notification

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##### 10.9.1.2 Issuer Notification of Lost or Stolen Card

A Member must do all of the following:

## PIN Security Requirements

- Provide the Issuer with the information required on the *Lost or Stolen Card Report* within 2 hours of the initial Cardholder notification
- If an incomplete Account Number is provided, supply the Issuer with the address and telephone number where the Cardholder may be contacted for the next 2 business days
- Notify Visa Global Customer Care Services if unable to establish contact with the Issuer within 2 hours of the initial Cardholder notification

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## 10.10 PIN Security Requirements

### 10.10.1 PIN Requirements

#### 10.10.1.1 Visa PIN Security Program Requirements (Updated)

An Acquirer and its Merchant or agent that processes PINs for Visa Transactions must comply with the security requirements specified in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*.

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## 10.11 Global Compromised Account Recovery (GCAR)

### 10.11.1 Global Compromised Account Recovery (GCAR) Program

#### 10.11.1.1 Global Compromised Account Recovery (GCAR) Program Overview

An Issuer in Visa Inc. or the Visa Europe Territory may recover a portion of its estimated Incremental Counterfeit Fraud losses and operating expenses resulting from an Account Data Compromise Event involving a compromise of Magnetic-Stripe Data, and PIN data for events that also involve PIN compromise, under the Global Compromised Account Recovery (GCAR) program from an Acquirer(s) to whom liability for such loss has been assigned under the GCAR program.

Visa has authority and discretion to determine Account Data Compromise Event qualification, as well as estimated Counterfeit Fraud Recovery and Operating Expense Recovery amounts, Issuer eligibility, and Acquirer liability under the GCAR program, in accordance with the *Visa Global Compromised Account Recovery (GCAR) Guide* and the available information regarding each event.

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## 10.12 Counterfeit Losses

### 10.12.1 POS Entry Mode Compliance Liability

#### 10.12.1.1 Acquirer Liability for Counterfeit Transactions – AP Region

An AP Acquirer is liable for counterfeit loss for both:

- A key-entered Transaction that occurs at a Merchant Outlet in a Face-to-Face Environment
- For a POS Entry Mode code 00 Transaction, unless the Acquirer demonstrates that the Authorization Request was submitted by fax or telephone from a Merchant that does not have a Magnetic-Stripe Terminal

A Merchant with excessive counterfeit Transactions processed with POS Entry Mode code 00 and 01 must install a Magnetic-Stripe Terminal.

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## 10.13 Terminated Merchants

### 10.13.1 Required Use of Terminated Merchant Database

#### 10.13.1.1 Terminated Merchant Listing on Terminated Merchant Database – Payment Facilitator

An Acquirer must ensure that a terminated Sponsored Merchant or terminated Payment Facilitator is added to the Visa Merchant Trace System, Terminated Merchant File, or, where available, equivalent terminated Merchant database.

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#### 10.13.1.2 Use of Visa Merchant Trace System – AP Region

In the AP Region, an Acquirer in Australia, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, Philippines, Sri Lanka, Thailand, Singapore, Vietnam, or China must enter terminated Merchant details into the Visa Merchant Trace System database within one business day after terminating a Merchant Agreement for a reason specified in the *Visa Merchant Trace System Participation Requirements*.

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### 10.13.1.3 Terminated Merchant Information Requirements – AP Region

In the AP Region, the file of terminated Merchants must include at least all of the following:

- Merchant Agreement and addenda
- Deposit history and monitoring reports
- Details on the number, total amount, and reasons for any Chargebacks received
- All Acquirer/Merchant correspondence
- **Effective through 31 December 2015**  
All Merchant Fraud Performance Program reports relating to the Merchant
- **Effective 1 January 2016**  
All Visa Fraud Monitoring Program reports relating to the Merchant
- Names and ID numbers of suspect employees
- Written notification of termination or intent to terminate
- Any other supporting documentation that itemizes the details leading to the decision to terminate the Merchant

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### 10.13.1.4 Common Terminated Merchant Database Requirements – Canada Region

A Canada Acquirer must comply with all of the following:

- Use an externally managed common terminated Merchant database
- Concurrent with the closure of a Merchant Outlet, list the Merchant on a common terminated merchant database for a period of 3 years if the Merchant violated the Merchant Agreement and was subsequently terminated for cause
- Retain for 3 years Merchant Agreement termination information

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### 10.13.1.5 Terminated Merchant File Listing Requirements – US Region

A US Acquirer must add a terminated Merchant to the Terminated Merchant File no later than close of business on the day following the date the Merchant is notified of the intent to terminate the agreement. An Acquirer must list the Merchant if terminated for one or more of the following reasons:

- The Merchant was convicted of credit or debit card fraud.
- The Merchant deposited excessive Counterfeit Transactions.

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

- The Merchant deposited excessive Transactions unauthorized by Cardholders.
- The Merchant deposited Transaction Receipts representing sales of goods or services generated by another Merchant (laundering).
- The Acquirer received an excessive number of Chargebacks due to the Merchant's business practices or procedures.

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#### 10.13.1.6 Terminated Merchant File Information Requirements – US Region

A US Acquirer must add a Merchant to the Terminated Merchant File within 24 hours of determining that:

- The Merchant was terminated for reasons other than those listed in [Section 10.13.1.5, "Terminated Merchant File Listing Requirements – US Region"](#)
- Within 90 calendar days of the termination date, the Acquirer determines that the Merchant should have qualified for the listing

The Merchant listing must include the:

- Business name
- Names and identification of principals of terminated Merchants

The Acquirer must report terminated Merchants, as specified by MasterCard Worldwide.

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#### 10.13.1.7 Terminated Merchant File Compliance – US Region

A US Member that fails to comply with the Terminated Merchant File requirements may be subject to Compliance, including liability for losses incurred by another Member as a result of the failure to comply.

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#### 10.13.1.8 Deletion from or Correction Request for Terminated Merchant File – US Region

Only the US Member that added the Merchant to the Terminated Merchant File may request deletion of the Merchant name or information.

A Member that incorrectly adds a Merchant to the file must request correction of the file immediately upon recognition of an error.

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### 10.14 Visa Risk Products

#### 10.14.1 Address Verification Service (AVS)

##### 10.14.1.1 Address Verification Service (AVS) Results Code Population – Canada Region

A Canada Acquirer participating in the Address Verification Service (AVS) must populate the AVS results code received in the BASE I Authorization Response message in a Transaction's corresponding BASE II Clearing Record.

ID# 0028293

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##### 10.14.1.2 Address Verification Service (AVS) Participation – US Region

A US Issuer must:

- Participate in the Address Verification Service
- Perform address verification for each Address Verification Service inquiry

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##### 10.14.1.3 Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals – US Region (Updated)

In the US Region, if an Unattended Cardholder-Activated Terminal (UCAT) assigned MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries), 4112 (Passenger Railways), or 5542 (Automated Fuel Dispensers) requests a Cardholder's postal code and performs an Address Verification Service (AVS) inquiry, it must comply with all of the following:

- Not prompt for AVS information other than postal code, and not prompt for any additional information (for example: CVV2)
- Not implement AVS for only Visa Cards, if the UCAT also accepts other payment brands that support AVS
- Provide attended Transaction capabilities in the immediate vicinity of the UCAT that prompts for AVS information

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

- Either display an affixed sticker or include electronic on-screen language to direct a non-US Cardholder or any impacted US Visa Prepaid Cardholder to an attendant if the Transaction is declined due to non-support of AVS
- For a UCAT assigned MCC 4111 or 4112, either of the following:
  - Prompt for AVS information only for Transactions on Cards issued in the US Region
  - Not prompt for AVS information for Transactions less than USD 25 on Cards not issued in the US Region

ID# 0027807

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#### 10.14.1.4 Address Verification Service Eligible Transactions (Updated)

A Merchant may use Address Verification Service only for the following Transactions:

- A Transaction in a Card-Absent Environment
- In the US Region:
  - A Custom Payment Service Transaction, as specified in [Section 9.4.1.9, "CPS Authorization and Clearing Requirements – US Region"](#)
  - **Effective through 21 April 2017**  
A Face-To-Face Environment Transaction if the Merchant has been qualified by Visa to use the Address Verification Service (ZIP-only inquiry)
  - A Transaction at an Unattended Cardholder-Activated Terminal assigned MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries), 4112 (Passenger Railways), or 5542 (Automated Fuel Dispensers) (ZIP-only inquiry)

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#### 10.14.2 Card Verification Value 2 (CVV2)

##### 10.14.2.1 Card Verification Value 2 (CVV2) Requirements in Australia, Hong Kong, and New Zealand – AP Region (Updated)

An Electronic Commerce Merchant in Australia, Hong Kong, or New Zealand must capture the Card Verification Value 2 (CVV2) and include it in the Authorization Request.

This does not apply to:

- A Merchant that participates in Verified by Visa
- A Transaction involving a Visa Commercial Card Virtual Account
- A Transaction conducted through Visa Checkout

Risk

Verified by Visa

An Acquirer in Australia, Hong Kong, or New Zealand must correctly process CVV2 response codes.

ID# 0026176

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### 10.14.2.2 Card Verification Value 2 (CVV2) Requirements – Canada Region

A Canada Acquirer participating in the Card Verification Value 2 (CVV2) service must populate the CVV2 results code received in the Authorization Response in a Transaction's corresponding Clearing Record.

ID# 0000675

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### 10.14.2.3 Card Verification Value 2 (CVV2) Acquirer Requirements – US Region

A US Acquirer must be certified as able to send, and receive responses to, Authorization Requests containing the values for Card Verification Value 2.

ID# 0003845

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## 10.15 Verified by Visa

### 10.15.1 Verified by Visa General Participation Requirements

#### 10.15.1.1 Verified by Visa Participation Requirements

A Member that participates in Verified by Visa must:

- Complete the Verified by Visa enrollment process
- If the Member is a Sponsored Member, obtain permission from its Principal-Type Member
- As applicable, implement product security measures
- Ensure that its Verified by Visa components have successfully met the requirements of the Visa 3-D Secure Vendor Compliance Testing Program
- Not use a Digital Certificate issued by or associated with Visa as an Authentication Mechanism for a non-Visa product or service

ID# 0026275

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### 10.15.2 Verified by Visa Issuer Participation Requirements

#### 10.15.2.1 Issuer Enrollment Server (ES) and Access Control Server (ACS) Security Requirements

An Issuer that does not operate its own enrollment server (ES) or access control server (ACS) must:

- Use either the Visa Consumer Authentication Service or an ACS service provider listed on the Global Registry of Service Providers to operate the ES or ACS
- Immediately notify Visa if the approved ACS service provider is unable to uphold its ACS Security Program responsibilities

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#### 10.15.2.2 Verified by Visa Cardholder Enrollment

During Cardholder enrollment in the Verified by Visa program, an Issuer that participates in Verified by Visa must use a combination of on-Card and off-Card data.

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#### 10.15.2.3 Cardholder Authentication Verification Value (CAVV) Requirements

An Issuer that participates in Verified by Visa must:

- Include a Cardholder Authentication Verification Value (CAVV) in Authentication Confirmations and Attempt Responses
- Retain a log of all Authentication Requests and Authentication Records
- Provide the log to Visa at Arbitration or Compliance
- Submit a copy of all Verified by Visa Authentication Records
- Verify the CAVV. If the CAVV is not verified during Authorization by the Issuer or by Visa, the CAVV is assumed to be valid.
- In the US Region, provide Visa with its CAVV keys for Stand-In-Processing

**Effective through 13 October 2016**

In the US Region, if a US Issuer does not support Verified by Visa, Visa will respond to an Authentication Request, on behalf of the Issuer, with an Attempt Response that contains a Cardholder Authentication Verification Value (CAVV).

Risk

Verified by Visa

**Effective 14 October 2016**

If an Issuer does not support Verified by Visa, Visa will respond to an Authentication Request, on behalf of the Issuer, with an Attempt Response that contains a Cardholder Authentication Verification Value (CAVV).

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### 10.15.2.4 Verified by Visa Unable-to-Authenticate Response Conditions

An Issuer responding to an Authentication Request with an Unable-to-Authenticate Response must do so only under one or more of the following conditions:

- The Issuer experiences technical problems that prevent a timely response.
- Authentication data received from the Merchant does not comply with the 3-D Secure Specification.
- The Transaction is attempted with a Card where the Cardholder is anonymous, such as a Visa Gift Card.

ID# 0006914

Edition: Apr 2016 | Last Updated: Oct 2015

### 10.15.2.5 Verified by Visa Issuer Requirements in Australia and New Zealand – AP Region

In Australia and New Zealand, all of the following must be enrolled in Verified by Visa:

- Visa credit and debit Cards<sup>1</sup>
- Reloadable Cards

<sup>1</sup> This does not apply to Non-Reloadable Cards or Virtual Accounts associated with Visa Commercial Cards.

ID# 0026148

Edition: Apr 2016 | Last Updated: Oct 2015

### 10.15.2.6 Verified by Visa Issuer Requirements in China – AP Region

An AP Issuer in China must ensure that its Verified by Visa program provides a dynamic Authentication Mechanism to Cardholders such that the data elements used in one Transaction cannot be reused in another Transaction within a pre-defined time frame.

An Issuer that fails to comply will be subject to a non-compliance assessment for each month of non-compliance.

ID# 0025711

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### 10.15.2.7 Verified by Visa Issuer Requirements in India – AP Region

In the AP Region, an Issuer in India that processes Electronic Commerce Transactions must ensure that its Visa credit, debit, and Reloadable Cards are enrolled in Verified by Visa.

An Issuer must authorize only a domestic Electronic Commerce Transaction with an Electronic Commerce Indicator 5 (Secure Electronic Commerce Transaction).

ID# 0026539

Edition: Apr 2016 | Last Updated: Oct 2014

### 10.15.2.8 Verified by Visa Issuer Requirements in Nigeria – CEMEA Region

In the CEMEA Region, a Nigeria Issuer must participate in Verified by Visa if it offers Electronic Commerce functionality to its Cardholders. A Nigeria Issuer must comply with all of the following:

- Complete the registration process for a BIN before permitting a Cardholder to perform Electronic Commerce Transactions
- Ensure that a Cardholder is enrolled in Verified by Visa before authorizing Electronic Commerce Transactions for that Cardholder
- Authorize only a domestic Electronic Commerce Transaction for which the Acquirer has requested Verified by Visa verification (except for Transactions processed under the International Airline Program)

ID# 0004447

Edition: Apr 2016 | Last Updated: Oct 2014

### 10.15.3 Verified by Visa Acquirer and Merchant Participation Requirements

#### 10.15.3.1 Verified by Visa Acquirer and Merchant Participation Requirements

An Acquirer must use Electronic Commerce Indicator 5 or 6 in the Clearing Record only if the Authorization Request included the Cardholder Authentication Verification Value (for ECI 6, if provided by the Issuer).

ID# 0004616

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#### 10.15.3.2 Electronic Commerce Authentication Data Prohibitions – US Region

In an Authorization Request, a US Electronic Commerce Merchant must not transmit Authentication Data specific to one Transaction with another Transaction, except when either:

- Two Transactions are related due to a partial prepayment.

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- All items of an order cannot be shipped at the same time.

ID# 0004636

Edition: Apr 2016 | Last Updated: Oct 2015

### 10.15.3.3 Electronic Commerce Indicator Requirement for High-Risk Merchants – US Region

**Effective through 31 December 2015**

A US Acquirer must ensure that its Merchant that participates in Verified by Visa transmits an Electronic Commerce Indicator 7 (Non-Authenticated Security Transaction) in the Authorization Request and Clearing Record for fully authenticated Transactions and attempted authentication Transactions within 30 days of Notification from Visa that the Merchant is identified in the Merchant Chargeback Monitoring Program or Risk Identification Service Online.

This condition also applies if the US Merchant enables Verified by Visa while identified in the Merchant Chargeback Monitoring Program or Risk Identification Service Online.

**Effective 1 January 2016**

A US Acquirer must ensure that its Merchant that participates in Verified by Visa transmits an Electronic Commerce Indicator 7 (Non-Authenticated Security Transaction) in the Authorization Request and Clearing Record for fully authenticated Transactions and attempted authentication Transactions within 30 days of Notification from Visa that the Merchant is identified in the Visa Chargeback Monitoring Program.

This condition also applies if the US Merchant enables Verified by Visa while identified in the Visa Chargeback Monitoring Program.

ID# 0004611

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### 10.15.4 Visa Advanced Authorization

#### 10.15.4.1 Visa Advanced Authorization Participation

To implement Visa Advanced Authorization<sup>1</sup>, an Issuer and its processor must comply with the certification requirements for Visa Advanced Authorization.

In the US Region, Visa Advanced Authorization data is provided to all Issuers, and an Issuer is responsible for Visa Advanced Authorization fees, regardless of whether or not the Issuer uses the data.

<sup>1</sup> A real-time risk management tool that delivers risk data to Issuers in the Authorization Request to aid early fraud detection.

ID# 0008446

Edition: Apr 2016 | Last Updated: Oct 2015

## 10.15.5 Visa Transaction Alerts Service Requirements

### 10.15.5.1 Visa Transaction Alerts Service Participation

If an Issuer participates in the Visa Transaction Alerts Service, the Issuer or the Issuer's agent must do all of the following:

- Register with Visa by submitting a completed *Visa Transaction Alerts Service Participation Agreement*
- Provide to Visa Account Numbers that are eligible to enroll in the service
- Disclose to participating Cardholders which Transactions will and will not trigger Cardholder notification

**Effective 14 October 2016**

A US Issuer must provide its Cardholders the option to participate in a service that delivers Transaction alerts for Transactions processed on a consumer Card, excluding a Non-Reloadable Card, and routed as follows:

- Visa Transactions routed through VisaNet
- Interlink transactions routed through the Interlink Network
- Plus transactions routed through the Plus Network

The Issuer may offer this service either itself, through a VisaNet Processor, a third-party service provider, or the Visa Transaction Alerts Service.

ID# 0025735

Edition: Apr 2016 | Last Updated: Oct 2015

## 10.15.6 National Card Recovery File – US Region

### 10.15.6.1 National Card Recovery File Card Verification Requirements – US Region

A US Member, non-Member Authorizing Processor, and their Merchants must use the National Card Recovery File only as specified in the *Card Recovery Bulletin Service (CRB) User's Guide*.

ID# 0003851

Edition: Apr 2016 | Last Updated: Oct 2014

## 10.16 Credit Bureau Reporting

### 10.16.1 Credit Bureau Reporting – US Region

#### 10.16.1.1 Credit Bureau Reporting Requirements – US Region

A US Issuer must report all Visa Consumer Credit Card accounts to at least one credit reporting bureau and comply with the reporting requirements.

A US Issuer must report primary Cardholder data through electronic transmission to a credit bureau by billing cycle, within 2 business days of the billing cycle end date.

A US Issuer must report primary Cardholder payment information to a credit bureau using B2 Segment data, unless it is already reporting B3 Segment data.

A US Issuer must report data for its primary Cardholders in the following fields of the Associated Credit Bureaus Metro format:

- Full first name, last name, and middle initial
- Generation code (abbreviations such as "Jr," "Sr," "II," "III")
- Social Security number
- Valid and complete address
- Valid and complete city, state, and ZIP code
- Date of birth

ID# 0003223

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#### 10.16.1.2 Delinquent Account Reporting – US Region

A US Issuer must report to a credit bureau as delinquent an account that is 2 payments past due (30 days delinquent).

A US Issuer must use the Metro ratings in the standard format specified in Table 10-6, "Delinquency Reporting Standards – US Region." If the delinquency progresses, the Issuer must use the standard Metro status code format until the account is charged off, at which time the Issuer must reflect the appropriate charge-off code.

**Table 10-6: Delinquency Reporting Standards – US Region**

Billing Dates	Month 1	Month 2	Month 3	Month 4	Month 5
Bills Received	1	2	3	4	5

## Visa Core Rules and Visa Product and Service Rules

Billing Dates	Month 1	Month 2	Month 3	Month 4	Month 5
Payments past due	0	1	2	3	4
Age from billing date	0	30	60	90	120
Age from due date	0	1	31	61	91
Metro status code	11	11	71	78	80

ID# 0003224

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**10.16.1.3 Designated Agent for Credit Bureau Interface – US Region**

A US Issuer designates Visa, Integrated Solutions Concepts, Inc., or their designee to act on the Issuer's behalf as an agent of the Issuer to do all of the following:

- Establish credit bureau reporting standards
- Monitor credit bureau data
- Contract with credit bureaus to receive data and reports for both:
  - Monitoring their handling of Issuer data
  - Comparing that data to Visa-specified credit bureau reporting standards

ID# 0001900

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**10.16.2 Visa Advanced ID Solutions – US Region****10.16.2.1 Issuers' Clearinghouse Service Participation – US Region**

A US Visa Consumer Credit Card Issuer must participate in the Issuers' Clearinghouse Service.

ID# 0001907

Edition: Apr 2016 | Last Updated: Oct 2014

**10.16.2.2 Issuers' Clearinghouse Service Data Use – US Region**

A US Member may use the Issuers' Clearinghouse Service file to:

- Query Visa Check Card and Visa Debit Card application information
- Query its existing Cardholders at any time
- Use the service responses to:
  - Verify or evaluate statements on applications for Visa Consumer Credit Cards

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- Evaluate the continuing creditworthiness of its existing Cardholders
- Support collection of its Cardholders' indebtedness
- Evaluate reports of unauthorized Card usage
- Query for applicants for any of its other Visa or non-Visa products

A Member may request a file from the Visa ICS Prescreen Service to be used to prescreen applicants for its products or services.

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### 10.16.2.3 Issuers' Clearinghouse Service Data Reporting Requirements – US Region

A US Issuer must report to the Issuers' Clearinghouse Service the Social Security numbers, addresses, home telephone numbers, names, email addresses (if available), and IP addresses (if available) contained in all of the following:

- All approved or declined Visa Consumer Credit Card applications
- Records for any account that has experienced unauthorized use due to any of the following reasons:
  - Card reported lost
  - Card reported stolen
  - Cardholder claim that the Card was not received
  - Application fraud (including internet application fraud)
  - Counterfeit Card
  - Fraudulent use of an Account Number
  - Account takeover
  - Any other fraudulent uses
- All fraudulent applications, before a loss has occurred, when either the:
  - Legitimate owner of the respective data elements denies having submitted the credit application
  - Issuer determines that the information is not legitimate and denies the credit request

The Issuer must:

- Make the report within 48 hours after it has approved or declined the application or determined that a Card or Account Number experienced unauthorized or fraudulent use
- Make only one report per category of unauthorized use per Account Number, regardless of the number of unauthorized Transactions

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

- Take reasonable steps to ensure that the reported data is correct
- Report to or query the Issuers' Clearinghouse Service file

ID# 0008472

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#### 10.16.2.4 ID Score Plus and Credit Optics – US Region

A US Member that participates in ID Score Plus or Credit Optics must report to Advanced Resolution Services:

- The information specified in Section 10.16.2.3, "Issuers' Clearinghouse Service Data Reporting Requirements – US Region"
- Monthly performance data (Cardholder identifying information, credit limit, current balance, and account status) for Cards whose applicants were approved while the Member participated in ID Score Plus or Credit Optics

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#### 10.16.2.5 Visa Advanced ID Solutions Member Requirements – US Region

A US Member must do all of the following:

- Use information obtained from Visa Advanced ID Solutions only as specified in the Visa Rules, by Visa, or by Advanced Resolution Services
- Upon request by Advanced Resolution Services, certify the purpose(s) for which it uses Visa Advanced ID Solutions information
- Use reasonable efforts to ensure that all information sent to Visa Advanced ID Solutions is accurate
- Inform Advanced Resolution Services as soon as possible upon becoming aware that any of the information sent to Visa Advanced ID Solutions does not comply with the Visa Rules
- Take reasonable steps to protect the security of the information sent to or received from Advanced Resolution Services Consumer Office and Visa
- Promptly investigate claims of inaccuracies in the information supplied to or by Visa Advanced ID Solutions and correct any information that is inaccurate
- Notify Advanced Resolution Services of any inaccuracies
- Refer to Advanced Resolution Services any request to disclose the contents of a report supplied by the Issuers' Clearinghouse Service
- Refer to Advanced Resolution Services Consumer Office any request to disclose the contents of a report supplied by ID Score Plus, Credit Optics, or the Visa ICS Prescreen Service

A US Member must not:

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#### Credit Bureau Reporting

- Release or make available the information obtained from Visa Advanced ID Solutions to any department, division, subsidiary, affiliate, or parent of the Member, or to any third party, except as required by applicable laws or regulations, other than to:
  - Advanced Resolution Services or Advanced Resolution Services Consumer Office
  - Visa
- Use the information obtained from Visa Advanced ID Solutions for employment purposes within the meaning of Section 1681a(h) of the *US Federal Fair Credit Reporting Act* or for any other purpose under applicable laws or regulations that requires data to be maintained for more than one year
- Provide information to Visa Advanced ID Solutions that is the result of an investigative consumer report within the meaning of Section 1681a(h) of the *US Federal Fair Credit Reporting Act*
- Continue to transmit to Visa Advanced ID Solutions any information that cannot be verified as accurate

ID# 0001922

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#### 10.16.2.6 Visa Advanced ID Solutions Use Limitations – US Region

A US Member must not use Visa Advanced ID Solutions:

- For any purpose not specifically permitted in the Visa Rules, including, but not limited to:
  - Any purpose involving persons who are not applying for the Member's products or do not have an existing relationship with the Member
  - Development of marketing or solicitation materials or lists
- In connection with a Visa Commercial Card, unless it is issued based on an individual's credit history
- As the sole basis for denying an application for a Card or non-Visa card, or other Visa or non-Visa product

ID# 0001917

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#### 10.16.2.7 Visa Advanced ID Solutions Limitations – US Region

A US Member agrees and acknowledges that both:

- Visa Advanced ID Solutions is designed only to:
  - Store and report information about Cardholders, cardholders of non-Visa cards, or applicants for Visa Consumer Credit Cards or non-Visa cards located in the United States of America

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

- Assist Members in determining the appropriate level of investigation before making decisions concerning Cardholders, cardholders of non-Visa cards, or applicants for Cards or non-Visa cards
- Provide, as an optional service, information about persons who are applying for the Member's other Visa or non-Visa products or have an existing customer relationship with the Member
- Visa Advanced ID Solutions data depends on information supplied by other Members and third parties. Advanced Resolution Services and Visa have no responsibility for errors contained in the data.

ID# 0001926

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#### 10.16.2.8 Visa Advanced ID Solutions Information Use – US Region

A US Member authorizes Visa and Advanced Resolution Services to use or transfer, including to correct or update, the information reported by the Member to Visa Advanced ID Solutions for any purpose permitted under applicable laws or regulations, including, but not limited to:

- Providing to Members any Visa service or product
- Providing the information to any Credit Bureau for any use permitted to the Credit Bureau

ID# 0001920

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#### 10.16.2.9 Visa ICS Prescreen Service Requirements – US Region

In addition to the Member responsibilities specified for Visa Advanced ID Solutions, a Member using the Visa ICS Prescreen Service must do all of the following:

- Comply with the requirements relating to prescreening imposed on creditors under applicable federal and state credit reporting laws, rules, and agency guidance, as amended from time to time
- Use and then delete from the Member's system all information obtained from the Visa ICS Prescreen Service within 35 days after receipt
- Use information obtained from the Visa ICS Prescreen Service for the sole purpose of providing a firm offer of credit to the consumer who is the subject of the report
- Require any list processor used by the Member to delete or return, without copying, to Advanced Resolution Services any information provided by the Visa ICS Prescreen Service following the determination of a consumer's eligibility
- Require any list processor used by the Member in connection with the Visa ICS Prescreen Service to ensure that any individuals who have elected to be excluded from any prescreened list provided by a nationwide consumer reporting agency, as that term is defined in the FCRA, shall not be included on any final list used by the list processor to extend a firm offer of credit on behalf of the Member

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- Provide Advanced Resolution Services, within 30 days after mailing a firm offer of credit to a consumer, a list of all the data elements provided by the Visa ICS Prescreen Service that were associated with a consumer to whom an offer of credit was made by the Member
- If a consumer's Social Security number or other information that is unique to a consumer is required for the Member's eligibility determination, the Member shall enter into an agreement with a Credit Bureau in order for the Credit Bureau to receive and use a consumer's Social Security number or other unique identification for processing on the Member's behalf. A Member must not receive from a Credit Bureau a Social Security number or other information that is unique to a consumer for use with the Visa ICS Prescreen Service.

ID# 0001928

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## 10.17 Strategic Bankruptcy Solutions

### 10.17.1 Strategic Bankruptcy Solutions – US Region

#### 10.17.1.1 Strategic Bankruptcy Solutions Participation – US Region

A US Visa Consumer Credit Card Issuer must participate in the Bankruptcy Information Service, available through Strategic Bankruptcy Solutions.

ID# 0001953

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#### 10.17.1.2 Strategic Bankruptcy Solutions Use – US Region

A US Member may use Strategic Bankruptcy Solutions to:

- Evaluate the continuing creditworthiness of its Cardholders, cardholders of non-Visa cards, and customers of its other Visa and non-Visa products
- Support the collection of the indebtedness of its Cardholders, cardholders of non-Visa cards, and customers of its other Visa and non-Visa products
- Evaluate applications for Cards, non-Visa cards, and its other Visa or non-Visa products
- File claims and documents with the bankruptcy courts on its behalf
- Evaluate the value of obligations owed by Cardholders or other individuals who have filed bankruptcy

ID# 0001955

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### 10.17.1.3 Member Use of Strategic Bankruptcy Solutions Information – US Region

A US Member must use Strategic Bankruptcy Solutions information only as specified by Visa or Advanced Resolution Services. Upon request by Visa or Advanced Resolution Services, the Member must certify the purposes for which it uses Strategic Bankruptcy Solutions.

ID# 0007327

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### 10.17.1.4 Strategic Bankruptcy Solutions Prohibitions – US Region

A US Member must not use Strategic Bankruptcy Solutions:

- For any purpose not specifically permitted in Section 10.17.1, "Strategic Bankruptcy Solutions – US Region," including, but not limited to:
  - Any purpose involving persons who are not Cardholders, cardholders of non-Visa cards, customers of the Member's other Visa or non-Visa products, or applicants for Cards, non-Visa cards, or the Member's other Visa or non-Visa products
  - Development of marketing or solicitation materials
- As the sole basis for denying or approving an application for a Card, non-Visa card, or other Visa or non-Visa product

ID# 0001956

Edition: Apr 2016 | Last Updated: Oct 2014

### 10.17.1.5 Strategic Bankruptcy Solutions Information Prohibitions – US Region

A US Member must not:

- Release or make available the information obtained from Strategic Bankruptcy Solutions to any department, division, subsidiary, affiliate, or parent of the Member, or to any third party, other than Visa, Advanced Resolution Services, or the Advanced Resolution Services Consumer Office, except as required by applicable laws or regulations
- Use the information obtained from Strategic Bankruptcy Solutions for employment purposes within the meaning of Section 1681a(h) of the *Federal Fair Credit Reporting Act* or for any other purpose under applicable laws or regulations that requires data to be maintained for more than one year

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### 10.17.1.6 Visa Use of Strategic Bankruptcy Solutions Information – US Region

A US Member authorizes Visa and Advanced Resolution Services to use or transfer, including to correct or update, the information retrieved from bankruptcy courts as specified for any purpose permitted under applicable laws or regulations, including, but not limited to:

- Providing to Members any Visa product or service
- Providing the information to any Credit Bureau for any use permitted under applicable laws or regulations

ID# 0001957

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### 10.17.1.7 Strategic Bankruptcy Solutions Information Requirements – US Region

A US Member using the Strategic Bankruptcy Solutions must do all of the following:

- Use information obtained from Strategic Bankruptcy Solutions only as specified in the Visa Rules
- Inform Advanced Resolution Services as soon as possible upon becoming aware that any of the information received from Strategic Bankruptcy Solutions does not meet the requirements of Section 10.17.1, "Strategic Bankruptcy Solutions – US Region"
- Take reasonable steps to protect the security of the information received from Strategic Bankruptcy Solutions
- Promptly investigate claims of inaccuracies in the information received from Strategic Bankruptcy Solutions and correct any information that cannot be verified as accurate
- Notify Advanced Resolution Services of any inaccuracies in the information received from Strategic Bankruptcy Solutions
- Refer to the Advanced Resolution Services Consumer Office any request to disclose the contents of a report supplied by Strategic Bankruptcy Solutions

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### 10.17.1.8 Strategic Bankruptcy Solutions Limitations – US Region

A US Member agrees and acknowledges that both:

- Strategic Bankruptcy Solutions is designed to do only the following:
  - Store and report bankruptcy-related information about Cardholders, cardholders of non-Visa cards, customers of US Members' other Visa or non-Visa products, and applicants for Members' Cards, non-Visa cards, and other Visa and non-Visa products located in the United States of America

## Visa Core Rules and Visa Product and Service Rules

- Assist US Members in determining the appropriate level of investigation before making decisions concerning Cardholders, cardholders of non-Visa cards, customers of US Members' other Visa or non-Visa products, and applicants for Members' Cards, non-Visa cards, and other Visa and non-Visa products
- Evaluate the continuing creditworthiness of US Members' Cardholders, cardholders of non-Visa cards, and customers of its other Visa and non-Visa products
- Support collection of the indebtedness of US Members' Cardholders, cardholders of non-Visa cards, and customers of its other Visa and non-Visa products
- File claims and documents with bankruptcy courts on behalf of US Members
- Evaluate the value of obligations owed by Cardholders and other individuals who have filed bankruptcy
- Strategic Bankruptcy Solutions data depends on information supplied by the bankruptcy courts and other third parties and may contain errors. Visa and Advanced Resolution Services have no responsibility for such errors.

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**10.18 Visa Product and Service Rules: Risk – Related Publications****10.18.1 Publications Related to Visa Product and Service Rules: Risk****10.18.1.1 Visa Product and Service Rules: Risk – Related Publications (Updated)**

Table 10-7: Risk – Related Publications

Title
3-D Secure Functional Requirements – Access Control Server <sup>1</sup>
3-D Secure Functional Requirements – Merchant Server Plug-in <sup>1</sup>
3-D Secure Protocol Specification Core Functions <sup>1</sup>
3-D Secure Security Requirements – Enrollment Servers and Access Control Servers <sup>1</sup>
3-D Secure U.S. Region Supplemental Functional Requirements – Access Control Server <sup>1</sup>
Account Information Security (AIS) Program Guide <sup>1</sup>
Acquirer/Merchant Chargeback or Fraud Acceptance Risk Programs Remediation Plan
Bankruptcy Information Service User's Manual

## Visa Product and Service Rules

### Risk

#### Visa Product and Service Rules: Risk – Related Publications

Title
Card Recovery Bulletin Service (CRB) User's Guide <sup>1</sup>
CoFAS Procedures for Reporting Credit Skimming Incidents <sup>1</sup>
<b>Effective through 31 December 2015</b>
Domestic Merchant Fraud Performance User's Manual (Canada) <sup>1</sup>
File Proof User's Manual
Fraud Reporting System (FRS) User's Guide <sup>1</sup>
Global Visa Acquirer Fraud Control Manual
Global Visa Issuer Fraud Control Manual
<b>Effective through 31 December 2015</b>
Merchant Fraud Performance Program – Program Guide <sup>1</sup>
Payment Application Data Security Standard (PA-DSS) <sup>1</sup>
Payment Card Industry (PCI) Card Production – Logical Security Requirements <sup>1</sup>
Payment Card Industry (PCI) Card Production – Physical Security Requirements <sup>1</sup>
Payment Card Industry Data Security Standard (PCI DSS) <sup>1</sup>
Payment Card Industry (PCI) PIN Security Requirements <sup>1</sup>
Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements <sup>1</sup>
Third Party Agent Due Diligence Risk Standards <sup>1</sup>
Verified by Visa Issuer Implementation Guide <sup>1</sup>
Verified by Visa Merchant and Acquirer Implementation Guide <sup>1</sup>
<b>Effective 1 January 2016</b>
Visa Acquirer Monitoring Program (VAMP) Program Guide
<b>Effective through 31 December 2015</b>
Visa Acquirer Performance Monitoring Program Guide – Asia Pacific and Central Europe, Middle East, and Africa
Visa Acquirer Risk Management Guide
Visa Acquirer Risk Program Standards Guide <sup>1</sup>
Visa Advanced ID Solutions (VAIS) User Guide and Best Practices <sup>1</sup>
Visa Alerts Platform: Service Description for Issuers

## Visa Product and Service Rules

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

Title
Visa Approved Card Vendor List
<b>Effective through 31 December 2015</b>
Visa Asia Pacific Merchant Fraud Performance Program Guide <sup>1</sup>
<b>Effective 1 January 2016</b>
Visa Chargeback Monitoring Program (VCMP) – Program Guide
Visa Chip Security Program – Security Testing Process <sup>1</sup>
<b>Effective 1 January 2016</b>
Visa Fraud Monitoring Program (VFMP) – Program Guide
Visa Global Acquirer Risk Standards <sup>1</sup>
Visa Global Brand Protection Program Guide for Acquirers <sup>1</sup>
Visa Global Compromised Account Recovery (GCAR) Guide <sup>1</sup>
Visa Global Instant Card Personalization Issuance Security Standards <sup>1</sup>
<b>Effective through 31 December 2015</b>
Visa Global Merchant Chargeback Monitoring Program (GMCP) Program Guide <sup>1</sup>
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors <sup>1</sup>
Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers <sup>1</sup>
Visa Merchant Trace System Participation Requirements <sup>1</sup>
Visa Mobile Gateway Logical and Physical Security Requirements <sup>1</sup>
Visa PIN Security Program Guide <sup>1</sup>
Visa Prepaid Issuer Risk Program Standards Guide <sup>1</sup>
Visa Prepaid Products Risk Management Guide
What To Do If Compromised <sup>1</sup>
<sup>1</sup> Visa Supplemental Requirements

ID# 0029008

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## 10.19 Visa Product and Service Rules: Risk – Related Forms

### 10.19.1 Forms Related to Visa Product and Service Rules: Risk

#### 10.19.1.1 Visa Product and Service Rules: Risk – Related Forms (Updated)

Table 10-8: Risk – Related Forms

Title
Exhibit AP – 1 PCI DSS Implementation Plan Report
Lost or Stolen Card Report (Exhibit 1A)
Prepaid Issuer Self-Assessment Questionnaire
<b>Effective through 14 October 2016</b> Recovered Card Advice (Exhibit 1E)
<b>Effective through 14 October 2016</b> Recovered Counterfeit Card Notification (Exhibit 1F)
Visa New High-Brand Risk Acquirer Registration Form
Visa U.S.A. High Risk Merchant Registration and Certification Form
VisaNet Letter of Agreement (Exhibit 5A)
VisaNet Processor and Third Party Registration and Designation (Exhibit 5E)

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## 11 Dispute Resolution

### 11.1 Chargebacks and Representments

#### 11.1.1 Member Responsibilities for Dispute Resolution

##### 11.1.1.1 Mutual Assistance Between Members

A Member must attempt to offer mutual assistance to other Members to resolve disputes between both:

- Its Cardholder and another Member's Merchant
- Its Merchant and another Member's Cardholder

If a Cardholder or Merchant accepts financial liability for a Transaction, its Member must reimburse the other Member directly.

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##### 11.1.1.2 Issuer Responsibilities to Cardholders for Dispute Resolution – US Region

For a US Domestic Transaction, an Issuer must resolve Cardholder disputes under the Visa Rules by extending to Cardholders all protections provided on any Visa Card under applicable laws or regulations and by utilizing the Issuer's customary practices to resolve Cardholder disputes, regardless of which type of Visa Card was used.<sup>1</sup> Thus, the resolution of such Cardholder disputes will be the same in similar circumstances regardless of which type of Visa Card was used. The foregoing applies only with respect to Transactions on Cards using the Visa Brand Mark, not to Transactions using any other payment card brand even if such brand is on the Visa Card.

<sup>1</sup> An Issuer must establish enhanced customer support practices to service Visa Signature, Visa Signature Preferred, and Visa Infinite Cardholders during the dispute resolution process.

ID# 0003557

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### 11.1.2 Use of Visa Systems

#### 11.1.2.1 Use of Visa Systems for Dispute Processing

A Member must use VisaNet to process a Chargeback or Representment. This requirement does not apply to domestic Interchange processed under a Private Agreement.

A Member must use Visa Resolve Online to do all of the following:

- Respond to a Retrieval Request<sup>1</sup>
- Send Chargeback, Representment, Arbitration, or Compliance documentation
- Make a pre-Arbitration or pre-Compliance attempt
- Process a pre-Arbitration or pre-Compliance response
- File an Arbitration or Compliance case
- Withdraw an Arbitration or Compliance case
- File an appeal of an Arbitration or Compliance

An Issuer or Acquirer must provide documentation for a Chargeback or Representment in English or provide translations of any non-English documentation.

<sup>1</sup> A Response to Retrieval Request reason code 27 (Healthcare Auto-substantiation Request) must not be processed using Visa Resolve Online.

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#### 11.1.2.2 Visa Right to Grant Exceptions to Dispute Processing Requirements

If a Member misses a deadline or does not submit documentation electronically because of Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

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#### 11.1.2.3 Use of Information in Visa Resolve Online – US Region

In the US Region, Visa Resolve Online and the information obtained through its use are the property of Visa and are for the sole use of US Members in support of their Visa programs.

Except for information relating to the Member's own Cardholders or Merchants, a US Member must not disclose to any other party any information obtained through its use of Visa Resolve Online unless otherwise permitted by the Visa Rules.

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### 11.1.3 Retrieval Request and Fulfillment

#### 11.1.3.1 Retrieval Request Data Requirements (Updated)

An Issuer must use one of the codes in Table 11-1, "Retrieval Request Reason Codes," when requesting a Transaction Receipt copy or Substitute Transaction Receipt:

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

Request Reason for Copy	Request Code
Request for copy bearing signature <sup>1</sup>	28
Cardholder request due to dispute	30
Fraud analysis request	33
Legal process request	34

<sup>1</sup> Not applicable to a Vehicle-Specific Fleet Card Transaction.

If the Transaction contained a Token, the Issuer must include the Token in the Retrieval Request.

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#### 11.1.3.2 Retrieval Request Fulfillment Requirements (Updated)

To fulfill a Retrieval Request, an Acquirer must provide the documentation specified in Table 11-2, "Fulfillment Types," within 30 days of receipt of the Retrieval Request.

**Table 11-2: Fulfillment Types**

Transaction Type	Fulfillment Type
Face-to-Face Environment Transaction	The Merchant or Acquirer copy of the Transaction Receipt bearing the signature that was used to verify the Cardholder
T&E Transaction	All of the following: <ul style="list-style-type: none"> <li>• A copy of the Transaction Receipt or a Substitute Transaction Receipt</li> <li>• Card Imprint, if available</li> </ul>

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Transaction Type	Fulfillment Type
	<ul style="list-style-type: none"> <li>Cardholder signature, if available</li> <li>T&amp;E Document, if applicable</li> </ul>
Prauthorized Health Care Transaction	In the US Region, a copy of the Order Form
Card-Absent Environment Transaction	A Substitute Transaction Receipt
Credit Transaction	<p>For a Transaction involving a Member in the Visa Europe Territory, a log indicating that the Credit Transaction has been processed to the Card Account Number</p> <p>For a Transaction not involving a Member in the Visa Europe Territory, a log indicating that the Credit Transaction has been processed for the same Cardholder</p>

A Fulfillment must comply with all of the following:

- Be legible enough for the Cardholder to read or for the Issuer to identify the Account Number or Token
- Include the unique 12-digit identifier assigned by VisaNet<sup>1</sup> to a request for a Transaction Receipt copy
- For a US Domestic Transaction, include a unique 9-digit control number assigned by the Issuer to identify the source of the request<sup>1</sup>

An Acquirer may send a Nonfulfillment Message only for one of the following:

- A Retrieval Request that is received later than the Transaction Receipt retention period specified in Section 5.10.2, "Transaction Receipt Retention Period"
- A Transaction type specified in Table 11-3, "Retrieval Request – Invalid Transaction Types"

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

Region	Invalid Transaction Type
All	<ul style="list-style-type: none"> <li>An ATM Transaction</li> <li>An Unattended Transaction</li> <li>A Visa Easy Payment Service Transaction</li> <li>An EMV PIN Transaction or Contactless Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used. This does not apply to a Retrieval Request for a T&amp;E Transaction, Manual Cash Disbursement, or Quasi-Cash Transaction.</li> <li>A T&amp;E Transaction that contains all required enhanced data in the Clearing Record</li> </ul>

Region	Invalid Transaction Type
Canada Region	<ul style="list-style-type: none"> <li>• A domestic Card-present Transaction with signature verification, made at a Compliant Chip Card Reading Device with a compliant PIN-entry device capable of both of the following: <ul style="list-style-type: none"> <li>– Processing full data through VisaNet</li> <li>– Supporting plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs as set out in Chip Specifications</li> </ul> </li> <li>• A Straight Through Processing Transaction</li> </ul>
LAC Region	<p>A Brazil Domestic Transaction that is one of the following:</p> <ul style="list-style-type: none"> <li>• A Chip-initiated Transaction</li> <li>• A Magnetic Stripe-read Transaction with PIN Verification</li> <li>• A Magnetic Stripe-read Transaction at a Chip-Reading Device</li> <li>• A Contactless Payment Transaction</li> <li>• A manual or key-entered Transaction</li> <li>• An Installment Transaction, except for the first Installment Transaction</li> <li>• A Card-Absent Environment Transaction</li> <li>• A Transaction under BRL 15</li> </ul>
US Region	<ul style="list-style-type: none"> <li>• A Straight Through Processing Transaction</li> <li>• A Visa Large Purchase Advantage Transaction</li> </ul>

<sup>1</sup> This does not apply in the US Region to a copy request for an Intraregional Healthcare Auto-Substantiation Transaction.

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### 11.1.3.3 Chargeback and Representment Rights Following Retrieval Request

An Issuer may initiate a Chargeback for the applicable Chargeback reason code if any of the following apply:

- The Acquirer did not respond to a Retrieval Request within 30 calendar days of the request.
- The Acquirer sent a Nonfulfillment Message.
- The Acquirer did not send a valid or correct Fulfillment.

If a Retrieval Request is required for the reason code, a Representment is invalid if any of the following apply:

- The Acquirer did not respond to the Retrieval Request.
- The Acquirer responded with a Nonfulfillment Message code 03 or 04.

- The Acquirer provided a Fulfillment that did not contain all the required data elements.

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## 11.1.4 Dispute Amount

### 11.1.4.1 Chargeback Amount

The Issuer must charge back in the Billing Currency<sup>1</sup> for either:

- Actual billed amount
- Partial Transaction amount equal to the disputed amount

For a Transaction completed in a jurisdiction where surcharging is permitted, the Issuer may include the surcharge amount in the Chargeback amount. For partial Chargebacks, any surcharge amount must be pro-rated.

<sup>1</sup> In Venezuela, for an International Transaction, must be in either the Transaction Currency or the Issuer's Settlement Currency

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### 11.1.4.2 Minimum Chargeback Amounts (Updated)

Minimum Chargeback amounts apply as follows:

Table 11-4: Minimum Chargeback Amount

Transaction Type	Applicable Chargeback Reason Code	Minimum Chargeback Amount	Country/ Region
T&E	All except Chargeback reason code 85, condition 3	USD 25 (or local currency equivalent)	All
Automated Fuel Dispenser	Reason code 81	USD 10 (or local currency equivalent)	All excluding Transactions involving a Member in the Visa Europe Territory

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### 11.1.4.3 Representment Amount

For a Representment, the Representment amount field<sup>1</sup> must contain one of the following:

- The same amount in the same Transaction Currency as in the original Presentment

- Partial Transaction amount to remedy the Chargeback
- The same or corrected amount in the Settlement Currency as received by the Acquirer for the Chargeback

<sup>1</sup> In Venezuela, must be in VEF

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### 11.1.4.4 Currency Conversion Difference (Updated)

If the Transaction Currency and the Billing Currency are different, VisaNet converts the Transaction amount to the Billing Currency using the Currency Conversion Rate.

The Acquirer is liable for any difference between the Chargeback amount and the Representment amount.

The Issuer is liable for any difference between the amount originally presented and the Representment amount.

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### 11.1.5 Chargeback Rights and Restrictions

#### 11.1.5.1 Transaction Chargeback Method

An Issuer must separately charge back each Transaction.

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#### 11.1.5.2 ATM Cash Disbursement Chargeback Eligibility

An Issuer may charge back an ATM Cash Disbursement only for the following Chargeback reason codes:

- 62 (Counterfeit Transaction), excluding condition 3
- 74 (Late Presentment)
- 76 (Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation)
- 82 (Duplicate Processing)
- 90 (Non-Receipt of Cash or Load Transaction Value at ATM or Load Device)

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#### 11.1.5.3 Inclusion of Token in Chargeback (Updated)

An Issuer that charges back a Transaction that contains a Token must include the Token in the Chargeback.

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#### 11.1.6 Chargeback Processing Requirements

##### 11.1.6.1 Cardholder Attempt to Resolve Disputes

The Cardholder must attempt to resolve a dispute with the Merchant or the Merchant's liquidator, if applicable, before the Issuer may initiate a Chargeback for reason codes 30, 41, 53 (excluding condition 5), 85 (condition 2 only), or 86.

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##### 11.1.6.2 Responsibility for Merchandise Held by a Customs Agency

For Chargeback reason codes 30, 53, and 85, a Merchant is responsible for merchandise held in a customs agency, as follows:

Table 11-5: Merchant Responsibility for Merchandise Held by a Customs Agency

Location of Customs Agency	Chargeback Reason Code/Condition
Any country except the Cardholder's country	30
The Merchant's country	53 (conditions 1, 2, 3, 6) 85 (condition 2)
Any country	53 (condition 5)

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##### 11.1.6.3 Minimum Cardholder Letter Requirements

If the Chargeback requires an Issuer to provide an Acquirer with a signed Cardholder letter denying authorization or participation in a Transaction, the Cardholder letter must include all of the following:

- Cardholder's complete or partial Account Number
- Merchant name(s)
- Transaction amount(s)

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In lieu of a signed Cardholder letter, an Issuer may provide the certification on behalf of the Cardholder as specified in Table 11-6, "Cardholder Letter – Required Issuer Documentation."

**Table 11-6: Cardholder Letter – Required Issuer Documentation**

Certification Method	Required Issuer Documentation
Secure Online Banking	All of the following: <ul style="list-style-type: none"><li>• A document containing all of the following:<ul style="list-style-type: none"><li>– Cardholder's complete or partial Account Number</li><li>– Merchant name(s)</li><li>– Transaction Amount</li></ul></li><li>• The unique identity<sup>1</sup></li><li>• Issuer certification that the unique identity represents the Cardholder's signature</li></ul>
Secure Telephone Banking for a Transaction not exceeding USD 1,000 (or local currency equivalent)	Both of the following in the <i>Visa Resolve Online Questionnaire</i> : <ul style="list-style-type: none"><li>• The date and time of the call</li><li>• Issuer certification that the information was received from the Cardholder using the same level of security needed to complete a transfer of funds to another financial institution</li></ul>

<sup>1</sup> Any method used by the Cardholder that establishes a unique identity through use of a password and/or other log-on identification method is considered a valid representation of the Cardholder signature.

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### 11.1.6.4 Issuer Processing Requirements (Updated)

On or before the Chargeback Processing Date, an Issuer must take the actions described in Table 11-7, "Issuer Processing Requirements by Chargeback Condition," for the Chargeback conditions shown:

**Table 11-7: Issuer Processing Requirements by Chargeback Condition**

Action	Chargeback Reason Code/Condition			
	62	71	81	83
Close the Cardholder Account <sup>1</sup>	All		1,3	1
List the Account Number on the Exception File with a Pickup Response for a minimum of 30 calendar days <sup>1</sup>	All	3	All	All

Action	Chargeback Reason Code/Condition			
	62	71	81	83
Report the Fraud Activity through VisaNet		3	1,2	All
Report the Fraud Activity through VisaNet using fraud type codes 0, 1, or 2			3	
Report the Fraud Activity through VisaNet using fraud type code 4	All			

<sup>1</sup> In the Canada Region, this does not apply to a Transaction that uses a merchant provided contactless device that contains no Visa account information but is tied to a Visa Cardholder account for Transaction billing purposes.

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## 11.1.7 Time Limits

### 11.1.7.1 Chargeback Waiting Period

A Member must comply with any waiting period specified for a Chargeback unless either:

- The waiting period would cause the Chargeback to exceed the Chargeback time frame.
- For Chargeback reason code 53, the Merchant refuses the cancellation or return.

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### 11.1.7.2 Chargeback Time Limit

A Chargeback must be processed according to the time limit specified in Table 11-8, "Chargeback Time Limits."

The Chargeback time limit begins on the calendar day following the Transaction Processing Date.

Table 11-8: Chargeback Time Limits

Reason Code	Chargeback Description	Time Limit (calendar days)
30	Services Not Provided or Merchandise Not Received	120 <sup>1</sup>
41	Cancelled Recurring Transaction	120
53	Not as Described or Defective Merchandise	120 <sup>1</sup>

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Reason Code	Chargeback Description	Time Limit (calendar days)
57	Fraudulent Multiple Transactions	120
62	Counterfeit Transaction	120
70	Card Recovery Bulletin or Exception File	75
71	Declined Authorization	75
72	No Authorization	75
73	Expired Card	75
74	Late Presentment	120
75	Transaction Not Recognized	120
76	Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation	120
77	Non-Matching Account Number	75
78	Service Code Violation	75
80	Incorrect Transaction Amount or Account Number	120
81	Fraud – Card-Present Environment	120
82	Duplicate Processing	120
83	Fraud – Card-Absent Environment	120
85	Credit Not Processed	120 <sup>1</sup>
86	Paid by Other Means	120
90	Non-Receipt of Cash or Load Transaction Value at ATM or Load Device	120
93	<b>Effective through 31 December 2015</b> Merchant Fraud Performance Program <b>Effective 1 January 2016</b> Visa Fraud Monitoring Program	120 <sup>1</sup>

<sup>1</sup> Unless otherwise specified in the reason code

### 11.1.7.3 Representation Time Limit (Updated)

An Acquirer must process a Representation within 45 calendar days<sup>1,2,3</sup> of the Chargeback Processing Date. If applicable, the Acquirer must allow 5 calendar days<sup>4</sup> from the Chargeback Processing Date for receipt of documentation from the Issuer.

