Visa Core Rules and Visa Product and Service Rules



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Visa is committed to providing our partners and interested parties with greater insight into Visa's operations. As part of our effort, we are pleased to provide access to the latest edition of the *Visa Core Rules and Visa Product and Service Rules,* which govern participation of our financial institution clients in the Visa system.

To protect cardholders and merchants and maintain the integrity of the Visa system, we have omitted proprietary and competitive information, as well as certain details from the rules relating to the security of the network.

Any regional or country-specific rules within the *Visa Core Rules and Visa Product and Service Rules* apply only to the operations of financial clients within the relevant region or country, and any rules marked with the name of a region(s) or country(ies) are applicable to financial institutions operating in that region(s) or country(ies) only.

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If you have questions about Visa's rules, please *contact us*.

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Summary of Changes

Summary of Changes since the 14 October 2023 Visa Core Rules and Visa Product and Service Rules

This section provides an overview of all the changes that have been made to the *Visa Core Rules and Visa Product and Service Rules* since its last publication. Changes are listed by region and then alphabetically.

In addition to the changes detailed in the table below, editorial revisions have been made to ensure consistency and clarity and to delete obsolete or redundant language, and most effective dates older than 6 months have been deleted.

Global or Multi-Regional | AP | Canada | CEMEA | Europe | LAC | US

Region(s)	Change Overview
Global or Multi-Regional Changes	
Global	**Account Name Inquiry (ANI) and Address Verification Service (AVS)** **Effective 18 October 2024 and 11 April 2025** **Rule(s) impacted:** *Section 7.3.6.1, Decline Response Prohibition for Missing Card Verification Value 2 (CVV2), ID# 0029985* *Section 7.3.11.2, Account Verification Processing – Issuer Requirements, ID# 0031047* *Section 7.3.11.3, Account Verification Processing – Acquirer Requirements, ID# 0031048* *Section 10.12.1.2, Address Verification Service (AVS) Issuer Requirements – AP, Canada, Europe, and US Regions, ID# 0004679* *Section 10.12.1.5, Address Verification Service (AVS) Acquirer Requirements – Europe and US Regions, ID# 0031044* *Section 10.12.2.1, Account Name Inquiry Issuer Requirements – AP, Canada, Europe, LAC, and US Regions, ID# 0030972* *Section 10.12.2.2, Account Name Inquiry Acquirer Requirements – Canada, Europe, and US Regions, ID# 0030973* *Section 10.12.3.1, Card Verification Value Issuer Requirements, ID# 0008133*

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Region(s)	Change Overview
	Section 10.12.3.2, Card Verification Value 2 (CVV2) – Acquirer Processing Requirements, ID# 0030124 *Section 10.12.3.7, Card Verification Value 2 (CVV2) Issuer Processing Requirements, ID# 0031045* *Section 10.12.3.8, Card Verification Value (CVV) – Acquirer Processing Requirements, ID# 0031046* *Token, ID# 0029108*
Global	**Acquirer Assignment of a Unique Card Acceptor Identification (CAID) for Each Merchant, Payment Facilitator, or Staged Digital Wallet** **Effective 20 July 2024** **Rule(s) impacted:** *Section 5.3.1.3, Acquirer Assignment of Unique Card Acceptor Identification (CAID) Number, ID# 0031049* *Section 5.3.1.4, Acquirer Requirements for Contracting with Payment Facilitators, ID# 0026435* *Section 5.3.3.1, Staged Digital Wallet – Acquirer Requirements, ID# 0029535*
Global	**Acquiring Identifier Licensee, Licensee, and BID Glossary Revisions** **Effective 20 January 2024** **Rule(s) impacted:** *Acquiring Identifier Licensee, ID# 0030644* *BID, ID# 0031043* *Licensee, ID# 0024780*
Global	**Business Payment Solution Providers Acquirer Requirements** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.12.2.1, Acquirer Requirements for Business Payment Solution Providers, ID# 0030064*
Global	**Client Directory Data Submission Updates**

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Region(s)	Change Overview
	Effective 22 February 2024 **Rule(s) impacted:** *Section 2.1.4.2, Client Directory Data Submission, ID# 0007725* *Client Directory, ID# 0030015* *Directory Manager, ID# 0031040* *My Organization's Contacts, ID# 0030655* *Primary Center Manager, ID# 0031041* *Senior Officer, ID# 0031042*
Global	**Consumer Bill Payment Service (CBPS) New Merchant Category Codes (MCCs)** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.12.1, Acquirer Requirements for Consumer Bill Payment Service Providers, ID# 0030635*
Global	**Consumer Lending Business Entity Issuance Requirements for Business to Business (B2B) Transactions** **Effective 15 January 2024** **Rule(s) impacted:** *Section 4.13.4.3, Consumer Lending Business Entity Issuance Requirements, ID# 0031037* *Consumer Lending Business Entity, ID# 0031038* *Qualifying Merchant, ID# 0031039*
Global	**Digital Currency and Non-Fungible Token (NFT) Acceptance Policy Enhancements and New Ramp Provider Program Launch** **Effective 13 April 2024** **Rule(s) impacted:** *Section 1.5.1.1, Acquirer Jurisdiction and Restriction of Cross-Border Acquiring, ID# 0008552*

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Region(s)	Change Overview
	Section 1.5.7.1, Transaction Deposit Conditions, ID# 0002981 *Section 1.5.7.2, Acquirer Payments to Card Acceptors, ID# 0008850* *Section 1.10.2.1, Acquirer Integrity Risk Requirements, ID# 0026376* *Section 1.10.5.1, High-Integrity Risk Acquirer Requirements, ID# 0026383* *Section 5.1.1.1, Provision of Required Merchant Information, ID# 0026460* *Section 5.3.1.6, Additional Sponsored Merchant Requirements for Payment Facilitators, ID# 0030892* *Section 5.3.2.1, Assignment of Digital Wallet Operator, Marketplace, or Ramp Provider Location, ID# 0029139* *Section 5.3.2.2, Qualification as a Marketplace, Merchant, Payment Facilitator, Digital Wallet Operator, or Ramp Provider, ID# 0030076* *Section 5.3.3.2, Digital Wallet Operator Requirements, ID# 0030711* *Section 5.3.4.6, Ramp Provider Acquirer Requirements, ID# 0031031* *Section 5.3.5.1, Required Additional Content of Ramp Provider Agreement, ID# 0031033* *Section 5.8.4.1, Merchant Website Requirements, ID# 0008635* *Section 5.8.7.1, Aggregated Transaction Merchant Requirements, ID# 0002906* *Section 5.8.18.1, Online Gambling Merchant and Acquirer Requirements, ID# 0002474* *Section 5.8.18.3, Disbursement of Gambling Winnings to a Cardholder, ID# 0002958* *Section 5.9.2.3, Required Transaction Receipt Content for Specific Transaction Types, ID# 0028052* *Section 7.4.7.1, Digital Wallets – Transaction Processing Requirements, ID# 0030712* *Section 7.4.16.1, Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements, ID# 0030883* *Section 11.5.2, Use of Compelling Evidence, ID# 0030221* *Section 11.7.5.3, Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes, ID# 0030254*

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Region(s)	Change Overview
	Section 11.10.2.2, Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights, ID# 0030314 *Section 11.10.2.3, Dispute Condition 13.1: Merchandise/Services Not Received – Invalid Disputes, ID# 0030315* *Section 11.10.2.5, Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements, ID# 0030317* *Section 11.10.2.6, Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Response Processing Requirements, ID# 0030318* *Section 11.10.4.1, Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons, ID# 0030325* *Section 11.10.4.2, Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights, ID# 0030326* *Section 11.10.4.3, Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Invalid Disputes, ID# 0030327* *Section 11.10.4.6, Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Response Processing Requirements, ID# 0030330* *Conversion Affiliate, ID# 0031034* *Dynamic Currency Conversion (DCC), ID# 0024574* *High-Integrity Risk Conversion Affiliate, ID# 0031035* *High-Integrity Risk Ramp Provider, ID# 0031032* *Ramp Provider, ID# 0031030*
Global	**Digital Goods Merchant Monitoring Sunset under the Visa Fraud Monitoring Program (VFMP)** **Effective 14 November 2023** **Rule(s) impacted:** *Section 10.4.5.1, Visa Fraud Monitoring Program (VFMP), ID# 0029288*
Global	**Installment Transactions Clarification** **Effective through 12 April 2024**

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Region(s)	Change Overview
	Rule(s) impacted: *Section 5.8.11.1, Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials, ID# 0029267*
Global	**Issuer Requirements to Support Enciphered Offline PIN** **Effective 25 January 2025 and 12 January 2030** **Rule(s) impacted:** *Section 4.1.19.3, Issuer Requirements to Support Enciphered Offline PIN, ID# 0031073* *Section 4.1.19.17, Cardholder Verification Method Preferences, ID# 0008186*
Global	**Member Fee Responsibility Clarifications for Third Party Agents** **Effective 13 April 2024** **Rule(s) impacted:** *Section 10.2.2.6, Member Requirements for Third Party Agents, ID# 0025909*
Global	**New Authorization Response Code Introduced** **Effective 13 April 2024** **Rule(s) impacted:** *Section 7.3.6.3, Use of Authorization Response Codes, ID# 0030640*
Global	**Original Credit Transactions (OCTs) Deposit-Only Account Number Cards** **Effective 13 April 2024** **Rule(s) impacted:** *Section 8.4.2.2, Original Credit Transactions – Conditions for Use of a Deposit-Only Account Number, ID# 0006983*
Global	**Partial Authorization Service Requirements** **Effective 13 April 2024** **Rule(s) impacted:** *Section 7.3.9.1, Partial Authorization Service – Acquirer Requirements, ID# 0002515*

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Region(s)	Change Overview
	Section 7.3.9.2, Automated Fuel Dispenser Partial Authorization Merchant Requirements, ID# 0002520 *Section 7.3.9.3, Partial Authorization Service Acquirer Participation – Canada Region, ID# 0029230* *Section 7.3.9.4, Partial Authorization Service – Issuer Requirements, ID# 0029818* *Section 7.3.9.5, Partial Authorization Service Merchant Participation, ID# 0031005*
Global	**Pass-Through Digital Wallet Requirements Clarifications** **Effective 13 April 2024** **Rule(s) impacted:** *Section 4.1.20.1, Pass-Through Digital Wallet Requirements, ID# 0029534*
Global	**Payment Card Industry (PCI) Software Security Framework (SSF) Standards Introduced** **Effective 13 April 2024** **Rule(s) impacted:** *Section 1.10.4.1, Account and Transaction Information Security Requirements, ID# 0002228* *Section 5.3.1.1, Required Content of Payment Facilitator Agreement or Digital Wallet Agreement, ID# 0026431* *Visa Supplemental Requirements List, ID# 0028043* *Account Information Security Program, ID# 0024215* *Payment Card Industry (PCI) Software Security Framework (SSF), ID# 0024935*
Global	**Tap to Own Device Requirements** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.6.1.1, Acceptance Device Requirements, ID# 0028045* *Section 7.4.9.1, Tap to Cardholder-Owned Device – Acquirer Requirements, ID# 0031074*

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Region(s)	Change Overview
	Acceptance Device, ID# 0029278 *Card-Absent Environment, ID# 0024362* *Card-Present Environment, ID# 0024363* *Face-to-Face Environment, ID# 0024643* *Mobile Acceptance Device – Europe Region, ID# 0029729* *Mobile Payment Acceptance Solution, ID# 0027382* *Mobile Payment Device, ID# 0026785* *Tap to Phone Solution, ID# 0031003* *Unattended Cardholder-Activated Terminal (UCAT), ID# 0025720*
Global	**Tap to Phone Updates and Additional Use Cases for Contactless-Only Deployment** **Effective 9 November 2023** **Rule(s) impacted:** *Section 5.6.2.3, Deployment of Contactless-Only Acceptance Devices, ID# 0026670* *Visa Supplemental Requirements List, ID# 0028043*
Global	**Visa Flexible Credential (VFC) Renamed to Visa Installment Credential (VIC)** **Effective 21 December 2023** **Rule(s) impacted:** *Section 4.1.1.17, Visa Installment Solutions (VIS) Issuer Requirements – CEMEA and Europe Regions, ID# 0030978* *Section 4.1.8.2, Virtual Account Issuer Requirements, ID# 0001645* *Section 4.1.14.2, Emergency Cash Disbursement and Emergency Card Replacement Provision Requirements, ID# 0002626* *Section 4.1.14.4, Provision of Emergency Services to Cardholders Requirements, ID# 0004081* *Section 4.37.1.1, Visa Installment Credential – Issuer Requirements, ID# 0030961*

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Region(s)	Change Overview
	Visa Installment Credential, ID# 0030962
AP Canada CEMEA LAC US	**Partial Authorization Service Requirements Added for Account Funding Transactions (AFTs)** **Effective 13 April 2024 and 19 October 2024** **Rule(s) impacted:** *Section 7.3.9.6, Partial Authorization Service for Account Funding Transactions – Issuer Requirements – Canada, CEMEA, LAC, and US Regions, ID# 0031023* *Section 7.3.9.7, Partial Authorization Service for Account Funding Transactions – Acquirer Requirements – Canada, CEMEA, LAC, and US Regions, ID# 0031024*
AP CEMEA Europe US	**Visa Flexible Credential (VFC) New Visa Supplemental Requirement (VSR) for Issuer Participation Requirements** **Effective 13 April 2024** **Rule(s) impacted:** *Visa Supplemental Requirements List, ID# 0028043*
Europe US	**Guide Connect Rules Sunset** **Effective 14 November 2023**
Asia-Pacific Region-Specific Changes	
AP	**Partial Authorization Expansion Update for Account Funding Transactions (AFTs)** **Effective 13 April 2024** **Rule(s) impacted:** *Section 7.3.9.6, Partial Authorization Service for Account Funding Transactions – Issuer Requirements – Canada, CEMEA, LAC, and US Regions, ID# 0031023* *Section 7.3.9.7, Partial Authorization Service for Account Funding Transactions – Acquirer Requirements – Canada, CEMEA, LAC, and US Regions, ID# 0031024*
AP (Australia, Hong Kong, India, Indonesia, Japan, Malaysia, Maldives New Zealand, Philippines,	**Mobility and Transport Transaction Requirements in Select Countries** **Effective 20 July 2024** **Rule(s) impacted:**

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Region(s)	Change Overview
Republic of Korea, Singapore, Taiwan, Thailand, Vietnam)	*Section 5.8.19.2, Mobility and Transport Transaction Requirements, ID# 0030050*
AP (India)	**Processing Timeframe Updates for Domestic Transactions in India** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.7.4.7, Transaction and Processing Timeframes, ID# 0031022*
AP (Japan)	**Alternative Product Requirements for Visa Gold Cards and Visa Platinum Cards** **Effective 31 March 2024** **Rule(s) impacted:** *Section 4.4.3.1, Visa Gold Card Product Requirements – AP Region (Australia, Japan), ID# 0029987*
AP (Nepal)	**Processing Timeframe Updates for Domestic Transactions in Nepal** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.7.4.7, Transaction and Processing Timeframes, ID# 0031022* *Section 11.8.3.1, Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Reasons, ID# 0030270* *Section 11.8.3.4, Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Time Limit, ID# 0030273*
Canada Region-Specific Changes	
Canada	**Visa Installment Solutions (VIS)** **Effective 12 April 2025** **Rule(s) impacted:** *Section 5.8.10.1, Visa Installment Solutions (VIS) Acquirer Requirements – Canada, CEMEA, and Europe Regions, ID# 0030979*
Canada	**Visa Secure Issuer Requirements**

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Region(s)	Change Overview
	Effective 12 April 2025 **Rule(s) impacted:** *Section 10.16.2.5, Visa Secure Issuer Participation Requirements, ID# 0030903* *Section 10.16.2.6, Visa Secure Issuer Requirements – Canada Region, ID# 0031070*
Central and Eastern Europe, Middle East and Africa Region-Specific Changes	
CEMEA	**Visa Commercial Cards Data Provision Requirements** **Effective 30 September 2024, 30 September 2025, and 30 September 2026** **Rule(s) impacted:** *Section 4.13.1.1, Visa Commercial Card Issuance Requirements, ID# 0003173* *Visa Commercial Format (VCF), ID# 0031050* *Visa Intellilink Data Solutions Simplified Format (VIDS SF), ID# 0031051*
CEMEA (Afghanistan, Algeria, Armenia, Azerbaijan, Belarus, Benin, Bouvet Island, Bosnia and Herzegovina, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo [Brazzaville], Cote d'Ivoire, Democratic Republic of the Congo, Djibouti, Equatorial Guinea, Eritrea, Eswatini, Ethiopia, Gabon, Gambia, Guinea, Guinea-Bissau, Iraq, Lesotho, Liberia, Libya, Mali, Mauritania, Mauritius, Moldova, Montenegro, Morocco, Namibia, Niger,	**Secure Credential Framework for Issuers Expanded to Select Countries** **Effective 13 April 2024, 19 October 2024, and 25 January 2025** **Rule(s) impacted:** *Section 4.1.17.1, Visa Token Service (VTS) Issuer Participation Requirements, ID# 0029515*

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Region(s)	Change Overview
Nigeria, North Macedonia, Saint Helena, Ascension, and Tristan da Cunha [including Gough Island], Sao Tome and Principe, Senegal, Serbia, Sierra Leone, Somalia, South Sudan, Sudan, Tanzania, Togo, Tunisia, Turkmenistan, Uganda, Uzbekistan, Western Sahara, Yemen, Zimbabwe)	
CEMEA (Albania, Bahrain, Bosnia and Herzegovina, Egypt, Jordan, Kosovo, Kuwait, Montenegro, Morocco, North Macedonia, Oman, Pakistan, Qatar, Saudi Arabia, Serbia, United Arab Emirates)	**Visa Token Service Push Provisioning Requirements in Select Countries** **Effective 19 October 2024, 12 April 2025, and 18 October 2025** **Rule(s) impacted:** *Section 4.1.17.1, Visa Token Service (VTS) Issuer Participation Requirements, ID# 0029515*
CEMEA (Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Moldova, North Macedonia, Serbia, Ukraine)	**Contactless Acceptance Requirements for ATMs in Select Countries** **Effective 18 April 2026 and 14 April 2029** **Rule(s) impacted:** *Section 5.6.2.2, Contactless Acceptance Requirements – AP, CEMEA, Europe, and LAC Regions, ID# 0031004*
CEMEA (Azerbaijan, Bahrain, Jordan, Oman)	**Visa Installment Solution (VIS) Expansion in Azerbaijan, Bahrain, Jordan, and Oman** **Effective 12 April 2025 and 18 October 2025** **Rule(s) impacted:** *Section 4.1.1.17, Visa Installment Solutions (VIS) Issuer Requirements – CEMEA and Europe Regions, ID# 0030978*

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Region(s)	Change Overview
	Section 5.8.10.1, Visa Installment Solutions (VIS) Acquirer Requirements – Canada, CEMEA, and Europe Regions, ID# 0030979
CEMEA (Bahrain, Belarus, Jordan, Kazakhstan, Kuwait, Morocco, Oman, Pakistan, Qatar, Saudi Arabia, Ukraine, United Arab Emirates)	**Secure Credential Framework for Acquirers and Merchants in Select Countries** **Effective 19 October 2024, 12 April 2025, 18 October 2025, and 18 April 2026** **Rule(s) impacted:** *Section 5.8.4.9, Click to Pay Acceptance Requirements – CEMEA Region, ID# 0031060* *Section 5.8.11.1, Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials, ID# 0029267*
CEMEA (Bahrain, Kuwait, Oman, Qatar, South Africa, Ukraine, United Arab Emirates)	**Click to Pay Card Enrollment Issuer Requirements in Select Countries** **Effective 12 April 2025 and 24 October 2026** **Rule(s) impacted:** *Section 4.1.16.1, Click to Pay – Card Enrollment, ID# 0026989* *Visa Supplemental Requirements List, ID# 0028043*
CEMEA (Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates)	**Visa Account Updater (VAU) Issuer Requirements in Select Countries** **Effective 19 October 2024** **Rule(s) impacted:** *Section 8.6.1.1, Issuer Use of Visa Account Updater, ID# 0029869*
CEMEA (Domestic Tanzania)	**Dispute Resolution Process Time Limit for Domestic Tanzania** **Effective for Disputes processed on or after 1 February 2024** **Rule(s) impacted:** *Section 11.2.2, Dispute Resolution Process – Dispute Category 10 (Fraud) and 11 (Authorization), ID# 0030212* *Section 11.2.3, Dispute Resolution Process – Dispute Category 12 (Processing Errors) and 13 (Consumer Disputes), ID# 0030213*
CEMEA (Kuwait, Oman, Qatar, Saudi Arabia,	**Transaction Fraud Prevention Issuer Requirements in Select Countries** **Effective 19 October 2024**

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Region(s)	Change Overview
United Arab Emirates)	**Rule(s) impacted:** *Section 10.12.5.1, Visa Provisioning Intelligence Participation – CEMEA Region, ID# 0031059* *Section 10.13.1.1, Visa Advanced Authorization and Visa Risk Manager Participation, ID# 0008446*
CEMEA (Nigeria)	**Floor Limits Changes and Introduction of Visa Easy Payment Service (VEPS) Limits in Nigeria** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions, ID# 0027503*
CEMEA (Oman, Qatar, Saudi Arabia, United Arab Emirates)	**Visa Infinite Business Launch in Oman, Qatar, Saudi Arabia, and United Arab Emirates** **Effective 9 November 2023** **Rule(s) impacted:** *Section 4.1.1.14, Marketing Materials for Visa Products, ID# 0029988* *Section 4.18.3.3, Visa Infinite Business Cardholder Notification and Complaints – AP, Canada, CEMEA, Europe, and US Regions, ID# 0029245* *Section 4.38.1.1, Visa Infinite Business Card Spending Limits – CEMEA Region, ID# 0031055* *Section 4.38.3.2, Visa Infinite Business Card Digital Services – CEMEA Region, ID# 0031054* *Section 4.38.4.1, Visa Infinite Business Card Features and Benefits – CEMEA Region, ID# 0031056*
Europe Region-Specific Changes	
Europe	**Application Program Interface Usage** **Rule(s) impacted:** *Section 7.2.3, Application Programming Interface Usage – Europe Region, ID# 0031061*

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Region(s)	Change Overview
Europe	**Click to Pay** **Effective 18 October 2024 and 18 April 2025** **Rule(s) impacted:** *Section 4.1.16.1, Click to Pay – Card Enrollment, ID# 0026989* *Visa Supplemental Requirements List, ID# 0028043*
Europe	**Consumer Choice Rules and Requirements** **Effective 1 May 2024** **Rule(s) impacted:** *Section 1.4.2.1, BINs and Account Numbers on Cards, ID# 0003196* *Section 1.5.4.5, Selection of Payment System – AP (Australia), Europe, and US Regions, ID# 0002868* *Section 4.1.6.8, Affinity/Co-Branded Card Transaction Processing, ID# 0027370* *Section 4.1.9.6, Cards that Support Multiple Payment Schemes – Issuer Requirements – Europe Region, ID# 0029615* *Section 5.8.4.6, Electronic Commerce Merchant Requirements to Support Consumer Choice – Europe Region, ID# 0031057* *Section 12.3.6.1, Cardholder Choice of Payment Scheme or Payment Application Non-Compliance Assessments – Europe Region, ID# 0030948* *Visa Supplemental Requirements List, ID# 0028043*
Europe	**Partial Authorization Service Requirements** **Effective 13 April 2024** **Rule(s) impacted:** *Section 7.3.9.1, Partial Authorization Service – Acquirer Requirements, ID# 0002515* *Section 7.3.9.4, Partial Authorization Service – Issuer Requirements, ID# 0029818* *Section 7.3.9.5, Partial Authorization Service Merchant Participation, ID# 0031005*

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Region(s)	Change Overview
Europe	**Visa Advanced Authorization (VAA) and Visa Risk Manager (VRM) Mass Enablement for Card-Absent Environment Transactions** **Effective 24 June 2024** **Rule(s) impacted:** *Section 10.13.1.1, Visa Advanced Authorization and Visa Risk Manager Participation, ID# 0008446* *Section 10.19.1.1, Issuer Requirements Relating to Fraud Detection Systems – Europe Region, ID# 0029605*
Europe	**Visa Alias Directory Service Expansion** **Effective 12 April 2025** **Rule(s) impacted:** *Section 7.3.13.1, Visa Alias Directory Service – Europe Region, ID# 0031007*
Europe	**Visa Fleet Cards Automated Fuel Dispenser (AFD) Limit Increase** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.7.3.7, Automated Fuel Dispenser Requirements, ID# 0030939* *Section 7.4.3.2, Automated Fuel Dispenser Transaction Issuer Requirements – AP Region (Australia, Malaysia, New Zealand) and Europe Region, ID# 0029982* *Visa Fleet Card, ID# 0025317*
Europe	**Visa Platinum Business and Visa Infinite Business Requirements** **Effective 14 October 2024** **Rule(s) impacted:** *Section 4.16.1.5, Visa Platinum Business Card Rewards Program – Europe Region, ID# 0030696* *Section 4.16.3.5, Visa Platinum Business Card Minimum Spend Requirement – Europe Region, ID# 0030693* *Section 4.16.3.6, Visa Platinum Business Card Issuance Requirements – Europe Region (France), ID# 0030082*

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Region(s)	Change Overview
	Section 4.16.4.4, Visa Platinum Business Card Core Features – Europe Region, ID# 0030694 *Section 4.16.4.5, Visa Platinum Business Card Customer Service Requirements – Europe Region, ID# 0030695* *Section 4.18.2.1, Visa Infinite Business Card Customer Service Requirements – Europe Region, ID# 0030701* *Section 4.18.3.7, Visa Infinite Business Card Issuer Rewards Program Requirements – Canada and Europe Regions, ID# 0029544*
Europe	**Visa Provisioning Intelligence Service Enrollment** **Rule(s) impacted:** *Section 10.12.5.2, Visa Provisioning Intelligence Service – Europe Region, ID# 0031071* *Visa Provisioning Intelligence Service – Europe Region, ID# 0031072*
Europe (Cyprus, Czech Republic, Greece, Malta, Netherlands, Norway, Romania)	**Domestic ATM Access Fees Allowed in Select Countries** **Effective 13 April 2024** **Rule(s) impacted:** *Section 6.4.1.1, Domestic ATM Access Fees, ID# 0007996*
Europe (Estonia, Latvia)	**Floor Limit When Online Connectivity Unavailable for Essential Merchants in Estonia and Latvia** **Effective 1 January 2025, 1 July 2025** **Rule(s) impacted:** *Visa Supplemental Requirements List, ID# 0028043*
Europe (Liechtenstein, Switzerland)	**EMVI Issuance Sunset in Liechtenstein and Switzerland** **Effective 19 October 2024** **Rule(s) impacted:** *Section 4.1.19.44, Chip Card Issuing Requirements – Europe Region (Liechtenstein, Switzerland), ID# 0030008*
Europe (Poland)	**Visa Mobile Introduced in Poland**

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Region(s)	Change Overview
	Effective 19 October 2024 **Rule(s) impacted:** *Section 4.1.23.1, Visa Mobile Issuer Requirements – Europe Region (Poland), ID# 0031027* *Section 5.8.4.8, Visa Mobile Acquirer and Payment Facilitator Requirements – Europe Region (Poland), ID# 0031028* *Visa Mobile, ID# 0031026*
Europe (Switzerland)	**Update to Visa Central Travel Account Issuance Requirements** **Effective 13 April 2024** **Rule(s) impacted:** *Section 4.13.1.9, Visa Central Travel Account – Issuance Requirements, ID# 0026396*
Latin America and Caribbean Region-Specific Changes	
LAC (Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Bermuda, Bonaire, Sint Eustatius and Saba, British Virgin Islands, Cayman Islands, Curacao, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Sint Maarten, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos Islands)	**Visa Easy Payment Service (VEPS) Limits Updated in Select Caribbean Countries** **Effective 13 April 2024** **Rule(s) impacted:** *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions, ID# 0027503*
LAC (Argentina)	**Cash-Back Transactions Processing Requirements in Argentina** **Effective 13 April 2024** **Rule(s) impacted:**

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Region(s)	Change Overview
	Section 5.7.4.7, Transaction and Processing Timeframes, ID# 0031022 *Section 5.8.1.4, Cash-Back Requirements, ID# 0002971*
LAC (Argentina)	**Domestic Visa Easy Payment Service (VEPS) Limits in Argentina** **Effective 28 February 2024** **Rule(s) impacted:** *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions, ID# 0027503*
LAC (Colombia)	**Issuer Requirements to Evaluate Each Transaction for Card-Absent Environment Transactions in Colombia** **Effective 12 April 2024** **Rule(s) impacted:** *Section 1.7.4.1, Issuer Requirement to Evaluate Each Transaction, ID# 0029326*
US Region-Specific Changes	
US	**There are no changes specific to this region in this publication.**

ID# 0031036 **Edition: Apr 2024 | Last Updated: New**

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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 and Provisioning – Logical Security Requirements*).

ID# 0020308 **Edition: Apr 2024 | Last Updated: Apr 2017**

Writing Conventions

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…"

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- 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.

ID# 0020313 Edition: Apr 2024 | Last Updated: Apr 2016

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 2024 | 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 *Visa Core Rules and Visa Product and Service Rules*
Last Updated	The month/year in which the rule was last changed

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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, conflicts will be resolved in the following order of precedence:

- Visa Charter Documents
- Visa Core Rules
- Published domestic rules within the Europe Region (if applicable)
- *Visa International Travelers Cheque Operating Regulations* (if applicable)
- *V PAY Core Rules and V PAY Product and Service Rules* (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, Visa Europe Operating Regulations,* other operating regulations or rules, extension documents, 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.

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1.1.1.2 Applicability of Processing Rules – Europe Region

In the Europe Region: A Member is not subject to or bound by processing rules in the *Visa Core Rules and Visa Product and Service Rules* where it is indicated that such processing rules do not apply to a Member.

A Member is subject to all applicable rules set out in the *Visa Europe Operating Regulations – Processing* for:

- Interregional Transactions processed through Visa systems
- Intraregional Transactions and Domestic Transactions processed through Visa systems, if the Member has elected to use Visa as its Visa Scheme Processor

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1.1.1.3 Compliance with Laws and Regulations

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, anti-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 for each country in which the Member operates. Each Member is also responsible for ensuring that any of its affiliates, subsidiaries, parent companies, 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 applicable to each country in which its affiliates, subsidiaries, parent companies, third-party agents, Merchants, and other appointed agents operate. 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 in each country in which the Member operates.

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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1.1.1.6 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

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purpose without the express written permission of Visa.

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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1.1.1.7 Restricted Use of Visa Systems and Services

Any entity that accesses or uses a Visa system and/or service must both:

- Restrict its use of the Visa system and/or service to purposes expressly approved by Visa
- Comply with Visa requirements and documentation for system and/or service access and use

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1.1.1.8 Provision of Updates and Support for Visa Products and Services

Unless otherwise specified in the Visa Rules or agreed in a separate written agreement, Visa has no obligation to provide replacements, updates, upgrades, modifications, or any other support and maintenance for any Visa products or services.

In the event any updates are made available to Members or if Visa requires a Member to make system changes, the Member must do all of the following:

- Respond to and implement, as specified by Visa, the updates or system changes required by Visa
- Ensure that its agreements with Cardholders, Merchants, Visa-approved manufacturers, Third-Party Personalizers, and agents allow for the implementation of updates or system changes required by Visa
- Include in its agreements with Cardholders, Merchants, Visa-approved manufacturers, Third-Party Personalizers, and agents the Member's obligation to inform the contracted entity, in a timely manner, of any major updates or system changes implemented by Visa or the Member

The updates shall be deemed part of the Visa products or services and subject to the applicable terms and conditions under the Visa Rules.

