



AN 7108 Increasing the Fraud Notification Service Chargeback Counter

Type:

Switching release announcement

Audience:

Acquirer
Issuer
Processor
Network enablement partner

Region:

Global

Brand:

Mastercard®
Debit Mastercard®
Maestro®
Cirrus®

Product or service:

Fraud

Release:

23.Q4

Action indicator:

Program or service requirement: acquirer
Attention warranted (program/service-related): issuer
Testing recommended: acquirer, issuer

System:

Clearing
Single Message System

Published:

6 June 2023

Effective:

7 November 2023

Executive overview

Mastercard is increasing the Fraud Notification Service (FNS) Chargeback Counter limit from 15 to 35.

Effective date details

Date	Details
7 November 2023	Dual Message System (Clearing) and Single Message System

Customer benefit

Issuers will benefit from increased chargeback opportunities when attempting to recover fraud losses.

Acquirers and issuers will benefit from increased fraud reporting and intelligence for customer-facing products and services.

What Mastercard is doing

Mastercard will increase the Fraud Notification Service Chargeback Counter limit from 15 to 35 fraud chargebacks.

Background

The Fraud Notification Service Chargeback Counter was created to help issuers manage fraud. It limits the number of fraud chargebacks an issuer can submit for each unique combination of a primary account number (PAN), PAN expiration date, and token and virtual card number (VCN).

The FNS:

- Gives the acquirer the total number of fraud-related chargebacks the issuer submitted for the same PAN.
- Will block fraud-related chargebacks if the Fraud Notification Service Chargeback Counter limit is exceeded or the Authorization approval date is greater than FNS date.
- Places the total chargeback count in the Fraud Notification Service Chargeback Counter subfield within the Fraud Notification Information field of the chargeback message.

Version history

Each customer must determine the impact on its operations.

Date	Description of change
6 June 2023	Added Other media to Related documentation
18 April 2023	Initial publication date

Customer impact

This section provides high-level information about customer impact. Refer to the Enhancements section for more details.

Program or service requirement: acquirer

Acquirers should prepare their system to receive up to 35 fraud-related chargebacks for each FNS unique combination. Fraud-related chargebacks exceeding FNS limit will be blocked.

Attention warranted (program/service-related): issuer

Issuers will be able to submit up to 35 fraud-related chargebacks for each FNS unique combination.

Testing recommended: acquirer, issuer

Mastercard recommends testing for acquirers and issuers to support this release announcement.

Transaction message flow impact

The manner in which a customer is connected to Mastercard determines the group of message flows that apply and the transaction message types they send or receive within that group. Customers can interface to the Mastercard Dual Message System, Single Message System, or both, as applicable. This announcement affects the message flows marked in the Transaction message flow impact table.

Transaction message flow impact

Acquirer to Mastercard	Mastercard to issuer	Impacted
Dual Message System	Dual Message System	√
Dual Message System	Single Message System	√
Single Message System	Single Message System	√
Single Message System	Dual Message System	√

Examples of message types within the Dual Message System and Single Message System are:

- Authorization Request/0100 and First Presentment/1240 messages
- Financial Transaction Request/0200 and Financial Transaction Advice/0220 messages

Enhancements

Mastercard will introduce changes to support this announcement.

Dual Message System (Clearing)

Mastercard will change the Fraud Notification Service Chargeback Counter limit to 35 as noted in the Application notes section of (PDS) 0200 (Fraud Notification Date), subfield 2 (Fraud Notification Service Chargeback).

Single Message System

Mastercard will change the Fraud Notification Service Chargeback Counter limit to 35 as noted in the Application notes section Data Element (DE) 48 (Additional Data), subelement 19 (Fraud Notification Information), subfield 2 (Fraud Notification Service Chargeback).

Related documentation

Information relevant to this release announcement can be found in the documents available on Mastercard Connect™. Mastercard updates manuals with necessary changes after release implementation. Depending on timing, information provided in this release announcement may not be reflected in a manual until it is updated.