The time limit begins on the calendar day following the Chargeback Processing Date.

<sup>1</sup> **Effective for Chargebacks processed through 20 February 2016**

For a Nigeria Domestic Transaction, 5 calendar days

**Effective for Chargebacks processed on or after 21 February 2016**

For a Nigeria Domestic POS Transaction, 5 business days. For a Nigeria Domestic ATM Transaction, 3 business days

<sup>2</sup> For an Egypt domestic ATM Transaction, for Chargeback reason codes 82 and 90, 10 calendar days.

<sup>3</sup> **Effective for Chargebacks processed on or after 1 March 2016**

For an India domestic ATM Transaction, for Chargeback reason codes 82 and 90, 6 calendar days

<sup>4</sup> **Effective for Chargebacks processed through 20 February 2016**

For a Nigeria Domestic Transaction, 3 calendar days

**Effective for Chargebacks processed on or after 21 February 2016**

For a Nigeria Domestic POS Transaction, 3 business days. For a Nigeria Domestic ATM Transaction, 1 business day.

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### 11.1.7.4 Chargeback or Representation Documentation Submission Time Limit (Updated)

A Member must send Chargeback or Representation documentation within 5 calendar days<sup>1</sup> of the Processing Date of the Chargeback or Representation, as applicable.

<sup>1</sup> For a Nigeria Domestic Transaction, 3 calendar days

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### 11.1.8 Representation Processing Requirements

#### 11.1.8.1 Return of Same Reason Code in Representation

An Acquirer must return the same reason code in the Representation that was received in the Chargeback Clearing Record.

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### 11.1.8.2 Representation Processing Requirements

To process a Representation, an Acquirer must provide the Member message text and supporting documentation or certification, as follows:

**Table 11-9: General Representation Processing Requirements**

Representation Condition	Applicable Reason Code	Member Message Text	Supporting Documentation/Certification
A credit, Reversal, or, for reason code 76, an adjustment was processed.	All	As applicable: <ul style="list-style-type: none"><li>• CRED MMDDYY ARN X...X (23 or 24 digits)</li><li>• REVERSAL MMDDYY</li><li>• ADJUSTMENT/CREDIT MMDDYY</li></ul>	None required
The Issuer did not meet the applicable Chargeback conditions.	All	X...X (Specify the reason)	None required
The Acquirer can remedy the Chargeback.	All	See Chargeback reason code	
The Acquirer can provide Compelling Evidence.	30, 53, 76, 81, 83	None required	Both: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Compelling Evidence</li></ul>

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### 11.1.8.3 Use of Compelling Evidence (Updated)

An Acquirer may submit Compelling Evidence at the time of Representation, as follows:

**Table 11-10: Allowable Compelling Evidence**

Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
1	Evidence, such as photographs or emails, to prove a link between the person receiving the merchandise or services and the Cardholder, or to prove that the Cardholder disputing the Transaction is in possession of the merchandise and/or is using the merchandise or services.	X	X		X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
2	<p>For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following:</p> <ul style="list-style-type: none"> <li>• Cardholder signature on the pick-up form</li> <li>• Copy of identification presented by the Cardholder<sup>1</sup></li> <li>• Details of identification presented by the Cardholder</li> </ul>	X			X	X
3	<p>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.</p>	X			X	X
4	<p>For an Electronic Commerce Transaction representing the sale of digital goods downloaded from a Merchant's website or application, description of the merchandise or services successfully downloaded, the date and time such merchandise or services were downloaded, and 2 or more of the following:</p> <ul style="list-style-type: none"> <li>• Purchaser's IP address and the device geographical location at the date and time of the Transaction</li> <li>• Device ID number and name of device (if available)</li> <li>• Purchaser's name and email address linked to the customer profile held by the Merchant</li> <li>• Evidence that the profile set up by the purchaser on the Merchant's website or application was accessed by the purchaser and has been successfully verified by the Merchant before the Transaction Date</li> <li>• Proof that the Merchant's website or application was accessed by the Cardholder for merchandise or services on or after the Transaction Date</li> <li>• Evidence that the same device and Card used in the disputed Transaction were used in any previous Transaction that was not disputed</li> </ul>	X			X	X
5	<p>For a Transaction in which merchandise was delivered to a business address, evidence that the merchandise was delivered and that, at the time of delivery, the Cardholder was working for the company at that address. A signature is not required as evidence of delivery.</p>	X			X	X
6	For a Mail/Phone Order Transaction, a signed order form				X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
7	<p>For a passenger transport Transaction, evidence that the services were provided and any of the following:</p> <ul style="list-style-type: none"> <li>• Proof that the ticket was received at the Cardholder's billing address</li> <li>• Evidence that the ticket or boarding pass was scanned at the gate</li> <li>• Details of frequent flyer miles relating to the disputed Transaction that were earned or redeemed, including address and telephone number, that establish a link to the Cardholder</li> <li>• Evidence of any of the following additional Transactions related to the original Transaction: purchase of seat upgrades, payment for extra baggage, or purchases made on board the passenger transport</li> </ul>	X			X	X
8	For Transactions involving Members in the Visa Europe Territory, for an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and matches the name provided on the purchased itinerary.				X	X
9	<p>For a T&amp;E Transaction, evidence that the services were provided and either:</p> <ul style="list-style-type: none"> <li>• Details of loyalty program rewards earned and/or redeemed including address and telephone number that establish a link to the Cardholder</li> <li>• Evidence that an additional Transaction or Transactions related to the original Transaction, such as the purchase of T&amp;E service upgrades or subsequent purchases made throughout the T&amp;E service period, were not disputed</li> </ul>	X			X	X
10	For a Card-Absent Environment Transaction, evidence that the Transaction used an IP address, email address, physical address, and telephone number that had been used in a previous, undisputed Transaction				X	X
11	Evidence that the Transaction was completed by a member of the Cardholder's household or family.				X	X
12	Evidence that the person who signed for the merchandise was authorized to sign for the Cardholder or is known by the Cardholder.	X				
13	Evidence of one or more non-disputed payments for the same merchandise or service				X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
14	<p>For a Recurring Transaction, all of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of a legally binding contract held between the Merchant and the Cardholder</li> <li>• Proof the Cardholder is using the merchandise or services</li> <li>• Evidence of a previous Transaction that was not disputed</li> </ul>			X	X	
15	<p>For a Dynamic Currency Conversion (DCC) Transaction not involving an Issuer or Acquirer in the Visa Europe Territory, both:</p> <ul style="list-style-type: none"> <li>• Evidence that the Cardholder actively chose DCC, such as a copy of the Transaction Receipt showing a checked "accept" box or evidence that the DCC solution requires electronic selection by the Cardholder and choice could not be made by the Merchant's representative</li> <li>• A statement from the Acquirer confirming that DCC choice was made by the Cardholder and not by the Merchant</li> </ul>		X			

<sup>1</sup> A Merchant must not require positive identification as a condition of Card acceptance, unless it is required or permitted elsewhere in the Visa Rules.

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### 11.1.8.4 Intercompany Chargeback Process for Visa Easy Payment Service (VEPS) and Visa Europe Small Ticket Transactions

For a Visa Easy Payment Service Transaction, Visa will pay in lieu of an Acquirer for a Chargeback received from an Issuer in the Visa Europe Territory if:

- The MCC is invalid for a Small Ticket Transaction in the Visa Europe Territory.
- Visa confirms that the Transaction is eligible for Chargeback under the *Visa Europe Operating Regulations*.

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## 11.1.9 Chargeback Reason Codes

### 11.1.9.1 Reason Code Table Format

The Chargeback reason codes are organized in tables to show the applicable Chargeback condition and geographical scope for different rules.

The reason code tables consist of 3 columns. The first column typically shows the applicable Chargeback condition or Representment condition and, for processing requirements, the applicable member message text. The second column contains the rule language and the third column specifies the country or region for which the rule is applicable.

The following conventions apply:

- The word "General" in the first column of the table indicates that the rule may apply to any Chargeback condition for that reason code.
- If a Chargeback condition number is specified in the first column, the rule applies only to Chargebacks that are subject to that condition. The rule applies in addition to any applicable rules shown as "General."
- The third column shows the country or region for which the rule is applicable, using labels, as follows:

**Table 11-11: Chargeback Country/Region Descriptions**

Country/Region Label	Description
All	The rule applies to a Transaction between Members anywhere in the world.
All excluding VE	The rule applies only to a Transaction that does not involve a Member in the Visa Europe Territory.
Interregional including VE	The rule applies only to an Interregional Transaction between a Member outside the Visa Europe Territory and a Member in the Visa Europe Territory.
[Region names] Interregional	The rule applies only to an Interregional Transaction between the named Visa Regions (for example: a rule labeled as "Canada/US Interregional" applies only to an Interregional Transaction between the Canada Region and the US Region).
[Region name]	The rule applies only to an Intraregional Transaction within the named Visa Region (for example: a rule labeled as "AP" applies only to an Intraregional Transaction in the AP Region).

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Country/Region Label	Description
[Country name] Domestic	The rule applies only to a Domestic Transaction within the named country (for example: a rule labeled as "Brazil Domestic" applies only to a Domestic Transaction in Brazil).

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### 11.1.9.2 Straight Through Processing Transaction Chargeback Eligibility

An Issuer may charge back a Straight Through Processing Transaction only for the following Chargeback reason codes

- 74 (Late Presentment)
- 82 (Duplicate Processing)
- 86 (Paid by Other Means)

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### 11.1.10 Chargeback Reason Code 30 – Services Not Provided or Merchandise Not Received

#### 11.1.10.1 Chargeback Conditions – Reason Code 30

Table 11-12: Chargeback Conditions – Reason Code 30

Condition	Chargeback Conditions – Reason Code 30	Country/Region
1	The Cardholder participated in the Transaction but the Cardholder or an authorized person did not receive the merchandise or services because the Merchant or Prepaid Partner was unwilling or unable to provide the merchandise or services.	All

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### 11.1.10.2 Chargeback Rights and Limitations – Reason Code 30

Table 11-13: Chargeback Rights and Limitations – Reason Code 30

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 30	Country/Region
General	The Chargeback amount is limited to the portion of services or merchandise not received.	All

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### 11.1.10.3 Invalid Chargebacks – Reason Code 30 (Updated)

Table 11-14: Invalid Chargebacks – Reason Code 30

Chargeback Condition	Invalid Chargebacks – Reason Code 30	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date</li> <li>A Transaction in which merchandise is being held by the Cardholder's country's customs agency</li> <li>A Transaction that the Cardholder states is fraudulent</li> <li>A dispute regarding the quality of merchandise or service rendered</li> <li>A partial prepayment when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services</li> </ul>	All
General	<ul style="list-style-type: none"> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> <li>A Transaction in which a Cardholder purchased fuel at a Merchant assigned MCC 5542 (Automated Fuel Dispensers)</li> </ul>	All excluding VE

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### 11.1.10.4 Chargeback Time Limit – Reason Code 30

Table 11-15: Chargeback Time Limit – Reason Code 30

Chargeback Condition	Chargeback Time Limit – Reason Code 30	Country/Region
General	If applicable, before initiating a Chargeback, an Issuer must wait 15 calendar days from either:	All

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Chargeback Condition	Chargeback Time Limit – Reason Code 30	Country/Region
	<ul style="list-style-type: none"> <li>The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified</li> <li>The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery</li> </ul> <p>A Chargeback must be processed no later than either:</p> <ul style="list-style-type: none"> <li>120 calendar days from the Transaction Processing Date</li> <li>If the merchandise or services were to be provided after the Transaction Processing Date, 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services or the date that the Cardholder was first made aware that the merchandise or services would not be provided, not to exceed 540 calendar days from the Transaction Processing Date</li> </ul>	

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### 11.1.10.5 Chargeback Processing Requirements – Reason Code 30

Table 11-16: Chargeback Processing Requirements – Reason Code 30

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> As applicable: <ul style="list-style-type: none"> <li>SERVICES NOT RENDERED MMDDYY</li> <li>MERCH NOT RECEIVED MMDDYY</li> </ul>	<i>Visa Resolve Online Questionnaire</i> stating any of the following, as applicable: <ul style="list-style-type: none"> <li>Services were not rendered by the expected date</li> <li>Merchandise was not received</li> <li>Expected arrival date of the merchandise</li> <li>Merchandise not received at agreed location (Issuer must specify)</li> <li>Cardholder attempted to resolve with Merchant</li> <li>Merchandise was returned MMDDYY</li> </ul> <p>The Issuer must provide a detailed description of the merchandise or services purchased, unless prohibited by applicable laws or regulations.</p>	All

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### 11.1.10.6 Representation Processing Requirements – Reason Code 30 (Updated)

Table 11-17: Representation Processing Requirements – Reason Code 30

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	<i>Visa Resolve Online Questionnaire</i> and either: <ul style="list-style-type: none"> <li>Documentation to prove that the Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date</li> <li>For an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and it matches the name provided on the purchased itinerary</li> </ul>	All

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### 11.1.11 Chargeback Reason Code 41 – Cancelled Recurring Transaction

#### 11.1.11.1 Chargeback Conditions – Reason Code 41

Table 11-18: Chargeback Conditions – Reason Code 41

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	The Transaction amount was not within the range of amounts preauthorized by the Cardholder or the Merchant had agreed to notify the Cardholder before processing each Recurring Transaction, and the Merchant either: <ul style="list-style-type: none"> <li>Did not notify the Cardholder in writing at least 10 calendar days before the Transaction Date</li> <li>Notified the Cardholder at least 10 calendar days before the Transaction Date but the Cardholder did not consent to the charge</li> </ul>	US Domestic

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### 11.1.11.2 Chargeback Rights and Limitations – Reason Code 41

Table 11-19: Chargeback Rights and Limitations – Reason Code 41

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 41	Country/Region
General	The Chargeback amount is limited to the unused portion of the service or merchandise.	All

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### 11.1.11.3 Invalid Chargebacks – Reason Code 41

Table 11-20: Invalid Chargebacks – Reason Code 41

Chargeback Condition	Invalid Chargebacks – Reason Code 41	Country/Region
General	The Chargeback is invalid for an Installment Transaction	All

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### 11.1.11.4 Chargeback Processing Requirements – Reason Code 41

Table 11-21: Chargeback Processing Requirements – Reason Code 41

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>• CH CANCELLED MMDDYY</li></ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• NOTIFICATION ACCT CLOSED MMDDYY</li></ul>	None required	All
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>• TX AMT EXCEEDS CH PREAUTHD RANGE</li></ul>	None required	US Domestic

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### 11.1.11.5 Representation Processing Requirements – Reason Code 41

Table 11-22: Representation Processing Requirements – Reason Code 41

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions.</b> <b>General</b> As applicable: <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• SUPPORTING DOCUMENTATION NOT RECEIVED</li> </ul>	None required	LAC
<b>The Acquirer can remedy the Chargeback.</b> <b>General</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• One or more of the following: <ul style="list-style-type: none"> <li>– Documentation to prove that the service was not cancelled</li> <li>– Documentation to prove that the Acquirer or Merchant was not notified that the account was closed</li> <li>– Documentation to prove that the Transaction was not previously charged back</li> </ul> </li> </ul>	All

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### 11.1.12 Chargeback Reason Code 53 – Not as Described or Defective Merchandise

#### 11.1.12.1 Chargeback Conditions – Reason Code 53

Table 11-23: Chargeback Conditions – Reason Code 53

Condition	Chargeback Conditions – Reason Code 53	Country/Region
1	Merchandise or services did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase.	All

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Condition	Chargeback Conditions – Reason Code 53	Country/ Region
2	For a Card-Absent Environment Transaction, the Merchant's verbal description or other documentation presented at the time of purchase did not match the merchandise or services received.	Canada Domestic US Domestic Canada/US Interregional
3	The merchandise received by the Cardholder was damaged or defective.	All
4	The Cardholder disputes the quality of the merchandise or services.	All
5	The merchandise was identified as counterfeit by: <ul style="list-style-type: none"> <li>• The owner of the intellectual property or its authorized representative</li> <li>• A customs agency, law enforcement agency, or other governmental agency</li> <li>• A neutral bona fide expert</li> </ul>	All
6	The Cardholder claims that the terms of sale were misrepresented by the Merchant.	All

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### 11.1.12.2 Chargeback Rights and Limitations – Reason Code 53

Table 11-24: Chargeback Rights and Limitations – Reason Code 53

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/ Region
General	<ul style="list-style-type: none"> <li>• The Chargeback amount is limited to the unused portion of the service or value of the returned merchandise.</li> <li>• The Chargeback amount must not exceed the original Transaction amount.</li> </ul>	All
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.	All excluding VE
Chargeback Condition 1, 3, 4	Before the Issuer may initiate a Chargeback, the Cardholder must return or attempt to return the merchandise or cancel the services.	All excluding VE
Chargeback Condition 1, 3, 4	Before the Issuer may initiate a Chargeback, the Cardholder must return the merchandise or cancel the services. If the Cardholder is unable to return merchandise which was delivered or installed by the Merchant, the Cardholder may instead attempt to return the merchandise.	Interregional including VE

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
Chargeback Condition 2	Before the Issuer may initiate a Chargeback, the Cardholder must return or attempt to return the merchandise or cancel the services.	Canada Domestic US Domestic Canada/US Interregional
Chargeback Condition 5	If the Cardholder was advised by one of the entities listed under Chargeback Condition 5 that the merchandise ordered was counterfeit, the Chargeback applies even if the Cardholder has not received the merchandise.	All
Chargeback Condition 6	<p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li> <li>• A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:<sup>2</sup> <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief services</li> <li>– Credit card interest rate reduction services</li> </ul> </li> <li>• Computer software, including anti-virus software that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>• Business opportunities where the Merchant suggests an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> <li>• A Transaction where a Merchant advises the Cardholder that they can recover the Cardholder's funds and fails to provide services</li> <li>• A Transaction at an outbound telemarketing Merchant</li> </ul>	All excluding VE
Chargeback Condition 6	<p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li> </ul>	Interregional including VE

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
	<ul style="list-style-type: none"> <li>● A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:<sup>2</sup> <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief services</li> <li>– Credit card interest rate reduction services</li> </ul> </li> <li>● Computer software, including anti-virus software that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>● Business opportunities where the Merchant suggests an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> </ul> <p><sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.</p> <p><sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.</p>	

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### 11.1.12.3 Invalid Chargebacks – Reason Code 53

Table 11-25: Invalid Chargebacks – Reason Code 53

Chargeback Condition	Invalid Chargebacks – Reason Code 53	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>● The Cash-Back portion of a Visa Cash-Back Transaction</li> <li>● A dispute regarding Value-Added Tax (VAT)</li> </ul>	All
Chargeback Condition 1, 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 2	Either: <ul style="list-style-type: none"> <li>● A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</li> </ul>	Canada Domestic US Domestic

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Chargeback Condition	Invalid Chargebacks – Reason Code 53	Country/Region
	<ul style="list-style-type: none"> <li>• A Transaction in which the merchandise or services provided do not match the Merchant's verbal or written description and the Transaction is a Card-Absent Environment Transaction at a Merchant that sells any of the following merchandise or services:           <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief service</li> <li>– Credit card interest rate reduction services</li> <li>– Anti-virus software that is sold using inaccurate online advertisements or malicious software downloads to the Cardholder's personal computer or other electronic device</li> </ul> </li> </ul>	<b>Canada/US Interregional</b>
<b>Chargeback Condition 1, 2, 3, 4</b>	A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency	<b>All</b>
<b>Chargeback Condition 6</b>	<ul style="list-style-type: none"> <li>• A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</li> <li>• A dispute related solely to the quality of merchandise or services provided</li> </ul>	<b>All</b>

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#### 11.1.12.4 Chargeback Time Limit – Reason Code 53

Table 11-26: Chargeback Time Limit – Reason Code 53

Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
<b>General</b>	<p>Unless otherwise specified, a Chargeback must be processed no later than 120 calendar days from one of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• For merchandise or services purchased on or before the Transaction Processing Date, the date the Cardholder received the merchandise or services</li> <li>• For a partial prepayment, the Processing Date of the balance portion of the Transaction</li> <li>• For merchandise or services provided after the Transaction Processing Date, the date the Cardholder received the merchandise or services</li> </ul>	<b>All</b>

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Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
<b>Chargeback Condition 1, 3, 4</b>	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.	All
<b>Chargeback Condition 2</b>	<p>Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder attempted to return the merchandise.</p> <p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all of the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date.</li> <li>• The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date.</li> </ul>	Canada Domestic US Domestic Canada/US Interregional
<b>Chargeback Condition 4</b>	<p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date.</li> <li>• The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date.</li> </ul>	All
<b>Chargeback Condition 5</b>	A Chargeback must be processed no later than 120 calendar days from the date the Cardholder received the merchandise or the date on which the Cardholder was notified that the merchandise was counterfeit, not to exceed 540 calendar days from the Transaction Processing Date.	All
<b>Chargeback Condition 6</b>	<p>A Chargeback must be processed no later than 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services or the date on which the Cardholder was first made aware that the merchandise or services would not be provided, not to exceed 540 calendar days from the Transaction Processing Date.</p> <p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date</li> </ul>	All

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Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
	<ul style="list-style-type: none"> <li>The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date</li> </ul>	

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### 11.1.12.5 Chargeback Processing Requirements – Reason Code 53

Table 11-27: Chargeback Processing Requirements – Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1, 3, 4</b> As applicable: <ul style="list-style-type: none"> <li>NOT AS DESCRIBED</li> <li>DEFECTIVE MERCHANDISE</li> </ul>	<i>Visa Resolve Online Questionnaire</i> stating the following, as applicable: <ul style="list-style-type: none"> <li>An explanation of what was not as described or defective or information regarding the quality-related issue</li> <li>The date the Cardholder received the merchandise or services</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>The date the Cardholder returned or attempted to return the merchandise or cancelled services.</li> <li>A detailed explanation of how and when the Cardholder attempted to return the merchandise</li> <li>The disposition of the merchandise</li> <li>The name of the shipping company</li> <li>An invoice/tracking number (if available)</li> <li>The date the Merchant received the merchandise</li> <li>In lieu of documentation, Issuer certification that the Merchant refused the return of the merchandise, refused to provide a return merchandise authorization, or instructed the Cardholder not to return the merchandise</li> </ul>	All excluding VE
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>NOT AS DESCRIBED</li> </ul>	<i>Visa Resolve Online Questionnaire</i> stating the following, as applicable: <ul style="list-style-type: none"> <li>An explanation of what was not as described</li> <li>The date the Cardholder received the merchandise or services</li> </ul>	Canada Domestic US Domestic Canada/US Interregional

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>• That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>• The date the Cardholder returned or attempted to return the merchandise or cancelled services</li> <li>• A detailed explanation of how and when the Cardholder attempted to return the merchandise</li> <li>• The disposition of the merchandise</li> <li>• The name of the shipping company</li> <li>• An invoice/tracking number (if available)</li> <li>• The date the Merchant received the merchandise</li> <li>• In lieu of documentation, Issuer certification that the Merchant refused the return of the merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> </ul>	
<b>Chargeback Condition 1, 3, 4</b> As applicable: <ul style="list-style-type: none"> <li>• NOT AS DESCRIBED</li> <li>• DEFECTIVE MERCHANDISE</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> stating the following, as applicable: <ul style="list-style-type: none"> <li>– An explanation of what was not as described or defective or information regarding the quality related issue</li> <li>– The date the Cardholder received the merchandise or services</li> <li>– That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– The date the Cardholder returned, or attempted to return the merchandise or cancelled services</li> <li>– A detailed explanation of how and when the Cardholder attempted to return the merchandise</li> <li>– The disposition of the merchandise, if applicable</li> <li>– The name of the shipping company</li> <li>– An invoice/tracking number (if available)</li> <li>– The date the Merchant received the merchandise</li> </ul> </li> <li>• Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	Interregional including VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 5</b> <ul style="list-style-type: none"><li>• COUNTERFEIT MERCHANDISE</li></ul>	<p><i>Visa Resolve Online Questionnaire</i> including all of the following:</p> <ul style="list-style-type: none"> <li>• Certification that the Cardholder received notification from one of the entities listed under Chargeback Condition 5 that the merchandise is counterfeit</li> <li>• The date the Cardholder received the merchandise or received notification that the merchandise was counterfeit</li> <li>• A description of the counterfeit merchandise</li> <li>• The disposition of the merchandise</li> <li>• Information about the person or entity that indicated the merchandise to be counterfeit, including the name of the person and/or entity providing the notification, and validation that the person or entity is qualified to provide the notification</li> </ul>	All
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>• TERMS OF SALE MISREPRESENTED</li></ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise was returned or the service was cancelled</li> <li>– The name of the shipping company</li> <li>– The invoice/tracking number (if available)</li> <li>– The date the Merchant received the merchandise</li> <li>– In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> <li>– That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– An explanation of what was not as described or defective</li> <li>– The date the Cardholder received the merchandise or services</li> </ul> </li> <li>• Information from the Cardholder describing how the Merchant's verbal and/or written representations do not match the terms of sale to which the Cardholder agreed</li> </ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>• TERMS OF SALE MISREPRESENTED</li></ul>	Both: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following as applicable:<ul style="list-style-type: none"><li>– The date the merchandise or the service was cancelled</li><li>– That the Cardholder attempted to resolve the dispute with the Merchant</li><li>– The date the Cardholder received the merchandise or services</li></ul></li><li>• Documentation from the Cardholder describing how the Merchant's written representations do not match the terms of sale to which the Cardholder agreed</li></ul>	Interregional including VE

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### 11.1.12.6 Representation Processing Requirements – Reason Code 53

Table 11-28: Representation Processing Requirements – Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• RETURNED MDSE NOT RECEIVED (if applicable)</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Documentation to prove that the merchandise or service matched what was described</li><li>• Merchant rebuttal addressing the Cardholder's claims</li><li>• If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise</li></ul>	Canada Domestic US Domestic Canada/US Interregional
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 3, 4</b> <ul style="list-style-type: none"><li>• RETURNED MDSE NOT RECEIVED (if applicable)</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Documentation to prove that the merchandise or service matched what was described</li><li>• Merchant rebuttal addressing the Cardholder's claims</li><li>• If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise</li></ul>	All
<b>The Acquirer can remedy the Chargeback</b>	Both:	All

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 5</b> <ul style="list-style-type: none"><li>• None required</li></ul>	<ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Documentation to support the Merchant's claim that the merchandise was not counterfeit</li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>• None required</li></ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Documentation to prove that the terms of sale of the merchandise or services were not misrepresented</li> </ul>	All

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### 11.1.13 Chargeback Reason Code 57 – Fraudulent Multiple Transactions

#### 11.1.13.1 Chargeback Conditions – Reason Code 57

Table 11-29: Chargeback Conditions – Reason Code 57

Condition	Chargeback Conditions – Reason Code 57	Country/ Region
1	<p>All of the following:</p> <ul style="list-style-type: none"> <li>• All of the disputed Transactions occurred at the same Merchant Outlet.</li> <li>• The Cardholder acknowledges participating in at least one Transaction at the same Merchant Outlet.</li> <li>• The Cardholder denies authorizing or participating in the disputed Transaction.</li> <li>• The Card was in the Cardholder's possession at the time of the disputed Transaction.</li> </ul>	All

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#### 11.1.13.2 Invalid Chargebacks – Reason Code 57 (Updated)

Table 11-30: Invalid Chargebacks – Reason Code 57

Chargeback Condition	Invalid Chargebacks – Reason Code 57	Country/ Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>• A Card-Absent Environment Transaction</li> </ul>	All

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Chargeback Condition	Invalid Chargebacks – Reason Code 57	Country/Region
	<ul style="list-style-type: none"> <li>• A delayed charge or an amended amount processed as specified in Section 5.9.6.3, "Conditions for Assessing Amended Amounts or Delayed Charges"</li> <li>• An Emergency Cash Disbursement</li> <li>• An EMV PIN Transaction</li> <li>• A Contactless Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used</li> </ul>	
General	A PIN-Authenticated Visa Debit Transaction	US Domestic

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### 11.1.13.3 Chargeback Processing Requirements – Reason Code 57

Table 11-31: Chargeback Processing Requirements – Reason Code 57

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• In lieu of documentation, Issuer certification that the Cardholder does all of the following:               <ul style="list-style-type: none"> <li>– Acknowledges participation in at least one Transaction</li> <li>– Denies authorizing or participating in the disputed Transaction(s)</li> <li>– States that the Card was in the Cardholder's possession at the time the disputed Transaction occurred</li> </ul> </li> <li>• In lieu of documentation, Issuer certification that the acknowledged Transaction was not processed, if applicable</li> </ul>	All excluding VE
<b>General</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• A Cardholder letter stating that the Cardholder does all of the following:               <ul style="list-style-type: none"> <li>– Acknowledges participation in at least one Transaction</li> </ul> </li> </ul>	Interregional including VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– Denies authorizing or participating in the disputed Transaction(s)</li> <li>– States that the Card was in the Cardholder's possession at the time the disputed Transaction occurred</li> <li>• If the acknowledged Transaction was not processed, the Issuer must supply the Cardholder copy of the Transaction Receipt</li> </ul>	

ID# 0007494

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### 11.1.13.4 Representment Processing Requirements – Reason Code 57

Table 11-32: Representment Processing Requirements – Reason Code 57

Representment Processing Requirements – Reason Code 57		
Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback  General • None required	All of the following, if applicable: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Irrefutable evidence to demonstrate that the Cardholder participated in the disputed Transactions</li> <li>• Evidence to show that the Chargeback was invalid</li> </ul>	All

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### 11.1.14 Chargeback Reason Code 62 – Counterfeit Transaction

#### 11.1.14.1 Chargeback Conditions – Reason Code 62 (Updated)

Table 11-33: Chargeback Conditions – Reason Code 62

Condition	Chargeback Conditions – Reason Code 62	Country/ Region
1	All of the following: <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> </ul>	All

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Condition	Chargeback Conditions – Reason Code 62	Country/ Region
	<ul style="list-style-type: none"> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• Online Authorization was obtained without transmission of the entire unaltered data on track 1 or track 2, or Full-Chip Data.</li> <li>• The Issuer reported the Transaction as counterfeit Fraud Activity through VisaNet.</li> </ul>	
2	<p>The Transaction qualifies for the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation," and all of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• The Card is a Chip Card (first digit of the Service Code is 2 or 6).</li> <li>• Either: <ul style="list-style-type: none"> <li>– The Transaction did not take place at a Chip-Reading Device (terminal entry capability code was not 5).</li> <li>– For a Transaction that does not involve a Member in the Visa Europe Territory, the Transaction was Chip-initiated and, if the Transaction was authorized Online, the Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li> </ul> </li> </ul>	All
Effective for Transactions completed through 14 October 2016 3	<p>All of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• The Transaction was a Manual Cash Disbursement or a Quasi-Cash Transaction completed in a Face-to-Face Environment.</li> <li>• The Merchant or Member did not both: <ul style="list-style-type: none"> <li>– Compare the first 4 digits of the embossed or printed Account Number with the 4 digits printed above or below the Account Number</li> <li>– Record on the Transaction Receipt the digits printed above or below the Account Number</li> </ul> </li> </ul>	All

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### 11.1.14.2 Invalid Chargebacks – Reason Code 62 (Updated)

Table 11-34: Invalid Chargebacks – Reason Code 62

Chargeback Condition	Invalid Chargebacks – Reason Code 62	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	An Emergency Cash Disbursement	All
<b>Chargeback Condition 1</b>	Either: <ul style="list-style-type: none"> <li>• The CVV was not encoded on the Card.</li> <li>• The Transaction was completed with a Proprietary Card bearing the Plus Symbol.</li> </ul>	All
<b>Chargeback Condition 2</b>	Any of the following: <ul style="list-style-type: none"> <li>• The Transaction was a Chip-initiated Transaction (POS Entry Mode code 05 or 07).</li> <li>• The Transaction was a Fallback Transaction.</li> <li>• The Authorization record contains POS Entry Mode code 90 and the Service Code encoded on the Magnetic Stripe does not indicate the presence of a Chip.</li> <li>• The CVV was in the Authorization Request but CVV verification was not performed or the Authorization record indicates that the CVV failed verification.</li> </ul>	All
<b>Effective for Transactions completed through 14 October 2016</b> <b>Chargeback Condition 3</b>	Either: <ul style="list-style-type: none"> <li>• A Transaction conducted using a Mobile Payment Device</li> <li>• A Transaction completed with a Proprietary Card bearing the Plus Symbol</li> </ul>	All

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### 11.1.14.3 Chargeback Processing Requirements – Reason Code 62 (Updated)

Table 11-35: Chargeback Processing Requirements – Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable:	<ul style="list-style-type: none"> <li>• For an ATM Transaction: None required</li> </ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>• For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT</li> </ul>	<ul style="list-style-type: none"> <li>• For all other Transactions, all of the following, as applicable:           <ul style="list-style-type: none"> <li>– <i>Visa Resolve Online Questionnaire</i></li> <li>– Certification that the CVV was encoded on the Card</li> <li>– Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li> <li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>– Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> </ul>	
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>• For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT</li> </ul>	<ul style="list-style-type: none"> <li>• For an ATM Transaction: None required</li> <li>• For all other Transactions, all of the following, as applicable:           <ul style="list-style-type: none"> <li>– <i>Visa Resolve Online Questionnaire</i></li> <li>– Certification that the CVV was encoded on the Card</li> <li>– Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li> <li>– For Transactions with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following:               <ul style="list-style-type: none"> <li>▪ Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>▪ Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>▪ Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> </ul> </li> </ul> </li> </ul>	<b>Interregional including VE</b>

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>▪ Certification of the date the Account Number was listed on the Exception File</li> <li>– For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• EMV CARD, NON EMV DEVICE</li></ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>• Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>• Certification of the date the Account Number was listed on the Exception File</li> </ul>	<b>All excluding VE</b>
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• EMV CARD, NON EMV DEVICE</li></ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• For a Transaction with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>– Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>• For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), Cardholder letter denying authorization or participation in the Transaction</li> </ul>	<b>Interregional including VE</b>

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### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>Effective for Transactions completed through 14 October 2016</b></p> <p><b>Chargeback Condition 3</b></p> <ul style="list-style-type: none"> <li>For a Manual Cash Disbursement or Quasi-Cash Transaction: EMBOSSED/PRINTED DIGITS NOT COMPARED</li> </ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul>	All excluding VE
<p><b>Effective for Transactions completed through 14 October 2016</b></p> <p><b>Chargeback Condition 3</b></p> <ul style="list-style-type: none"> <li>For a Manual Cash Disbursement or Quasi-Cash Transaction: EMBOSSED/PRINTED DIGITS NOT COMPARED</li> </ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>A legible Transaction Receipt copy</li> <li>For a Transaction with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	Interregional including VE

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### 11.1.14.4 Representment Rights and Limitations – Reason Code 62

Table 11-36: Representment Rights and Limitations – Reason Code 62

Chargeback Condition	Representment Rights and Limitations – Reason Code 62	Country/Region
General	For a Representment due to an Issuer not properly listing the Account Number on the Exception File, not properly reporting Fraud Activity, or not closing an account, the Acquirer must provide information/documentation to support this claim.	All

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### 11.1.14.5 Representment Processing Requirements – Reason Code 62 (Updated)

Table 11-37: Representment Processing Requirements – Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>• AUTH DATE MMDDYY CODE X...X</li> <li>• POS XX (Specify POS Entry Mode code value)</li> <li>• AUTHENTICATION CRYPT IN AUTH</li> </ul>	As applicable	All
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• EMV DEVICE, POS 90, NON CHIP SVCE CODE</li> <li>• EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li> </ul>	As applicable	All

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Effective for Transactions completed through 14 October 2016</b> <b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li> </ul>	As applicable	All
<b>The Acquirer can remedy the Chargeback</b> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	As applicable	All

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### 11.1.15 Chargeback Reason Code 70 – Card Recovery Bulletin or Exception File

#### 11.1.15.1 Chargeback Conditions – Reason Code 70

Table 11-38: Chargeback Conditions – Reason Code 70

Condition	Chargeback Conditions – Reason Code 70	Country/ Region
1	All of the following: <ul style="list-style-type: none"> <li>• The Transaction was below the Merchant's Floor Limit.</li> <li>• The Merchant did not obtain Authorization.</li> <li>• On the Transaction Date, the Account Number was listed in the Card Recovery Bulletin for the Visa Region in which the Merchant Outlet is located.</li> </ul>	All excluding US Domestic

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### 11.1.15.2 Chargeback Rights and Limitations – Reason Code 70

Table 11-39: Chargeback Rights and Limitations – Reason Code 70

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 70	Country/Region
General	The Chargeback applies whether or not a specific Account Number in a blocked BIN appears in the Card Recovery Bulletin or Exception File.	All excluding US Domestic
Chargeback Condition 1	If the Transaction Date was not transmitted in the Clearing Record, the Chargeback applies if the Account Number was listed in the Card Recovery Bulletin within the 10 calendar days before the Transaction Processing Date.	All excluding US Domestic

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### 11.1.15.3 Invalid Chargebacks – Reason Code 70 (Updated)

Table 11-40: Invalid Chargebacks – Reason Code 70

Chargeback Condition	Invalid Chargebacks – Reason Code 70	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>A Transaction authorized through the Emergency Payment Authorization Service</li> <li>A Transaction completed at a Contactless-only Acceptance Device</li> </ul>	All excluding US Domestic
Chargeback Condition 1	A Transaction that both: <ul style="list-style-type: none"> <li>Occurred at a Chip-Reading Device</li> <li>Qualifies for the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation"</li> </ul>	All excluding US Domestic

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### 11.1.15.4 Chargeback Processing Requirements – Reason Code 70

Table 11-41: Chargeback Processing Requirements – Reason Code 70

Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1	None required	All excluding US Domestic

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>• LISTED CRB DATE MMDDYY CRB REGION XX</li> </ul>		

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### 11.1.15.5 Representation Processing Requirements – Reason Code 70

Table 11-42: Representation Processing Requirements – Reason Code 70

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>Chargeback Condition 1</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>• ACCT NUM NOT ON CRB TRAN DATE MMDDYY</li> <li>• CHECK-IN DATE MMDDYY</li> <li>• RENTAL DATE MMDDYY</li> <li>• EMBARK DATE MMDDYY</li> <li>• AUTH DATE MMDDYY CODE X...X</li> <li>• EMV DEVICE, CRB N/A</li> </ul>	<p>Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable</p>	<b>All excluding US Domestic</b>

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### 11.1.16 Chargeback Reason Code 71 – Declined Authorization

#### 11.1.16.1 Chargeback Conditions – Reason Code 71

Table 11-43: Chargeback Conditions – Reason Code 71

Condition	Chargeback Conditions – Reason Code 71	Country/ Region
1	An Authorization Request received a Decline or Pickup Response and the Merchant completed the Transaction	All

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Condition	Chargeback Conditions – Reason Code 71	Country/ Region
2	<p><b>Effective for Transactions completed through 14 April 2016</b></p> <p>All of the following:</p> <ul style="list-style-type: none"> <li>• An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response, a Pickup Response, or a Referral Response.</li> <li>• A subsequent Authorization was obtained by a means other than Voice Authorization.</li> <li>• The Merchant completed the Transaction.</li> <li>• The Transaction was initiated with a Counterfeit Card.</li> </ul> <p><b>Effective for Transactions completed on or after 15 April 2016</b></p> <p>All of the following:</p> <ul style="list-style-type: none"> <li>• An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response, or a Pickup Response</li> <li>• A subsequent Authorization was obtained by a means other than Voice Authorization.</li> <li>• The Merchant completed the Transaction.</li> <li>• The Transaction was initiated with a Counterfeit Card.</li> </ul>	All
3	<p><b>Effective for Transactions completed through 14 April 2016</b></p> <p>All of the following:</p> <ul style="list-style-type: none"> <li>• A Chip-Reading Device transmitted an Authorization Request that contained all of the data elements that create the EMV-Online Card Authentication Cryptogram with POS Entry Mode code 05 or 07.</li> <li>• The Authorization Response was a Referral Response.</li> <li>• The Authorization Request was approved by means other than Voice Authorization.</li> <li>• The approved Transaction is fraudulent.</li> </ul>	All

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### 11.1.16.2 Invalid Chargebacks – Reason Code 71 (Updated)

Table 11-44: Invalid Chargebacks – Reason Code 71

Chargeback Condition	Invalid Chargebacks – Reason Code 71	Country/ Region
<b>The Chargeback is invalid for any of the following:</b>		

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Chargeback Condition	Invalid Chargebacks – Reason Code 71	Country/Region
General	<ul style="list-style-type: none"> <li>• A Transaction that was authorized by Stand-In Processing</li> <li>• A Transaction that was authorized through the Emergency Payment Authorization Service</li> </ul>	All
Chargeback Condition 1	<p><b>Effective for Transactions completed through 14 April 2016</b></p> <p>A Transaction for which Authorization was obtained after a Decline Response or Referral Response was received for the same purchase. This does not include an Authorization Request that received a Pickup Response 04, 07, 41, or 43 or was submitted more than 12 hours after the submission of the first Authorization Request.</p> <p><b>Effective for Transactions completed on or after 15 April 2016</b></p> <p>A Transaction for which Authorization was obtained after a Decline Response was received for the same purchase. This does not include an Authorization Request that received a Pickup Response 04, 07, 41, or 43 or was submitted more than 12 hours after the submission of the first Authorization Request.</p>	All

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### 11.1.16.3 Chargeback Processing Requirements – Reason Code 71

Table 11-45: 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	<p>Either:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following:</li> <ul style="list-style-type: none"> <li>– <b>Effective for Transactions completed through 14 April 2016</b> <ul style="list-style-type: none"> <li>▪ Date and time the call was received from the International Automated Referral Service</li> <li>▪ Account Number</li> <li>▪ Transaction amount</li> <li>▪ Issuer response</li> </ul> </li> </ul> </ul>	All

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– Effective for Transactions completed on or after 15 April 2016 <ul style="list-style-type: none"> <li>▪ Account Number</li> <li>▪ Transaction amount</li> <li>▪ Issuer response</li> </ul> </li> <li>• Visa Resolve Online Questionnaire with Issuer certification that the approved Transaction was Counterfeit and both the initial and subsequent Authorization Requests contained all of the following identical data: <ul style="list-style-type: none"> <li>– Account Number</li> <li>– Transaction Date</li> <li>– Transaction amount</li> <li>– Merchant identification</li> </ul> </li> </ul>	
Chargeback Condition 3  • AUTH DECLINED MMDDYY	<p><b>Effective for Transactions completed through 14 April 2016</b></p> <p>Visa Resolve Online Questionnaire with Issuer certification of all of the following:</p> <ul style="list-style-type: none"> <li>• The approved Transaction was fraudulent.</li> <li>• Both the initial and subsequent Authorization Requests contained all of the following identical data: <ul style="list-style-type: none"> <li>– Account Number</li> <li>– Transaction Date</li> <li>– Transaction amount</li> <li>– Merchant identification</li> </ul> </li> <li>• The 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 30 calendar days from the date of listing.</li> </ul>	All

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### 11.1.16.4 Representation Processing Requirements – Reason Code 71

**Table 11-46: Representation Processing Requirements – Reason Code 71**

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> As applicable: <ul style="list-style-type: none"><li>• AUTH DATE MMDDYY CODE X...X</li><li>• TRAN IS MMDDYY NOT MMDDYY</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• For a dispute involving special Authorization procedures, <i>Certification of Special Authorization Representment Amount (Exhibit 3C)</i>. This does not apply to a US Domestic Transaction.</li><li>• Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable</li></ul>	<b>All</b>

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### 11.1.17 Chargeback Reason Code 72 – No Authorization

#### 11.1.17.1 Chargeback Conditions – Reason Code 72

**Table 11-47: Chargeback Conditions – Reason Code 72**

Condition	Chargeback Conditions – Reason Code 72	Country/Region
1	The Transaction exceeded the Floor Limit and Authorization was not obtained on the Transaction Date	<b>All</b>
2	Authorization was obtained using invalid or incorrect data, or the MCC used in the Authorization Request does not match the MCC in the Clearing Record of the first Presentment for the same Transaction.	<b>All</b>

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#### 11.1.17.2 Chargeback Rights and Limitations – Reason Code 72

**Table 11-48: Chargeback Rights and Limitations – Reason Code 72**

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 72	Country/Region
General	<ul style="list-style-type: none"><li>• The Chargeback is limited to the amount above the applicable Floor Limit for a Chip-initiated, Offline-Authorized Transaction</li></ul>	<b>All</b>

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 72	Country/Region
	<ul style="list-style-type: none"> <li>• If Authorization was obtained for an amount less than the Transaction amount, the Chargeback is limited to either:           <ul style="list-style-type: none"> <li>– The amount that was not authorized</li> <li>– The difference between the Transaction amount and the amount for which Authorization was required, as specified in <a href="#">Section 5.8.3.1, "Special Authorization Amount Requirements"</a></li> </ul> </li> <li>• An Authorization is invalid for a Fallback Transaction where the appropriate values<sup>1</sup> identifying the Transaction as a Fallback Transaction are not included in the Authorization Request. For a Fallback Transaction, the Merchant Floor Limit is zero.</li> </ul> <p><sup>1</sup> Including the following: POS Entry Mode code is 01, 02, or 90, terminal entry capability code is 5. If the POS Entry Mode code is 02 or 90, the first digit of the Service Code must be 2 or 6. If the POS Entry Mode code is 01, the POS condition code must be 00 or 03.</p>	
Chargeback Condition 1	The Chargeback applies to a Chip-initiated Transaction that included an Authorization Request Cryptogram (ARQC) in the Clearing Record but was not authorized Online by the Issuer or the Issuer's agent.	All
Chargeback Condition 2	<ul style="list-style-type: none"> <li>• The Chargeback applies for the entire Transaction amount.</li> <li>• The Authorization is invalid if the Authorization Request contained an incorrect Transaction Date, MCC, Merchant or Transaction type indicator, country code, state code, special condition indicator, or other field required by the VisaNet Manuals.</li> </ul>	All

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### 11.1.17.3 Invalid Chargebacks – Reason Code 72

Table 11-49: Invalid Chargebacks – Reason Code 72

Chargeback Condition	Invalid Chargebacks – Reason Code 72	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<b>Effective for Transactions completed through 14 April 2016</b> A Transaction for which the Authorization was processed through the International Automated Referral Service	All
General	A Transaction for which Partial Authorization was obtained and both: <ul style="list-style-type: none"> <li>• The Partial Authorization indicator was present in the Authorization Request.</li> </ul>	US Domestic

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Chargeback Condition	Invalid Chargebacks – Reason Code 72	Country/Region
	<ul style="list-style-type: none"> <li>The Transaction amount does not exceed the amount in the Partial Authorization Response.</li> </ul>	

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### 11.1.17.4 Chargeback Processing Requirements – Reason Code 72

Table 11-50: Chargeback Processing Requirements – Reason Code 72

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>NO AUTHORIZATION</li> <li>EMV CARD, NO AUTH, EXCD CHIP FLOOR LIMIT</li> <li>EMV CARD, INVALID FALBACK DATA</li> <li>TRAN EXCEEDS AUTH AMOUNT</li> </ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>AUTH OBTAINED USING INVALID DATA</li> </ul>	<ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>In lieu of documentation, Issuer certification that the Authorization Request would have been declined if valid data had been provided and an explanation of why the inclusion of valid data would have caused the Authorization Request to be declined</li> </ul>	All excluding VE
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>AUTH OBTAINED USING INVALID DATA</li> </ul>	<ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to support the Issuer's claim that the Transaction would have been declined if Transaction data had been provided in the Authorization Request</li> </ul>	Interregional including VE

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### 11.1.17.5 Representation Processing Requirements – Reason Code 72

Table 11-51: Representation Processing Requirements – Reason Code 72

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Issuer did not meet the applicable Chargeback conditions</b></p> <p><b>General</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• EMV CARD, VALID FALBACK DATA</li> <li>• NOT AN EMV CARD, NON EMV DEVICE</li> </ul>	As applicable	All
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>Chargeback Condition 1</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>• AUTH DATE MMDDYY CODE X...X AMT \$XXX</li> <li>• TRAN DATE IS MMDDYY NOT MMDDYY</li> <li>• MO/TO (or EC) ORDER DATE MMDDYY CODE XXXXX AMT \$XXXX</li> <li>• MERCHANT IS RESTAURANT MMDDYY CODE XXXXX AMT \$XXXX</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• For a dispute involving special Authorization procedures, both: <ul style="list-style-type: none"> <li>– <i>Certification of Special Authorization Representment Amount (Exhibit 3C)</i>. This does not apply to a US Domestic Transaction.</li> <li>– For a T&amp;E Transaction, the Transaction Receipt or Substitute Transaction Receipt, if the Merchant obtained valid Authorization using special Authorization procedures between the dates that the Transaction was initiated and completed, and internal Authorization records conflict</li> </ul> </li> </ul>	All
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>Chargeback Condition 2</b></p> <ul style="list-style-type: none"> <li>• None required</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• V.I.P. System Authorization record and the Clearing Record of the first Presentment</li> </ul>	All

## 11.1.18 Chargeback Reason Code 73 – Expired Card

### 11.1.18.1 Chargeback Conditions – Reason Code 73

Table 11-52: Chargeback Conditions – Reason Code 73

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

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### 11.1.18.2 Chargeback Rights and Limitations – Reason Code 73

Table 11-53: Chargeback Rights and Limitations – Reason Code 73

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 73	Country/Region
General	<ul style="list-style-type: none"> <li>The Transaction Date is the date on which the Transaction occurred or one of the following: <ul style="list-style-type: none"> <li>For a Lodging Merchant, the check-in date</li> <li>For a Car Rental Merchant, the date the car was rented</li> <li>For a Cruise Line, the embarkation date</li> </ul> </li> <li>For a Mail/Phone Order Transaction or an Electronic Commerce Transaction, the expiration date provided by the Cardholder is assumed to be correct.</li> </ul>	All

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### 11.1.18.3 Invalid Chargebacks – Reason Code 73

Table 11-54: Invalid Chargebacks – Reason Code 73

Chargeback Condition	Invalid Chargebacks – Reason Code 73	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>A Transaction authorized through the Emergency Payment Authorization Service</li> </ul>	All

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Chargeback Condition	Invalid Chargebacks – Reason Code 73	Country/Region
	<ul style="list-style-type: none"> <li>• A Chip-initiated Transaction</li> </ul>	

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### 11.1.18.4 Chargeback Processing Requirements – Reason Code 73

Table 11-55: Chargeback Processing Requirements – Reason Code 73

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"> <li>• CARD EXPIRED MMDDYY</li> </ul>	None required	All

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### 11.1.18.5 Representment Processing Requirements – Reason Code 73

Table 11-56: Representment Processing Requirements – Reason Code 73

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> As applicable: <ul style="list-style-type: none"> <li>• AUTH DATE MMDDYY</li> <li>• CARD NOT EXPIRED ON TRAN DATE</li> <li>• CHECK-IN DATE MMDDYY</li> <li>• RENTAL DATE MMDDYY</li> <li>• EMBARK DATE MMDDYY</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• One of the following: <ul style="list-style-type: none"> <li>– The Merchant's Authorization log</li> <li>– Documentation to prove that the Card was not expired on the Transaction Date</li> <li>– Evidence that the Transaction was Chip-initiated and offline-authorized</li> </ul> </li> </ul>	All

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## 11.1.19 Chargeback Reason Code 74 – Late Presentment

### 11.1.19.1 Chargeback Conditions – Reason Code 74

Table 11-57: Chargeback Conditions – Reason Code 74

Condition	Chargeback Conditions – Reason Code 74	Country/Region
1	Both: <ul style="list-style-type: none"> <li>The Transaction was not processed within the required time limit</li> <li>The Account Number was not in good standing on the Chargeback Processing Date</li> </ul>	All
2	The Transaction Date is more than 180 calendar days before the Processing Date	All

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### 11.1.19.2 Chargeback Rights and Limitations – Reason Code 74

Table 11-58: Chargeback Rights and Limitations – Reason Code 74

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"> <li>For a Lodging Merchant, the check-out date</li> <li>For a Car Rental Merchant, the return date</li> <li>For a Cruise Line, the disembarkation date</li> </ul>	All
Chargeback Condition 1	The Chargeback applies only if the Transaction Processing Date is more than: <b>Effective for Transactions completed through 14 April 2016</b> <ul style="list-style-type: none"> <li>For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date</li> <li>For an ATM or Load Transaction, 10 calendar days after the Transaction Date</li> <li>For all other Transactions, 30 calendar days after the Transaction Date</li> </ul> <b>Effective for Transactions completed on or after 15 April 2016</b> <ul style="list-style-type: none"> <li>For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date</li> </ul>	<b>Effective for Transactions completed through 14 April 2016</b> <b>All excluding Malaysia Domestic, US Domestic, and Egypt Domestic</b>

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/Region
	<ul style="list-style-type: none"> <li>For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date</li> <li>For all other Transactions, 8 calendar days after the Transaction Date</li> </ul>	<b>Effective for Transaction completed on or after 15 April 2016</b> All excluding Malaysia Domestic and Transactions acquired in Japan
Chargeback Condition 1	<ul style="list-style-type: none"> <li>For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date</li> <li>For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date</li> <li>For all other Transactions, 30 calendar days after the Transaction Date</li> </ul>	Transactions acquired in Japan
Chargeback Condition 1	<p>The Chargeback applies only if the Transaction Processing Date is more than:</p> <p><b>Effective for Transactions completed through 14 April 2016</b></p> <ul style="list-style-type: none"> <li>For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date</li> <li>For an ATM or Load Transaction, 10 calendar days after the Transaction Date</li> <li>For an Automated Fuel Dispenser Transaction, 6 calendar days after the Transaction Date</li> <li>For all other Transactions, 30 calendar days after the Transaction Date</li> </ul> <p><b>Effective for Transactions completed on or after 15 April 2016</b></p> <ul style="list-style-type: none"> <li>For an ATM or a Visa Electron Card Transaction, 5 calendar days after the Transaction Date</li> <li>For a Transaction processed using the Visa Prepaid Load Service, 2 calendar days after the Transaction Date</li> <li>For an Automated Fuel Dispenser Transaction, 6 calendar days after the Transaction Date</li> <li>For all other Transactions, 8 calendar days after the Transaction Date</li> </ul>	Malaysia Domestic

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/Region
<b>Effective for Transactions completed through 14 April 2016</b>  Chargeback Condition 1	<p><b>Effective for Transactions completed through 14 April 2016</b> The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"> <li>For a Transaction using an account that is not in good standing, including "not sufficient funds" (NSF), 10 calendar days after the Transaction Date</li> <li><b>Effective for Transactions completed through 30 June 2015</b> For an ATM Transaction, Load Transaction, Online Check Card Transaction, or PIN-Authenticated Visa Debit Transaction, 10 calendar days after the Transaction Date</li> <li><b>Effective for Transactions completed on or after 1 July 2015</b> For an ATM Transaction, Load Transaction, or PIN-Authenticated Visa Debit Transaction, 10 calendar days after the Transaction Date</li> <li>For a Transaction at a Merchant with multiple Merchant Outlets, for an account that is not in good standing, including NSF, 20 calendar days after the Transaction Date</li> </ul>	<b>Effective for Transactions completed through 14 April 2016</b> US Domestic
<b>Effective for Transactions completed through 14 April 2016</b>  Chargeback Condition 1	<p><b>Effective for Transactions completed through 14 April 2016</b> The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"> <li>For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date</li> <li>For an ATM or Load Transaction, 6 calendar days after the Transaction Date</li> <li>For all other Transactions, 10 calendar days after the Transaction Date</li> </ul>	<b>Effective for Transactions completed through 14 April 2016</b> Egypt Domestic

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### 11.1.19.3 Chargeback Time Limit – Reason Code 74 (Updated)

Table 11-59: Chargeback Time Limit – Reason Code 74

Chargeback Condition	Chargeback Time Limit – Reason Code 74	Country/Region
General	<ul style="list-style-type: none"> <li><b>Effective for Transactions completed through 14 April 2016</b> For an ATM Transaction or a Visa TravelMoney Card Transaction, 20 calendar days from the Processing Date of the Adjustment</li> </ul>	US Domestic

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### 11.1.19.4 Chargeback Processing Requirements – Reason Code 74 (Updated)

Table 11-60: Chargeback Processing Requirements – Reason Code 74

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"> <li>For a PIN-Authenticated Visa Debit Transaction:           <ul style="list-style-type: none"> <li>TRAN MORE THAN 10 DAYS LATE</li> </ul> </li> <li>For an ATM Transaction or a Load Transaction, ACCOUNT STATUS CODE (supply the appropriate code in the last position in the text)           <ul style="list-style-type: none"> <li>C = Credit Problem (also NSF for an ATM Transaction or a Load Transaction Adjustment)</li> <li>F = Other Fraud (lost, stolen, not received)</li> <li>X = Counterfeit</li> <li>O = Account Closed</li> </ul> </li> </ul>	None required	US Domestic
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>ACCOUNT STATUS CODE __ (Supply the appropriate code in the last position of the text)           <ul style="list-style-type: none"> <li>X=Counterfeit</li> <li>O=Account Closed</li> <li>C=Account Problem (in the US Region, includes NSF)</li> <li>F=Other Fraud (lost, stolen, not received)</li> </ul> </li> </ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>MORE THAN 180 DAYS LATE</li> </ul>	None required	All

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### 11.1.19.5 Representment Processing Requirements – Reason Code 74

Table 11-61: Representment Processing Requirements – Reason Code 74

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback General</b> <ul style="list-style-type: none"> <li>Both:           <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> </ul> </li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> </ul>	All

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Member Message Text	Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"><li>• CORRECT TRAN DATE MMDDYY</li></ul>	<ul style="list-style-type: none"><li>• The Transaction Receipt or other documentation with a Transaction Date that disproves late Presentment</li></ul>	

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### 11.1.20 Chargeback Reason Code 75 – Transaction Not Recognized

#### 11.1.20.1 Chargeback Conditions – Reason Code 75

Table 11-62: Chargeback Conditions – Reason Code 75

Condition	Chargeback Conditions – Reason Code 75	Country/Region
1	The Cardholder does not recognize the Transaction and additional information beyond the data required in the Clearing Record is needed to assist the Cardholder in identifying the Transaction	All

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#### 11.1.20.2 Verified by Visa Transaction Dispute Requirements – Reason Code 75

For a dispute involving Verified by Visa at any point in the Transaction, a Member must comply with the *Verified by Visa Dispute Resolution Guide*.

