**Visa fraud protection safeguards your credit and debit cards**

With Visa, you can shop online with the soothing certitude that everything is done to protect you. Whether checking out online, in the supermarket or while abroad on holiday, you can enjoy the moment knowing that every payment is secure thanks to our technology. It keeps you stay safe from fraudsters and prevents unauthorised users from using your Visa.

But should your personal details fall into the wrong hands, or should your card be used fraudulently, we can help you put things right and try to get your money back.

**How does Visa Secure work?**

Imagen que contiene Gráfico de burbujas

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“Visa Secure” guarantees the security of all your online payments thanks to an identity recognition technology.

Visa Secure helps banks confirm you actually are the person making online purchases with your Visa card. This service helps making online shopping more secure by preventing the unauthorised usage of your Visa card.

When you pay with Visa your personal details are protected. You could get your money back if things go wrong, and enjoy peace of mind even when a purchase doesn’t measure up, if the seller won’t refund you, or should a scam leave you out of pocket.

**In addition to protection offered by applicable local law, benefit from our Zero Liability Policy:**

Our Zero Liability Policy guarantees\* that you cannot be held responsible for any unauthorised payment made with your card or card details. Your Visa card is protected against loss, theft, and usurped identity, be it online or offline.

Logotipo, Icono

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**Monitor your account**

Keep track of all your account's transactions on your device and lets you report any suspicious payment to your bank or card provider immediately.

Imagen que contiene Interfaz de usuario gráfica

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**Quick resolution**

Our Zero Liability policy allows you, subject to the terms and conditions applicable with the prevailing regulations, to have your bank or card provider refund any unauthorised payment. In many cases, this is done immediately, while the fraudulent transaction is still under investigation by your card provider.

**Do you think you're a victim of online fraud?**



Here are the first and most urgent things to do:

* Contact your bank immediately to block your card.
* Complete the necessary procedures with your bank.
* Report the theft/loss or your card to the competent authorities, when applicable.