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1.1.1.9 Restriction on Use of Visa Materials

Unless otherwise expressly permitted in the Visa Rules, a Member must not, and must not permit or enable others to, do any of the following:

- Use or make copies, in whole or in part, of any aspect of any software, software development kits, APIs, documentation, tools, or other materials provided to the Member in connection with a Visa product, service, and/or program
- Disclose or distribute any Visa materials or any implementations thereof
- Reverse engineer, decompile, disassemble, or otherwise attempt to obtain the underlying ideas, algorithms, structure, or organization of any Visa product or service, or any component thereof, except to the extent that any of the foregoing are not permitted to be restricted under applicable laws or regulations
- Attempt to defeat, avoid, bypass, remove, deactivate, or otherwise circumvent any software protection or security mechanisms in any Visa product or service, or any related component
- Alter or remove any copyright, trademark, trade name, patent, or other proprietary rights notice, legend, symbol, or the like appearing on or in any Visa materials

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1.1.1.10 Countries and Territories in Visa Regions

The Visa Regions are comprised of the countries and/or territories listed below.

Table 1-1: Asia-Pacific Region

Countries/Territories
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; Mainland 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;

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Table 1-1: Asia-Pacific Region (continued)

Countries/Territories
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

Countries/Territories
Canada

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

Countries/Territories
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; Eswatini; Ethiopia; Gabon; Gambia; Georgia; Ghana; Guinea; Guinea-Bissau; Iran; Iraq; Jordan; Kazakhstan; Kenya; Kosovo; Kuwait; Kyrgyzstan; Lebanon; Lesotho; Liberia; Libya; Madagascar; Malawi; Mali; Mauritania; Mauritius; Moldova; Montenegro; Morocco; Mozambique; Namibia; Niger; Nigeria; North Macedonia; Oman; Pakistan; Qatar; Rwanda; Saint Helena, Ascension, and Tristan da Cunha (including Gough Island); Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Seychelles; Sierra Leone; Somalia; South Africa; South Sudan; State of Palestine; Sudan; Syria; Tajikistan; Tanzania; Togo; Tunisia; Turkmenistan; Uganda; Ukraine; United Arab Emirates; Uzbekistan; Western Sahara; Yemen; Zambia; Zimbabwe

Table 1-4: Europe Region

Countries/Territories
Andorra; Austria; Bear Island; Belgium; Bulgaria; Channel Islands; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Faroe Islands; Finland (including Aland Islands); France (including French Guiana, Guadeloupe, Martinique, Mayotte, Reunion, Saint Barthelemy, Saint Martin); Germany; Gibraltar; Greece; Greenland; Hungary; Iceland; Republic of Ireland; Isle of Man; Israel; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal (including Azores, Madeira); Romania; San Marino; Slovakia; Slovenia; Spain (including Canary Islands, Ceuta, Melilla); Sweden; Switzerland; Türkiye; United Kingdom; Vatican City

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Table 1-5: Latin America and Caribbean Region

Countries/Territories
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; Falkland Islands; Grenada; Guatemala; Guyana; Haiti; Honduras; Jamaica; 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; U.S. Virgin Islands; Uruguay; Venezuela

Table 1-6: US Region

Countries/Territories
United States of America

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1.1.1.12 Visa Canada Member Responsibilities – Canada Region

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

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1.1.1.13 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.

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.

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All Members are required, on an annual basis, to submit to Visa by 31 January of each year, an officer's *Attestation of Compliance*, confirming its compliance with the Code.

Visa may require periodic reviews to oversee and monitor compliance with the Code of Conduct and will provide Members with a minimum of 30 calendar days' notice of such reviews.

A Member that fails to submit a completed officer's *Attestation of Compliance* or to provide Visa with information required due to the review 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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1.1.1.14 Visa U.S.A., Inc. Member Responsibilities – US Region

In the US Region: A 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. An 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.

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1.1.1.15 Obligation to Comply with Code of Conduct – Europe Region (Germany)

In the Europe Region (Germany): A Member must comply with the Code of Conduct (Verhaltenscodex).

An Acquirer must provide to its Merchants documentation outlining the relationship between the Acquirer and the Merchant, which does not replace the written contract between the Acquirer and Merchant.

An Acquirer must submit annually to Visa the following data:

- Number of newly acquired Merchants
- Number of closed Merchant accounts

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1.1.2 Local, Domestic, and Regional Rules and Private Agreements

1.1.2.3 Transaction Country Rules

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.

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

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1.1.3 Waivers

1.1.3.1 Waivers to the Visa Rules

A Member that cannot comply with a rule or requirement in the Visa Rules must submit a Waiver request to Visa via its Visa representative.

If the Member cannot comply due to applicable laws or regulations that contravene the Visa Rules, Visa may require proof of the specific laws or regulations, in English or accompanied by a certified English translation.

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

Each Waiver granted by Visa is unique, may include specific conditions, and is 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 may repeal, amend, extend, or revoke any Waiver upon Notification to the Member.

An approved Waiver extension request will incur an assessment, as specified in *Section X*.

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1.1.4 Operating Certificates

1.1.4.1 Operating Certificate Filing

A Member, Sponsored Member, or Non-Member Administrator must submit a complete and accurate Operating Certificate that includes all Transaction volume specified by Visa, including

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Domestic Transactions (including On-Us Transactions), International Transactions, and Transactions that are not processed through VisaNet, as applicable.

If a Member has a foreign Branch with an active Visa Program and/or an additional license, the Member must submit a separate Operating Certificate for the foreign branch Transaction volume and/or additional license Transaction volume.

A Sponsored Member must do one of the following:

- Include its volume within its Sponsor's total volume on the Operating Certificate[1]
- With prior Visa permission, submit its own Operating Certificate

The Member or Non-Member Administrator must use the currency and exchange rate provided by Visa in the Operating Certificate tool.

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.

[1] 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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1.1.5 Confidentiality

1.1.5.1 Visa Confidential and Visa Restricted Materials – Member Responsibilities

A Member and its affiliates must comply, and must ensure that its Merchants and Agents comply, with all of the following:

- Maintain Visa Confidential and Visa Restricted information in strict confidence
- Not disclose any Visa Confidential or Visa Restricted information, unless expressly permitted or required by Visa
- Store and handle Visa Confidential and Visa Restricted information in such a way as to prevent unauthorized disclosure
- Take reasonable measures to protect Visa Confidential and Visa Restricted 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 Visa Restricted information, as follows:

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  - For information labeled or otherwise designated as Visa Restricted, 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 Restricted – Personal Data, 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 or Visa Restricted information only to those employees with specific need to know
- Immediately upon Visa request, return to Visa, or destroy, originals and all copies of any Visa Confidential or Visa Restricted information in any medium and, if required by Visa, certify that it has done so
- Notify Visa immediately in the event that the Member becomes legally compelled to disclose any Visa Confidential or Visa Restricted information and, if legally required to disclose any Visa Confidential or Visa Restricted information, only disclose that portion that it is legally required to disclose
- Process and transfer personal data (whether or not it is classified as Visa Confidential or Visa Restricted information) in accordance with the Visa Rules and applicable laws or regulations

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1.1.5.2 Confidentiality of VisaNet Information

Information regarding VisaNet is proprietary and Visa Confidential. A Member and its Merchants and agents 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
- Prohibited from using these systems for any purpose not authorized in the Visa Rules

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1.1.5.3 Use or Disclosure of Confidential Information

A Member must not use any Visa confidential or proprietary information for any purpose other than to operate its Visa Program as reasonably contemplated under the Visa Rules, unless expressly permitted in writing and in advance, or required by Visa. A Member must not publish, disclose, convey, or distribute to any person or organization, or use for filing patents, any Visa confidential or

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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 directly related to the Member's Visa Program
  - The third party does not compete with 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*.

Unauthorized use or disclosure of Visa Confidential information by a Member, or by a third party to whom a Member has disclosed Visa Confidential Information, in connection with any patents or patent applications grants to Visa a fully paid-up, royalty-free, worldwide, irrevocable license to exercise all rights under that patent, including the right to grant and authorize sublicenses.

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1.1.5.4 Confidentiality of Visa Systems Information

A Member, VisaNet Processor acting on behalf of a Member, Merchant or its agent, or Visa Direct Connect Merchant[1] must take appropriate action to ensure that its employees or agents with access to VisaNet or related documentation comply with all of the following:

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- 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, Merchant or its agent, or Visa Direct Connect Merchant[1] must not disclose any confidential information of Visa or its subsidiaries to a non-Member.

[1] In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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1.1.5.5 Visa Disclosure of Confidential Member Information

Visa and its subsidiaries will not disclose to any third party any confidential, proprietary matters of any Member including, but not limited to, documents, ideas, products, and data, other than for any of the following:

- 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
- Disclosure with the consent of the Member
- Disclosure of data that is aggregated so as not to disclose the data of any single Member
- Other disclosure that is in accordance with applicable laws or regulations

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1.1.5.6 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:

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- 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 right, title, and interest in and to and ownership of Visa technology, products, and services (including the intellectual property embodied within, 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. No intellectual property rights are or shall be considered assigned by Visa to a Member under the Visa Rules.

A Member or any other party 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, or in connection with a Visa Innovation Center engagement, except for Merchant- or Member-supplied data or equipment.

ID# 0007727 Edition: Apr 2024 | Last Updated: Oct 2020

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, Marketplaces, Sponsored Merchants, Payment Facilitators, or Digital Wallet Operators, including by inspecting the premises and auditing the books, records, and procedures of the Member, agent, Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, or Digital Wallet Operator to ensure that it is complying with the Visa Charter Documents, Visa Rules, and applicable brand and security

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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 Card that includes all security features
- In addition, in the Europe Region:
  - Require a Visa Commercial Card Issuer to impose an obligation on its agents and any other entities that participate in the Issuer's multinational programs to permit Visa to audit those agents and other entities
  - Require a Merchant Agreement with a Merchant that sells Prepaid Cards to allow Visa to audit the records and procedures of the Merchant

A Member must cooperate fully, and ensure that its agent, Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, or Digital Wallet Operator 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 Right to Use Patents Relating to Visa Tokenization Services

In partial consideration for participation in or use of Visa tokenization services, a Member and its affiliates grant Visa a fully paid-up, royalty-free, worldwide, non-exclusive, irrevocable, non-terminable license and covenant not to sue (and not to assist or provide consent to sue) under patents to make, have made, use, offer for sale, sell, import, and otherwise provide Visa tokenization services (or any portion thereof) and to practice any method, process, or procedure in connection therewith. The Member and its affiliates grant and extend the foregoing license and covenant not to sue to Visa tokenization service participants, users, business partners, contractors, agents, processors, and service providers and hereby irrevocably covenant not to rely upon or refer to the Visa

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tokenization service or any portion, functionality, or other characteristics thereof in any assertion or allegation of patent infringement (direct or indirect) or to assist or provide consent to do so.

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1.1.6.5 Right to Use Member Feedback

Visa does not wish to receive any feedback (including comments, ideas, suggestions, submissions, data, information, changes, adaptations, alterations, corrections, updates, upgrades, improvements, enhancements, extensions, or implementations relating to Visa products or services or other Visa technology, or in connection with a Visa Innovation Center engagement or a Member's use of Visa Innovation Center services) unless Visa is free to commercialize such feedback generally for the benefit of all Members, customers, and partners. A Member is not obligated to provide or develop any feedback. However, if a Member or any of its affiliates provides or develops any feedback, then Visa and Visa affiliates shall have and are granted the right to use, disclose, distribute, make, reproduce, or commercialize generally for itself and others, and otherwise exploit any feedback and related intellectual property rights.

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1.1.6.6 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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1.1.6.7 Right to Request Cards

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

Upon written request, an Issuer must both:

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

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1.1.6.8 Visa and Members' Rights to Use General Skills or Knowledge

Neither a Member nor Visa (including their affiliates) will be restricted with respect to general skills or knowledge acquired by its employees or any ideas, information, or understandings retained in their unaided human memory, or in each connection with the use of, offering of, or participation in any processing, product, program, service, specification, standard, software, hardware, or firmware referenced in the Visa Rules or created, supplied, required, licensed, or approved by Visa, provided that this shall not be construed as providing any right or license to use or disclose any Cardholder data or Visa interfaces, service guides, specifications, or other technical documentation provided by Visa. The right to use or exploit this information does not include any license to patents or patent applications.

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1.1.7 Use of VisaNet

1.1.7.1 Non-Assignable Right to Use VisaNet

A Member's, VisaNet Processor's, or Visa Direct Connect Merchant's[1] right to use VisaNet is not assignable and its duties are non-delegable without prior written consent from Visa. However, a Member or Visa Direct Connect Merchant[1] may use a non-Member VisaNet Processor that has executed and delivered to Visa a *VisaNet Letter of Agreement*.

A VisaNet Processor or Visa Direct Connect Merchant[1] 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 Direct Connect 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.

[1] In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

ID# 0003081 **Edition: Apr 2024 | Last Updated: Oct 2019**

1.1.8 Liabilities and Indemnifications

1.1.8.1 Taking Responsibility

Each 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 Core Rules and Visa Product and Service Rules*, and ensuring that its

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Visa programs comply with all applicable legal and regulatory requirements. Each Member shall Indemnify Visa for and against Claims and Liabilities arising out of or in connection with its issuance of Visa products and acquiring of Merchants, and broadly disclaims liability against Visa for such activities.

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1.1.8.2 Member Participation in Visa Network

A Member understands that Visa provides a network and desires to provide programs, products, and services to enable partners, end users, and other participants to benefit widely from the network. In exchange for participation in and benefits resulting from such programs, products, and services, a Member agrees not to (and not to authorize, assist, or encourage others to) assert against Visa, its affiliates, their contractors, agents, and service providers working on their behalf to provide such Visa programs, products, and services, or other participants, any patent infringement claim involving any activity regarding the program, products, services, and associated materials provided by Visa.

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1.1.8.24 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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1.1.8.25 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 regional client information questionnaire 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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1.1.8.30 Member Responsibility for Agents – Europe Region

In the Europe Region: A Member must include in its agreements with its respective agents a term that provides that the Member is responsible for the acts or omissions of the agents.

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1.1.8.55 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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1.1.8.56 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 an Issuer. 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 Card is identified

In the Europe Region: There is no time limit on a Member's right to reassign liability to the Issuer.

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1.1.8.57 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:

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

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1.1.8.58 Liability for Push-to-Account Original Credit Transactions (OCTs)

Visa shall only be liable for the loss or misdirection of funds for push-to-account Original Credit Transactions if such loss or misdirection is solely attributable to Visa, subject to the limitations on Visa's liability set out in the *Visa Core Rules and Visa Product and Service Rules*. Visa shall not be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages, or any loss of revenue, profits or business, failure to realize anticipated savings or benefits, costs of delay, costs of lost or damaged data or documentation, loss of goodwill, loss of opportunity or time, or Claims or Liabilities to third parties, all whether in contract, strict liability or tort (including negligence), and regardless of whether Visa knew or had reason to know of the possibility of the loss, injury, or damage in question. For the avoidance of doubt, Visa shall have no liability for any action or omission of downstream actors including, but not limited to, partners, providers, banks, clearing networks, banking systems, and/or processing schemes.

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1.2 Licensing and Numerics Management

1.2.1 Licensing – General Membership

1.2.1.1 BIN and Acquiring Identifier Use and Jurisdiction

A BIN Licensee or an Acquiring Identifier Licensee or a BIN Licensee's or Acquiring Identifier Licensee's Sponsored Member must use a BIN or an Acquiring Identifier only:

- For programs and activity as agreed and licensed by Visa
- As specified by Visa requirements and procedures for licensing and use
- In a country in which the BIN Licensee or Acquiring Identifier Licensee is licensed

A BIN or an Acquiring Identifier is licensed for use in a single country, except as specified for the following:

- Visa Multinational Program
- Visa Prepaid program
- International Airline Program
- In the Europe Region: A Member that has passported its license to a Host Country in line with EU passporting legislation

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Visa will recover a BIN or an Acquiring Identifier that remains uninstalled in Visa systems for 12 months after its assignment.

In the Europe Region (European Economic Area [EEA]): A Card with more than one payment scheme, issued or reissued on or after 23 April 2022, must be issued on a BIN specific to that co-badged program and be licensed by Visa.

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1.2.1.3 Prohibition of BIN or Acquiring Identifier Sale or Exchange

A BIN Licensee or an Acquiring Identifier Licensee must not sell, rent, or exchange any BIN or Acquiring Identifier. In the event of a portfolio sale or merger, the BIN Licensee or Acquiring Identifier Licensee is responsible for notifying Visa.

ID# 0001238 Edition: Apr 2024 | Last Updated: Oct 2019

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.

ID# 0006462 Edition: Apr 2024 | Last Updated: Oct 2014

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

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written request, Visa will both:

- 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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1.3.2 General Use of Marks

1.3.2.1 Visa Program Marks List

The Visa Program Marks include:

- **Effective through 31 October 2023** 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 Use and Protection of the Visa-Owned Marks

The Visa-Owned Marks must appear exactly as specified 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 or generate a Visa-Owned Mark.

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1.3.2.3 Restricted Use of the Visa-Owned Marks

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

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- 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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1.3.2.4 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 By-Laws* 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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1.3.2.5 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" (including the Visa-owned Marks) 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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1.3.2.6 National Organization Use of Visa Name

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A National Organization established in compliance with Article XVI of the *Visa International Certificate of Incorporation and By-Laws* may use "Visa" as part of its corporate legal name and identity, as provided in the Visa Rules.

In the Europe Region: A National Organization established in compliance with the *Visa Europe Limited Membership Regulations* must not use "Visa" or any of the Visa-Owned Marks as part of its corporate legal name and identity, unless Visa had granted consent to do so before 1 October 2007.

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1.3.2.7 "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 or Mark 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

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1.3.2.8 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, Visa Card Product, or Visa Program, except as otherwise permitted in the Visa Rules.

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1.3.2.9 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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1.3.2.11 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 to indicate the availability of Visa Program services and other Card services
- The Visa Brand Name on a check

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1.3.2.12 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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1.3.2.13 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 Integrity Risk

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, Visa Secure, 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.

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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.

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1.3.3.4 Integrity Risk 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 sexual abuse materials
  - Incest
  - 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 Visa Integrity Risk Program.

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1.3.4 Marketing, Promotion, and Advertising Materials

1.3.4.1 Visa Review of Brand, Sponsorship, and Marketing Materials

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

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- Proposed designs for all form factors intended for use in Visa payments in a physical or digital form.[1,2] 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.[3] 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[4] (including all offers, solicitations, promotions, and communications that include any Visa-Owned Marks or Visa-branded products), 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 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

In the US Region: A 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

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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.

[1] Visa in its discretion may retain and use digital design art provided by a Member in connection with the Member's participation in a Visa-sponsored or Visa-owned service. Visa may also provide this digital design art to a Token requestor to display enrolled Cards in a digital wallet application or to an Acquirer, a VisaNet Processor, or a Visa Scheme Processor that participates in the Visa Digital Commerce Program (VDCP) or to a Token Requestor or Token Service Provider that participates in the Visa Digital Enablement Program (VDEP).

[2] In the Europe Region: An Issuer must submit a completed *Card Design Member Self-Certification Form* for the appropriate product.

[3] Not applicable to the purchase of advertising not specifically tied to the sponsorship of these events.

[4] In the AP Region: Dual Payment Card Marketing is not allowed for Visa Infinite Business Cards and Visa Ultra High Net Worth Cards.

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1.3.4.2 Member Identification

A Member must identify itself by city[1] 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.

[1] In the Europe Region: This does not apply.

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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.

In the Europe Region: An Issuer that issues Cards within the European Economic Area may, with the agreement of Visa, use non-Visa-Owned Marks on a Card, including competitive Marks, alongside a Visa-Owned Mark.

In the US Region: A 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 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 Card, as specified in *Section 3.2.3.3, Use of Other Marks – US Region and US Territories*.
- The PULSE Mark may appear on the back of a Visa Check Card or a Debit Card if the Issuer processes Non-Visa Debit Transactions.

In the US Region: A Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than 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.

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1.3.4.5 Restricted Use of Other Marks

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.[1]

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.[2,3]

Except for the Account Number, a Card must not bear any number or device, whether embossed, printed, etched, encoded, or otherwise affixed, that is used for international payment purposes. This does not apply to a Card issued inside the European Economic Area (EEA) that bears another number, payment application, payment device, or payment scheme to initiate a transaction at a Merchant Outlet inside the EEA. In the Europe Region, an Issuer must notify Visa of its intention to issue such a Card.

A Member must not use the Marks of a non-Visa general purpose payment card network on a Card without prior written consent from Visa.[3]

A Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than 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.

[1] In the Europe Region: This does not apply to a Member located in the European Economic Area (EEA), which may use a non-Visa-owned Mark that is as prominent as the Visa Brand Mark to indicate acceptance within the EEA.

[2] In the Canada Region: This does not apply to Cards bearing the Mark of the Interac Association.

[3] In the US Region and US Territories: This does not apply to US Covered Visa Debit Cards.

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1.3.4.6 Prohibited Use of Competitive Trade Name or Mark

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

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- Any Trade Name or Mark that identifies or is associated with any entity, or its subsidiaries or affiliates, deemed competitive by Visa,[1,2] including:
  - American Express Company
  - Discover Financial Services[3]
  - Mastercard Worldwide (including Maestro)[4]
- Any Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark

[1] In the US Region and US Territories: This does not apply for US Covered Visa Debit Cards.

[2] In the Europe Region: This does not apply to Cards issued within the European Economic Area.

[3] In the US Region: This does not apply for Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

[4] In the LAC Region, US Region: This does not apply to certain Cards bearing the Cirrus Wordmark.

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1.4 Issuance

1.4.1 Issuance Conditions

1.4.1.1 Offer/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 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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1.4.1.3 New Card Program Third-Party Brand Requirement

A Member must ensure that a new Card program that contains a third-party brand complies with the Affinity/Co-Brand requirements specified in the *Visa Product Brand Standards*.

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1.4.1.4 General Member Card Program Requirements – Canada Region

In the 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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1.4.2 Account Numbers

1.4.2.1 BINs and Account Numbers on Cards

BIN and Account Number structures embossed, encoded, or printed on a Card

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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 and Currency Conversion Fee Disclosure

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:

- A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Transaction, which rate may vary from the rate Visa receives
- The rate mandated by a government or governing body in effect for the applicable Transaction[1]

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.

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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

In the CEMEA Region: In addition, an 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 both:

- Specific fees and charges to be assessed to the Cardholder, where appropriate, including all of the following:
  - Annual fee
  - ATM Cash Disbursement fee
  - Fee for additional statement copies
  - Interest rate(s), if applicable
  - Late payment fee
  - Manual Cash Disbursement fee
  - PIN replacement charge
- The 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

[1] 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 Required Data on Cardholder Billing Statement

An Issuer must include on the Cardholder billing statement all of the following:

- The data transmitted in the Clearing Record that both:
  - Identifies one of the following, as applicable:
    - The Merchant
    - The Sponsored Merchant and its Payment Facilitator

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- The Digital Wallet Operator and retailer

– Enables the Cardholder to contact the Merchant[1]

- The Issuer name, in a prominent position
- In the Europe Region (United Kingdom): The Airline Ticket Identifier, where it has been provided in the Merchant name field of the Clearing Record

[1] In the Europe Region: The Clearing Record for an Intraregional Recurring Transaction must contain either an Electronic Commerce Merchant's website address in the Merchant name field or, for all other Merchants, an internationally accessible telephone number in the Merchant city field.

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1.4.3.4 Cardholder Signature on Card

When an Issuer issues or reissues a Card that has a signature panel, 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

In the US Region: An 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:

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- Non-Reloadable Prepaid Card
- 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. In the Europe Region, an Issuer will be subject to a non-compliance assessment if it does not issue PINs to at least 75% of its Cardholders, or, if it did not issue a PIN, notify those Cardholders that they may select their own PINs, 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
- Select Stand-In Processing Issuer options pertaining to a Transaction for which a PIN is used. In the Europe Region, an Issuer must communicate these options to Visa.
- 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 Transactions

An Issuer is responsible for any Transaction approved or declined by Stand-In Processing (STIP).

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1.4.4.4 Issuer Credit Transaction Posting

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: 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: An Issuer must post a Credit Transaction Receipt to a Cardholder's account:

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- For Credit Cards, within 3 business days from the Settlement date
- For Visa Check Cards, within 1 business day of Settlement, unless circumstances or account history warrant a delay
- For Prepaid Cards, within 1 business day of Settlement, unless circumstances or account history warrant a delay

Effective 20 January 2024 If an Original Credit Transaction (OCT) is used for a Credit Transaction, an Issuer must comply with the funds availability requirements, as specified in the *Visa Direct Original Credit Transaction (OCT) – Global Implementation Guide*.

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1.4.4.5 VisaNet Issuer Billing Currency Selection Requirements

An Issuer must ensure that the Billing Currency designated in VisaNet is the same currency in which the Cardholder is debited[1] 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.[2]

[1] The Billing Currency designated in VisaNet must match the currency of the underlying account or source of funds.

[2] This does not apply to Cards enabled with the Visa Multi-Currency Solution, travel Prepaid Cards (including Visa TravelMoney), or Cards issued through the Visa Multinational Program.

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1.4.4.6 Cardholder Account Currency

Any non-fiat currency funds must be converted to a fiat currency before deposit into a Cardholder account linked to a Visa Card. Conversion of non-fiat currency funds must be carried out in accordance with applicable laws and regulations in the country of issuance.

The Issuer must receive Visa approval before implementing a Visa Program linked to a Cardholder account that accepts deposited funds that were previously converted from a non-fiat currency.

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1.4.6 Zero Liability

1.4.6.1 Zero Liability

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

The limitation of liability does not apply to the following:

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

The Issuer may increase the amount of the Cardholder's liability for unauthorized 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.

In the Europe Region: In addition, the Issuer may increase the amount of the Cardholder's liability for unauthorized Transactions if the Issuer reasonably determines, based on substantial evidence, that the Cardholder is proven to have participated in the Transaction.

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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

An Acquirer must accept and submit Transactions into Interchange only from Digital Wallet Operators, Merchants, Marketplaces, Ramp Providers,[1] and Sponsored Merchants within that Acquirer's jurisdiction.[2]

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:

- A Member licensed in another jurisdiction may accept Transactions from a Merchant Outlet in another country upon receiving Visa's approval.

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- The Merchant is an Airline[3] or an on-board service provider contracted by the Airline[4] and the Acquirer maintains the relationship in accordance with the provisions of the International Airline Program.[5]
- 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.[4]
- In the Europe Region: An Acquirer has passported its license in line with EU passporting regulations. Where applicable, a Transaction must be deposited in the Transaction Country.

A Payment Facilitator may contract with a Sponsored Merchant[6,7] that is outside the country in which the Payment Facilitator is located[8] only if both:[2]

- The Acquirer and Sponsored Merchant are in the same country.
- Settlement to the Sponsored Merchant is performed in the Acquirer's jurisdiction via one of the following:
  - A local settlement account owned and controlled by the Payment Facilitator
  - A local settlement account owned by the Acquirer but controlled by the Payment Facilitator (for example: an "on behalf of" account)
  - Direct settlement from the Acquirer to the Sponsored Merchant

Visa reserves the right to require the Payment Facilitator to be located in the same country as the Acquirer.

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Ramp Provider may contract with a Conversion Affiliate that is outside the country in which the Ramp Provider is located. However, Visa reserves the right to require a Conversion Affiliate to be located in the same country as the Ramp Provider and Acquirer.

In the Canada Region, US Region: An Acquirer may cross-border acquire Electronic Commerce Transactions and Mail/Phone Order Transactions only as follows:

Table 1-7: Permitted Cross-Border Acquiring (Canada Region and US Region)

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

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Visa may determine, based on an evaluation of the Merchant's business structure and any other information:

- The Country of a Merchant Outlet
- Acquirer's ability to contract with such Merchant[2]

A decision by Visa is final.[2]

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

[2] In the LAC Region (Chile): This does not apply.

[3] For the purchase of travel or lodging at a travel agency, the Transaction Country is the country in which the travel agency is located.

[4] Such a Merchant may contract with an Acquirer that is licensed in the Merchant's home country, the Merchant Outlet Country, or both.

[5] The Acquirer must pay the domestic Interchange Reimbursement Fee (IRF) when entering a domestic Airline Transaction Receipt into international Settlement.

[6] The Acquirer, Payment Facilitator, and Sponsored Merchant must not be identified in any Visa risk programs (for example: Visa Dispute Monitoring Program, Visa Fraud Monitoring Program, Visa Integrity Risk Program) or have had excessive risk program violations in the 3 years before entering into a Merchant Agreement or Payment Facilitator Agreement.

[7] This does not apply to High-Integrity Risk Merchants, T&E Merchants, or Merchants that conduct Advance Payments.

[8] In the LAC Region (Brazil): 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.

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1.5.1.2 Assignment of Merchant Outlet Location

An Acquirer must assign the correct location of its Merchant's Merchant Outlet. An Acquirer must not misrepresent or alter, or allow its Merchant, or agent to misrepresent or alter, a Merchant Outlet location.

For a Card-Present Environment Transaction, the Acquirer must assign the following as the Merchant Outlet location:

Table 1-8: Allowed Merchant Outlet Locations for Card-Present Transactions

Transaction	Merchant Outlet location for that Transaction must be:
Transaction at a Merchant Outlet in a fixed location	The Location at which the Transaction is completed
In-Transit Transaction	One of the following:

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Table 1-8: Allowed Merchant Outlet Locations for Card-Present Transactions (continued)

Transaction	Merchant Outlet location for that Transaction must be:
	• The location where the journey originated • An interim or the final destination • The location of the Merchant's Principal Place of Business
Transaction at a Merchant Outlet not in a fixed location[1]	Either: • The location at which the Transaction is completed • The location of the Merchant's Principal Place of Business

For a Card-Absent Environment Transaction, the Acquirer must assign the country of the Merchant's Principal Place of Business[2] as the Merchant Outlet location. The Acquirer may assign additional Merchant Outlet locations if the Transaction is one of the following:

Table 1-9: Allowed Additional Merchant Outlet Locations for Card-Absent Transactions

Transaction	Additional Merchant Outlet location may be:
Transaction at an Airline,[2] passenger railway Merchant,[2] Cruise Line,[2] or other travel Merchant[2]	The country from which the first leg of the purchased travel originates
Transaction at a Lodging Merchant[2]	The country in which the Cardholder's stay occurs
Transaction at a Vehicle Rental Merchant,[2] taxi Merchant, or ride service Merchant	The country in which the Cardholder rents the car or the journey originates
Transaction at any other Merchant	The country in which all of the following occur,[3] as specified in the *Visa Merchant Data Standards Manual*:[4] • The Merchant has a permanent location at which the Merchant's employees or agents conduct the business activity directly related to the provision to the Cardholder of the goods or services purchased in the specific Transaction.

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Table 1-9: Allowed Additional Merchant Outlet Locations for Card-Absent Transactions (continued)

Transaction	Additional Merchant Outlet location may be:
	• The Merchant assesses sales taxes on the Transaction activity. • The location is the legal jurisdiction, for the Transaction, that governs the contractual relationship between the Merchant and the Cardholder as the purchaser of the goods or services.