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#### 11.1.20.3 Chargeback Rights and Limitations – Reason Code 75

Table 11-63: Chargeback Rights and Limitations – Reason Code 75

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 75	Country/Region
General	The Chargeback applies only for key-entered Transactions and Unattended Transactions.	All

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#### **11.1.20.4 Invalid Chargebacks – Reason Code 75 (Updated)**

**Table 11-64: Invalid Chargebacks – Reason Code 75**

Chargeback Condition	Invalid Chargebacks – Reason Code 75	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	<ul style="list-style-type: none"> <li>A Transaction for which the Issuer used Retrieval Request reason code 33 (fraud analysis request) or Retrieval Request reason code 34 (legal process request)</li> <li>A Transaction for which the Acquirer supplies a Fulfillment with all required data specified in Section 5.10.4.1, "Required Substitute Transaction Receipt Content"</li> <li>A Transaction for which the No-Show indicator in the Clearing Record is 1</li> <li>A Transaction that the Cardholder states is fraudulent</li> <li>A Telephone Service Transaction</li> <li>A T&amp;E Transaction that contains required enhanced data in the Clearing Record</li> </ul>	<b>All</b>
<b>General</b>	<ul style="list-style-type: none"> <li>A Transaction for which the Acquirer provided evidence of an Imprint</li> <li>A Visa Easy Payment Service Transaction</li> </ul>	<b>All excluding VE</b>
<b>General</b>	A Transaction for which the Acquirer provided evidence of an Imprint and a signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)	<b>Interregional including VE</b>
<b>General</b>	A Contactless Payment Transaction	<b>Canada Domestic</b>
<b>General</b>	<ul style="list-style-type: none"> <li>A CPS/Passenger Transport Transaction</li> <li>A CPS/Automated Fuel Dispenser Transaction</li> <li>A PIN-Authenticated Visa Debit Transaction</li> </ul>	<b>US Domestic</b>

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#### **11.1.20.5 Chargeback Processing Requirements – Reason Code 75**

**Table 11-65: Chargeback Processing Requirements – Reason Code 75**

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b>	None required	<b>Interregional including VE</b>

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>RR DATE MMDDYY, (if the Transaction Receipt request was not fulfilled)</li> </ul>		

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### 11.1.20.6 Representment Processing Requirements – Reason Code 75 (Updated)

Table 11-66: Representment Processing Requirements – Reason Code 75

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Visa Resolve Online Questionnaire and both: <ul style="list-style-type: none"> <li>A copy of the Transaction Receipt or a detailed description of the merchandise or services purchased</li> <li>If applicable, additional information or Transaction data that was not required in the Clearing Record (A Representment for an Aggregated Transaction must include details of the individual purchases that have been aggregated)</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>For a Transaction conducted by a Merchant assigned MCC 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</li> </ul>	Brazil Domestic

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## 11.1.21 Chargeback Reason Code 76 – Incorrect Currency or Transaction Code

### 11.1.21.1 Chargeback Conditions – Reason Code 76 (Updated)

Table 11-67: Chargeback Conditions – Reason Code 76

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
<b>Effective for Chargebacks processed through 15 April 2016</b>	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
3		
4	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
5	Dynamic Currency Conversion occurred and the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice.	All excluding VE
6	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

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### 11.1.21.2 Chargeback Rights and Limitations – Reason Code 76 (Updated)

Table 11-68: Chargeback Rights and Limitations – Reason Code 76

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 76	Country/Region
Chargeback Condition 1	For a Transaction processed with an incorrect Transaction code, the Chargeback amount is double the Transaction amount when either: <ul style="list-style-type: none"> <li>• A credit was processed as a debit.</li> <li>• A debit was processed as a credit.</li> </ul>	All

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 76	Country/Region
<b>Effective for Chargebacks processed through 15 April 2016</b> <b>Chargeback Condition 2, 3, 4, 5</b>	The Chargeback applies for the entire Transaction amount.	All
<b>Effective for Chargebacks processed on or after 16 April 2016</b> <b>Chargeback Condition 2, 4, 5</b>	The Chargeback applies for the entire Transaction amount.	All
<b>Chargeback Condition 6</b>	The Chargeback must be limited to the difference between the Credit Transaction Receipt and the original debit.	All excluding US Domestic and Canada Domestic

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### 11.1.21.3 Invalid Chargebacks – Reason Code 76 (Updated)

Table 11-69: Invalid Chargebacks – Reason Code 76

Chargeback Condition	Invalid Chargebacks – Reason Code 76	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>Chargeback Condition 2</b>	A Transaction originating at a non-US ATM connected to the Plus System, Inc. and settled in USD	All
<b>Effective for Chargebacks processed through 15 April 2016</b> <b>Chargeback Condition 3</b>	<ul style="list-style-type: none"> <li>• A Transaction originating from an Airline that participates in the International Airline Program</li> <li>• A Transaction that occurred at a location that Visa considers to be within the Acquirer's Country and Region of Domicile</li> </ul>	All

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### 11.1.21.4 Chargeback Processing Requirements – Reason Code 76

Table 11-70: Chargeback Processing Requirements – Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>• CREDIT POSTED AS DEBIT</li><li>• DEBIT POSTED AS CREDIT</li><li>• PURCHASE POSTED AS CASH</li><li>• CASH POSTED AS PURCHASE</li></ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• TRAN CURRENCY IS XXX NOT XXX (XXX = numeric Currency Code value as specified in the applicable VisaNet Manuals)</li></ul>	None required	All
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>• TRAN OCCURRED IN X...X</li></ul>	None required	All
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"><li>• DCC -- CARDHOLDER NOT ADVISED</li><li>• DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Both:<ul style="list-style-type: none"><li>– A Cardholder letter stating that the Cardholder was not advised that Dynamic Currency Conversion would occur or was not offered a choice to pay in the Merchant's local currency</li><li>– A copy of the Cardholder's Transaction Receipt (if available)</li></ul></li></ul>	Interregional including VE
<b>Chargeback Condition 5</b> As applicable: <ul style="list-style-type: none"><li>• DCC -- CARDHOLDER DID NOT AGREE TO DCC</li><li>• DCC -- CARDHOLDER DID NOT MAKE ACTIVE CHOICE</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Issuer certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice</li></ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>• CREDIT INSTEAD OF REVERSAL</li></ul>	<i>Visa Resolve Online Questionnaire</i> that includes both: <ul style="list-style-type: none"><li>• An explanation of why the Credit Transaction was processed in error</li><li>• Evidence of the original Transaction and the Credit Transaction</li></ul>	All excluding VE
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>• CREDIT INSTEAD OF REVERSAL</li></ul>	<i>Visa Resolve Online Questionnaire</i> that includes all of the following: <ul style="list-style-type: none"><li>• An explanation of why the Credit Transaction was processed in error</li><li>• Evidence of the original Transaction and the Credit Transaction</li><li>• If the Credit Transaction Receipt resulted from a Transaction where the Cardholder asserts fraud, a copy of the signed Cardholder letter</li></ul>	Interregional including VE

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### 11.1.21.5 Representation Rights and Limitations – Reason Code 76

Table 11-71: Representation Rights and Limitations – Reason Code 76

Chargeback Condition	Representation Rights and Limitations – Reason Code 76	Country/ Region
Chargeback Condition 4	<ul style="list-style-type: none"><li>• For a valid Chargeback, the Acquirer may represent the Transaction in the Merchant's local currency for the Transaction amount before Dynamic Currency Conversion, excluding fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction.</li><li>• The Acquirer may process the Transaction as a first Presentment instead of representing. The Acquirer may be responsible for a Chargeback under Chargeback reason code 74 (Late Presentment).</li></ul>	Interregional including VE
Chargeback Condition 5	<ul style="list-style-type: none"><li>• For a valid Chargeback, either:<ul style="list-style-type: none"><li>– The Acquirer may present Compelling Evidence that the Cardholder actively chose Dynamic Currency Conversion and may represent the Transaction in the Transaction Currency (after Dynamic Currency Conversion occurred), including fees or commission charges directly related to the Dynamic Currency Conversion that were applied to the Transaction.</li></ul></li></ul>	All excluding VE

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Chargeback Condition	Representation Rights and Limitations – Reason Code 76	Country/Region
	<ul style="list-style-type: none"> <li>– The Acquirer may represent the Transaction without Compelling Evidence in the Merchant's local currency for the Transaction amount before Dynamic Currency Conversion, excluding fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction.</li> <li>• The Acquirer may process the Transaction as a first Presentment instead of representing. The Acquirer may be responsible for a Chargeback under Chargeback reason code 74 (Late Presentment).</li> </ul>	

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### 11.1.21.6 Representation Processing Requirements – Reason Code 76 (Updated)

Table 11-72: Representation Processing Requirements – Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> • None required	<ul style="list-style-type: none"> <li>• For an ATM Transaction, none required</li> <li>• For all other Transactions, both:           <ul style="list-style-type: none"> <li>– <i>Visa Resolve Online Questionnaire</i></li> <li>– Transaction Receipt or other record that proves that the Transaction code was correct</li> </ul> </li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> • None required	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Transaction Receipt or other record that proves that the Transaction currency was correct</li> </ul>	All
<b>Effective for Chargebacks processed through 15 April 2016</b> <b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3</b> • None required	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• 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 location that Visa considers to be within the Acquirer's Country and Region of Domicile or is a Transaction originating from an Airline that participates in the International Airline Program</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 4, 5</b>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> </ul>	All

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>None required</li> </ul>	<ul style="list-style-type: none"> <li>Acquirer certification that the Merchant is registered to offer Dynamic Currency Conversion and a copy of the Transaction Receipt showing the Merchant's local currency</li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Explanation of why a Credit Transaction was processed instead of a Reversal or an Adjustment</li> </ul>	All
<b>The Acquirer can provide Compelling Evidence<sup>1</sup></b> <b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Compelling Evidence</li> <li>Acquirer certification confirming that Dynamic Currency Conversion was chosen by the Cardholder and not by the Merchant</li> <li>A copy of the Transaction Receipt</li> </ul>	All excluding VE

<sup>1</sup> Applies only to a Representment in the DCC currency

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### 11.1.22 Chargeback Reason Code 77 – Non-Matching Account Number

#### 11.1.22.1 Chargeback Conditions – Reason Code 77

Table 11-73: Chargeback Conditions – Reason Code 77

Condition	Chargeback Conditions – Reason Code 77	Country/ Region
1	The Merchant or the Acquirer processed a Transaction that did not receive an Authorization and used an Account Number that does not match any Account Number on the Issuer's master file.	All
2	The Originating Member processed an Original Credit using an Account Number that does not match any Account Number on the Issuer's master file.	All

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### 11.1.22.2 Chargeback Processing Requirements – Reason Code 77

Table 11-74: Chargeback Processing Requirements – Reason Code 77

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> As applicable: <ul style="list-style-type: none"> <li>• NO SUCH ACCT NUMBER</li> <li>• ACCOUNT CLOSED</li> <li>• ACCOUNT NOT ON FILE</li> </ul>	None required	All

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### 11.1.22.3 Representment Processing Requirements – Reason Code 77

Table 11-75: Representment Processing Requirements – Reason Code 77

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>• AUTH DATE MMDDYY CODE X...X (if applicable)</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Legible Transaction Receipt or other documentation (for example: Transaction log) to prove that the Account Number was processed correctly</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	None required	All

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## 11.1.23 Chargeback Reason Code 78 – Service Code Violation

### 11.1.23.1 Chargeback Conditions – Reason Code 78

Table 11-76: Chargeback Conditions – Reason Code 78

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 US Domestic

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### 11.1.23.2 Chargeback Processing Requirements – Reason Code 78

Table 11-77: Chargeback Processing Requirements – Reason Code 78

Member Message Text	Supporting Documentation/Certification	Country/Region
General • None required	None required	All excluding US Domestic

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### 11.1.23.3 Representment Processing Requirements – Reason Code 78

Table 11-78: Representment Processing Requirements – Reason Code 78

Member Message Text	Supporting Documentation/Certification	Country/Region
The Acquirer can remedy the Chargeback General • AUTH DATE MMDDYY	<i>Visa Resolve Online Questionnaire</i> and either: • Documentation to prove that either: – The Service Code was valid for the Transaction. – Authorization was obtained. • Documentation to show that the Account was not in a registered positive Authorization (X2X Service Code) account range. This does not apply to a Visa Electron Card Transaction.	All excluding US Domestic

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## 11.1.24 Chargeback Reason Code 80 – Incorrect Transaction Amount or Account Number

### 11.1.24.1 Chargeback Conditions – Reason Code 80

Table 11-79: Chargeback Conditions – Reason Code 80

Condition	Chargeback Conditions – Reason Code 80	Country/Region
1	The Transaction amount is incorrect or an addition or transposition error occurred.	All
2	The Merchant altered the Transaction amount after the Transaction was completed without the consent of the Cardholder	Interregional including VE
3	The Account Number processed through VisaNet does not match the Account Number on the Transaction Receipt.	All
4	<p>The Acquirer processed an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction and one of the following:</p> <ul style="list-style-type: none"> <li>• The Adjustment contains either:           <ul style="list-style-type: none"> <li>– An incorrect Account Number</li> <li>– A non-matching Account Number</li> </ul> </li> <li>• The Adjustment posted to a "closed" or "non-sufficient funds" account and the Adjustment was processed more than 10 days after the Transaction Date.</li> <li>• The Adjustment was processed more than 45 days from Transaction Date.</li> <li>• An Adjustment was processed more than once for the same Transaction.</li> <li>• The Cardholder disputes the validity of the Adjustment because of the Adjustment amount or because the original Transaction was cancelled or reversed.</li> </ul>	US Domestic

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#### 11.1.24.2 Chargeback Rights and Limitations – Reason Code 80

**Table 11-80: Chargeback Rights and Limitations – Reason Code 80**

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 80	Country/Region
Chargeback Condition 1	For an incorrect Transaction amount, if the handwritten Transaction amount differs from the imprinted amount, the handwritten amount must be used to determine the processing error.	All
Chargeback Condition 2	The Chargeback amount is limited to the difference in the amounts	Interregional including VE

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#### 11.1.24.3 Invalid Chargebacks – Reason Code 80 (Updated)

**Table 11-81: Invalid Chargebacks – Reason Code 80**

Chargeback Condition	Invalid Chargebacks – Reason Code 80	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
Chargeback Condition 1	<ul style="list-style-type: none"> <li>A T&amp;E Transaction in which there is a difference between the quoted price and the actual charges made by the Merchant</li> <li>A No-Show Transaction or prepayment<sup>1</sup></li> <li>A Chip-initiated Transaction containing a valid Cryptogram</li> </ul>	All
Chargeback Condition 2	<ul style="list-style-type: none"> <li>A No-Show Transaction or prepayment<sup>1</sup></li> <li>If the Merchant has the right to alter the Transaction Receipt</li> <li>An EMV PIN Transaction containing a valid Cryptogram</li> </ul>	Interregional including VE
Chargeback Condition 3	<ul style="list-style-type: none"> <li>A Chip-initiated Transaction containing a valid Cryptogram</li> <li>A Transaction that contains a Token</li> </ul>	All

<sup>1</sup> Processed as specified in Section 5.9.8.1, “Merchant Requirements for Prepayments and Repeated Payments”

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#### 11.1.24.4 Chargeback Time Limit – Reason Code 80

Table 11-82: Chargeback Time Limit – Reason Code 80

Chargeback Condition	Chargeback Time Limit – Reason Code 80	Country/Region
Chargeback Condition 4	120 calendar days from the Transaction Date of the Adjustment	US Domestic

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#### 11.1.24.5 Chargeback Processing Requirements – Reason Code 80

Table 11-83: Chargeback Processing Requirements – Reason Code 80

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>• TRAN AMT XXXX NOT XXXX</li><li>• ERROR IN AMOUNT</li></ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>• ALTERED FROM XXXX AMT TO XXXX AMT</li></ul>	Both: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• A copy of the Cardholder's Transaction Receipt showing different Transaction amounts</li></ul>	Interregional including VE
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>• INCORRECT ACCT NUMBER</li></ul>	None required	All
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"><li>• INCORRECT ACCT NO</li><li>• NON-MATCHING ACCT NO</li><li>• INVALID (specify reason)</li><li>• ACCT CLOSED</li><li>• NSF</li><li>• ADJ PROCESSED PAST 45 DAYS</li></ul>	None required	US Domestic

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>• FIRST ADJ DATED MMDDYY</li> <li>• ADJ AMT \$XXXX NOT \$XXXX</li> <li>• ORIG TRANS CNCLD OR REVERSED</li> </ul>		

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### 11.1.24.6 Representment Processing Requirements – Reason Code 80

Table 11-84: Representment Processing Requirements – Reason Code 80

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 3</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Transaction Receipt or other record to prove that the Transaction amount or the Account Number was correct</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>• None required</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Documentation to prove one of the following: <ul style="list-style-type: none"> <li>– The Transaction Receipt was not altered</li> <li>– The Cardholder agreed to the altered amount</li> <li>– The Merchant is permitted or required to alter the Transaction amount</li> </ul> </li> </ul>	Interregional including VE
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 4</b> <ul style="list-style-type: none"> <li>• ORIG TRAN DATE MMDDYY TRACE NUMBER XXXXXX</li> </ul>	None required	US Domestic

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## 11.1.25 Chargeback Reason Code 81 – Fraud – Card-Present Environment

### 11.1.25.1 Chargeback Conditions – Reason Code 81 (Updated)

Table 11-85: Chargeback Conditions – Reason Code 81

Condition	Chargeback Conditions – Reason Code 81	Country/Region
1	The Cardholder did not authorize or participate in a Card-Present Environment Transaction	All
2	A fraudulent Transaction was completed in a Card-Present Environment using an Account Number for which no valid Card was issued or is outstanding, and no Authorization was obtained.	All
3	The Transaction qualifies for the EMV liability shift, and all of the following: <ul style="list-style-type: none"> <li>• The Transaction was completed in a Card-Present Environment.</li> <li>• The Cardholder did not authorize or participate in the Transaction.</li> <li>• The Card is a PIN-Preferring Chip Card.</li> <li>• One of the following:               <ul style="list-style-type: none"> <li>– The Transaction did not take place at a Chip-Reading Device.</li> <li>– A Chip-initiated Transaction took place at a Chip-Reading Device that was not EMV PIN-compliant.</li> <li>– For a Transaction that does not involve a Member in the Visa Europe Territory, the Transaction was Chip-initiated without online PIN and, if the Transaction was authorized Online, the Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li> </ul> </li> </ul>	All

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### 11.1.25.2 Chargeback Rights and Limitations – Reason Code 81

Table 11-86: Chargeback Rights and Limitations – Reason Code 81

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 81	Country/Region
Chargeback Condition 1, 2	The Chargeback applies only for key-entered Transactions and Unattended Transactions.	All excluding VE
Chargeback Condition 1, 2	The Issuer must request a copy of the Transaction Receipt before initiating a Chargeback unless the Transaction is either:	Interregional including VE

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 81	Country/Region
	<ul style="list-style-type: none"> <li>An Unattended Transaction</li> <li>A Visa Easy Payment Service Transaction</li> </ul>	

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### 11.1.25.3 Invalid Chargebacks – Reason Code 81 (Updated)

Table 11-87: Invalid Chargebacks – Reason Code 81

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>An Emergency Cash Disbursement Transaction</li> </ul>	All
Effective for Chargebacks processed through 14 April 2016 Chargeback Condition 1, 2	<p><b>Effective for Chargebacks processed through 14 April 2016</b>  A below-Floor Limit Transaction completed at an Unattended Cardholder-Activated Terminal assigned one of the following MCCs:</p> <ul style="list-style-type: none"> <li>4111 (Local and Suburban Passenger Transportation, including Ferries)</li> <li>4112 (Passenger Railways)</li> <li>4131 (Bus Lines)</li> <li>4784 (Tolls and Bridge Fees)</li> <li>7523 (Parking Lots, Parking Meters and Garages)</li> </ul>	Effective for Chargebacks processed through 14 April 2016 All
Chargeback Condition 1, 2	<ul style="list-style-type: none"> <li>A Transaction where either of the following was obtained: <ul style="list-style-type: none"> <li>– For a Face-to-Face Environment Transaction, a legible Imprint</li> <li>– For an Unattended Transaction that does not qualify as a Visa Easy Payment Service (VEPS) Transaction, a legible Imprint and either a PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>A VEPS Transaction</li> </ul>	All excluding VE
Chargeback Condition 1, 2	<ul style="list-style-type: none"> <li>A Transaction where both of the following were obtained: <ul style="list-style-type: none"> <li>– A legible Imprint</li> <li>– A signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>A Magnetic-Stripe or contact Chip Small Ticket Transaction</li> <li>A Contactless Transaction that qualifies as a Small Ticket Transaction or a VEPS Transaction</li> </ul>	Interregional including VE

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Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
Chargeback Condition 1	An Unattended Transaction that does not qualify as a VEPS Transaction and that either: <ul style="list-style-type: none"> <li>• Was an Online-authorized Chip-initiated Transaction</li> <li>• Both:               <ul style="list-style-type: none"> <li>– Originated with a Counterfeit Card</li> <li>– Received an Approval Response that included POS Entry Mode code 05, 07, 90, or 91</li> </ul> </li> </ul>	All
Chargeback Condition 1	<ul style="list-style-type: none"> <li>• <b>Effective for Transactions completed through 21 April 2017</b> A Transaction that:               <ul style="list-style-type: none"> <li>– Contains a signature</li> <li>– Meets the criteria for CVV2 to be considered an Imprint, as specified in Section 5.8.4.7, "Card Verification Value 2 (CVV2) as an Imprint – US Region"</li> </ul> </li> <li>• A CPS/Retail Transaction</li> <li>• A Vehicle-Specific Fleet Card Transaction, if an Imprint was obtained</li> </ul>	US Domestic
Chargeback Condition 2	An Automated Fuel Dispenser Transaction	AP
Chargeback Condition 3	<ul style="list-style-type: none"> <li>• A Transaction where both of the following were obtained:               <ul style="list-style-type: none"> <li>– A legible Imprint</li> <li>– PIN</li> </ul> </li> <li>• If the Device is EMV PIN-Compliant and the Transaction was correctly processed</li> <li>• A Contactless Transaction</li> <li>• <b>Effective for Chargebacks processed on or after 15 April 2016</b> A VEPS Transaction</li> </ul>	All

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### 11.1.25.4 Chargeback Processing Requirements – Reason Code 81

Table 11-88: Chargeback Processing Requirements – Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1	All of the following:	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	<ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul>	
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>For a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>For a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	Interregional including VE
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>NO SUCH CARD</li> <li>FICTITIOUS ACCOUNT NUMBER<sup>1</sup></li> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Certification of the date Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"><li>• NO SUCH CARD</li><li>• FICTITIOUS ACCOUNT NUMBER<sup>1</sup></li><li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li></ul>	None required	Interregional including VE
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"><li>• PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP</li><li>• EMV CARD, NON EMV DEVICE</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Issuer certification that the Card was a PIN-Preferring Chip Card</li><li>• Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>• Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>• Certification of the date Fraud Activity was reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not received as issued [NRI])</li><li>• Certification of the date the Account Number was listed on the Exception File</li></ul>	All excluding VE
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"><li>• PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP</li><li>• EMV CARD, NON EMV DEVICE</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Issuer certification that the Card was a PIN-Preferring Chip Card</li><li>• For a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following:<ul style="list-style-type: none"><li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>– Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li></ul></li></ul>	Interregional including VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not Received as Issued [NRI])</li> <li>– Certification of the date the Account Number was listed on the Exception File</li> <li>• For a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	

<sup>1</sup> An account number that either never existed or existed but was not issued by the Member that is licensed to use the BIN relating to it.

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### 11.1.25.5 Representment Processing Requirements – Reason Code 81 (Updated)

Table 11-89: Representment Processing Requirements – Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 2</b> As applicable: <ul style="list-style-type: none"> <li>• CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li> <li>• AUTH DATE MMDDYY CODE X...X</li> </ul>	<i>Visa Resolve Online Questionnaire</i> and one of the following: <ul style="list-style-type: none"> <li>• Evidence of both: <ul style="list-style-type: none"> <li>– A legible Imprint</li> <li>– For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>• For a below-Floor Limit Transaction, both: <ul style="list-style-type: none"> <li>– Internal record or log with explanation of fields to prove that the Transaction was a Magnetic Stripe-read Transaction, a Chip-initiated Transaction, or a Contactless Transaction</li> <li>– For an Unattended Transaction, evidence of PIN or CDCVM</li> </ul> </li> <li>• For an above-Floor Limit Transaction (except for a US Domestic Transaction) that was key-entered following a Referral Response, both, as applicable:</li> </ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– Referral Authorization record to prove that the Transaction was a Magnetic Stripe-read Transaction or a Chip-initiated Transaction within 24 hours of the Transaction</li> <li>– International Automated Referral Service log</li> <li>• For an Airline Transaction, evidence showing that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.</li> <li>• For a Transaction conducted by a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following: <ul style="list-style-type: none"> <li>– Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</li> <li>– Evidence that the Merchant is the owner of the operating system for the subject electronic device</li> <li>– Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and has been successfully verified by the Merchant before or on the Transaction Date</li> <li>– Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</li> <li>– Proof that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li> <li>– Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</li> <li>– Customer name linked to the customer profile on record at the Merchant Evidence that the customer password was re-entered on the Merchant's website or application at the time of purchase</li> </ul> </li> </ul>	

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 2</b> As applicable: <ul style="list-style-type: none"> <li>• CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li> <li>• AUTH DATE MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of a legible Imprint and either: <ul style="list-style-type: none"> <li>– Signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</li> <li>– For an Unattended Transaction, PIN or CDCVM</li> </ul> </li> <li>• <b>Effective for Chargebacks processed through 14 April 2016</b>  For a below-Floor Limit Transaction, both: <ul style="list-style-type: none"> <li>– Evidence of signature, PIN, or CDCVM, if applicable</li> <li>– Internal record or log with explanation of fields to prove that the Transaction was a Magnetic Stripe-read Transaction, a Chip-initiated Transaction, or a Contactless Transaction</li> </ul> </li> <li>• <b>Effective for Chargebacks processed through 14 April 2016</b>  For an above-Floor Limit Transaction that was key-entered following a Referral Response, both, as applicable: <ul style="list-style-type: none"> <li>– Referral Authorization record to prove that the Transaction was a Magnetic Stripe-read Transaction or a Chip-initiated Transaction within 24 hours of the Transaction</li> <li>– International Automated Referral Service log</li> </ul> </li> </ul>	<b>Interregional including VE</b>
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• EMV PIN COMPL DVCE, NON PIN PREF CD</li> <li>• NO PED, MAG STRIPE READ</li> <li>• PIN BYPASS, CVM/IAC FOLLOWED</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of both: <ul style="list-style-type: none"> <li>– A legible Imprint for the Transaction</li> <li>– A PIN</li> </ul> </li> <li>• Evidence that the Transaction was a Contactless Transaction</li> <li>• Other, as applicable</li> </ul>	<b>All</b>

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Member Message Text	Supporting Documentation/Certification	Country/Region
<ul style="list-style-type: none"><li>EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li></ul>		

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### 11.1.26 Chargeback Reason Code 82 – Duplicate Processing

#### 11.1.26.1 Chargeback Conditions – Reason Code 82

Table 11-90: Chargeback Conditions – Reason Code 82

Condition	Chargeback Conditions – Reason Code 82	Country/Region
1	A single Transaction was processed more than once using the same Account Number	All

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#### 11.1.26.2 Chargeback Rights and Limitations – Reason Code 82

Table 11-91: Chargeback Rights and Limitations – Reason Code 82

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 82	Country/Region
General	If the Transaction was processed by different Acquirers or Originating Members, the Acquirer or Originating Member that processed the second Transaction is responsible for the Chargeback	All

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#### 11.1.26.3 Invalid Chargebacks – Reason Code 82

Table 11-92: Invalid Chargebacks – Reason Code 82

Chargeback Condition	Invalid Chargebacks – Reason Code 82	Country/Region
The Chargeback is invalid for any of the following:		

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Chargeback Condition	Invalid Chargebacks – Reason Code 82	Country/Region
General	A Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, if all of the following information is not identical to a previously submitted Transaction: <ul style="list-style-type: none"> <li>• Date of call</li> <li>• Number of minutes of the call</li> <li>• Telephone number called</li> <li>• Transaction amount in the Transaction Currency</li> </ul>	All excluding US Domestic
General	Transactions completed by different Merchants	All
General	An Adjustment of a PIN-Authenticated Visa Debit Transaction	US Domestic

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### 11.1.26.4 Chargeback Processing Requirements – Reason Code 82 (Updated)

Table 11-93: Chargeback Processing Requirements – Reason Code 82

Chargeback Processing Requirements – Reason Code 82		
Member Message Text	Supporting Documentation/Certification	Country/Region
General <ul style="list-style-type: none"> <li>• TRAN DATE MMDDYY, REF X...X (23- or 24-digit Acquirer Reference Number or applicable Tracing Data)</li> </ul>	None required <sup>1</sup>	All

<sup>1</sup> Effective for Chargebacks processed on or after 1 March 2016

In the AP Region, for an India Domestic ATM Transaction, an Issuer must not submit supporting documentation or certification.

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### 11.1.26.5 Representation Processing Requirements – Reason Code 82 (Updated)

Table 11-94: Representation Processing Requirements – Reason Code 82

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>None required</li> </ul>	<ul style="list-style-type: none"> <li>For an ATM Transaction, both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>A copy of the ATM Transaction record to prove disbursed cash amounts or Load Transaction values. 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 in English.</li> </ul> </li> <li>For all other Transactions, <i>Visa Resolve Online Questionnaire</i> and either: <ul style="list-style-type: none"> <li>Two separate signed or imprinted Transaction Receipts or other record to prove that separate Transactions were processed</li> <li>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</li> </ul> </li> </ul>	All

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### 11.1.27 Chargeback Reason Code 83 – Fraud – Card-Absent Environment

#### 11.1.27.1 Chargeback Conditions – Reason Code 83

Table 11-95: Chargeback Conditions – Reason Code 83

Condition	Chargeback Conditions – Reason Code 83	Country/Region
1	The Cardholder did not authorize or participate in a Transaction conducted in a Card-Absent Environment	All
2	A fraudulent Transaction was completed in a Card-Absent Environment using an Account Number for which no valid Card was issued or is outstanding, and no Authorization was obtained.	All

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### 11.1.27.2 Verified by Visa Transaction Dispute Requirements – Reason Code 83

For a dispute involving Verified by Visa at any point in the Transaction, a Member must comply with the *Verified by Visa Dispute Resolution Guide*.

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### 11.1.27.3 Chargeback Rights and Limitations – Reason Code 83 (Updated)

Table 11-96: Chargeback Rights and Limitations – Reason Code 83

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 83	Country/Region
General	For a Mail/Phone Order Transaction or an Electronic Commerce 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

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### 11.1.27.4 Invalid Chargebacks – Reason Code 83

Table 11-97: Invalid Chargebacks – Reason Code 83

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
General	<ul style="list-style-type: none"> <li>• An Emergency Cash Disbursement</li> <li>• A Transaction for which both: <ul style="list-style-type: none"> <li>– The CVV2 result code in the Authorization message is U (Issuer not participating in CVV2 program)</li> <li>– The CVV2 presence indicator in the Authorization Request is one of the following: <ul style="list-style-type: none"> <li>▪ 1 (CVV2 value is present)</li> <li>▪ 2 (CVV2 value is on the Card but is illegible)</li> <li>▪ 9 (Cardholder states CVV2 is not present on the Card)</li> </ul> </li> </ul> </li> </ul>	All
General	A Transaction authorized through the Emergency Payment Authorization Service	All excluding US Domestic

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Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
<b>General</b>	<p>A Transaction for which an Authorization was obtained, if both:</p> <ul style="list-style-type: none"> <li>• The Acquirer attempted to authenticate the Cardholder through Address Verification Service</li> <li>• The Issuer is not an Address Verification Service participant</li> </ul>	<b>Canada Domestic</b>
<b>General</b>	<ul style="list-style-type: none"> <li>• A Mail/Phone Order Transaction or an Electronic Commerce Transaction, if both:           <ul style="list-style-type: none"> <li>– The merchandise was shipped or delivered, or services were purchased.</li> <li>– The Issuer was not a participant in the Address Verification Service on the Transaction Date and the Acquirer received an Address Verification Service response code U.</li> </ul> </li> <li>• An Airline or passenger railway Transaction, if either:           <ul style="list-style-type: none"> <li>– The Issuer response to an Address Verification Service inquiry was Y and tickets were mailed to the Cardholder billing address on the Issuer file.</li> <li>– The Issuer was not a participant in the Address Verification Service on the Transaction Date.</li> </ul> </li> </ul>	<b>US Domestic</b>
<b>Chargeback Condition 1</b>	An Electronic Commerce Transaction in which all of the following apply: <ul style="list-style-type: none"> <li>• The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).</li> <li>• The CVV2 results code in the Authorization message is N (No match).</li> <li>• The Authorization Request was approved.</li> </ul>	<b>AP CEMEA</b>
<b>Chargeback Condition 2</b>	A Transaction for which an Authorization was obtained	<b>All</b>

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### 11.1.27.5 Chargeback Processing Requirements – Reason Code 83

Table 11-98: Chargeback Processing Requirements – Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable:	<i>Visa Resolve Online Questionnaire</i> and all of the following:	<b>All excluding VE</b>

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> <li>• UNABLE TO AUTHENTICATE RESPONSE</li> <li>• AUTHENTICATION DENIAL</li> <li>• CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>• SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<ul style="list-style-type: none"> <li>• A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>• Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>• Certification of the date Fraud Activity was reported through VisaNet</li> <li>• Certification of the date the Account Number was listed on the Exception File</li> </ul>	
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> <li>• UNABLE TO AUTHENTICATE RESPONSE</li> <li>• AUTHENTICATION DENIAL</li> <li>• CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>• SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<i>Visa Resolve Online Questionnaire</i> and all of the following: <ul style="list-style-type: none"> <li>• For a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>– Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>– Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>– Certification of the date the Fraud Activity was reported through VisaNet</li> <li>– Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>• For a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization or participation in the Transaction</li> </ul>	<b>Interregional including VE</b>
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• NO SUCH CARD</li> <li>• FICTITIOUS ACCOUNT NUMBER</li> <li>• RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled)</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Certification of the date Fraud Activity was reported through VisaNet</li> <li>• Certification of the date the Account Number was listed on the Exception File</li> </ul>	<b>All excluding VE</b>

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

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• NO SUCH CARD</li> <li>• FICTITIOUS ACCOUNT NUMBER</li> <li>• RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled)</li> </ul>	<i>Visa Resolve Online Questionnaire</i>	Interregional including VE

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### 11.1.27.6 Representment Rights and Limitations – Reason Code 83 (Updated)

Table 11-99: Representment Rights and Limitations – Reason Code 83

Chargeback Condition	Representment Rights and Limitations – Reason Code 83	Country/ Region
General	For a Representment due to an Issuer failing to properly list the Account Number on the Exception File, properly report Fraud Activity, or close an account, the Acquirer must provide information/documentation to support this claim.	All
General	The Acquirer may represent if the Transaction Receipt contains an Electronic Imprint (POS Entry Mode code 02, 05, 07, 90, or 91) or a Manual Imprint.	All excluding VE
General	The Acquirer may represent if the Transaction Receipt contains both a signature (or a PIN was obtained) and an Electronic Imprint or a Manual Imprint.	Interregional including VE

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### 11.1.27.7 Representment Processing Requirements – Reason Code 83 (Updated)

Table 11-100: Representment Processing Requirements – Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> General	<i>Visa Resolve Online Questionnaire</i> and evidence of an Imprint <sup>1</sup> and a signature <sup>2</sup> or PIN	All

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>• AUTH MMDDYY CODE X...X</li> </ul>		
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>• AUTH MMDDYY CODE X...X</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• For a Transaction conducted by a Merchant assigned MCC 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</li> </ul>	<b>Brazil Domestic</b>
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>• AUTH MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and either:</p> <ul style="list-style-type: none"> <li>• For an Airline Transaction, evidence showing that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.</li> <li>• For a Transaction conducted by a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following: <ul style="list-style-type: none"> <li>– Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</li> <li>– Evidence that the Merchant is the owner of the operating system for the subject electronic device</li> <li>– Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and has been successfully verified by the Merchant before or on the Transaction Date</li> <li>– Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</li> <li>– Proof that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li> <li>– Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</li> </ul> </li> </ul>	<b>All excluding VE</b>

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

Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– Customer name linked to the customer profile on record at the Merchant</li> <li>– Evidence that the customer password was re-entered on the Merchant's website or application at the time of purchase</li> <li>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li> </ul>	
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>• CVV2 NON MATCH; ISSR AUTH'D; CVV2 CHECKED</li> </ul>	As applicable	AP CEMEA
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>• AUTH MMDDYY CODE X...X</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Information to prove that the Transaction was properly authorized</li> </ul>	All

<sup>1</sup> A pencil rubbing or photocopy of a Card is not considered a valid Imprint.

<sup>2</sup> "Signature on file" notation is not an acceptable signature.

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### 11.1.28 Chargeback Reason Code 85 – Credit Not Processed

#### 11.1.28.1 Chargeback Conditions – Reason Code 85 (Updated)

Table 11-101: Chargeback Conditions – Reason Code 85

Condition	Chargeback Conditions – Reason Code 85	Country/ Region
1	The Cardholder received a credit or voided Transaction Receipt that was not processed	Interregional including VE
2	All of the following: <ul style="list-style-type: none"> <li>• The Cardholder cancelled or returned merchandise, cancelled services, cancelled a timeshare Transaction, or cancelled a Guaranteed Reservation.</li> </ul>	All

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Condition	Chargeback Conditions – Reason Code 85	Country/ Region
	<ul style="list-style-type: none"> <li>The Merchant did not process a credit or voided Transaction Receipt.</li> <li>The Merchant did not properly disclose or did disclose, but did not apply, a limited return or cancellation policy at the time of the Transaction.</li> </ul>	
3	<p>An Original Credit Transaction (including a Money Transfer Original Credit Transaction) was not accepted because either:</p> <ul style="list-style-type: none"> <li>The recipient refused the Original Credit Transaction</li> <li>Original Credit Transactions are prohibited by applicable laws or regulations</li> </ul>	All

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### 11.1.28.2 Chargeback Rights and Limitations – Reason Code 85 (Updated)

Table 11-102: Chargeback Rights and Limitations – Reason Code 85

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 85	Country/ Region
General	<ul style="list-style-type: none"> <li>The Chargeback applies if a "void" or "cancelled" notation appears on the Transaction Receipt.</li> <li>The Chargeback must not exceed the original Transaction amount.</li> <li>If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received.</li> </ul>	All
Chargeback Condition 2	<ul style="list-style-type: none"> <li>The Chargeback amount is limited to either:           <ul style="list-style-type: none"> <li>– The value of the unused portion of the cancelled service</li> <li>– The value of the returned merchandise</li> </ul> </li> <li>The Chargeback applies if the returned merchandise is refused by the Merchant.</li> <li>The Chargeback applies for a timeshare Transaction processed with an incorrect MCC.</li> <li>The Chargeback applies if the Cardholder cancelled a timeshare Transaction within 14 calendar days of the contract date or the date the contract or related documents were received. If the Cardholder cancels a timeshare Transaction after 14 calendar days of the contract date or the date the contract or related documents were received, the Cardholder must cancel according to the Merchant's properly disclosed limited return or cancellation policy.</li> </ul>	All

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 85	Country/Region
	<ul style="list-style-type: none"> <li>The Chargeback applies if the Cardholder cancelled a Guaranteed Reservation with the Merchant or its agent according to the cancellation policy, but was billed for a No-Show Transaction.</li> <li>The Chargeback applies if the Merchant or its agent processed a No-Show Transaction for more than one day's accommodation or rental and applicable taxes when a Guaranteed Reservation was cancelled or unclaimed.</li> <li>The Chargeback applies if the Cardholder made a reservation and attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul>	

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### 11.1.28.3 Invalid Chargebacks – Reason Code 85 (Updated)

Table 11-103: Invalid Chargebacks – Reason Code 85

Chargeback Condition	Invalid Chargebacks – Reason Code 85	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	<ul style="list-style-type: none"> <li>A dispute regarding the quality of the service rendered or the quality of merchandise, unless a Credit Transaction Receipt is provided</li> <li>The Cash-Back portion of a Visa Cash-Back Transaction</li> <li>A dispute regarding Value-Added Tax (VAT) unless a Credit Transaction Receipt is provided</li> </ul>	<b>All</b>
<b>General</b>	A Transaction in which a Cardholder purchased fuel at a Merchant assigned MCC 5542 (Automated Fuel Dispensers)	<b>All excluding VE</b>
<b>Chargeback Condition 2</b>	A Transaction in which returned merchandise is held by a customs agency other than the Merchant's country's customs agency	<b>All</b>

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### 11.1.28.4 Chargeback Time Limit – Reason Code 85 (Updated)

**Table 11-104: Chargeback Time Limit – Reason Code 85**

Chargeback Condition	Chargeback Time Limit – Reason Code 85	Country/Region
<b>Chargeback Condition 1</b>	<p>Before initiating a Chargeback, an Issuer must wait 15 calendar days from the date on the Credit Transaction Receipt. This requirement does not apply if the Credit Transaction Receipt is undated.</p> <p>A Chargeback must be processed no later than 120 calendar days from any of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date on the Credit Transaction Receipt</li> <li>• The date of the Cardholder letter, if the Credit Transaction Receipt is undated</li> <li>• The date the Issuer received the Cardholder letter, if both the Credit Transaction Receipt and the Cardholder letter are undated</li> </ul>	<b>Interregional including VE</b>
<b>Chargeback Condition 2</b>	<p>Before initiating a Chargeback, an Issuer must wait 15 calendar days from the date the merchandise was returned.</p> <p>A Chargeback must be processed no later than 120 calendar days from either:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date the Cardholder received or expected to receive the merchandise or services</li> </ul>	<b>All</b>
<b>Chargeback Condition 3</b>	120 calendar days from the Transaction Processing Date	<b>All</b>

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### 11.1.28.5 Chargeback Processing Requirements – Reason Code 85 (Updated)

**Table 11-105: Chargeback Processing Requirements – Reason Code 85**

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> • CREDIT NOT PROCESSED	<p>Both:</p> <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• A copy of the Credit Transaction Receipt or voided Transaction Receipt</li> </ul>	<b>Interregional including VE</b>

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date, if applicable)</li> </ul>	For a Timeshare Transaction: None required For all other Transactions, both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise or service was cancelled or returned</li> <li>– The name of the shipping company, if applicable</li> <li>– The invoice/tracking number, if available</li> <li>– The date the Merchant received the merchandise, if available</li> <li>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– That the Merchant billed a No-Show Transaction for more than one day's accommodation or rental</li> <li>– That the Cardholder properly cancelled the Guaranteed Reservation and one of the following: <ul style="list-style-type: none"> <li>▪ The Merchant processed a No-Show Transaction.</li> <li>▪ The Merchant did not accept a cancellation or provide a cancellation confirmation.</li> <li>▪ The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul> </li> </ul> </li> <li>• In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	All excluding VE
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>• TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date, if applicable)</li> </ul>	For a Timeshare Transaction: None required For all other Transactions, both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable: <ul style="list-style-type: none"> <li>– The date the merchandise or service was cancelled or returned</li> <li>– The name of the shipping company, if applicable</li> <li>– The invoice/tracking number, if available</li> </ul> </li> </ul>	Interregional including VE

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### Dispute Resolution Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>– The date the Merchant received the merchandise, if available</li> <li>– For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant</li> <li>– That the Merchant billed a No-Show Transaction for more than one day's accommodation or rental</li> <li>– That the Cardholder properly cancelled the Guaranteed Reservation and one of the following: <ul style="list-style-type: none"> <li>▪ The Merchant processed a No-Show Transaction.</li> <li>▪ The Merchant did not accept a cancellation or provide a cancellation confirmation.</li> <li>▪ The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation, but was billed for a No-Show Transaction.</li> </ul> </li> <li>• Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>• RECIPIENT REFUSES CREDIT</li> <li>• NOT ALLOWED BY LOCAL LAW</li> </ul>	None required	All

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### 11.1.28.6 Representment Processing Requirements – Reason Code 85 (Updated)

Table 11-106: Representment Processing Requirements – Reason Code 85

Member Message Text	Supporting Documentation/Certification	Country/ Region
The Acquirer can remedy the Chargeback <b>Chargeback Condition 1</b>	None required	Interregional including VE

## Visa Product and Service Rules

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul> <p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>Chargeback Condition 2</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• RETURNED MDSE NOT RECEIVED (if applicable)</li> <li>• CH AGREED TO CANC POLICY</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• Either: <ul style="list-style-type: none"> <li>– The Transaction Receipt or other records to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction, as applicable</li> <li>– Evidence to demonstrate that the Cardholder received the Merchant's cancellation or return policy and did not cancel according to the disclosed policy</li> </ul> </li> </ul>	All
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>Chargeback Condition 3</b></p> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	None required	All

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### 11.1.29 Chargeback Reason Code 86 – Paid by Other Means

#### 11.1.29.1 Chargeback Conditions – Reason Code 86

Table 11-107: Chargeback Conditions – Reason Code 86

Condition	Chargeback Conditions – Reason Code 86	Country/ Region
1	The Cardholder paid for the same merchandise or service by other means	All

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#### 11.1.29.2 Chargeback Rights and Limitations – Reason Code 86

**Table 11-108: Chargeback Rights and Limitations – Reason Code 86**

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 86	Country/Region
<b>General</b>	<ul style="list-style-type: none"> <li>The Chargeback applies when the contract reflects that the Merchant accepted a voucher issued by a third party as payment for merchandise or for services rendered, and subsequently bills the Cardholder because the Merchant is unable to collect payment from the third party.</li> <li>The Chargeback applies when the same Account Number was processed through different payment networks.</li> </ul>	All

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#### 11.1.29.3 Invalid Chargebacks – Reason Code 86

**Table 11-109: Invalid Chargebacks – Reason Code 86**

Chargeback Condition	Invalid Chargebacks – Reason Code 86	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	<ul style="list-style-type: none"> <li>A partial prepayment if the balance payment is not authorized and the balance was not paid by other means</li> <li>Transactions in which payment for services was made to 2 different Merchants, unless there is evidence that the payment was passed from one Merchant to the other (for example: payment from a travel agent to a T&amp;E Merchant)</li> </ul>	All

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#### 11.1.29.4 Chargeback Processing Requirements – Reason Code 86

**Table 11-110: Chargeback Processing Requirements – Reason Code 86**

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</li> </ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
	<ul style="list-style-type: none"> <li>● Proof that the Merchant received payment by other means, including:             <ul style="list-style-type: none"> <li>– The Acquirer Reference Number or other Transaction information, if paid by a Visa Card</li> <li>– A statement, if paid by another card</li> <li>– A cash receipt or a copy of the front and back of a cancelled check</li> </ul> </li> <li>● If the Merchant billed the Cardholder because the Merchant was unable to collect payment for a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)</li> </ul>	
<b>General</b> <ul style="list-style-type: none"> <li>● None required</li> </ul>	<p>All of the following:</p> <ul style="list-style-type: none"> <li>● <i>Visa Resolve Online Questionnaire</i> stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</li> <li>● Proof that the Merchant received payment by other means, including:             <ul style="list-style-type: none"> <li>– A statement, if paid by another card</li> <li>– A cash receipt or a copy of the front and back of a cancelled check</li> </ul> </li> <li>● If the Merchant billed the Cardholder because the Merchant was unable to collect payment for a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)</li> </ul>	<b>Interregional including VE</b>

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### 11.1.29.5 Representment Processing Requirements – Reason Code 86

**Table 11-111: Representment Processing Requirements – Reason Code 86**

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b>	Both: <ul style="list-style-type: none"> <li>● <i>Visa Resolve Online Questionnaire</i></li> </ul>	<b>All</b>

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Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	<ul style="list-style-type: none"><li>Documentation to prove that the Merchant did not receive payment by other means for the same merchandise or service</li></ul>	

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### 11.1.30 Chargeback Reason Code 90 – Non-Receipt of Cash or Load Transaction Value at ATM

#### 11.1.30.1 Chargeback Conditions – Reason Code 90

Table 11-112: Chargeback Conditions – Reason Code 90

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

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#### 11.1.30.2 Chargeback Rights and Limitations – Reason Code 90

Table 11-113: Chargeback Rights and Limitations – Reason Code 90

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 90	Country/Region
General	The Chargeback is limited to the amount not received	All

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#### 11.1.30.3 Invalid Chargebacks – Reason Code 90

Table 11-114: Invalid Chargebacks – Reason Code 90

Chargeback Condition	Invalid Chargebacks – Reason Code 90	Country/Region
The Chargeback is invalid for any of the following:		

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Chargeback Condition	Invalid Chargebacks – Reason Code 90	Country/Region
General	The Chargeback is invalid if the Cardholder states that the Transaction was fraudulent or the Transaction was processed more than once	All

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### 11.1.30.4 Chargeback Processing Requirements – Reason Code 90 (Updated)

Table 11-115: Chargeback Processing Requirements – Reason Code 90

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> As applicable: <ul style="list-style-type: none"> <li>• CASH/VALUE NOT RECEIVED</li> <li>• CASH/VALUE AMT \$XXXX RECD \$XXXX</li> </ul>	None required <sup>1</sup>	All

<sup>1</sup> Effective for Chargebacks processed on or after 1 March 2016

In the AP Region, for an India Domestic Transaction, an Issuer must not submit supporting documentation or certification.

