



GLB 10348.2 Safeguarding Customer Change Requests Updates

Type:

Bulletin announcement

Category:

Operations

Audience:

Acquirer
Issuer
Network enablement partner
Processor

Region:

Global

Brand:

Mastercard®

Action indicator:

Informational

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24 June 2025

Effective:

24 June 2025

Executive overview

Mastercard previously announced it was safeguarding customer change requests on dates associated with high transaction volumes by implementing an enhanced evaluation and approval process.

Effective date details

Date	Details
24 June 2025	All transaction volume dates are effective.

Customer benefit

Customers may benefit from an increase in oversight and partnership, regarding implementing changes required on high transaction volume dates.

What Mastercard is doing

Mastercard is evolving our strategy and practices to protect all stakeholders and partners we serve and support by implementing an enhanced evaluation and approval process for customers that desire to make production changes during periods of high transaction volumes to further to continue to improve network operations during these periods.

To safeguard Mastercard customers during high transaction volume timeframes, Mastercard is implementing an enhanced production change request process on the following dates listed.

High transaction volume Dates

Date	Time
24 November 2025	00:00 - 23:59 Coordinated Universal Time (UTC)
27 November 2025	00:00 - 23:59 UTC
28 November 2025	00:00 - 23:59 UTC
29 November 2025	00:00 - 23:59 UTC
30 November 2025	00:00 - 23:59 UTC
1 December 2025	00:00 - 23:59 UTC
6 December 2025	00:00 - 23:59 UTC
13 December 2025	00:00 - 23:59 UTC
20 December 2025	00:00 - 23:59 UTC
24 December 2025	00:00 - 23:59 UTC
25 December 2025	00:00 - 23:59 UTC
26 December 2025	00:00 - 23:59 UTC
27 December 2025	00:00 - 23:59 UTC
31 December 2025	00:00 - 23:59 UTC
1 January 2026	00:00 - 23:59 UTC

If a change is required on a date listed in the table, customers should contact their account management team, Customer Implementation Services, or Global Customer Service for more guidance and support.

Version history

Date	Description of change
24 June 2025	Updated High transaction volume Dates table dates and times
27 August 2024	Initial publication date

Questions

Customers with questions about the information in this bulletin announcement should contact Global Customer Service using the contact information on the Technical Resource Center.