If Visa disputes a Merchant Outlet location assigned by an Acquirer, the correct location of the Merchant Outlet may be determined by Visa in its sole discretion.

[1] A location (or locations) at which a Merchant completes Transactions and is not the fixed or permanent premises of the Merchant. This does not apply to a mobile Acceptance Device within a fixed Merchant Outlet.

[2] For the purchase of travel or lodging at a travel agency, the Merchant Outlet location must be the country in which the travel agency is located.

[3] In the Europe Region: An exception applies to Merchant Outlet locations within the European Economic Area.

[4] If a Card-Absent Merchant (except a travel/lodging Merchant) qualifies for one or more additional Merchant Outlet locations, the Acquirer may assign the location for a Transaction only as the location where the underlying business activity occurs for the specific Transaction (either the Principal Place of Business or a qualifying additional Merchant Outlet location).

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1.5.1.3 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
- Not misrepresenting its Merchant Outlet location or locations

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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1.5.1.4 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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1.5.1.5 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.

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1.5.1.6 Security of Payment Credentials and Payment Account References

An Acquirer must ensure all of the following:

- That the Account Number associated with a Token in a Transaction is not disclosed to the Merchant
- That a Payment Account Reference (PAR) is not stored with its associated full Payment Credential
- That a Transaction is not initiated with a PAR
- That a PAR is used only for the following:
  - Providing or managing customer service
  - Performing fraud and risk control activities
  - Supporting value-added services in which the Cardholder has opted to participate
  - Aiding compliance with applicable laws or regulations

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1.5.1.7 Authorization Rejection Based on Internal Tables

A Member must not selectively reject or decline Authorization Requests based on an internally developed table of BINs or Account Numbers.

This prohibition both:

- Includes tables developed using any table or file that includes BIN Attributes
- 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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1.5.1.8 Acquirer Rights to Provide Merchant Information

An Acquirer, a Marketplace, a Payment Facilitator, or a Digital Wallet Operator must ensure that it has all the necessary and appropriate rights under applicable laws or regulations (including any Applicable Data Protection Laws/Regulations), privacy policies, or agreements to collect, use, and disclose Merchant or retailer information (including Personal Data) to Visa.

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1.5.1.9 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 and regulations

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- 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
- Include the provisions specified in Section 3.1.1 of the *Visa Integrity Risk Program Guide*, if the Merchant is an adult content provider assigned with MCC 5967 (Direct Marketing – Inbound Teleservices 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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1.5.3 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.

An Acquirer must ensure that each of its Limited Acceptance Merchants displays the appropriate Visa-Owned Marks to indicate only the Cards that it accepts for payment in accordance with its Merchant Agreement. A Limited Acceptance Merchant must not display any Visa graphic that indicates acceptance of all Visa Cards.

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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 Honor All Cards

A Merchant must accept all Cards[1] properly presented for payment.

This does not apply to the following, where limited acceptance is permitted:

- Merchant Outlets that deploy Contactless-only Acceptance Devices, as specified in *Section 5.6.2.3, Deployment of Contactless-Only Acceptance Devices*
- Merchants that accept only Mobile Push Payment Transactions. Such Merchants must accept all Mobile Push Payment Transactions (except Cash-In and Cash-Out Transactions, which the Merchant may choose to accept)
- In the AP Region (Australia), Canada Region, US Region: Certain categories of Visa products for domestically issued Cards
- In the Europe Region: A Merchant in the European Economic Area (EEA) or United Kingdom, for certain Product Categories, as specified in *Section 1.5.4.6, Limited Acceptance Merchant Requirements – Europe and US Regions*
- In the LAC Region (Chile): A Merchant may elect which categories of Visa products to accept.

A Merchant may not refuse to accept a Visa product that is properly presented for payment (for example: a Card that is foreign-issued[2,3,4] or co-branded with the Merchant's competitor's Mark).

A Merchant may attempt to steer customers who initially present a Visa Card to an alternative method of payment, but may not do so in a manner that denies consumer choice.

A Merchant 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).

[1] Based on the technology supported by the Merchant

[2] In the AP Region (Australia), Canada Region, US Region: A Merchant may decline to accept certain categories of Visa products for domestically issued Cards.

[3] In the Europe Region: A Merchant in the European Economic Area (EEA) or United Kingdom may decline to accept certain Product Categories.

[4] In the LAC Region (Chile): A Merchant may decline to accept any Visa product for any valid Card issued by a Visa Issuer.

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1.5.4.3 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

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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.

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 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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1.5.4.4 Honor All Cards – US Region

In the US Region: A 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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1.5.4.5 Selection of Payment System – AP (Australia), Europe, and US Regions

In the AP Region (Australia): For an Electronic Commerce Merchant, 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.

In the Europe Region: At a Merchant in the European Economic Area (EEA), if a Cardholder presents a Card that is issued in the EEA and that is co-badged with another payment scheme or payment application of the same payment scheme accepted by the Merchant, the Merchant must:

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- **Effective through 30 April 2024** For an Electronic Commerce Merchant, during the sequence of pages before final checkout, display the available choice of payment schemes and/or payment applications and enable the Cardholder to make a transparent choice of payment scheme or payment application.
- **Effective through 30 April 2024** For all Chip-Reading Devices deployed on or after 1 May 2022, display on the customer-facing payment screen the available choice of payment schemes and/or payment applications and enable the Cardholder to make a transparent choice of payment scheme or payment application.
- **Effective 1 May 2024** For all Chip-Reading Devices, display on the customer-facing payment screen the available choice of payment schemes and/or payment applications consistently by their name, in plaintext, or by their logo with the same visual quality, sizing and clarity, with selection buttons or touchscreen functionality to allow a Cardholder to make a selection, without any unnecessary steps
- **Effective 1 May 2024** For Electronic Commerce,[1] contact Chip and Contactless Transactions,[1] offer a Cardholder the available choice of payment schemes and/or or payment applications in a transparent manner, by ensuring all of the following:
  - The right to choose between payment schemes and/or payment applications must be effectively communicated to a Cardholder
  - The visual presentation of the available payment schemes or payment applications must be transparent so that the Cardholder is clear of the options, and they can choose freely between the payment schemes or payment applications supported
  - The selection mechanism must be clear and simple, without any unnecessary steps, and it must allow the Cardholder to make a selection without any input from the Merchant
  - In addition, for an Electronic Commerce Merchant, during the sequence of pages before final checkout, follow all the requirements as specified in *Section 5.8.4.6, Electronic Commerce Merchant Requirements to Support Consumer Choice – Europe Region*
- **Effective 1 May 2024** Ensure a Cardholder is able to select their choice of payment scheme or payment application on a per transaction basis
- Not override the Cardholder's choice of payment scheme.

In the US Region: If a Cardholder presents a Visa Card[2] 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

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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.

[1] This includes a mobile wallet Contactless Transaction, known as mobile NFC, or an Electronic Commerce Transaction made through the wallet application.

[2] In the US Region or a US Territory: This does not apply to a US Covered Visa Debit Card.

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1.5.4.6 Limited Acceptance Merchant Requirements – Europe and US Regions

In the Europe Region, US Region: A Merchant that accepts Visa Cards may choose Limited Acceptance.

In the Europe Region: A Limited Acceptance Merchant must not discriminate between Issuers within any Product Category it accepts. If a Limited Acceptance Merchant in the European Economic Area (EEA) or United Kingdom (UK) selects to only accept certain Product Categories, then the following applies:

- If a Limited Acceptance Merchant accepts Credit Cards, the Limited Acceptance Merchant located in the EEA must accept all Credit Cards issued in the EEA or the Limited Acceptance Merchant located in the UK must accept all Credit Cards issued in the UK.
- If a Limited Acceptance Merchant accepts Debit Cards, the Limited Acceptance Merchant located in the EEA must accept all Debit Cards issued in the EEA or the Limited Acceptance Merchant located in the UK must accept all Debit Cards issued in the UK.
- If a Limited Acceptance Merchant accepts Prepaid Cards, the Limited Acceptance Merchant located in the EEA must accept all Prepaid Cards issued in the EEA or the Limited Acceptance Merchant located in the UK must accept all Prepaid Cards issued in the UK.
- A Limited Acceptance Merchant located in the EEA is not required to accept commercial Cards issued in the EEA or a Limited Acceptance Merchant located in the UK is not required to accept commercial Cards issued in the UK.

In the Europe Region: A Limited Acceptance Merchant located in the EEA must accept any valid Card issued outside the EEA and a Limited Acceptance Merchant located in the UK must accept any valid Card issued outside the UK.

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

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1.5.4.7 Limited Acceptance Notification Requirements – Europe and US Regions

In the Europe Region: An Acquirer must register with Visa each of its Limited Acceptance Merchants.

In the US Region: An Acquirer must register with Visa and provide reporting on any Merchant that elects to be a Limited Acceptance Merchant.

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1.5.4.8 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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1.5.4.9 Visa Mini Card Merchant Acceptance Requirements

A Merchant that accepts 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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1.5.4.10 Uniform Services – Acquirer Requirements

An Acquirer must both:

- Accept all Cards properly presented for payment
- Offer and render services uniformly to all Cardholders[1]

This does not apply to Contactless-only Acceptance Devices, as specified in *Section 5.6.2.3, Deployment of Contactless-Only Acceptance Devices*.

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

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1.5.4.11 Uniform Services – Merchant Requirement

A Merchant must process Transactions with all Cardholders in exactly the same manner.

This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant to a subset of Visa Cards.

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1.5.4.12 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 (for example: 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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1.5.4.13 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

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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 1.5.4.12, Discount Offer – US Region and US Territories*.

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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1.5.4.14 Incentive to Use Other Payment Method – US Region

In the US Region: A 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 1.5.4.12, 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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1.5.4.15 Credit Refund Requirements

A Merchant may establish its own credit refund policy, but must disclose it as specified in *Section 5.4.2.5, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*.

A Merchant must not:

- Accept payment from a Cardholder for the purpose of depositing funds to the Cardholder's account[1]
- 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 Prepaid Card that participates in the Visa Prepaid Load Service
- In the US Region: The loading of value to a Card that participates in Visa ReadyLink

Effective 20 January 2024 If a Merchant chooses to use a Faster Refund to deliver a Credit Transaction, the Merchant must comply with the requirements in the *Visa Direct Original Credit Transaction (OCT) – Global Implementation Guide*.

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If a Merchant provides a refund to a Cardholder for a previous purchase, the following conditions apply:

- To the extent possible, the Merchant must process a Credit Transaction[2] to the same Payment Credential as used in the original Transaction.
- If unable to process the Credit Transaction to the same Payment Credential, the Merchant may either:[3]
  - Process the Credit Transaction to a secondary Payment Credential, if available, and if a Transaction Receipt or other proof of purchase exists, and either:
    - The original Payment Credential is unavailable (account is closed, transferred, reported lost/stolen).
    - An Authorization Request for the Credit Transaction[2] to the original Payment Credential receives a Decline Response.
  - Refund the Transaction amount through alternate means (cash, check, in-store credit, or prepaid card), if any of the following conditions apply:
    - The Cardholder does not have a Transaction Receipt or other proof of purchase.
    - The customer is not the original Cardholder and is returning a gift.
    - The Cardholder claims that the Prepaid Card used for the original purchase has been discarded.
    - The Authorization Request for a Credit Transaction to the original or secondary Payment Credential receives a Decline Response.

In the AP Region (Australia, New Zealand), Canada Region, Europe Region, LAC Region (Chile), US Region, US Territory: The Merchant must refund any surcharge[4] assessed on the Transaction amount. For partial refunds, the surcharge[4] amount must be pro-rated.[3]

[1] Except a Cash-In Transaction

[2] This does not apply to a Straight Through Processing Transaction.

[3] **Effective 20 January 2024** This does not apply to a Faster Refund.

[4] In the AP Region (Australia), LAC Region (Chile): A Surcharge. In the Canada Region, US Region, US Territory: A Credit Card Surcharge.

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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 Card.

This does not apply to a European Economic Area Transaction or a Domestic Transaction accepted in the United Kingdom.

This does not apply to a Transaction initiated with a 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.

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

In the Canada Region: This does not apply to Visa Credit Card Transactions, as specified in *Section 5.5.1.8, Credit Card Surcharge Requirements – Canada, US Region, and US Territories*.

In the Europe Region: The Merchant must clearly communicate any surcharge amount to the Cardholder, and the Cardholder must agree to the surcharge amount, before the Merchant initiates the Transaction.

In the LAC Region (Chile): This does not apply to a Merchant in Chile, as specified in *Section 5.5.1.5, Surcharge Requirements – LAC Region (Chile)*.

In the US Region and US Territories: This does not apply to Credit Card Transactions, as specified in *Section 5.5.1.8, Credit Card Surcharge Requirements – Canada, US Region, and US Territories*.

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1.5.5.3 Cardholder Identification

Unless specified in the Visa Rules, a Merchant must not request Cardholder identification as a condition of purchase.

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In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Merchant that suspects fraud in a Face-to-Face Environment may request Cardholder identification. If the identification is expired or does not match the name on the Card, or if the Cardholder does not provide identification, the Merchant may decide whether to accept the Card.

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1.5.5.4 PIN Disclosure

A Merchant must not ask a Cardholder to reveal the Cardholder's PIN.

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1.5.5.5 Scrip Prohibition

An Acquirer or Merchant must not accept a Card for the purchase of Scrip, except in Sub-Saharan Africa.[1]

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

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1.5.5.6 Merchant Cash Disbursement Prohibition

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

In the AP Region (Nepal): This does not apply for a disbursement in local currency by a Merchant that is licensed to sell foreign currency.

In the CEMEA Region (South Africa): This does not apply.

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1.5.5.7 Prepaid Card Cash Redemption

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

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1.5.6 Transaction Receipts

1.5.6.1 Cardholder Verification without Final Transaction Amount

A Merchant must not require a Cardholder to perform Cardholder Verification before the final Transaction amount is entered on the Transaction Receipt or displayed to the Cardholder.

A Merchant may only perform Cardholder Verification before displaying the final Transaction amount for either:

- A Merchant that has submitted an Estimated Authorization Request or Incremental Authorization Request. This in itself does not constitute Cardholder acceptance of the final Transaction amount.
- A Merchant that uses a Visa-approved "quick Chip" processing solution, where available, only if all of the following conditions are met:
  - The Merchant's POS system automatically calculates the final amount
  - The final amount is displayed and confirmed by the Cardholder before the Merchant submits an Authorization Request[1]
  - A fully itemized Transaction Receipt is offered to the Cardholder

[1] Except at a Merchant Outlet that receives or accepts tips.

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1.5.7 Merchant Deposits

1.5.7.1 Transaction Deposit Conditions

A Merchant, Payment Facilitator, Marketplace, Digital Wallet Operator, or Ramp Provider[1] must not submit a Deposit for 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 an Advance Payment.
- The Merchant, Sponsored Merchant, Marketplace, or Digital Wallet Operator has fulfilled the conditions of its agreement with the Cardholder for an Installment Transaction, a Recurring Transaction, or an Unscheduled Credential-on-File Transaction.

A Merchant or Digital Wallet Operator must only submit a Deposit for a Transaction that it has completed with a Cardholder.

A Marketplace must only submit a Deposit for a Transaction between a Cardholder and a retailer that sells goods or services through the Marketplace.

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Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Ramp Provider must only submit a Deposit for a Transaction between a Cardholder and a Conversion Affiliate that has an agreement with the Ramp Provider.

A Payment Facilitator must not submit a Deposit for a Transaction on behalf of another Payment Facilitator, a Digital Wallet Operator that operates a Staged Digital Wallet, for person-to-person (P2P)/money transfer programs, or a Ramp Provider.[1]

In the LAC Region (Brazil): In addition, a Payment Facilitator must not submit a Deposit for a Transaction on behalf of a Marketplace.

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

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1.5.7.2 Acquirer Payments to Card Acceptors

An Acquirer must pay or credit[1] its Merchant's, Marketplace's, Sponsored Merchant's, Payment Facilitator's, Digital Wallet Operator's, or Ramp Provider's[2] account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any Credit Transactions or Original Credit Transactions, applicable discounts, Disputes, other agreed fees or Merchant reserve funds (if applicable) accumulated to guarantee the Merchant's, Sponsored Merchant's, Marketplace's, Payment Facilitator's, or Digital Wallet Operator's payment system obligations to the Acquirer.

An Acquirer may directly pay or credit[1] only:

- A Merchant
- A Payment Facilitator, on behalf of a Sponsored Merchant
- A Sponsored Merchant for its portion of the Deposit, if the Acquirer also contracts with the Payment Facilitator
- A Digital Wallet Operator
- A Marketplace
- **Effective 13 April 2024** In the AP Region, CEMEA Region, LAC Region (except Brazil), Europe Region, US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Ramp Provider

If a Payment Facilitator receives payment from an Acquirer, it must pay or credit[1] its Sponsored Merchant's account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any Credit Transactions or Original Credit Transactions, applicable discounts, Disputes or other agreed fees.

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A Marketplace must pay or credit its retailer's account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any Credit Transaction Receipts, applicable discounts, Disputes or other agreed fees.

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Ramp Provider must pay or credit its Conversion Affiliate's account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any Credit Transaction Receipts, applicable discounts, Disputes or other agreed fees.

In the LAC Region (Brazil): An Acquirer, Marketplace, Payment Facilitator, or Ramp Provider,[2] or a Staged Digital Wallet must pay or credit[1] its Merchant's, Sponsored Merchant's, or retailers' (for Marketplaces and Staged Digital Wallets), or Conversion Affiliates' (for Ramp Providers)[2] account, as specified in *Table 1-10, Payment to Merchants, Sponsored Merchants, or Retailers Accounts – Brazil*:

Table 1-10: Payment to Merchants, Sponsored Merchants, or Retailers Accounts – Brazil

Product Type	Domestic Transactions	International Transactions
Credit	No later than 32 days after the Processing Date	No later than 5 days after the Processing Date
Debit	No later than 5 days after the Processing Date	
Prepaid	No later than 5 days after the Processing Date	

[1] For funds disbursement/money transfer/P2P programs, this may be a debit.

[2] **Effective 13 April 2024** In the AP Region, CEMEA Region, LAC Region (except Brazil), Europe Region, US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

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1.5.8 Travelers Cheques

1.5.8.1 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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1.5.8.2 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 *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 Transactions through VisaNet

A Visa participant must authorize, clear, and settle messages for international Visa Transactions through VisaNet, including those resulting from the use of restricted cards outside the country of issuance, and report to Visa all domestic Visa Transactions processed outside of VisaNet.

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In the AP Region (Australia, Bangladesh, Malaysia, Philippines, Singapore, Thailand, Vietnam),[1] Canada Region, US Region: A participant must authorize, clear, and settle all Visa Transactions (except for those processed by other means approved by Visa) through VisaNet, which enhances Visa's ability to manage risks, meet consumer expectations, and provide leading fraud-protection solutions.

In the Europe Region: For International Transactions that are European Economic Area Transactions, a Member will use a Visa Scheme Processor.

[1] Exceptions apply, as specified in *Section 7.1.1.3, Required Use of VisaNet for Processing – AP Region*

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1.7.1.2 BIN and Acquiring Identifier Processing Capability

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

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1.7.2 Data Requirements

1.7.2.1 Complete and Valid Transaction Data

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 or Authorization Reversal must be the same as, or consistent with, comparable data in the Authorization Request and Authorization Response.

Effective through 12 April 2024 In the Canada Region, Europe Region, LAC Region, US Region: An Acquirer, a Merchant, a Payment Facilitator, or a VisaNet Processor that reattempts an Authorization Request following a Decline Response, as specified in *Section 7.3.6.3, Use of Authorization Response Codes*, must not intentionally manipulate any data elements from the original Authorization Request, including, but not limited to, the following:

- Acquiring Identifier
- Acquirer and Merchant country
- MCC
- POS condition code
- POS environment field

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- POS Entry Mode
- Electronic Commerce Indicator

Effective 13 April 2024 An Acquirer, a Merchant, a Payment Facilitator, or a VisaNet Processor that reattempts an Authorization Request following a Decline Response, as specified in *Section 7.3.6.3, Use of Authorization Response Codes*, must not intentionally manipulate any data elements from the original Authorization Request, including, but not limited to, the following:

- Acquiring Identifier
- Acquirer and Merchant country
- MCC
- POS condition code
- POS environment field
- POS Entry Mode
- Electronic Commerce Indicator

Merchant Outlet country data must be the same throughout the Transaction life cycle (including, but not limited to, an Authorization Request, the Clearing Record, and any subsequent Adjustment, Dispute, Credit Transaction, Authorization Reversal, or Reversal).

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1.7.3 Acquirer Authorization Requests

1.7.3.1 Required Authorization Processing through VisaNet

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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 Transactions through VisaNet*.

In the Europe Region: An Acquirer must process an Authorization for an Interregional Transaction through VisaNet, as specified in *Section 1.7.1.1, Authorization, Clearing, and Settlement of Transactions through VisaNet*. For International Transactions that are European Economic Area Transactions, a Member will use a Visa Scheme Processor.

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1.7.3.2 Authorization Currency and Conversion

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: An Authorization Request must be expressed only in USD, the Transaction Currency, or the local fiat 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.

In the Europe Region: An Authorization Request must be expressed in the Transaction Currency.

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1.7.4 Issuer Authorization Processing

1.7.4.1 Issuer Requirement to Evaluate Each Transaction

An Issuer must evaluate each Transaction that has been properly accepted, processed, and submitted in order to make an Authorization, a Token provisioning,[1] or other decision, and must not block, refuse, or decline Authorization Requests, Token provisioning requests,[1] or Transactions in a systematic or wholesale manner,[2] unless there is an immediate fraud threat or an exception is otherwise specified by applicable laws or regulations or in the Visa Rules.[3]

In the LAC Region: This does not apply to a Card-Absent Environment Transaction conducted with a Visa Electron Card or an unembossed Debit Card issued in Argentina, Brazil, Chile, Colombia,[4] Mexico, or Trinidad and Tobago.

In the Europe Region (Belgium, Luxembourg, Portugal): This does not apply to a Visa Workplace Benefits Card program[5] operating with a limited network exclusion, as specified in *Section 4.12.13.5, Visa Workplace Benefits Card Issuance Requirements – Europe Region*.

[1] Applies only to Visa Token Service participants and only to Stored Credential or Electronic Commerce enabler Tokens

[2] Including, but not limited to: by BIN, by geography, by payment channel, by payment device, by Transaction type

[3] An Issuer must send a Decline Response to an Authorization Request or a Token provisioning request if it has determined that the Transaction is illegal.

[4] **Effective through 12 April 2024**

[5] This does not permit the blocking of Transactions in a wholesale manner by Transaction type, payment channel, or any authentication method.

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1.7.4.2 Referral Responses – Prohibited Transaction Types

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.

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1.7.4.3 Reversal of Duplicate or Erroneous Authorizations

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

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1.7.4.4 Issuer Authorization of Chip Fallback Transactions – Canada Region and LAC Region

Effective through 29 April 2024 In the Canada Region: An Issuer or the Issuer's agent must send a Decline Response to all Authorization Requests for domestic Chip Fallback Transactions.

Effective 30 April 2024 An Issuer or the Issuer's agent must send a Decline Response to Authorization Requests for Chip Fallback Transactions, either:

- In the Canada Region: For all domestic Chip Fallback Transactions
- In the LAC Region: For all domestic and intraregional Chip Fallback Transactions

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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.

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1.7.5.2 Transaction Receipts with Illegible or Invalid Payment Credentials

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

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- 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 Dispute Condition 12.1 (Late Presentment).

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1.7.6 Settlement

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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1.7.7 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[1] if it processed a Transaction in error.

[1] 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 or Erroneous Data

A Member that detects duplicate or erroneous data or is notified by Visa that it has processed such 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 or erroneous 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 or erroneous data

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1.7.7.5 Issuer Reversal of a Duplicate or Erroneous Transaction

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

Visa assesses the responsible Members any foreign exchange loss due to currency fluctuation between the Processing Date of the duplicate or erroneous 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[1] calendar days of the Processing Date of the initial Credit Transaction.

[1] 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

A Member must accept an incoming Original Credit Transaction[1,2] 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.

[1] Excluding all Non-Reloadable Prepaid Cards and Reloadable Prepaid Cards where Cardholder data is not on file or where the source of loads may be restricted (for example: government, healthcare, or insurance programs).

[2] This does not apply to Visa Commercial Cards.

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1.9 Interchange

1.9.1 Interchange Reimbursement Fee (IRF) Determination and Payment

1.9.1.2 What is Interchange? – AP, Canada, CEMEA, LAC, US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Interchange Reimbursement Fees (IRF) 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

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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.

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1.9.1.3 Interchange Reimbursement Fee (IRF) Requirements

A Transaction must meet the qualifications defined in the Visa Rules and in the applicable Interchange Reimbursement Fee rate qualification guide to qualify for a particular Interchange Reimbursement Fee.

An Acquirer must also request the correct Interchange Reimbursement Fee, as applicable, when submitting a Transaction into Interchange.

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1.9.2 Interchange Reimbursement Fee (IRF) Adjustments and Compliance

1.9.2.1 Interchange Reimbursement Fee (IRF) Adjustments

If Interchange Reimbursement Fees are inappropriately received or paid by an Issuer or Acquirer, Visa reserves the right to rectify the improper allocations.

Interchange Reimbursement Fee adjustments may be made only as follows:

- 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.

Interchange Reimbursement Fee adjustments will be processed as follows:

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- Visa will notify the Members that will receive a correcting Transaction.
- Visa will initiate a 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.

Visa may, at its sole discretion, offer to use this adjustment process regardless of the adjustment amount.

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1.9.2.2 Interchange Reimbursement Fee (IRF) Compliance Filing Requirements

A Member must not file for Interchange Reimbursement Fee (IRF) Compliance unless all of the following:

- 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.
- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: The violating Transactions were processed through VisaNet.
- The IRF rate paid or received is not governed by any bilateral agreements, Visa-Administered Bilateral Agreements, 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 rule 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.

A Member must comply with the *Interchange Reimbursement Fee Compliance Process Guide*.

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1.10 Risk

1.10.1 Corporate Risk Reduction

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 Disputes 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
  - 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 By-Laws* and the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*).

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- Redirecting Settlement funds to avoid potential losses, as specified in *Section X*, 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 Disputes
  - Withholding funds for the purpose of obtaining collateral or meeting other Member obligations
  - Prohibiting or limiting a Member's right to sponsor eligible Members
- Requiring a Member to change one or more of its designated agents
- Requiring a Member to provide to Visa data establishing, for any given time period, the amount of funds that a Merchant has received from Cardholders, for goods and services that it is yet to provide to those Cardholders

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, Marketplaces, Sponsored Merchants, or Digital Wallet Operators

Visa may permanently prohibit a Merchant, Marketplace, Payment Facilitator, Sponsored Merchant, Digital Wallet Operator, 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, Payment Facilitator, or Digital Wallet Operator from participating in the Visa Program or Visa Electron Program
- Exceeding the Visa Dispute Monitoring Program thresholds

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- 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 Marketplace and its retailers, a Sponsored Merchant, a Payment Facilitator, or a Digital Wallet Operator directly, if warranted.

In the Europe Region: An Acquirer may appeal to Visa with proof that the prohibition or any other conditions are impractical or unwarranted.

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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, Marketplace, Sponsored Merchant, Payment Facilitator, or Digital Wallet Operator. 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 and regulations. 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 *Anti-Money Laundering/Anti-Terrorist Financing (AML/ATF), Sanctions and Anti-Bribery Compliance Program Questionnaire* 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 in the US Region.

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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 (AML/ATF), Sanctions and Anti-Bribery Compliance Program Questionnaire* when requested by Visa and returning the form within the time limit specified by Visa
- Providing all of the following to Visa upon request:
  - The Member's written AML/ATF policy and corresponding procedures
  - Records demonstrating the content of, and relevant personnel attendance at, training in the Member's AML/ATF program requirements
  - A copy of the Member's most recent independent AML/ATF and sanctions program audit report, which must be less than 2 years old
  - An organizational chart for the Member's AML/ATF and sanctions unit
  - Upon Visa request, any other information or documentation relating to the Member's AML/ATF program or sanctions program operations and compliance
- 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
- 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

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- 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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1.10.1.9 Acquirer Risk Reporting Requirements

An Acquirer must provide Visa, upon Visa's request and within 5 business days, with the following information regarding its Merchants, Payment Facilitators, Marketplaces, Digital Wallet Operators, or any other entity for which that Acquirer is responsible:

- A complete overview of its underwriting process for any given entity
- A complete breakdown of its current Visa exposure, and collateral taken against those Visa-related positions with Merchants and any other entities
- A detailed breakdown of its risk monitoring policy, including, but not limited to the following:
  - Minimum financial requirements for any given entity
  - How an entity's financial position is determined
  - How the Acquirer protects itself against any given entity's potential failure
  - Policy for managing credit risk on an acquiring portfolio and determining collateral taken
  - Exact collateral volumes maintained for potential Dispute exposure, in particular for future service Merchants
  - The process for terminating a relationship with any given entity
- Any process for withholding funds from an entity, where the Acquirer has reason to believe that the entity is not in a position to meet its Visa obligations, provide a future service, or is facing insolvency.

If an Acquirer fails to provide Visa with satisfactory information, Visa reserves the right to impose additional risk criteria, as specified in *Section 1.10.1.2, Member Risk Reduction Requirements*.

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1.10.2 Integrity Risk

1.10.2.1 Acquirer Integrity Risk Requirements

An Acquirer must ensure that a Merchant, Marketplace, Payment Facilitator, Ramp Provider,[1] Sponsored Merchant, or Digital Wallet Operator does not accept Cards for, or display a Visa-Owned Mark on a website and/or an application that is used in relation to any of the following:

- 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 1.3.3.4, Integrity Risk and Use of the Visa-Owned Marks*
- The purchase of adult content or services using MCC 5967 (Direct Marketing – Inbound Teleservices Merchant) where the Merchant, Ramp Provider[1] or Sponsored Merchant is not compliant with all the requirements specified in Section 3.1.1 of the *Visa Integrity Risk Program Guide*
- The purchase of products that claim or imply a similar efficacy as prescription drugs, controlled substances, or recreational/street drugs, irrespective of claims of legality

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

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1.10.2.2 Visa Integrity Risk 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 Visa Integrity Risk 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 Card by performing tasks including, but not limited to, the following:

- Interviewing Merchants, Sponsored Merchants, Cardholders, suspects, witnesses, and law enforcement personnel

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- 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 and Europe Regions

In the CEMEA Region, Europe Region: A Member must respond to a request from another Member, Visa, or a law enforcement agency

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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
  - Token Authentication Verification Value (TAVV)

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- Dynamic Token Verification Value (DTVV)
- Visa Secure Cardholder Authentication Verification Value (CAVV)

- Comply with, and ensure that all agents and Merchants use Payment Applications that comply with, the *Payment Card Industry (PCI) Software Security Framework (SSF) Standards*
- Upon request, certify to Visa that agents and Merchants are in compliance with the *Payment Card Industry Data Security Standard (PCI DSS)*
- Comply with, and ensure that its Merchants, agents, and other third parties with access to account or Transaction Information comply with, the requirements of the Account Information Security Program. The Member must also ensure that its Merchants both:
  - Implement and maintain all Account Information Security Program requirements
  - If using a Third Party Agent, ensure that the Third Party Agent implements and maintains all of the security requirements specified in the Account Information Security Program

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1.10.4.2 Cardholder and Transaction Information Disclosure Limitations

An Acquirer must obtain the prior written consent of the Issuer and Visa before disclosing a Cardholder's Payment Credential, 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 a Payment Credential, 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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1.10.4.3 Issuer Fraud Activity Reporting

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

An Issuer must report[1] Fraud Activity through VisaNet, as specified in the *Fraud Reporting System (FRS) User's Guide*, when either a:

- Fraudulent user has obtained a Card or Payment Credential
- Card was obtained through misrepresentation of identification or financial status

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

- 60 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 60-calendar day period

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

In addition, for Intraregional Transactions in the Europe Region, an Issuer must report Fraud Activity through its Visa Scheme Processor, as follows:

- Upon detection, ensuring that 80% of fraud related to lost Cards, stolen Cards, Counterfeit Cards, and Cards not received is reported within 60 days of the Transaction Date, and the remaining 20% within 90 days
- Upon detection, ensuring that 65% of fraud related to fraudulent use of Payment Credentials is reported within 60 days of the Transaction Date and the remaining 35% within 90 days
- Immediately upon confirmation, but no later than 60 days after the Transaction Date

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

[1] In the Europe Region: From the date a Payment Credential is reported to Visa, the Payment Credential is outside of the scope of the requirements of the *Payment Card Industry Data Security Standard (PCI DSS)* and Account Information Security Program.