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### 11.1.30.5 Representment Processing Requirements – Reason Code 90 (Updated)

Table 11-116: Representment Processing Requirements – Reason Code 90

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> </ul>	Both: <ul style="list-style-type: none"> <li>• <i>Visa Resolve Online Questionnaire</i></li> <li>• A copy of the ATM Transaction record to prove the 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 in English.</li> </ul>	All

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## 11.1.31 Chargeback Reason Code 93 – Visa Fraud Monitoring Program

### 11.1.31.1 Chargeback Conditions – Reason Code 93

Table 11-117: Chargeback Conditions – Reason Code 93

Condition	Chargeback Conditions – Reason Code 93	Country/ Region
1	<p><b>Effective for Chargebacks processed through 31 December 2015</b>            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</p> <p><b>Effective for Chargebacks processed on or after 1 January 2016</b>            Visa notified the Issuer that the Transaction was identified by the Visa Fraud Monitoring Program and the Issuer has not successfully charged back the Transaction under another reason code</p>	Effective for Chargebacks processed through 31 December 2015 All excluding US Domestic Effective for Chargebacks processed on or after 1 January 2016 All

ID# 0007704

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### 11.1.31.2 Invalid Chargebacks – Reason Code 93

Table 11-118: Invalid Chargebacks – Reason Code 93

Chargeback Condition	Invalid Chargebacks – Reason Code 93	Country/ Region
<b>The Chargeback is invalid for any of the following:</b>		
General	The Chargeback is invalid for an Emergency Cash Disbursement.	Effective for Chargebacks processed through 31 December 2015 All excluding US Domestic

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Chargeback Condition	Invalid Chargebacks – Reason Code 93	Country/Region
		<b>Effective for Chargebacks processed on or after 1 January 2016</b> All

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### 11.1.31.3 Chargeback Time Limit – Reason Code 93

Table 11-119: Chargeback Time Limit – Reason Code 93

Chargeback Condition	Chargeback Time Limit – Reason Code 93	Country/Region
General	<b>Effective for Chargebacks processed through 31 December 2015</b> 120 calendar days from the date of the identification by the Merchant Fraud Performance Program  <b>Effective for Chargebacks processed on or after 1 January 2016</b> 120 calendar days from the date of the identification by the Visa Fraud Monitoring Program	<b>Effective for Chargebacks processed through 31 December 2015</b> All excluding US Domestic <b>Effective for Chargebacks processed on or after 1 January 2016</b> All

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### 11.1.31.4 Chargeback Processing Requirements – Reason Code 93

Table 11-120: Chargeback Processing Requirements – Reason Code 93

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>Effective for Chargebacks processed through 31 December 2015</b></p> <p>General</p> <ul style="list-style-type: none"> <li>• MFP RPT DT MMDDYY</li> </ul> <p><b>Effective for Chargebacks processed on or after 1 January 2016</b></p> <p>General</p> <ul style="list-style-type: none"> <li>• FMP RPT DT MMDDYY</li> </ul>	None required	<p><b>Effective for Chargebacks processed through 31 December 2015</b></p> <p>All excluding US Domestic</p> <p><b>Effective for Chargebacks processed on or after 1 January 2016</b></p> <p>All</p>

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### 11.1.31.5 Representment Processing Requirements – Reason Code 93

Table 11-121: Representment Processing Requirements – Reason Code 93

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"> <li>• PREV CB MMDDYY RC XX</li> </ul>	None required	<p><b>Effective for Chargebacks processed through 31 December 2015</b></p> <p>All excluding US Domestic</p> <p><b>Effective for Chargebacks processed on or after 1 January 2016</b></p> <p>All</p>

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## 11.2 Arbitration and Compliance

### 11.2.1 Pre-Arbitration

#### 11.2.1.1 Pre-Arbitration Filing Requirements (Updated)

Before filing for Arbitration, a Member must make a pre-Arbitration attempt for any of the conditions specified as follows:

**Table 11-122: Pre-Arbitration Conditions and Certification Requirements**

Pre-Arbitration Condition	Certification Requirement
New documentation or information is being provided to the opposing Member about the dispute.	Not applicable
The Acquirer represented with Compelling Evidence.	<p>The Issuer is required to both:</p> <ul style="list-style-type: none"> <li>• Certify that it has contacted the Cardholder to review the Compelling Evidence<sup>1</sup></li> <li>• Provide an explanation of why the Cardholder continues to dispute the Transaction</li> </ul> <p>For Transactions not involving Members in the Visa Europe Territory, for reason codes 81 or 83, the Issuer must either:</p> <ul style="list-style-type: none"> <li>• Certify that it has contacted the Cardholder to review the Compelling Evidence and provide an explanation of why the Cardholder continues to dispute the Transaction</li> <li>• Certify that the name and address supplied does not match the Cardholder name and address</li> </ul>
The Issuer changes the reason code for the dispute after the Representment was processed.	Not applicable
The Acquirer provided evidence that the Cardholder no longer disputes the Transaction.	The Issuer must certify that the Cardholder still disputes the Transaction.

<sup>1</sup> For Transactions not involving Members in the Visa Europe Territory; excludes reason codes 81 and 83

#### 11.2.1.2 Pre-Arbitration Time Limits

A Member must not exceed the time limits specified for pre-Arbitration, as follows:

**Table 11-123: Pre-Arbitration Time Limits**

Process Step	Time Limit
Make pre-Arbitration attempt	Within 29 calendar days from the Representment Processing Date
<ul style="list-style-type: none"> <li>• Reply to pre-Arbitration attempt</li> <li>• Accept financial responsibility and credit requesting Member for the last amount received</li> </ul>	30 calendar days from the pre-Arbitration attempt date

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## 11.2.2 Arbitration

### 11.2.2.1 Arbitration Filing Conditions

A Member may file for Arbitration when one of the following occurs:

- The Chargeback and Representment cycle has been completed and the Member has not been able to resolve the dispute.
- An opposing Member has not followed the required steps of a Chargeback or Representment.
- An opposing Member does not accept financial responsibility for a disputed Transaction within 30 calendar days of a pre-Arbitration attempt.

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### 11.2.2.2 Arbitration Filing Authority

An Arbitration request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

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### 11.2.2.3 Arbitration Time Limits

A Member must not exceed the time limits specified for Arbitration, as follows:

**Table 11-124: Arbitration Time Limits**

Process Step	Time Limit
File Arbitration case (without pre-Arbitration attempt)	Acquirer: 30 calendar days from the Chargeback Processing Date Issuer: 30 calendar days from the Representment Processing Date
File Arbitration case (following pre-Arbitration attempt)	Acquirer: 60 calendar days <sup>1</sup> from the Chargeback Processing Date Issuer: 60 calendar days <sup>1</sup> from the Representment Processing Date
• Reply • Withdraw case • Accept financial responsibility	7 calendar days from the Visa acknowledgement date
Collect disputed amount from the responsible Member	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee

<sup>1</sup> Plus 30 calendar days for a Group Member

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#### 11.2.2.4 Documentation Required for Arbitration

When seeking Arbitration, a Member must provide, in English, the information required in the *Visa Resolve Online Questionnaire* for each Transaction, and all relevant supporting documentation.

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

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#### 11.2.2.5 Use of V.I.P. System Authorization System Records in Arbitration

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails at Arbitration.

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### 11.2.2.6 Liability for Currency Fluctuation

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

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### 11.2.3 Compliance

#### 11.2.3.1 Compliance Filing Conditions

Unless otherwise specified, a Member may file for Compliance if all of the following occur:

- A violation of the Visa Rules occurred that is not related to an Account Data Compromise Event.
- The Member has no Chargeback or Representment right.
- The Member incurred or will incur a financial loss as a direct result of the violation.<sup>1</sup>
- The Member would not have incurred the financial loss had the violation not occurred.<sup>1</sup>
- The Member made a pre-Compliance attempt to resolve the dispute with the opposing Member and the opposing Member does not accept financial liability.

The pre-Compliance attempt must include all of the following:

- Planned Compliance filing date
- All pertinent documentation
- Specific violation of the Visa Rules

<sup>1</sup> This does not apply to a US Credit Card Surcharge violation, as specified in Section 11.2.3.5, "Compliance Right for Improperly Assessed Surcharge – US Region and US Territories."

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#### 11.2.3.2 Data Compromise Recovery

A violation involving failure to comply with the PIN Management Requirements Documents, *Visa PIN Security Program Guide*, or Payment Card Industry Data Security Standard (PCI DSS) that could allow a compromise of Magnetic-Stripe Data is not resolved through the Compliance process. Such violations are resolved through the Global Compromised Account Recovery program.

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### 11.2.3.3 Compliance Filing Authority

A Compliance request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

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### 11.2.3.4 Compliance Conditions and Required Documentation (Updated)

When seeking Compliance, a Member must provide all of the following, in English:

- The information required in the *Visa Resolve Online Questionnaire* for each Transaction
- Documentation substantiating that a financial loss would not have resulted if the violation had not occurred
- If applicable, the documentation shown in the tables in this section
- Other relevant supporting documentation

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

**Table 11-125: Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data**

Compliance Condition
The Chargeback Reduction Service returned a valid Chargeback or Representment resulting from a Member transmitting invalid data.
Required Documentation
Both: <ul style="list-style-type: none"> <li>• Evidence of incorrect or invalid data</li> <li>• Evidence that the Member was able to meet Chargeback or Representment conditions</li> </ul>

**Table 11-126: Chargeback Reduction Service Returned Transaction with Valid Authorization**

Compliance Condition
The Chargeback Reduction Service returned a Transaction with a valid Authorization.
Required Documentation
All of the following:

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- The Transaction Receipt
- Proof that the Transaction received an Authorization
- Evidence of the Chargeback Reduction Service return

**Table 11-127: Unauthorized Signature**

Compliance Condition
A Cardholder's account was charged for a Transaction and all of the following: <ul style="list-style-type: none"><li>• The Cardholder denies authorizing or participating in the Transaction.</li><li>• The Card that was lost or stolen, and recovered, was used in the disputed Transaction.</li><li>• The first initial of the first name or the last name of the signature on the Transaction Receipt is not spelled the same as the signature on the Card signature panel.</li><li>• The Transaction was not one of the following:<ul style="list-style-type: none"><li>– Vehicle-Specific Fleet Card Transaction</li><li>– Emergency Cash Disbursement</li><li>– Priority check-out Transaction at a Lodging Merchant</li><li>– Transaction using a Contactless Device that is not a standard plastic Card</li></ul></li></ul>
Required Documentation
<ul style="list-style-type: none"><li>• Cardholder letter denying authorization and participation in the Transaction</li><li>• Issuer certification, completed <i>Visa Resolve Online Questionnaire</i>, or <i>Unauthorized Signature – Issuer Certification (Exhibit 2G)</i>, stating that the recovered Card signature panel was unaltered and describing the Card recovery circumstances</li><li>• Transaction Receipt</li><li>• Copy of the front and back of the recovered Card</li></ul>

**Table 11-128: Split Transaction**

Compliance Condition
A Merchant tried to avoid obtaining a single Authorization for a Transaction by preparing 2 or more Transaction Receipts and no Authorization was obtained for the combined amount of the Transaction Receipts, or a Merchant received a Decline Response and split the sale into 2 or more Transactions in order to obtain an Authorization. Visa considers multiple: <ul style="list-style-type: none"><li>• Airline or Cruise Line tickets issued at the same time with the same Account Number to be a single Transaction</li><li>• For a US Domestic Transaction, railway tickets issued at the same time with the same Account Number to be a single Transaction</li></ul>

- Ancillary Purchase Transactions completed at the same time and with the same Account Number to be a single Transaction if the Merchant name field in the Clearing Record includes a general description of goods and services.

To be considered a split Transaction, each Transaction Receipt must contain all of the following:

- Same Account Number and expiration date
- Same Transaction Date (Visa considers undated Transactions to have the same date.)
- Same Merchant Outlet
- Initials of the same sales clerk or code indicating the same department number (Visa considers Transactions without initials or department numbers to have the same clerk or department.)
- Sequential printed numbers (Visa considers Transaction Receipts without printed numbers to be sequentially numbered.)

A Merchant's cash register imprint showing consecutive Transactions takes precedence over preprinted numbers on Transaction Receipts.

#### **Required Documentation**

For Transactions involving Members in the Visa Europe Territory, both:

- Originals or copies of the Transaction Receipts
- Evidence of attempted Authorization for full amount

**Table 11-129: Cardholder Letter Required for Legal Purposes**

Compliance Condition
An Acquirer or Merchant requires a signed Cardholder letter for legal proceedings, for a law enforcement investigation, or if required by applicable laws or regulations. This Compliance right does not apply to Transactions involving Issuers or Acquirers in the Visa Europe Territory that are greater than USD 25 (or local currency equivalent).
Required Documentation
<p>Either:</p> <ul style="list-style-type: none"> <li>• Evidence that the signed Cardholder letter is required for legal proceedings (for example: court order or subpoena)</li> <li>• Acquirer certification that the signed Cardholder letter is required by applicable laws or regulations or for a law enforcement investigation</li> </ul>

**Table 11-130: Copy of Transaction Receipt for Legal Proceeding, Law Enforcement Investigation, or Issuer Investigation**

Compliance Condition
An Issuer or a Cardholder requires a copy of the Transaction Receipt for legal proceedings or a law enforcement investigation and the Retrieval Request was made within 13 months of the Transaction Processing Date.

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For a Transaction not involving a Member in the Visa Europe Territory, an Issuer or Cardholder requires a copy of the Transaction Receipt for an Issuer investigation and the Retrieval Request was made within 13 months of the Transaction Processing Date.

#### Required Documentation

For a Transaction involving a Member in the Visa Europe Territory, both:

- Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena)
- A written statement from the Issuer stating that the Transaction Receipt is required for a law enforcement investigation

For a Transaction not involving a Member in the Visa Europe Territory, both:

- Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena) or for a law enforcement investigation
- For the purpose of an investigation by the Issuer, certification from the Issuer stating that a signed Transaction Receipt is needed in order to respond to Cardholder escalation

**Table 11-131: Authorization Obtained Using Incorrect Data – US Region**

Compliance Condition
An Authorization was obtained with invalid or incorrect data and the Issuer attempted a valid Chargeback that was returned. When an Issuer's and Acquirer's records differ, the V.I.P. System records prevail.
Required Documentation
Copy of the Authorization log and Transaction Receipt to support the discrepancy

**Table 11-132: Electronic Commerce Transaction**

Compliance Condition
A Cardholder requires additional information about an Electronic Commerce Transaction coded with ECI value 6 and both: <ul style="list-style-type: none"><li>• The Cardholder did not assert that the Transaction was fraudulent.</li><li>• The Acquirer did not respond to the Retrieval Request with a Fulfillment or responded with a Nonfulfillment Message code 03 or 04.</li></ul> This condition does not apply to a US Domestic Transaction.
Required Documentation
Cardholder letter requesting additional information about the Transaction

### 11.2.3.5 Compliance Right for Improperly Assessed Surcharge – US Region and US Territories (Updated)

A Member may file for Compliance if a Merchant in the US Region or in a US Territory assessed a US Credit Card Surcharge under one of the following conditions:

- US Credit Card Surcharge amount exceeds the applicable US Credit Card Surcharge amount as specified in Section 5.6.1.4, "US Credit Card Surcharge Maximum Amount – US Region and US Territories"
- US Credit Card Surcharge was assessed on a Transaction in a manner that does not comply with Section 5.6.1.2, "Similar Treatment of Visa Transactions – US Region and US Territories"
- US Credit Card Surcharge was assessed on a Transaction type where surcharging is not permitted
- US Credit Card Surcharge was assessed by a third party
- US Credit Card Surcharge was not disclosed as specified in Section 5.6.1.5, "US Credit Card Surcharge Disclosure Requirements – US Region and US Territories"
- US Credit Card Surcharge amount did not appear on the Transaction Receipt as specified in Section 5.10.3.3, "Required Transaction Receipt Content for Specific Transaction Types"
- US Credit Card Surcharge amount was not refunded as specified in Section 1.5.4.16, "Credit Refund Requirements"
- For a Dynamic Currency Conversion Transaction, US Credit Card Surcharge amount was not included in the conversion
- A Convenience Fee, Service Fee, currency conversion fee, commission, or Wire Transfer Money Order service fee was applied on a Transaction that included a US Credit Card Surcharge

The Member must only request Compliance for the US Credit Card Surcharge amount.

The Member is not required to have incurred a financial loss as a direct result of the violation. If the Issuer has billed the Transaction that included the US Credit Card Surcharge to the Cardholder, the Issuer must credit the Cardholder for the US Credit Card Surcharge amount.

A Member must not file for Compliance if the Merchant properly assessed a US Credit Card Surcharge as permitted in Section 5.6.1, "Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures."

### 11.2.3.6 Pre-Compliance and Compliance Time Limits

A Member must not exceed the time limits specified for pre-Compliance, as follows:

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**Table 11-133: Pre-Compliance Time Limits**

Process Step	Time Limit
Make pre-Compliance Attempt	At least 30 calendar days before filing for Compliance
Accept financial responsibility and credit requesting Member	30 calendar days from the pre-Compliance attempt date

A Member must not exceed the time limits specified for Compliance, as follows:

**Table 11-134: Compliance Time Limits**

Process Step	Time Limit
Make Compliance attempt	No less than 30 calendar days from the date of the pre-Compliance attempt
Filing for a Transaction not involving a fraudulent credit	90 calendar days <sup>1</sup> from either: <ul style="list-style-type: none"> <li>• Processing Date</li> <li>• Date the Member discovered that a violation occurred (not to exceed 2 years from the Transaction Date), if no evidence of the violation was previously available to the Member</li> </ul>
Filing for a Transaction involving a fraudulent credit	90 calendar days <sup>1</sup> from the later of either: <ul style="list-style-type: none"> <li>• Processing Date of credit Reversal</li> <li>• Processing Date of the fraudulent sale or ATM Cash Disbursement</li> </ul>
Filing for other violations	90 calendar days <sup>1</sup> from the violation date. If the requesting Member does not meet the allowed time limits, it loses its Compliance right and is financially liable for the Transaction.
<ul style="list-style-type: none"> <li>• Reply</li> <li>• Withdraw case</li> <li>• Accept financial responsibility</li> </ul>	7 calendar days from the Visa acknowledgement date
Collect disputed amount from the responsible Member	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee
File an appeal	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee

Process Step	Time Limit
<sup>1</sup> Plus 30 calendar days for a Group Member	

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### 11.2.3.7 Use of V.I.P. System Authorization System Records in Compliance

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails in Compliance.

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## 11.2.4 Appeals

### 11.2.4.1 Conditions for an Appeal to the Arbitration and Compliance Committee

A Member may appeal a decision by the Arbitration and Compliance Committee only if both:

- The Member can provide new evidence not previously available at the time the original case was filed.
- The disputed amount is at least USD 5,000 (or local currency equivalent).

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### 11.2.4.2 Appeal Time Limit

The adversely affected Member must file any appeal within 60 calendar days of the Notification date of the decision by the Arbitration and Compliance Committee.

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### 11.2.4.3 Appeal Filing Fee

The requesting Member must not collect the filing fee from the opposing Member if the original decision is reversed.

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## 11.3 Dispute Resolution – Canada Region Requirements

### 11.3.1 Canada Right of Assignment

#### 11.3.1.1 Acquirer Right to Demand Assignment – Canada Region

In the Canada Region, if an Issuer initiates a valid Chargeback, the Acquirer may demand that the Issuer assign the Cardholder assignment relating to the Chargeback.

The Acquirer's right to demand a Cardholder assignment will vest if all of the following:

- The Merchant is bankrupt or in receivership.
- The goods or services were not and will not be provided by the Merchant or by any other person.
- There is a source of compensation to the Cardholder that would not otherwise be available to the Acquirer without the assignment from the Cardholder.
- Visa confirms that the circumstances warrant the Acquirer exercising its right.

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#### 11.3.1.2 Acquirer Obligations to Demand Assignment – Canada Region

In the Canada Region, before making a demand for the assignment by an Issuer of the Cardholder assignment, an Acquirer must make inquiries and satisfy itself as to whether any further and necessary documents are required in order to effect the assignment.

The Acquirer must make the demand before or when Visa confirms that circumstances warrant the demand.

If Visa agrees that the Acquirer's demand for additional documents is necessary and reasonable, the Acquirer must provide the Issuer with notice of the additional documents at the time of its demand.

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#### 11.3.1.3 Acquirer Right to Request Assignment – Canada Region

In the Canada Region, an Issuer is not obligated to comply with an Acquirer request for the Issuer assignment of the Cardholder assignment if all of the conditions have not been met.

If the Issuer elects to comply with such a request as it relates to a Chargeback, the Acquirer will be deemed to have accepted the validity of the Chargeback and must not seek further recourse under the Visa Rules.

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#### 11.3.1.4 Use of Information Obtained in Assignment – Canada Region

In the Canada Region, an Acquirer may use Cardholder information it receives from an Issuer solely for the purpose of pursuing a claim the Acquirer may have against a Merchant in relation to a Chargeback.

An Acquirer must not disclose any such Cardholder information to any third party except in exclusive furtherance of a claim against a Merchant.

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#### 11.3.1.5 Issuer Obligations for Assignment – Canada Region

In the Canada Region, upon receipt of a demand for assignment by an Acquirer, an Issuer must immediately provide the assignment to the Acquirer, and execute or have executed any other documents that the Acquirer has specified are reasonably required in order to effect the assignment.

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#### 11.3.1.6 Issuer Right to Assignment – Canada Region

In the Canada Region, as evidence of the assignment by the Issuer to the Acquirer of the Cardholder assignment, the Issuer may provide the Acquirer with a single assignment, from the Issuer to the Acquirer, of all of the Issuer's rights in and to such Cardholder assignments, and a list of Cardholders from whom the Issuer has received the assignments, together with the amounts of any related disputed Transactions for which the Issuer has initiated Chargebacks.

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#### 11.3.1.7 Assignment Documentary Evidence – Canada Region

In the Canada Region, an Issuer must retain all original assignments received from Cardholders, and, upon the request of the Acquirer, must make all such documents available to the Acquirer for inspection and copying.

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## Visa Product and Service Rules

### Dispute Resolution

#### Visa Product and Service Rules: Dispute Resolution – Related Publications

## 11.4 Visa Product and Service Rules: Dispute Resolution – Related Publications

### 11.4.1 Publications Related to Visa Product and Service Rules: Dispute Resolution

#### 11.4.1.1 Visa Product and Service Rules: Dispute Resolution – Related Publications (Updated)

Table 11-135: Dispute Resolution – Related Publications

Title
Enhanced Dispute Resolution Requirements <sup>1</sup>
International Transactions Guide <sup>1</sup>
Verified by Visa Dispute Resolution Guide <sup>1</sup>
Visa Resolve Online User's Guide
<sup>1</sup> Visa Supplemental Requirements

ID# 0029010

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## 11.5 Visa Product and Service Rules: Dispute Resolution – Related Forms

### 11.5.1 Forms Related to Visa Product and Service Rules: Dispute Resolution

#### 11.5.1.1 Visa Product and Service Rules: Dispute Resolution – Related Forms

Table 11-136: Dispute Resolution – Related Forms

Title
Certification of Special Authorization Representment Amount (Exhibit 3C)
Unauthorized Signature-Issuer Certification (Exhibit 2G)

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## 12 Fees and Non-Compliance Assessments

### 12.1 Licensing and Numerics Management – Non-Compliance Assessments

#### 12.1.1 Acquirer Licensing

##### 12.1.1.1 Non-Compliance Assessment for Associate Member Merchant Acquiring in Russia – CEMEA Region

In the CEMEA Region, a Russia Principal Member that permits an acquiring agent to acquire Merchant Transactions without a Sponsored Merchant Acquiring License will be subject to a non-compliance assessment of USD 20,000 for every 6 months or portion thereof, for each agent that fails to obtain a Sponsored Merchant Acquiring License.

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#### 12.1.2 Member BIN Use

##### 12.1.2.1 New BIN Activation

A BIN Licensee with a new BIN assignment has 18 months to activate a new program before the BIN becomes inactive for purposes of the annual licensing fee.

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## 12.2 Issuance Non-Compliance Assessments

### 12.2.1 Fraud Activity Reporting Non-Compliance Assessments

#### 12.2.1.1 Issuer Fraud Activity Reporting Non-Compliance Assessments

If an Issuer does not comply with the fraud reporting requirements specified in Section 1.10.4.5, "Issuer Fraud Activity Reporting," the Issuer is subject to non-compliance assessments, as follows:

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

Issuance Non-Compliance Assessments

**Table 12-1: Non-Compliance Assessments for Failure to Report Fraud**

Occurrence	Warning Letter	Suspension of Fraud Chargeback Rights <sup>1</sup>	Non-Compliance Assessment (Minimum Amount)	Onsite Member Audit
First	Yes	Not applicable	USD 0	Not applicable
Second	Yes	Not applicable	USD 0	Not applicable
Third	Not applicable	90 calendar days	USD 25,000	Not applicable
Fourth	Not applicable	180 calendar days	USD 25,000	Yes
Fifth	Not applicable	Indefinite until compliance achieved	Visa decision based on reevaluation	Not applicable

<sup>1</sup> Chargeback reason codes will be determined by Visa.

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### 12.2.1.2 Chip Interoperability Compliance Program Non-Compliance Assessments

A Member is subject to the non-compliance assessments specified in Table 12-2, "Member Non-Compliance Assessments for the Chip Interoperability Compliance Program," if Visa determines that the Member or its agent has violated the Chip Interoperability Compliance Program by failing to either:

- Establish and commit to an agreed Chip interoperability resolution plan
- Make satisfactory progress toward an agreed Chip interoperability resolution plan

**Table 12-2: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program**

Violation	Month	Visa Action, Notification, or Non-Compliance Assessment
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 Product and Service Rules

Fees and Non-Compliance Assessments

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

Violation	Month	Visa Action, Notification, or Non-Compliance Assessment
		Visa issues a second Notification that non-compliance assessments may apply if the situation is not corrected to the satisfaction of Visa within 60 calendar days of the second Notification.
Unaddressed violation	Months 4-5	Member is assessed USD 25,000 per month
Unaddressed violation	Month 6 and subsequent months	Member is assessed USD 50,000 per month

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## 12.3 Acceptance Non-Compliance Assessments

### 12.3.1 EMV Liability Shift and Fallback Non-Compliance Assessments

#### 12.3.1.1 Non-Compliance Assessment for Global Fallback Monitoring Program Identification Non-Compliance Assessments

An Acquirer is subject to a non-compliance assessment of USD 1 per Fallback Transaction when the Acquirer-country combination meets or exceeds the minimum Transaction volume and percentage parameters specified in the Visa Rules and the *Global Chip Fallback Monitoring Program Guide*.<sup>1</sup>

Transactions involving Acquirers in the Visa Europe Territory will be subject to a non-compliance assessment of EUR 1 per Fallback Transaction.

<sup>1</sup> This does not apply in the AP Region to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.

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## Visa Product and Service Rules

Fees and Non-Compliance Assessments

Acceptance Non-Compliance Assessments

### 12.3.2 High-Risk Internet Payment Facilitator Non-Compliance Assessments

#### 12.3.2.1 High-Risk Internet Payment Facilitator Registration Non-Compliance Assessments

An Acquirer that fails to comply with the registration program requirements for High-Risk Internet Payment Facilitators is subject to a non-compliance assessment, as follows:

- USD 25,000 per month per High-Brand Risk Sponsored Merchant or High-Risk Internet Payment Facilitator
- After 3 violations in a calendar year, one or both of the following:
  - USD 100,000 for each 30-calendar-day period of non-compliance
  - Prohibition against signing High-Brand-Risk Sponsored Merchants

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### 12.3.3 Electronic Commerce Non-Compliance Assessments

#### 12.3.3.1 Electronic Commerce Indicator Non-Compliance Assessments

An Acquirer that fails to identify an Electronic Commerce Transaction is subject to the non-compliance assessments specified as follows:

Table 12-3: Acquirer Non-Compliance Assessments for Incorrect Use of Electronic Commerce Indicator Values

Violation	Visa Action, Notification, or Non-Compliance Assessment
Warning	Notification of violation with specific date for correction, not to exceed 3 months
Uncorrected Violation (Month 4)	Acquirer assessed USD 5,000 non-compliance assessment per Merchant identified
Uncorrected Violation (Month 5)	Acquirer assessed USD 10,000 non-compliance assessment per Merchant identified
Uncorrected Violation (Months 6-12)	Acquirer assessed USD 25,000 non-compliance assessment per Merchant identified
Uncorrected Violation (Months 13-18)	Visa may suspend the Merchant from participation in the Visa Program

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

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

Violation	Visa Action, Notification, or Non-Compliance Assessment
Uncorrected Violation (Month 19 and subsequent months)	Visa may permanently disqualify the Merchant from participation in the Visa Program

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### 12.3.4 Chip Card Acceptance Non-Compliance Assessments

#### 12.3.4.1 Visa Debit Processing Non-Compliance Assessments – Canada Region

A Canada Acquirer that fails to comply with the requirements for processing Visa Debit Category Transactions will be subject to a non-compliance assessment, as specified in Section 12.3.4.2, "Visa Debit Acquirers Compliance Program – Canada Region."

An Acquirer or its Visa Debit Acceptor that fails to properly process Visa Debit Category Transactions will be subject to a non-compliance assessment, as specified in Section 12.3.4.2, "Visa Debit Acquirers Compliance Program – Canada Region."

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#### 12.3.4.2 Visa Debit Acquirers Compliance Program – Canada Region

A Canada Acquirer that fails to update its host systems with the ability to process Visa Debit Transactions will be subject to a non-compliance assessment of CAD 100,000 per month of non-compliance. If an Acquirer or its Visa Debit Acceptor fails to properly process Visa Debit Transactions, the Acquirer will be subject to a non-compliance assessment of CAD 5,000 per Cardholder complaint reported to Visa as an Acceptance Compliance Program incident.

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### 12.4 ATM Non-Compliance Assessments

#### 12.4.1 ATM Access Fee Non-Compliance Assessments

##### 12.4.1.1 Acquirer ATM Access Fee Non-Compliance Assessments

An ATM Acquirer may be subject to a non-compliance assessment specified in Section 1.12.3.2, "General Non-Compliance Assessment Schedule," if the Acquirer does not:

## Visa Product and Service Rules

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### Transaction Processing Non-Compliance Assessments

- Notify Visa of its intent to impose an Access Fee, as specified in [Section 6.4.1.1, "Visa Rights Pertaining to ATM Access Fees"](#).
- Populate the Access Fee amount, if any, in the appropriate field of the Authorization and Clearing Record

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#### 12.4.1.2 Non-Compliance Assessment for Failure to Include Access Fee Amount in Clearing Record

If an ATM Acquirer fails to include the Access Fee amount in the Clearing Record, the non-compliance assessment will be USD 30 per Transaction.

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#### 12.4.1.3 Procedures and Fees for Non-Compliant ATM Transactions

Visa will return an ATM Transaction to the Acquirer for resubmission when the Transaction both:

- Was submitted less than 3 calendar days from the Transaction Date
- Did not meet the CPS/ATM requirements

Visa will assess a fee and the Acquirer will not receive the international Cash Disbursement Fee if an ATM Transaction both:

- Was submitted or resubmitted 3 or more calendar days from the Transaction Date
- Did not meet the CPS/ATM requirements

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## 12.5 Transaction Processing Non-Compliance Assessments

### 12.5.1 Authorization and Clearing Non-Compliance Assessments

#### 12.5.1.1 Online Gambling Transaction Identification Non-Compliance Assessment

An Acquirer is subject to the non-compliance assessments specified in [Section 12.7.9, "Global Brand Protection Program Non-Compliance Assessments,"](#) if an Authorization Request for an Online Gambling Transaction contains incorrect data or fails to include all of the following:

- An appropriate MCC to identify the High-Brand Risk Merchant, as specified in [Section 10.5.6.1, "High-Brand Risk MCCs"](#)
- MCC 7995 (Betting), for an Online Gambling Transaction, as specified in [Section 5.9.3.6, "Online Gambling Merchant Requirements"](#)
- POS Condition Code 59

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### 12.5.2 Duplicate or Erroneous Data Fee

#### 12.5.2.1 Duplicate or Erroneous Data Fee – US Region

In the US Region, a Clearing Processor that fails to correct inaccurate or duplicate Transaction data submitted through VisaNet is subject to a fee, as specified in the applicable Fee Schedule.

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## 12.6 Interchange Non-Compliance Assessments

### 12.6.1 Interchange Reimbursement Fee Non-Compliance Assessments

#### 12.6.1.1 Non-Compliance Assessment for Failure to Qualify for Supermarket Classification – US Region

A US Acquirer whose Merchant Outlet is identified as failing to meet the qualification requirements for classification with MCC 5411 (Supermarkets), as specified for the Supermarket Incentive Program, is subject to a non-compliance assessment per Merchant Outlet, until the qualification requirements are met.

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#### 12.6.1.2 Non-Compliance Assessment for Inappropriate Credit Transaction Interchange Reimbursement Fee – US Region

A US Acquirer whose Merchant Outlet is identified during 2 consecutive months as receiving an inappropriate Interchange Reimbursement Fee for Credit Transactions is subject to a non-compliance assessment equal to 3 times the US dollar value of the fees that were due to the Issuer during the previous 12-month period.

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### 12.6.1.3 Non-Compliance Assessment for Inappropriate Interchange Reimbursement Fee – US Region

A US Acquirer whose Merchant Outlet is identified for 4 or more months as receiving an Interchange Reimbursement Fee not meeting the Interchange Reimbursement Fee processing requirements is subject to a non-compliance assessment per Merchant Outlet, as follows:

**Table 12-4: Non-Compliance Assessments for a Merchant Outlet Receiving an Inappropriate Interchange Reimbursement Fee – US Region**

Violation	Non-Compliance Assessment
Fourth month	USD 1,000
Fifth month	USD 5,000
Each month after the fifth month	USD 10,000

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## 12.7 Risk Non-Compliance Assessments

### 12.7.1 Account and Transaction Information Security Non-Compliance Assessments

A Member deemed non-compliant with the Account Information Security Program (or Cardholder Information Security Program in the US Region) is subject to a non-compliance assessment, as follows:

**Table 12-5: Non-Compliance Assessments for the Account Information Security Program**

Violation	Non-Compliance Assessment
First violation	Up to USD 50,000
Second violation	Up to USD 100,000
Third or any subsequent violation	Up to USD 200,000

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### 12.7.1.2 Account Information Security Compromise Non-Compliance Assessments – LAC Region

In case of Account Information loss or theft, an LAC Member will receive protection from non-compliance assessments to Merchants or service providers that are in compliance with the Account Information Security (AIS) Program when the security violation occurred. The Member is subject to additional non-compliance assessments for any Merchant or service provider that compromises information and is not in compliance with the AIS Program when the security violation occurred.

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### 12.7.1.3 Non-Compliance Assessments for 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 account or Transaction Information, or reporting or investigating the loss of this information, Visa may impose a non-compliance assessment on the Member or require the Member to take immediate corrective action.

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### 12.7.1.4 Transaction Information Loss/Theft Notification Non-Compliance Assessments – US Region

If a US Acquirer fails to immediately notify Visa of the suspected or confirmed loss or theft of any Visa Transaction Information, the Acquirer is subject to a non-compliance assessment of up to USD 100,000 per incident.

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## 12.7.2 Anti-Money Laundering Program Non-Compliance Assessments

### 12.7.2.1 Member Failure to Return an Anti-Money Laundering/Anti-Terrorist Financing Questionnaire Non-Compliance Assessments

Visa imposes non-compliance assessments for failure to return to Visa a completed *Anti-Money Laundering/Anti-Terrorist Financing Compliance Questionnaire/Certification* form, as specified in Section 1.10.1.7, "Visa Anti-Money Laundering Program – Member Requirements," as follows:

## Visa Product and Service Rules

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Risk Non-Compliance Assessments

**Table 12-6: Non-Compliance Assessments for Member Failure to Return a Completed Anti-Money Laundering/Anti-Terrorist Financing Questionnaire to Visa**

Date	Non-Compliance Assessment
Due date + one calendar day to 30 calendar days	USD 500
Due date + 31 calendar days to 60 calendar days	USD 2,500
Due date + 61 calendar days to 90 calendar days	USD 5,000
Due date + 91 calendar days and every 30 calendar days thereafter	USD 10,000

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### 12.7.3 Authentication Non-Compliance Assessments

#### 12.7.3.1 PIN Security Non-Compliance Assessments

A Member may be subject to a non-compliance assessment for its or its agent's failure to comply with any of the requirements in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*, as follows:

**Table 12-7: PIN Security Non-Compliance Assessments**

Violation	Non-Compliance Assessment
Initial violation and each month of unaddressed violations, up to 4 months after the initial violation	USD 10,000 per month
Violations after 4 months and each month thereafter	USD 25,000 per month

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### 12.7.4 Visa Acquirer Monitoring Program Non-Compliance Assessments

#### 12.7.4.1 Visa Acquirer Monitoring Program (VAMP) Non-Compliance Assessments

**Effective 1 January 2016**

Visa assesses the following non-compliance assessments if an Acquirer's monthly Chargeback or Fraud Activity exceeds the Visa Acquirer Monitoring Program (VAMP) thresholds specified in Section 10.5.4.1, "Visa Acquirer Monitoring Program (VAMP)":

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

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

**Table 12-8: Non-Compliance Assessments for Excessive Chargebacks or Fraud Activity-to-Sales Ratio**

Month	Non-Compliance Assessment
Month 1 – 3	USD 25,000 per month
Month 4 – 6	USD 50,000 per month
Month 7 – 12	USD 100,000 per month

Visa may assess, suspend, or waive VAMP non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The non-compliance assessments will no longer be assessed to the Acquirer once its Merchant has met acceptable performance levels. However, non-compliance assessments may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant or Acquirer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Chargeback or Fraud Activity volumes.

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## 12.7.5 Chargeback Monitoring Fees and Non-Compliance Assessments

### 12.7.5.1 Visa Chargeback Monitoring Program (VCMP) Fees and Non-Compliance Assessments (Updated)

**Effective 1 January 2016**

Visa assesses Visa Chargeback Monitoring Program (VCMP) fees and non-compliance assessments to the Acquirer, as specified in Table 12-9, "Fees for Visa Chargeback Monitoring Program – Standard Program," and Table 12-10, "Fees for Visa Chargeback Monitoring Program – High-Risk Program."

**Table 12-9: Fees for Visa Chargeback Monitoring Program – Standard Program**

Event	Visa Action/Fee
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Visa Chargeback Monitoring Program (VCMP)," in months 1-4 (month 1 = initial notification).	<ul style="list-style-type: none"><li>• Workout Period<sup>1</sup></li><li>• No fee</li></ul>
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Visa Chargeback Monitoring Program (VCMP)," in months 5-9.	<ul style="list-style-type: none"><li>• A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback<sup>2</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>3</sup></li></ul>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

Event	Visa Action/Fee
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Visa Chargeback Monitoring Program (VCMP)," beyond month 9.	<ul style="list-style-type: none"> <li>• A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback<sup>2</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>3</sup></li> <li>• The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> <li>• Visa may initiate Merchant disqualification processes against a Merchant Outlet and/or its principals.</li> </ul>

<sup>1</sup> The Workout Period does not apply to High-Risk Merchants or High-Brand Risk Merchants

<sup>2</sup> VCMP non-compliance assessments and program fees apply to domestic and international Chargebacks for all the following: Australia, Brazil, Canada, and the United States. Visa may modify this list of markets. For all other markets, VCMP non-compliance assessments and program fees apply to only international Chargebacks.

<sup>3</sup> Visa allocates a portion of this fee to the Issuer via a funds disbursement.

**Table 12-10: Fees for Visa Chargeback Monitoring Program – High-Risk Program**

Event	Visa Action/Fee
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Visa Chargeback Monitoring Program (VCMP)," in months 1-6.	<ul style="list-style-type: none"> <li>• A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback<sup>1</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> </ul>
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Visa Chargeback Monitoring Program (VCMP)," beyond month 6.	<ul style="list-style-type: none"> <li>• A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback<sup>1</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> <li>• The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> </ul>
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Visa Chargeback Monitoring Program (VCMP)," beyond month 11.	<ul style="list-style-type: none"> <li>• A fee is assessed to the Acquirer, as specified in the applicable Fee Schedule, per Chargeback<sup>1</sup> for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> <li>• The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> <li>• Visa may initiate Merchant disqualification processes against a Merchant Outlet and/or its principals.</li> </ul>

<sup>1</sup> VCMP non-compliance assessments and program fees apply to domestic and international Chargebacks for all the following: Australia, Brazil, Canada, and the United States. Visa may modify this list of markets. For all other markets, VCMP non-compliance assessments and program fees apply to only international Chargebacks.

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Fees and Non-Compliance Assessments

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

Event	Visa Action/Fee
<sup>2</sup> Visa allocates a portion of this fee to the Issuer via a funds disbursement.	

Non-compliance assessments and fees for Chargeback activity under the VCMP standard program or VCMP high-risk program may continue to be assessed to the Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments and fees being imposed on the Acquirer at the time Transaction processing ceased

Visa may assess, suspend, or waive VCMP fees and/or non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The fees and/or non-compliance assessments will no longer be assessed to the Acquirer once the Merchant has met acceptable performance levels. However, fees and/or non-compliance assessments may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant or Acquirer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Chargeback volumes.

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### 12.7.5.2 Visa Chargeback Monitoring Program (VCMP) – Data Quality Non-Compliance Assessments

**Effective 1 January 2016**

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Chargeback Monitoring Program (VCMP), Visa may impose a non-compliance assessment of USD 10,000 per Merchant Outlet, per month, to the Acquirer.

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### 12.7.5.3 Global Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments

**Effective through 31 December 2015**

Visa assesses Global Merchant Chargeback Monitoring Program fees and non-compliance assessments to the Acquirer, as specified in Table 12-11, "Fees for Global Merchant Chargeback Monitoring Program – Merchant-Level Thresholds," and Table 12-12, "Non-Compliance Assessments for Global Merchant Chargeback Monitoring Program – Acquirer-Level Thresholds."

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**Table 12-11: Fees for Global Merchant Chargeback Monitoring Program – Merchant-Level Thresholds**

Event	Visa Action/Fee
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.4, "Global Merchant Chargeback Monitoring Program Overview," in months 1-3 (month 1 = initial notification).	<ul style="list-style-type: none"> <li>• Workout Period<sup>1</sup></li> <li>• No fee</li> </ul>
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.4, "Global Merchant Chargeback Monitoring Program Overview," in months 4-9.	<ul style="list-style-type: none"> <li>• A fee is assessed, as specified in the applicable Fee Schedule, per international Chargeback for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> <li>• If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee, as specified in the applicable Fee Schedule, for each international Chargeback received for its Merchant.</li> </ul>
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.4, "Global Merchant Chargeback Monitoring Program Overview," beyond month 9.	<ul style="list-style-type: none"> <li>• A fee is assessed, as specified in the applicable Fee Schedule per international Chargeback for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> <li>• If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee of USD 200 for each international Chargeback received for its Merchant.<sup>2</sup></li> <li>• The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> <li>• Visa may initiate Merchant disqualification processes against a Merchant Outlet and/or its principals.</li> </ul>

<sup>1</sup> The Workout Period is not applicable for Acquirer-level thresholds, High-Risk Merchants, or High-Brand Risk Merchants, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."

<sup>2</sup> Visa allocates a portion of this fee, as specified in the applicable Fee Schedule, to the Issuer via a Funds Disbursement.

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**Effective through 31 December 2015**

**Table 12-12: Non-Compliance Assessments for Global Merchant Chargeback Monitoring Program – Acquirer-Level Thresholds**

Event	Requirements/Non-Compliance Assessment
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.4, "Global Merchant Chargeback Monitoring Program Overview"	USD 25,000 for every month the Acquirer meets or exceeds the program thresholds
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.4, "Global Merchant Chargeback Monitoring Program Overview," more than 3 times in a rolling 12-month period	USD 50,000 for every month the Acquirer meets or exceeds the program thresholds
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.4, "Global Merchant Chargeback Monitoring Program Overview," more than 6 times in a rolling 12-month period	<ul style="list-style-type: none"><li>• USD 100,000 for each subsequent month the threshold is met or exceeded</li><li>• Acquirer is eligible for the imposition of Risk Reduction Procedures, as specified in Section 1.10.1.2, "Member Risk Reduction Requirements"</li><li>• Visa may apply additional non-compliance assessments for repetitive or willful violations, as specified in Section 1.12.3.7, "Repeated Non-Compliance," and Section 1.12.3.10, "Willful Violations of the Visa Rules"</li></ul>

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### 12.7.5.4 Global Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – Visa Rights

**Effective through 31 December 2015**

Global Merchant Chargeback Monitoring Program fees and/or non-compliance assessments will no longer be imposed once the Merchant has met acceptable performance levels. However, fees and/or non-compliance assessments may continue to be imposed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant is causing undue economic hardship to the Visa system as a result of high dispute volumes.

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## Visa Product and Service Rules

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### 12.7.5.5 Global Merchant Chargeback Monitoring Program – Data Quality Non-Compliance Assessments

**Effective through 31 December 2015**

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 impose a non-compliance assessment of USD 10,000 per Merchant, per month, to the Acquirer.

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### 12.7.5.6 Acquirer Performance Monitoring Program Non-Compliance Assessments – AP Region and CEMEA Region

**Effective through 31 December 2015**

An AP or CEMEA Acquirer is subject to non-compliance assessments 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.

**Table 12-13: Acquirer Performance Monitoring Program Non-Compliance Assessments – AP Region and CEMEA Region**

Violation (Based on each quarter in which the Acquirer exceeds the thresholds after the workout period)	Visa Action or Non-Compliance Assessment
First violation	USD 25,000
Second consecutive violation	USD 50,000
3 or more consecutive violations	USD 100,000 for every subsequent violation per quarter or Visa may revoke or suspend the Acquirer's license

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### 12.7.5.7 Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Visa imposes Merchant Chargeback Monitoring Program Fees and non-compliance assessments to a US Acquirer, as specified in the applicable Fee Schedule and as follows:

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### Fees and Non-Compliance Assessments

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**Table 12-14: Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region**

Event	Visa Notification, Fee, or Non-Compliance Assessment
US Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.10, "Merchant Chargeback Monitoring Program Overview – US Region"	Initial Notification – month 0 <ul style="list-style-type: none"> <li>• No non-compliance assessment</li> </ul>
US 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"> <li>• USD 5,000 non-compliance assessment for failure to return completed documentation within 10 calendar days of the Notification date</li> <li>• USD 1,000 non-compliance assessment per day until completed documentation is received</li> </ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for the second month	Notification – month 2 <ul style="list-style-type: none"> <li>• USD 10,000 non-compliance assessment for failure to respond with an acceptable Chargeback reduction plan within 10 calendar days of the Notification date</li> <li>• USD 1,000 non-compliance assessment per day until acceptable Chargeback reduction plan is received</li> </ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 3, 4, and 5	<ul style="list-style-type: none"> <li>• Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li> </ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 6 and 7	<ul style="list-style-type: none"> <li>• Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li> </ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 8 and 9	<ul style="list-style-type: none"> <li>• Review fee</li> <li>• Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li> </ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds beyond month 9	<ul style="list-style-type: none"> <li>• Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li> <li>• Merchant and its principals eligible for disqualification proceedings, as specified in Section 10.5.3.15, "Critical Chargeback Levels – US Region"</li> </ul>

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Risk Non-Compliance Assessments

Event	Visa Notification, Fee, or Non-Compliance Assessment
<sup>1</sup> Visa allocates a portion of each fee to the Issuer via a Funds Disbursement.	

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### 12.7.5.8 Merchant Chargeback Monitoring Program Activity Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Non-compliance assessments for Chargeback activity may continue to be imposed on a US Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments being imposed on the Acquirer at the time Transaction processing ceased, as specified in [Section 12.7.5.7, "Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region"](#)

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### 12.7.5.9 Acquirer Chargeback Monitoring Program Non-Compliance Assessment for Merchant Name Change – US Region

**Effective through 31 December 2015**

If Visa suspects that a US 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 [Section 10.5.3.16, "Acquirer Chargeback Monitoring Program – US Region,"](#) Visa:

- Will impose a non-compliance assessment 60 calendar days after Acquirer Notification, as specified in [Section 12.7.5.11, "Acquirer Chargeback Monitoring Program Non-Compliance Assessments – US Region"](#)
- 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.

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### 12.7.5.10 Acquirer Monitoring Circumvention Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Visa may impose:

- Conditions on a US Acquirer that knowingly acts to circumvent monitoring
- Non-compliance assessments, as specified in Section 12.7.7.5, "Acquirer Monitoring Program Non-Compliance Assessments – US Region," to an Acquirer that knowingly acts to circumvent monitoring

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### 12.7.5.11 Acquirer Chargeback Monitoring Program Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Visa imposes Acquirer Chargeback Monitoring Program non-compliance assessments to a US Acquirer, as follows:

**Table 12-15: Acquirer Chargeback Monitoring Program Fees – US Region**

Event	Visa Action, Fee, or Non-Compliance Assessment
Acquirer knowingly attempts to circumvent the provisions of Section 12.7.5.9, "Acquirer Chargeback Monitoring Program Non-Compliance Assessment for Merchant Name Change – US Region"	USD 25,000 imposed 60 calendar days after Notification to the Acquirer
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.16, "Acquirer Chargeback Monitoring Program – US Region"	USD 25,000
Acquirer meets or exceeds the Chargeback activity thresholds more than 3 times in a rolling 12-month period	USD 100,000 for each subsequent month that either threshold is exceeded
Acquirer has had 3 or more Merchants in the Merchant Chargeback Monitoring Programs for 6 consecutive months	Daily review fee, with a one-week minimum fee, imposed while a review of the Acquirer's and/or Merchants' Visa Card-related processing activities is being conducted
Acquirer fails to take action on recommendations resulting from a review of the Acquirer's and/or Merchants' Visa Card-related processing activities	USD 75,000 minimum

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### 12.7.6 High-Brand Risk Acquirer Non-Compliance Assessments

If Visa determines that an Acquirer that previously did not acquire High-Brand Risk Transactions in a Card-Absent Environment has failed to comply with the registration requirements specified in Section 10.5.8.1, "High-Brand Risk Acquirer Registration," Visa may impose a non-compliance assessment of USD 25,000 to the Acquirer per calendar month of non-compliance. Continued non-compliance may result in Visa prohibiting that Acquirer from acquiring High-Brand Risk Merchants.

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### 12.7.7 Fraud Monitoring and Reporting Non-Compliance Assessments

#### 12.7.7.1 Visa Fraud Monitoring Program (VFMP) Non-Compliance Assessments

**Effective 1 January 2016**

Visa assesses non-compliance assessments to the Acquirer of a Merchant Outlet identified in the Visa Fraud Monitoring Program (VFMP) high-risk program, as specified in Section 10.5.5.2, "Visa Fraud Monitoring Program (VFMP) Timelines."

**Table 12-16: Non-Compliance Assessments for VFMP – High-Risk Program**

Month	Non-Compliance Assessment
Month 1 – 3	USD 10,000 per month
Month 4 – 6	USD 25,000 per month
Month 7 – 9	USD 50,000 per month
Month 10 – 12	USD 75,000 per month

Visa may assess, suspend, or waive VFMP non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The non-compliance assessments will no longer be assessed to the Acquirer once its Merchant has met acceptable performance levels. However, non-compliance assessments may continue to be assessed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant or Acquirer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Fraud Activity volumes.

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## Visa Product and Service Rules

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### 12.7.7.2 Visa Fraud Monitoring Program (VFMP) – Data Quality Non-Compliance Assessments

**Effective 1 January 2016**

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Visa Fraud Monitoring Program (VFMP), Visa may impose a non-compliance assessment of USD 10,000 per Merchant Outlet, per month, to the Acquirer.

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### 12.7.7.3 Acquirer Monitoring Program Non-Compliance Assessments

**Effective through 31 December 2015**

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 to penalties and any applicable non-compliance assessments, including, but not limited to, the following:

- Monetary non-compliance assessments specified in the Visa Rules
- Temporary suspension of contracting with new Merchants
- Termination of membership

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### 12.7.7.4 Acquirer Monitoring Program Non-Compliance Assessments – LAC Region

**Effective through 31 December 2015**

An LAC Acquirer that fails to comply with [Section 10.5.1.4, "Acquirer Monitoring Program Responsibilities – LAC Region,"](#) is subject to a special quarterly non-compliance assessment of USD 25,000.

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### 12.7.7.5 Acquirer Monitoring Program Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Beginning the first month after the Workout Period, Visa imposes the following non-compliance assessments if an Acquirer's monthly Fraud Activity-to-sales ratio exceeds the Acquirer Monitoring Program Alert thresholds:

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**Table 12-17: Non-Compliance Assessments for Excessive Fraud Activity-to-Sales Ratio – US Region**

Month Following Workout Period	Non-Compliance Assessment
First month	USD 25,000
Second month	USD 50,000
Third month	USD 75,000
Fourth and subsequent months	USD 100,000

Until the Acquirer's Fraud Activity-to-sales ratio remains below the program Alert thresholds for 3 consecutive months, a non-compliance assessment will be imposed each month the ratio exceeds the program Alert thresholds.

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### 12.7.7.6 Non-Compliance Assessments for Failure to Report Fraud – LAC Region

An LAC Issuer that does not comply with the Fraud Reporting Program's requirements, as determined by the third or higher consecutive onsite audit, will be subject to a quarterly non-compliance assessment of USD 10,000 until found compliant by the Visa remote monitoring system and validated by an onsite audit.