Announcements

Refer to *AN 7207 Revised Standards for Fraud Notification Service* for more information.

Reference manuals

For information about the current state of Mastercard processing refer to the:

- *Chargeback Guide*
- *IPM Clearing Formats*
- *Single Message System Specifications*

Other media

Statements made in videos presented at the Customer Technical Conference are current when the video was recorded. Videos are currently available only for those announcements presented at the Customer Technical Conference. Mastercard may update announcements without updating the corresponding video. Refer to the most recent version of the announcement for the most up-to-date information.

[AN 7108 Increasing the Fraud Notification Service Chargeback Counter](#), Customer Technical Conference, May 2023

Platform impact

The Platform impact table lists the impact of this announcement. For items that are marked √ (Yes), details are available in the corresponding topics.

Platform impact

Topic	Dual Message System (Authorization)	Dual Message System (Clearing)	Single Message System
Message flows			
Message layouts			

Topic	Dual Message System (Authorization)	Dual Message System (Clearing)	Single Message System
Data element definitions		√	√
IPM MPE			
Interchange			
CAB programs, descriptions, and associated MCCs			
Edits			
Error numbers			
Alternate processing			
Interchange compliance			
Pricing and fees			
Reports			
Bulk files			
Forms			
Quarterly Mastercard reporting			
Transaction Investigator			
SAFE			
Single Message Transaction Manager			
250-byte Batch Data File			
80-byte Financial Institution Table File			

Clearing

Mastercard will introduce changes to the Clearing Platform to support this announcement.

IPM data element and private data subelement definitions

Mastercard will update data elements or private data subelement definitions to support this announcement.

PDS 0200 (Fraud Notification Information)

PDS 0200 (Fraud Notification Information) contains the additional data necessary to provide acquirers with the date of the second fraud-related chargeback and an accurate count of total fraud-related chargebacks for the account.

Subfield 2 (Fraud Notification Service Chargeback Counter)

Subfield 2 (Fraud Notification Service Chargeback Counter) contains the total number of fraud-related chargebacks processed for the account to date (including the current chargeback).

Application notes

- The FNS reply for Fraud Notification Service Chargeback Counter is greater than the Fraud Notification Service Chargeback Counter limit of 35 in aggregate for the previously mentioned, fraud-related chargeback

reason codes will result in error number 2802 (INELIGIBLE CHARGEBACK REJECT REASON CODES 'FNS COUNTER EXCEEDED').

Single Message System

Mastercard will introduce changes to the Single Message System to support this announcement.

Single Message System data element definitions

Mastercard will update data elements to support this announcement.

DE 48 (Additional Data)

DE 48 (Additional Data) is reserved for use based on product type.

Subelement 19 (Fraud Notification Information)

DE 48, subelement 19 contains the data necessary to provide acquirers with the date of the second fraud-related chargeback, as well as an accurate count of total fraud-related chargebacks related to the same PAN and expiration date.

Subfield 2 (Fraud Notification Service Chargeback Counter)

Subfield 2 contains the total number of fraud-related chargebacks processed for the same PAN and expiration date (including the current chargeback).

Application notes

- The FNS reply for the Fraud Notification Service Chargeback Counter is greater than the Fraud Notification Service Chargeback Counter limit of 35 in aggregate for the previously mentioned fraud-related chargeback reason code: DE 44, Debit Mastercard Error Code 0250 (FNS Counter Exceeded).

Applicable to customers in Brazil

The Central Bank of Brazil participant consultation and the resulting outcome is only applicable to customers in Brazil.

Central Bank of Brazil participant consultation

Pursuant to Article 28 of Resolution 150/21 of the Central Bank of Brazil, participants of Mastercard payment schemes in Brazil may provide formal comments regarding this announcement within 21 days of its publication. Complete this [form](#) to provide feedback.

This announcement is subject to the approval of the Central Bank of Brazil.

Questions regarding the participant consultation or the regulatory approval process may be directed to our regulatory communication channel at regulatoriobr@mastercard.com.