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1.10.4.4 Counterfeit Activity Reporting

An Acquirer must report both:

- Counterfeit activity through VisaNet (or, in the Europe Region, through its Visa Scheme Processor), using the appropriate fraud advice transaction code in the same manner as specified for Issuers in

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Section 1.10.4.3, Issuer Fraud Activity Reporting

- A counterfeit Transaction within 60 calendar days of a Dispute, when no pre-Arbitration or Arbitration right is available

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1.10.5 High-Integrity Risk Activity

1.10.5.1 High-Integrity Risk Acquirer Requirements

Before submitting Transactions completed by High-Integrity Risk Merchants, High-Risk Internet Payment Facilitators, High-Integrity Risk Sponsored Merchants, or High-Integrity Risk Ramp Providers[1] an Acquirer must do all of the following:

- Submit to Visa a *High-Integrity Risk Acquiring Registration Application* and be approved by Visa
- Undergo a financial review, have the required equity capital, be investment-grade and/or commit to compensating controls (for example: collateral requirements) as determined by Visa
- Comply with the Visa Rules and all requirements and policies
- Conduct appropriate due diligence to ensure compliance with the *Visa Global Acquirer Risk Standards*
- Be in good standing in all Visa risk management programs
- If required, complete and fully remediate an on-site, operational Global Acquirer Risk Standards (GAR) review
- Register with Visa all of the following:
  - High-Integrity Risk Merchants[2] (using the Program Request Management application)
  - High-Risk Internet Payment Facilitators and their High-Integrity Risk Sponsored Merchants
  - **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): High-Integrity Risk Ramp Providers and their High-Integrity Risk Conversion Affiliates
  - Agents that solicit High-Integrity Risk Merchants, as high-risk Agents or High-Risk Internet Payment Facilitators

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

[2] This does not apply to Merchants assigned MCC 5122 or 5912 if the Merchant is accredited by the National Association of Boards of Pharmacy (NABP) or other regulatory body recognized by Visa.

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1.10.6 Recovered Cards

1.10.6.1 Recovered Card Return Requirement

An Acquirer must notify the Issuer, through Visa Resolve Online or an Electronic Documentation Transfer Method, that its Card has been recovered, as specified in *Section 10.7.1.2, Recovered Card Handling and Notification Requirements*.

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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:

- 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[1] for a counterfeit Transaction
- The Acquirer first receiving the Transaction Receipt, if the BIN is not assigned to an Issuer
- The Acquirer that submitted the Transaction into Interchange, if an Authorization was required and not obtained or, where the Account Number is displayed on the Card, the Payment Credential encoded on the Magnetic Stripe of a Card was authorized but was different than the embossed or printed Account Number submitted into Interchange[1]
- The Issuer identified by the manufacturer product information printed on the reverse side of the Card, if the counterfeit Card was recovered and resulted from either the loss or theft of an unembossed and unencoded Card[1]
- The Issuer, if its BIN appears on the Transaction Receipt or Clearing Record for the counterfeit Transaction[1]

For a Transaction Receipt with an illegible or invalid Payment Credential, 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 Card

[1] For qualifying Transactions, the EMV liability shift, as specified in *Section 1.11.1.2, EMV Liability Shift Participation*, takes precedence over this section to assess liability in the event of a conflict.

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1.10.8 Agents

1.10.8.1 VisaNet Processor and Visa Scheme Processor Registration

A Member that uses a VisaNet Processor, whether or not the VisaNet Processor is itself a Member, must submit to Visa the applicable regional client information questionnaire 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* before using the non-Member as a VisaNet Processor.

In the Europe Region: In addition, a Member must do all of the following for a Processor or Visa Scheme Processor:

- Notify Visa of any change to the identity of the Processor or Visa Scheme Processor, or any change to the scope of the activities of the Processor or Visa Scheme Processor, within 5 business days of such change
- Only contract processing services to a Processor or Visa Scheme Processor that is compliant with the *Payment Card Industry Data Security Standard (PCI DSS)*
- Ensure that the Processor or Visa Scheme Processor (or third party) operates a separate Funds Transfer Settlement Reporting Entity (FTSRE) for the transfer of the Settlement Amount

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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

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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 or Visa Scheme Processor Disclosure of Account or 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 or Visa Scheme Processors, must ensure that the VisaNet Processor or Visa Scheme Processor does not sell, transfer, or disclose any materials that contain Payment Credentials, personal information, or other Transaction Information to any other entity. The Member must ensure that its VisaNet Processor or Visa Scheme Processor either:

- Returns this information to the Member
- Provides acceptable proof of secure destruction of this information to the Member

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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 Program Request 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 if it only provides services on behalf of its affiliates (including parents and subsidiaries) that are Members that own and control at least

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25% of the Third Party Agent. This exemption does not apply to Business Payment Service Providers, Consumer Bill Payment Service Providers, Marketplaces, Payment Facilitators, and Digital Wallet Operators that operate Staged Digital Wallets.

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1.10.8.7 Merchant Third Party Agent Registration Requirements

An Acquirer 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 Acquirer, and requires a separate registration by each Acquirer for any Third Party Agent that either:

- Uses its Acquiring Identifier
- Provides contracted services on behalf of the Acquirer or its Merchants

In the LAC Region: Registration is per Acquirer, per country, and per Third Party Agent.

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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 By-Laws*, Section 2.11
- BIN Licensees of BINs or Acquiring Identifier Licensees of Acquiring Identifiers used in Transactions, with limitations specified in *Section X*
- Other BIN Users or Acquiring Identifier Users, in an order determined by Visa

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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 Cards. The security staff must do all of the following:

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

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1.10.9.2 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 and Provisioning – Physical Security Requirements*
- *Payment Card Industry (PCI) Card Production and Provisioning – 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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1.10.9.3 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:

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- Use a Visa-approved manufacturer to manufacture or print Visa Products
- Ensure that the Visa-approved manufacturer is posted on the *Visa Global Registry of Service Providers* and complies with the *Payment Card Industry (PCI) Card Production and Provisioning – 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 *Visa 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 *Visa 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 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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1.11 Dispute Resolution

1.11.1 Disputes

1.11.1.1 Attempt to Settle

Before initiating a Dispute, 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 disputed amount.

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

A Cardholder must not be credited twice as a result of both a Dispute and a Credit processed by a Merchant.

An Issuer must not process a Dispute unless the Cardholder has suffered a financial loss[1] (for example: the Cardholder did not receive merchandise or services, was charged incorrectly, or did not authorize the Transaction).

[1] This does not apply to Dispute category 11 (Authorization). For a Dispute category 11 (Authorization), the Issuer must have suffered a financial loss.

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1.11.1.2 EMV Liability Shift Participation

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

Table 1-11: EMV Liability Shift Participation

Region	Transactions in EMV Liability Shift
AP Region	All domestic,[1] intraregional, and interregional[2] counterfeit POS Transactions, except Domestic Transactions in Mainland China All domestic,[1] intraregional, and interregional[2] counterfeit ATM Transactions, except Domestic Transactions in Mainland China
Canada Region,[3] CEMEA Region,[3] Europe Region,[3] LAC Region[3]	All domestic, intraregional, and interregional[2] POS and ATM Transactions[4]
US Region	All domestic and interregional[2] counterfeit POS and ATM Transactions

[1] In the AP Region (Malaysia): Also includes fraudulent qualifying domestic non-counterfeit Transactions completed with a lost or stolen Card or "not received item" (NRI) except qualifying Visa Easy Payment Service Transactions

[2] Among Visa Regions, individual countries and/or territories participating in the EMV liability shift

[3] Except for fraudulent qualifying Visa Easy Payment Service Transactions completed with a lost or stolen Card or "not received item" (NRI)

[4] Counterfeit, lost, stolen, and "not received item" (NRI) fraud only

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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 review fee.

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1.11.2.2 Arbitration and Compliance Decision

Visa 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 in writing and is final and not subject to any challenge, except for any right of appeal permitted in the Visa Rules.

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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 both:

- Transaction amount. For Arbitration cases, Visa will debit or credit the Members involved through Visa Resolve Online (VROL), as appropriate. For Compliance cases, if funds are not automatically transferred through VROL, the requesting Member may collect this amount from the opposing Member through VisaNet within 60 calendar days of the Notification date of the decision by the Arbitration and Compliance Committee.
- Review fee

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

Either Member in an Arbitration or a Compliance case may also be liable for a non-compliance assessment for each technical violation of the applicable Visa Rules.

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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

1.12.1.2 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.

Any collection or refund does not include interest.

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1.12.2 Non-Compliance Assessments

1.12.2.1 Visa Right to Impose Non-Compliance Assessments

The Visa Rules specify all of the following:

- Enforcement mechanisms that Visa may use for violations of the Visa Charter Documents or Visa Rules
- The procedure for the allegation and investigation of violations
- 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. Depending on the violation, a non-compliance assessment may be levied per Merchant, Merchant Outlet, Transaction, device, or Card, as defined by the impacted rule.

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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.

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

Visa may, at its sole discretion, deviate from the schedules specified in *Section 1.12.2.2, General Non-Compliance Assessment Schedules*, and *Section 1.12.2.8, Significant Violations Schedule*. For example, this may be by using a different non-compliance amount entirely, or by additionally levying a non-compliance assessment from another schedule. In these instances, all of the following will be considered:

- Type of violation
- Nature of the damage, including the amount incurred by Visa and/or 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
- Any other criteria Visa deems appropriate

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1.12.2.2 General Non-Compliance Assessment Schedules

Visa may assess a non-compliance assessment for a violation of the Visa Rules. Unless addressed by a specific non-compliance assessment program in *Chapter 12, Fees and Non-Compliance Assessments*, a violation to the Visa Rules is subject to either:

- For the rules contained in *Chapter 1, Visa Core Rules*, *Table 1-12, General Schedule of Non-Compliance Assessments – Tier 1*
- For all other Visa Rules, *Table 1-13, General Schedule of Non-Compliance Assessments – Tier 2*

Visa may, at its sole discretion, deviate from these schedules, for example by using a tier 2 non-compliance assessment for a core rule, as specified in *Section 1.12.2.1, Visa Right to Impose Non-Compliance Assessments*.

Where the violation is considered "significant," non-compliance assessments in *Section 1.12.2.8, Significant Violations Schedule*, may also be applied.

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Table 1-12: General Schedule of Non-Compliance Assessments – Tier 1

Event	Visa Action/Non-Compliance Assessment
Notification issued for violation of a rule	Both: • Request for a remediation plan • Compliance Case Fee of USD 1,000 (assessed immediately) for confirmed violations
Response date has passed or compliance deadline for the agreed remediation plan has not been met	Level 1 non-compliance assessment of an additional USD 25,000[1]
30 calendar days have passed after either response due or non-compliance continues	Level 2 non-compliance assessment of an additional USD 50,000[1]
60 calendar days have passed after either response due or non-compliance continues	Level 3 non-compliance assessment of an additional USD 75,000[1]
90 calendar days have passed after either response due or non-compliance continues	Level 4 non-compliance assessment of an additional USD 100,000[1]
120 calendar days have passed after either response due or non-compliance continues	Level 5 non-compliance assessment of an additional USD 125,000[1]
150 calendar days have passed after either response due or non-compliance continues	Level 6 non-compliance assessment of an additional USD 150,000[1]
180 calendar days (onwards) have passed after either response due or non-compliance continues	Non-compliance assessment will increase by USD 25,000 each month until the rule violation is corrected.
[1] Non-compliance assessment amount is cumulative to include any previous amounts levied (for example: where 90 days have passed since response is due and a Level 4 non-compliance assessment is levied, the total amount equates to USD 251,000 i.e., Level 1, Level 2, Level 3, Level 4, plus initial fee).	

Table 1-13: General Schedule of Non-Compliance Assessments – Tier 2

Event	Visa Action/Non-Compliance Assessment
Notification issued for violation of a rule	Both: • Request for a remediation plan • Compliance Case Fee of USD 1,000 (assessed immediately) for confirmed violations

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Table 1-13: General Schedule of Non-Compliance Assessments – Tier 2 (continued)

Event	Visa Action/Non-Compliance Assessment
Response date has passed or compliance deadline for the agreed remediation plan has not been met	Level 1 non-compliance assessment of an additional USD 5,000[1]
30 calendar days have passed after either response due or non-compliance continues	Level 2 non-compliance assessment of an additional USD 10,000[1]
60 calendar days have passed after either response due or non-compliance continues	Level 3 non-compliance assessment of an additional USD 20,000[1]
90 calendar days have passed after either response due or non-compliance continues	Level 4 non-compliance assessment of an additional USD 30,000[1]
120 calendar days have passed after either response due or non-compliance continues	Level 5 non-compliance assessment of an additional USD 40,000[1]
150 calendar days have passed after either response due or non-compliance continues	Level 6 non-compliance assessment of an additional USD 50,000[1]
180 calendar days (onwards) have passed after either response due or non-compliance continues	Non-compliance assessment will increase by USD 10,000 each month until the rule violation is corrected.

[1] Non-compliance assessment amount is cumulative to include any previous amounts levied (for example: where 90 days have passed since response is due and a Level 4 non-compliance assessment is levied, the total amount equates to USD 66,000 i.e., Level 1, Level 2, Level 3, Level 4, plus initial fee).

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1.12.2.3 Determination of Violation of the Visa Rules

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

- 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.
- A review by Visa of the evidence in relation to the identified violation, including any previous compliance cases and/or audit findings.
- The Member's failure to respond to a Notification of investigation and to provide all information requested.

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1.12.2.4 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, as specified in *Section 1.12.2.9, Enforcement Appeals*

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

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1.12.2.5 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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1.12.2.8 Significant Violations Schedule

A Member found to have significantly 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 non-compliance assessment, as specified in *Table 1-14, Non-Compliance Assessments for Significant Violations of the Visa Rules*.

A violation is considered "significant" where the Member's action, error or omission, intended or unintended, known or unknown, presents immediate and/or substantial risks, economic or otherwise, or the Member knew, or should have known, or its knowledge can be fairly implied, that its conduct constituted a violation of the Visa Rules.

Visa may, at its sole discretion, deviate from these schedules, as specified in *Section 1.12.2.1, Visa Right to Impose Non-Compliance Assessments*.

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Table 1-14: Non-Compliance Assessments for Significant Violations of the Visa Rules

Event	Visa Action/Non-Compliance Assessment
Notification issued for a confirmed violation of a rule	Both: • Request for a remediation plan • USD 50,000 non-compliance assessment (payment will be suspended until end date for correction)
Response date has passed or compliance deadline for the agreed remediation plan has not been met within a 12-month period	Non-compliance assessment, between USD 50,000 and USD 1,000,000 each month Non-compliance assessments will continue to be levied each month in increasing amounts, at Visa discretion, until the rule violation is corrected.

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1.12.2.9 Enforcement Appeals

A Member may appeal a determination of a violation or non-compliance assessment to Visa where the Member can provide new evidence not previously available that shows a violation did not occur, as follows:

- The Member's appeal letter must be received by Visa within 30 calendar 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 or supporting arguments 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.[1]

Visa will make its decision. All decisions are final and not subject to challenge.[1]

[1] In the LAC Region (Chile): This does not apply. For a Member in Chile, please refer to the *Chile – Impartial Third Party Non-Compliance Dispute Resolution*.

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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 – Assuming Member Requirements*.

Table 2-1: Regulatory Closure – 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	• Submit to Visa a *Client Licensing Application* agreement within 10 calendar days after the assuming organization's assumption of the Visa programs • Submit the appropriate membership materials within the time specified by Visa • Meet any conditions of membership within 30 calendar days of the assuming organization's assumption of the Visa programs
Assuming organization is not a Member at the time of its assumption of Visa programs and does not submit the required *Client Licensing Application* agreement within the specified time	• Cease all operations of the Visa programs and use of the Visa-Owned Marks • Be liable for Liabilities asserted against or incurred by Visa and its Members resulting from unauthorized operations
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	Immediately cease both: • All use of the Visa-Owned Marks and all other activities reserved for Members • Exercising the rights and privileges reserved for Members
Assuming Member is not authorized to engage in one or more of the assumed Visa programs	• Submit the appropriate membership materials within the time frame specified by

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Table 2-1: Regulatory Closure – Assuming Member Requirements (continued)

Condition	Required Action
	Visa • Meet any conditions of membership within 30 calendar days of the Assuming Member's assumption of the Visa programs

A Member that assumes the Visa programs of a failed Member immediately assumes full liability for those Visa programs.

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.

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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2.1.1.5 Termination of Membership – LAC Region (Brazil)

In the LAC Region (Brazil): A membership status may be terminated either:

- 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
- If the client has no reported sales volume for a minimum of one year

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2.1.2 Acquirer Licensing

2.1.2.1 Acquirer Licensing Requirements – LAC Region (Brazil)

In the LAC Region (Brazil): A Member 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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2.1.2.2 Acquirer Licensing Requirements – LAC Region (Chile)

In the LAC Region (Chile): A Member is eligible to obtain a Merchant acquiring license with Visa without being required to issue certain number of Cards or perform any issuing activities.

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2.1.4 Changes to Member Information or Status

2.1.4.2 Client Directory Data Submission

Effective through 21 February 2024 A Member that is assigned a BIN or Acquiring Identifier must submit any new or revised information in the Visa Client Service Provider Directory module of the Client Directory via Visa Online, as follows:

- All directory data: Within 10 business days of a BIN or an Acquiring Identifier implementation
- All directory updates: Within 10 business days of the effective date of the change

A Member that is assigned a BID must submit any new or updated contact information, including the designation of a primary center manager contact, for its organization in the Client Contact Tool module of the Client Directory, as follows:

- Contact data: Within 10 business days of a BID implementation
- Contact updates: Within 10 business days of the effective date of the change

Effective 22 February 2024 A Member that is assigned a BIN or Acquiring Identifier must submit any new or revised service provider contact information, including the designation of a Directory Manager for Member-to-Member communications, in the Client Service Provider Directory module of the Client Directory via Visa Online, as follows:

- All directory data: Within 10 business days of a BIN or an Acquiring Identifier implementation
- All directory updates: Within 10 business days of the effective date of the change

A Member that is assigned a BID must submit any new or updated organizational contact information, including the designation of a Primary Center Manager and a Senior Officer for Visa-Member communications, in the My Organization's Contacts module of the Client Directory via Visa Online, as follows:

- Contact data: Within 10 business days of a BID implementation
- Contact updates: Within 10 business days of the effective date of the change

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2.3 BIN and Acquiring Identifier License and Administration

2.3.1 BIN and Acquiring Identifier Use and License

2.3.1.1 Sponsor and Licensee Responsibilities for BINs and Acquiring Identifiers

A Principal-Type Member must license and use only its assigned BIN or Acquiring Identifier.

An Associate-Type Member must either:

- License its own BIN or Acquiring Identifier. A BIN or an Acquiring Identifier licensed to an Associate-Type Member on or after 22 July 2017 must have only one Sponsor.
- Use a BIN or an Acquiring Identifier licensed to its sponsoring Principal-Type Member. The Principal-Type Member must ensure that the BIN or Acquiring Identifier is unique to the Associate-Type Member.

A Participant-Type Member does not have the right to license a BIN or an Acquiring Identifier, and must use only a BIN or an Acquiring Identifier designated to it by its Sponsor in accordance with the applicable Visa Charter Documents.

A BIN or an Acquiring Identifier may have only one BIN Licensee or Acquiring Identifier Licensee. A Principal-Type Member is responsible[1] and liable for all activities associated with any BIN or Acquiring Identifier that it licenses.

An Associate-Type Member is responsible and liable for all activities associated with any BIN or Acquiring Identifier that it licenses directly. To the extent an Associate-Type Member is unable to fulfill that responsibility, its Sponsor will be responsible and/or liable. A Sponsor is responsible and liable for the accuracy of information provided to or received from Visa associated with any BIN or Acquiring Identifier licensed directly to its Sponsored Member(s). The Sponsor's liability is limited to any BINs or Acquiring Identifiers associated with the sponsorship relationship between the Sponsor and Sponsored Member.[2]

If a BIN User or an Acquiring Identifier User is no longer authorized by the BIN Licensee or Acquiring Identifier Licensee to use its BIN or Acquiring Identifier, the BIN User or Acquiring Identifier User must discontinue use of the BIN or Acquiring Identifier.

A BIN Licensee or an Acquiring Identifier Licensee, or its designated Sponsored Member, must use a BIN or an Acquiring Identifier Licensee only for a purpose approved by Visa, or Visa may block and remove the BIN or Acquiring Identifier from VisaNet.

A BIN Licensee and an Acquiring Identifier Licensee must do all of the following:

- Maintain the accuracy of the information relative to the BIN or Acquiring Identifier
- Notify Visa of any inaccuracies on BIN or Acquiring Identifier licensing reports

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- Notify Visa of, or request, any changes to the BIN or Acquiring Identifier

Responsibility for activities associated with a Token is assigned to the BIN Licensee for the Account Number represented by the Token.

[1] This does not apply to a BIN licensed to Visa for the provision of Tokens to Issuers.

[2] In the US Region: A Sponsor may limit its liabilities for its Sponsored Members as specified in the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*, Section 2.05(b).

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2.3.1.2 VisaNet Processor BIN and Acquiring Identifier Use

A Member that designates a VisaNet Processor or Visa Scheme Processor to act on its behalf must ensure that the VisaNet Processor or Visa Scheme Processor only:

- Processes transactions on the Member's BIN(s) or Acquiring Identifier(s) for activities for which the BIN or Acquiring Identifier is licensed
- Processes transactions on the Member's BIN(s) or Acquiring Identifier(s) that are originated by the BIN Licensee or Acquiring Identifier Licensee or the BIN Licensee's or Acquiring Identifier Licensee's Sponsored Members approved to share the BIN or Acquiring Identifier
- Clears or settles transactions on the Member's BIN(s) or Acquiring Identifier(s) that are originated by the BIN Licensee or Acquiring Identifier Licensee or the BIN Licensee's or Acquiring Identifier Licensee's Sponsored Members approved to share the BIN or Acquiring Identifier

A VisaNet Processor or Visa Scheme Processor that is not also a Member must both:

- Use its licensed BINs or Acquiring Identifiers exclusively for processing activities
- Not use the BINs for issuing purposes or Acquiring Identifiers for acquiring purposes

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2.3.1.3 BIN and Acquiring Identifier Conversion to Newly Designated VisaNet Processor or Visa Scheme Processor

If a Member converts a BIN or an Acquiring Identifier to a newly designated VisaNet Processor or Visa Scheme Processor, the Member must require the new VisaNet Processor or Visa Scheme Processor to complete any activity associated with the converted BIN or Acquiring Identifier.

This does not apply if the former VisaNet Processor or Visa Scheme Processor agrees to complete the activity associated with the converted BIN or Acquiring Identifier.

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2.3.1.4 BIN Currency – Europe Region

In the Europe Region: An Issuer must ensure that the denominated currency of the BIN on which a Card is issued is the same as the Billing Currency.

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2.3.2 Administration of BINs, Acquiring Identifiers, and Numerics

2.3.2.1 Release of BINs and Acquiring Identifiers

A BIN Licensee or an Acquiring Identifier Licensee that no longer uses a BIN or an Acquiring Identifier must release it to Visa.

When a BIN Licensee or an Acquiring Identifier Licensee releases a BIN or an Acquiring Identifier to Visa, all of the following apply:

- The BIN or Acquiring Identifier must have been inactive for at least 120 days before it is eligible to be released from its current assignment. Visa will determine the date that the BIN or Acquiring Identifier is eligible to be released from assignment based on either:
  - For the BIN, the last date of approving authorizations
  - For the Acquiring Identifier, the last date of acquiring activity
- The BIN Licensee or Acquiring Identifier Licensee remains liable for any exception activity and fees related to the BIN or Acquiring Identifier that were incurred prior to the date of its release from assignment.
- After an Acquiring Identifier is released from assignment to the Acquiring Identifier Licensee, no exception activity (including, but not limited to, Dispute activity) is permitted related to that Acquiring Identifier. The Issuer remains liable for any disputed Transaction involving the released Acquiring Identifier.
- After a BIN is released from assignment to the BIN Licensee, no exception activity (including, but not limited to, Dispute activity) is permitted related to that BIN. The Acquirer remains liable for any disputed Transaction involving the released BIN.
- The BIN Licensee or Acquiring Identifier Licensee must notify all impacted parties that they must delete the released BIN or Acquiring Identifier from their systems. Visa reserves the right to notify, and provide relevant documentation to, impacted parties.
- Voluntary termination of membership will not be effective until all BINs, Acquiring Identifiers, and other Numeric IDs assigned to the Member are released from the Member's assignment.

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2.3.2.2 Private Label BIN Use

If a BIN Licensee or its designated Sponsored Member uses a 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 and Acquiring Identifiers for Non-Visa Programs

In the AP Region, Canada Region, CEMEA Region, Europe Region (non-EEA countries only), LAC Region, US Region: A BIN or an Acquiring Identifier must not be used in connection with any non-Visa program, payment network, or system, including any non-Visa program that is co-badged or co-resident with a Visa Program, without written approval from Visa. If a Member receives Visa permission to use a BIN or Acquiring Identifier for a non-Visa program (including, but not limited to, a Private Label Card program), it must use the BIN or Acquiring Identifier only for the approved non-Visa program.

In the Europe Region (EEA countries only): A Member must notify Visa in advance if the Member intends to use a BIN or Acquiring Identifier for non-Visa purposes. The Member must use the BIN or Acquiring Identifier only as specified in the notification to Visa.

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2.3.2.4 Use of Numeric ID

A Member, VisaNet Processor, Visa Scheme Processor, or Third Party Agent that receives a Numeric ID must ensure that the Numeric ID is used only for the activity approved by Visa. If the Numeric ID is used for a purpose other than that approved by Visa, Visa may block and remove the Numeric ID from VisaNet.

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

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- Compliance with *Section 2.3.2.1, Release of BINs and Acquiring Identifiers*, for alternate routing identifiers, as applicable
- All activity occurring on the Numeric ID until it is fully deleted from VisaNet

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2.3.3 Account Range and BIN Use

2.3.3.1 Combining Card Programs on a Single BIN

An Issuer must not combine the following on a single BIN:[1]

- Credit Cards, Debit Cards, and Prepaid Cards
- Visa Consumer Cards and Visa Commercial Cards

[1] In the LAC Region (Brazil): This does not apply for Visa Agro Cards.

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2.3.4 Use and Disclosure of BIN Information

2.3.4.1 Disclosure of BIN Attributes

BIN Attributes are proprietary and must not be disclosed to Merchants or any other party, except as follows:

- To a Member's Agent,[1] to the extent necessary to conduct the operational activities required to process Transactions
- To the extent that disclosure is required for a Member, a Merchant, or a Member's or Merchant's agent to comply with applicable laws or regulations
- In the AP Region (Australia), Canada Region, Europe Region (European Economic Area [EEA] countries and United Kingdom only), LAC Region (Chile), US Region, US Territory: To identify Visa product types at the POS, if a Merchant implements Limited Acceptance. An Acquirer must provide BIN Attributes to any Merchant requesting them for this purpose.
- For any other reason, only if registered to share BIN Attributes and with prior written approval from Visa

If a Member or its agent provides BIN Attributes to a Merchant or any other party[1] for permitted purposes, it must do all of the following:

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- Include terms expressly restricting permission for BIN Attributes to be used only for the permitted purpose in its Merchant Agreement or Agent contract, as applicable
- Provide updated BIN Attributes to the Merchant or other party as soon as reasonably possible after receipt
- Ensure that the Merchant or other party uses the updated BIN Attributes provided to it by the Member

An entity that receives BIN Attributes must both:

- Not disclose BIN Attributes to any Merchant or other party without prior written approval from Visa and treats BIN Attributes as proprietary and confidential information belonging to Visa and with the same degree of care as information labeled "Visa Confidential"
- Use BIN Attributes only as permitted in writing by Visa

[1] In the Europe Region: An Acquirer must not share BIN Attributes for Non-Reloadable Prepaid Cards with Merchants or Third Party Agents, as specified in *Section 5.8.1.16, Acquirer Use of Non-Reloadable Prepaid BIN and Account Range Data – Europe Region*.

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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 a non-exclusive, non-transferable license[1] to use each of the Visa-Owned Marks, including Interlink and Plus, only in conjunction with the applicable Visa Programs that are licensed to the Member.

[1] In the Europe Region: And royalty-free

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2.4.1.2 License for Plus Card Acceptance – US Region

In the US Region: Visa grants a 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 the *Plus Core Rules and Plus Product and Service Rules*. A Member granted such a license acknowledges that Visa owns the Plus Program Marks.

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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.

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2.6 Product-Specific BIN Requirements

2.6.1 Visa Consumer Products

2.6.1.1 Visa Health Savings Account (HSA) BIN Requirements – US Region

In the US Region: An Issuer must use a unique consumer Prepaid Card BIN designated for Health Savings Account (HSA) programs to issue HSA Cards.

The Issuer may use an existing Debit Card BIN if the HSA program complies with all of the following:

- Does not use Third Party Agents
- Has no restrictions on MCC or ATM access

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- Will have less than 10,000 accounts issued

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2.7 Client Portfolio Management Self-Service Tools

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.

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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

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2.8 Non-Visa BINs and Acquiring Identifiers

2.8.1 Non-Visa-Assigned BINs and Acquiring Identifiers

2.8.1.1 Management of Non-Visa-Assigned BINs and Acquiring Identifiers

A BIN Licensee or an Acquiring Identifier Licensee of a non-Visa-assigned BIN or Acquiring Identifier that is used for a Visa service must both:

- Maintain the accuracy of the information relative to the BIN or Acquiring Identifier
- Notify Visa of any changes to the BIN or Acquiring Identifier, including any release of the BIN or Acquiring Identifier from its approved use

A BIN Licensee of a non-Visa-assigned BIN and an Acquiring Identifier Licensee of a non-Visa-assigned Acquiring Identifier must comply with *Section 2.3, BIN and Acquiring Identifier License and Administration*.

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2.9 EU Passporting

2.9.1 EU Passporting – Europe Region

2.9.1.1 Host Country Activity – European Economic Area

Where a Member located in the European Economic Area (EEA) chooses to operate outside of its Home Country and provide services in one or more Host Countries across the EEA, it must provide to Visa written confirmation that that Member has all necessary regulatory permissions for the provision of those services.