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### 12.7.7.7 Excessive Fraud Activity Notification Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

A US Acquirer that receives an Excessive Fraud Activity Notification for one of its Merchants enters a 3-month Workout Period and is subject to the following requirements:

**Table 12-18: Risk Identification Service Online Workout Period – US Region**

Event	Visa Action or Notification
US Acquirer receives an Excessive Fraud Activity Notification and enters a 3-month workout period	Initial Excessive Fraud Activity Notification. No non-compliance assessment <ul style="list-style-type: none"><li>• Acquirer must complete a Risk Identification Service Online Questionnaire and submit it to Visa within 10 days of receipt of the Notification and must take further action, as specified in <a href="#">Section 10.5.5.7, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region"</a>.</li></ul>
Workout Period	Workout Period – month 1. No non-compliance assessment

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

Event	Visa Action or Notification
US Acquirer receives Excessive Fraud Activity Notification(s)	<ul style="list-style-type: none"> <li>• 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 non-compliance assessment period, and may be subject to the non-compliance assessment period requirements for month 1<sup>1</sup></li> </ul> <p style="margin-top: 10px;">Workout Period – month 2. No non-compliance assessment</p> <ul style="list-style-type: none"> <li>• Acquirer evaluates the effectiveness of the fraud reduction plan and makes adjustments, as necessary</li> </ul> <p style="margin-top: 10px;">Workout Period – month 3. No non-compliance assessment</p> <ul style="list-style-type: none"> <li>• Acquirer continues to evaluate the effectiveness of the fraud reduction plan and makes adjustments, as necessary</li> </ul>

<sup>1</sup> If a US Acquirer bypasses the Workout Period and enters the non-compliance period, the General Schedule of Non-Compliance Assessments progresses each subsequent month from USD 10,000 to USD 100,000, according to the increments specified in Section 10.5.5.7, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region."

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### 12.7.7.8 Risk Identification Service (RIS) Online Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Visa imposes the following non-compliance assessments to a US Acquirer after the 3-month Workout Period specified in Section 10.5.5.7, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region."

**Table 12-19: Risk Identification Service (RIS) Online Non-Compliance Assessment Schedule – US Region**

Event	Requirements/Non-Compliance Assessment
Non-Compliance Assessment Period – month 1 <sup>1</sup> Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 10,000
Non-Compliance Assessment Period – month 2 or 3 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 25,000
Non-Compliance Assessment Period – month 4 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 50,000
Non-Compliance Assessment Period – month 5 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 75,000

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

Risk Non-Compliance Assessments

Event	Requirements/Non-Compliance Assessment
Non-Compliance Assessment Period – month 6 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 100,000
Non-Compliance Assessment Period – beyond month 6 Acquirer receives subsequent Excessive Fraud Activity Notification(s) <sup>2</sup>	<ul style="list-style-type: none"><li>• USD 100,000 per month</li><li>• Merchant and its principal(s) eligible for disqualification proceedings, as specified in Section 10.5.3.15, "Critical Chargeback Levels – US Region"</li></ul>

<sup>1</sup> The Risk Identification Service Online remediation process, including Notification requirements, is described in Section 10.5.5.7, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region".

<sup>2</sup> An Identified Merchant must remain below RIS Online Notification thresholds that incur a non-compliance assessment for at least 3 consecutive months for the Acquirer to exit the non-compliance assessment period specified in this table.

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### 12.7.7.9 Risk Identification Service (RIS) Online – Merchant Data Alteration Non-Compliance Assessment – US Region

Effective through 31 December 2015

If Visa determines that a US Acquirer or its Merchant changed, modified, or altered Merchant data in any way to avoid detection by Risk Identification Service (RIS) Online, Visa may impose a USD 25,000 non-compliance assessment to the Acquirer for each occurrence identified.

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### 12.7.8 Terminated Merchant Non-Compliance Assessments

#### 12.7.8.1 Terminated Merchant Non-Compliance Assessments – Canada Region

If a Canada Acquirer fails to comply with Section 10.13.1.4, "Common Terminated Merchant Database Requirements – Canada Region," Visa may assess a non-compliance assessment of CAD 2,500 per violation.

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## 12.7.9 Global Brand Protection Program Non-Compliance Assessments

### 12.7.9.1 Global Brand Protection Program Non-Compliance Assessments for Illegal or Prohibited Transactions

An Acquirer that processes illegal or prohibited Transactions will be subject to non-compliance assessments, as follows:

**Table 12-20: Global Brand Protection Program Non-Compliance Assessments for Tier 1 Violations**

Violation	Visa Action or Non-Compliance Assessment <sup>2</sup>		
	Incorrect Online Gambling Coding	Illegal Transactions	Transactions involving Child Pornography, Bestiality, Rape and Non-Consensual Mutilation
Initial Identification and confirmation <sup>1</sup>	<p>Member is subject to a non-compliance assessment of up to USD 25,000 per Merchant or Sponsored Merchant, or per Merchant URL or Sponsored Merchant URL, identified per calendar month of non-compliance.</p> <p>All violations must be corrected within 7 calendar days of Notification.</p> <p>For any violation involving a Transaction involving child pornography, as specified in Section 10.6, "Brand Protection," the Merchant, Sponsored Merchant, High-Brand Risk Merchant, or High-Brand Risk Sponsored Merchant must be terminated within 7 calendar days.</p>		
Subsequent Violation	<p>Member is subject to a non-compliance assessment of up to USD 50,000 per Merchant or Sponsored Merchant, or per Merchant URL or Sponsored Merchant URL identified, increasing by USD 25,000 for each subsequent calendar month of non-compliance, up to a maximum of USD 100,000</p> <p>Non-compliance following the assessment of the maximum non-compliance assessment will result in the Acquirer being subject to risk reduction procedures, as specified in the Visa Rules, which may include the revocation of acquiring privileges.</p>		

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Fees and Non-Compliance Assessments

Risk Non-Compliance Assessments

Violation	Visa Action or Non-Compliance Assessment <sup>2</sup>
<sup>1</sup> Correction of violation does not eliminate non-compliance assessment liability.	
<sup>2</sup> Visa may waive non-compliance assessments to accommodate unique or extenuating circumstances.	

**Table 12-21: Global Brand Protection Program Non-Compliance Assessments for Tier 2 Violations**

Violation <sup>2</sup>	Visa Action or Non-Compliance Assessment <sup>1</sup>				
	Counterfeit and Other Intellectual Property-Infringing Material	Contraband Cigarettes	Potentially Deceptive Marketing Practices, as specified in the <i>Visa Global Brand Protection Program Guide for Acquirers</i>	Illegal Government Identification/ Documents	Other Categories, as determined by Visa
Initial Identification and confirmation <sup>3</sup>	Member is subject to a non-compliance assessment of up to USD 5,000 per Merchant or Sponsored Merchant, or per Merchant URL or Sponsored Merchant URL, per calendar month of non-compliance. All violations must be corrected within 7 calendar days of notification.				
Subsequent Violation	Member is subject to a non-compliance assessment of up to USD 10,000 per Merchant or Sponsored Merchant, or per Merchant URL or Sponsored Merchant URL, increasing by up to USD 5,000 for each subsequent calendar month of non-compliance up to a maximum of USD 20,000. Non-compliance following the assessment of the maximum non-compliance assessment will result in the Acquirer being subject to risk reduction procedures, as specified in the Visa Rules, which may include the revocation of acquiring privileges.				

<sup>1</sup> Visa may waive non-compliance assessments to accommodate unique or extenuating circumstances.

<sup>2</sup> Visa reserves the right to escalate any identification to the Tier 1 schedule as needed.

<sup>3</sup> Correction of violation does not eliminate non-compliance assessment liability

An Acquirer that has either 4 or more violations of the Visa Rules over a 12-month period involving one or more Merchants, or is identified by Visa as participating in activity that may cause harm to the goodwill associated with the Visa system, brand, products, or services, may be subject to risk reduction procedures that may include, but are not limited to, prohibiting that Acquirer from contracting with any new High-Brand Risk Merchants for a period of one year or more.

If it is determined that an Acquirer's activities may cause undue harm to the goodwill of the Visa payment system, Visa may immediately impose corporate risk reduction procedures.

## 12.7.9.2 Global Brand Protection Program Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Brand Protection Program, Visa may impose a non-compliance assessment of USD 10,000 per Merchant, per month, to the Acquirer.

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## 12.7.10 High-Brand Risk Merchant Monitoring Non-Compliance Assessments

### 12.7.10.1 Global Merchant Chargeback Monitoring Program – High-Brand Risk Merchants – Non-Compliance Assessments

Effective through 31 December 2015

Table 12-22, "High-Brand Risk Merchants in the Global Merchant Chargeback Monitoring Program – Acquirer Fees and Non-Compliance Assessments," and the applicable Fee Schedule specify the fees and non-compliance assessments per international Chargeback for Acquirers of High-Brand Risk Merchants placed in the Global Merchant Chargeback Monitoring Program.

**Table 12-22: High-Brand Risk Merchants in the Global Merchant Chargeback Monitoring Program – Acquirer Fees and Non-Compliance Assessments**

Event	Month	Visa Action, Fee, or Non-Compliance Assessment
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup>	Months 1-3	Fee per Chargeback per month for each identified Merchant Outlet <sup>2</sup>
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup>	Months 4-6	Fee per Chargeback per month for each identified Merchant Outlet <sup>2</sup>
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup>	Month 7 and subsequent months	Fee per Chargeback per month for each identified Merchant Outlet <sup>2</sup> and Visa may disqualify the Merchant from participation in the Visa Program
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup> without an effective Chargeback reduction plan, and 2 of the following levels of Chargeback activity are reached: <ul style="list-style-type: none"><li>• Merchant's Chargeback ratio is 2 or more times the specified Chargeback ratio</li><li>• Merchant is assessed fees for 3,000 or more Chargebacks</li></ul>	Single month Single month When reached	Visa may disqualify the Merchant from participation in the Visa Program

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Risk Non-Compliance Assessments

Event	Month	Visa Action, Fee, or Non-Compliance Assessment
<ul style="list-style-type: none"> <li>Merchant is assessed US \$1 million or more in Global Merchant Chargeback Monitoring Program fees</li> </ul>		
Acquirer does not identify a High-Brand Risk Merchant with the correct MCC, as specified in Section 10.5.6.1, "High-Brand Risk MCCs"	When violation occurs	USD 25,000 per Merchant per month

<sup>1</sup> The Chargeback ratio threshold is 2%.

<sup>2</sup> If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may impose on the Acquirer a non-compliance assessment of USD 200 for each international Chargeback received for its Merchant.

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### 12.7.10.2 High-Brand Risk Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region

**Effective through 31 December 2015**

Visa assesses High-Brand Risk Chargeback Monitoring Program fees and non-compliance assessments to a US Acquirer from the date of Notification, as specified in the applicable Fee Schedule and as follows:

**Table 12-23: High-Brand Risk Chargeback Monitoring Program Acquirer Fees and Non-Compliance Assessments – US Region**

Event	Visa Action, Fee, or Non-Compliance Assessment
During months 1-3, the Merchant meets or exceeds the Chargeback activity thresholds specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region"	<ul style="list-style-type: none"> <li>A fee per Chargeback in months 1-3<sup>1</sup></li> <li>A review fee per month</li> </ul>
During months 4-6, the Merchant meets or exceeds the applicable Chargeback ratios specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region"	<ul style="list-style-type: none"> <li>A fee per Chargeback in months 4-6<sup>1</sup></li> <li>A review fee in month 6</li> </ul>
After 6 months in which the Merchant has met or exceeded the Chargeback thresholds specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region"	<ul style="list-style-type: none"> <li>Visa may disqualify the Merchant from participation in the Visa Program.</li> </ul>
Acquirer does not: <ul style="list-style-type: none"> <li>Identify a High-Brand Risk Merchant with the correct MCC</li> </ul>	<ul style="list-style-type: none"> <li>USD 25,000 non-compliance assessment per Merchant per month</li> </ul>

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

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

Event	Visa Action, Fee, or Non-Compliance Assessment
<ul style="list-style-type: none"><li>• Register a High-Brand Risk Merchant</li></ul>	<ul style="list-style-type: none"><li>• USD 100,000 non-compliance assessment after 3 violations in calendar year and/or prohibition against signing High-Brand Risk Merchants<sup>2</sup></li></ul>
Acquirer knowingly signs a disqualified Merchant or any of the disqualified Merchant's principals	<ul style="list-style-type: none"><li>• USD 250,000 non-compliance assessment per month until the Acquirer terminates the Merchant Agreement<sup>2</sup></li></ul>

<sup>1</sup> Visa allocates a portion of each fee to the Issuer via a Funds Disbursement.

<sup>2</sup> Visa may impose conditions on Acquirers for violations of the Visa Rules, up to and including termination of the Acquirer program.

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### 12.7.10.3 Continuing Chargeback Activity Non-Compliance Assessments – US Region

Effective through 31 December 2015

Non-compliance assessments for Chargeback activity may continue to be imposed on a US Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments being imposed on the Acquirer, as specified in Section 12.7.10.2, "High-Brand Risk Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region," at the time Transaction processing ceased

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### 12.7.11 Corporate Risk Reduction Non-Compliance Assessments

#### 12.7.11.1 Acquirer Responsibility for Merchants Non-Compliance Assessments – US Region

A US Acquirer that fails to comply with the requirements of Section 7.5.1.1, "Acquirer Responsibility for Visa Transactions – US Region," is subject to a non-compliance assessment of USD 500,000, termination of its membership, or both.

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## Visa Product and Service Rules

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### 12.7.12 Merchant Agreement with Prohibited Merchant Non-Compliance Assessments – US Region

#### 12.7.12.1 Non-Compliance Assessments for Merchant Agreement with Prohibited Merchant – US Region

Visa imposes a non-compliance assessment to a US Acquirer that enters into a Merchant Agreement with a Merchant, or known principals of a Merchant, that Visa has prohibited from participating in the Visa or Visa Electron Program, as follows:

Table 12-24: Acquirer Non-Compliance Assessments for Merchant Agreement with a Prohibited Merchant – US Region

Violation	Non-Compliance Assessment
First violation in a 5-year period	USD 10,000
Second violation in a 5-year period	USD 20,000
Third violation in a 5-year period	USD 50,000
4 or more violations in a 5-year period	At the discretion of Visa

Visa imposes an additional non-compliance assessment of USD 10,000 for each 30-calendar-day period, or portion thereof, during which the US Acquirer fails to terminate the Merchant Agreement.

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### 12.7.13 Verified by Visa Non-Compliance Assessments

#### 12.7.13.1 Verified by Visa Non-Compliance Assessments for Excessive Decline Rates (Updated)

An Issuer that exceeds 500 Authorizations a month and a decline rate of 50% or more for Transactions containing Electronic Commerce Indicator 6 is subject to non-compliance assessments, as follows:

Table 12-25: Issuer Non-Compliance Assessments for Excessive Decline Rates-Electronic Commerce Indicator Value 6

Violation	Visa Action or Non-Compliance Assessment
First violation of rule	Warning letter with specific date for correction and US \$15,000 non-compliance assessment
Second violation of same rule in a 12-month period after Notification of first violation	US \$30,000 non-compliance assessment

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Violation	Visa Action or Non-Compliance Assessment
Third violation of same rule in a 12-month period after Notification of first violation	US \$45,000 non-compliance assessment
Fourth violation of same rule in a 12-month period after Notification of first violation	US \$50,000 non-compliance assessment
5 or more violations of same rule in a 12-month period after Notification of first violation	Visa discretion

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### 12.7.14 Non-Compliance Assessments Related to Agents

#### 12.7.14.1 VisaNet Processor Non-Compliance Assessments

A Member using a VisaNet Processor that fails to comply with the Visa Rules and Visa Charter Documents is subject to non-compliance assessments, as specified in [Section 1.12.3.2, "General Non-Compliance Assessment Schedule."](#) The combined liability of all Members for a VisaNet Processor's failure to comply must not be more than the non-compliance assessment amount for the violation involved.

Visa may impose non-compliance assessments resulting from the activities of a Member performing services on behalf of another Member to both the:

- Performing Member
- Member for which the services are performed

The total paid by both Members must not be more than the non-compliance assessment amount for the violation involved.

Visa may impose non-compliance assessments whether a Member or non-Member is performing services on behalf of another Member. If a Member acts as a VisaNet Processor for another Member, it is considered a single entity with that other Member in determining repetitive violations.

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#### 12.7.14.2 Third Party Agent Non-Compliance Assessments

Visa imposes non-compliance assessments to a Member that fails to comply with the requirements for use of Third Party Agents. A Member is subject to non-compliance assessments for the failure of its Third Party Agents to comply with the substance of Third Party Agent requirements, including non-payment of non-compliance assessments to Visa.

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### Fees and Non-Compliance Assessments

#### Fees – General

A Member that fails to comply with Third Party Agent requirements is subject to a non-compliance assessment, as follows:

**Table 12-26: Non-Compliance Assessments Related to Third Party Agents**

Violation	Non-Compliance Assessment
First occurrence	USD 10,000
Second occurrence in a rolling 60-month period	USD 25,000
Third occurrence in a rolling 60-month period	USD 50,000
Four or more occurrences in a rolling 60-month period	USD 100,000

For repeated violations in a rolling 60-month period, Visa may impose non-compliance assessments in addition to those specified in Table 12-26, "Non-Compliance Assessments Related to Third Party Agents," at Visa discretion. Non-compliance assessments are cumulative.

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## 12.8 Fees – General

### 12.8.1 Fee Assessment and Responsibility

#### 12.8.1.1 Responsibility for Charges – US Region

All charges imposed by Visa, whether in the form of fees, exchange rates, or otherwise, are charges imposed on a US Member or a VisaNet Processor or an Agent operating on behalf of a US Member. A US Member or VisaNet Processor or Agent operating on behalf of a US Member is responsible for paying all charges, regardless of whether it absorbs the charges, passes them on, or increases them in billing its customer (for example: Cardholder, Merchant).

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### 12.8.2 Global Compromised Account Recovery (GCAR) Fees

#### 12.8.2.1 Global Compromised Account Recovery (GCAR) – Appeal Fee

**Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012**

Visa will collect from the Acquirer through the Global Member Billing System a Global Compromised Account Recovery (GCAR) appeal fee, as specified in the applicable Fee Schedule.

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#### 12.8.2.2 Global Compromised Account Recovery (GCAR) – Non-Cooperation Analysis Fee

**Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012**

Visa assesses to the Acquirer through the Global Member Billing System a Global Compromised Account Recovery (GCAR) program non-cooperation analysis fee, as specified in the applicable Fee Schedule, if the Acquirer, its Merchant, Acquirer processor, service provider, or other entity used by the Acquirer, its Merchant, or ATM involved in processing Visa-branded Transactions refuses to allow a forensic investigation.

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## 12.9 Member-to-Member Fees

### 12.9.1 Authorization Processing

#### 12.9.1.1 Issuer Responsibility for Telecommunications Costs

**Effective through 14 April 2016**

An Acquirer must pay for telephone or fax calls made to an Issuer for Authorization purposes.

However, it may record and recover these costs from the Issuer. These charges may result from either:

- Authorization Request from a manual authorizer
- Follow-up to a Referral Response 01 or 02

#### Effective 15 April 2016

An Acquirer must pay for telephone or fax calls made to an Issuer for Authorization purposes. However, it may record and recover these costs from the Issuer. These charges may result from an Authorization Request from a manual authorizer.

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### 12.9.2 Automated Clearing House Service

#### 12.9.2.1 Automated Clearing House Collections Made in Error – US Region

Visa is not liable for US automated clearing house collections made in error, except through intentional misconduct.

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#### 12.9.2.2 Automated Clearing House Service Authorization Agreement – US Region

Visa will provide a US Member or VisaNet Processor with an automated clearing house authorization agreement for Fee Collection Transactions and Funds Disbursement Transactions. This agreement must be signed and returned to Visa before the initiation of any automated clearing house transaction.

The signed agreement remains valid for all Fee Collection Transactions and Funds Disbursement Transactions until the Member or VisaNet Processor notifies Visa of either:

- Its replacement by a new agreement
- Revocation of the agreement because the Member or VisaNet Processor was terminated

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#### 12.9.2.3 Automated Clearing House Service Requirements – US Region

Upon Visa request, a US Member or VisaNet Processor must provide all of the following for the purpose of collecting fees and disbursing funds through the automated clearing house service:

- Valid automated clearing house transit/routing number
- Associated financial institution depository account number
- Signed automated clearing house authorization agreement

If any account information (such as the account number or financial institution) changes, the Member or VisaNet Processor must both:

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- 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

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#### 12.9.2.4 Automated Clearing House Service Requirements for Principal-Type or Associate-Type Members – US Region

Upon Visa request, a US Principal-type or Associate-type Member or an applicant for Principal-type or Associate-type membership must comply with Section 12.9.2.3, "Automated Clearing House Service Requirements – US Region," for the purpose of collecting fees and disbursing funds through the automated clearing house service.

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#### 12.9.2.5 Initial Service Fee Collection through Automated Clearing House Service – US Region

Visa may collect initial service fees through the automated clearing house service from all new US Principal-type and Associate-type Members, as specified in the Visa Charter Documents.

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#### 12.9.2.6 Non-Use of Automated Clearing House Service – US Region

A US Member or VisaNet Processor that is required to use the automated clearing house service may be required to reimburse Visa for any expense incurred for processing any payment made by a means other than the automated clearing house service.

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#### 12.9.2.7 Rejection of Automated Clearing House Transactions – US Region

Visa may require a same-day wire transfer, or initiate a Fee Collection Transaction through VisaNet, if a valid automated clearing house transaction is rejected or cannot be initiated for any reason, including:

- US Member did not comply with Section 12.9.2.3, "Automated Clearing House Service Requirements – US Region"
- Existing automated clearing house authorization agreement was revoked before a replacement authorization agreement took effect

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## Visa Product and Service Rules

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Member-to-Member Fees

### 12.9.3 Member-to-Member Fee Collection and Funds Disbursement

#### 12.9.3.1 Data and Documentation Requirements for Fee Collections and Funds Disbursements (Updated)

Table 12-27: Fee Collection and Funds Disbursement by Members

Fee	Reason Code	Data and Documentation Required
Telecommunications charges (telephone, fax, and cable)  (May not be used by US Members to collect from other US Members)	0100	<p>Must specify all of the following in the message field:</p> <ul style="list-style-type: none"><li>• Communication method (such as telephone, fax, cable)</li><li>• Transaction amount (in Transaction Currency)</li><li>• Authorization Request, Authorization Code, Decline Response date</li><li>• Unit cost</li><li>• Number of units charged</li></ul> <p>No documentation required unless the charges exceed USD 50. If the charges exceed USD 50, the collecting Member must provide an itemized breakdown of the charges and, if requested, the bill for any of these charges.</p> <p><b>Effective for Transactions completed through 14 April 2016</b></p> <p>An Acquirer must not collect telecommunications charges when the International Automated Referral Service was used to process an Authorization Request.</p>
Lost/Stolen Card Reporting Service fees	0130	<p>Must specify in the message field:</p> <ul style="list-style-type: none"><li>• Date of loss reported by Cardholder</li><li>• Telecommunications charges</li></ul> <p>If the Account Number is unavailable, but the Issuer is known, the Member may collect its reimbursement through VisaNet by using an Account Number consisting of the Issuer BIN, zeros, and the appropriate check digit, if it includes the Cardholder name in the message field.</p> <p>Documentation required:</p> <ul style="list-style-type: none"><li>• If requested, bill for any telecommunications charges</li><li>• The Member must send to the Issuer a <i>Lost or Stolen Card Report (Exhibit 1A)</i>, as specified in Section 10.9.1, "Lost or Stolen Card Reporting."</li></ul>
Merchant service fees	0140	<p>Must specify in the message field:</p> <ul style="list-style-type: none"><li>• Type of Merchant service provided by local service member</li></ul>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

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

Fee	Reason Code	Data and Documentation Required
(May not be used by US Members to collect from other US Members)		<ul style="list-style-type: none"> <li>Merchant name</li> <li>Invoice number</li> </ul> <p>No documentation required</p>
Recovered Card handling fee/reward	0150	<p>Must specify in the message field:</p> <ul style="list-style-type: none"> <li>The Cardholder name on the recovered Card</li> <li>In the US Region, if the Card was recovered as the result of a Code 10 Authorization, the words "Code 10"</li> </ul> <p>In the US Region, must specify in the event date field the date the Card was recovered.</p> <p><b>Effective through 15 April 2016</b> Must return the recovered Card and Recovered Card Advice (Exhibit 1E) to the Issuer, as specified in Section 10.8, "Card Recovery".</p> <p><b>Effective 16 April through 14 October 2016</b> Must either:</p> <ul style="list-style-type: none"> <li>Return the recovered Card and <i>Recovered Card Advice</i> (Exhibit 1E) to the Issuer, as specified in Section 10.8, "Card Recovery".</li> <li>Notify the Issuer through Visa Resolve Online that the Card was recovered before submitting the Fee Collection Transaction for the reward, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements".</li> </ul> <p><b>Effective 15 October 2016</b> Must notify the Issuer through Visa Resolve Online that the Card was recovered before submitting the Fee Collection Transaction for the reward, as specified in Section 10.8.2.1, "Recovered Card Handling and Notification Requirements".</p>
Recovery of Retrieval Request fee	0170	<p>Must specify in the message field:</p> <ul style="list-style-type: none"> <li>Acquirer Reference Number/Tracing Data</li> <li>BASE II Retrieval Request date</li> <li>Reason for recovery (such as "copy illegible")</li> </ul> <p>No documentation required</p>
Emergency Card Replacement distribution fee	0200	<p>Must specify in the message field the date of Card distribution</p> <p>No documentation required</p>
Emergency Cash Disbursement handling fee	0210	<p>Must specify in the message field the Transaction amount</p> <p>No documentation required</p>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Member-to-Member Fees

<b>Fee</b>	<b>Reason Code</b>	<b>Data and Documentation Required</b>
Arbitration/Compliance case decision or filing fee	0220	<p>Must specify in the message field:</p> <ul style="list-style-type: none"> <li>• Cardholder name</li> <li>• Acquirer Reference Numbers/Tracing Data of the Transactions involved</li> <li>• Date of the decision Notification from Visa or the date of the other Member's withdrawal notification to Visa, as applicable</li> </ul> <p>No documentation required</p>
Incorrect Merchant Identification/Transaction Date handling fee (US Region only)	0230	<p>Must be collected within 45 calendar days of the receipt date of the Transaction Receipt</p> <p>Must specify in the message field:</p> <ul style="list-style-type: none"> <li>• Acquirer Reference Number</li> <li>• VisaNet Transaction Receipt request date</li> <li>• The date on which the Transaction Receipt was received.</li> <li>• Reason for the fee collection, specifying both the incorrect and correct information (e.g., "Merchant name is XXXX not YYYY")</li> </ul> <p>The handling fee must not be collected for an incorrect Transaction Date if the Transaction Date field either:</p> <ul style="list-style-type: none"> <li>• Is zero-filled</li> <li>• For a Lodging, Cruise Line, or Car Rental Merchant Transaction, contains either the date the Card was first presented or the date the Transaction was completed</li> </ul> <p>No documentation required</p>
Funds Disbursement	0240	<p>For In-Transit Gambling Reimbursement:</p> <ul style="list-style-type: none"> <li>• Must specify in the message field "In-Transit Gambling Reimbursement"</li> </ul> <p>No documentation required</p> <p>In the US Region, for a Good-Faith collection letter:</p> <ul style="list-style-type: none"> <li>• Must specify the date of the Good Faith collection letter in the event date field</li> <li>• Must specify in the message field all of the following: <ul style="list-style-type: none"> <li>– Acquirer Reference Number, if applicable</li> <li>– Words "Good Faith Collection Letter"</li> <li>– File number, if provided</li> </ul> </li> </ul>

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

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

Fee	Reason Code	Data and Documentation Required
"Cardholder Does Not Recognize Transaction" Chargeback handling fee (US Region only)	0250	<p>Must be collected within 45 calendar days of the Central Processing Date of the Representment.</p> <p>Must specify in the message text:</p> <ul style="list-style-type: none"> <li>• Transaction amount</li> <li>• Either: <ul style="list-style-type: none"> <li>– "Itinerary provided"</li> <li>– "No Show indicator present"</li> </ul> </li> </ul> <p>No documentation required</p>
Pre-Arbitration/pre-Compliance Settlement funds disbursement	0350	<p>Must specify the date of the pre-Arbitration letter, pre-Compliance letter, or Interchange Fee pre-Compliance letter in the event date field</p> <p>Must specify in the message field all of the following:</p> <ul style="list-style-type: none"> <li>• Acquirer Reference Number, if applicable</li> <li>• "pre-Arbitration," "pre-Compliance," or "Interchange Fee pre-Compliance," as applicable</li> <li>• File number, if provided</li> </ul> <p>No documentation required</p>
Prepaid Revenue Allocation (May not be used by US Members to collect from other US Members)	0401	<p>Must specify in the message field:</p> <ul style="list-style-type: none"> <li>• "Visa Prepaid Cardholder Fee"</li> <li>• Merchant name</li> <li>• Number of Cards sold/activated</li> </ul> <p>No documentation required</p>
Prepaid Funds Collection (May not be used by US Members to collect from other US Members)	0402	<p>Must specify in the message field:</p> <ul style="list-style-type: none"> <li>• Visa Prepaid Load Service Transaction Date or Authorization Date</li> <li>• Merchant name</li> <li>• Authorization Code</li> <li>• "Incorrect amount cleared" or "Load not cleared," as applicable</li> <li>• Authorization amount</li> </ul> <p>No documentation required</p>

#### 12.9.3.2 Fee Collection Time Limit

Unless otherwise specified, a Member must collect fees or disburse funds within either:

- 180 calendar days from the related event
- For a US Domestic Transaction, 45 calendar days from the related event

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#### 12.9.3.3 Fee Collection Returns (Updated)

A Member may return a Fee Collection Transaction for any of the following reasons:

- Wrong Member receives Fee Collection Transaction
- Required information in the message field of Fee Collection Transaction is not received or is inaccurate
- Receiving Member disputes the amount of the Fee Collection Transaction because it either:
  - Is inaccurate
  - Exceeds the maximum amount authorized by the Visa Rules
- Requested copy of the bill does not support a telephone, fax, or cable charge
- Member receiving Fee Collection Transaction claims it is improper under the Visa Rules
- Required documentation was not received
- **Effective through 14 April 2016**  
Acquirer submitted a telecommunications Fee Collection Transaction when the International Automated Referral Service was used to process an Authorization
- In the US Region, Fee Collection Transaction was duplicated in error and not reversed, as specified in Section 12.5.2.1, "Duplicate or Erroneous Data Fee – US Region"

A Member receiving a Fee Collection Transaction 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 US 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.

**Effective through 15 April 2016**

A US Issuer must not return the fee for a Recovered Card handling fee/reward (Reason Code 0150) if the Issuer does not receive the *Recovered Card Advice (Exhibit 1E)* and the recovered Visa Card or a legible copy of the front and back of the recovered Visa Card within 21 calendar days of the Central Processing Date.

#### Effective 16 April 2016 through 14 October 2016

A US Issuer must not return the fee for a Recovered Card handling fee/reward (reason code 0150) if the Issuer does not receive either:

- The *Recovered Card Advice* and the recovered Visa Card or a legible copy of the front and back of the recovered Visa Card within 21 calendar days of the Central Processing Date
- Notification through Visa Resolve Online indicating that the Card was recovered and specifying the reward amount

#### Effective 15 October 2016

A US Issuer must not return the fee for a Recovered Card handling fee/reward (reason code 0150) if the Issuer did not receive Notification through Visa Resolve Online indicating that the Card was recovered and specifying the reward amount.

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### 12.9.3.4 Resubmission of Returned Fee Collection

A Member may resubmit a returned Fee Collection Transaction for any of the following reasons:

- Information or documentation supporting the Fee Collection Transaction was not received
- Amount of the original Fee Collection Transaction was inaccurate
- Original Fee Collection Transaction was correct, but receiving Member returned it improperly

A Member resubmitting a returned Fee Collection Transaction must either:

- Make the resubmission within 30 calendar days from the date the Receiving Member returned the original Fee Collection Transaction
- In the US Region, make the resubmission within 45 calendar days from the Central Processing Date of the returned Fee Collection Transaction

If the Fee Collection Transaction was returned because of missing information or documentation, the resubmission must contain the applicable information or documentation.

A US Member must not resubmit a Fee Collection Transaction for Recovered Card handling fee/reward (reason code 0150) or recovery of Retrieval Request fees (reason code 0170).

ID# 0027791

Edition: Apr 2016 | Last Updated: Oct 2014

### 12.9.3.5 Limits of Fee Collection Returns

In no case may there be a third submission, return, or rejection of a Fee Collection Transaction through VisaNet. A Member that receives a third submission or return of a Fee Collection Transaction may pursue Compliance.

A US Member must not submit an outstanding Fee Collection Transaction for Compliance for the following disputes, which must be settled directly between the Members involved and are not subject to Compliance procedures:

- Reason Code 0240 (Good Faith Collection Letter Settlement Funds Disbursement)
- Reason Code 0350 (Interchange Reimbursement Fee pre-Compliance Settlement Funds Disbursement)

ID# 0008059

Edition: Apr 2016 | Last Updated: Oct 2014

### 12.9.3.6 Member Fee Collection and Funds Disbursement Limitations

A Member must not use a Fee Collection Transaction for funds disbursement other than those listed in Section 12.9.3.3, "Fee Collection Returns," and Section 12.9.3.4, "Resubmission of Returned Fee Collection."

ID# 0003006

Edition: Apr 2016 | Last Updated: Oct 2014

### 12.9.3.7 Fee Collection/Funds Disbursement Process – US Region

When a US Member or its Authorizing Processor collects fees or disburses funds as allowed through VisaNet, it must use transaction code 10 (Fee Collection Transaction) or transaction code 20 (Funds Disbursement Transaction), as specified in Section 12.9.3.3, "Fee Collection Returns," Section 12.9.3.4, "Resubmission of Returned Fee Collection," and Section 12.9.3.1, "Data and Documentation Requirements for Fee Collections and Funds Disbursements."

No other use of the Fee Collection Transaction/Funds Disbursement Transaction process is permitted.

ID# 0003152

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### 12.9.4 Incentive Fulfillment Fees

#### 12.9.4.1 Retrieval Request Fee Recovery

An Issuer may recover fees for Retrieval Requests for any of the following reasons:

- Acquirer did not properly supply the requested Transaction Receipt

- Substitute Transaction Receipt does not include the required data
- Request resulted from an incorrect Merchant description or a zero-filled or incorrect Transaction Date in the VisaNet transmission
- For a US Domestic Transaction, both:
  - Requested copy was illegible
  - Acquirer did not properly supply the required Healthcare Auto-Substantiation Transaction detail

ID# 0003345

Edition: Apr 2016 | Last Updated: Oct 2014

### 12.9.5 Investigative Services Fees

#### 12.9.5.1 Member Investigative Services Fee

A Member that requests investigative services from another Member must pay an investigative service fee, as specified in the applicable Fee Schedule.

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

ID# 0008484

Edition: Apr 2016 | Last Updated: Oct 2014

### 12.9.6 Rewards for Recovered Cards

#### 12.9.6.1 Recovered Card Rewards (Updated)

1. An Acquirer must ensure that the minimum reward is paid to a Merchant that recovered a Visa Card or a Visa Electron Card, as specified in the applicable Fee Schedule.

If an Acquirer pays rewards to its tellers for the recovery of Visa Cards or Visa Electron Cards, it may collect the reward amount from the Issuer, as specified in the applicable Fee Schedule.

An Acquirer is not required to pay a reward, and an Issuer is not required to reimburse the Acquirer, for a Card that is any of the following:

- Expired
- Recovered at an ATM or Unattended Cardholder-Activated Terminal
- Inadvertently left at a Merchant Outlet
- A Non-Reloadable Card recovered without a Pickup Response or a request from the Issuer

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Member-to-Member Fees

In the AP Region, an Australia Issuer is not required to reimburse a reward paid by an Australia Acquirer to a person who is not a Merchant or a staff member of a Merchant (for example: law enforcement personnel, Acquirer employee).

In the US Region, if a recovered Card was retained by a law enforcement agency, the Acquirer must pay the reward upon receipt of a legible copy of the front and back of the recovered Card.

#### Effective through 15 April 2016

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card and reimburse the Acquirer for handling the recovered Card.

#### Effective 16 April 2016 through 14 October 2016

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card and reimburse the Acquirer for handling the recovered Card. The Issuer is not required to reimburse the Acquirer for handling the recovered Card if the Acquirer did not return the Card to the Issuer.

#### Effective 15 October 2016

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card.

ID# 0001786

Edition: Apr 2016 | Last Updated: Apr 2016

### 12.9.6.2 Acquirer Recovered Card Handling and Reward Collection – US Region (Updated)

#### Effective through 15 April 2016

If a US 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)*.

#### Effective 16 April 2016 through 14 October 2016

If a US Acquirer has paid a reward for a recovered Card, and the Acquirer returned the Card to the Issuer, 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*.

#### Effective 15 October 2016

If a US Acquirer has paid a reward for a recovered Card, the Acquirer may collect the reward in a Fee Collection Transaction. The Acquirer must notify the Issuer through Visa Resolve Online that the Card was recovered and specify the amount of the reward paid before entering the fee collection into Interchange.

ID# 0008066

Edition: Apr 2016 | Last Updated: Apr 2016

PSR-960

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16 April 2016

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### 12.10 Visa Product and Service Rules: Fees and Non-Compliance Assessments – Related Publications

#### 12.10.1 Publications Related to Visa Product and Service Rules: Fees and Non-Compliance Assessments

##### 12.10.1.1 Visa Product and Service Rules: Fees and Non-Compliance Assessments – Related Publications

Table 12-28: Fees and Non-Compliance Assessments – Related Publications

Title
Account Information Security (AIS) Program Guide <sup>1</sup>
Any domestic or local Visa Fee Schedule <sup>1</sup>
Global ChipFallback Monitoring Program Guide <sup>1</sup>
Visa Acquirer Performance Monitoring Guide – AP & CEMEA
Visa Asia Pacific Fee Schedule <sup>1</sup>
Visa Canada Fee Schedule <sup>1</sup>
Visa CEMEA Fee Schedule <sup>1</sup>
Visa Global Brand Protection Program Guide for Acquirers <sup>1</sup>
Visa LAC Fee Schedule <sup>1</sup>
Visa PIN Security Program Guide <sup>1</sup>
Visa U.S.A. Fee Schedule <sup>1</sup>
<sup>1</sup> Visa Supplemental Requirements

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

Visa Product and Service Rules: Fees and Non-Compliance Assessments – Related Forms

### 12.11 Visa Product and Service Rules: Fees and Non-Compliance Assessments – Related Forms

#### 12.11.1 Forms Related to Visa Product and Service Rules: Fees and Non-Compliance Assessments

##### 12.11.1.1 Fees and Non-Compliance Assessments – Related Forms (Updated)

Table 12-29: Fees and Non-Compliance Assessments – Related Forms

Title
Anti-Money Laundering/Anti-Terrorist Financing Compliance Questionnaire/Certification Form
Automated Clearing House Authorization Agreement
Lost or Stolen Card Report (Exhibit 1A)
<b>Effective through 14 October 2016</b> Recovered Card Advice (Exhibit 1E)
<b>Effective through 31 December 2015</b> Risk Identification Service Online Questionnaire
<b>Effective 1 January 2016</b> Acquirer/Merchant Chargeback or Fraud Acceptance Risk Programs Remediation Plan

ID# 0029013

Edition: Apr 2016 | Last Updated: Apr 2016



## Part 3: Appendices



### Appendix A

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

## Appendix A

### Visa Supplemental Requirements

#### Visa Supplemental Requirements (Enforceable Documents and Websites)

##### Visa Supplemental Requirements List (Updated)

###### Visa Supplemental Requirements

Title
3-D Secure Functional Requirements – Access Control Server
3-D Secure Functional Requirements – Merchant Server Plug-in
3-D Secure Protocol Specification Core Functions
3-D Secure Security Requirements – Enrollment Servers and Access Control Servers
3-D Secure U.S. Region Supplemental Functional Requirements – Access Control Server
Accelerated Connection Platform Acquirer Merchant Activation Guide
Accelerated Connection Platform Client Implementation Guide
Account Information Security (AIS) Program Guide
AP Interregional IRF Guide, AP Intraregional IRF Guide, and AP Domestic IRF Guides, as applicable
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 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

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### Appendix A Visa Supplemental Requirements

Title
BASE II Clearing VML Developer Handbook
BASE II Clearing VML Formats
Canada National Net Settlement Service (Canada NNSS) Settlement Operating Procedures
Card Recovery Bulletin Service (CRB) User's Guide
CEMEA Interregional IRF Guide, CEMEA Intraregional IRF Guide, and CEMEA Domestic IRF Guides, as applicable
CoFAS Procedures for Reporting Credit Skimming Incidents
EMV Common Payment Application Specifications
EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
Enhanced Dispute Resolution Requirements
Fraud Reporting System (FRS) User's Guide
Global ChipFallback Monitoring Program Guide
Global Security Validation Requirements for Over-the-Air Secure Element Personalization Vendors
Interchange Reimbursement Fee Compliance Process Guide
<b>Effective through 14 April 2016</b>
International Automated Referral Service (IARS) User's Guide
International Transactions Guide
LAC Interregional IRF Guide, LAC Intraregional IRF Guide, and LAC Domestic IRF Guides, as applicable
National Net Settlement Service Description
Original Credits Member Requirements
Payment Application Data Security Standard (PA-DSS)
Payment Card Industry (PCI) Card Production – Logical Security Requirements
Payment Card Industry (PCI) Card Production – Physical Security Requirements
Payment Card Industry Data Security Standard (PCI DSS)
Payment Card Industry (PCI) PIN Security Requirements
Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements
Payment Technology Standards Manual
Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements
Third Party Agent Due Diligence Risk Standards

## Appendices

### Appendix A

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

Title
Transaction Acceptance Device Requirements
US Interchange Reimbursement Fee Rate Qualification Guide
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.)
Verified by Visa Dispute Resolution Guide
Verified by Visa Issuer Implementation Guide
Verified by Visa Merchant and Acquirer Implementation Guide
Visa Acquirer Risk Program Standards Guide
Visa Advanced ID Solutions (VAIS) User Guide and Best Practices
Visa Asia Pacific Fee Schedule
Visa Canada Debit Card – Technical Specifications
Visa Canada Fee Schedule
Visa Canada Interchange Guide
Visa CEMEA Fee Schedule

## Appendices

### Appendix A Visa Supplemental Requirements

Title
Visa Chip Security Program – Security Testing Process
Visa Cloud-Based Payments Contactless Specifications
Visa Cloud-Based Payments Program Minimum Requirements and Guidelines
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
Visa Contactless Payment Specification
Visa Direct Exchange Message Gateway (Visa MG) Service for Visa Integrated Payment (V.I.P.) Endpoints Client Implementation Guide
Visa Direct Exchange Open File Delivery Service Implementation Guide
Visa Extended Access Server Endpoint Guide
Visa Extras Implementation Guide
Visa Extras Service Description
Visa File Exchange Service Implementation Guide
Visa Global Acquirer Risk Standards
Visa Global Brand Protection Program Guide for Acquirers
Visa Global Compromised Account Recovery (GCAR) Guide
Visa Global Instant Card Personalization Issuance Security Standards
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors
Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers
Visa Government and Education Payment Program Guide
Visa Government-to-Government (G2G) Program Guide
Visa Inc. PIN Debit Gateway Service Member Implementation Guide
Visa Integrated Circuit Card Specification (VIS)
Visa International Prepaid Retail Channel Guidelines
Visa LAC Fee Schedule
Visa Merchant Data Standards Manual
Visa Merchant Direct Exchange Service Description

## Appendices

### Appendix A

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

Title
Visa Merchant Trace System Participation Requirements
Visa Mobile Contactless Payment Specification (VMCPS)
Visa Mobile Gateway Issuer Update Functional Specification
Visa Mobile Gateway Issuer Update Protocol Specification
Visa Mobile Gateway Logical and Physical Security Requirements
Visa Mobile Gateway Secure Channel Functional Specification
Visa Mobile Gateway Secure Channel Protocol Specification
Visa Mobile Prepaid Implementation Guide
Visa Multinational Program Guide
Visa Partial Authorization Service Description and Implementation Guide
Visa Personal Payments Money Transfer – Global Implementation Guide
Visa PIN Security Program Guide
Visa Prepaid Issuer Risk Program Standards Guide
Visa Product Brand Standards
Visa ReadyLink Service Description and Implementation Guidelines
Visa Settlement Funds Transfer Guide
Visa Settlement Match (VSM) Implementation Guide
Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations
Visa Smart Debit/Credit System Technical Manual
Visa U.S. Debt Repayment Incentive Interchange Program Guide
Visa U.S.A. Card Benefits Rules and Regulations Guide
Visa U.S.A. Fee Schedule
Visa U.S.A. Interchange Reimbursement Fees
Visa Utility Interchange Reimbursement Fee Program Guide
VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications
VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports
What To Do If Compromised

## Appendices

### Appendix A Visa Supplemental Requirements





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## Part 4: Glossary



## Glossary

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Term	Definition
<b>0-9</b>	
<b>3-D Secure</b>	A Visa-approved Authentication Method that is the global authentication standard for Electronic Commerce Transactions.  ID# 0024200      Edition: Apr 2016   Last Updated: Apr 2010
<b>3-D Secure Specification</b>	A software protocol that enables secure processing of Transactions over the Internet and other networks. The 3-D Secure Specification includes: <ul style="list-style-type: none"><li>• <a href="#">3-D Secure Protocol Specification Core Functions</a></li><li>• <a href="#">3-D Secure Functional Requirements Access Control Server</a></li><li>• <a href="#">3-D Secure Functional Requirements Merchant Server Plug-in</a></li><li>• <a href="#">3-D Secure Security Requirements Enrollment Servers and Access Control Servers</a></li><li>• In the US Region, <a href="#">3-D Secure US Region Supplemental Functional Requirements – Access Control Server</a></li></ul> ID# 0024203      Edition: Apr 2016   Last Updated: Oct 2014
<b>A</b>	
<b>Acceptance Device (Updated)</b>	A Card-reading device managed by a Member or a Merchant for the purpose of completing a Visa Transaction.  ID# 0029278      Edition: Apr 2016   Last Updated: Apr 2016
<b>Access Fee</b>	A fee that is assessed by an Acquirer to a Cardholder for a Cash Disbursement.  ID# 0024207      Edition: Apr 2016   Last Updated: Apr 2015
<b>Account Data Compromise Event</b>	An event in which account data is put at risk.  ID# 0026743      Edition: Apr 2016   Last Updated: Oct 2015

## Glossary

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

Term	Definition
<b>Account Funding Transaction</b>	<p>A Transaction that transfers funds from a Visa account to another Visa or non-Visa account.</p> <p>ID# 0024213      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Account Information Security Program</b>	<p>A program managed by Visa that defines the standards of due care and enforcement for protecting sensitive Cardholder information and supports both:</p> <ul style="list-style-type: none"><li>• <a href="#">Payment Card Industry Data Security Standard (PCI DSS)</a></li><li>• <a href="#">Payment Card Industry Payment Application Data Security Standard (PA-DSS)</a></li></ul> <p>ID# 0024215      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Account Level Processing – AP Region, Canada Region, and CEMEA Region</b>	<p>An optional service provided by Visa that enables an Issuer:</p> <ul style="list-style-type: none"><li>• To manage select product-based services at the 16-digit Account Number level instead of the BIN level</li><li>• To dynamically move Card products up and down the product spectrum without having to change the associated Account Number</li></ul> <p>ID# 0027308      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Account Number</b>	<p>An Issuer-assigned number that identifies an account in order to post a Transaction.</p> <p>ID# 0024216      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Account Number Verification</b>	<p>A process by which a Member or its VisaNet Processor determines, using a currency unit of zero, if there is negative information on an Account Number in the Exception File for Transactions that do not require Authorization.</p> <p>ID# 0024217      Edition: Apr 2016   Last Updated: Oct 2011</p>
<b>Account-Number-Verifying Terminal – US Region</b>	<p>An Acceptance Device that:</p> <ul style="list-style-type: none"><li>• May be required at specified high-risk locations</li><li>• Reads the Account Number encoded on the Magnetic Stripe or Chip</li><li>• Compares the last 4 digits of the encoded Account Number to the key-entered last 4 digits of the embossed or printed Account Number</li></ul>

## Glossary

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

Term	Definition
	<ul style="list-style-type: none"><li>Transmits the full, unaltered contents of the Magnetic Stripe or Chip in the Authorization Message</li></ul>
	ID# 0024210      Edition: Apr 2016   Last Updated: Oct 2015
<b>Acquirer</b>	A Member that signs a Merchant or Payment Facilitator, provides a Cash Disbursement to a Cardholder, or loads funds to a Visa Prepaid Card, and directly or indirectly enters a Transaction into Interchange.
	ID# 0024219      Edition: Apr 2016   Last Updated: Oct 2015
<b>Acquirer Chip Rate</b>	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# 0024221      Edition: Apr 2016   Last Updated: Apr 2010
<b>Acquirer Confirmation Advice – US Region</b>	A message specifying the final Transaction amount for a Status Check Authorization.
	ID# 0026794      Edition: Apr 2016   Last Updated: Oct 2015
<b>Acquirer Device Validation Toolkit (ADVT)</b>	A set of cards or simulated cards and test scenarios used to validate new or upgraded EMV Chip-Reading Devices.
	ID# 0024222      Edition: Apr 2016   Last Updated: Apr 2010
<b>Acquirer Monitoring Program – US Region</b>	<b>Effective through 31 December 2015</b> 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# 0024224      Edition: Apr 2016   Last Updated: Oct 2015
<b>Acquirer Processor – Canada Region</b>	A Non-Member Agent or Processor that a Member has engaged to support its Visa acquiring business.
	ID# 0024225      Edition: Apr 2016   Last Updated: Apr 2010
<b>Acquirer Reference Number</b>	A 23-digit identification number included in a BASE II Clearing Record. See Tracing Data.
	ID# 0024226      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Acquisition</b>	The purchase of a Member organization by another organization where the acquired Member's charter remains intact.  ID# 0024229      Edition: Apr 2016   Last Updated: Oct 2011
<b>Address Verification Service</b>	A VisaNet service through which a Merchant verifies a Cardholder's billing address.  ID# 0024238      Edition: Apr 2016   Last Updated: Oct 2015
<b>Adjustment</b>	A Single Message System message used to partially or fully negate or cancel a transaction that has been sent through Interchange in error.  ID# 0024241      Edition: Apr 2016   Last Updated: Apr 2010
<b>Advanced Resolution Services, Inc. – US Region</b>	A wholly-owned subsidiary of Visa U.S.A. that provides Members with services such as Advanced ID Solutions and Strategic Bankruptcy Solutions.  ID# 0024245      Edition: Apr 2016   Last Updated: Oct 2014
<b>Affinity/Co-Brand</b>	A program or partnership based on a contractual agreement between a non-Member entity (example: Merchant) and an Issuer for the issuance of Cards bearing the Affinity/Co-Brand partner's Trade Name or Mark.  ID# 0029280      Edition: Apr 2016   Last Updated: Oct 2015
<b>Agent</b>	An entity that acts as a VisaNet Processor, a Third Party Agent, or both.  ID# 0025920      Edition: Apr 2016   Last Updated: Oct 2011
<b>Aggregated Transaction (Updated)</b>	A Transaction that combines all purchases made by the same Cardholder on the same Account Number during a defined time period and up to a defined amount into a single Transaction before submitting it for Clearing.  ID# 0024270      Edition: Apr 2016   Last Updated: Apr 2016
<b>Airline (Updated)</b>	A Merchant that transports passengers on an aircraft.  ID# 0024273      Edition: Apr 2016   Last Updated: Apr 2016
<b>Airline Authorizing Processor</b>	A Visa-approved non-Member whose primary function is to provide reservation and Authorization services for Airline Transactions, or travel-related services that include the purchase of an Airline ticket.  ID# 0024274      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
Airline Ticket Identifier	A unique value (for example: carrier code or number, ticket serial number, transmission control number) of up to 13 characters that identifies the purchase of an Airline ticket.  ID# 0024278      Edition: Apr 2016   Last Updated: Oct 2015
Alert – US Region	<b>Effective through 31 December 2015</b> A Notification to an Acquirer that its Fraud Activity-to-sales ratio exceeds Visa-specified Acquirer Monitoring Program Alert thresholds.  ID# 0024279      Edition: Apr 2016   Last Updated: Oct 2015
Ancillary Purchase Transaction	The purchase of goods and services, other than a passenger ticket, completed at an Airline or a US passenger railway Merchant.  ID# 0029155      Edition: Apr 2016   Last Updated: Oct 2015
Anti-Money Laundering Program – US Region	A program that a Member implements and maintains to prevent money laundering and terrorist financing.  ID# 0024280      Edition: Apr 2016   Last Updated: Oct 2014
AP	Asia-Pacific.  ID# 0024281      Edition: Apr 2016   Last Updated: Apr 2010
Application Identifier	An EMV-compliant data label encoded on a Chip Card and loaded on a Chip Reading Device that is used to identify mutually supported payment applications.  ID# 0029281      Edition: Apr 2016   Last Updated: Oct 2015
Application Selection Flag – Canada Region	An EMV-compliant Canadian payment industry specification that allows an Issuer to control which payment applications contained in a Compliant Chip Card can process a Transaction at a POS or an ATM.  ID# 0024284      Edition: Apr 2016   Last Updated: Oct 2014
Application Transaction Counter – US Region	An application on a Contactless Card that sequentially tracks the number of times the Chip is read and that is used by the Issuer during the Authorization process.  ID# 0024286      Edition: Apr 2016   Last Updated: Oct 2014