Where a Member operates in one or more Host Countries, it must do all of the following:

- For issuing activity, distinguish between Cards issued in a Home Country and a Host Country by allocating and using one or more unique BIN(s), or Account Ranges within a BIN, to identify each country in which issuance takes place[1]
- Settle in a Visa-approved Settlement Currency for any given host country
- Participate in the respective National Net Settlement Service (NNSS), where applicable

An Acquirer that has passported its license into one or more Host Countries may allocate the same Acquiring Identifier for acquiring activity in its Home Country and Host Countries.

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[1] This does not apply to Issuers that offer the Visa Commercial Choice Travel Product or, the Visa Commercial Choice Omni Product.

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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
- A Functional Type or Mark that facilitates payment for goods or services

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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[1]
- 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[2]
- 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.

[1] In the US Region: A limited exception is allowed 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

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be positioned as a Visa Card, but with the additional functionality noted here.

[2] This requirement does not apply to discounts, offers, or in-kind incentives offered by the Merchant.

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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.

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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.

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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

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Upon Notification from Visa, a Member must correct any improper use of the partnership or Sponsorship Marks.

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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.

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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
- Not refer to Visa in stating eligibility for its products, services, or membership

In addition, a Member or Click to Pay Merchant that uses the Click to Pay 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*.

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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 the Europe Region is subject to approval and trademark availability. The V PAY Brand Mark must appear exactly as specified in the *Visa Product Brand Standards*.

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3.2.1.3 Use of the Visa Brand Name and the Visa Brand Mark on Merchant Websites and Applications

A Merchant website and/or application must display the Visa Brand Mark in full color, 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 or application.

A Merchant that displays the Visa Secure badge on its website or application must comply with the *Visa Product Brand Standards*.

A Merchant that retains Stored Credentials must display on the payment screen and all screens that show Payment Credential information both:

- The last 4 digits of the Payment Credential
- The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option

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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.

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3.2.2.2 Limited Acceptance Merchant Signage

A Limited Acceptance Merchant may use 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.

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3.2.2.3 Non-Member Marks on Collateral Material – Canada Region

In the 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 Cardholders.

This does not apply to the Marks of the Interac Association.

ID# 0006236 Edition: Apr 2024 | 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 Merchant has been signed by, or represents the interests of, a particular Member.

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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
- Plus Symbol

All other Visa-Owned Marks must both:

- Appear together
- Not be separated by any non-Visa-Owned Marks

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3.2.3.2 Prohibition of Non-Visa Payment Functionality on Visa Cards

A Member must not use a Functional Type or any other Mark on a Visa Card to facilitate payment for goods or services. This includes any mixture of alphanumeric characters that denotes participation in a program or benefit (for example: a loyalty or rewards program, a membership identification number).

In the Europe Region: A Member must provide Visa with details of the exact functionality of the Functional Type or functional graphic.

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3.2.3.3 Use of Other Marks – US Region and US Territories

In the US Region or a US Territory: A Member must comply with the *Visa Product Brand Standards* and *Table 3-1, Specific Marks Requirements – US Region and US Territories*.

Table 3-1: Specific Marks Requirements – US Region and US Territories

Card Type	Marks	Allowed?
Visa Card that primarily accesses a line of credit	Interlink Program Marks	No
US Covered Visa Debit Card	Marks of a non-Visa general purpose payment card network	Yes
US Covered Visa Debit Card	Non-Visa-owned brand Marks	Yes, to indicate acceptance at Merchant Outlets solely within the country of Card issuance. The Marks must be equally prominent with or less prominent than the Visa Brand Mark.
US Covered Visa Debit Card	Marks that are specifically related to bank card programs and/or services related to those programs	Yes
US Covered Visa Debit Card	Marks of the American Express Company, Discover Financial Services, Mastercard Worldwide (including Maestro) or the subsidiaries or affiliates of these entities deemed competitive by Visa	Yes

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Table 3-1: Specific Marks Requirements – US Region and US Territories (continued)

Card Type	Marks	Allowed?
US Covered Visa Debit Card bearing the Plus Symbol	Marks of entities deemed competitive by Visa	Yes
Card not defined as US Covered Visa Debit Card	Marks that are specifically related to bank card programs and/or services related to those programs, unless the Visa Rules expressly allow them	No

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3.3 Other Card Requirements

3.3.1 Magnetic-Stripe Encoding

3.3.1.1 Magnetic-Stripe Encoding Requirements

The Magnetic Stripe on a Card must be encoded on both track 1 and 2.

In the LAC Region: This does not apply for Magnetic-Stripe personalization of embossed instant-issue Cards.

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3.3.1.3 Magnetic-Stripe Encoding – Europe Region (Germany)

In the Europe Region (Germany): An Issuer must encode the Magnetic-Stripe on all Cards using 2750 oersted high coercivity encoding technology, as specified in the industry standards adopted by Visa-approved manufacturers and Magnetic-Stripe encoding equipment providers.

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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 Display and Use of Visa-Owned Marks at the Point of Payment Choice and the Point of Sale

A Merchant must display and use the Visa-Owned Marks at the POS (physical location, Acceptance Device, website, application) as specified in the *Visa Product Brand Standards*.

The Visa-Owned Marks must not appear less prominently than any other payment Marks.[1]

[1] In the US Region or a US Territory: This does not apply.

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4 Issuance

4.1 General Issuance

4.1.1 General Issuer Requirements

4.1.1.1 Card and Token Positioning

An Issuer must not:

- Position any Visa Card as something other than a Visa Card. A Card that facilitates additional functionality or provides access to applications or services must still be positioned as a Visa Card[1]
- Position a Visa Business Card, Visa Corporate Card, or Visa Purchasing Card as something other than a 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[2]

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

If an Issuer provisions a non-Visa payment credential[3] for a co-resident network on a Card, it must also both:

- Provision a Visa Token before or at the same time as the non-Visa payment credential[3]
- Ensure that the applicable Token Requestor has received Visa Token Service approval of its digital wallet or other payment solution

[1] For example, a Card with added functionality such as Cardholder identification, participation in a loyalty program, or membership in an organization or, in the US Region, a Campus Card that facilitates closed-loop proprietary college or university transactions, must still be positioned as a Visa Card.

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

[3] A token or other payment credential generated for a non-Visa general purpose payment card network that is co-resident on a Card and uses a BIN to identify the payment card within that co-resident payment card network.

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4.1.1.2 Delivery of Visa Premium Product Value to Cardholders – AP, Canada, CEMEA, Europe, and LAC Regions

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: An Issuer must structure its Visa premium products to deliver product value based on features, performance standards, and spending limits, such that:

- A Visa Infinite Card and a Visa Signature Card delivers higher value than a Visa Platinum Card.
- 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 Gold Business Card delivers higher value than a Visa Business Card.
- In the AP Region (Australia): A Visa Rewards Business Card delivers equal or higher value than a Visa Business Card.
- In the Canada Region: A Visa Platinum Prepaid Card delivers higher value than a Prepaid Card
- In the Europe Region: A Visa Infinite Business Card delivers higher value than a Visa Platinum Business Card.
- In the Europe Region: A Visa Platinum Business Card delivers higher value than a Visa Business Card or a Visa Platinum Card.

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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[1]
- Link the non-standard Card to a Virtual Account

In the Europe Region: A non-standard Card issued within the European Economic Area (EEA) or United Kingdom must identify the correct Product Category on the Chip.

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

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4.1.1.4 Issuer Requirements for a Credit Authorization on Returned Purchases

An Issuer must comply with the following Credit Authorization requirements on returned purchases:[1]

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- Be prepared to receive and respond to an Authorization Request for a Credit Transaction
- Process the Credit Transaction so that Cardholder-facing applications are updated with the pending credit information in the same timeframe as a purchase Transaction
- Maintain the minimum approval rate for Credit Transactions at 99%

[1] This is optional for Non-Reloadable Prepaid Cards.

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4.1.1.5 Issuance of Domestic Use-Only Cards

An Issuer must not issue a consumer Credit Card or a consumer Debit Card that is restricted to use only in the country of issuance. With prior Visa approval, an Issuer may issue a Prepaid Card that is restricted to use only in the country of issuance.

In the LAC Region (Brazil): An Issuer must not issue a Visa Commercial Card or Visa Electron Card that is restricted to use only in the country of issuance.

In the LAC Region (Mexico): An Issuer must not issue a Visa Electron Card that is restricted to use only in the country of issuance.

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4.1.1.6 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

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4.1.1.7 Card-to-Card Back-to-Back Funding – Issuer Prohibition

Card Fronting is not permitted. An Issuer must not allow a purchase to occur with Back-to-Back Funding to its Payment Credential from another Payment Credential or card.

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In the Europe Region: This does not apply to Cards issued in the European Economic Area (EEA) or United Kingdom. An Issuer located in the EEA or United Kingdom, approved by Visa to implement a Back-to-Back Funding program, must comply with all requirements as specified in *Back-to-Back Funding for the European Economic Area and United Kingdom*.

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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.
- 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.

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4.1.1.10 Product Category Identification Requirements – Europe Region

In the Europe Region: An Issuer must identify a newly issued or reissued Card that is issued within the European Economic Area (EEA) or United Kingdom by the correct Product Category, as specified in the *Visa Product Brand Standards* and *Table 4-1, Product Category Identification – Europe Region*.

An Issuer may identify a Card issued outside the EEA or United Kingdom by the correct Product Category, as specified in the *Visa Product Brand Standards* and *Table 4-1, Product Category Identification – Europe Region*.

Table 4-1: Product Category Identification – Europe Region

Product Category	Debit	Credit (including Deferred Debit)	Prepaid
Interchange Fee Category	Consumer Immediate Debit	Consumer Credit	Consumer Immediate Debit
BIN Category	Debit	Credit or Deferred Debit	Prepaid

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In France: Visa Affaires Cards that use the "EN" corporate product sub-type must be identified with:

- The credit Product Category
- The EMVCo-allocated "Application Product Identifier" tag value that identifies the product as credit

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4.1.1.11 Issuer Requirements for Gambling Transactions in Norway – Europe Region

In the Europe Region (Norway): An Issuer must ensure that Cards issued in Norway are not used for gambling Transactions outside of Norway.

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4.1.1.12 Card Accessing Cardholder Funds on Deposit – US Region

In the US Region: An Issuer must not issue or reissue a Card that accesses Cardholder funds on deposit at an organization other than the Issuer's ("decoupled debit"), 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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4.1.1.13 Positioning, Acceptance, and Accounts – US Region

In the US Region: An Issuer must not:

- Designate or design any of its Cards, whether through the use of a Trade Name, Mark, numbering scheme, code on the Magnetic Stripe or Chip, QR code, or any other device or means, in order to either:
  - Permit exclusive or preferential acceptance of any of its 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 7.1.1.4, Non-Visa Debit Transaction Disclosure Requirements – US Region*[1]
- Allow a 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

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[1] 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.

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4.1.1.14 Marketing Materials for Visa Products

An Issuer must receive written approval from Visa before distribution of marketing materials, as follows:

Table 4-2: Marketing Materials Approvals for Visa Products

Applicable Products	Issuer Region	Requirements
Visa Signature	AP Region, CEMEA Region, Europe Region, US Region	• In the AP Region: Includes all Cardholder communication materials • In the CEMEA Region, Europe Region: Includes all marketing materials • In the US Region: Includes Visa Signature marketing materials, customer communications, terms and conditions, and/or disclosures
Visa Signature Preferred	US Region	Includes Visa Signature Preferred marketing materials, customer communications, terms and conditions, and/or disclosures
Visa Infinite	All Regions	• Includes Merchant partnership and emergency services material • Additionally in the AP Region and Canada Region, includes all Cardholder communication materials
Visa Infinite Privilege	Canada Region	Includes marketing materials for its Cardholders with terms and conditions and/or disclosures
Visa Platinum Business	CEMEA Region, Europe Region	All Cardholder communication material
Visa Signature Business	AP Region and CEMEA Region	• In the AP Region: Includes Cardholder communication material relating to Merchant partnership or emergency services • In the CEMEA Region: Includes all marketing materials

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Table 4-2: Marketing Materials Approvals for Visa Products (continued)

Applicable Products	Issuer Region	Requirements
Visa Infinite Business	AP Region, Canada Region, Europe Region, and **effective 9 November 2023** in the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates)	• In the AP Region, Europe Region, and **effective 9 November 2023** in the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): Includes all Cardholder communication materials • In the Canada Region: Includes Cardholder communication material relating to Merchant partnership or emergency services
Visa Infinite Corporate	LAC Region	Includes Merchant partnership and emergency services material for the Cardholders

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4.1.1.15 Visa Card Customer Service Requirements

An Issuer must provide to its Cardholders customer service that is available 24 hours a day, 7 days a week to obtain emergency and account-related information services.[1]

[1] Optional for Visa Electron, Visa Classic, and Non-Reloadable Prepaid Cards

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4.1.1.16 Presence of Payment Account Reference

A Visa payment account must have an associated Payment Account Reference.

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4.1.1.17 Visa Installment Solutions (VIS) Issuer Requirements – CEMEA and Europe Regions

In the CEMEA Region (United Arab Emirates), **effective 13 April 2024** CEMEA Region (Qatar, Saudi Arabia), **effective 12 April 2025** CEMEA Region (Azerbaijan, Bahrain), and **effective 18 October 2025** CEMEA Region (Jordan, Oman): A consumer Credit Card Issuer must support Visa Installment Solutions (VIS), as specified in the *Visa Installment Solutions (VIS) Service Description*.

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Effective 19 October 2024 In the Europe Region (United Kingdom): An Issuer must support Visa Installment Solutions (VIS), as specified in the *Visa Installment Solutions (VIS) Service Description*, for the following products:

- A consumer Credit Card with installment payment features
- A consumer Debit Card with installment payment features
- A Visa Installment Credential

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4.1.2 Visa Credit Card Issuance

4.1.2.1 Second Line of Credit for On-Us Transactions – LAC Region

In the LAC Region: An 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

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4.1.2.2 Visa Consumer Product Core Card Benefits – LAC Region

In the LAC Region:[1] A Visa Consumer Card Issuer must, at a minimum, provide its Cardholders with all of the following core product benefits:

Table 4-3: Visa Consumer Product Core Card Benefits – LAC Region

Core Benefit	Visa Classic[2,3]	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
Travel Information Services	Worldwide	Worldwide	Worldwide	Worldwide	Worldwide
Price Protection	Minimum USD 25 price difference per item up to USD	Minimum USD 25 price difference per item up to USD	Minimum USD 25 price difference per item up to USD	Minimum USD 25 price difference per item up to USD	Minimum USD 25 price difference per item up to USD

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Table 4-3: Visa Consumer Product Core Card Benefits – LAC Region (continued)

Core Benefit	Visa Classic[2,3]	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
	200 per account, per year[4]	400 per account, per year	2,000 per account, per year[5]	2,000 per account, per year[5]	4,000 per account, per year[5]
Purchase Protection	N/A	Up to USD 1,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year In Brazil: USD 2,000 per item up to USD 4,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year In Brazil: USD 5,000 per item up to USD 20,000 per account, per year	USD 10,000 per item up to USD 20,000 per account, per year In Brazil: USD 10,000 per item up to USD 30,000 per account, per year
Extended Warranty	N/A	USD 1,000 per item up to USD 5,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year In Brazil: USD 2,500 per item up to USD 5,000 per account, per year	USD 5,000 per item up to USD 10,000 per account, per year In Brazil: USD 3,000 per item up to USD 6,000 per account, per year	USD 5,000 per item up to USD 25,000 per account, per year
Auto Rental Insurance (For Visa Signature and Visa Infinite only)	N/A	N/A	N/A	Worldwide, including country of residence	Worldwide, including country of residence
International Emergency Medical Services	N/A	N/A	Up to USD 150,000 In Brazil: Up to USD 125,000	Up to USD 200,000 In Brazil: Up to USD 250,000	Up to USD 200,000 In Brazil: Up to USD 292,000

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Table 4-3: Visa Consumer Product Core Card Benefits – LAC Region (continued)

Core Benefit	Visa Classic[2,3]	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
Baggage Delay	N/A	N/A	In Mexico: Up to USD 300 per beneficiary, per event	USD 500 per beneficiary, per event In Brazil: USD 600 per beneficiary, per event	USD 600 per beneficiary, per event In Brazil: USD 750 per beneficiary, per event
Baggage Loss	N/A	N/A	In Mexico: Up to USD 800 per beneficiary, per event	Up to USD 1,000 per beneficiary, per event In Brazil: Up to USD 3,000 per beneficiary, per event	Up to USD 3,000 per beneficiary, per event In Brazil: Up to USD 3,500 per beneficiary, per event
Missed Connection	N/A	N/A	N/A	N/A	Up to USD 300
Trip Delay	N/A	N/A	N/A	In Brazil: Up to USD 250 more than 4 hours of delay	Up to USD 300 more than 4 hours of delay
Trip Cancellation	N/A	N/A	In Mexico: Up to USD 1,000 In Chile: Up to USD 2,500 per person, per event	In Mexico: Up to USD 2,000 In Brazil: Up to USD 3,000 In Chile: Up to USD 3,000 per person, per event	Up to USD 3,000 In Brazil: Up to USD 4,500 In Chile: Up to USD 5,000 per person, per event
Personal Concierge Service	N/A	N/A	Provided through Visa	Provided through Visa	Provided through Visa
Subscription	As specified by	As specified by	As specified by	As specified by	As specified by

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Table 4-3: Visa Consumer Product Core Card Benefits – LAC Region (continued)

Core Benefit	Visa Classic[2,3]	Visa Gold	Visa Platinum	Visa Signature	Visa Infinite
Services (where available)	Visa	Visa	Visa	Visa	Visa
Airport Companion[6]	N/A	N/A	Provided through Visa	Provided through Visa	Provided through Visa

[1] In Puerto Rico, U.S. Virgin Islands: This does not apply.

[2] In Mexico: This does not apply to Visa Classic Cards issued as Debit Cards.

[3] In Brazil: This does not apply to Visa Classic Cards.

[4] In Argentina: This does not apply to Visa Classic Cards issued as Debit Cards

[5] In Brazil: This does not apply.

[6] In Chile: This does not apply.

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4.1.3 Visa Charge Card Issuance

4.1.3.1 Visa Charge Card Classification

An Issuer must identify a Visa Charge Card and distinguish it from a Visa Consumer Credit Card by using one of the following classification levels:

- BIN
- Account Range Definition (ARDEF)
- Registered Program Identification Number (RPIN)
- Account Level Processing

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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.

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4.1.3.3 Visa Charge Card Issuer Registration – AP and US Regions

In the AP Region, US Region: A Visa Charge Card Issuer must register its Visa Charge Card program and obtain prior approval from Visa.

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4.1.4 Debit Card Issuance

4.1.4.1 Debit Card Issuer Cash-Back Requirements – US Region

In the US Region: A Debit Card Issuer and Visa Business Check Card Issuer must support the Visa Cash-Back Service.

This requirement does not apply to certain Prepaid Cards, as specified in *Section 1.4.4.1, PIN Issuance*.

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4.1.4.2 Debit Card Partial Preauthorization – US Region

In the US Region: A Debit Card Issuer or Visa Business Check Card Issuer and its VisaNet Processor must support partial preauthorization Responses for PIN-Authenticated Visa Debit Transactions.

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4.1.4.3 Consumer Deferred Debit Card Equivalent – US Region

In the US Region: An Issuer must position a consumer 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 consumer deferred Debit Card is treated as a Credit Card only for Limited Acceptance purposes.

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4.1.4.4 Visa Debit Category Transaction Identification – Canada Region

In the Canada Region: A 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

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- Clearly disclose to the Cardholder any distinction between a Visa Debit Category Transaction and other payment services

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4.1.4.5 Visa Debit Category Issuer Chip Requirements – Canada Region

In the Canada Region: A Visa Debit Category Issuer must ensure that the Visa Application Identifier (AID) is present on the Card. The Application Selection Flag (ASF) settings and Contactless functionality must comply with the *Visa Canada Debit Card – Technical Specifications*.

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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

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4.1.6.2 Global Co-Branding Partner Eligibility

A Global Co-Branding Partner must both:

- Be sponsored by an Issuer
- Not be an entity deemed to be a competitor of Visa

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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:

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- 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

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4.1.6.4 Affinity/Co-Branded Card Program Requirements

An Affinity/Co-Brand Card Issuer must do all of the following:

- 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
- In the Europe Region: All of the following:
  - Identify an Affinity/Co-Brand program using an eligible Account Range
  - Notify Visa in the Affinity/Co-Brand Application which Account Range corresponds to which Affinity/Co-Brand program
  - Require the Affinity/Co-Brand partner to submit written agreement to the Issuer acknowledging the rights of Visa to the Visa-Owned Marks

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.

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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

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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 deemed to be a competitor of Visa.

To display the Marks of another Member or a non-Member that is engaged in banking activities and eligible for Visa membership as an Affinity/Co-Brand partner on its Cards,[1] 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
- Ensure that the Affinity/Co-Brand program is established solely to distribute or sell Cards. The Affinity/Co-Brand partner must act only as the distributor/reseller.
- Maintain complete control over the Affinity/Co-Brand 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 Card.
- For Prepaid Cards, assume complete responsibility for oversight and control of its Affinity/Co-Brand partner, as specified in *Section X*.

In the Europe Region: If an Affinity/Co-Brand partner is a retailer, its Merchant Outlets must accept Cards.

[1] In the Europe Region: This is allowed only for Prepaid Cards.

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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:[1]

- 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

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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

[1] In the AP Region (Australia): This does not apply to mortgage originator programs, pastoral companies, and superannuation funds.

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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.

In the AP Region (Japan): This does not apply to Cards issued with multiple Magnetic Stripes.

In the Europe Region: This does not apply to Cards issued with more than one payment scheme.

In the US Region: 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.

In the US Region: This does not apply, as specified in *Section 7.1.1.4, Non-Visa Debit Transaction Disclosure Requirements – US Region*.

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4.1.6.9 Affinity/Co-Branded Card Account Access

An Affinity/Co-Brand 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-Brand Card.

In the AP Region (Japan): This does not apply to Cards issued with multiple Magnetic Stripes.

In the LAC Region: This does not apply as specified in *Section 4.1.2.1, Second Line of Credit for On-Us Transactions – LAC Region*.

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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.

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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:
  - 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 Co-Brand Partner Contract Requirements – Europe Region

In the Europe Region: A Member must include a provision in its contracts with a Co-Brand Partner that specifies that the Co-Brand Partner must not misrepresent itself as being a Member.

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4.1.7 Card Production Standards

4.1.7.2 Cardholder Name on Chip and Magnetic Stripe – Europe Region

In the Europe Region: If the Cardholder name is encoded on the Chip and on the Magnetic Stripe on a Card, the names encoded must be the same as the name displayed on the Card as far as is allowed by the character sets supported by the Chip and the Magnetic Stripe.

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4.1.7.4 Card Activation Stickers

With the exception of a Card activation sticker, an 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.

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The Card activation sticker or other material enclosed with the Card mailer must provide a method for the Cardholder to activate the Card upon receipt.

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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
- 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

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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 Account Issuer Requirements

A Virtual Account Issuer must comply with all of the following:

- Obtain prior approval from Visa
- Use the BIN designated for the specific product or program for which a Virtual Account is issued
- Verify account information, including name of the Virtual Account owner, Payment Credential, account expiration date, and Card Verification Value 2 (CVV2) and communicate it securely to the Virtual Account owner
- If a Reference Card is provided, comply with Reference Card design requirements

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4.1.9 Issuer Disclosures

4.1.9.1 Issuer Disclosure of Authorization Request Amounts

If an Issuer includes information from an Authorization Request in an online Cardholder statement, Cardholder alert, or other communication to the Cardholder, it must both:

- Notify its Cardholder that an Estimated Authorization Request, Initial Authorization Request, or Incremental Authorization Request amount may differ from the final Transaction amount
- For an Automated Fuel Dispenser Transaction, not notify its Cardholder of the amount of the Authorization Request in the online Cardholder statement, Cardholder alert, or other communication. It may notify the Cardholder of the final Transaction amount from the Acquirer Confirmation Advice or the Completion Message.

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4.1.9.2 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 or international collect-call telephone number through which Cardholders may obtain these services.

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4.1.9.3 Disclosure of Responsibility for Charges – AP Region

In the AP Region: A 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.

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4.1.9.4 Issuer Contact Disclosure – Canada Region

In the Canada Region: An 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 Cardholder Agreement Requirements – AP, Canada, CEMEA, Europe, and LAC Regions

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: Taking into account Visa services and products, including all the purposes specified in the *Data Framework for Visa Services*, or any other agreement between Visa and the Member to which the Visa Rules apply, an Issuer must ensure that Cardholders are properly informed about (and, if so required by the Applicable Data Protection Laws/Regulations, consent to) the processing of Personal Data (including, without limitation, any Sensitive Personal Data and any applicable disclosures or cross-border transfers) in a transparent manner that meets the requirements of all Applicable Data Protection Laws/Regulations.

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4.1.9.6 Cards that Support Multiple Payment Schemes – Issuer Requirements – Europe Region

In the Europe Region: For a Card that supports more than one payment scheme and that is issued inside the European Economic Area (EEA), an Issuer must:

- Register with Visa all of the following:
  - The Issuer's intention to issue a Card that supports more than one payment scheme or payment application
  - The payment scheme(s) or payment application(s) that will be supported
  - The Visa product that will be issued
- For Cards issued or reissued on or after 1 November 2021, not set the primary Visa Application Identifier at a lower priority than the Application Identifier(s) for the other payment scheme(s) supported on that Card, unless a Cardholder has expressly requested the prioritization of a particular payment scheme.
- Ensure that the Visa Application Identifier[1] is active on the Card
- Clearly explain in any Cardholder correspondence that there is more than one payment scheme or payment application on the Card
- Include a provision in its Cardholder agreement to explain that when a Card supports more than one payment scheme or payment application and is used at a Merchant Outlet that accepts those payment schemes, the Cardholder retains, at the Point-of-Transaction, complete discretion over the payment scheme or payment application that is used to initiate a Transaction.

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Effective 12 October 2024 In the Europe Region (Denmark, Finland, Iceland, Norway, Sweden): An Issuer must ensure that a Cardholder that has provisioned a Card with more than one payment scheme or payment application into a wallet application can make a clear and transparent choice within the wallet application[2] between the payment schemes to complete each Transaction initiated using the wallet application.[3]

[1] This includes the Visa Electron Application Identifier, if applicable.

[2] A digital wallet or similar application which contains the tokenized Payment Credential of the co-badged Card.

[3] This includes a mobile wallet Contactless Transaction, known as mobile NFC, or an Electronic Commerce Transaction made through the wallet application.

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4.1.9.7 Communication of Change of Card Details – Europe Region

In the Europe Region: An Issuer must communicate to its Cardholder in writing any change in the Cardholder's Card details. This communication must both:

- Advise the Cardholder of the impact of changing Card details and any need for action
- Prompt the Cardholder to contact any Merchants with which it has either:
  - A Recurring Transaction agreement
  - An agreement to store the Cardholder's Stored Credential

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4.1.9.8 Issuer Disclosure Requirements – Europe Region

In the Europe Region: An Issuer must notify its Cardholders in writing of the following:

- Specific fees and charges to be assessed to the Cardholder, including, but not limited to:
  - Annual fee
  - Interest rate(s), if applicable
  - ATM Cash Disbursement fee
  - Manual Cash Disbursement fee
  - PIN replacement charge
  - Fee for additional billing statement copies
- Date on which Transactions will be debited from the Cardholder's account

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4.1.9.9 Card Application Processing Fee – US Region

In the US Region: An Issuer or Agent that charges a fee to a Cardholder for processing a 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 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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4.1.9.10 Disclosure of Card Features and Services – US Region

In the US Region: An 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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4.1.9.11 Communication of Cardholder Assistance Telephone Number – US Region

In the US Region: An Issuer must communicate one of the following toll-free telephone numbers to each Cardholder at least once a year:

- Visa Client 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 material furnished to the Cardholder.

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4.1.11 PIN Requirements

4.1.11.1 PIN as Cardholder Verification Method – Issuer Requirements – AP Region (India)

In the AP Region (India): An Issuer must have PIN as the preferred Cardholder Verification Method (CVM) for all newly issued or re-issued Debit Cards and Reloadable Prepaid 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 Debit Card or Reloadable Prepaid Card does not include a PIN or the confirmation that PIN was correctly entered.

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4.1.11.2 PIN Verification Service Request – Europe Region

In the Europe Region: An Issuer must submit a written request to Visa at least 90 calendar days before implementing the PIN Verification Service.

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4.1.11.3 PIN Verification Service – Issuer Requirements – US Region

In the US Region: If an 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. This applies only if the Issuer requires Stand-In Processing to verify PINs.
- Ensure that the PIN Verification Value resides on the PIN Verification Value file maintained by Visa

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4.1.11.4 PIN Issuance for Visa Signature and Visa Signature Preferred Cards – US Region

In the US Region: An 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

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An Issuer whose internal systems support customer PIN selection must offer the availability of PINs to all of its Cardholders.

An 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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4.1.11.5 PIN as Cardholder Verification Method – Europe Region (Slovakia)

In the Europe Region (Slovakia): For a Visa Electron Transaction in a Card-Present Environment, the primary Cardholder Verification Method must be PIN.

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4.1.12 Data Retention and Transmission

4.1.12.1 Cardholder Data Provision for Prize Awards – US Region

In the US Region: An 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

In the US Region: An 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 or ancillary data

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4.1.12.3 Issuer Requirements for Reporting Linked Consumer Credit Accounts – LAC Region (Puerto Rico), US Region

In the LAC Region (Puerto Rico),[1] US Region: An Issuer with more than USD 1 billion in annual Visa Consumer Credit Card Transaction volume must link its Visa Consumer Credit Cards if the Payment Credentials are different, as follows:

- A secondary Card(s) to its primary Card through a Visa Card Account Program Enrollment Service
- A virtual Card(s) to its primary or secondary physical Card(s) through a Visa Card Account Program Enrollment Service

[1] This only applies to Issuers participating in Account Level Processing.

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4.1.13 Provisional Credit/Zero Liability

4.1.13.1 Provisional Credit – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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 4-4: Provision of Provisional Credit

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements/Allowances
AP Region	Visa Infinite Visa Infinite Business	Within 24 hours of notification of a Cardholder dispute	The Issuer must do all of the following: • Place the disputed Transaction amount in a suspense account until the dispute is resolved • If the Merchant refutes the Dispute, inform the Cardholder and attempt to resolve the dispute • Send letter of explanation to the Cardholder when the dispute is resolved
	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.