## Glossary

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

Term	Definition
<b>Approval Response</b>	An Authorization Response where the Transaction was approved.  ID# 0024287      Edition: Apr 2016   Last Updated: Apr 2010
<b>Arbitration</b>	A process where Visa determines financial liability between Members for Interchange Transactions that are presented and charged back.  ID# 0024289      Edition: Apr 2016   Last Updated: Apr 2010
<b>Arbitration and Compliance Committee</b>	A Visa committee that resolves certain disputes between Members that arise from Chargebacks or from violations of the Visa Rules.  ID# 0024290      Edition: Apr 2016   Last Updated: Oct 2014
<b>Associate-Type Member</b>	A Member of Visa with rights and responsibilities, as defined in the applicable Visa Charter Documents, that is either an: <ul style="list-style-type: none"><li>• Associate, as defined in the applicable Visa Charter Documents</li><li>• Acquiring Associate, as defined under the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(e)</li></ul> ID# 0024293      Edition: Apr 2016   Last Updated: Oct 2014
<b>Assuming Organization – US Region</b>	The entity that assumes the Visa programs of a failed Member upon regulatory closure of that failed Member.  ID# 0025754      Edition: Apr 2016   Last Updated: Oct 2014
<b>ATM Operator – US Region</b>	An entity authorized by a Member or its Agent to originate a Transaction through the connection of an ATM to the Visa ATM Network and that displays the Visa acceptance Mark. An ATM Operator owns, operates, or leases ATMs that are connected to the Visa ATM Network and may either or both: <ul style="list-style-type: none"><li>• Receive revenue from the Interchange process or from fees assessed with Transactions</li><li>• Manage cryptographic functions or stock ATMs with cash</li></ul> ID# 0024301      Edition: Apr 2016   Last Updated: Oct 2015
<b>Attempt Response</b>	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# 0024302      Edition: Apr 2016   Last Updated: Apr 2013

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### Glossary

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

Term	Definition
<b>Authentication</b>	<p>A cryptographic process that validates the identity and integrity of Chip data.</p> <p>ID# 0024303      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Authentication Confirmation</b>	<p>A message from a Verified by Visa Issuer in response to an Authentication Request confirming Cardholder authentication.</p> <p>ID# 0024304      Edition: Apr 2016   Last Updated: Apr 2013</p>
<b>Authentication Data</b>	<p>All Transaction-related data associated with a Verified by Visa Authentication Request.</p> <p>ID# 0026423      Edition: Apr 2016   Last Updated: Apr 2013</p>
<b>Authentication Denial</b>	<p>A message sent by a Verified by Visa Issuer in response to an Authentication Request, that denies Cardholder authentication.</p> <p>ID# 0024306      Edition: Apr 2016   Last Updated: Apr 2013</p>
<b>Authentication Mechanism</b>	<p>A Visa-approved method that validates a participant's identity in an Electronic Commerce Transaction. Authentication Mechanisms include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Password</li><li>• Digital Certificate</li></ul> <p>ID# 0024309      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Authentication Method</b>	<p>A Visa-approved protocol, such as Verified by Visa, that meets the minimum standards for authenticating a Cardholder in an Electronic Commerce Transaction.</p> <p>ID# 0024310      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Authentication Record</b>	<p>A record of the Verified by Visa authentication status from a Verified by Visa Issuer in response to an Authentication Request.</p> <p>Authentication Records include:</p> <ul style="list-style-type: none"><li>• Attempt Responses</li><li>• Authentication Confirmations</li><li>• Authentication Denials</li><li>• Non-Participation Messages</li></ul>

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

Term	Definition
	<ul style="list-style-type: none"><li>• Unable-to-Authenticate Responses</li></ul> <p>ID# 0024311 Edition: Apr 2016   Last Updated: Apr 2013</p>
<b>Authentication Request</b>	A request for Cardholder authentication from a Verified by Visa Merchant. <p>ID# 0024313 Edition: Apr 2016   Last Updated: Apr 2013</p>
<b>Authentication Response</b>	A response from a Verified by Visa Issuer, or Visa on behalf of an Issuer, in response to an Authentication Request. Authentication Responses include: <ul style="list-style-type: none"><li>• Attempt Responses</li><li>• Authentication Confirmations</li><li>• Authentication Denials</li><li>• Unable-to-Authenticate Responses</li></ul> <p>ID# 0026811 Edition: Apr 2016   Last Updated: Apr 2013</p>
<b>Authorization</b>	A process where an Issuer, a VisaNet Processor, or Stand-In Processing approves a Transaction. This includes Offline Authorization. <p>ID# 0024316 Edition: Apr 2016   Last Updated: Apr 2011</p>
<b>Authorization and Settlement Match</b>	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 or Lodging Merchant as specified in the <i>Visa Settlement Match (VSM) Implementation Guide</i> . <p>ID# 0026823 Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Authorization Code</b>	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. <p>ID# 0024317 Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Authorization Preferred Visa Prepaid Card</b>	A Visa Prepaid Card bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier that has a Service Code denoting "Online Authorization mandatory" encoded on the Magnetic Stripe. <p>ID# 0024318 Edition: Apr 2016   Last Updated: Oct 2014</p>

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

Term	Definition
<b>Authorization Request</b>	<p>A Merchant or Acquirer request for an Authorization.</p> <p>ID# 0024319      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Authorization Request Cryptogram</b>	<p>An application Cryptogram generated by a Chip Card when requesting Online Authorization.</p> <p>ID# 0025502      Edition: Apr 2016   Last Updated: Oct 2011</p>
<b>Authorization Response</b>	<p>An Issuer's reply to an Authorization Request or Account Number Verification that refers to the following types of Authorization Responses:</p> <ul style="list-style-type: none"><li>• Approval Response</li><li>• Decline Response</li><li>• Pickup Response</li><li>• <b>Effective through 14 April 2016</b> Referral Response</li></ul> <p>ID# 0024321      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Authorization Reversal</b>	<p>A VisaNet message that negates an Approval Response previously sent through the V.I.P. System, as specified in the Visa Rules. An Authorization Reversal may be for the full amount of the previous Authorization or an amount less than the previous Authorization amount.</p> <p>ID# 0025601      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Authorizing Processor</b>	<p>A Member or its VisaNet Processor that provides Authorization services for Merchants or other Members.</p> <p>In the US Region, this definition does not imply or confer membership rights as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II.</p> <p>ID# 0024324      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Auto Rental Collision Damage Waiver</b>	<p>A Visa Card feature that provides Visa Cardholders with collision or loss damage insurance on Transactions at Car Rental Merchants.</p> <p>ID# 0024453      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Automated Fuel Dispenser</b>	<p>An Unattended Cardholder-Activated Terminal that dispenses only fuel such as gasoline, diesel fuel, or propane.</p> <p>ID# 0024328      Edition: Apr 2016   Last Updated: Oct 2012</p>

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

Term	Definition
B	
<b>Balance Inquiry</b>	A Cardholder request for an account balance that is initiated at an ATM and processed as a separate, non-financial transaction.  ID# 0024334      Edition: Apr 2016   Last Updated: Oct 2014
<b>Balance Inquiry Service</b>	An ATM service that allows a Cardholder to check an account balance through VisaNet.  ID# 0024335      Edition: Apr 2016   Last Updated: Oct 2014
<b>Bankruptcy Information Service – US Region</b>	A Strategic Bankruptcy Solutions service that identifies both: <ul style="list-style-type: none"><li>• Visa and non-Visa card applicants</li><li>• Cardholders and non-Visa cardholders who have filed bankruptcy</li></ul> ID# 0024337      Edition: Apr 2016   Last Updated: Oct 2014
<b>Bankruptcy Retrieval Service – US Region</b>	A service that both: <ul style="list-style-type: none"><li>• Collects and validates certain data contained in bankruptcy filings obtained from bankruptcy courts</li><li>• Transmits this data on a scheduled basis to the Strategic Bankruptcy Solutions system</li></ul> ID# 0024338      Edition: Apr 2016   Last Updated: Oct 2014
<b>BASE I</b>	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# 0024343      Edition: Apr 2016   Last Updated: Apr 2011
<b>BASE II</b>	A VisaNet system that provides deferred Clearing and Settlement services to Members.  ID# 0024341      Edition: Apr 2016   Last Updated: Apr 2010
<b>Bill Payment Transaction – US Region</b>	A Transaction that results from an agreement between a Cardholder and a Merchant made in advance of the Cardholder being billed for goods or services conducted within an ongoing service cycle. Transactions may occur monthly or on a periodic basis. Such Transactions include: <ul style="list-style-type: none"><li>• Single payments initiated by the Cardholder in either a Face-to-Face Environment or Card-Absent Environment</li></ul>

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>• Recurring Transactions</li><li>• Installment Transactions</li></ul>
	ID# 0024350 Edition: Apr 2016   Last Updated: Oct 2015
Billing Currency (Updated)	<b>Effective through 15 April 2015</b> 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.
	<b>Effective 16 April 2016</b> The currency in which an Issuer bills and receives payment from a Cardholder for Transactions, or debits the associated Cardholder's account for Transactions.
	ID# 0024349 Edition: Apr 2016   Last Updated: Apr 2016
BIN	Bank Identification Number. A 6-digit number assigned by Visa and used to identify a Member or VisaNet Processor for Authorization, Clearing, or Settlement processing.
	ID# 0024351 Edition: Apr 2016   Last Updated: Oct 2015
BIN Alternate	An identifying number used instead of a BIN, but performing the same Settlement determination and other functions as a BIN.
	ID# 0026047 Edition: Apr 2016   Last Updated: Apr 2012
BIN Licensee	A Member or non-Member VisaNet Processor that is allocated responsibility by Visa for a specific BIN, as specified in the Visa Rules and applicable Visa Charter Documents.
	ID# 0024352 Edition: Apr 2016   Last Updated: Oct 2014
BIN User	A Member authorized to use a BIN licensed to its Sponsor, as specified in the Visa Rules.
	ID# 0025530 Edition: Apr 2016   Last Updated: Oct 2014
Board of Directors	One of the following, as applicable:
	<ul style="list-style-type: none"><li>• Visa Inc. Board of Directors</li></ul>
	<ul style="list-style-type: none"><li>• Visa International Board of Directors</li></ul>
	<ul style="list-style-type: none"><li>• Visa U.S.A. Board of Directors</li></ul>
	<ul style="list-style-type: none"><li>• Visa Canada Board of Directors</li></ul>

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"> <li>• Visa International Servicios de Pago España, S.R.L.U. Board of Directors</li> <li>• Visa Worldwide Board of Directors</li> </ul> <div data-bbox="602 477 727 498" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0024354</div> <div data-bbox="1059 477 1455 498" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2014</div>
Branch	<p>The office of a Member where Manual Cash Disbursements may be made and Cards may be issued.</p> <div data-bbox="602 631 727 650" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0024355</div> <div data-bbox="1059 631 1455 650" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Apr 2015</div>
<b>C</b>	
Campus Card – US Region	<p>A Visa Debit Card or Visa Prepaid Card issued to a student, staff member, or faculty member of an educational organization in the US Region that both:</p> <ul style="list-style-type: none"> <li>• Bears the Visa Mark</li> <li>• Includes one or more of the following applications: identification, building access, library access, or a proprietary closed-loop payment application for use only within a college or university system</li> </ul> <div data-bbox="602 1041 727 1062" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0024358</div> <div data-bbox="1059 1041 1455 1062" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2015</div>
CAMS	<p>Compromised Account Management System. The reporting system used by Visa to notify Issuers outside of the Visa Europe Territory of Account Numbers that may have been compromised.</p> <div data-bbox="602 1254 727 1275" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0026038</div> <div data-bbox="1059 1254 1455 1275" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2015</div>
CAMS Alert	<p>A Notification sent through CAMS to alert Issuers of Account Numbers involved in a potential Account Data Compromise Event.</p> <div data-bbox="602 1406 727 1427" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0026061</div> <div data-bbox="1059 1406 1455 1427" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2014</div>
CAMS Event	<p>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.</p> <div data-bbox="602 1605 727 1624" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0026062</div> <div data-bbox="1059 1605 1455 1624" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2013</div>
Car Rental Merchant (Updated)	<p>A Merchant whose primary business is the rental of cars.</p> <div data-bbox="602 1742 727 1761" style="background-color: #5B9BD5; color: white; padding: 2px;">ID# 0024404</div> <div data-bbox="1059 1742 1455 1761" style="background-color: #5B9BD5; color: white; padding: 2px;">Edition: Apr 2016   Last Updated: Apr 2016</div>

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

Term	Definition
<b>Card</b>	<p>A valid Visa Card, Visa Electron Card, or Proprietary Card bearing the Plus Symbol.</p> <p>ID# 0024365      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Card Recovery Bulletin</b>	<p>A directory of blocked Account Numbers listed on the Exception File, intended for distribution to Merchants. The Card Recovery Bulletin may take one of the following forms:</p> <ul style="list-style-type: none"><li>• National Card Recovery Bulletin (a special edition that lists domestic Account Numbers in addition to other applicable listings)</li><li>• National Card Recovery File</li><li>• Regional Card Recovery File</li></ul> <p>ID# 0024390      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Card Verification Service</b>	<p>A VisaNet service where Visa validates the Card Verification Value in an Authorization Request on behalf of an Issuer.</p> <p>ID# 0024398      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Card Verification Value</b>	<p>A unique check value encoded on the Magnetic Stripe of a Card to validate Card information during the Authorization process. The Card Verification Value is calculated from the data encoded on the Magnetic Stripe using a secure cryptographic process.</p> <p>ID# 0024399      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Card Verification Value 2</b>	<p>A unique check value generated using a secure cryptographic process that is indent-printed on the back of a Visa Card or provided to a Virtual Account owner.</p> <p>ID# 0024400      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Card-Absent Environment</b>	<p>An environment in which a Transaction is completed under both of the following conditions:</p> <ul style="list-style-type: none"><li>• Cardholder is not present</li><li>• Card is not present</li></ul> <p>ID# 0024362      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Card-Present Environment</b>	<p>An environment in which a Transaction is completed under all of the following conditions:</p> <ul style="list-style-type: none"><li>• Card is present</li></ul>

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"> <li>• Cardholder is present at the Merchant Outlet</li> <li>• Transaction is completed by either: <ul style="list-style-type: none"> <li>– A representative of the Merchant or Acquirer</li> <li>– The Cardholder directly at an Unattended Cardholder-Activated Terminal</li> </ul> </li> </ul>
	<span data-bbox="605 610 736 629">ID# 0024363</span> <span data-bbox="1064 610 1462 629">Edition: Apr 2016   Last Updated: Oct 2015</span>
<b>Cardholder</b>	An individual who is issued a Visa Card.
	<span data-bbox="605 753 736 772">ID# 0024372</span> <span data-bbox="1064 753 1462 772">Edition: Apr 2016   Last Updated: Oct 2015</span>
<b>Cardholder Authentication Verification Value</b>	A unique value transmitted in response to an Authentication Request.
	<span data-bbox="605 899 736 918">ID# 0024375</span> <span data-bbox="1064 899 1462 918">Edition: Apr 2016   Last Updated: Apr 2013</span>
<b>Cardholder Information Security Program – US Region</b>	A program developed by Visa that defines the standard of due care and enforcement for protecting sensitive Cardholder information. Program requirements are available from Visa or online at <a href="http://www.visa.com/cisp">http://www.visa.com/cisp</a> .
	<span data-bbox="605 1045 736 1062">ID# 0024378</span> <span data-bbox="1064 1045 1462 1062">Edition: Apr 2016   Last Updated: Oct 2014</span>
<b>Cardholder Inquiry Service</b>	A service that assists Cardholders in reaching their Issuer when calling the Visa Global Customer Care Services for account information.
	<span data-bbox="605 1189 736 1208">ID# 0024379</span> <span data-bbox="1064 1189 1462 1208">Edition: Apr 2016   Last Updated: Oct 2014</span>
<b>Cardholder Maintenance File – US Region</b>	A file containing Cardholder names, addresses, and account information provided to Visa and used for various account-related activities.
	<span data-bbox="605 1334 736 1353">ID# 0024380</span> <span data-bbox="1064 1334 1462 1353">Edition: Apr 2016   Last Updated: Oct 2014</span>
<b>Cardholder Verification</b>	The process of validating a Cardholder's identity through verification of the Cardholder's signature or PIN and other methods as required in the Visa Rules (for example: Cardholder identification for Manual Cash Disbursements).
	<span data-bbox="605 1478 736 1497">ID# 0024381</span> <span data-bbox="1064 1478 1462 1497">Edition: Apr 2016   Last Updated: Oct 2014</span>
<b>Cardholder Verification Method</b>	A means of verifying that the person presenting a Card is the legitimate Cardholder.

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

Term	Definition
	<p>For a Chip Card, the hierarchy of preferences for verifying a Cardholder's identity is encoded within the Chip.</p> <p>ID# 0024382      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Cash Disbursement</b>	<p>Currency, including travelers cheques and excluding Cash-Back, provided to a Cardholder as follows:</p> <ul style="list-style-type: none"><li>• As a Manual Cash Disbursement</li><li>• Through an ATM</li></ul> <p>ID# 0024407      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Cash Disbursement Fee</b>	<p>A fee paid by an Issuer to an Acquirer for performing a Cash Disbursement.</p> <p>ID# 0024409      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Cash-Back</b>	<p>Cash obtained from a Visa or Visa Electron Merchant through use of a Visa or Visa Electron Card, in conjunction with, and processed as, a Retail Transaction.</p> <p>ID# 0024406      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>CEMEA</b>	<p>Central and Eastern Europe, Middle East, and Africa.</p> <p>ID# 0024413      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Chargeback (Updated)</b>	<p>A Transaction that an Issuer returns to an Acquirer. <b>Effective 15 October 2016</b> For Members that participate in Enhanced Dispute Resolution, this includes Disputes.</p> <p>ID# 0024424      Edition: Apr 2016   Last Updated: Apr 2016</p>
<b>Chargeback Protection Limit – US Region</b>	<p>A dollar amount that has been established for single Transactions at specific types of Merchant Outlets, below which the Acquirer is protected from Chargeback reason code 72 (No Authorization).</p> <p>ID# 0024427      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Chargeback Reduction Service</b>	<p>A VisaNet service that screens Presentments and Chargebacks and returns certain invalid items to the Acquirer or Issuer, as appropriate.</p> <p>ID# 0024429      Edition: Apr 2016   Last Updated: Apr 2010</p>

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

Term	Definition
<b>Cheque</b>	A traveler's cheque that a Member has issued and that bears the Visa-Owned Marks.
	<small>ID# 0024431      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Chip</b>	An electronic component designed to perform processing or memory functions that communicates with an Acceptance Device using a contact or Contactless interface and enables Visa Transaction processing or performs other Visa-approved functions.
	<small>ID# 0024436      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Chip Compliance Reporting Tool (CCRT)</b>	A centralized, server-based, online solution for the systematic reporting of Acquirer Device Validation Toolkit (ADVT) test results.
	<small>ID# 0025676      Edition: Apr 2016   Last Updated: Apr 2012</small>
<b>Chip Specifications – Canada Region</b>	All requirements set out in the EMV, VIS, VSDC, PCI, and Visa PIN Entry Device specifications.
	<small>ID# 0024439      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Chip-initiated Transaction</b>	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.
	<small>ID# 0024433      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Chip-Reading Device</b>	An Acceptance Device capable of reading, communicating, and processing Transaction data from a Chip Card.
	<small>ID# 0024435      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Claim</b>	Personal injury, property losses, damages (including lost profits or savings, indirect, consequential, special, exemplary, punitive, or incidental), losses, penalties, fines, suits, expenses, and costs (including attorney's fees).
	<small>ID# 0024440      Edition: Apr 2016   Last Updated: Oct 2011</small>
<b>Clearing</b>	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.
	<small>ID# 0024444      Edition: Apr 2016   Last Updated: Apr 2010</small>

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

Term	Definition
<b>Clearing Processor</b>	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 <i>Visa International Certificate of Incorporation and Bylaws</i> , Article II, in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i> , Article II, in the <i>Visa Worldwide Supplementary Operating Regulations</i> (for Asia-Pacific), Section 1, or in the <i>Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations</i> (for Latin America & Caribbean), Section 1.
	<small>ID# 0026051      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Clearing Record</b>	A record of a Presentment, Chargeback, Representment, Reversal, or Adjustment in the format necessary to clear the Transaction.
	<small>ID# 0024446      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Clearing Reversal – US Region</b>	A VisaNet Transaction that negates a Transaction previously sent through BASE II or the Single Message System, as specified in the Visa Rules and applicable VisaNet Manuals.
	<small>ID# 0024447      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Client Organization</b>	A company or organization that sponsors a Visa Corporate or Visa Purchasing (including Visa Fleet in the US Region), or any other Visa Commercial Card program combining the functionality of these Cards, wherein Cards are provided to users for business-related purchases. Such companies or organizations may include public or private-sector companies, including sole proprietors.
	<small>ID# 0026020      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Client Portfolio Management Self-Service Tools</b>	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: <ul style="list-style-type: none"><li>• Visa Membership Management (VMM)</li><li>• Electronic Client Information Questionnaire (eCIQ)</li><li>• Visa Client Support Application (VCSA)</li></ul>
	<small>ID# 0026479      Edition: Apr 2016   Last Updated: Oct 2014</small>

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

Term	Definition
<b>Collateral Material</b>	<p>Printed, broadcast, or other communications regarding an Affinity/Co-Brand partner's Trade Name or Mark. These may include, but are not limited to, solicitations, promotional materials, advertisements, statements, statement inserts, direct mail solicitations, and telemarketing operator scripts.</p>
	<small>ID# 0027362      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Collection-Only</b>	<p>The reporting of data related to a Domestic Transaction that was processed outside of VisaNet and submitted only for informational purposes.</p>
	<small>ID# 0027828      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Commercial Payables – US Region</b>	<p>An environment where a Visa Commercial Card Transaction occurs between business entities, generally through negotiated contractual agreements, or in response to the generation of an invoice requesting payment for goods or services.</p>
	<small>ID# 0026824      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Common Core Definitions</b>	<p>A set of common data definitions and processes between an EMV Chip Card and the Issuer host interface, which is recognized by Visa and MasterCard.</p>
	<small>ID# 0024465      Edition: Apr 2016   Last Updated: Oct 2011</small>
<b>Compelling Evidence</b>	<p>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 Section 11.1.8.3, "Use of Compelling Evidence." Compelling Evidence does not mandate that Visa, the Issuer, or any other person conclude that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction.</p>
	<small>ID# 0027268      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Competitive Credit Card Brand – US Region and US Territories</b>	<p>In the US Region or a US Territory, any brand of credit card or electronic credit payment form of a nationally accepted payment network other than Visa, including without limitation MasterCard, American Express, Discover, and PayPal.</p>
	<small>ID# 0027526      Edition: Apr 2016   Last Updated: Oct 2014</small>

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

Term	Definition
<b>Competitive Credit Card Cost of Acceptance – US Region and US Territories</b>	In the US Region or a US Territory, the Merchant's average Merchant Discount Rate applicable to transactions on a Competitive Credit Card Brand at the Merchant for the preceding one or 12 months, at the Merchant's option.  ID# 0027527      Edition: Apr 2016   Last Updated: Oct 2014
<b>Competitive Credit Card Product – US Region and US Territories</b>	In the US Region or a US Territory, any product within a brand of credit card or electronic credit payment form of a nationally accepted payment network other than Visa, including without limitation MasterCard, American Express, Discover, and PayPal.  ID# 0027528      Edition: Apr 2016   Last Updated: Oct 2014
<b>Competitive Credit Card Product Cost of Acceptance – US Region and US Territories</b>	In the US Region or a US Territory, the Merchant's average effective Merchant Discount Rate applicable to transactions on the Competitive Credit Card Product at the Merchant for the preceding one or 12 months, at the Merchant's option.  ID# 0027529      Edition: Apr 2016   Last Updated: Oct 2014
<b>Completion Message</b>	A Clearing Record that follows a preauthorization as part of Real-Time Clearing Processing.  ID# 0024469      Edition: Apr 2016   Last Updated: Oct 2014
<b>Compliance</b>	A process where Visa resolves disputes between Members arising from violations of the Visa Rules, when the requesting Member can certify that a financial loss has occurred or will occur for a specific amount, and no Chargeback right is available.  ID# 0024470      Edition: Apr 2016   Last Updated: Oct 2014
<b>Compliant Chip Card – Canada Region</b>	A Chip Card that contains a Visa Smart Payment application capable of processing Full Data and that complies with Chip Specifications.  ID# 0024471      Edition: Apr 2016   Last Updated: Oct 2014
<b>Compliant Chip Card Reading Device – Canada Region</b>	An Acceptance Device (excluding an ATM) capable of reading, communicating, and processing Full Data Transactions from a Compliant Chip Card.  ID# 0024473      Edition: Apr 2016   Last Updated: Oct 2015

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

Term	Definition
<b>Confidential Consumer Cardholder Information – US Region</b>	<p>An Account Number or other personally identifiable information relating to a Consumer Cardholder.</p> <p>ID# 0026359      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Confidential Enhanced Merchant-Level Data – US Region</b>	<p>Merchant-related data provided through Visa to an Issuer in connection with a Visa Commercial Card. This data includes all Enhanced Merchant-Level Data except for Non-Confidential Enhanced Merchant-Level Data, and is subject to the disclosure restrictions specified in the Visa Rules.</p> <p>ID# 0024477      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Consumer Device Cardholder Verification Method (CDCVM)</b>	<p>An Issuer-approved, Visa-recognized method for capturing the Cardholder Verification Method on a Mobile Payment Device.</p> <p>ID# 0026877      Edition: Apr 2016   Last Updated: Apr 2015</p>
<b>Consumer Transaction Controls (New)</b>	<p><b>Effective 16 April 2016</b></p> <p>An optional Visa service that allows Cardholders to control their own Card use by authorizing Issuers to selectively block all types of Transactions regardless of routing, based on the list of available control criteria (for example: MCC, dollar amount, location).</p> <p>ID# 0029504      Edition: Apr 2016   Last Updated: Apr 2016</p>
<b>Consumer Visa Check Card – US Region</b>	<p>A Visa Check Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account.</p> <p>ID# 0024481      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Contactless</b>	<p>A Visa-approved wireless interface used to exchange information between a Visa Card and an Acceptance Device.</p> <p>ID# 0029308      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Contactless Payment Device</b>	<p>A payment device (including contactless Cards and devices, mobile telephones, and Visa Micro Tags) that uses a Visa-approved wireless interface to access a Visa account and that provides the ability to conduct a Contactless Payment.</p> <p>ID# 0028925      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Contactless Transaction</b>	<p>A Transaction conducted over a Visa-approved wireless interface.</p> <p>ID# 0028926      Edition: Apr 2016   Last Updated: Oct 2014</p>

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

Term	Definition
<b>Convenience Fee – AP Region, CEMEA Region, and US Region</b>	A fee charged by a Merchant for a bona fide convenience to the Cardholder (For example: an alternative channel outside the Merchant's customary payment channel) that is not charged solely for the acceptance of the Visa Card.  ID# 0027486      Edition: Apr 2016   Last Updated: Oct 2015
<b>Corporate Liability Waiver Insurance – LAC Region</b>	An insurance policy that protects a company from liability in the event that one of its employees misuses a Visa Commercial Card.  ID# 0024493      Edition: Apr 2016   Last Updated: Oct 2011
<b>Counterfeit Card</b>	One of the following: <ul style="list-style-type: none"><li>• A device or instrument that is printed, embossed, or encoded so as to purport to be a Card, but that is not a Card because an Issuer did not authorize its printing, embossing, or encoding</li><li>• An instrument that is printed with the authority of the Issuer and that is subsequently embossed or encoded without the authority of the Issuer</li><li>• A Card that an Issuer has issued and that is altered or re-fabricated, except one on which the only alteration or re-fabrication comprises modification of the signature panel or Cardholder signature</li></ul> ID# 0024495      Edition: Apr 2016   Last Updated: Apr 2010
<b>Counterfeit Fraud Recovery</b>	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# 0026063      Edition: Apr 2016   Last Updated: Oct 2013
<b>Country of Domicile</b>	The country in which a Member has its principal place of business.  ID# 0024499      Edition: Apr 2016   Last Updated: Apr 2010
<b>CPS Transaction – US Region</b>	A Transaction that meets the requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> for any of the available Custom Payment Services (CPS) Transaction categories.  ID# 0024523      Edition: Apr 2016   Last Updated: Oct 2015

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

Term	Definition
<b>CPS/Account Funding – US Region</b>	<p>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 <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024500      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Automated Fuel Dispenser – US Region</b>	<p>A payment service for Transactions that take place at an Automated Fuel Dispenser properly assigned MCC 5542 (Automated Fuel Dispensers), where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024501      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Card Not Present – US Region</b>	<p>A payment service for Transactions completed in a Card-Absent Environment, except for Electronic Commerce Transactions, that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024502      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/e-Commerce Basic – US Region</b>	<p>A payment service for Electronic Commerce Transactions that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024503      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/e-Commerce Preferred Hotel and Car Rental – US Region</b>	<p>A payment service for Secure Electronic Commerce Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant, are completed using Verified by Visa, and meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024504      Edition: Apr 2016   Last Updated: Oct 2015
<b>CPS/e-Commerce Preferred Passenger Transport – US Region</b>	<p>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 <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024505      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>CPS/e-Commerce Preferred Retail – US Region</b>	A payment service for Secure Electronic Commerce Transactions completed using Verified by Visa that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .  ID# 0024506      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Hotel and Car Rental Card Not Present – US Region</b>	A payment service for Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant in a Card-Absent Environment (including key-entered Transactions) where the hotel stay, cruise duration, or length of rental is more than one day and the Point-of-Transaction Terminal application is equipped to provide the additional industry-specific data for the program and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .  ID# 0024509      Edition: Apr 2016   Last Updated: Oct 2015
<b>CPS/Hotel and Car Rental Card Present – US Region</b>	A payment service for Transactions that originate from a Lodging Merchant, Cruise Line, or Car Rental Merchant in a Face-to-Face Environment where the hotel stay or length of rental is one or more days, multiple Authorizations may be obtained with industry-specific data, the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .  ID# 0024510      Edition: Apr 2016   Last Updated: Oct 2015
<b>CPS/Passenger Transport – US Region</b>	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 <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .  ID# 0024511      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Restaurant – US Region</b>	A payment service for Transactions completed in a Face-to-Face Environment by a Merchant properly assigned MCC 5812 (Eating Places and Restaurants) or MCC 5814 (Fast Food Restaurants) and where the contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and Authorization is obtained and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .  ID# 0024512      Edition: Apr 2016   Last Updated: Oct 2014

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
CPS/Retail – US Region	<p>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 <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p> <p>Transactions with one of the following MCCs are ineligible for CPS/Retail:</p> <ul style="list-style-type: none"> <li>• 5411 (Grocery Stores and Supermarkets)</li> <li>• 5541 (Service Stations)</li> <li>• 5812 (Eating Places and Restaurants)</li> <li>• 5814 (Fast Food Restaurants)</li> <li>• 5962 (Direct Marketing – Travel-Related Arrangement Services)</li> <li>• 5966 (Direct Marketing – Outbound Telemarketing)</li> <li>• 5967 (Direct Marketing – Inbound Teleservices Merchant)</li> </ul>
	<span data-bbox="602 935 727 956">ID# 0024513</span> <span data-bbox="1059 935 1455 956">Edition: Apr 2016   Last Updated: Oct 2014</span>
CPS/Retail 2 – US Region	<p>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 <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> for one of the following services:</p> <ul style="list-style-type: none"> <li>• CPS/Retail 2</li> <li>• CPS/Card Not Present</li> <li>• CPS/e-Commerce Basic</li> <li>• CPS/e-Commerce Preferred Retail</li> <li>• CPS/Retail Key-Entry</li> </ul>
	<span data-bbox="602 1465 727 1484">ID# 0024514</span> <span data-bbox="1059 1465 1455 1484">Edition: Apr 2016   Last Updated: Oct 2014</span>
CPS/Retail Key-Entry – US Region	<p>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 <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	<span data-bbox="602 1744 727 1763">ID# 0024515</span> <span data-bbox="1059 1744 1455 1763">Edition: Apr 2016   Last Updated: Oct 2014</span>

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

Term	Definition
<b>CPS/Rewards 1 Interchange Reimbursement Fee – US Region</b>	<p>An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 1 Transactions specified in the Visa Rules.</p>
	ID# 0024516      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Rewards 2 Interchange Reimbursement Fee – US Region</b>	<p>An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 2 Transactions specified in the Visa Rules.</p>
	ID# 0024517      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Service Station – US Region</b>	<p>A payment service for Transactions with MCC 5541 (Service Stations) completed in a Face-to-Face Environment where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024519      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Small Ticket – US Region</b>	<p>A payment service for Visa Easy Payment Service Transactions less than or equal to USD 15 that are conducted with a Visa Consumer Card where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted, and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024520      Edition: Apr 2016   Last Updated: Oct 2014
<b>CPS/Supermarket – US Region</b>	<p>A payment service for Supermarket Incentive Program Transactions that meet the applicable requirements specified in the Visa Rules.</p>
	ID# 0024521      Edition: Apr 2016   Last Updated: Oct 2014
<b>Credit Bureau – US Region</b>	<p>For purposes of Visa Advanced ID Solutions and Strategic Bankruptcy Solutions, a company that is required or has agreed to comply with the requirements applicable to consumer reporting agencies under the Federal Fair Credit Reporting Act. This includes a company that receives Member information pursuant to the ID Analytics, ID Score Plus, or Credit Optics components of Visa Advanced ID Solutions, or that provides card account numbers identified from bankruptcy petitions filed in US bankruptcy courts, to Strategic Bankruptcy Solutions.</p>
	ID# 0024524      Edition: Apr 2016   Last Updated: Oct 2014

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Term	Definition
Credit Optics – US Region	A feature of Visa Advanced ID Solutions that provides US Members with a score and related reason code(s) provided by ID Analytics, Inc. The information predicts the potential financial loss associated with approving an application for a new, or management of an existing, Card, non-Visa card, or other Visa or non-Visa product. The results are based on an assessment of the identity risk and application behavior of a consumer and the credit risk and application behavior of other similar consumers.
	<small>ID# 0025783 Edition: Apr 2016   Last Updated: Oct 2014</small>
Credit Reporting Improvement Service – US Region	A service that supports an Issuer by monitoring the reporting and handling of credit bureau data.
	<small>ID# 0024526 Edition: Apr 2016   Last Updated: Oct 2014</small>
Credit Transaction (Updated)	A Transaction representing a Merchant's refund or price adjustment credited to a Cardholder's account.
	<small>ID# 0024527 Edition: Apr 2016   Last Updated: Apr 2016</small>
Credit Transaction Receipt	A Transaction Receipt evidencing a Merchant's refund or price adjustment to be credited to a Cardholder's account.
	<small>ID# 0024528 Edition: Apr 2016   Last Updated: Apr 2010</small>
Credit Voucher – US Region	See Credit Transaction Receipt.
	<small>ID# 0024529 Edition: Apr 2016   Last Updated: Oct 2014</small>
Cruise Line (Updated)	A Merchant that sells tickets for, and provides, travel and overnight accommodations on a ship or boat.
	<small>ID# 0024532 Edition: Apr 2016   Last Updated: Apr 2016</small>
Cryptogram	A value resulting from a combination of specific key data elements that are used to validate the source and integrity of data.
	<small>ID# 0024533 Edition: Apr 2016   Last Updated: Apr 2010</small>
Currency Conversion Rate (Updated)	A rate set by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives; or the rate mandated by a government or a governing body in the country in which the Transaction occurred for the applicable Processing Date.

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

Term	Definition
	<p>The Visa rate may be adjusted by application of an Optional Issuer Fee as determined by the Issuer when VisaNet converts the Transaction Currency to the Billing Currency. However, when VisaNet converts the Transaction Currency to the Acquirer's Settlement Currency, or to the Issuer's Settlement Currency, the rate is applied by Visa and may not be adjusted.</p> <p>ID# 0024534      Edition: Apr 2016   Last Updated: Apr 2016</p>
<b>Custom Payment Services (CPS)</b>	<p>A Visa payment service that accommodates specific payment environments with an identifier that remains with the Transaction throughout its life cycle.</p> <p>ID# 0024536      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>D</b>	
<b>Debit Card Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or in a US Territory, the amount of the cap for debit card transactions established by the Board of Governors of the Federal Reserve System pursuant to Federal Reserve Regulation II, 12 CFR Part 235, and which is subject to change.</p> <p>ID# 0027530      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Debit Tax Payment Interchange Reimbursement Fee – US Region</b>	<p>An Interchange Reimbursement Fee for Visa Debit Card Tax Payment Transactions completed in a Card-Absent Environment that meet the qualification requirements of the Government and Education Payment Program.</p> <p>ID# 0024544      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Decline Response</b>	<p>An Authorization Response where the Transaction was declined.</p> <p>ID# 0024548      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Deferred Clearing Transaction</b>	<p>A Transaction or process wherein Transactions are authorized, cleared, and settled in 2 separate messages through either the Single Message System or the V.I.P. System and BASE II.</p> <p>ID# 0024551      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Deferred Payment Transaction – US Region</b>	<p>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.</p> <p>ID# 0024552      Edition: Apr 2016   Last Updated: Oct 2014</p>

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Term	Definition
<b>Deferred Settlement</b>	The Settlement funds transfer of a Transaction, according to the Member's instructions in the Clearing Record that occurs more than 2 business days after the Processing Date.  ID# 0029032      Edition: Apr 2016   Last Updated: Oct 2014
<b>Deposit</b>	The submission of a Transaction by a Merchant or Payment Facilitator to an Acquirer, resulting in a credit or debit to the Merchant's, Sponsored Merchant's, or Payment Facilitator's account.  ID# 0024556      Edition: Apr 2016   Last Updated: Oct 2014
<b>Deposit-Only Account Number (Updated)</b>	An 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# 0024554      Edition: Apr 2016   Last Updated: Apr 2016
<b>Diamond Design</b>	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# 0024558      Edition: Apr 2016   Last Updated: Apr 2010
<b>Digital Certificate</b>	A digitally signed credential used to authenticate the owner of the credential or to ensure the integrity and confidentiality of the message it is signing.  ID# 0024559      Edition: Apr 2016   Last Updated: Apr 2010
<b>Direct Exchange</b>	A Visa payment network for Member and VisaNet processing endpoints, which uses open and secure internet technologies and commercially available software to access the VisaNet systems.  ID# 0024561      Edition: Apr 2016   Last Updated: Oct 2014
<b>Dispute (New)</b>	<b>Effective 15 October 2016</b> For Members that participate in Enhanced Dispute Resolution, a Transaction that an Issuer returns to an Acquirer.  ID# 0029463      Edition: Apr 2016   Last Updated: Apr 2016

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

Term	Definition
<b>Dispute Response (New)</b>	<p><b>Effective 15 October 2016</b></p> <p>For Members that participate in Enhanced Dispute Resolution, a Transaction that an Acquirer returns to an Issuer in response to a Dispute.</p> <p>ID# 0029464      Edition: Apr 2016   Last Updated: Apr 2016</p>
<b>Distribution Channel Vendor</b>	A Third Party Agent responsible for the packaging, storing, and shipping of pre-manufactured, commercially ready Visa Products (for example: warehouses, card packagers, logistics companies). "Pre-manufactured, commercially ready" refers to non-personalized Visa Products that have already been manufactured, encoded, embossed/printed and are ready for sale or distribution to Cardholders.
	<p>ID# 0025524      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Distribution of Visa Prepaid Cards Outside the Country of Issuance</b>	The issuance of Government or Corporate funded Visa Prepaid Cards to non-domestic employees or beneficiaries of multinational corporations or government entities.
	<p>ID# 0026803      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Domestic Transaction</b>	A Transaction where the Issuer of the Card used is located in the Transaction Country.
	<p>ID# 0024568      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Domestic Volume – CEMEA Region</b>	<p>Domestic Volumes for POS, paper-based, ATM, and manual cash as reported in the Operating Certificate. For the purpose of determining a mandate of a National Net Settlement Service, Domestic Volume is calculated as Issuer and Acquirer volume as follows:</p> <ul style="list-style-type: none"><li>• Issuer Cardholder Sales Volume is the total of all USD equivalents debited by a Principal (or its members or owners) and its sponsored Associates, except sponsored Associates that have another sponsor whose sponsorship pre-dates that of such Principal, to card accounts of holders of Cards bearing the Visa Mark or the Visa Brand Mark with the Electron Identifier accounts identified by either or both of said marks including ATM (Cash) volume</li><li>• Acquirer Merchant volume is the total of all US equivalents of drafts arising from the use of Cards bearing the Visa Mark or the Visa Brand Mark with the Electron Identifier, deposited with or acquired by the Merchant Acquirer, including ATM (Cash) volume</li><li>• Issuer and Acquirer Volume is based on transactions undertaken through VisaNet</li></ul>

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Term	Definition
	<ul style="list-style-type: none"><li>The location at which sales volume is deemed to arise will be (i) for a Principal's card sales volume, the country from which cards are issued, (ii) for a Merchant Acquirer's card sales volume, the country where the principal office of the Merchant Acquirer is located</li><li>The period over which the Domestic Volume will be calculated will be the prior 4 quarters from the date of the review conducted by Visa</li></ul>
ID# 0024569	Edition: Apr 2016   Last Updated: Oct 2014
<b>Dual Payment Card Marketing</b>	A Visa Card solicited or marketed as a companion product to, or conditioned on the Cardholder's acceptance of, a separate payment card 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 designated by Visa.
ID# 0025570	Edition: Apr 2016   Last Updated: Oct 2014
<b>Dual-Issuer Branded Visa Commercial Card</b>	A Visa Commercial Card, issued by a Member participating in the Visa Multinational Program, that identifies the Lead Bank on the Card front and the Partner Bank on the Card back, as specified in the <i>Visa Multinational Program Guide</i> .
ID# 0026028	Edition: Apr 2016   Last Updated: Oct 2014
<b>Dynamic Card Verification Value (dCVV)</b>	A Card Verification Value dynamically generated by a contact or Contactless Chip Card for inclusion in the Authorization message (for example: as part of the Magnetic-Stripe data).
ID# 0025503	Edition: Apr 2016   Last Updated: Oct 2015
<b>Dynamic Currency Conversion</b>	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# 0024574	Edition: Apr 2016   Last Updated: Oct 2014
<b>Dynamic Currency Conversion Transaction Indicator</b>	A VisaNet code submitted by the Acquirer in both: <ul style="list-style-type: none"><li>An Authorization Request to indicate that Dynamic Currency Conversion was, or will be, offered to the Cardholder</li><li>A Clearing Record to indicate that the Transaction was processed as a Dynamic Currency Conversion Transaction</li></ul>
ID# 0026052	Edition: Apr 2016   Last Updated: Oct 2014

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Term	Definition
<b>Dynamic Data Authentication</b>	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# 0024575      Edition: Apr 2016   Last Updated: Apr 2010
<b>E</b>	
<b>Edit Package</b>	The software that Visa supplies to VisaNet Processors to: <ul style="list-style-type: none"><li>Validate Interchange data</li><li>Process Interchange data sent from the VisaNet Processor to Visa</li><li>Process incoming Transactions received from Visa</li></ul> ID# 0024577      Edition: Apr 2016   Last Updated: Apr 2010
<b>Electronic Capability</b>	Point-of-Transaction Capability where all of the following are true: <ul style="list-style-type: none"><li>Transaction Authorization is required (or the terminal is capable of reading and acting upon the Service Code in the Magnetic Stripe or information provided in the Chip)</li><li>Authorization Response is obtained Online, or as instructed by the Issuer</li><li>Authorization Response and Transaction Receipt data are captured electronically</li></ul> ID# 0024582      Edition: Apr 2016   Last Updated: Apr 2010
<b>Electronic Commerce Indicator</b>	A value used in an Electronic Commerce Transaction to indicate the Transaction's level of authentication and security.  ID# 0026401      Edition: Apr 2016   Last Updated: Oct 2014
<b>Electronic Commerce Merchant</b>	A Merchant that conducts the sale of goods or services electronically over the internet and other networks.  ID# 0024584      Edition: Apr 2016   Last Updated: Oct 2014
<b>Electronic Commerce Merchant Rate</b>	An Interregional Interchange Reimbursement Fee paid for an Electronic Commerce Transaction that is conducted by a Verified by Visa Merchant.  ID# 0024586      Edition: Apr 2016   Last Updated: Apr 2013

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

Term	Definition
<b>Electronic Commerce Transaction</b>	<p>A Transaction between a Merchant and Cardholder over the internet or other networks using a terminal, personal computer or other Cardholder device. An Electronic Commerce Transaction is one of the following:</p> <ul style="list-style-type: none"><li>• Non-Secure Transaction</li><li>• Non-Authenticated Security Transaction</li><li>• Secure Electronic Commerce Transaction</li></ul>
	<small>ID# 0024587      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Electronic Imprint</b>	The reading and printing or capture of Card information at a Magnetic-Stripe Terminal or a Chip-Reading Device.
	<small>ID# 0024593      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Electronic Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee paid to or received by a Member for a Transaction entered into Interchange through a VisaNet Access Point that meets the qualifications specified in the <i>US Interchange Fee Rate Qualification Guide</i> .
	<small>ID# 0024594      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Electronic Interchange Reimbursement Fee Transaction – CEMEA Region</b>	A Transaction entered into Interchange through a VisaNet Access Point using the Electronic Interchange Reimbursement Fee.
	<small>ID# 0024595      Edition: Apr 2016   Last Updated: Oct 2011</small>
<b>Electronic Rate</b>	An Interchange Reimbursement Fee charged when the Transaction meets the requirements specified in Section 9.1.2.2, "Electronic Rate Qualification."
	<small>ID# 0024597      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Electronic Signature</b>	<p>An electronic process attached to, or logically associated with, a contract or other record and executed by an authorized user with the intent to sign such contract or record.</p> <p>In the US Region, email 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:</p> <ul style="list-style-type: none"><li>• Within the email exchange, Visa seeks and the Member provides confirmation concerning an agreement between the parties or terms and conditions to govern such an agreement</li><li>• Visa includes in its request for confirmation:</li></ul>

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"> <li>– An explicit notice that it intends such email request and confirmation to constitute a binding agreement</li> <li>– A notice that the Member's confirmation will constitute affirmations that the Member intends the email exchange to constitute a binding commitment and that the person providing the email confirmation on behalf of the Member is an officer authorized to so bind the Member</li> <li>– An explicit time limit for Member's confirmation to be received by Visa in order to be effective</li> </ul> <ul style="list-style-type: none"> <li>• Within the email exchange, Visa-designated authentication practices are employed by both Visa and the Member</li> </ul>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"> <span>ID# 0024598</span> <span>Edition: Apr 2016   Last Updated: Oct 2015</span> </div>
<b>Electronic Use Only Visa Prepaid Card</b>	<p>An unembossed Visa Prepaid Card, bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier, that has a Service Code denoting "Online Authorization mandatory" encoded on the Magnetic Stripe.</p>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"> <span>ID# 0024600</span> <span>Edition: Apr 2016   Last Updated: Oct 2011</span> </div>
<b>Eligible Cardholder</b>	<p>A Cardholder who has had their Card lost or stolen while traveling outside of their city of residence and who has reported the loss or theft to the Issuer of the Card.</p>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"> <span>ID# 0024601</span> <span>Edition: Apr 2016   Last Updated: Oct 2014</span> </div>
<b>Emergency Card Replacement</b>	<p>A temporary Visa Card that Visa Global Customer Assistance Services or the Issuer or its Agent provides to replace an Eligible Cardholder's damaged, lost, or stolen Visa Card.</p>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"> <span>ID# 0024610</span> <span>Edition: Apr 2016   Last Updated: Oct 2014</span> </div>
<b>Emergency Cash Disbursement</b>	<p>A Cash Disbursement by a Member or its agent, including Visa, to an Eligible Cardholder who has reported a Visa Card or Visa TravelMoney Card as damaged, lost, or stolen.</p>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"> <span>ID# 0024605</span> <span>Edition: Apr 2016   Last Updated: Oct 2010</span> </div>
<b>Emergency Payment Authorization Service</b>	<p>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.</p>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"> <span>ID# 0024608</span> <span>Edition: Apr 2016   Last Updated: Oct 2010</span> </div>

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

Term	Definition
<b>Emergency Service Location</b>	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# 0024612      Edition: Apr 2016   Last Updated: Oct 2010
<b>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</b>	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# 0024620      Edition: Apr 2016   Last Updated: Oct 2014
<b>EMV PIN Transaction</b>	A Chip-initiated Transaction (excluding ATM Transactions) verified utilizing Online or Offline PIN Verification.  ID# 0024624      Edition: Apr 2016   Last Updated: Apr 2010
<b>EMV PIN-Compliant</b>	A Chip-Reading Device that complies with the PIN requirements of the Payment Card Industry Security Standards Council.  ID# 0024622      Edition: Apr 2016   Last Updated: Oct 2014
<b>EMV-Compliant</b>	A term used to describe a Card or terminal application that complies with the requirements specified in the <a href="#">EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</a> .  ID# 0024617      Edition: Apr 2016   Last Updated: Oct 2014
<b>Enhanced Data</b>	Data provided through Visa to an Issuer. Such data may include either or both: <ul style="list-style-type: none"><li>• Enhanced Merchant-Level Data (including data for a Sponsored Merchant or a Payment Facilitator)</li><li>• Enhanced Transaction-Level Data</li></ul> ID# 0026463      Edition: Apr 2016   Last Updated: Oct 2015
<b>Enhanced Dispute Resolution (New)</b>	<b>Effective 15 October 2016</b> The Dispute resolution process specified in <i>Enhanced Dispute Resolution Requirements</i> .  ID# 0029465      Edition: Apr 2016   Last Updated: Apr 2016
<b>Enhanced Merchant-Level Data</b>	Merchant- or Sponsored Merchant-related data (including Payment Facilitator data) provided through Visa to an Issuer. Such data includes:

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

Term	Definition
	<ul style="list-style-type: none"><li>Merchant street address</li><li>Merchant telephone number</li><li>Incorporation status</li><li>Owner's name</li></ul> <p>ID# 0026464      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Enhanced Transaction-Level Data</b>	<p>Transaction-related data provided through Visa to an Issuer. Such data includes:</p> <ul style="list-style-type: none"><li>Accounting code</li><li>Sales tax or value-added tax</li><li>Description of items purchased, cost per unit, number of units</li><li>Vehicle fleet data (vehicle/driver ID, odometer reading)</li><li>Detailed itinerary information (Airline, origination/destination, class of travel)</li><li>For an Ancillary Purchase Transaction, all required data elements</li></ul> <p>ID# 0024631      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Exception File</b>	<p>A VisaNet file of Account Numbers that a Member accesses Online, for which the Issuer has predetermined an Authorization Response. The Exception File supports:</p> <ul style="list-style-type: none"><li>Stand-In Processing</li><li>Positive Cardholder Authorization Service</li><li>Production of the Card Recovery Bulletin</li></ul> <p>ID# 0024634      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Excessive Fraud Activity – US Region</b>	<p><b>Effective through 31 December 2015</b> Fraud Activity that exceeds Visa-specified parameters.</p> <p>ID# 0024637      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Expired Card</b>	<p>A Card on which the embossed, encoded, or printed expiration date has passed.</p> <p>ID# 0024638      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>F</b>	

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

Term	Definition
<b>Face-to-Face Environment</b>	An environment in which a Transaction is completed under all of the following conditions: <ul style="list-style-type: none"><li>• Card or Contactless Payment Device is present</li><li>• Cardholder is present</li><li>• Individual representing the Merchant or Acquirer completes the Transaction</li></ul>
	<small>ID# 0024643 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Fallback Transaction</b>	An EMV Chip Card Transaction initially attempted at a Chip-Reading Device, where the device's inability to read the Chip prevented the Transaction from being completed using the Chip Card data, and the Transaction is instead completed using an alternate means of data capture and transmission.
	<small>ID# 0024645 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Fast Funds</b>	A service that requires a participating Recipient Member to make funds available to a Cardholder within 30 minutes of receipt and approval of an incoming Original Credit Transaction, including a Visa Money Transfer Original Credit Transaction, initiated as an Online Financial Transaction.
	<small>ID# 0026077 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Fee Collection Transaction</b>	A transaction used to collect financial obligations of a Member arising out of the Visa Rules, the Visa Charter Documents, or other requirements adopted by Visa.
	<small>ID# 0024647 Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Fee Schedule</b>	One of the following: <ul style="list-style-type: none"><li>• <a href="#">Visa Asia-Pacific Fee Schedule</a></li><li>• <a href="#">Visa Canada Fee Schedule</a></li><li>• <a href="#">Visa CEMEA Fee Schedule</a></li><li>• <a href="#">Visa LAC Fee Schedule</a></li><li>• <a href="#">Visa U.S.A. Fee Schedule</a></li><li>• Any domestic or local Visa fee schedule</li></ul>
	<small>ID# 0027310 Edition: Apr 2016   Last Updated: Oct 2014</small>

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

Term	Definition
<b>Floor Limit</b>	A currency amount that Visa has established for single Transactions at specific types of Merchant Outlets and Branches, above which Online Authorization or Voice Authorization is required.
	<small>ID# 0024654      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Foreign Branch – US Region</b>	The branch office of a Visa Member located outside the United States.
	<small>ID# 0024655      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Fraud Activity</b>	A Transaction that an Issuer reports as fraudulent when either a: <ul style="list-style-type: none"><li>• Fraudulent user used a Card or its Account Number</li><li>• Card was obtained through misrepresentation of identification or financial status</li></ul>
	<small>ID# 0024659      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Fulfillment</b>	A document image that the Acquirer supplies in response to a Retrieval Request.
	<small>ID# 0024661      Edition: Apr 2016   Last Updated: Apr 2011</small>
<b>Full Data Transaction – Canada Region</b>	A Transaction processed using Full Data by Acquirers certified by Visa Canada to process Full Data.
	<small>ID# 0024664      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Full-Chip Data</b>	Data that provides all of the following: <ul style="list-style-type: none"><li>• EMV minimum requirements</li><li>• Visa-specified information necessary to support Online cryptographic validation</li><li>• Record of the Card and terminal interactions completed during a Transaction</li></ul>
	<small>ID# 0024662      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Funds Disbursement</b>	A VisaNet transaction used by a Member or Visa to disburse funds to a Clearing Processor.
	<small>ID# 0024665      Edition: Apr 2016   Last Updated: Oct 2015</small>