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Table 4-4: Provision of Provisional Credit (continued)

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements/Allowances
	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 Region	Debit Category	Within 2 business days of notification of a dispute or unauthorized Transaction, unless any of the following apply: • The Issuer determines the need for special investigation • Transaction type or prior account history warrants a delay • The nature of the Transaction justifies a delay in crediting the Cardholder's account	The Issuer must dispute the Transaction amount if any of the following conditions apply: • The dispute relates to an Electronic Commerce or Mail/Phone Order Transaction. • The Merchant has not refunded the Cardholder within 30 days of the Cardholder's attempt to resolve the dispute. • The Cardholder is not expected to receive a refund from any other entity, fund, or source for the disputed Transaction.
	All other Cards	When both of the following are confirmed: • The dispute meets the Dispute criteria • The dispute is determined to be legitimate	If the Issuer does not dispute the Transaction amount as required, the credit to the Cardholder's account must be final. The Issuer may reverse a provisional credit only if it properly initiated a Dispute that is determined by Visa to be invalid, except where the Dispute is determined by Visa to be valid on its merits and properly documented, but declined by reason of the

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Table 4-4: Provision of Provisional Credit (continued)

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements/Allowances
			Issuer's failure to meet a Visa requirement.
CEMEA Region	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 Region	Credit Debit	Within 24 hours of notification of a Cardholder dispute, unless any of the following apply: • The Issuer determines the need for special investigation • Transaction type or prior account history warrants a delay • The nature of the Transaction justifies a delay in crediting the Cardholder's account	The Issuer may place the disputed Transaction amount in a suspense account until the dispute is resolved.
	Prepaid	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
US Region	Visa Business Check Debit, except for ATM Cash Disbursements	Within 5 business days of notification of an unauthorized Transaction, unless the Issuer determines that additional	N/A

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Table 4-4: Provision of Provisional Credit (continued)

Issuer Region	Product Type	Provisional credit must be provided to a Cardholder's account:	Additional Requirements/Allowances
		investigation is warranted and allowed by applicable laws or regulations	
	Visa Infinite Visa Infinite Business	Immediately	The Issuer must do all of the following: • Ensure that the disputed amount is not calculated as part of the total balance or displayed on Cardholder statements or account summaries • If the Merchant refutes the Dispute, inform the Cardholder and attempt to resolve dispute • Send letter of explanation to the Cardholder when the dispute is resolved • Notify the Cardholder before the Transaction is reposted to the account if the Dispute is reversed • Not assess any finance charges on the disputed amount for the period of the dispute

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4.1.13.2 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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4.1.14 Issuer Requirements for Emergency Service Provision

4.1.14.1 Issuer Requirements for Using the Global Customer Assistance Services (GCAS) for Emergency Cash Disbursement and Emergency Card Replacement

An Issuer that uses the Global Customer Assistance Services (GCAS) for Emergency Cash Disbursements or Emergency Card Replacements must comply with all of the following:

- Complete a GCAS enrollment form and provide all information required for the issuance of Chip-enabled Emergency Card Replacements
- For BIN setup, complete the Global Customer Assistance Services registration form and provide all Issuer contact information.[1]
- Advise its Cardholders of the availability of an Emergency Cash Disbursement or Emergency Card Replacement, as applicable
- Provide 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 Client Care telephone numbers
  - Issuer's own worldwide emergency services telephone number
- Notify Visa Client Care at least 2 weeks before any change in its Emergency Cash Disbursement or Emergency Card Replacement contact
- Approve or deny a request from Visa Client Care or a Cardholder within 2 hours of notification
- Approve a Status Check Authorization 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 on the Emergency Card Replacement
- For Emergency Card Replacements, both:
  - Provide accurate Cardholder information, including the correct spelling of the Cardholder's name as it should appear on the Emergency Card Replacement and Cardholder verification data
  - Assume responsibility for each Emergency Card Replacement issued by Visa Client Care when the Card is embossed and encoded both:
    - According to the Issuer's instructions
    - With a Stand-In Processing Account

[1] An Issuer must choose Visa GCAS or Issuer customer services or through a third-party provider for Emergency Cash Disbursements and Emergency Card Replacements.

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4.1.14.2 Emergency Cash Disbursement and Emergency Card Replacement Provision Requirements

An Issuer or the Issuer's agent must provide an Emergency Cash Disbursement and Emergency Card Replacement as specified in *Table 4-5, Provision of Emergency Cash Disbursements to Cardholders*, and *Table 4-6, Provision of Emergency Card Replacements to Cardholders*, except under the following circumstances:

- Delivery to the requested country is prohibited by applicable laws or regulations (for example: the country is embargoed).
- The Cardholder failed to provide accurate delivery information.
- Clearance through the country's international customs office is delayed.
- The destination is remote and not easily reachable.
- The Issuer or the Issuer's agent and the Cardholder have agreed to a specific delivery timeframe.

The Issuer or the Issuer's agent must not assess additional charges to the Cardholder if a service or time frame is required for the Card type, as specified in *Section 4.1.14.4, Provision of Emergency Services to Cardholders Requirements*.

Table 4-5: Provision of Emergency Cash Disbursements to Cardholders

Card Type	If Cardholder location is within the issuing Visa Region	If Cardholder location is outside the issuing Visa Region
Visa Classic, Visa Electron	Within 1 business day from the time that the Issuer approves the request	Within 1 business day from the time that the Issuer approves the request
Visa Gold/Premier, Visa Traditional, Visa Traditional Rewards, Visa Rewards (including Visa Rewards Business), Visa Platinum (including Visa Platinum Business), Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	Within 24 hours from the time that the Issuer approves the request	Within 1 business day from the time that the Issuer approves the request
Visa Infinite (including Visa Infinite Business), Visa Signature (including Visa Signature Preferred, Visa Signature Business), Visa Infinite Privilege, Visa Ultra High Net Worth	Within 24 hours from the time that the Issuer approves the request	Within 24 hours from the time that the Issuer approves the request

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Table 4-6: Provision of Emergency Card Replacements to Cardholders

Card Type	If Cardholder location is within the issuing Visa Region	If Cardholder location is outside the issuing Visa Region
Visa Classic, Visa Electron, Visa Installment Credential	Within 1 business day from the time that the Issuer approves the request	Within 3 business days from the time that the Issuer approves the request
Visa Gold/Premier, Visa Traditional, Visa Traditional Rewards, Visa Rewards (including Visa Rewards Business), Visa Platinum (including Visa Platinum Business), Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	Within 24 hours from the time that the Issuer approves the request	Within 1 business day from the time that the Issuer approves the request
Visa Infinite (including Visa Infinite Business), Visa Signature (including Visa Signature Business), Visa Infinite Privilege, Visa Ultra High Net Worth	Within 24 hours from the time that the Issuer approves the request	Within 24 hours from the time that the Issuer approves the request

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4.1.14.3 Issuer Provision of Stand-In Processing Accounts for Emergency Cash Disbursements and Emergency Card Replacements

If an Issuer supports Stand-In Processing Accounts for Emergency Cash Disbursements and Emergency Card Replacements, it must provide to Visa Client Care, via a secure method, at least 3 activated Stand-In Processing Accounts per BIN.

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4.1.14.4 Provision of Emergency Services to Cardholders Requirements

An Issuer must provide the Provision of Emergency Services to Cardholders, as follows:

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Table 4-7: Provision of Emergency Services to Cardholders

Service	Issuer must provide service for:
Cardholder Inquiry Service	All Visa products, except: • Visa Large Purchase Advantage • In the Europe Region: Virtual Accounts
Emergency Cash Disbursement	All Visa products, except:[1] • Virtual Accounts[2] • Visa Classic Cards • Visa Electron Cards • Visa Prepaid Cards • Travel Prepaid Cards/Visa TravelMoney (in the LAC Region: required for Visa TravelMoney Student Cards) • In the AP Region, CEMEA Region: required for Visa Platinum Prepaid Cards except INR-denominated Cards • In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: Visa Purchasing Cards
Emergency Card Replacement	All Visa products, except:[1] • Virtual Accounts[2] • Visa Classic Cards • Visa Electron Cards • Visa Large Purchase Advantage • Visa Prepaid Cards (In the AP Region, CEMEA Region: required for Visa Platinum Prepaid Cards except INR-denominated Cards, with an amount equal to the balance that was on the original Card when it was reported or stolen) • Visa Installment Credential
Lost/Stolen Card Reporting	All Cards

[1] For Visa Business Cards, the Issuer may limit services to the primary Cardholder or representatives of the business with administrative authority

[2] In the AP Region, Canada Region, Europe Region, LAC Region, US Region: Prohibited for Virtual Accounts

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4.1.15 Insurance/Benefits

4.1.15.2 Visa Cardholder Benefit Requirements by Product – Canada Region

In the Canada Region: An Issuer must, at minimum, provide the following product-specific Cardholder benefits:

Table 4-8: Cardholder Benefits by Product Type – Canada Region

Product	Auto Rental Collision/Damage Waiver	Legal Referral Assistance	Medical Referral Assistance
Visa	Optional	Optional	Optional
Visa Gold	Optional	Optional	Optional
Visa Platinum	Optional	Optional	Optional
Visa Infinite	Optional	Optional	Optional
Visa Infinite Privilege	Optional	Optional	Optional
Visa Business	Optional	Optional	Optional
Visa Infinite Business	Required	Required	Required
Visa Corporate	Optional	Required	Required
Visa Purchasing	Optional	Not applicable	Not applicable

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4.1.15.3 Insurance Program Issuer Requirements – US Region

An Issuer that offers Visa-funded insurance Card benefits must comply with the following requirements:

- Meet all Cardholder notification requirements prescribed by insurance regulators and available at *visacardbenefits@cbsiservices.com*

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- 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 Card

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4.1.15.6 Visa Platinum Business and Visa Infinite Business Cardholder Alternative Benefits – Europe Region

In the Europe Region: The alternative Cardholder benefits provided by a Visa Platinum Business Card Issuer and a Visa Infinite Business Card Issuer must comply with all of the following:

- Able to be objectively valued, with a clear market value or recommended retail price
- Be an ongoing product feature and not promotional in nature with customer hurdles or eligibility requirements
- Be re-invested into the Card relationship, and not be used to cross-subsidize other products

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- Be actively and regularly promoted to Cardholders using all of the following methods:
  - On all advertising or marketing materials for the Card program
  - In the Cardholder communication material included with the Card delivery
  - At least twice per year in all customer-facing channels
- Exclude benefits that are typically provided in campaign acquisition and portfolio management activities (for example: one-off bonus points, fee waivers, or other spend stimulation benefits)

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4.1.16 Click to Pay

4.1.16.1 Click to Pay – Card Enrollment

An Issuer must not restrict a Click to Pay Account Holder from enrolling the Issuer's Card in one or more Click to Pay accounts.

Effective 13 April 2024 In the Europe Region (Austria, Netherlands, Switzerland): An Issuer must actively offer the ability for Cards to be provisioned to Click to Pay accounts. This must be offered as either of the following:

- Issuer-initiated mass provisioning as part of a Cardholder's terms and conditions
- Cardholder-initiated push provisioning

Effective 18 October 2024 In the Europe Region and **effective 12 April 2025** CEMEA Region: An Issuer must support Issuer-offered Click to Pay[1] and activate their Cards for Click to Pay in line with the timeframe specified in *Table 4-9, Click to Pay Issuer Adoption Timeframe – CEMEA Region and Europe Region*.

Table 4-9: Click to Pay Issuer Adoption Timeframe – CEMEA Region and Europe Region

Issuer Region/Country	Adoption Timeframe
Effective 12 April 2025 CEMEA Region	
Bahrain, Kuwait, Oman, Qatar, Ukraine, United Arab Emirates	**Effective no later than 12 April 2025**
South Africa	**Effective no later than 24 October 2026**
Europe Region	
Bulgaria, Croatia, Cyprus, Czech Republic, France, Greece, Hungary,	**Effective no later than 18 October**

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Table 4-9: Click to Pay Issuer Adoption Timeframe – CEMEA Region and Europe Region (continued)

Issuer Region/Country	Adoption Timeframe
Italy, Malta, Romania, Slovenia, United Kingdom	2024
Andorra, Austria, Belgium, Denmark, Estonia, Finland, Germany, Iceland, Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland	Effective no later than 18 April 2025

In the Europe Region and effective 12 April 2025 CEMEA Region: An Issuer that supports Issuer-offered Click to Pay must do all the following:

- Provide Click to Pay as part of that Issuer's Cardholder terms and conditions
- Ensure Click to Pay is a standard feature of all Visa Cards
- Ensure that the following are not enrolled in Click to Pay:
  - Single use Cards
  - Cards that do not support Electronic Commerce Transactions
  - Non-Reloadable Prepaid Cards[2]
- In the Europe Region: Comply with all requirements, as specified in the *Click to Pay Issuer Requirements – Europe Region*
- In the CEMEA Region: Comply with all requirements, as specified in the *Click to Pay Issuer Requirements – CEMEA Region*

[1] This does not apply to Visa Commercial Cards.

[2] This does not apply in the Europe Region.

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4.1.16.2 Click to Pay – Transaction Requirements

If a Transaction is conducted through Click to Pay with a Visa-branded product, it is subject to the same requirements as any other Visa Transaction.

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4.1.16.3 Click to Pay FIDO Biometric Authentication – Europe Region

In the Europe Region: An Issuer that participates in Visa Secure with EMV 3DS must perform challenge-based Cardholder authentication when requested by Click to Pay in the EMV 3DS protocol.

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Issuers must not decline any Transaction using Click to Pay with successful FIDO[1] Cardholder authentication in a systemic or wholesale manner.

[1] FIDO (Fast Identity Online) is a set of technology-agnostic security specifications for strong authentication.

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4.1.17 Visa Token Service

4.1.17.1 Visa Token Service (VTS) Issuer Participation Requirements

An Issuer that uses the Visa Token Service (VTS) may participate in one or more Token Requestor solutions available through the applicable enrollment process.

The Issuer assumes full responsibility for all of the following:

- Validating Cardholder identity[1]
- Provisioning and maintenance decisions for Tokens
- Compliance with terms and conditions[1]
- Performing credential updates associated with Tokens and their underlying Payment Credentials[2]

In the AP Region, CEMEA Region, Europe Region, LAC Region, and US Region[3]: An Issuer or Visa Token Service Active Issuer Participant must comply with *Table 4-10, Visa Token Service Enablement and Digital Credential Updates – AP Region, CEMEA Region, Europe Region, LAC Region, and US Region*[3]:

Table 4-10: Visa Token Service Enablement and Digital Credential Updates – AP Region, CEMEA Region, Europe Region, LAC Region, and US Region

Issuer Region/Country/Territory	Requirements
AP Region	
All countries (excluding Bangladesh, India, Mainland China, Mongolia, Nepal, Republic of Korea, Taiwan)	An Issuer must ensure that all BINs are enabled in the VTS for Card-Absent Environment Transactions. A Visa Token Service Active Issuer Participant must both: • Ensure that a Token reflects both: – The most up-to-date underlying Account Number for which the Token was issued – The most-up-to-date expiry date of the underlying Account Number

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Table 4-10: Visa Token Service Enablement and Digital Credential Updates – AP Region, CEMEA Region, Europe Region, LAC Region, and US Region (continued)

Issuer Region/Country/Territory	Requirements
	• Maintain, at a minimum, a monthly Token provisioning approval rate[4] of 90% per BIN
CEMEA Region	
Albania, Angola, Bahrain, Egypt, Georgia, Ghana, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Lebanon, Madagascar, Malawi, Mozambique, Oman, Pakistan, Qatar, Rwanda, Saudi Arabia, Seychelles, South Africa, State of Palestine, Tajikistan, Ukraine, United Arab Emirates, Zambia **Effective 13 April 2024** Afghanistan, Algeria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Botswana, Ethiopia, Iraq, Libya, Mauritania, Mauritius, Moldova, Montenegro, Morocco, North Macedonia, Serbia, Sudan, Tanzania, Tunisia, Turkmenistan, Uganda, Uzbekistan, Western Sahara, Yemen **Effective 19 October 2024** Cote d'Ivoire, Democratic Republic of the Congo, Eswatini, Nigeria, Senegal **Effective 25 January 2025** Benin, Bouvet Island, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Brazzaville), Djibouti, Equatorial Guinea, Eritrea, Gabon, Gambia, Guinea, Guinea-Bissau, Lesotho, Liberia, Mali,	An Issuer must ensure that all BINs are enabled in the VTS for Card-Absent Environment Transactions. A Visa Token Service Active Issuer Participant must ensure that a Token reflects both: • The most up-to-date underlying Account Number for which the Token was issued • The most-up-to-date expiry date of the underlying Account Number A Visa Token Service Active Issuer Participant must maintain, at a minimum, a monthly Token provisioning approval rate[4] of 90% per BIN. **Effective 19 October 2024** A Visa Token Service Active Issuer Participant[5,6,7] must support and actively offer the ability for the Cards to be provisioned to all participating Pass-Through Digital Wallets operating in the Issuer's country. This must be offered as Cardholder-initiated push provisioning. Where a Visa Token Service Basic Issuer Participant does not manage the credential updates of Tokens, Visa will manage this on their behalf.

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Table 4-10: Visa Token Service Enablement and Digital Credential Updates – AP Region, CEMEA Region, Europe Region, LAC Region, and US Region (continued)

Issuer Region/Country/Territory	Requirements
Namibia, Niger, Saint Helena, Ascension, and Tristan da Cunha (including Gough Island), Sao Tome and Principe, Sierra Leone, Somalia, South Sudan, Togo, Zimbabwe	
Europe Region	
All countries	An Issuer must ensure that a Token reflects both: • The most up-to-date underlying Account Number for which the Token was issued • The most-up-to-date expiry date of the underlying Account Number A Visa Token Service Active Issuer Participant must both: • Ensure that all BINs are enabled in the VTS for Card-Absent Environment Transactions • Maintain, at a minimum, a monthly Token provisioning approval rate[4] of 90% per BIN
LAC Region	
All countries	An Issuer must ensure that all BINs are enabled in the VTS for Card-Absent Environment Transactions.[8] A Visa Token Service Active Issuer Participant must both: • Ensure that a Token reflects both: – The most up-to-date underlying Account Number for which the Token was issued – The most-up-to-date expiry date of the underlying Account Number • Maintain, at a minimum, a monthly Token provisioning approval rate[4] of 90% per BIN Where a Visa Token Service Basic Issuer Participant does not manage the credential updates of Tokens, Visa will manage this on their behalf.

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Table 4-10: Visa Token Service Enablement and Digital Credential Updates – AP Region, CEMEA Region, Europe Region, LAC Region, and US Region (continued)

Issuer Region/Country/Territory	Requirements
US Region[1,9]	
All	**Effective 19 October 2024** A Visa Token Service Active Issuer Participant must ensure that all BINs are enabled in the VTS for Card-Absent Environment Transactions. **Effective 19 October 2024** A Visa Token Service Active Issuer Participant must maintain, at a minimum, a monthly Token provisioning approval rate[4] of 90% per BIN.

Visa Token Service Basic Issuer Participants[10] will be enrolled by Visa to participate in the VTS for Card-Absent Environment Transactions and must, unless otherwise specified, comply with all rules relating to Tokens and the VTS.

In the AP Region (India), Europe Region: An Issuer may choose to opt out of being a Visa Token Service Basic Issuer Participant.

[1] This requirement does not apply to a Visa Token Service Basic Issuer Participant.

[2] This requirement is optional for a Visa Token Service Basic Issuer, except in the CEMEA, Europe, and LAC Regions.

[3] In the US Region: **Effective 19 October 2024**

[4] The approval rate is the number of successful Token provisioning requests as a percentage of all eligible Token provisioning requests processed.

[5] **Effective 19 October 2024** In the CEMEA Region: This only applies to a Visa Token Service Active Issuer Participant in Albania, Bosnia and Herzegovina, Egypt, Jordan, Kosovo, Montenegro, Morocco, North Macedonia, Serbia.

[6] **Effective 12 April 2025** In the CEMEA Region: This only applies to a Visa Token Service Active Issuer Participant in Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates.

[7] **Effective 18 October 2025** In the CEMEA Region: This only applies to a Visa Token Service Active Issuer Participant in Pakistan.

[8] In the LAC Region (Mexico): This requirement is only applicable to a Visa Token Service Active Issuer Participant.

[9] **Effective 19 October 2024** In the US Region: This requirement is only applicable to consumer BINs

[10] Where an Issuer authorizes an Account Verification request from the Visa Token Service, that Authorization represents an instruction to Visa to provision a Token. Visa will not issue a Token on the Issuer's behalf if the Issuer declines an Account Verification request from the Visa Token Service.

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4.1.17.2 Visa Token Service – Visa Use of Participating Issuer Data

An Issuer that uses the Visa Token Service agrees and acknowledges that Visa may access, use, store, update, or disclose[1] the Issuer's data, including Issuer data associated with the Issuer's participation in other Visa products, programs, or services, in compliance with applicable laws or regulations to do any of the following in connection with an Issuer's use of Tokens:

- Generate, store, modify, monitor, or provision Tokens and Payment Account References
- Process, support, and resolve customer inquiries or disputes
- Prevent or reduce actual or potential fraud, unauthorized Transactions, claims, or liability
- Manage risk and compliance obligations
- Create and distribute aggregated statistics and reports that do not reveal personally identifiable information
- Comply with any judicial process or government agency having or claiming jurisdiction over Visa
- Provide information to a Token Requestor to enable the Token Requestor to do any of the following:
  - Obtain a Token for use in connection with the Token Requestor's payment solution
  - Provide Transaction alerts to the Cardholder
  - Provide Transaction history to the Cardholder
  - Deliver reporting to a Token Requestor

[1] Includes disclosure to Visa employees, subsidiaries, affiliates, counsel, and agents as necessary

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4.1.17.3 Visa Token Service – Issuer Use of Token Requestor Data

Unless bilateral agreements are in place between a Token Requestor and an Issuer, an Issuer that participates in the Visa Token Service and receives Token Requestor data from Visa in connection with the Visa Token Service must only use such data to perform the following activities:

- Comply with any judicial or government-mandated processes
- Create, use, or distribute aggregated statistics and reports that do not reveal personally identifiable Cardholder information
- Develop, manage, or enhance fraud prevention, Token provisioning (through Issuer identification and verification [ID&V]), and Transaction decisioning

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- Provide customer service support and manage or resolve disputes
- Support operational functions including accounting, billing, auditing, disputes, and collection

The Issuer must not:

- Sell or resell the Token Requestor data
- Isolate raw Token Requestor data for any purpose
- Reformulate aggregated data to establish any identifiable association between the data and Visa Token Service participants
- Use Visa Token Service data elements for underwriting or marketing purposes, or disclose these elements to any third party

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4.1.17.4 Visa Token Service (VTS) Issuer Participation Requirements – LAC Region (Argentina, Bolivia, Chile, Paraguay, Uruguay)

In the LAC Region (Argentina, Bolivia, Chile, Paraguay, Uruguay): An Issuer must participate in the Visa Token Service (VTS).

A participating Issuer must do all of the following:

- Register with Visa
- Perform credential updates associated with Tokens and their underlying Payment Credentials
- Comply with all Visa Token Service requirements specified in the Visa Rules

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4.1.17.5 Token Transaction Processing Requirements

If a Transaction is initiated with a Token, the Transaction must be submitted for Online Authorization.

Visa reserves the right to decline, on an Issuer's behalf, a Transaction initiated with a Token if the Token does not comply with domain control requirements specified in the *EMV Payment Tokenisation Specification*.

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4.1.17.6 Visa Token Service Issuer Requirements

To participate in the Visa Token Service, an Issuer must register with Visa and ensure that no third-party Token Service Provider associates a Token with an Account Number in an Account Range assigned to the Visa Token Service.

If an Issuer chooses to act as a Token Requestor for Cards it has not issued, the Issuer must engage with Visa as a third-party Token Requestor.

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4.1.17.7 Host Card Emulation and Secure Element Third-Party Wallet Token Requirements

An Issuer that engages with a third-party wallet Token Requestor for a host card emulation (HCE) or secure element Token service must do all of the following:

- Notify Visa of the Visa-approved third-party Token Requestor with which the Issuer intends to engage
- Implement an engagement and testing period, the duration of which will be agreed on a case-by-case basis by the Issuer, third-party Token Requestor, and Visa
- Provide call center and customer service support
- Comply with provisioning requirements, as specified in *Section 4.1.17.6, Visa Token Service Issuer Requirements*

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4.1.17.8 Issuer Mobile Application Token Requirements

An Issuer that acts as a Token Requestor through a mobile payment application deployed by the Issuer must submit the proposed application to Visa for approval.

Visa reserves the right to withdraw approval of a mobile payment application at any time if Visa determines that the application does not comply with Visa requirements and payment industry standards.

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4.1.17.9 Use of Issuer Card Artwork in Tokenization Services

An Issuer must provide Visa with its Card artwork and consent to Visa sharing the Card artwork with all of the following:

- A third-party Token Requestor for use in that Token Requestor's mobile application
- A Stored Credential Token Requestor for use on its payment screen and all screens that show account information
- A Merchant or Token Service Provider, where Visa provides that Merchant or Token Service Provider with a Token
- In the Europe Region: A third party for use in Click to Pay

Where an Issuer does not supply its Card artwork, Visa will provide default Card artwork to all of the above entities.

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4.1.18 Visa Digital Enablement Program

4.1.18.1 Visa Digital Enablement Program (VDEP) Participation Requirements

An Issuer, a VisaNet Processor, or a Visa Scheme Processor that either itself, or through its agents and affiliates, participates in the Visa Digital Enablement Program (VDEP) must do all of the following:

- Submit a completed VDEP enrollment form or complete another process established by Visa, as applicable
- Comply, and ensure that its agents and affiliates comply, with the Visa Rules and Visa Digital Enablement Program Documentation, which include but are not limited to technical, registration, testing, approval, certification, and privacy and security requirements
- Obtain written confirmation from Visa that it has met such requirements before releasing any VDEP-related products or services
- If notified by Visa (which may include via email or telephone) or otherwise made aware of the Issuer's, VisaNet Processor's, Visa Scheme Processor's, or its respective agent's or affiliate's non-compliance with the VDEP requirements specified in the Visa Rules or Visa Digital Enablement Program Documentation, take prompt action to remedy the non-compliant situation
- Not discontinue participation in VDEP without 18 months' notice to Visa, or as otherwise agreed with Visa

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Visa reserves the right to suspend or terminate an Issuer's, a VisaNet Processor's, a Visa Scheme Processor's, and/or its respective agent's or affiliate's participation in VDEP, in whole or in part, if either:

- The Issuer, VisaNet Processor, Visa Scheme Processor, and/or its agents or affiliates materially breach VDEP requirements and such breach, if capable of being cured, remains uncured for a period of 30 calendar days.
- Visa reasonably believes that the Issuer's, VisaNet Processor's, Visa Scheme Processor's, and/or its agent's or affiliate's participation could cause harm to VDEP or Visa's clients, systems, programs, products, services, reputation, and/or related intellectual property rights, including for security incidents and non-compliance with applicable law.

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4.1.18.2 Use of Marks and Digital Card Art – Visa Digital Enablement Program

An Issuer that participates in the Visa Digital Enablement Program (VDEP):

- Grants to Visa a non-exclusive right and license to use the Issuer's name, digital Card art, trademarks, service names, and logos provided by the Issuer (collectively, for purposes of this rule, Issuer intellectual property) during the Issuer's participation in VDEP
- Grants to Visa pass-through rights to allow a Token Requestor to use, reproduce, and display Issuer intellectual property as specified in any branding guidelines made available by the Issuer for use by the Token Requestor
- Is granted the right to use, reproduce, and display a Token Requestor's marks and logos to market, advertise, and promote the Issuer's participation in VDEP in the approved jurisdictions, as specified in any branding guidelines made available by the Token Requestor for use by the Issuer. The Token Requestor will have the power to enforce the use of its marks directly with the Issuer.

Visa does not have any responsibility for, or liability arising out of or relating to, Issuer or Token Requestor intellectual property or the use thereof, including liability or responsibility for infringement of third-party rights. Visa is not responsible for monitoring or otherwise enforcing compliance with branding guidelines or use of Issuer or Token Requestor intellectual property.

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4.1.18.3 License Grant for the Visa Digital Enablement Program

Subject to compliance with the Visa Rules and Visa Digital Enablement Program Documentation by an Issuer, a VisaNet Processor, or a Visa Scheme Processor and its respective agents and affiliates, Visa grants to a Visa Token Service Active Issuer Participant and its agents and affiliates that

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participate in the Visa Digital Enablement Program (VDEP) a royalty-free, non-exclusive, revocable, non-transferable (unless stated otherwise), non-sublicensable license to:

- Use the operational and technical documentation, branding guidelines, software development kits, uniform resource identifiers, public encryption keys, and other tools provided by Visa or its affiliates in connection with the program
- Modify the sample source code relating to the program
- Make a reasonable number of back-up or test copies of the materials provided under the program

The use of VDEP materials by an Issuer, a VisaNet Processor, or a Visa Scheme Processor or its respective agents or affiliates is limited solely to the extent necessary to enable its participation in any part of VDEP in compliance with the Visa Rules and Visa Digital Enablement Program Documentation.

The VDEP materials are licensed and not sold. Visa reserves all rights not expressly granted by the VDEP license.

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4.1.19 Chip Issuance Requirements

4.1.19.2 Contact Chip and Contactless Issuer Requirement for Cryptogram Version Number

An Issuer must ensure that a contact Chip or Contactless Card issued or reissued on or after 17 April 2021 is not personalized to support Cryptogram version number (CVN) 10 or 17, or proprietary CVNs that use a static key in the calculation.

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4.1.19.3 Issuer Requirements to Support Enciphered Offline PIN

Effective 25 January 2025 An Issuer must ensure that all new and replacement Chip Cards that support "Plaintext Offline PIN" must support "Enciphered Offline PIN."

Effective 12 January 2030 An Issuer must ensure that all Chip Cards that support "Plaintext Offline PIN" must support "Enciphered Offline PIN."

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4.1.19.4 Chip Card Issuing Requirements – AP Region (Australia, New Zealand)

In the AP Region: All of the following must be EMV-Compliant and VIS-Compliant:

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- In Australia and New Zealand: All Reloadable Prepaid Cards (except Visa TravelMoney Cards)
- In New Zealand: All Debit Cards

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4.1.19.5 Cash-Back Services on Visa Debit Chip Cards – AP Region (Australia)

In the AP Region (Australia): An Issuer must offer Cash-Back services on its Debit Cards issued as Chip Cards.

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4.1.19.6 Chip Card Issuing Requirement – AP Region (India)

In the AP Region (India): An Issuer must be capable of issuing EMV-compliant Cards.

All Magnetic-Stripe Debit Cards and 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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4.1.19.7 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
- Designate a Payment Credential 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
- In the Europe Region: In addition, notify Visa of all Payment Applications contained in the Chip. Visa reserves the right to review and approve or prohibit the use of Payment Applications on Visa Cards or for Visa services.

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4.1.19.8 Visa Chip Card Payment Application

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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4.1.19.9 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.

ID# 0003612 Edition: Apr 2024 | Last Updated: Oct 2014

4.1.19.10 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.
- The Issuer indemnifies Visa for and against Claims and Liabilities arising out of or in connection with 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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4.1.19.11 Contactless Issuer Requirements

A Contactless Payment Device Issuer must comply with the following:

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Table 4-11: 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	AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region	2.0 or later	Required	Optional	N/A
1 January 2012	US Region	Any	Optional	Required	N/A
1 April 2015	AP Region (excluding Japan), CEMEA Region (excluding Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates)	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 April 2015	AP Region (Japan)	2.1 or later	Required	Not permitted, except: • Optional for Mobile Payment Devices • Optional for Issuers that issued a Contactless Payment Device before 1 April 2015	Required

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Table 4-11: Contactless Payment Device Issuer Requirements (continued)

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 July 2015	CEMEA Region	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 October 2015	AP Region, CEMEA Region, Europe Region, LAC Region	2.1 or later	Required	Not permitted, except for Mobile Payment Devices	Required
1 October 2015	Canada Region, US Region	2.1 or later	Required	Optional	Required
31 December 2015	Canada Region	2.1 or later	Required	Not permitted for any device personalized with a Token	Required

In the Europe Region: A Contactless Payment Device Issuer must be certified by Visa for the Authorization, Clearing, and Settlement of Contactless payments and must comply with the following:

Table 4-12: Contactless Payment Device Issuer Requirements – Europe Region

Applies to:	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
All Contactless Payment Devices (except Mobile Payment Devices)	2.1	Required	Not permitted[1]	Required
All Contactless Payment Devices (except Mobile Payment Devices) that are Prepaid	2.1.1	Required	Not permitted[1]	Required

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Table 4-12: Contactless Payment Device Issuer Requirements – Europe Region (continued)

Applies to:	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
Cards				
All Contactless Payment Devices with an X2X Service Code	2.1.1 or later	Required	Not permitted[1]	Required
[1] In the Europe Region: An Issuer must decline any Authorization Request using the Contactless MSD transaction path				

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4.1.19.12 Visa Contactless Authentication Issuer Requirement

A Contactless Chip Card issued on or after 13 April 2019 must support offline data authentication with Online Authorization using fast Dynamic Data Authentication, as specified in *Visa Contactless Payment Specification* version 2.1 and later.

This does not apply to:

- In the Europe Region: A payment solution that uses a cloud-based payments Mobile Application, unless it is to be used for a Mobility and Transport Transaction
- In the US Region: A Contactless Chip Card

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4.1.19.13 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

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- 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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4.1.19.14 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 Card account, excluding Prepaid Cards (a Contactless Payment Device may be assigned a different Payment Credential)[1]
- In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: If issued on or after 15 October 2022, is configured for Contactless ATM Transactions[2] and is issued with a PIN for use at ATMs
- **Effective 1 October 2030** In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: Is configured for Contactless ATM Transactions[2] and is issued with a PIN for use at ATMs
- In the AP Region, CEMEA Region: If issued on or after 1 April 2015,[3] both:
  - Is personalized with the application program ID
  - Supports offline data authentication for Online Authorization
- In the US Region: Is issued with a PIN for use at ATMs, if the Issuer supports Contactless ATM Transactions

[1] In the AP Region (South Korea): This does not apply.

[2] This does not apply to a Contactless Payment Device that is linked to an account that does not permit Cash Disbursements.

[3] In the CEMEA Region (Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates): 1 July 2015

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4.1.19.17 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.

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In the AP Region, CEMEA Region: A Contactless Payment Device must include a Cardholder Verification Method to facilitate Contactless Payment Transactions, as follows:

Table 4-13: CVM Requirements for Contactless Payment Devices – AP Region and CEMEA Region

Region/Country	Applies to Contactless Payment Devices issued on or after:
AP Region	1 April 2015
CEMEA Region (excluding Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates)	1 April 2015
CEMEA Region (Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates)	1 July 2015

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4.1.19.18 Cardholder Verification Method List – Canada Region

In the Canada Region: An 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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4.1.19.20 Additional Cardholder Authentication for Token Issuance – Canada Region

In the Canada Region: When an 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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4.1.19.22 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. For non-tokenized Transactions, Online Card Authentication support may be provided by the Issuer directly, or through either:

- VisaNet
- Third party/VisaNet Processor or Visa Scheme Processor

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4.1.19.23 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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4.1.19.24 Consecutive Offline Chip Authorization Counters Requirement – AP Region

In the AP Region: An 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 4-14: Domestic Contactless Transaction Offline Authorization Limits – AP Region

Country/Territory	Cumulative Offline Limits
Hong Kong	HKD 1,000
Indonesia	IDR 500,000

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Table 4-14: Domestic Contactless Transaction Offline Authorization Limits – AP Region (continued)

Country/Territory	Cumulative Offline Limits
Japan	JPY 50,000
Malaysia	MYR 400
Philippines	PHP 5,000
Singapore	SGD 200
Taiwan	TWD 10,000
Thailand	THB 4,500

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4.1.19.25 Cardholder Name on Chip

For all Contactless Payment Devices issued on after 1 October 2015,[1,2] 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

[1] In the AP Region, CEMEA Region: 1 April 2015

[2] In the CEMEA Region (Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, and United Arab Emirates): 1 July 2015

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4.1.19.26 Service Codes on Chip Cards

An Issuer must use a Service Code X on all EMV-Compliant and VIS-Compliant Chip Cards bearing the Visa Brand Mark, Visa Brand Mark with the Electron Identifier, or Plus Symbol.

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4.1.19.27 Effective Date and Expiration Date Consistency

The expiration date contained in the Chip must be the same as the expiration date encoded on the Magnetic Stripe and on the Card (if displayed). 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.

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.

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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4.1.19.28 Integrated Circuit Card Verification Value (iCVV) Requirements – AP Region

In the AP Region: A 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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4.1.19.29 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 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.

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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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4.1.19.30 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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4.1.19.31 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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4.1.19.32 Mobile Payment Devices – Cardholder Verification Method Requirements

An Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device[1] supports a Consumer Device Cardholder Verification Method (CDCVM).

In the AP Region, CEMEA Region, US Region: An Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device supports signature as a Cardholder Verification Method.

In the AP Region: Mobile Payment Devices that facilitate QR code Transactions must support CDCVM as the only Cardholder Verification Method.

[1] Except a Visa Micro Tag

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4.1.19.33 Mobile Payment Devices – Issuer Requirements

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 any of the following:

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- A Visa-approved secure element and a Visa-approved Visa Mobile Payment Application
- A Visa-approved cloud-based payments Visa Mobile Payment Application
- In the AP Region: A QR code

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 standard 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 standard Card.

If an Issuer that provides access to a mobile wallet (or an entity acting on the Issuer's behalf to provide access to a mobile wallet solution) uses a secure element and a Visa Mobile Payment Application deployed on or after 1 June 2015, the expiration date of the mobile payment account set by the Issuer or the entity acting on its behalf must not exceed 10 years[1] 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 payment account must not exceed 3 years from the date of provisioning of the account.

[1] In the AP Region (Japan): The expiration date of the account must not exceed 5 years.

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4.1.19.34 Smart Payment Application Options

An Issuer must define the Payment Application options for its Visa Smart Payment program.

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4.1.19.35 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.

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4.1.19.36 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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4.1.19.37 Dynamic Data Authentication (DDA) Issuer Requirement

All Chip Cards that do not have contactless functionality and that support offline Authorization must both:

- Support DDA[1] (support for combined DDA/application cryptogram generation remains optional)
- Not support static data authentication

[1] Online-only Chip Cards that do not have contactless functionality or any type of offline data authentication are still permitted.

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4.1.19.38 Visa Contactless Application Requirement – AP (Australia, Malaysia), Canada, and US Regions

In the AP Region (Australia, Malaysia), US Region: An Issuer that issues a Card with contactless payment capability must enable the Visa Contactless Application on the Card.

In the AP Region (Australia): An Issuer must also do both of the following for a Card with multiple contactless payment applications:

- Designate and retain the Visa Contactless Application as the highest priority application
- Not modify the priority of the Visa Contactless Application after issuance

In the Canada Region: A Debit Card Issuer must issue a Visa Debit Category Card with Contactless payment capability and enable the Visa Contactless Application on the Card for International Transactions.

In the Canada Region: An Issuer of a Visa Debit Category Card must also both:

- Designate and retain the Visa Contactless Application as the highest priority application
- Not modify the priority of the Visa Contactless Application after issuance

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4.1.19.39 PIN as Cardholder Verification Method – Issuer Requirements – AP Region (Australia, New Zealand)

In the AP Region (Australia, New Zealand): All newly issued or reissued Cards must be issued with a PIN as the preferred Cardholder Verification Method (CVM).[1]

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In the AP Region (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 the AP Region (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.

[1] This does not apply to non-PIN-preferring Cards issued to accommodate specific individual Cardholder needs, as required by applicable laws or regulations.

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4.1.19.40 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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4.1.19.41 Chip Card Online/Offline Data Authentication – Canada and Europe Regions

The following must instruct the terminal to go Online if offline data authentication fails:

- In the Canada Region: A Compliant Chip Card
- In the Europe Region: The Payment Application

If the terminal is unable to go Online, the Transaction must be declined.

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4.1.19.42 Chip Card Script Message Length – Canada Region

In the Canada Region: An 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.

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4.1.19.44 Chip Card Issuing Requirements – Europe Region (Liechtenstein, Switzerland)

Effective through 18 October 2024 In the Europe Region (Liechtenstein, Switzerland): An Issuer may issue Cards using card applications that comply with at a minimum the EMVI'16 specifications only if the Issuer satisfies the Visa approval requirements for the use of the EMVI'16 specifications.

Effective 19 October 2024 In the Europe Region (Liechtenstein, Switzerland): An Issuer must not issue or reissue Cards using card applications that comply with EMVI specifications.

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4.1.19.45 Chip Card Issuing Requirements – Europe Region (Germany, Luxembourg)

In the Europe Region (Germany, Luxembourg): An Issuer may issue Cards using card applications that comply with the SECCOS specifications only if the Issuer satisfies the Visa approval requirements for the use of the SECCOS specifications.

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4.1.19.46 Identification of a Chip Card – Europe Region

In the Europe Region: A Chip Card Issuer must ensure that the Issuer is designated and identified to a Cardholder as the Issuer of that Cardholder's Chip Card. Only one Issuer may be identified to the Cardholder in relation to each Chip Card.

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4.1.19.47 Chip Personalization Validation Testing (PVT) Requirements

Effective 16 January 2026 Issuers must use a Visa Chip Card Profile generated by the Simplified Profile Selection (SPS) or Visa Personalization Assistant (VPA) tool for Personalization Validation Testing (PVT), which are accessible via the Visa Chip Personalization Portal (VCPP).

In the Europe Region (Germany, Luxembourg): An Issuer that issues Cards complying with the SECCOS specifications is not required to use SPS or VPA.

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4.1.19.48 Visa Smart Debit/Credit Personalization Assistant – Europe Region

In the Europe Region: For a new and/or modified Chip Card program, an Issuer must submit to Visa both:

- A Card profile for validation using the Visa Smart Debit/Credit Personalization Assistant Tool
- A personalized Card showing that the production Card matches the Visa Smart Debit/Credit Personalization Assistant Profile submitted to and approved by Visa, or, if the self-service option is selected, a pass report from a qualified test tool. The personalized Card may contain either test keys or production keys and may be used for Issuer host certification.

In the Europe Region (Germany, Luxembourg): An Issuer that issues Cards complying with the SECCOS specifications must submit personalized Cards for validation, along with a Chip Card Profile in the format agreed with Visa.

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4.1.19.49 Contactless Payment Device Issuance Requirements – AP, Canada, CEMEA, Europe, and LAC Regions

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: An Issuer must comply with all of the following:

Table 4-15: Contactless Payment Device Issuance Requirements – AP Region, Canada Region, CEMEA Region, Europe Region, and LAC Region

Issuer Region/Country	Requirements
AP Region	
All countries	A Chip Card issued on or after 13 October 2018 must have Contactless capability. This does not apply to a Non-Reloadable Prepaid Card.
Canada Region	
Canada	A Visa Debit Category Card issued on or after 16 October 2021 must have Contactless capability.
CEMEA Region	
All countries	A Card issued on or after 13 April 2019 must have Contactless capability. This does not apply to a Non-Reloadable Prepaid Card.

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Table 4-15: Contactless Payment Device Issuance Requirements – AP Region, Canada Region, CEMEA Region, Europe Region, and LAC Region (continued)

Issuer Region/Country	Requirements
Europe Region	
Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Israel, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, United Kingdom, Vatican City	A new or replacement Card must have Contactless capability or be issued in conjunction with a Visa Micro Tag or a Mobile Payment Device. This does not apply to: • A Prepaid Card • A Visa Purchasing Card • A Card that requests Online Authorization for every Transaction • An ATM access-only Card that is not used at a Point-of-Transaction Acceptance Device • A Card issued to a Cardholder that chooses to opt out of being issued a Contactless Payment Device
Italy	• A new or replacement Card must have Contactless capability. This does not apply to: – An ATM access-only Card that is not used at a Point-of-Transaction Acceptance Device – A Card issued to a Cardholder that chooses to opt out of being issued a Contactless Payment Device • All Cards must have Contactless capability.
LAC Region	
All countries	A Card issued on or after 13 October 2018 must have Contactless capability. This does not apply to a Non-Reloadable Prepaid Card.

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4.1.19.50 Issuer Liability for Visa Smart Payment – Europe Region

In the Europe Region: An Issuer is responsible for setting the parameter values and processing options contained in a Visa Smart Payment application, and any loss resulting from such parameter values and processing options will be borne by the Issuer.

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4.1.19.51 Integrated Circuit Card Verification Value (iCVV) Requirements – Europe Region

In the Europe Region: All EMV-Compliant Chip Cards must use the Integrated Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

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4.1.19.52 Application Identifier Priority – Canada and US Regions

In the Canada Region: A Visa-owned Application Identifier must always be the highest priority Application Identifier personalized on all Visa Debit Category Cards.

In the US Region: A Visa-owned Application Identifier must always be the highest priority Application Identifier personalized on a VSDC Applet,[1] 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.

[1] This does not apply to the Visa US Common Debit Application Identifier when personalized on a non-Visa Card.

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4.1.19.53 Contact and Contactless Chip Application Transaction Counter (ATC)

An Issuer must not decline a Transaction solely on the basis that the Application Transaction Counter (ATC) is out of sequence.

In the US Region: An Issuer must validate the ATC on each of its Cards with Magnetic-Stripe Data contactless payment capability during the Authorization process for a Contactless Transaction.

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4.1.19.54 Visa-Owned Chip Technology Use

Visa-owned Chip technology must be used solely for the purpose of facilitating a Visa Transaction, Interlink transaction, Visa Electron Transaction, or Plus Transaction.[1] 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

[1] In the US Region, US Territory: 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 Core Rules and Plus Product and Service Rules* or *Interlink Core Rules and Interlink Product and Service Rules*.

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4.1.19.55 Visa Micro Tag Issuance Requirements

An Issuer may issue a Visa Micro Tag only if a Cardholder either:

- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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 Prepaid Cards that are Contactless Payment Devices.

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4.1.19.56 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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4.1.19.57 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 both:

- 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.

In the Europe Region: In addition, a Counterfeit Card Transaction completed in a Card-Present Environment is the liability of the Issuer if all of the following apply:

- The Transaction does not take place at a Chip-Reading Device that complies with the *Transaction Acceptance Device Requirements*, and is not a Fallback Transaction completed following correct acceptance procedures.
- The Card is a Chip Card containing a Visa Smart Payment.
- If Online Authorization was obtained, the Authorization record indicates that either CVV verification was not performed or that the CVV failed verification.

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4.1.19.58 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.

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4.1.19.59 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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4.1.19.60 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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4.1.19.61 Liability in Card-Present Environment – Canada Region

In the Canada Region: An 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
- The Acquirer has complied with all Card acceptance requirements

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4.1.20 Pass-Through Digital Wallet Requirements

4.1.20.1 Pass-Through Digital Wallet Requirements

The operator of a Pass-Through Digital Wallet must do all of the following:

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- Obtain Cardholder consent for either:
  - Individual Cardholder-initiated provisioning, at the time of loading the Cardholder information in the Pass-Through Digital Wallet
  - Bulk Issuer-driven provisioning,[1] at the time of the Pass-Through Digital Wallet account activation
- Ensure the consent includes all of the following:
  - Use of the stored account information to initiate Transactions
  - The purpose for which the Cardholder's information will be used
  - The expiration date of the agreement, if applicable
- Not contract with a Digital Wallet Operator to provide payment services
- Display on the payment screen and all screens that show Account information both:
  - The last 4 digits of the Payment Credential
  - The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option

[1] All current and future Payment Credentials may be added.

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4.1.21 Payment Solution Providers

4.1.21.1 Issuer Requirements for Bill Payment Providers – US Region

In the US Region: An Issuer that contracts with a Bill Payment Provider[1] (BPP) must do all of the following:

- Register the BPP with Visa and obtain written approval for each BPP before the BPP makes any payments as a BPP
- If the BPP plans to expand or introduce an additional service or product type than what was originally approved by Visa, ensure that the BPP registers and obtains further approval for every new service or product type
- Certify that the BPP qualifies as a BPP
- Conduct an adequate due diligence review of the BPP to ensure compliance with the Visa Rules and, specifically, the obligation to submit only legal Transactions into Interchange and only engage in legal Transactions

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- Ensure that the BPP does all of the following:
  - Obtains active consent from the obligee[2] to pay the biller on the obligee's behalf and discloses the payment method used to pay the biller
  - Uses a Card product corresponding to the type of obligee (for example: a consumer Debit Card if the obligee is an individual or a Commercial Card if the obligee is a business[3]), as specified in *Table 4-16, Bill Payment Providers – Corresponding Card Products*
  - Allocates or uses a unique Account Range(s) or dedicated BIN(s) for each BPP aligned to the appropriate Card product and communicates to Visa the BPP name assigned to the relevant Account Range(s) or dedicated BIN(s)
  - Ensures appropriate disclosures relative to payment obligations, confirmation, and reimbursement responsibilities
  - Processes only Transactions where the obligee's financial institution, the BPP, and the biller are located in the same country

Table 4-16: Bill Payment Providers – Corresponding Card Products

Obligee	Funding Source	Card Product
Individual	Consumer DDA at a covered financial institution	US Covered Visa Debit Card (consumer)
Individual	Consumer DDA at a non-covered financial institution	Consumer Debit Card
Individual	Cash	Consumer Debit Card
Business	Line of credit/good funds model/DDA	Visa Commercial Card

[1] An entity that provides a payment solution to facilitate individual or business bill payments on behalf of the obligee or its financial institution using a Card to pay a biller when the payment is initiated as a bank transfer or cash payment.

[2] The individual consumer or business that is the recipient of the goods or services rendered by the biller, or is otherwise the biller's direct customer with respect to such goods or services as reflected on the customer account and billing statement.

[3] A business is any entity doing business, whether organized as a corporation, partnership, sole proprietorship, limited liability company, partnership, non-profit, or otherwise.

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4.1.22 Card Personalization – Europe Region

4.1.22.1 Card Personalization – Europe Region

In the Europe Region (Germany, Hungary, Italy): An Issuer must ensure that all Cards[1] are personalized to support Cash-Back.

[1] In the Europe Region (Hungary): This only applies to Visa Consumer Debit Cards

ID# 0030960 Edition: Apr 2024 | Last Updated: Oct 2023

4.1.23 Visa Mobile

4.1.23.1 Visa Mobile Issuer Requirements – Europe Region (Poland)

Effective 19 October 2024 In the Europe Region (Poland): An Issuer that issues more than 100,000 Cards must allow its Cardholders to pay with Visa Mobile for Electronic Commerce Transactions via a mobile banking application. Visa may, at its sole discretion, allow an Issuer to use the Visa Mobile application provided by Visa.

ID# 0031027 Edition: Apr 2024 | Last Updated: New

4.2 Visa Electron

4.2.1 Visa Electron Issuer Requirements

4.2.1.1 Visa Electron Program Features

An Issuer must ensure that its Visa Electron Program offers all of the following:

- Use for International Transactions[1] and Domestic Transactions
- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Use for Electronic Commerce Transactions and other Card-Absent Environment Transactions[2]
- For Card-Present Environment Transactions (including ATM and Manual Cash Disbursements), both:
  - Signature or PIN verification
  - 100% Online Authorization

[1] Except as specified in *Section 4.1.1.5, Issuance of Domestic Use-Only Cards*

[2] This does not apply in the LAC Region (Argentina, Brazil, Chile, Colombia, Mexico, Trinidad and Tobago).

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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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4.3 Visa Check Card

4.3.1 Visa Check Card – Issuer Requirements

4.3.1.1 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

Visa reserves the right to determine the application of the definition of the Visa Check Card.

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4.3.1.2 Visa Check Card Activation – US Region

In the US Region: An 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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4.3.1.3 Visa Check Card Point-of-Sale Balance Inquiry – US Region

In the US Region: A 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

In the US Region: An Issuer must hold any cash security deposit for issuance of a 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

In the US Region: A Member or its Agent that solicits a Secured Card account must do all of the following:

- Specify in its solicitation material that to obtain the Card, the potential Cardholder must open a deposit account that will serve as collateral for the Card account
- Indicate the portion of the deposit that will be allocated as the line of credit accessed by the Card
- Ensure that any Secured Card application processing fees accepted from the Cardholder are made payable to the Issuer, not the Agent

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4.3.2.3 Visa Secured Card Issuer Registration – US Region

In the US Region: A Secured Card Issuer must register its Visa Secured Card program and obtain prior approval from Visa.

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4.4 Visa Gold

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:

- 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
- In the Europe Region (France): A Visa Premier Card Issuer must:
  - Provide a welcome pack, approved by Visa, for newly subscribed Cardholders, including the services associated and, at least twice a year, information on Merchant offers
  - Provide travel insurance and medical assistance for all trips, in accordance with the corresponding notice information

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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/Premier Issuer Certification – Europe Region

In the Europe Region: A Visa Gold/Premier Issuer must provide to Visa, at least 30 calendar days before issuance, an application for written certification from Visa certifying that its programs, systems, procedures, and services comply with the Visa Rules.

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4.4.3 Visa Gold – Features and Benefits

4.4.3.1 Visa Gold Card Product Requirements – AP Region (Australia, Japan)

In the AP Region (Japan): A Visa Gold Card Issuer must comply with the following:

- 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
- Certify its compliance with all of the Visa Gold product requirements 90 calendar days before program launch
- Comply with requirements in *Table 4-17, Visa Gold Card Product Requirements – AP Region (Japan)*

Table 4-17: Visa Gold Card Product Requirements – AP Region (Japan)

Requirement	Option 1	Option 2[1]
Minimum Spending Limit	JPY 500,000	JPY 0
Travel accident insurance coverage and/or Cardholder rewards and benefits	As specified in *Table 4-18, Visa Gold Product Minimum Level of Cardholder Rewards and Benefits (Option 1) – AP Region (Japan)*	As specified in *Table 4-19, Visa Gold Product Minimum Level of Cardholder Rewards and Benefits (Option 2) – AP Region (Japan)*
Qualifying Requirements	N/A	Issuer must be a Visa Token Service Active Issuer Participant

[1] Effective 27 October 2023

Table 4-18: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits (Option 1) – AP Region (Japan)

	Travel accident insurance	Total benefit value from the four categories of insurance, retail, travel, and lifestyle, per year	Rewards
Credit	USD 500,000	USD 70	50 basis points
	N/A	USD 150	50 basis points
	USD 500,000	N/A	100 basis points
	N/A	USD 50	100 basis points

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Table 4-18: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits (Option 1) – AP Region (Japan) (continued)

	Travel accident insurance	Total benefit value from the four categories of insurance, retail, travel, and lifestyle, per year	Rewards
Debit	USD 500,000	N/A	50 basis points
	N/A	USD 20	50 basis points

Table 4-19: Visa Gold Product Minimum Level of Cardholder Rewards and Benefits (Option 2) – AP Region (Japan)

	Travel accident insurance	Total benefit value from the four categories of insurance, retail, travel, and lifestyle, per year	Rewards
Credit and Debit	USD 500,000	USD 100	100 basis points
	N/A	USD 200	100 basis points

In the AP Region (Australia): An Issuer of Visa Gold Cards that are Debit Cards must not Issue such Cards in conjunction with any non-Visa program, payment network, or system for all Visa Gold programs launched on or after 17 April 2021.

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4.4.3.2 Visa Gold Card Auto Rental Collision Damage Waiver – Canada Region

In the Canada Region: A 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 Client Care, unless Visa has approved alternate arrangements.

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4.5 Visa Platinum

4.5.1 Visa Platinum – Card Requirements

4.5.1.2 Visa Platinum Debit Card Product Name Requirements – AP Region (Australia)

In the AP Region (Australia): A 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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4.5.2 Visa Platinum – Customer Service Requirements

4.5.2.1 Visa Platinum Card Customer Service Telephone Number – Europe Region

In the Europe Region: A Visa Platinum Card Issuer must provide to its Visa Platinum Cardholders a customer service telephone number available 24 hours a day, 7 days a week.

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4.5.3 Visa Platinum – Issuer Requirements

4.5.3.2 Visa Platinum Card Issuance Requirements – Canada Region

In the Canada Region: A 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 Issuance Requirements – Europe Region (France)

In the Europe Region (France): A Visa Platinum Card Issuer must:

- Display the Visa Platinum URL (*visaplatinum.fr*) in all communications to Cardholders
- Implement a website enabling Cardholders to access all documents relating to Visa Platinum

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4.5.4 Visa Platinum – Features and Benefits

4.5.4.4 Visa Platinum Card Core Services – Europe Region

In the Europe Region: A Visa Platinum Card Issuer must do all of the following:

- Provide both of the following services, through contract with a service provider, to its Cardholders travelling outside the country of Card issuance:
  - Medical referral service. The service provider must do all of the following:
    - Supply the Cardholder with details of the nearest hospital or doctor
    - Appoint a qualified medical practitioner to establish the condition of the Cardholder during treatment and relay that information to the Cardholder and the Cardholder's family members
    - Offer telephone translation services between the Cardholder and the medical attendant
    - Offer to assist in arranging payment of emergency medical bills. The Cardholder is fully liable for payment of emergency medical bills.
  - Legal referral service. The service provider must do all of the following:
    - Supply the Cardholder with details of local attorneys, embassies, or consulates
    - Offer to communicate details throughout the emergency to the Cardholder's family or associates
    - Offer to assist in arranging payment of bail or emergency legal fees. The Cardholder is fully liable for payment of bail or emergency legal fees.
- Ensure that the services are available 24 hours a day, 7 days a week
- Notify its Cardholders of the availability of the emergency travel assistance services and provide them with the telephone number through which they may obtain these services.

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4.5.4.6 Visa Platinum Card Travel Rewards Program – LAC Region

In the LAC Region: An Issuer of a Visa Platinum Card issued as a Credit Card 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 Cards that are issued as Debit Cards are exempt from any obligation to offer any rewards programs.

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4.5.5 Visa Platinum Prepaid – Issuer Requirements

4.5.5.3 Visa Platinum Prepaid Card Program Issuance Requirements – AP Region (New Zealand) and Canada Region

In the AP Region (New Zealand): A Visa Platinum Prepaid Card Issuer must meet one of the following qualification criteria:

- More than 25% of the Issuer's spend, at the portfolio level, is comprised of International Transactions.
- The potential Cardholder qualifies for an Issuer-defined distinct premium banking program.

This does not apply to an Issuer that offers its Cardholder a minimum allowable load amount, as specified in *Section X*.

In the Canada Region: A Visa Platinum Prepaid Card Issuer must do all of the following:

- Comply with the requirements for Prepaid Cards and *Section 4.12.1.1, Prepaid Card Issuance Requirements*
- Ensure all Visa Platinum Prepaid Cards are:
  - Issued as EMV Chip Cards with the Visa Contactless Application
  - Issued for domestic and international use
  - Issued as Reloadable Cards and allow a minimum cumulative load of CAD 2,000

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- 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

4.6.3 Visa Rewards – Features and Benefits

4.6.3.2 Visa Rewards Product Benefits Requirements – AP Region (Australia)

In the AP Region (Australia): A Visa Rewards Product Issuer must provide its Visa Rewards Cardholders all of the following benefits:

Table 4-20: Visa Rewards Product Benefits – AP Region (Australia)

Benefit	Description
Cardholder Insurance[1]	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. 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[1]	Offer concierge services and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week
Rewards Program[2]	If it sets a cap on spend that earns rewards currency, not set such spend cap at less than X per month or X per year. Communicate both of the following to its Visa Rewards Cardholders: • Visa benefits of the Visa Rewards Card at least twice per year • New benefits or changes to existing benefits at least 2 months before the effective date
Merchant Benefit[2,3]	An Issuer that opts to not offer a Minimum Spending Limit to its Cardholders

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Table 4-20: Visa Rewards Product Benefits – AP Region (Australia) (continued)

Benefit	Description
	must instead offer a Merchant-specific benefit (for example: free shipping, free expedited delivery, free goods and services) of AUD 100 per year.
Medical and Legal Emergency Services[4]	Provide both of the following emergency services: • Medical referral, assistance, and emergency services • Legal referral and assistance

[1] An Issuer may instead offer an alternative Cardholder benefit, as specified in *Section X*.

[2] This does not apply to Visa Rewards Debit Cards.

[3] This does not apply to an Issuer that offers its Cardholder an annual Minimum Spending Limit, as specified in *Section X*.

[4] This applies only to Visa Rewards Debit Cards.

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4.6.4 Visa Traditional Rewards – Issuer Requirements

4.6.4.2 Issuer Rewards Program Registration – US Region

In the US Region: An Issuer must register its Visa Traditional Rewards program with Visa.

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4.6.4.4 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 (IRF), or it may be subject to non-compliance assessments.

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4.6.5 Visa Traditional Rewards – Features and Benefits

4.6.5.1 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, as specified in the *Visa Traditional Product and Implementation Guide: U.S. Region*
- Notify Cardholders, at least quarterly, of their Rewards Currency via a stand-alone communication piece

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4.8 Visa Signature

4.8.1 Visa Signature and Visa Signature Preferred – Card Requirements

4.8.1.1 Visa Signature Card Requirements

A Visa Signature Card Issuer must include all of the following:

- No pre-set spending limit[1]
- Access to web services specific to Visa Signature Cardholders
- A Card design specific to a Visa Signature Card

[1] In the US Region: This only applies to Visa Signature Cards issued as Visa Charge Cards.

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4.8.1.4 Visa Signature Card Point-of-Sale Spend Requirement – AP and CEMEA Regions

In the AP Region, 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 (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 Signature Card spend threshold.

Spend qualification assessment methodology may be defined by Visa within the specific country.

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4.8.2 Visa Signature and Visa Signature Preferred – Customer Service Requirements

4.8.2.1 Visa Signature Card and Visa Signature Preferred Card Customer Service Requirements – US Region

In the US Region: A Visa Signature Card and Visa Signature Preferred Card 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

Issuers must also ensure access to account information 24 hours a day, 7 days a week through any or all of the following:

- Live agent
- Integrated voice response unit (IVR)
- Online access

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4.8.2.2 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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4.8.3 Visa Signature and Visa Signature Preferred – Issuer Requirements

4.8.3.13 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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4.8.3.14 Visa Signature Card Billing Support – US Region

In the US Region: A Visa Signature Issuer must provide billing support resolution services.

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4.8.4 Visa Signature and Visa Signature Preferred – Features and Benefits

4.8.4.8 Visa Signature Card Travel Rewards Program – LAC Region

In the LAC Region: A 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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4.8.4.10 Visa Signature and Visa Signature Preferred Spending Limits and Payment Options – US Region

In the US Region: A 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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4.9 Visa Infinite

4.9.1 Visa Infinite/Visa Infinite Privilege – Card Requirements

4.9.1.1 Visa Infinite Card Spending Limits – AP, CEMEA, Europe, LAC, and US Regions

In the AP Region, CEMEA Region, Europe Region, LAC Region, US Region: A Visa Infinite Card Issuer[1,2] must offer such Cardholders either:

- A no pre-set limit, excluding Emergency Card Replacements
- A Minimum Spending Limit of X during each statement cycle in which a Cardholder has satisfied previous obligations to the Issuer.

[1] In the AP Region (India, Mainland China): This requirement does not apply to Issuers of Visa Infinite Cards issued as Debit Cards.

[2] In the AP Region (Singapore): This requirement does not apply to Issuers of Visa Infinite Cards issued as Debit Cards.