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

Term	Definition
<b>Funds Transfer Settlement Reporting Entity</b>	An endpoint within a Visa Settlement hierarchy associated with one or more Settlement Reporting Entities.  ID# 0026048      Edition: Apr 2016   Last Updated: Apr 2012
<b>G</b>	
<b>Gateway Services – AP Region</b>	Services performed for non-Visa transaction processing when Visa sends a transaction to a non-Visa network.  ID# 0024670      Edition: Apr 2016   Last Updated: Oct 2011
<b>General Member – Canada Region</b>	A customer of Visa Canada in the category of "General Customer" as defined in <i>Appendix E to the Canada Regional Operating Regulations</i> .  ID# 0024671      Edition: Apr 2016   Last Updated: Oct 2014
<b>Global Brand Protection Program</b>	A global program that monitors Acquirers, Merchants, Payment Facilitators, and Sponsored Merchants to ensure that these entities do not: <ul style="list-style-type: none"><li>• Process illegal Transactions or are not associated with illegal activity</li><li>• Engage in potentially deceptive marketing practices, as defined in the <i>Visa Global Brand Protection Program Guide for Acquirers</i></li><li>• Process Transactions that may adversely affect the goodwill of the Visa system</li></ul> ID# 0026388      Edition: Apr 2016   Last Updated: Oct 2014
<b>Global ChipFallback Monitoring Program</b>	A monitoring program used to identify Acquirer-country combinations with excessive levels of international Fallback Transactions.  ID# 0024674      Edition: Apr 2016   Last Updated: Oct 2014
<b>Global Co-Branded Card</b>	A Card that: <ul style="list-style-type: none"><li>• Is issued by one or more Issuers that has a contractual relationship with a Global Co-Branding Partner</li><li>• Bears the Trade Name or Mark of the Global Co-Branding Partner on the front of the Card</li><li>• May offer a Cardholder tangible benefits for Card usage and loyalty (for example: rebates, discounts, airline miles)</li></ul> ID# 0024675      Edition: Apr 2016   Last Updated: Oct 2014
<b>Global Co-Branding Partner</b>	A non-Member that:

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

Term	Definition
	<ul style="list-style-type: none"><li>● Is not eligible for membership in Visa</li><li>● Is a for-profit commercial entity or non-profit organization</li><li>● Has a contractual relationship for the issuance of Global Co-Brand Cards:<ul style="list-style-type: none"><li>– With one or more Issuers</li><li>– In one or more Visa Regions and countries</li></ul></li></ul>
ID# 0024676	Edition: Apr 2016   Last Updated: Oct 2015
<b>Global Compromised Account Recovery</b>	A global Visa fraud recovery program where Visa allocates to affected Members a portion of the Magnetic Stripe counterfeit fraud losses and a portion of the operating expenses that are associated with an Account Data Compromise Event, including events that also involve the compromise of PIN data.
ID# 0026034	Edition: Apr 2016   Last Updated: Oct 2014
<b>Global Member Billing Solution</b>	The primary billing system used by Visa.
ID# 0024680	Edition: Apr 2016   Last Updated: Oct 2011
<b>Global Merchant Chargeback Monitoring Program</b>	<b>Effective through 31 December 2015</b> 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# 0024681	Edition: Apr 2016   Last Updated: Oct 2015
<b>Group Member</b>	A Member as defined under the <i>Visa International Certificate of Incorporation and Bylaws</i> , Section 2.21.
ID# 0024685	Edition: Apr 2016   Last Updated: Apr 2010
<b>GSA Government-to-Government (G2G) Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee paid to, or received by, a Member for a GSA G2G Transaction processed as specified in Section 9.5.1.6, "GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification – US Region".
ID# 0024686	Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>GSA Large Ticket Transaction – US Region</b>	A Transaction completed with a Visa Purchasing Card that is issued to federal government agencies by an Issuer contracted with the General Services Administration and that meets the requirements specified in the Visa Rules.  ID# 0024689      Edition: Apr 2016   Last Updated: Oct 2014
<b>Guaranteed Reservation (Updated)</b>	A reservation made by a Cardholder who provides an Account Number, but no payment, at the time of reservation to ensure that accommodation, merchandise, or services will be available as reserved and agreed with the Merchant.  ID# 0029265      Edition: Apr 2016   Last Updated: Apr 2016
<b>Guest Folio</b>	A Lodging Merchant's or Cruise Line's guest file.  ID# 0024691      Edition: Apr 2016   Last Updated: Oct 2015
<b>H</b>	
<b>Health Care Merchant – US Region</b>	A Merchant, other than a pharmacy, whose primary business is providing health care services and that uses one of the following MCCs: 4119, 5975, 5976, 7277, 8011, 8021, 8031, 8041, 8042, 8043, 8044, 8049, 8050, 8062, 8071, 8099.  ID# 0024698      Edition: Apr 2016   Last Updated: Oct 2014
<b>Health Reimbursement Arrangement (HRA) – US Region</b>	An employer-funded Visa Prepaid Card program that reimburses employees, in accordance with IRS regulations, for qualified out-of-pocket medical expenses not covered by the employer's health care plan.  ID# 0024699      Edition: Apr 2016   Last Updated: Oct 2015
<b>Health Savings Account (HSA) – US Region</b>	A Visa Prepaid Card program operated in accordance with IRS regulations that enables participants of a qualified high-deductible health plan to access funds contributed by an employee and/or employer for qualified out-of-pocket health care expenses.  ID# 0024700      Edition: Apr 2016   Last Updated: Oct 2015

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

Term	Definition
<b>Healthcare Auto-Substantiation – US Region</b>	A process that enables an Issuer to automatically substantiate the dollar amount of qualifying medical purchases in the Authorization Request for a Visa Flexible 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.
	<small>ID# 0024696 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>High-Brand Risk Merchant</b>	A Merchant assigned an MCC considered by Visa to be high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."
	<small>ID# 0026389 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>High-Brand Risk Sponsored Merchant</b>	An Electronic Commerce Sponsored Merchant required to be classified with an MCC considered by Visa to be high-risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs," that contracts with a Payment Facilitator to obtain payment services.
	<small>ID# 0026390 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>High-Brand Risk Transaction</b>	A Transaction performed by a High-Brand Risk Merchant, High-Risk Internet Payment Facilitator, or High-Brand Risk Sponsored Merchant assigned an MCC considered by Visa to be high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."
	<small>ID# 0026391 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>High-Risk Internet Payment Facilitator</b>	A Payment Facilitator that: <ul style="list-style-type: none"><li>Enters into a contract with an Acquirer to provide payment services to High-Risk Merchants, High-Brand Risk Merchants, High-Risk Sponsored Merchants, or High-Brand Risk Sponsored Merchants</li><li>Includes one or more Sponsored Merchants required to be classified with an MCC considered to be high-risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs"</li></ul>
	<small>ID# 0026392 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>High-Risk Merchant</b>	A Merchant Outlet that is identified when established parameters for risk and fraud activities have been exceeded. A High-Risk Merchant may be subject to Chargebacks, as specified in the Visa Rules.
	<small>ID# 0024704 Edition: Apr 2016   Last Updated: Oct 2015</small>

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

Term	Definition
I	
iCVV – US 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# 0024710      Edition: Apr 2016   Last Updated: Oct 2014
ID Score Plus – US Region	A feature of Visa Advanced ID Solutions that provides Members with a score and related reason code(s) provided by ID Analytics, Inc. The score assesses the risk associated with an identity in connection with an application for a Card or non-Visa card or other Visa or non-Visa product.  ID# 0024711      Edition: Apr 2016   Last Updated: Oct 2014
Imprint	Cardholder data transferred from a Card to a Transaction Receipt to complete a Transaction. There are 2 kinds of imprints: <ul style="list-style-type: none"><li>• Electronic Imprint</li><li>• Manual Imprint</li></ul> ID# 0024713      Edition: Apr 2016   Last Updated: Apr 2010
In-Transit Transaction (Updated)	A Transaction reflecting the purchase of merchandise, services, or gambling on board a ship, boat, bus, aircraft, ferry, or train.  ID# 0024717      Edition: Apr 2016   Last Updated: Apr 2016
Incremental Counterfeit Fraud	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# 0026747      Edition: Apr 2016   Last Updated: Oct 2013
Input Date (Updated)	<b>Effective through 14 October 2016</b> The date on which a Member submits outgoing Interchange, or, for Domestic Transactions, the date on which the Member processes outgoing Interchange.  ID# 0024722      Edition: Apr 2016   Last Updated: Apr 2016

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

Term	Definition
<b>Installment Transaction</b>	<p>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.</p>
	<small>ID# 0024724 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Instant Card Personalization</b>	<p>The ability to instantly personalize Visa Cards at a location other than a Member's card manufacturing facility to allow any of the following:</p> <ul style="list-style-type: none"><li>• Immediate delivery of the Card at the branch office</li><li>• Respond immediately to a request for an emergency replacement of a Cardholder's lost or stolen card</li></ul>
	<small>ID# 0025525 Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Instant Card Personalization Issuance Agent</b>	<p>A Third Party Agent that performs instant Card personalization and issuance for an Issuer.</p>
	<small>ID# 0025526 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Instant/Remote Issuance – US Region</b>	<p>The instant issuance of Visa Card products at a location other than a Member's card manufacturing facility (for example: a branch office).</p>
	<small>ID# 0024725 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Interchange</b>	<p>The exchange of Clearing Records between Members. The Visa Rules refer to the following types of Interchange:</p> <ul style="list-style-type: none"><li>• Domestic Interchange</li><li>• International Interchange</li></ul>
	<small>ID# 0024729 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Interchange File</b>	<p>An electronic file containing a Member's Interchange data.</p>
	<small>ID# 0024732 Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Interchange Reimbursement Fee (IRF)</b>	<p>Either of the following:</p> <ul style="list-style-type: none"><li>• A transfer fee between Acquirers and Issuers in the Clearing and Settlement of an Interchange Transaction</li><li>• A fee that an Issuer pays to an Acquirer for making a Cash Disbursement to the Issuer's Cardholder</li></ul>
	<small>ID# 0024733 Edition: Apr 2016   Last Updated: Oct 2015</small>

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

Term	Definition
<b>Intercompany Interchange Reimbursement Fee Compliance Process</b>	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 Rules by a Visa Inc. Member or <i>Visa Europe Operating Regulations</i> by a Visa Europe Member. The process is only available for cross-border Transactions between Visa Inc. and Visa Europe.
	<small>ID# 0026214      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Interlink Program</b>	A program through which an Interlink participant (acting as an Interlink issuer) provides Point-of-Transaction services to Interlink cardholders, Interlink merchants, or both, as specified in the <i>Interlink Network, Inc. Bylaws</i> , <i>Interlink Network, Inc. Operating Regulations</i> and the Visa Rules.
	<small>ID# 0024737      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Interlink Program Marks</b>	The Interlink Mark, or any other service Marks adopted by Visa for use with the Interlink Program.
	<small>ID# 0024738      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Intermediary Bank</b>	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.
	<small>ID# 0024741      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>International Airline</b>	Either: <ul style="list-style-type: none"><li>• An Airline that sells tickets directly in its own name in 2 or more countries, operates scheduled flights between 2 or more countries, or both</li><li>• Its authorized agent that sells airline tickets on behalf of the Airline</li></ul>
	<small>ID# 0024742      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>International Automated Referral Service</b>	<b>Effective through 14 April 2016</b> A VisaNet service that enables a VisaNet Processor to obtain an immediate reply to a Referral Response.
	<small>ID# 0024745      Edition: Apr 2016   Last Updated: Oct 2015</small>

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

Term	Definition
<b>International Transaction</b>	A Transaction where the Issuer of the Card used is not located in the Transaction Country. This does not apply in the US Region or a US Territory for US Covered Visa Debit Card Transactions in the US Region or a US Territory for routing and Interchange Reimbursement Fee purposes.
	ID# 0024752      Edition: Apr 2016   Last Updated: Oct 2014
<b>Interregional Transaction</b>	A Transaction where the Issuer of the Card is not located in the Visa Region where the Transaction takes place.
	ID# 0024762      Edition: Apr 2016   Last Updated: Oct 2015
<b>Intraregional Transaction</b>	A Transaction where the Issuer of the Card is located in a country other than the Transaction Country, but in the same Visa Region.
	ID# 0024763      Edition: Apr 2016   Last Updated: Oct 2015
<b>IRF Compliance</b>	A process by which Visa resolves disputes between Members for a Member's violation of the Visa Rules or any applicable Interchange Reimbursement Fee (IRF) guide that causes an incorrect Interchange Reimbursement Fee rate to be applied to a large number of Transactions, resulting in a financial loss to another Member.
	ID# 0024735      Edition: Apr 2016   Last Updated: Oct 2014
<b>Issuer</b>	A Member that enters into a contractual relationship with a Cardholder for the issuance of one or more Card products.
	ID# 0024768      Edition: Apr 2016   Last Updated: Apr 2010
<b>Issuer Chip Rate</b>	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# 0024770      Edition: Apr 2016   Last Updated: Oct 2013
<b>Issuer Limit</b>	An Issuer-specified amount limit that determines how a Transaction will be authorized. Visa routes a Transaction as follows, based on the Transaction amount: <ul style="list-style-type: none"><li>• Amount below the Issuer Limit, to Stand-In Processing using the Positive Cardholder Authorization Service</li><li>• To the Issuer or its VisaNet Processor for amounts at or above the Issuer Limit</li></ul>

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"> <li>• To Stand-In Processing using the Positive Cardholder Authorization Service for amounts below the Issuer Limit</li> <li>• In the AP Region, as determined by the Issuer for amounts below the Issuer Limit but greater than an Issuer-specified advice limit that have activity file checking and advice file creation</li> </ul>
	<span data-bbox="607 578 727 599">ID# 0024771</span> <span data-bbox="1064 578 1455 599">Edition: Apr 2016   Last Updated: Oct 2015</span>
<b>Issuers' Clearinghouse Service – US Region</b>	<p>A service developed jointly by Visa and MasterCard Worldwide that is designed to reduce Member losses from excessive credit applications and unauthorized use.</p>
	<span data-bbox="607 785 727 804">ID# 0024769</span> <span data-bbox="1064 785 1455 804">Edition: Apr 2016   Last Updated: Oct 2014</span>
<b>J</b>	
<b>No glossary terms available for J.</b>	<span data-bbox="607 971 727 992">ID# 0025512</span> <span data-bbox="1064 971 1455 992">Edition: Apr 2016   Last Updated: Apr 2010</span>
<b>K</b>	
<b>No glossary terms available for K.</b>	<span data-bbox="607 1138 727 1159">ID# 0029319</span> <span data-bbox="1064 1138 1455 1159">Edition: Apr 2016   Last Updated: Oct 2015</span>
<b>L</b>	
<b>LAC</b>	<p>Latin America and Caribbean.</p>
	<span data-bbox="607 1355 727 1374">ID# 0024774</span> <span data-bbox="1064 1355 1455 1374">Edition: Apr 2016   Last Updated: Apr 2010</span>
<b>Lead Bank</b>	<p>A Visa Multinational Program participant that initiates Multi-Country Issuing on behalf of a Multinational Company client.</p>
	<span data-bbox="607 1520 727 1541">ID# 0026026</span> <span data-bbox="1064 1520 1455 1541">Edition: Apr 2016   Last Updated: Apr 2012</span>
<b>Level 4 Merchant – AP Region</b>	<p>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.</p>
	<span data-bbox="607 1706 727 1727">ID# 0026187</span> <span data-bbox="1064 1706 1455 1727">Edition: Apr 2016   Last Updated: Apr 2012</span>

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

Term	Definition
<b>Level II Enhanced Data – US Region</b>	<p>Data provided to Visa in connection with a Commercial Visa Product Transaction that includes the sales tax amount, customer code (cost center, general ledger number, order/invoice number), and additional data for T&amp;E Transactions, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>
	ID# 0024778      Edition: Apr 2016   Last Updated: Oct 2014
<b>Liability</b>	<p>As specified in the Visa Rules, any liability under any theory or form of action whatsoever, in law or in equity, including, without limitation, contract or tort, including negligence, even if the responsible party has been notified of the possibility of such damages. The term also includes liability for infringement of others' intellectual property rights or any liability for Claims of third parties.</p>
	ID# 0024779      Edition: Apr 2016   Last Updated: Oct 2014
<b>Licensee</b>	<p>An entity licensed to participate in the Visa or Visa Electron Program that is neither a:</p> <ul style="list-style-type: none"><li>• Member</li><li>• Member or owner of a Group Member</li></ul>
	ID# 0024780      Edition: Apr 2016   Last Updated: Apr 2010
<b>Limited Acceptance – US Region</b>	<p>A term describing a Merchant's option to accept one category of Visa Cards and not another. Categories consist of both:</p> <ul style="list-style-type: none"><li>• Visa Credit and Business Category</li><li>• Visa Debit Category</li></ul> <p>This definition does not apply to Visa Business Check Cards accepted as specified in Section 5.9.10.1, "Collection or Refinancing of Existing Debt – US Region."</p>
	ID# 0024784      Edition: Apr 2016   Last Updated: Oct 2014
<b>Limited Acceptance Merchant – US Region</b>	<p>A category of Merchant that accepts either, but not both, of the following:</p> <ul style="list-style-type: none"><li>• Visa Credit and Business Category Cards</li><li>• Visa Debit Category Cards</li></ul>
	ID# 0024785      Edition: Apr 2016   Last Updated: Oct 2014
<b>Load Transaction</b>	<p>A means of adding monetary value to a Card.</p>
	ID# 0024791      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Lodging Merchant (Updated)</b>	A Merchant that sells overnight accommodations at a fixed location that are purchased for a limited period of time.  For the purposes of the Visa Rules, Lodging Merchants include establishments such as hotels, motels, inns, bed and breakfast establishments, resorts, cabins, cottages, hostels, and campgrounds and apartments, condominiums, and houses rented as a short-term accommodation.
<b>Lost/Stolen Card Reporting Service – US Region</b>	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.

## M

<b>Magnetic Stripe</b>	A magnetic stripe on a Card that contains the necessary information to complete a Transaction.
<b>Magnetic-Stripe Data</b>	Data contained in a Magnetic Stripe and replicated in a Chip.
<b>Magnetic-Stripe Image</b>	The minimum Chip payment data replicating the Magnetic Stripe information required to process an EMV-Compliant Transaction.
<b>Magnetic-Stripe Terminal</b>	A terminal that reads the Magnetic Stripe on a Card.
<b>Mail/Phone Order</b>	Purchase in a Card-Absent Environment where a Cardholder orders goods or services from a Merchant by telephone, mail, or other means of telecommunication.

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

Term	Definition
<b>Manual Cash Disbursement</b>	A Cash Disbursement obtained with a Visa Card or Visa Electron Card in a Face-to-Face Environment.  ID# 0024814      Edition: Apr 2016   Last Updated: Apr 2010
<b>Manual Imprint</b>	An imprint of the embossed data on the front of the Card using a specifically-designed mechanical imprinting device.  An impression taken from the Card using pencil, crayon, or other writing instrument does not qualify.  ID# 0024815      Edition: Apr 2016   Last Updated: Oct 2015
<b>Mark</b>	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# 0024818      Edition: Apr 2016   Last Updated: Apr 2010
<b>Maximum Surcharge Cap – US Region and US Territories</b>	In the US Region or a US Territory, the maximum US Credit Card Surcharge that a Merchant may assess on a Visa Credit Card Transaction, as may be revised from time to time and that is communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a> .  ID# 0027531      Edition: Apr 2016   Last Updated: Oct 2014
<b>Member</b>	A client of Visa U.S.A., Visa International, Visa Worldwide, or Visa International Servicios de Pago España, S.R.L.U. or a customer that has entered into a Services Agreement with Visa Canada. Requirements for membership are defined in the applicable Visa Charter Documents.  The Services Agreement is a license or contract between Visa Canada and an entity that has a contract or license that allows the entity to participate in the Visa program or use the Visa-Owned Marks, including in accordance with the Visa Rules.  ID# 0024822      Edition: Apr 2016   Last Updated: Oct 2015
<b>Membership Application</b>	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# 0024823      Edition: Apr 2016   Last Updated: Oct 2011

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

Term	Definition
<b>Merchant</b>	An entity that accepts a Visa Card for the sale of goods or services and submits the resulting Transaction to an Acquirer for Interchange, directly or via a Payment Facilitator. A Merchant may be a single Merchant Outlet or represent multiple Merchant Outlets.
	<small>ID# 0024828      Edition: Apr 2016   Last Updated: Apr 2015</small>
<b>Merchant Agreement</b>	A direct contract between a Merchant and an Acquirer or between a Sponsored Merchant and a Payment Facilitator, containing their respective rights, duties, and obligations for participation in the Acquirer's Visa or Visa Electron Program.
	<small>ID# 0024830      Edition: Apr 2016   Last Updated: Apr 2015</small>
<b>Merchant Category Code (MCC)</b>	A code designating the principal trade, profession, or line of business in which a Merchant is engaged, as specified in the <i>Visa Merchant Data Standards Manual</i> .
	<small>ID# 0024834      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Merchant Discount Rate – US Region and US Territories</b>	In the US Region or a US Territory, the fee, expressed as a percentage of the total Transaction amount that a Merchant pays to its Acquirer or VisaNet Processor for transacting on a credit card brand. The Merchant Discount Rate includes both: <ul style="list-style-type: none"><li>• The interchange rate, network set fees associated with the processing of a Transaction, network set fees associated with the acceptance of the network's brand, and the Acquirer set processing fees associated with the processing of a Transaction, irrespective of whether such fees and costs are paid via the Merchant discount or by check, withholding, offset, or otherwise; and</li><li>• Any other services for which the Acquirer is paid via the mechanism of the per transaction merchant discount fee.</li></ul> 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.
	<small>ID# 0027532      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Merchant Fraud Performance Program</b>	<b>Effective through 31 December 2015</b> A fraud management program used to identify Merchants with excessive fraud levels.
	<small>ID# 0024839      Edition: Apr 2016   Last Updated: Oct 2015</small>

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

Term	Definition
<b>Merchant Outlet</b>	<p>Either:</p> <ul style="list-style-type: none"><li>• The physical premises of a Merchant at which a Transaction is completed</li><li>• For an Electronic Commerce or Mail/Phone Order Merchant, the country where all of the following occur:<ul style="list-style-type: none"><li>– 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.</li><li>– The Merchant holds a valid business license for the Merchant Outlet.</li><li>– 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.</li><li>– The Merchant Outlet pays taxes relating to the sales activity.</li></ul></li></ul>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"><span>ID# 0024842</span><span>Edition: Apr 2016   Last Updated: Oct 2014</span></div>
<b>Merchant Verification Value (MVV)</b>	<p>An assigned value transmitted in the Transaction message used by Visa to identify an Acquirer or Merchant that is registered with Visa:</p> <ul style="list-style-type: none"><li>• To assess specific fees</li><li>• For other special Interchange treatment</li><li>• For participation in select acceptance programs</li><li>• For unique processing criteria</li></ul> <p>The MVV consists of 10 digits, the first 6 of which are assigned by Visa.</p>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"><span>ID# 0026121</span><span>Edition: Apr 2016   Last Updated: Oct 2014</span></div>
<b>Merger</b>	<p>A term used to describe any of the following:</p> <ul style="list-style-type: none"><li>• Purchase of a Member organization by another organization where the acquired Member's charter is dissolved</li><li>• Merging of two or more organizations into a single entity requiring a new charter</li></ul>
	<div style="background-color: #e6f2ff; display: flex; justify-content: space-between; padding: 5px;"><span>ID# 0025531</span><span>Edition: Apr 2016   Last Updated: Oct 2011</span></div>

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

Term	Definition
<b>Minimum Spending Limit</b>	The ability of a Cardholder to accumulate charges up to a predefined value during each or any statement cycle. For products with debit capabilities, Minimum Spending Limit is subject to available funds in the account of the Cardholder.
	<small>ID# 0025673 Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Mobile Money Agent – AP Region, CEMEA Region, and LAC Region</b>	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.
	<small>ID# 0027166 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Mobile Money Consumer Authentication – AP Region, CEMEA Region, and LAC Region</b>	A 2-part authentication process conducted by a Mobile Money Operator to verify a Visa Mobile Prepaid account holder.
	<small>ID# 0027678 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Mobile Money Operator – AP Region, CEMEA Region, and LAC Region</b>	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.
	<small>ID# 0027167 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Mobile Payment Acceptance Solution</b>	A payment acceptance application that uses a portable electronic device. The portable electronic device must exhibit both of the following characteristics: <ul style="list-style-type: none"><li>• Not solely dedicated to point-of-sale functions</li><li>• The ability to wirelessly communicate across open networks</li></ul> The solution may also include a hardware attachment for the purpose of card reading and/or PIN entry.
	<small>ID# 0027382 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Mobile Payment Device</b>	A Contactless Payment Device that resides in a portable electronic device that can access a wireless network.
	<small>ID# 0026785 Edition: Apr 2016   Last Updated: Oct 2014</small>

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

Term	Definition
<b>Money Transfer Original Credit Transaction (Updated)</b>	A funds transfer Transaction initiated by a Member that results in a credit to an Account Number for a purpose other than refunding a Visa purchase (for example: overseas remittances, gift transfers, Visa Card payments).  ID# 0026081      Edition: Apr 2016   Last Updated: Apr 2016
<b>Multi-Country Issuing</b>	Within the Visa Multinational Program, a scenario in which a Lead Bank forms a relationship with a Partner Bank located in another country for the purpose of issuing Visa Commercial Card products to its Multinational Company clients. Multi-Country Issuing is identified in the <i>Visa Multinational Program Guide</i> as "Indirect Cross-Border Issuing."  ID# 0026027      Edition: Apr 2016   Last Updated: Oct 2014
<b>Multi-Currency Priced Transaction</b>	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# 0025996      Edition: Apr 2016   Last Updated: Oct 2011
<b>Multinational Company</b>	A commercial organization with operations, subsidiaries, and employees situated in more than one country (excluding franchise representatives, independently owned dealers, and joint ventures in which a Multinational Company participates), as specified in the <i>Visa Multinational Program Guide</i> .  ID# 0024854      Edition: Apr 2016   Last Updated: Oct 2014
<b>Multiple Clearing Sequence Number</b>	A sequence number assigned by the Acquirer, to a BASE II Clearing Record, for the purpose of identifying and linking each individual Clearing Record in a series of Clearing Records submitted by select Merchant categories in connection with a single Authorization Request.  ID# 0028915      Edition: Apr 2016   Last Updated: Apr 2015
<b>N</b>	
<b>National Card Recovery File (Updated)</b>	A weekly file of all Account Numbers listed on the Exception File with a Pickup Response.  ID# 0024857      Edition: Apr 2016   Last Updated: Apr 2016

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

Term	Definition
<b>National Net Settlement Service</b>	A service provided by Visa that allows Members to clear Domestic Transactions through VisaNet and settle the Transactions in the local currency.  ID# 0024860      Edition: Apr 2016   Last Updated: Oct 2014
<b>National Organization</b>	An organization as defined under the <i>Visa International Certificate of Incorporation and Bylaws</i> , Section 16.01.  ID# 0024863      Edition: Apr 2016   Last Updated: Apr 2010
<b>Negative Option Merchant</b>	A Merchant that offers goods and/or services and requires a Cardholder to expressly reject the offer during the Transaction process, or expressly decline to participate in future Transactions.  ID# 0026394      Edition: Apr 2016   Last Updated: Oct 2015
<b>New Channel</b>	An environment in which payment is initiated via a terminal, personal computer or other device that does not use a standard Hypertext Markup Language (HTML) browser to process an Authentication Request.  ID# 0024868      Edition: Apr 2016   Last Updated: Oct 2015
<b>No-Show Transaction (Updated)</b>	A Transaction resulting from a Cardholder's failure to cancel or claim a Guaranteed Reservation.  ID# 0024869      Edition: Apr 2016   Last Updated: Apr 2016
<b>Non-Authenticated Security Transaction</b>	An Electronic Commerce Transaction that uses data encryption for security but is not authenticated using an Authentication Method.  ID# 0024871      Edition: Apr 2016   Last Updated: Apr 2010
<b>Non-Confidential Enhanced Merchant-Level Data – US Region</b>	Merchant-related data provided through Visa to an Issuer in connection with a Visa Commercial Card, comprising only the following data elements: <ul style="list-style-type: none"><li>• Merchant name</li><li>• Merchant street address</li><li>• Merchant city, state, and ZIP code</li><li>• Merchant telephone number</li></ul> ID# 0024872      Edition: Apr 2016   Last Updated: Oct 2015

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

Term	Definition
<b>Non-Member Administrator – US Region (New)</b>	A VisaNet Processor permitted to sponsor Associate-type Members as specified in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i> .  ID# 0029313      Edition: Apr 2016   Last Updated: Apr 2016
<b>Non-Reloadable Card</b>	A Visa Prepaid Card that is funded with monetary value only once.  ID# 0024880      Edition: Apr 2016   Last Updated: Oct 2010
<b>Non-Secure Transaction</b>	An Electronic Commerce Transaction that has no data protection.  ID# 0024881      Edition: Apr 2016   Last Updated: Apr 2010
<b>Non-Standard Card</b>	A Visa Card or Visa Electron Card that does not comply with the plastic specifications in the <i>Visa Product Brand Standards</i> , requires Visa approval, and must both: <ul style="list-style-type: none"><li>• Provide the designated level of utility promised to the Cardholder</li><li>• Contain the physical elements and data components required to complete a Transaction</li></ul> ID# 0024883      Edition: Apr 2016   Last Updated: Oct 2014
<b>Non-Visa Debit Transaction – US Region</b>	An act between a Visa Check Card or Visa Debit Card Cardholder and a merchant that results in the generation of a transaction on a debit network other than Visa.  ID# 0024885      Edition: Apr 2016   Last Updated: Oct 2014
<b>Non-Visa-Owned Marks</b>	The Marks used in conjunction with a program sponsored by Visa, but owned by a third party.  ID# 0024884      Edition: Apr 2016   Last Updated: Apr 2010
<b>Nonfulfillment Message</b>	A response to a Retrieval Request indicating that the Acquirer will not provide a copy through an electronic document transfer method.  ID# 0024886      Edition: Apr 2016   Last Updated: Apr 2010
<b>Notification</b>	Written notice delivered by mail, courier, facsimile, hand, email, or other electronic delivery method. Notification is effective when posted, sent, or transmitted by Visa to the Member or its Agent.  ID# 0024887      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Numeric ID</b>	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.
	<small>ID# 0026475      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>O</b>	
<b>Offline Authorization</b>	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.
	<small>ID# 0024898      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Offline PIN Verification</b>	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.
	<small>ID# 0024902      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>On-Us Transaction</b>	A Transaction where an individual Member, represented by one Visa Business ID (BID), both: <ul style="list-style-type: none"><li>• Holds an issuing license and has issued the Visa Card used in the Transaction</li><li>• Holds an acquiring license and acquired the corresponding Merchant volume</li></ul>
	<small>ID# 0024907      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Online</b>	A method of requesting an Authorization through a communications network other than voice.
	<small>ID# 0024910      Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Online Card Authentication Cryptogram</b>	A cryptogram generated by a Chip Card during a Transaction and used to validate the authenticity of the Card.
	<small>ID# 0024912      Edition: Apr 2016   Last Updated: Apr 2011</small>
<b>Online Financial Transaction</b>	A Transaction that is authorized, cleared, and settled in a single online message.
	<small>ID# 0024915      Edition: Apr 2016   Last Updated: Apr 2010</small>

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Online Gambling</b>	<p>Any form of gambling provided over the internet or other networks by an Electronic Commerce Merchant, including but not limited to the following:</p> <ul style="list-style-type: none"><li>• Betting</li><li>• Lotteries</li><li>• Casino-style games</li><li>• Funding an account established by the Merchant on behalf of the Cardholder for the purpose of gambling</li><li>• Purchase of value for proprietary payment mechanisms, such as electronic gaming chips</li></ul>
	ID# 0029310      Edition: Apr 2016   Last Updated: Oct 2015
<b>Operating Certificate (Updated)</b>	A report that a Member or Non-Member Administrator sends to Visa at a set pre-determined time, detailing its Visa Card and Merchant statistics.
	ID# 0027826      Edition: Apr 2016   Last Updated: Apr 2016
<b>Operating Expense Recovery</b>	A component of the Global Compromised Account Recovery (GCAR) program that allocates responsibility and reimbursement for a portion of Issuers' estimated operational expenses incurred as the result of a compromise of Magnetic-Stripe Data, and PIN data for Account Data Compromise Events that also involve PIN compromise.
	ID# 0026064      Edition: Apr 2016   Last Updated: Oct 2014
<b>Optional Issuer Fee (Updated)</b>	A fee that an Issuer may charge a Cardholder by the application of a percentage increase to the Currency Conversion Rate, which the Visa Systems use to determine the Transaction Amount in the Billing Currency for each International Transaction.
	ID# 0029314      Edition: Apr 2016   Last Updated: Apr 2016
<b>Order Form – US Region</b>	A document bearing the Cardholder's signature, either written or electronic, authorizing goods or services to be charged to his/her account. An Order Form may be any of the following:
	<ul style="list-style-type: none"><li>• Mail order form</li><li>• Recurring Transaction form</li><li>• Preauthorized Healthcare Transaction form</li><li>• Email or other electronic record that meets the requirements of applicable laws or regulations</li></ul>
	ID# 0024923      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Original Adjustment – US Region (Updated)</b>	A PIN-Authenticated Visa Debit Transaction completed and submitted through Interchange without an Authorization because the connection between the Merchant and its VisaNet Processor was inoperable  ID# 0024924      Edition: Apr 2016   Last Updated: Apr 2016
<b>Original Credit Transaction (Updated)</b>	A Transaction initiated by a Member either directly, or on behalf of its Merchants, that results in a credit to an Account Number for a purpose other than refunding a Visa purchase.  ID# 0024925      Edition: Apr 2016   Last Updated: Apr 2016
<b>Originating Member</b>	An Issuer or Acquirer that initiates an Original Credit Transaction, including a Money Transfer Original Credit Transaction.  ID# 0024926      Edition: Apr 2016   Last Updated: Oct 2015
<b>P</b>	
<b>Partial Authorization</b>	An Authorization for an amount less than the amount requested by a Merchant for a Transaction on a Visa Card.  ID# 0024929      Edition: Apr 2016   Last Updated: Apr 2010
<b>Participant-Type Member</b>	A Member of Visa characterized as one of the following: <ul style="list-style-type: none"><li>• Credit Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(h)</li><li>• Debit Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(i)</li><li>• Cash Disbursement Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(j)</li><li>• Participant, as defined in the applicable Visa Charter Documents</li></ul> ID# 0024930      Edition: Apr 2016   Last Updated: Oct 2014
<b>Partner Bank</b>	A Visa Multinational Program participant that partners with the Lead Bank in a Multi-Country Issuing scenario. The Partner Bank resides in a country that is different from the Lead Bank and issues Visa Commercial Card products on behalf of the Lead Bank.  ID# 0026029      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Pass Through Service – US Region</b>	A service that allows a participating Issuer to pass through lost/stolen Card reports and Emergency Card Replacement reports from Visa Global Customer Care Services (GCCS). When Visa Cardholders call Visa GCCS, they can be put in direct contact with their Card Issuer for assistance.
	<small>ID# 0029042 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Passenger Transport Service Category – US Region</b>	A Transaction category that provides customized services and procedures for Airlines or passenger railway Merchants or their agents.
	<small>ID# 0024932 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Payment Application</b>	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction.
	<small>ID# 0024933 Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Payment Card Industry Data Security Standard (PCI DSS)</b>	A set of comprehensive requirements that define the standard of due care for protecting sensitive Cardholder information.
	<small>ID# 0024934 Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Payment Card Industry Payment Application Data Security Standard (PA-DSS)</b>	A data security standard that specifies security requirements for third-party Payment Application software that stores, processes, or transmits Cardholder data.
	<small>ID# 0024935 Edition: Apr 2016   Last Updated: Oct 2012</small>
<b>Payment Facilitator</b>	A Third Party Agent or non-Member VisaNet Processor that deposits Transactions, receives settlement from or contracts with an Acquirer on behalf of a Sponsored Merchant, and is classified as a Payment Facilitator as specified in <a href="#">Section 5.3.1.2, "Acquirer Responsibility for Payment Facilitators and Sponsored Merchants."</a>
	<small>ID# 0028921 Edition: Apr 2016   Last Updated: Apr 2015</small>
<b>Payment Facilitator Agreement</b>	An agreement between a Payment Facilitator and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer's Visa Program.
	<small>ID# 0026430 Edition: Apr 2016   Last Updated: Oct 2014</small>

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

Term	Definition
<b>Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit – US Region</b>	A Visa program that permits Acquirers to qualify for Interchange Reimbursement Fees for consumer Visa credit Card Transactions based on Merchant Outlet volume criteria and other qualifications.  ID# 0024938      Edition: Apr 2016   Last Updated: Oct 2014
<b>Permanent Establishment</b>	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# 0024941      Edition: Apr 2016   Last Updated: Oct 2014
<b>Pickup Response</b>	An Authorization Response where the Transaction is declined and confiscation of the Card is requested.  ID# 0024945      Edition: Apr 2016   Last Updated: Apr 2010
<b>PIN</b>	A personal identification numeric code that identifies a Cardholder in an Authorization Request.  ID# 0024948      Edition: Apr 2016   Last Updated: Apr 2010
<b>PIN Management Requirements Documents (Updated)</b>	A suite of PIN security documents that includes: <ul style="list-style-type: none"><li>• <a href="#">Payment Card Industry (PCI) – PIN Security Requirements</a></li><li>• <a href="#">Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements</a></li></ul> ID# 0027348      Edition: Apr 2016   Last Updated: Apr 2016
<b>PIN Verification</b>	A procedure used to verify Cardholder identity when a PIN is used in an Authorization Request.  ID# 0024951      Edition: Apr 2016   Last Updated: Apr 2010
<b>PIN Verification Service</b>	A service that Visa provides for the verification of Cardholder PINs transmitted with Authorization Requests.  ID# 0024953      Edition: Apr 2016   Last Updated: Apr 2010
<b>PIN Verification Value</b>	A 4-digit value derived with an algorithm using portions of the Account Number, PIN, and a single digit key indicator that encoded for PIN verification on the Magnetic Stripe or Chip of a Visa Card or Visa Electron Card.  ID# 0024954      Edition: Apr 2016   Last Updated: Oct 2015

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

Term	Definition
<b>PIN-Authenticated Visa Debit Transaction – US Region</b>	A PIN-authenticated Transaction completed at the point of sale with a Visa Debit Card or a Visa Business Check Card in a Card-Present Environment.  ID# 0026511      Edition: Apr 2016   Last Updated: Oct 2014
<b>PIN-Preferring Chip Card</b>	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# 0024947      Edition: Apr 2016   Last Updated: Oct 2015
<b>Plus ATM</b>	An ATM that displays the Plus Symbol and not the Visa Brand Mark.  ID# 0024956      Edition: Apr 2016   Last Updated: Apr 2010
<b>Plus Card</b>	A card that bears the Plus Symbol.  ID# 0024958      Edition: Apr 2016   Last Updated: Oct 2015
<b>Plus Program</b>	A program through which a Plus participant provides ATM services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.  ID# 0024962      Edition: Apr 2016   Last Updated: Apr 2010
<b>Plus Program Marks</b>	The Marks used in connection with the Plus Program, including the Diamond Design, Plus Symbol, Plus wordmark, Plus Symbol-Contained, and Plus Symbol-Uncontained, as specified in the <i>Visa Product Brand Standards</i> .  ID# 0024964      Edition: Apr 2016   Last Updated: Oct 2015
<b>Plus Program Participant</b>	An entity participating in the Plus Program, as specified in the <i>Visa International Certificate of Incorporation and Bylaws</i> , Section 2.09.  ID# 0024965      Edition: Apr 2016   Last Updated: Apr 2010
<b>Plus Symbol</b>	A Mark consisting of the Diamond Design combined with the Plus wordmark denoting ATM access only. One of the Visa-Owned Marks. The Plus Symbol: <ul style="list-style-type: none"><li>• Must be used as specified in the <i>Visa Product Brand Standards</i></li><li>• May be used as either the:<ul style="list-style-type: none"><li>– Plus Symbol-Contained</li></ul></li></ul>

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

Term	Definition
	<p>– Plus Symbol-Uncontained</p> <p>ID# 0024966      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Plus System, Inc.</b>	A subsidiary of Visa U.S.A. Inc. sublicensed to administer the Plus Program in the United States and certain other countries, in accordance with the affiliation agreements between that entity and Visa.  ID# 0024969      Edition: Apr 2016   Last Updated: Apr 2010
<b>Point-of-Sale Balance Inquiry</b>	A Cardholder request for a Visa Prepaid Card account balance that is initiated at the Point-of-Transaction and processed as a separate, non-financial transaction.  ID# 0025553      Edition: Apr 2016   Last Updated: Oct 2014
<b>Point-of-Sale Balance Return</b>	An Authorization Response in which an Issuer of Visa Prepaid Cards provides the remaining balance for participating Merchants to print on the Transaction Receipt.  ID# 0025554      Edition: Apr 2016   Last Updated: Oct 2010
<b>Point of Transaction</b>	The physical location or online address where a Merchant or Acquirer completes a Transaction.  ID# 0024974      Edition: Apr 2016   Last Updated: Oct 2015
<b>Points – US Region</b>	<b>Effective through 30 March 2016</b> A value awarded to a participating Cardholder's rewards account as part of the Visa Extras Program.  ID# 0024981      Edition: Apr 2016   Last Updated: Oct 2015
<b>POS</b>	Point of Sale.  ID# 0029311      Edition: Apr 2016   Last Updated: Oct 2015
<b>POS Entry Mode</b>	A VisaNet field indicating the method used to obtain and transmit the Cardholder information necessary to complete a Transaction (for example: manual key entry, Magnetic-Stripe read, Chip-read).  ID# 0024990      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Positive Cardholder Authorization Service</b>	An Authorization service that uses Stand-In Processing and allows an Issuer to control Card use through the selection of the Issuer options, as specified in the applicable VisaNet Manuals.
	ID# 0024983      Edition: Apr 2016   Last Updated: Oct 2014
<b>Post-Issuance Updates</b>	A method that enables an Issuer to do either of the following without requiring reissuance of a Chip Card: <ul style="list-style-type: none"><li>• Add an application or service to a Chip</li><li>• Modify or block an existing application on a Chip</li></ul>
	ID# 0024987      Edition: Apr 2016   Last Updated: Oct 2015
<b>Prauthorized Health Care Transaction – US Region</b>	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# 0024991      Edition: Apr 2016   Last Updated: Oct 2014
<b>Prauthorized Payment Cancellation Service</b>	A service that enables Visa Card Issuers to stop payment on prauthorized Transactions.
	ID# 0026230      Edition: Apr 2016   Last Updated: Oct 2015
<b>Prepaid Account</b>	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# 0024994      Edition: Apr 2016   Last Updated: Apr 2010
<b>Prepaid Clearinghouse Service (Updated)</b>	A centralized database that consolidates, tracks, and aggregates Visa Prepaid Card enrollments, Transaction Loads, reloads, unauthorized Transaction requests, and fraud, for use in identifying and mitigating fraud within the lifecycle of a prepaid account.
	ID# 0029068      Edition: Apr 2016   Last Updated: Apr 2016
<b>Prepaid Partner</b>	A Merchant, Member, or Third Party Agent that has a contract with an Issuer or Acquirer to sell, activate, and/or perform Load Transaction processing for, Visa Prepaid Cards.
	ID# 0024998      Edition: Apr 2016   Last Updated: Oct 2014

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

Term	Definition
<b>Prepaid Partner Agreement</b>	A contract between a Visa Prepaid Card Issuer or Acquirer and a Member, Merchant, or Third Party Agent containing respective rights, duties, and obligations for the sale, activation, and/or Load Transaction processing of Visa Prepaid Cards.  ID# 0024999      Edition: Apr 2016   Last Updated: Oct 2014
<b>Presentment</b>	A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Chargeback (a Representment).  ID# 0025001      Edition: Apr 2016   Last Updated: Apr 2010
<b>Primary Mark</b>	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# 0025004      Edition: Apr 2016   Last Updated: Apr 2010
<b>Principal-Type Member</b>	A Member of Visa characterized as one of the following: <ul style="list-style-type: none"><li>• Principal Member, as defined in the Visa Charter Documents</li><li>• Acquirer Member, as defined in the applicable Visa Charter Documents</li><li>• Administrative Member, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(c)</li><li>• Debit Interchange Member, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(g)</li><li>• Group Member, as defined in the applicable Visa Charter Documents</li><li>• Merchant Acquirer Member, as defined in the applicable Visa Charter Documents</li><li>• Cash Disbursement Member, as defined in the applicable Visa Charter Documents</li></ul> ID# 0025005      Edition: Apr 2016   Last Updated: Oct 2014
<b>Private Agreement</b>	A bilateral agreement between Members, or the operating regulations of a Group Member, pertaining to Authorization or Clearing and Settlement of Domestic Transactions.  ID# 0025013      Edition: Apr 2016   Last Updated: Apr 2010

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

Term	Definition
<b>Private Arrangement – US Region</b>	An agreement where Authorization Requests or Transactions involving 2 different Members are not processed through VisaNet. Private Arrangements are prohibited.  ID# 0025014      Edition: Apr 2016   Last Updated: Oct 2014
<b>Private Label Card</b>	A merchant's proprietary card that is accepted only at its own locations, or a multi-use non-Visa-branded Card.  ID# 0025016      Edition: Apr 2016   Last Updated: Oct 2011
<b>Processing Date (Updated)</b>	The date (based on Greenwich Mean Time) on which the Member submitted, and Visa accepted, Interchange data. Equivalents to the Processing Date are: <ul style="list-style-type: none"><li>• In BASE II, the central processing date</li><li>• In the Single Message System, the Settlement Date (for financial Transactions) or date the Transaction is entered into the Single Message System (for non-financial Transactions)</li><li>• If cleared under a Private Agreement, the date on which a Member processes outgoing Interchange</li><li>• Endorsement date, if the Interchange data was accepted by Visa on the same date on which it was first submitted by the Acquirer</li><li>• The date on which Visa accepted an action processed through Visa Resolve Online (VROL)</li></ul> ID# 0025017      Edition: Apr 2016   Last Updated: Apr 2016
<b>Proprietary Card (Updated)</b>	A Card that does not bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier, but may be either or both of the following: <ul style="list-style-type: none"><li>• Plus-enabled</li><li>• Interlink-enabled</li></ul> ID# 0025020      Edition: Apr 2016   Last Updated: Apr 2016
<b>Public Key</b>	The non-secret portion of the cryptographic method used for verification during a Transaction.  ID# 0025028      Edition: Apr 2016   Last Updated: Oct 2014
<b>Q</b>	

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

Term	Definition
<b>Qualifying CAMS Event</b>	<p>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:</p> <ul style="list-style-type: none"><li>• <a href="#">Payment Card Industry Data Security Standard (PCI DSS)</a></li><li>• <a href="#">PIN Management Requirements Documents</a></li><li>• <a href="#">Visa PIN Security Program Guide</a></li></ul> <p>ID# 0026065      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Qualifying Purchase – US Region</b>	<p>A purchase Transaction completed with a Visa Traditional Rewards Card that an Issuer may consider for the purpose of awarding Rewards Currency. An Issuer may exclude the following Transactions from qualifying:</p> <ul style="list-style-type: none"><li>• Balance transfers</li><li>• Convenience checks</li><li>• Cash Disbursements</li><li>• Finance charges</li><li>• Quasi-Cash Transactions</li><li>• Any Transaction not authorized by the Cardholder</li></ul> <p>ID# 0025031      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Quasi-Cash Transaction</b>	<p>A Transaction representing a Merchant's or Member's sale of items that are directly convertible to cash, such as:</p> <ul style="list-style-type: none"><li>• Gaming chips</li><li>• Money orders</li><li>• Deposits</li><li>• Wire Transfers</li><li>• Travelers cheques</li><li>• Visa TravelMoney Cards</li><li>• Foreign currency</li><li>• Additional Transactions approved by Visa</li></ul> <p>ID# 0025033      Edition: Apr 2016   Last Updated: Oct 2015</p>

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

Term	Definition
<b>Railway Ticket Identifier – US Region</b>	A unique value (for example: carrier code or number, ticket serial number, or transmission control number) of up to 13 characters that identifies the purchase of a passenger railway ticket.  ID# 0029156      Edition: Apr 2016   Last Updated: Oct 2015
<b>Real-Time Clearing</b>	A program for Acquirers and Merchants that allows an Automated Fuel Dispenser Merchant to send an Authorization request for an estimated Transaction amount through the Single Message System.  ID# 0025034      Edition: Apr 2016   Last Updated: Oct 2015
<b>Receiving Member</b>	A Member receiving a Transaction through Interchange.  ID# 0025038      Edition: Apr 2016   Last Updated: Apr 2010
<b>Recipient Member</b>	An Issuer that receives an Original Credit Transaction, including a Money Transfer Original Credit Transaction.  ID# 0025039      Edition: Apr 2016   Last Updated: Oct 2015
<b>Recurring Transaction</b>	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# 0025041      Edition: Apr 2016   Last Updated: Apr 2010
<b>Reference Card</b>	An item containing relevant account information, such as an Account Number or expiration date, that is provided to a Virtual Account owner.  ID# 0025043      Edition: Apr 2016   Last Updated: Oct 2015
<b>Referral Rate – CEMEA Region</b>	<b>Effective through 14 April 2016</b> The number of Referral Responses as a percentage of all Authorization Requests processed by an Issuer, its Authorizing Processor, or Stand-In Processing.  ID# 0025045      Edition: Apr 2016   Last Updated: Oct 2015

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

Term	Definition
<b>Referral Response</b>	<p><b>Effective through 14 April 2016</b></p> <p>An Authorization Response where the Merchant or Acquirer is instructed to contact the Issuer for further instructions before completing the Transaction.</p> <p>ID# 0025046      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Region of Domicile</b>	The Visa Region where a Member has its principal place of business. <p>ID# 0025056      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Registered Program Identification Number</b>	A number assigned by an Issuer for the purpose of identifying and tracking any rewards program offered in connection with the Issuer's Card products. <p>ID# 0025587      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Reloadable Card</b>	A Visa Prepaid Card that may be funded more than once. <p>ID# 0025059      Edition: Apr 2016   Last Updated: Oct 2010</p>
<b>Representation (Updated)</b>	<p>A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Chargeback.</p> <p><b>Effective 15 October 2016</b></p> <p>For Members that participate in Enhanced Dispute Resolution, this includes Dispute Responses and pre-Arbitration attempts.</p> <p>ID# 0025063      Edition: Apr 2016   Last Updated: Apr 2016</p>
<b>Retail Merchant</b>	A Merchant that is not one of the following: <ul style="list-style-type: none"><li>• Mail/Phone Order Merchant</li><li>• Merchant that processes Recurring Transactions for the sale of recurring services</li><li>• T&amp;E Merchant</li></ul> <p>ID# 0025068      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Retail Transaction</b>	A Transaction at a Retail Merchant outlet. <p>ID# 0025069      Edition: Apr 2016   Last Updated: Apr 2010</p>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Retrieval Request</b>	An Issuer's request for a Transaction Receipt, which could include the original, a paper copy or facsimile, or an electronic version thereof.  ID# 0025070      Edition: Apr 2016   Last Updated: Apr 2010
<b>Reversal</b>	A BASE II or Online Financial Transaction used to negate or cancel a transaction that has been sent through Interchange in error.  ID# 0025072      Edition: Apr 2016   Last Updated: Apr 2010
<b>Rewards Currency – US Region</b>	A reward denomination defined by an Issuer consisting of air miles, points, or discounts offered in connection with a Visa Traditional Rewards Card.  ID# 0025073      Edition: Apr 2016   Last Updated: Oct 2014
<b>Risk Identification Service (RIS) Online – US Region</b>	<b>Effective through 31 December 2015</b> 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# 0025075      Edition: Apr 2016   Last Updated: Oct 2015
<b>S</b>	
<b>Sample Card Design</b>	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# 0025077      Edition: Apr 2016   Last Updated: Oct 2010
<b>Scrip</b>	A 2-part paper receipt that is redeemable at a Merchant Outlet for goods, services, or cash.  ID# 0025079      Edition: Apr 2016   Last Updated: Apr 2010
<b>Secure Electronic Commerce Rate</b>	An Interregional Interchange Reimbursement Fee paid for a Secure Electronic Commerce Transaction.  ID# 0025083      Edition: Apr 2016   Last Updated: Apr 2010
<b>Secure Electronic Commerce Transaction</b>	An Electronic Commerce Transaction that has been authenticated using an Authentication Method.  ID# 0025084      Edition: Apr 2016   Last Updated: Apr 2010

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Secured Card – AP Region (New)</b>	<p><b>Effective 1 November 2015</b></p> <p>A Visa Card for which the Issuer requires a cash deposit as collateral before issuing the Card.</p> <p>ID# 0029453      Edition: Apr 2016   Last Updated: Apr 2016</p>
<b>Sending Member</b>	<p>A Member entering a Transaction into Interchange.</p> <p>ID# 0025092      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Service Code</b>	<p>A valid sequence of digits recognized by VisaNet that is encoded on a Magnetic Stripe and replicated on the Magnetic-Stripe Image in a Chip that identifies the circumstances under which the Card is valid (for example: International Transactions, Domestic Transactions, restricted Card use), and defines requirements for processing a Transaction with the Card (for example: Chip-enabled, Cardholder Verification, Online Authorization).</p> <p>ID# 0025094      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Settlement</b>	<p>The reporting and funds transfer of Settlement Amounts owed by one Member to another, or to Visa, as a result of Clearing.</p> <p>ID# 0025095      Edition: Apr 2016   Last Updated: Apr 2011</p>
<b>Settlement Amount</b>	<p>The daily net amounts expressed in a Member's Settlement Currency resulting from Clearing. These amounts include Transaction and Fee Collection Transaction totals, expressed in a Member's Settlement Currency.</p> <p>ID# 0025096      Edition: Apr 2016   Last Updated: Apr 2011</p>
<b>Settlement Bank</b>	<p>A bank, including a Correspondent Bank or Intermediary Bank, that is both:</p> <ul style="list-style-type: none"><li>• Located in the country where a Member's Settlement Currency is the local currency</li><li>• Authorized to execute Settlement of Interchange on behalf of the Member or the Member's bank</li></ul> <p>ID# 0025097      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Settlement Currency</b>	<p>A currency that Visa uses to settle Interchange, as specified in the applicable VisaNet Manuals.</p> <p>ID# 0025098      Edition: Apr 2016   Last Updated: Oct 2012</p>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Settlement Date</b>	<p>The date on which Visa initiates the transfer of Settlement Amounts in the Settlement of Interchange. See Processing Date.</p> <p>ID# 0025099      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Settlement Funds Transfer Arrangements</b>	<p>One of the following types of documents that is provided by Visa to specify how Settlement-related functions are to be conducted for a given settlement service:</p> <ul style="list-style-type: none"><li>• The <i>Visa Settlement Funds Transfer Guide</i></li><li>• The settlement operating procedures of a Visa settlement service</li><li>• Other processes provided by Visa, as applicable</li></ul> <p>ID# 0029153      Edition: Apr 2016   Last Updated: Apr 2015</p>
<b>Settlement Reporting Entity</b>	<p>A name or number of an entity assigned by Visa and authorized by the Member that is used by Visa for Settlement reporting, to associate a BIN or BIN Alternate with a Funds Transfer Settlement Reporting Entity or for other Settlement-related or other purposes.</p> <p>ID# 0026049      Edition: Apr 2016   Last Updated: Apr 2012</p>
<b>SIGIS – US Region</b>	<p>An industry trade group, known as the Special Interest Group for Inventory Information Approval System (IIAS) Standards, chartered with implementing processing standards for Healthcare Auto-Substantiation Transactions in accordance with IRS regulations and responsible for licensing and certifying Merchants, Members, and Agents that process such Transactions.</p> <p>ID# 0025102      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Single Message System</b>	<p>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.</p> <p>ID# 0025108      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Small Ticket Transaction</b>	<p>A Transaction that takes place in the Visa Europe Territory and is all of the following:</p> <ul style="list-style-type: none"><li>• Either:<ul style="list-style-type: none"><li>– A Magnetic Stripe or contact Chip Transaction that contains one of the following MCCs: 4111, 4121, 4131, 4784, 5331, 5499, 5812, 5814, 5912, 5993, 5994, 7211, 7216, 7338, 7523, 7542, 7832, 7841</li><li>– A Contactless Transaction</li></ul></li></ul>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>• Authorized</li><li>• Equal to or lower than Transaction limits specified in <a href="#">Section 5.9.9.2, "Visa Easy Payment Service (VEPS) Maximum Transaction Amounts"</a></li><li>• Conducted in a Face-to-Face Environment (excluding Unattended Transactions)</li></ul>
	<a href="#">ID# 0028038</a> Edition: Apr 2016   Last Updated: Oct 2014
<b>Sponsor (Updated)</b>	A Member or Non-Member Administrator that is responsible, in part or whole, for other Members of Visa, as specified in the applicable Visa Charter Documents.
	<a href="#">ID# 0025120</a> Edition: Apr 2016   Last Updated: Apr 2016
<b>Sponsored Member</b>	A Member of Visa whose right to participate in Visa is dependent upon another Member, as specified in the applicable Visa Charter Documents.  A Member of the Canada Region or US Region whose right to participate in Visa is dependent upon sponsorship of another Member, as specified in <i>Appendix E</i> to the <i>Canada Regional Operating Regulations</i> and the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i> , Article II.
	<a href="#">ID# 0025118</a> Edition: Apr 2016   Last Updated: Oct 2014
<b>Sponsored Merchant</b>	An entity for which Visa payment services are provided by a Payment Facilitator.
	<a href="#">ID# 0025119</a> Edition: Apr 2016   Last Updated: Apr 2015
<b>Sponsored Merchant Acquiring License – CEMEA Region</b>	A license permitting an Associate Member in Russia to acquire Merchant Transactions under the sponsorship of a Principal Member in Russia.
	<a href="#">ID# 0025501</a> Edition: Apr 2016   Last Updated: Oct 2014
<b>Sponsorship Marks</b>	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.
	<a href="#">ID# 0026242</a> Edition: Apr 2016   Last Updated: Apr 2011
<b>Stand-In Processing (STIP)</b>	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.
	<a href="#">ID# 0025121</a> Edition: Apr 2016   Last Updated: Apr 2010

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Stand-In Processing Account</b>	An Issuer-supplied valid Account Number (established and activated in the Issuer's Authorization system) that is maintained by Visa Global Customer Card Services. This Account Number is embossed and encoded on an Emergency Card Replacement when the Issuer is not available to provide a new Account Number.
	<small>ID# 0025122      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Standard Interchange Reimbursement Fee</b>	The Interchange Reimbursement Fee available to all Merchant service categories for any Transaction not eligible for any other Interchange Reimbursement Fee.
	<small>ID# 0025127      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Static Data Authentication</b>	An EMV-Compliant offline data authentication method in which a terminal validates a cryptographic value embedded in the Card to safeguard against some types of counterfeit Transactions.
	<small>ID# 0029312      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Status Check Authorization (Updated)</b>	An Authorization Request for one currency unit submitted by an Automated Fuel Dispenser Merchant.
	<small>ID# 0025130      Edition: Apr 2016   Last Updated: Apr 2016</small>
<b>Straight Through Processing (STP) – Canada Region and US Region</b>	A payment processing service supported through Visa Payables Automation that facilitates the direct submission of payment instructions from a Client Organization to an Acquirer for Visa Purchasing Card Transactions, without requiring any action by the Merchant.
	<small>ID# 0026590      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Strategic Bankruptcy Solutions – US Region</b>	A Visa service that does all of the following: <ul style="list-style-type: none"><li>• Identifies Cardholders, cardholders of non-Visa cards, customers of other Visa or non-Visa products, and applicants for Cards, non-Visa cards, and other Visa or non-Visa products who have filed bankruptcy</li><li>• Files claims and documents on behalf of Members with the bankruptcy courts</li><li>• Assists Members in assessing the value of obligations of Cardholders and other individuals who have declared bankruptcy</li></ul>
	<small>ID# 0025133      Edition: Apr 2016   Last Updated: Oct 2014</small>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Substitute Transaction Receipt</b>	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.
	<small>ID# 0025135      Edition: Apr 2016   Last Updated: Oct 2013</small>
<b>Supermarket Incentive Program – US Region</b>	A Visa program that permits certain supermarket Merchant Outlets to qualify for a reduced Interchange Reimbursement Fee.
	<small>ID# 0025137      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Surcharge – AP Region</b>	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.
	<small>ID# 0027588      Edition: Apr 2016   Last Updated: Oct 2013</small>

## T

<b>T&amp;E (Updated)</b>	Travel and entertainment. All of the following Merchants and Merchant segments: <ul style="list-style-type: none"><li>• Airlines</li><li>• Car Rental Merchants</li><li>• Cruise Lines</li><li>• Lodging Merchants</li><li>• Passenger railways located in the US Region</li><li>• Travel agencies</li></ul>
	<small>ID# 0025141      Edition: Apr 2016   Last Updated: Apr 2016</small>
<b>T&amp;E Document</b>	A photocopy of all documents pertaining to a T&E Transaction originating from a Car Rental Merchant, Lodging Merchant, or Cruise Line, including: <ul style="list-style-type: none"><li>• Transaction Receipt</li><li>• Car rental agreement</li><li>• Guest Folio (if created)</li><li>• Card Imprint (if obtained)</li><li>• Cardholder signature (if obtained)</li></ul>
	<small>ID# 0025144      Edition: Apr 2016   Last Updated: Oct 2015</small>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Telephone Service Transaction</b>	<p>A Transaction in which a Cardholder uses a Visa Card to purchase a telephone call.</p> <p>ID# 0025153      Edition: Apr 2016   Last Updated: Oct 2012</p>
<b>Terminal Risk Management</b>	<p>A process performed by a Chip-Reading Device to protect a Member from fraud by:</p> <ul style="list-style-type: none"><li>• Initiating Online Issuer Authorization for above-Floor Limit Transactions</li><li>• Ensuring random Online processing for below-Floor Limit Transactions</li><li>• Performing Transaction velocity checking</li></ul> <p>ID# 0025154      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Terminated Merchant File – US Region</b>	<p>A file (currently known as "MATCH") maintained by MasterCard Worldwide that identifies Merchants and principals of Merchants that Acquirers have terminated for specified reasons.</p> <p>ID# 0025159      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Third Party Agent</b>	<p>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.</p> <p>No financial institution eligible to become a Principal Member of Visa may serve as a Third Party Agent.</p> <p>A Third Party Agent does not include:</p> <ul style="list-style-type: none"><li>• Financial institutions that perform Agent activities</li><li>• Affinity Co-Brand Partners or Global Co-Branding Partners</li><li>• Card manufacturers</li><li>• Card personalizers</li></ul> <p>ID# 0025921      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Token</b>	<p>A numeric identifier issued in accordance with the <i>EMV Payment Tokenization Specification</i> that can be used in place of an Account Number to initiate a Transaction.</p> <p>ID# 0029108      Edition: Apr 2016   Last Updated: Oct 2015</p>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
Tracing Data	<p>In a Single Message System Online message, the transmission date and time, systems trace audit number, retrieval reference number, Transaction identifier, and acquiring institution ID. See Acquirer Reference Number.</p> <p>ID# 0025170      Edition: Apr 2016   Last Updated: Apr 2010</p>
Trade Name	<p>A name used to identify a business and to distinguish its activities from those of other businesses. In some cases the same words or symbols may serve as a Trade Name and Mark simultaneously.</p> <p>ID# 0025172      Edition: Apr 2016   Last Updated: Apr 2010</p>
Trailing Chargeback Activity	<p>Chargeback activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant.</p> <p>ID# 0025174      Edition: Apr 2016   Last Updated: Oct 2011</p>
Transaction	<p>The act between a Cardholder and a Merchant or an Acquirer that results in a Transaction Receipt, if applicable.</p> <p>ID# 0025175      Edition: Apr 2016   Last Updated: Oct 2011</p>
Transaction Country	<p>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.</p> <p>ID# 0025179      Edition: Apr 2016   Last Updated: Apr 2010</p>
Transaction Currency	<p>The currency in which a Transaction is originally completed.</p> <p>ID# 0025180      Edition: Apr 2016   Last Updated: Apr 2010</p>
Transaction Date	<p>The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs.</p> <p>ID# 0025181      Edition: Apr 2016   Last Updated: Apr 2010</p>
Transaction Identifier	<p>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.</p> <p>ID# 0025182      Edition: Apr 2016   Last Updated: Apr 2010</p>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Transaction Information</b>	Information necessary for processing Transactions, as specified in the Payment Card Industry Data Security Standard (PCI DSS).  ID# 0025183      Edition: Apr 2016   Last Updated: Oct 2014
<b>Transaction Receipt</b>	An electronic or paper record of a Transaction (or a copy), generated at the Point-of-Transaction.  ID# 0025184      Edition: Apr 2016   Last Updated: Apr 2011
<b>Transaction Region</b>	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# 0025188      Edition: Apr 2016   Last Updated: Apr 2010
<b>Travel Service Category – US Region</b>	An Interchange Reimbursement Fee category for Lodging Merchants, Cruise Lines, restaurant Merchants, Car Rental Merchants, and travel agencies and tour operators identified by MCC 4722.  ID# 0025192      Edition: Apr 2016   Last Updated: Oct 2015
<b>U</b>	
<b>Unable-to-Authenticate Response</b>	A message from a Verified by Visa Issuer in response to an Authentication Request indicating that the Issuer is unable to authenticate the Cardholder for reasons other than those that result in an Authentication Denial.  ID# 0025194      Edition: Apr 2016   Last Updated: Apr 2013
<b>Unattended Cardholder-Activated Terminal</b>	An Acceptance Device that dispenses goods and/or provides services under all of the following conditions: <ul style="list-style-type: none"><li>• Card is present</li><li>• Cardholder is present</li><li>• Individual representing the Merchant or Acquirer is not physically present</li><li>• Authorization, if required is obtained electronically</li></ul> ID# 0025720      Edition: Apr 2016   Last Updated: Oct 2015

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Unattended Transaction</b>	A Transaction conducted at an Unattended Cardholder-Activated Terminal.  ID# 0025721      Edition: Apr 2016   Last Updated: Oct 2012
<b>Unauthorized Use</b>	A Transaction that meets one of the following criteria: <ul style="list-style-type: none"><li>• Is not processed on behalf of a Member</li><li>• Is processed on behalf of a Member by a VisaNet Processor not designated for processing activities</li><li>• Is processed on behalf of a Member but not within the scope of the Member's category or categories of membership</li><li>• Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa</li><li>• Is processed using a BIN that has not been designated by the BIN Licensee for that Member's use</li></ul> ID# 0025922      Edition: Apr 2016   Last Updated: Oct 2011
<b>US Covered Visa Debit Card – US Region and US Territories</b>	A Visa Card issued in the US Region or a US Territory that accesses a transaction, savings, or other asset account, regardless of whether Cardholder Verification is based on signature, PIN, or other means, including a general-use Visa Prepaid Card and Consumer Visa Deferred Debit Card, but solely to the extent any such Visa Card is a "debit card" as defined in Federal Reserve Board Regulation II, 12 CFR Part 235.  ID# 0026512      Edition: Apr 2016   Last Updated: Oct 2014
<b>US Credit Card Surcharge – US Region and US Territories Region</b>	A fee assessed to a Cardholder by a Merchant in the US Region or a US Territory that is added to a Visa Credit Card Transaction for the acceptance of a Visa Credit Card.  ID# 0027533      Edition: Apr 2016   Last Updated: Oct 2014
<b>US Territory</b>	One of the following: <ul style="list-style-type: none"><li>• American Samoa</li><li>• Guam</li><li>• Commonwealth of the Northern Mariana Islands</li><li>• Puerto Rico</li><li>• US Minor Outlying Islands</li><li>• US Virgin Islands</li></ul> ID# 0026422      Edition: Apr 2016   Last Updated: Oct 2014

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
V	
<b>V Distribution Program</b>	An enhanced Visa Business Card or Visa Purchasing Card program that enables wholesale and retail Merchants to use a Visa product to pay for goods and services in a business-to-business setting.  ID# 0025419      Edition: Apr 2016   Last Updated: Oct 2015
<b>V PAY Product</b>	An unembossed Chip-only Card product that bears the V PAY Brand Mark and is issued only in Visa Europe.  ID# 0025427      Edition: Apr 2016   Last Updated: Oct 2015
<b>V.I.P. System</b>	The processing component of the VisaNet Integrated Payment System comprised of BASE I and the Single Message System used for single message Authorization in connection with financial Transaction processing.  ID# 0025201      Edition: Apr 2016   Last Updated: Apr 2010
<b>VAB Event</b>	An Account Data Compromise Event where one or more alerts are sent through Visa Europe's VAB system to notify Visa Europe Issuers of Account Numbers involved in a potential compromise.  ID# 0026037      Edition: Apr 2016   Last Updated: Oct 2015
<b>Vehicle-Specific Fleet Card</b>	A Visa Commercial Card with Visa Fleet service enhancement that is assigned to a specific vehicle.  ID# 0025208      Edition: Apr 2016   Last Updated: Oct 2015
<b>Verified by Visa</b>	A Visa-approved Authentication Method based on the 3-D Secure Specification.  ID# 0025209      Edition: Apr 2016   Last Updated: Apr 2013
<b>Virtual Account</b>	An account established for an individual or a commercial entity primarily for completing Electronic Commerce Transactions and for which no physical Card is issued.  ID# 0025211      Edition: Apr 2016   Last Updated: Oct 2015
<b>VIS-Compliant</b>	A Card application that complies with one of the following: <ul style="list-style-type: none"><li>• The Visa Integrated Circuit Card Specification (VIS) and has been approved by Visa Approval Services</li></ul>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>The EMV Common Payment Application Specifications and has been personalized to a Common Core Definition-compliant profile and approved by EMVCo</li><li>In the US Region, a Card application that complies with the Visa Integrated Circuit Card Specification (VIS).</li></ul>
ID# 0025214	Edition: Apr 2016   Last Updated: Oct 2015
Visa	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 Rules, Visa refers to any Visa Inc. subsidiary, affiliate, regional office, management, or committee as applicable.
ID# 0025217	Edition: Apr 2016   Last Updated: Oct 2014
Visa Advanced ID Solutions – US Region	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# 0025239	Edition: Apr 2016   Last Updated: Oct 2014
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.
ID# 0026526	Edition: Apr 2016   Last Updated: Oct 2015
Visa ATM	An ATM that displays the Visa Brand Mark or the Visa Flag Symbol, but not the Plus Symbol.
ID# 0025241	Edition: Apr 2016   Last Updated: Apr 2010
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 Rules and the <i>Visa Product Brand Standards</i> and denotes acceptance for both payment and Cash Disbursement.
ID# 0025245	Edition: Apr 2016   Last Updated: Oct 2014
Visa Brand Mark with the Electron Identifier	A Visa-Owned Mark consisting of the Visa Brand Mark and the name "Electron."
ID# 0025246	Edition: Apr 2016   Last Updated: Oct 2013

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Business Card</b>	<p>A Visa Card issued to employees or sole proprietors of small businesses for the payment of employees' business travel and general expenses.</p> <p>This does not apply in the US Region to Visa Business Check Cards used to pay debt.</p>
	ID# 0025248      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Business Check Card – US Region</b>	<p>A Visa Business Card issued as a Visa Check Card.</p>
	ID# 0025250      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Business Debit Card – AP Region</b>	<p>A debit Visa Card that is targeted to the small business market to pay for employee business travel and general expenses, and that bears all of the following:</p> <ul style="list-style-type: none"><li>• Embossed symbol "BV" and "V"</li><li>• Descriptive term "Business Card"</li><li>• Upper or Lower Marks Area on the front of the Card</li><li>• Card design characteristics specified in the <i>Visa Product Brand Standards</i></li></ul>
	ID# 0025251      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Business Debit Card – Canada Region</b>	<p>A Visa Card that accesses a business deposit account or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.</p>
	ID# 0027282      Edition: Apr 2016   Last Updated: Oct 2013
<b>Visa Business Electron Card</b>	<p>A Visa Electron Card intended for the small business market and used to pay for employee business travel and general expenses.</p>
	ID# 0025252      Edition: Apr 2016   Last Updated: Oct 2013
<b>Visa Buxx – US Region</b>	<p>A Visa Prepaid Card designed for teenagers, with account ownership by a parent or guardian.</p>
	ID# 0025255      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Canada</b>	<p>Visa Canada Corporation.</p>
	ID# 0025257      Edition: Apr 2016   Last Updated: Apr 2010

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Card</b>	A Card that bears the Visa Brand Mark as specified in the Visa Rules, enabling a Visa Cardholder to obtain goods, services, or cash from a Visa Merchant or an Acquirer or facilitate the loading of funds to a Prepaid Account.
	<small>ID# 0025258      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Cargo Card – LAC Region</b>	A Visa Commercial Card targeted to carriers/shippers' service providers to pay for truck drivers' expenses related to the transportation business. A Visa Cargo Card is either of the following: <ul style="list-style-type: none"><li>• Visa Commercial Prepaid Product</li><li>• Visa Business Electron Card</li></ul>
	<small>ID# 0026071      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa Cash-Back Service (Updated)</b>	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 US Region, the service is accessed with a Visa Debit Card or Visa Business Check Card and processed as a PIN-Authenticated Visa Debit Transaction.
	<small>ID# 0026046      Edition: Apr 2016   Last Updated: Apr 2016</small>
<b>Visa Central Travel Account</b>	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.
	<small>ID# 0026400      Edition: Apr 2016   Last Updated: Oct 2012</small>
<b>Visa Charge Card – AP Region and US Region (Updated)</b>	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.
	<small>ID# 0026358      Edition: Apr 2016   Last Updated: Apr 2016</small>
<b>Visa Charter Documents</b>	A set of documents comprised of: <ul style="list-style-type: none"><li>• <i>Visa International Service Association Certificate of Incorporation</i></li><li>• <i>Visa International Service Association Bylaws</i></li><li>• <i>Visa U.S.A. Inc. Certificate of Incorporation</i></li><li>• <i>Visa U.S.A. Inc. Bylaws</i></li><li>• <i>Appendix E to the Canada Regional Operating Regulations</i></li><li>• <i>Visa Worldwide Supplementary Operating Regulations</i></li></ul>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>• <i>Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations</i></li></ul> <div data-bbox="600 460 727 485" style="background-color: #e6f2ff; padding: 2px;">ID# 0028029</div> <div data-bbox="1057 460 1462 485" style="background-color: #e6f2ff; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2014</div>
<b>Visa Check Card – US Region</b>	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.
	<div data-bbox="600 656 727 682" style="background-color: #e6f2ff; padding: 2px;">ID# 0025268</div> <div data-bbox="1057 656 1462 682" style="background-color: #e6f2ff; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2014</div>
<b>Visa Checkout</b>	Where available, a Visa platform that enables a Visa Checkout Account Holder to store and manage accounts in a secure centralized location, make purchases with Visa Checkout Merchants, and use other forms of financial and non-financial services.
	<div data-bbox="600 889 727 914" style="background-color: #e6f2ff; padding: 2px;">ID# 0026984</div> <div data-bbox="1057 889 1462 914" style="background-color: #e6f2ff; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2015</div>
<b>Visa Checkout Account Holder</b>	A user that has successfully enrolled in Visa Checkout. A Visa Checkout Account Holder may or may not be a Cardholder.
	<div data-bbox="600 1036 727 1062" style="background-color: #e6f2ff; padding: 2px;">ID# 0026986</div> <div data-bbox="1057 1036 1462 1062" style="background-color: #e6f2ff; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2014</div>
<b>Visa Commercial Cards</b>	<p>A physical or virtual Card intended for business expense use and comprising:</p> <ul style="list-style-type: none"><li>• Visa Business Card</li><li>• Visa Business Electron Card</li><li>• Visa Corporate Card</li><li>• Visa Purchasing Card, including Visa Fleet Card</li><li>• Visa Agro (This only applies in the LAC Region)</li><li>• V Distribution Program Card</li></ul> <div data-bbox="600 1501 727 1526" style="background-color: #e6f2ff; padding: 2px;">ID# 0025272</div> <div data-bbox="1057 1501 1462 1526" style="background-color: #e6f2ff; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2015</div>
<b>Visa Commercial Data Solutions and Reporting Tools</b>	Various optional data management, reporting, and analysis services provided to Issuers and their clients or Client Organizations in connection with their Visa Commercial Card programs.
	<div data-bbox="600 1691 727 1717" style="background-color: #e6f2ff; padding: 2px;">ID# 0026021</div> <div data-bbox="1057 1691 1462 1717" style="background-color: #e6f2ff; padding: 2px;">Edition: Apr 2016   Last Updated: Oct 2015</div>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Commercial Prepaid Product</b>	<p>A Visa Commercial Card product, issued as a Visa Prepaid Card, in which the corporation depositing the funds remains the owner of the funds in the Visa Prepaid Card account. Visa Commercial Prepaid Products are offered to client organizations solely to provide a means to pay for the acquisition of business-related goods and services.</p>
	<p>ID# 0024463      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Confidential</b>	<p>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.</p>
	<p>ID# 0026799      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Visa Consumer Card</b>	<p>A Visa Card other than a Visa Commercial Card issued to individuals for the purchase of goods and services used for personal consumption.</p>
	<p>ID# 0025276      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Consumer Credit Card – US Region</b>	<p>A Visa Consumer Card, excluding Visa Prepaid Cards or other debit Cards, used to defer payment of debt or incur debt and defer its payment.</p>
	<p>ID# 0025277      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Contactless Payment Service Specifications – AP Region</b>	<p>A suite of specifications that includes:</p> <ul style="list-style-type: none"><li>• <a href="#">Visa Contactless Payment Service – Visa Asia Pacific Reader Interface Specification</a></li><li>• <a href="#">Visa Contactless Payment Service – Visa Asia Pacific Reader Specification</a></li><li>• <a href="#">Visa Contactless Payment Service – Visa Asia Pacific Terminal Specification</a></li></ul>
	<p>ID# 0027315      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Visa Corporate Card</b>	<p>A Visa Commercial Card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses.</p>
	<p>ID# 0025280      Edition: Apr 2016   Last Updated: Oct 2015</p>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Corporate Prepaid Card</b>	<p>A Visa Prepaid Card that draws from funds owned by a commercial or government entity in a Prepaid Account that is used primarily to pay for business travel and entertainment expenses.</p>
	<p>ID# 0026742      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Credit Acceptor – Canada Region</b>	<p>A Merchant that accepts Visa Credit Cards issued by Canadian Issuers.</p>
	<p>ID# 0025971      Edition: Apr 2016   Last Updated: Oct 2010</p>
<b>Visa Credit and Business Category – US Region</b>	<p>A Card category that consists of all of the following:</p> <ul style="list-style-type: none"><li>• Consumer Card, other than a Visa Debit Card, issued by a US Issuer</li><li>• Visa Commercial Card product</li><li>• Visa Card issued by a non-US Issuer</li></ul>
	<p>ID# 0025283      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Credit Card</b>	<p>A Visa Card that is used to defer payment of debt or incur debt and defer its payment. This may include both consumer Visa Cards and Visa Commercial Cards, but excludes Visa Prepaid Cards and other debit Cards. In the Canada Region, a Visa Card other than Visa Debit Category Card.</p>
	<p>ID# 0027534      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Credit Card Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or a US Territory, one of the following:</p> <ul style="list-style-type: none"><li>• The average effective Interchange Reimbursement Fee rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount, applicable to Visa Credit Card Transactions at the Merchant for the preceding one or 12 months, at the option of the Merchant</li><li>• If a Merchant cannot determine its Visa Credit Card Cost of Acceptance, the Visa Credit Card cost of acceptance for the Merchant's category as communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a></li></ul>
	<p>ID# 0027535      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Visa Credit Card Product Cost of Acceptance – US Region and US Territories</b>	<p>For a Merchant in the US Region or a US Territory, one of the following:</p> <ul style="list-style-type: none"><li>• The average effective Interchange Reimbursement Fee rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount, applicable to Visa Credit Card Transactions of a product type at the Merchant for the preceding one or 12 months, at the option of the Merchant.</li></ul>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>• If a Merchant cannot determine its Visa Credit Card Product Cost of Acceptance, the Visa Credit Card product cost of acceptance for the Merchant's category as communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a></li></ul>
ID# 0027536	Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Credit Card Surcharge Cap – US Region and US Territories</b>	<p>The average Merchant Discount Rate that a Merchant in the US Region or a US Territory pays to its Acquirer for Visa Credit Card Transactions completed with a specific Visa product type. The average Merchant Discount Rate is either:</p> <ul style="list-style-type: none"><li>• Calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding 12 months</li><li>• At any given point in time, the actual Merchant Discount Rate paid in the time period covered by the Merchant's most recent statement relating to Visa credit Card Transactions</li></ul>
ID# 0027537	Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Debit Acceptor – Canada Region</b>	A Merchant that accepts Visa Debit Category Cards issued by Canadian Issuers.
ID# 0025286	Edition: Apr 2016   Last Updated: Oct 2012
<b>Visa Debit Card – Canada Region and US Region (Updated)</b>	<p>In the Canada Region, a Visa Card that accesses a consumer deposit, savings, or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.</p> <p>In the US Region, a Visa Consumer Card that accesses a consumer's deposit, investment, or other asset, including a fiduciary account, but not including a Consumer Visa Deferred Debit Card. A Visa Debit Card includes all of the following:</p> <ul style="list-style-type: none"><li>• Visa Prepaid Card bearing a Visa TravelMoney wordmark</li><li>• Visa Buxx</li><li>• Consumer Visa Check Card</li><li>• Visa Gift Card</li><li>• Visa Incentive Card</li><li>• Visa Payroll</li><li>• Visa Prepaid Card</li></ul>
ID# 0025287	Edition: Apr 2016   Last Updated: Apr 2016

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Debit Category – Canada Region</b>	A category of debit Visa Cards issued by Canadian Issuers that consists of the following: <ul style="list-style-type: none"><li>• Visa Debit Card</li><li>• Visa Business Debit Card</li></ul>
	<small>ID# 0027281 Edition: Apr 2016   Last Updated: Oct 2013</small>
<b>Visa Debit Category – US Region</b>	A Card category that consists of the following: <ul style="list-style-type: none"><li>• Visa Debit Card issued by a US Issuer</li><li>• Visa Card issued by a non-US Issuer</li></ul>
	<small>ID# 0025289 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Debit Transaction – Canada Region</b>	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.
	<small>ID# 0025290 Edition: Apr 2016   Last Updated: Oct 2012</small>
<b>Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee for Visa Debt Repayment Incentive Interchange Program Transactions that meet the requirements of the Visa Debt Repayment Incentive Interchange Program.
	<small>ID# 0024546 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Debt Repayment Incentive Interchange Program Merchant – US Region</b>	A Merchant that processes Visa Debt Repayment Incentive Interchange Program Transactions.
	<small>ID# 0024547 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Debt Repayment Incentive Interchange Program Transaction – US Region</b>	A Visa Debit Card Transaction completed by a Visa Debit Category Limited Acceptance Merchant that is authorized and processed as specified in the Visa Rules.
	<small>ID# 0025291 Edition: Apr 2016   Last Updated: Oct 2014</small>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Easy Payment Service (VEPS)</b>	A Visa Point of Transaction service that permits qualified Visa Easy Payment Service Merchants to process small value Transactions without requiring a Cardholder Verification Method or the issuance of a Transaction Receipt unless requested by the Cardholder.  ID# 0025697      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Easy Payment Service (VEPS) Merchant</b>	A Merchant Outlet that qualifies to participate in the Visa Easy Payment Service program on the basis of its assigned MCC.  ID# 0025696      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Electron Acquirer</b>	A Member that both: <ul style="list-style-type: none"><li>• Signs a Visa Electron Merchant or disburses currency to a Cardholder using a Visa Electron Card in a Manual Cash Disbursement</li><li>• Directly or indirectly enters the resulting Transaction Receipt into Interchange</li></ul> ID# 0025294      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Electron Card</b>	A Card that bears the Visa Brand Mark with the Electron Identifier.  ID# 0025295      Edition: Apr 2016   Last Updated: Oct 2013
<b>Visa Electron Merchant</b>	A Merchant that both: <ul style="list-style-type: none"><li>• Displays the Visa POS graphic with the Electron Identifier or the Visa Brand Mark with the Electron Identifier</li><li>• Has a Zero Floor Limit or has a terminal capable of reading and acting upon the Service Code in the Magnetic Stripe or instructions for an Online Authorization Request from a Chip</li></ul> ID# 0025299      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Electron Payment Application</b>	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Electron Card Transaction and meets the minimum requirements for the Visa Electron Program.  ID# 0025300      Edition: Apr 2016   Last Updated: Oct 2015

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Electron Program</b>	A program through which a Member provides payment services to Visa Electron Merchants and Visa Electron Cardholders by acting as a Visa Electron Issuer, Visa Electron Acquirer, or both.  ID# 0025301      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Employee Benefit Card</b>	A Visa Prepaid Card through which an Issuer enables employers and benefit administrators to provide employees with a Card that allows direct access to benefits such as qualified health care, dependent care, transit, fuel, and meal expenses.  ID# 0025307      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Europe</b>	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# 0025310      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Europe Territory</b>	A multinational geographic area under the jurisdiction of Visa Europe, as specified in Section 1.1.1.6, "Visa Inc. Regions and Visa Europe Territory."  ID# 0027561      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Extras Program – US Region</b>	<b>Effective through 30 March 2016</b> 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# 0025312      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa FeatureSelect – US Region</b>	An optional service that allows US Issuers to automate the customization, management, and servicing of core and Issuer-registered optional Card enhancements for all Visa and non-Visa products at the product, BIN, Account Number range, Registered Program Identification Number (RPIN), or 16-digit Account Number level.  ID# 0025586      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Flag Symbol – US Region</b>	A Visa-Owned Mark consisting of the Bands Design with the Visa logo centered in the middle band. A Visa Card must not bear the Visa Flag Symbol.  ID# 0025316      Edition: Apr 2016   Last Updated: Oct 2015

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Fleet Card</b>	A Visa Commercial Card used for the purchase of fuel and vehicle maintenance services at Merchants classified with one of the following MCCs: 4468, 4582, 5511, 5532, 5533, 5541, 5542, 5599, 7531, 7534, 7535, 7538, 7542, 7549, 7699.
	<small>ID# 0025317 Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa Fleet Card Application Identifier – Canada Region and CEMEA Region</b>	A Visa Fleet EMV compliant identifier used for Visa Fleet Cards that specifies a unique payment application contained in a compliant Chip Card.
	<small>ID# 0029232 Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa Flexible Spending Account (FSA) – US Region</b>	A Visa Prepaid Card program administered by an employer, in accordance with IRS requirements, that permits employees to set aside pre-tax dollars to pay qualified, out-of-pocket medical expenses not covered by the employer's health care plan.
	<small>ID# 0025320 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Gift Card</b>	A Visa Prepaid Card, designed for consumer gift-giving.
	<small>ID# 0025321 Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Global ATM Network</b>	The network through which an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.
	<small>ID# 0025322 Edition: Apr 2016   Last Updated: Apr 2010</small>
<b>Visa Global Customer Assistance Services</b>	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: <ul style="list-style-type: none"><li>• Cardholder Inquiry Service</li><li>• Emergency Cash Disbursement</li><li>• Emergency Card Replacement</li><li>• Lost/Stolen Card Reporting</li><li>• Exception file updates</li><li>• Visa TravelMoney customer service</li></ul>
	<small>ID# 0024678 Edition: Apr 2016   Last Updated: Oct 2015</small>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Global Customer Care Services</b>	<p>The 24-hour-a-day, 7-day-a-week centers that provide services including:</p> <ul style="list-style-type: none"><li>• Those specified in the Visa Global Customer Assistance Services Program</li><li>• Information and certain types of non-emergency assistance while traveling</li></ul>
	ID# 0025343      Edition: Apr 2016   Last Updated: Oct 2010
<b>Visa ICS Prescreen Service – US Region</b>	An optional feature of Visa Advanced ID Solutions that allows Members to select data from the Issuers' Clearinghouse Service databases to create a suppression file before mailing solicitations for Cards, non-Visa cards, or other Visa or non-Visa products.
	ID# 0025000      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Inc.</b>	A Delaware stock corporation.
	ID# 0025328      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Incentive Card</b>	A consumer Visa Prepaid Card, designed to enable a business entity to provide consumer funds in the form of promotional discounts, rebates, or corporate incentives such as bonuses.
	ID# 0025329      Edition: Apr 2016   Last Updated: Oct 2010
<b>Visa Infinite Business Card – Canada Region</b>	A Visa Card targeted to the small business market that has attributes exceeding that of a Visa Business Card.
	ID# 0025630      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Infinite Card</b>	A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.
	ID# 0025331      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Infinite Exclusive Privileges</b>	Exclusive privileges made available to Visa Infinite Cardholder through Merchant partnerships.
	ID# 0025332      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Infinite Privilege Business Card – Canada Region</b>	A Visa Card targeted to the high-affluent small business segment that has attributes exceeding those of a Visa Infinite Business Card.
	ID# 0027721      Edition: Apr 2016   Last Updated: Oct 2014

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Infinite Privilege Card – Canada Region</b>	A Visa Card targeted to the high-affluent consumer that has attributes exceeding those of a Visa Infinite Card.  ID# 0027720      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Integrated Circuit Card Specification (VIS)</b>	Chip Card and terminal requirements for Visa Smart Payment programs that serve as companion specifications to the EMV Integrated Circuit Card Specifications for Payment Systems (EMV).  ID# 0027328      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa IntelliLink Spend Management</b>	An optional service provided to Members and their Visa Commercial Card clients to access and manage commercial multi-program data, reports, statements, and expense management.  ID# 0025614      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Interchange Directory</b>	A directory containing contact information about Members and VisaNet Processors that Visa compiles and sends to all Members and VisaNet Processors.  ID# 0026130      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa International Servicios de Pago España, S.R.L.U.</b>	The organization that operates the Visa network in certain countries in Central and South America.  ID# 0028920      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Large Purchase Advantage</b>	A type of Visa Purchasing Card issued to Client Organizations for the purpose of enabling payment for large-ticket purchases in a Commercial Payables environment.  ID# 0027089      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Meetings Card</b>	A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with business meetings and events.  ID# 0025350      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Merchant Direct Exchange</b>	A direct link between a Merchant and VisaNet for Authorization or Online Financial Transaction processing in V.I.P. System.  ID# 0027068      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Merchant Trace System</b>	A risk management service that allows a participating Member to: <ul style="list-style-type: none"><li>• Submit information about a Merchant it has terminated</li></ul>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>Verify, before signing, that a Merchant is not listed with the service</li><li>Query if a Merchant has been identified as non-compliant with one of the Visa risk management programs</li><li>Obtain risk profile information on an MCC and country</li></ul> <p>ID# 0026136      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Micro Tag</b>	A Contactless Device issued as a companion to a corresponding full-size Visa Card.
	ID# 0028917      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Mini Card</b>	A miniaturized version of a Visa Card or Visa Electron Card that must both:
	<ul style="list-style-type: none"><li>Provide the designated level of utility promised to the Cardholder</li><li>Contain the physical elements and data components required to complete a Transaction</li></ul>
	ID# 0025355      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Mobile Payment Application</b>	The payment application that resides in a Mobile Payment Device.
	ID# 0026786      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Mobile Prepaid – AP Region, CEMEA Region, and LAC Region</b>	A mobile-optimized, Visa virtual prepaid product where the Account Number is used to access funds stored in an account such as a consumer, business, or Mobile Money Agent's mobile money account.
	ID# 0027165      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Multinational Program</b>	A Visa program that supports the delivery of Visa commercial solutions to Multinational Companies.
	ID# 0026030      Edition: Apr 2016   Last Updated: Apr 2012
<b>Visa Online</b>	A password-protected website that provides Members, VisaNet Processors, and other authorized users with access to Visa information.
	ID# 0025360      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Payables Automation</b>	An optional electronic payment solution that enables Issuers to automate their accounts payable processes using Visa Commercial Cards and one of the Visa Commercial Solutions Data and Reporting Tools.
	ID# 0026535      Edition: Apr 2016   Last Updated: Oct 2012

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Payment Application</b>	<p>A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction and meets the minimum requirements of the Visa Program.</p> <p>ID# 0025361      Edition: Apr 2016   Last Updated: Apr 2010</p>
<b>Visa Payment Controls</b>	<p><b>Effective through 14 January 2016</b> 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 (for example: MCC, dollar amount, location).</p> <p><b>Effective 15 January 2016</b> An optional Visa service that allows Cardholders to monitor and control Card use by authorizing Issuers to selectively block certain types of Visa Transactions processed through VisaNet, based on the list of available control criteria (for example: MCC, dollar amount, location).</p> <p>ID# 0027235      Edition: Apr 2016   Last Updated: Oct 2015</p>
<b>Visa Payroll</b>	<p>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.</p> <p>ID# 0025363      Edition: Apr 2016   Last Updated: Oct 2010</p>
<b>Visa payWave Application</b>	<p>A Visa application contained on a Chip that enables a <u>Visa Contactless Payment Specification</u>-compliant Contactless Payment Transaction to be performed.</p> <p>ID# 0027792      Edition: Apr 2016   Last Updated: Oct 2014</p>
<b>Visa PIN Debit Gateway Service – US Region</b>	<p>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, representments, and other non-financial and financial transactions as defined by the operational rules of the applicable network.</p> <p>ID# 0025364      Edition: Apr 2016   Last Updated: Oct 2014</p>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Platinum</b>	A Card product that has attributes equal to or exceeding those of a Visa Gold Card.  ID# 0025366      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Platinum Business Card – AP Region</b>	A Visa Business Card that is issued as specified in Section 4.15, "Visa Platinum Business."  ID# 0027962      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Platinum Business Card – CEMEA Region</b>	A Visa Business Card that is issued as specified in Section 4.15, "Visa Platinum Business."  ID# 0029187      Edition: Apr 2016   Last Updated: Apr 2015
<b>Visa Platinum Business Card – LAC Region</b>	A Visa Business Card that has attributes equal or exceeding those of a Visa Platinum Card and that is targeted to small businesses.  ID# 0027674      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Premium Corporate Card – LAC Region</b>	A Corporate Visa card targeted to mid-to-large size companies that is primarily used to pay for senior executives' business travel and entertainment expenses.  ID# 0027754      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Prepaid Card</b>	A Visa Card used to access funds in a Visa Prepaid Account or a Card where monetary value is stored on a Chip.  ID# 0024996      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Prepaid Load Service</b>	A processing service that enables loading and Settlement of funds, through VisaNet, to a Visa Prepaid Card at a Prepaid Partner.  ID# 0025374      Edition: Apr 2016   Last Updated: Oct 2011
<b>Visa Prepaid Remittance Card</b>	A Visa Prepaid Card issued to facilitate cross-border remittances between a sender and a recipient in a foreign country.  ID# 0028030      Edition: Apr 2016   Last Updated: Oct 2014

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Prepaid Reseller</b>	<p>A financial institution or other entity that contracts with a Visa Prepaid Card Issuer for the purpose of reselling Visa Prepaid Cards either independently or as part of other products or services and where the sale of the Visa Prepaid Cards is not the organization's or financial institution's or entity's primary business.</p>
	ID# 0028031      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Product and Service Rules</b>	<p>A set of documents comprised of:</p> <ul style="list-style-type: none"><li>• <a href="#"><i>Visa Product and Service Rules: Licensing and Numerics Management</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Use of Marks</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Issuance</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Acceptance</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: ATM</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Transaction Processing</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Processing Products</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Interchange</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Risk</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Dispute Resolution</i></a></li><li>• <a href="#"><i>Visa Product and Service Rules: Fees and Non-Compliance Assessments</i></a></li></ul>
	ID# 0028032      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Program</b>	<p>A program through which a Member provides product- or payment-related services to Visa Cardholders or Merchants by acting as an Issuer, an Acquirer, or both.</p> <p>In the Canada Region, a Visa Program may be an aggregation of individual Visa Card Programs.</p>
	ID# 0025377      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Purchasing Card</b>	<p>A Visa Card issued to commercial entities (public and private) that is used for commercial purchases.</p>
	ID# 0025380      Edition: Apr 2016   Last Updated: Oct 2015

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Purchasing Large Ticket Transaction – US Region</b>	A Transaction completed with a Visa Purchasing Card that meets the large ticket Transaction requirements specified in Section 9.9, "Visa Purchasing Large Ticket Interchange Reimbursement Fee."  ID# 0025383      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa ReadyLink – US Region</b>	A Visa processing service that enables the Authorization and Settlement, through VisaNet, of funds associated with an Issuer-approved load Transaction to a Visa Prepaid Card or to another Non-Visa Branded Account at a Prepaid Partner.  ID# 0025384      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa ReadyLink Transaction – US Region</b>	A Transaction completed at a Prepaid Partner that facilitates the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account that has been designated for participation in Visa ReadyLink.  ID# 0025385      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Region</b>	Any of the 5 national or multinational geographic areas, as follows: <ul style="list-style-type: none"><li>• Asia-Pacific (AP) Region</li><li>• Canada (CAN) Region</li><li>• Central and Eastern Europe, Middle East and Africa (CEMEA) Region</li><li>• Latin America and Caribbean (LAC) Region</li><li>• United States of America (US) Region</li></ul> ID# 0025386      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Resolve Online</b>	An online Visa service for the retrieval and transmission of dispute resolution information and documentation.  ID# 0025388      Edition: Apr 2016   Last Updated: Apr 2011
<b>Visa Rules</b>	A set of documents comprised of: <ul style="list-style-type: none"><li>• Visa Core Rules</li><li>• Visa Product and Service Rules</li><li>• <i>Visa Payment System Operating Regulations – Russia</i> (applicable to clients of Visa Payment System LLC)</li><li>• <i>Visa International Travelers Cheque Operating Regulations</i> (applicable to Members participating in the Visa Travelers Cheque Program)</li></ul>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
	<ul style="list-style-type: none"><li>• <i>Interlink Bylaws and Operating Regulations</i> (applicable to Members outside the Canada Region and US Region participating in the Interlink Program)</li><li>• Visa Supplemental Requirements</li></ul>
ID# 0028033	Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa SavingsEdge – US Region</b>	A program offered by Visa to eligible Visa Business Cardholders that enables enrolled Cardholders to receive discounts in the form of statement credits for qualifying purchases made at participating Merchants.
ID# 0026272	Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Settlement Bank</b>	A bank where Visa maintains its Settlement accounts and performs funds transfer for Settlement.
ID# 0025391	Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa Signature Business – CEMEA Region</b>	A Visa Card that is issued as specified in Section 4.16, "Visa Signature Business."
ID# 0029188	Edition: Apr 2016   Last Updated: Apr 2015
<b>Visa Signature Card</b>	A product name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.
ID# 0025394	Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa Smart Payment</b>	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# 0025397	Edition: Apr 2016   Last Updated: Apr 2013
<b>Visa Supplemental Requirements</b>	A publication or website included in Appendix A, "Visa Supplemental Requirements." A Visa Supplemental Requirement is the current version of the publication or website, unless otherwise specified.
ID# 0028034	Edition: Apr 2016   Last Updated: Oct 2014

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa Surcharge Cap – US Region and US Territories</b>	For a Merchant in the US Region or a US Territory, the average Merchant Discount Rate that a Merchant pays to its Acquirer for Visa Credit Card Transactions. The average Merchant Discount Rate is calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding one or 12 months, at the Merchant's option.
	<small>ID# 0027538      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Traditional – US Region</b>	A Visa Consumer Credit Card, excluding Visa Signature, Visa Signature Preferred, and Visa Infinite.
	<small>ID# 0025399      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa Traditional Rewards Card – US Region</b>	A consumer credit product that enables Cardholders, based on their qualifying purchases, to earn units of rewards currency consisting of either: <ul style="list-style-type: none"><li>• Points that are redeemable for cash, cash-equivalent rewards (gift certificate, gift card, or statement credit), or any other reward option permitted upon prior approval by Visa</li><li>• Air miles that are redeemable for air travel</li></ul>
	<small>ID# 0025400      Edition: Apr 2016   Last Updated: Oct 2014</small>
<b>Visa Transaction Alerts Service</b>	An optional Visa service that enables Cardholder notification of Transactions occurring on their Cards or accounts in near-real time.
	<small>ID# 0025728      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa Transaction Information</b>	Any Transaction information or data that is contained in either the VisaNet Authorization message or Clearing Record.
	<small>ID# 0025402      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa TravelMoney</b>	A card or a program through which a participant provides ATM Cash Disbursement or Point-of-Transaction (if a Visa-owned Mark appears on the card) services to Visa TravelMoney Cardholders by acting as an Issuer, an Acquirer, or both.
	<small>ID# 0025408      Edition: Apr 2016   Last Updated: Oct 2015</small>
<b>Visa Ultra High Net Worth Card – AP Region and CEMEA Region</b>	A Visa Card targeted to the high-affluent consumer that has attributes exceeding those of a Visa Infinite Card.
	<small>ID# 0029195      Edition: Apr 2016   Last Updated: Oct 2015</small>

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Visa US Common Debit Application Identifier – US Region</b>	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# 0027582      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa US Regulation II Certification Program – US Region and US Territories</b>	A certification program that enables an Issuer in the US Region or a US Territory to certify the status of its consumer debit, commercial debit, and prepaid portfolios in alignment with US Federal Reserve Board Regulation II, 12 CFR Part 235.  The program also enables an Issuer in the US Region or a US Territory to notify Visa of its compliance with the final fraud-prevention standards of the US Federal Reserve Board Regulation II, 12 CFR Part 235.  ID# 0026999      Edition: Apr 2016   Last Updated: Oct 2014
<b>Visa Utility Interchange Reimbursement Fee Program – US Region (Updated)</b>	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 Signature Business) Transaction completed at a utility Merchant assigned MCC 4900 (Utilities – Electric, Gas, Water, and Sanitary), as specified in Section 9.5.1.2, "Visa Utility Program Interchange Reimbursement Fee Qualification – US Region."
<b>Visa Worldwide Pte. Ltd.</b>	The organization operating the Visa Network in the AP Region.  ID# 0025416      Edition: Apr 2016   Last Updated: Apr 2010
<b>Visa-Owned Marks</b>	All trademarks owned by Visa.  ID# 0025216      Edition: Apr 2016   Last Updated: Oct 2015
<b>Visa/Plus ATM</b>	An ATM that: <ul style="list-style-type: none"><li>• Displays the Visa Brand Mark and the Plus Symbol</li><li>• May also display the Visa Brand Mark with the Electron Identifier</li></ul> ID# 0025368      Edition: Apr 2016   Last Updated: Apr 2010

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>VisaNet</b>	<p>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.</p>
	ID# 0025218      Edition: Apr 2016   Last Updated: Oct 2015
<b>VisaNet Access Point</b>	<p>Visa hardware or software, or other Visa-approved means of authorized access that provides access to VisaNet and is located on the premises of a Member, non-Member agent of a Member, or Merchant.</p>
	ID# 0025219      Edition: Apr 2016   Last Updated: Oct 2013
<b>VisaNet Interchange Center</b>	<p>A Visa Inc. or a Visa Europe facility that operates the VisaNet data processing systems and support networks.</p>
	ID# 0025229      Edition: Apr 2016   Last Updated: Apr 2010
<b>VisaNet Manuals</b>	<p>A suite of documents that includes:</p> <p><i>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 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; 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 &amp; Visa Electron) Processing Specifications (International); V.I.P. System SMS POS (Visa &amp; Visa Electron) Technical Specifications, Volume 1; V.I.P. System SMS POS (Visa &amp; Visa Electron) Technical Specifications, Volume 2; V.I.P. System SMS Processing Specifications (US); VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications; VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports</i></p>
	ID# 0027326      Edition: Apr 2016   Last Updated: Oct 2015

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>VisaNet Processor</b>	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# 0025230      Edition: Apr 2016   Last Updated: Oct 2011
<b>VisaNet Settlement Service</b>	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# 0025232      Edition: Apr 2016   Last Updated: Oct 2012
<b>Voice Authorization</b>	<b>Effective through 14 April 2016</b> 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.  <b>Effective 15 April 2016</b> An Approval Response obtained through interactive communication between an Issuer and an Acquirer, or their VisaNet Processors through telephone or facsimile communications.  ID# 0025417      Edition: Apr 2016   Last Updated: Oct 2015
<b>W</b>	
<b>Waiver</b>	A temporary, formal consent granted by Visa that permits a Member or Members to not comply with one or more specific rules in the Visa Rules for a specified period of time. A Waiver may include specific conditions, and may be repealed, modified, or extended at the discretion of Visa.  ID# 0026498      Edition: Apr 2016   Last Updated: Oct 2014
<b>Wire Transfer Money Order – US Region</b>	A check or money order purchased by a Cardholder from a Wire Transfer Money Order Merchant.  ID# 0025434      Edition: Apr 2016   Last Updated: Oct 2014
<b>Wire Transfer Money Order Merchant – US Region</b>	A Merchant that sells money orders by electronic funds transfer.  ID# 0025435      Edition: Apr 2016   Last Updated: Oct 2014

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Visa Core Rules and Visa Product and Service Rules

Term	Definition
<b>Wire Transfer Money Order Transaction – US Region</b>	<p>A Quasi-Cash Transaction representing the sale of a Wire Transfer Money Order for transfer to a payee (who may or may not be the Cardholder) by electronic funds transfer.</p>
	<span data-bbox="602 506 727 521">ID# 0025436</span> <span data-bbox="1059 506 1436 521">Edition: Apr 2016   Last Updated: Oct 2014</span>
<b>Workout Period</b>	<p><b>Effective through 31 December 2015</b></p> <p>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 to either:</p> <ul style="list-style-type: none"> <li>• Acquirer-level thresholds</li> <li>• High-Brand Risk Merchants, as specified in <a href="#">Section 10.5.6.1, "High-Brand Risk MCCs"</a></li> </ul> <p><b>Effective 1 January 2016</b></p> <p>As a part of the Visa Chargeback Monitoring Program (VCMP) and Visa Fraud Monitoring Program (VFMP), a 3-month remediation period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's Chargeback or Fraud Activity within acceptable levels. The Workout Period is not applicable to any of the following:</p> <ul style="list-style-type: none"> <li>• High-Brand Risk Merchants, as specified in <a href="#">Section 10.5.6.1, "High-Brand Risk MCCs"</a></li> <li>• Merchants that exceed the excessive Chargeback or Fraud Activity thresholds</li> <li>• Merchants that are escalated to the VCMP high-risk program or the VFMP high-risk program if Visa determines that the Merchant's activities may cause undue harm to the goodwill of the Visa system</li> </ul>
	<span data-bbox="602 1467 727 1484">ID# 0025701</span> <span data-bbox="1059 1467 1436 1484">Edition: Apr 2016   Last Updated: Oct 2015</span>
<b>Workout Period – US Region</b>	<p><b>Effective through 31 December 2015</b></p> <p>Either:</p> <ul style="list-style-type: none"> <li>• 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</li> </ul>

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Term	Definition
	<ul style="list-style-type: none"><li>• 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</li></ul> <div style="background-color: #e6f2ff; padding: 5px; display: flex; justify-content: space-between;"><span>ID# 0025439</span><span>Edition: Apr 2016   Last Updated: Oct 2015</span></div>
X	
No glossary terms available for X.	<div style="background-color: #e6f2ff; padding: 5px; display: flex; justify-content: space-between;"><span>ID# 0025513</span><span>Edition: Apr 2016   Last Updated: Apr 2010</span></div>
Y	
No glossary terms available for Y.	<div style="background-color: #e6f2ff; padding: 5px; display: flex; justify-content: space-between;"><span>ID# 0025514</span><span>Edition: Apr 2016   Last Updated: Apr 2010</span></div>
Z	
Zero Floor Limit	A Floor Limit with a currency amount of zero. <div style="background-color: #e6f2ff; padding: 5px; display: flex; justify-content: space-between;"><span>ID# 0025441</span><span>Edition: Apr 2016   Last Updated: Oct 2014</span></div>

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