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4.9.1.2 Visa Infinite Card Features and Branding Requirements

A Visa Infinite Card Issuer must do all of the following:

- Offer features that differentiate the Visa Infinite Card from any other Card it issues
- Offer highest purchasing power available within the applicable Visa Region and the Issuer's Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Card product name
  - Does not use the Sample Card Design or reserved color of a 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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4.9.1.4 Visa Infinite Debit Card Issuance Requirements – AP Region (Mainland China, India, Singapore)

In the AP Region (Mainland China): An Issuer may provide a Visa Infinite Card issued as a Debit Card only to a Cardholder who has a minimum assets under management of X (or foreign currency equivalent) with the Issuer.

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In the AP Region (India): An Issuer may provide a Visa Infinite Card issued as a Debit Card only to a Cardholder who has minimum assets under management of X with the Issuer.

In the AP Region (Singapore): An Issuer may provide a Visa Infinite Card issued as a Debit Card only to a Cardholder who has a minimum assets under management of X with the Issuer. In addition,

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4.9.2 Visa Infinite/Visa Infinite Privilege – Customer Service Requirements

4.9.2.2 Visa Infinite Card Emergency Services

If a Visa Infinite Issuer offers emergency services through the Global Customer Assistance Services (GCAS), it must do all of the following:

- Provide a toll-free or international collect-call telephone number 24 hours a day, 7 days a week
- Communicate the telephone number to the Cardholder annually
- In the US Region: In addition, both:
  - Activate and publish the domestic toll-free and international collect-call telephone number for emergency support
  - Provide the domestic toll-free number on the monthly billing statement.

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4.9.2.3 Visa Infinite Cardholder Notification and Complaints

In the AP Region, Canada Region, CEMEA Region, Europe Region, US Region: A Visa Infinite Card Issuer must both:

- 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

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4.9.3 Visa Infinite/Visa Infinite Privilege – Issuer Requirements

4.9.3.1 Visa Infinite Card/Visa Infinite Privilege Card Permitted Account Types

At the option of Visa, a Visa Infinite Card Issuer may support the following account types:

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- In the AP Region, CEMEA Region, Europe Region: A credit, charge, or debit account
- In the Canada Region: For Visa Infinite Cards, a credit, charge, or debit account
- In the Canada Region: For Visa Infinite Privilege Cards, a credit or charge account
- In the LAC Region: A credit, charge, or debit account, or Prepaid Account
- In the US Region: A credit or charge account

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4.9.3.6 Visa Infinite Privilege Program Compliance with Visa Infinite Rules – Canada Region

In the Canada Region: A Visa Infinite Privilege Card Issuer must comply with all requirements related to the Visa Infinite Card program.

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4.9.3.8 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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4.9.3.9 Visa Infinite Privilege Card Marketing – Canada Region

In the Canada Region: A Visa Infinite Privilege Card Issuer must promote the Visa Infinite Privilege features, benefits, and services to Cardholders

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4.9.3.12 Visa Infinite Card Delinquent Account Notification – Europe Region

In the Europe Region: For Visa Infinite Cards with no pre-set spending limit, an Issuer must provide notification to the Cardholder before declining any Transactions.

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4.9.3.15 Visa Infinite and Visa Infinite Business Requirement to Provide Cardholder Disclosure – US Region

In the US Region: A Visa Infinite Card and a Visa Infinite Business Card 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 or a Visa Infinite Business Card.

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4.9.3.16 Visa Infinite Card Issuance Requirements – Europe Region (France)

In the Europe Region (France): A Visa Infinite Card Issuer must:

- Display the Visa Infinite URL (*visainfinite.fr*) in all communications to Cardholders
- Implement a website enabling Cardholders to access all documents relating to Visa Infinite

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4.9.4 Visa Infinite/Visa Infinite Privilege – Features and Benefits

4.9.4.1 Visa Infinite Card Minimum Benefits

In the AP Region, Canada Region, CEMEA Region, Europe Region, US Region: A Visa Infinite Card Issuer must provide enhanced benefits to its Cardholders for all the following benefit categories:[1]

- Priority assistance and convenience
- Exclusive privileges and rewards
- Safety and security

In the AP Region (India): This does not apply to an Issuer of Visa Infinite Cards that are Debit Cards.

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[1] In the AP Region (Cambodia, Myanmar): An Issuer may instead offer an alternative Cardholder benefit.

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4.9.4.2 Visa Infinite Card Web Services

In the AP Region,[1] CEMEA Region, Europe Region, US Region: A Visa Infinite Card Issuer must, either independently or through Visa, offer its 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 limited to Cardholders of Visa Infinite Cards
- 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: In addition, both:
  - Enable Cardholder access to the Visa Infinite benefits portal hosted by Visa on behalf of the Issuer, or to a Visa-approved alternative
  - 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

[1] In the AP Region (India): This does not apply to Issuers of Visa Infinite Cards that are Debit Cards.

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4.9.4.13 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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4.9.4.15 Visa Infinite Card Core Features – Europe Region

In the Europe Region: A Visa Infinite Card Issuer must provide all of the following core services to its Cardholders:

- Both of the following safety and security features:
  - Medical referral, assistance, and emergency services
  - Legal referral, assistance, and Cash Disbursement services
- Both of the following priority assistance and convenience features:
  - Customer service representatives available 24 hours a day, 7 days a week
  - Concierge service
- Merchant partner program

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4.11 Campus Cards

4.11.1 Campus Card – Issuer Requirements

4.11.1.1 Campus Card Issuance – US Region

In the US Region: Participation in a Campus Card program is limited to principal Issuers and Sponsored Members.

A Campus Card Issuer must do all of the following:

- Limit issuance of a Visa Campus Card to:
  - A Debit Card or a 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 Payment Credential, or any other number that may present a privacy or security risk

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- Limit issuance of a 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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4.11.1.2 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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4.12 Prepaid

4.12.1 Prepaid – Issuer Requirements

4.12.1.1 Prepaid Card Issuance Requirements

A Prepaid Card Issuer must:

- Obtain Visa approval prior to implementing a Prepaid Card program
- Adhere to anti-money laundering and anti-terrorist financing requirements
- Prohibit unauthorized reselling of its Prepaid Cards or Prepaid Accounts
- Not issue Prepaid Cards as any type of consumer credit program that extends a line of credit
- Ensure that the expiration date encoded on the Magnetic Stripe and Chip (when used) and embossed or printed on the Prepaid Card (if applicable) does not exceed 5 years from the date of issuance
- Provide a customer service telephone number to Cardholders
- Support Authorization Reversals

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4.12.1.3 Prepaid Card Funds and Reserves Requirements

A Prepaid Card Issuer must establish fund reserves to cover 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 a Prepaid Card Issuer and its Agent is delayed, Issuers must ensure timely settlement of funds with their Agents to be compliant with Visa Issuer settlement requirements

A Prepaid Card Issuer must hold and control all 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 where funds are held with an Issuer-approved MNO's financial institution partner
- In the US Region: Funds on deposit at an organization other than the Issuer's, as specified in *Section 4.1.1.12, Card Accessing Cardholder Funds on Deposit – US Region*

A Visa Mobile Prepaid 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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4.12.1.4 Prepaid Account Balances

An Issuer must disclose its obligation for Prepaid Card balances to its Cardholder. The disclosure must comply with all of the following:

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- 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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4.12.1.8 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.

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4.12.1.11 Prepaid Card Transaction Data Requirements – LAC Region (Brazil)

In the LAC Region (Brazil): An Issuer of a Prepaid Card must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for a Transaction completed with a Prepaid Card of government programs.

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4.12.1.14 Visa Consumer and Government Disbursement Reloadable Prepaid Cards – Issuer Requirements – Canada Region

In the Canada Region: An Issuer of a Visa Consumer Card or government disbursement Reloadable Prepaid Card[1] must do all of the following:

- Not charge the Cardholder a fee for domestic point-of-sale and domestic Card-Absent Environment Transactions
- Offer free access to financial education and tools to the Cardholder and clearly communicate available financial education and tools in Cardholder communications and where the Reloadable Prepaid Card is being promoted[2]
- Enable the Cardholder to:
  - Reload funds on the Card through one free method, including, but not limited to, bill payment, bank transfers, retail load hubs, direct deposit, Credit Card or Debit Card, cash, person-to-person funds transfer, mobile remote check deposit, or point-of-sale reload network
  - Check available balance through one free method, including, but not limited to internet, integrated voice response (IVR), or ATM

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[1] This does not apply to travel Prepaid Cards issued in foreign currency and Visa Commercial Card Issuers.

[2] Financial education tools may be Issuer-proprietary (Issuer-branded, -owned, and -developed) or developed by third parties, as long as the Issuer provides the links to those resources.

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4.12.5 Prepaid – Distribution of Cards Outside the Country of Issuance

4.12.5.1 Limitation on Distribution of Prepaid Cards Outside the Country of Issuance

An Issuer authorized to distribute Prepaid Cards outside its country of Issuance must limit such distribution to Prepaid Cards that are funded solely by a multinational corporation or a government entity.

For Prepaid Cards distributed outside the country of issuance and funded by a multinational corporation, the Issuer must do all of the following:

- Be licensed to issue Cards in the country in which the multinational corporation has its global or regional headquarters[1]
- Obtain prior written approval from Visa for each Prepaid Card program enabled for distribution in a different country
- Not engage in any activity that amounts to active solicitation and issuance outside the countries in which it holds a Visa license
- Ensure compliance with local laws and regulations in each country of distribution
- With the exception of corporate disbursement cards issued as incentive cards to employees, ensure that at least 50% of the Prepaid Cards issued to the multinational corporation are distributed in countries in which the Issuer holds a Visa license
- For corporate incentive programs, ensure that the number of Prepaid Cards distributed in any single country does not exceed the number distributed in the country in which the Issuer holds a Visa license and the multinational corporation is headquartered
- For a 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 are living abroad. Centralized global Card distribution for global or multinational insurance companies is prohibited.

For Prepaid Cards distributed outside the country of issuance and funded by a government entity, the Issuer must ensure that both:

- No more than 25% of the total beneficiaries of the government disbursements under the specified government program reside outside the country of the Issuer

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- The government entity is located within the same country as the Issuer

[1] This restriction does not apply to Airlines, Cruise Lines, and sea-based shipping companies.

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4.12.6 Prepaid – Authorization Services/Funds Access

4.12.6.1 Prepaid Card Selective Authorization

A 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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4.12.7 Prepaid – Partners

4.12.7.2 Load Partner Requirements

In addition to the requirements specified in *Section X*, a Load Partner that participates in load and activation services must obtain Issuer approval of an activation and load Authorization Request for Card activation.

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4.12.10 Prepaid – Visa TravelMoney

4.12.10.1 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

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- 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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4.12.10.2 Visa TravelMoney Student Card Issuer Requirements – LAC Region

In the LAC Region: A Visa TravelMoney Student Card Issuer must both:

- Issue Cards as a Chip-enabled Prepaid Card
- Enable both Point-of-Transactions and ATM functionality on its Visa TravelMoney Student Cards

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4.12.10.3 Visa TravelMoney Student Card Core Benefits – LAC Region

In the LAC Region: A Visa TravelMoney Student Card Issuer must, at a minimum, provide to its Cardholders all of the following core product benefits:

- Emergency Cash Disbursement
- Rental car insurance, including country of residence
- Travel and Emergency Assistance Services
- Visa Purchase Protection
- Visa Price Protection
- Visa Extended Warranty
- Visa Trip Delay
- Visa Luggage Delay

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4.12.10.4 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:

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- 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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4.12.10.5 Visa TravelMoney – ATM and POS Functionality

An Issuer that is licensed only for the issuance of Visa TravelMoney Cards must restrict the functionality on the Card to ATM use only.[1]

[1] This does not apply to Visa TravelMoney Student Cards.

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4.12.10.6 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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4.12.11 Prepaid – Visa Buxx

4.12.11.1 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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4.12.11.2 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:

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- 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
- 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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4.12.13 Prepaid – Employee Benefits/Healthcare

4.12.13.1 Visa Employee Benefit Card Issuer Requirements – US Region

In the US Region: A Prepaid Card Issuer must comply with both of the following:

- Not permit cash access for its Employee Benefits Cards
- Ensure that it is able to obtain detailed Transaction Receipt data from Acquirers for Visa Flexible Spending Accounts (FSA) or Visa Health Reimbursement Arrangement (HRA)

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4.12.13.5 Visa Workplace Benefits Card Issuance Requirements – Europe Region

In the Europe Region (Belgium, Luxembourg, Portugal): An Issuer that issues a Visa Workplace Benefits Card must do all of the following:

- Use a Consumer Prepaid BIN to issue a Visa Workplace Benefits Card, as specified in the *Product BIN Assignment Matrix – Europe Region*

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- Ensure that all Visa Workplace Benefits Card programs are approved by Visa prior to launch
- Limit the use of a Visa Workplace Benefits Card to the country of issuance, as specified in *Section X*
- Not permit cash access, as specified in *Section X*
- Restrict Cardholders from adding personal funds to the Visa Workplace Benefits Card
- Provide Cardholders with clear and detailed information about their Visa Workplace Benefits Card, the various benefits and permitted Card use, including any restrictions
- Comply with applicable Prepaid Card requirements specified in the Visa Rules[1]
- Ensure that applicable laws and regulations for each benefit type are followed, including both of the following:
  - Management of each benefit's distinct operational requirements
  - Use of the funds in accordance with the Interchange Fee Regulation (IFR) and other applicable laws and regulations
- Provide to Visa written confirmation that the product falls within the scope of the limited network exclusion (LNE)[2] under the IFR, based on either of the following:
  - An external legal opinion
  - Regulatory approval

An Issuer must inform Visa if the scope of the product changes and it no longer falls within the LNE, and either close or migrate their portfolio to comply with the IFR.

In addition, a Visa Workplace Benefits Card Issuer may decline an Authorization Request, as specified in *Section 1.7.4.1, Issuer Requirement to Evaluate Each Transaction* and *Section 4.12.6.1, Prepaid Card Selective Authorization*.

[1] In the event of a conflict, Issuer Requirements as specified in *Section 4.12.13.5, Visa Workplace Benefits Card Issuance Requirements – Europe Region* take precedence over Prepaid Card requirements.

[2] Article 3(k) of the Directive (EU) 2015/2366 ("PSD2") in the European Economic Area or paragraph 2(k) of Schedule 1 of the Payment Services Regulations 2017 in the UK (collectively, the "Limited Network Exclusions").

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4.12.14 Prepaid – Visa Mobile

4.12.14.1 Visa Mobile Prepaid General Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, LAC Region: A Member participating in Visa Mobile Prepaid must do all of the following:

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- Receive 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 Account Number mapping data for each active Visa Mobile Prepaid account

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4.12.14.2 Visa Mobile Prepaid Issuer Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, 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 Card BIN assigned to a Visa Consumer Card, Visa Business Card, or Visa Commercial Card
- Ensure that a physical companion Card issued for a virtual Visa Mobile Prepaid account complies with the same branding requirements as any other 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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4.12.14.3 Visa Mobile Prepaid Companion Card Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, 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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4.12.14.4 Visa Mobile Prepaid Processing Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, LAC Region: All Visa Mobile Prepaid Transactions completed on a BIN must be processed through VisaNet.

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4.12.14.5 Visa Mobile Money Operator Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, 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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4.12.14.6 Visa Mobile Money Operator Authentication Requirements – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, 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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4.12.14.7 Mobile Money Agent Authentication – AP, CEMEA, and LAC Regions

In the AP Region, CEMEA Region, 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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4.12.15 Prepaid – Payroll/Salary

4.12.15.1 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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4.12.15.2 Visa Payroll Card – Access to Wages

A Visa Payroll Card Issuer must support Cardholder access to funds through both:

- Visa ATM Network with a PIN
- Manual Cash Disbursements at a Branch

In the US Region: A Visa Payroll Card Issuer must enable Visa Payroll Cardholders to withdraw the full balance in the Account, without cost, both:

- At least once per month
- If wages are paid more frequently than weekly, at least once per week

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4.12.15.3 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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4.12.16 Prepaid – Visa Vale

4.12.16.1 Visa Vale Issuer Participation – LAC Region (Argentina, Brazil)

In the LAC Region (Argentina, Brazil): An Issuer that participates in the Visa Vale program must authorize and settle Visa Vale Transactions.

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4.13 Visa Commercial Card Products

4.13.1 Visa Commercial Card Issuance

4.13.1.1 Visa Commercial Card Issuance Requirements

An Issuer may only issue Visa Commercial Cards to provide a means of payment for business-related goods and services[1,2] 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

Effective 30 September 2024 In the CEMEA Region: A Visa Commercial Card Issuer[3,4,5] must transmit business information and Card account information to Visa using one of the following:

- The latest version of the Visa Commercial Format (VCF)
- The latest version of the Visa IntelliLink Data Solutions Simplified Format (VIDS SF)
- A format agreed by Visa

In the Europe Region: An Issuer must refer to a Visa Commercial Card as one of the following types of Cards for business expense use:

- Visa Business Card that is one of the following:
  - A Credit Card
  - A Deferred Debit Card

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  - A Debit Card
  - A Prepaid Card
- Visa Business Electron Card that is either a Direct Immediate Debit Card or a Credit Card
- Visa Corporate Card that is one of the following:
  - A Credit Card
  - A Deferred Debit Card
  - **Effective 13 April 2024** A Prepaid Card
- Visa Purchasing Card that is a Credit Card
- Small Market Expenses Card that is a Credit Card
- Large Market Enterprise Card that is a Credit Card

In the Europe Region: A Visa Commercial Card Issuer must provide to Visa, at least 30 calendar days before issuance, an application for written certification from Visa certifying that its programs, systems, procedures, and services comply with the Visa Rules.

In the US Region: An Issuer must refer to a Visa Commercial Card as one of the following types of Cards for business expense use:

- Visa Business Card
- Visa Corporate Card or Visa Travel Card[6]
- GSA Visa Corporate Card
- Visa Purchasing Card

[1] In the US Region: This requirement does not apply to Visa Business Check Cards used to pay Debt.

[2] In the Europe Region: An Issuer must ensure that the terms and conditions provided to a Cardholder of a Visa Commercial Card explicitly state that the Visa Commercial Card must be used only as a means of payment for business expenditures.

[3] **Effective 30 September 2024** In the CEMEA Region: This applies to an Issuer of a credit Visa Corporate Card and a credit Visa Purchasing Card.

[4] **Effective 30 September 2025** In the CEMEA Region: This applies to an Issuer of a credit Visa Business Card.

[5] **Effective 30 September 2026** In the CEMEA Region: This applies to an Issuer of a debit Visa Business Card, a debit Visa Corporate Card, and a debit Visa Purchasing Card.

[6] Visa Travel Card is for use by public sector or non-profit entities that are not corporations.

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4.13.1.2 Commercial Products Core Features

An Issuer of Visa Commercial Cards must provide at least the following core features to its Cardholders of Visa Commercial Cards. A description of the core features is provided below the table.

Table 4-21: Visa Commercial Card Core Features

Product Type	Requirements
Visa Business Cards and Visa Business Electron Cards	
Required	• ATM access[1,2] • Local currency billing (In the US Region: Not required) • Service level standards (In the US Region: Not required) • In the CEMEA Region: In addition, for a Visa Fleet Card, flexible Transaction Authorization • In the Europe Region: In addition: – Centralized billing (Debit Cards only) – Management information reporting – Individual memo statements (Debit Cards only) – Monthly individual statements – Monthly consolidated statements (for Debit Cards and all other Cards if centralized billing is offered)
Exceptions	In the LAC Region: These requirements do not apply to Visa Business Electron Cards
Visa Platinum Business Cards and Visa Signature Business Cards	
Required	• ATM access[1] • Local currency billing (In the US Region: Not required) • Service level standards (In the US Region: Not required) • In the AP Region (Malaysia): In addition, management information reporting for Visa Signature Business Cards issued as Charge Cards • In the CEMEA Region: In addition, for a Visa Fleet Card, flexible Transaction Authorization • In the Europe Region: In addition: – Centralized billing (Debit Cards only)

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Table 4-21: Visa Commercial Card Core Features (continued)

Product Type	Requirements
	– Management information reporting – Individual memo statements (Debit Cards only) – Monthly individual statements – Monthly consolidated statements (for Debit Cards and all other Cards if centralized billing is offered)
Exceptions	In the LAC Region: These requirements do not apply to Visa Platinum Business Cards
Visa Rewards Business Cards	
Required	In the AP Region (Australia): • ATM access[2] • Local currency billing • Service level standards
Visa Infinite Business Cards	
Required	• ATM access[1] • Local currency billing (In the US Region: Not required) • Service level standards (In the US Region: Not required) • Charge/pay-in-full (In the Europe Region: Not required) • Management information reporting
Visa Corporate Cards	
Required	• ATM access[1] (In the LAC Region: Debit Cards only) • Central or individual billing • Local currency billing (In the US Region: Not required) • Charge/pay-in-full (not required for Prepaid Cards) • Service level standards (In the LAC Region: Debit Cards only. In the US Region: Not required.) • Limited corporate liability (Not required for Prepaid Cards. In the Europe Region: Not

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Table 4-21: Visa Commercial Card Core Features (continued)

Product Type	Requirements
	required for any Visa Corporate Card.) • Management information reporting (In the LAC Region: Debit Cards only) • Individual memo statements, if centralized billing offered • In the Europe Region: In addition: – Monthly individual statements (if individual billing is offered) – Monthly consolidated statements (if centralized billing is offered)
Exceptions	In the LAC Region: These requirements do not apply to Visa Corporate Electron Cards
Visa Purchasing Cards	
Required	• Central or individual billing (In the Europe Region: centralized billing only) • Local currency billing (In the US Region: Not required) • Charge/pay-in-full • Service level standards (In the US Region: Not required) • Limited corporate liability (In the Europe Region: Not required) • Management information reporting • Flexible Transaction authorization (In the US Region: Not required) • Individual memo statements
Exceptions	In the LAC Region: These requirements do not apply to Visa Purchasing Electron Cards
Large Market Enterprise Cards and Small Market Expense Cards	
Required	In the Europe Region: • Individual billing • Local currency billing • Service level standards • Management information reporting • Monthly individual statements • Monthly consolidated statements

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Table 4-21: Visa Commercial Card Core Features (continued)

Product Type	Requirements
Visa Agro Cards	
Required	In the LAC Region: • Centralized billing • Local currency billing • Service level standards • Management information reporting • Flexible transaction authorization
[1] In the AP Region (Japan): This does not apply. [2] In the AP Region (except Japan): This is optional for Visa Business Cards and Visa Rewards Business Cards.	

- ATM access: An Issuer must have the ability to offer a PIN to allow ATM Cash Disbursements, if requested.
- 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.
- Limited corporate liability: An Issuer must be capable of providing insurance coverage to the subscribing company (where available) in the event of Card misuse by employees.
- In the Canada Region: An Issuer must provide insurance to protect businesses against unauthorized charges from misuse by employees with a minimum reimbursement of CAD 100,000 per Cardholder. Additional detailed information regarding insurance availability, options, and features is available from Visa upon request.
- Management information reporting (spend 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

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- In the CEMEA Region: A detailed Visa Platinum Business Debit Card and Visa Signature Business Debit Card spending by employee
- In the Europe Region: An Issuer must provide reporting as follows:
  - For Visa Business Cards/Visa Business Electron Cards/Small Market Expense Cards, one of the following: Card number or Cardholder level, Merchant level as defined by the Issuer, or spend category level as defined by the Issuer
  - For Visa Corporate Cards/Visa Purchasing Cards/Large Market Enterprise Cards, all of the following: Card number or Cardholder level, Merchant level as defined by the Issuer, and spend category level as defined by the Issuer

- 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. In the Europe Region: An Issuer must also provide activity exception reporting.
- Individual memo statements: An Issuer must have the ability to send a Transaction verification statement to each Cardholder.

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4.13.1.3 Visa Commercial Card Mandatory Core Services

An Issuer of Visa Commercial Cards must provide at least the following core services to its Cardholders of Visa Commercial Cards:

Table 4-22: Visa Commercial Card Mandatory Core Services

Mandatory Core Services	Visa Business Card[1]	Visa Corporate Card	Visa Purchasing Card	Large Market Enterprise Card and Small Market Expense Card
Medical referral, medical assistance, and emergency services[2,3,4]	X[5]	X	N/A	X[6]
Legal referral, legal assistance, and cash disbursement services[2,3,4]	X[5]	X	N/A	X[6]
Free 24-hour telephone number to obtain emergency services (Issuer must communicate the	X	X	X	N/A

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Table 4-22: Visa Commercial Card Mandatory Core Services (continued)

Mandatory Core Services	Visa Business Card[1]	Visa Corporate Card	Visa Purchasing Card	Large Market Enterprise Card and Small Market Expense Card
telephone number to the Cardholder at least once each year)[4]				
In the Europe Region: Business liability indemnification service (BLIS) that allows a business client to apply for reimbursement of money lost due to Cardholder misuse of a Card or Virtual Account intended only for business use. This applies only where the business client is liable for Transactions.	X (except for Debit Cards and Prepaid Cards[7])	X (except for Prepaid Cards[7])	X	X

[1] In the US Region: This requirement does not apply to Visa Infinite Business Cards.

[2] In the Europe Region: Medical referral, medical assistance, legal referral, and legal assistance are optional.

[3] This is an optional service for Visa Corporate Prepaid Cards.

[4] In the AP Region: This requirement does not apply for Visa Business Cards, Visa Corporate Prepaid Cards, or Visa Purchasing Cards.

[5] In the Canada Region: Medical referral, medical assistance, legal referral, and legal assistance are optional services for Visa Business Cards.

[6] Large Market Enterprise Cards must offer 2 service(s) or insurance(s). Small Market Expense Cards must offer one service or one insurance.

[7] **Effective 13 April 2024**

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4.13.1.4 Visa Platinum Commercial Card Issuance – Europe Region

In the Europe Region: An Issuer may issue a Visa Platinum Commercial Card within an existing Visa Corporate Card program.

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4.13.1.8 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
- Offer electronic management information reports[1] 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
- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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.

[1] In the Europe Region: If an Issuer uses Visa's service for the Visa Central Travel Account, it must comply with the terms of service and set up data feeds to Visa using the latest version of the Visa Commercial Format (or a format agreed by Visa).

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4.13.1.9 Visa Central Travel Account – Issuance Requirements

All Visa Central Travel Accounts must comply with all of the following:

- Issued to a Client Organization or a designated unit of the entity
- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Linked to a Virtual Account (when available) or to a physical Visa Card Account Number
- In the Europe Region: Issued as a Virtual Account

Effective 13 April 2024 In the Europe Region (Switzerland): In addition, Issuers must ensure their Central Travel Account (CTA) volumes are reported to the appointed Swiss regulatory auditors if they wish to benefit from the domestic CTA Interchange rate.

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4.13.1.12 Visa Multinational Program – Requirements for Dual-Issuer Branded Visa Commercial Card Issuance

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 and regulations in the country in which the Cards are issued and the country in which the Lead Bank is domiciled.

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4.13.2 Visa Commercial Card Data Management and Reporting

4.13.2.1 Visa Commercial Card Transaction Data Requirements – LAC Region (Brazil)

In the LAC Region (Brazil): An Issuer of Visa Commercial Cards 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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4.13.2.2 Visa Business Solutions Data Products and Services Participation and Indemnification

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region, US Region: Where available, an Issuer is authorized to grant Visa Business Solutions data products and services access and use to a Client Organization and Client Organization business partner(s).

An Issuer that participates in any Visa Business Solutions data products and services must do all of the following:

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- Sign a participation agreement or enrollment form, where applicable, and comply with applicable terms and documentation
- Ensure that their Client Organizations and Client Organization business partners comply with applicable terms and documentation
- Ensure that an agreement is in place with the Client Organization and Client Organization business partner(s) governing that entity's use of such Visa Business Solutions data products and services prior to granting a Client Organization and Client Organization business partner(s) access to and use of any data products and services
- Notify, or ensure that the Issuer's Client Organization notifies, individual Visa Commercial Card 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 and Client Organization business partner(s)
- Comply, and ensure that its Client Organization and Client Organization business partner(s) complies, with any other applicable laws and regulations that must be met to allow the provision of the Enhanced Data to the Issuer and the Issuer's Client Organization and Client Organization business partner(s)

The participating Issuer must not use any Enhanced Data for any marketing purposes.

An Issuer that is authorized to participate in Visa Business Solutions data products and services, and grants access and use to a Client Organization and/or Client Organization business partner(s), Indemnifies Visa for and against Claims and Liabilities arising out of or in connection with a Client Organization's and Client Organization business partner's use of such data products and services.

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4.13.2.3 Visa Business Solutions Data Products and Services Limitations

All of the Visa Business Solutions data products and services provided by Visa are the property of Visa and are for the use of the Issuer and its Client Organization and Client Organization business partner(s) solely in support of its Visa Commercial Card products.

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4.13.2.4 Disclosure of Enhanced Data to Third Parties

Enhanced Transaction-Level Data and Confidential Enhanced Merchant-Level Data may be disclosed to third parties only either:

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- 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 support an Issuer's Visa Commercial Card program.

These restrictions do not apply to Non-Confidential Enhanced Merchant-Level Data.

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4.13.2.5 Third Party Agreement for Enhanced Data Usage

If an Issuer discloses Card-specific Enhanced Transaction-Level Data or Confidential Enhanced Merchant-Level Data to a third party on behalf of a Client Organization, it must have a written agreement with the third party or Client Organization 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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4.13.2.6 Visa Payables Automation Participation Requirements

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 Payment Credentials are protected from misuse.
  - The payment instructions submitted to Visa are accurate.
  - Employees with administrative and user access rights adhere to security policies.

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- 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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4.13.2.7 Visa Purchasing Card Enhanced Data Requirements – Europe Region

In the Europe Region: In a country where Visa has obtained VAT accreditation agreements,[1] a Visa Purchasing Card must be issued as an Enhanced Data product with VAT accreditation.[2]

An Issuer in these countries must both:

- Be able to receive and process both:
  - Basic Transaction data (level 1 data)
  - Enhanced Data that complies with accredited VAT invoice reporting requirements (level 2 or 3 data) – basic Transaction data plus additional VAT invoice data in summary, line item detail (LID), or Visa Global Invoice Specification (VGIS) format
- Provide its clients with VAT evidence reporting as specified in the *Visa Purchasing Processing Requirements* and, for the United Kingdom only, the *VGIS Data Processing Requirements*

[1] The countries for which Visa has VAT accreditation agreements are: Belgium (LID), Germany (LID), Ireland (Summary and LID), Netherlands (LID), Norway (LID), United Kingdom (Summary and VGIS).

[2] This does not apply to Visa Drive Cards that are "extra" Cards, which must not be issued as Enhanced Data products with VAT accreditation.

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4.13.3 V Distribution Program

4.13.3.1 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
  - Visa Business Cards

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- Be registered with Visa
- Be capable of processing Authorization Requests, billing, and reporting

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4.13.4 Visa Commercial Choice Travel Program and Visa Commercial Choice Omni Program

4.13.4.1 Visa Commercial Choice Travel Product – Issuance Requirements

An Issuer that participates in the Visa Commercial Choice Travel Program[1] and issues a Visa Commercial Choice Travel Product must comply with all of the following:

- Obtain Visa approval before participating in the program
- Submit a *BIN License Agreement* or *Numeric License Agreement* to Visa to register the product and applicable B2B program identifiers
- Issue the account only as a Virtual Account, using one of the following funding sources:
  - A Credit Card account
  - In the Europe Region: A Deferred Debit Card account
  - In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Prepaid Card account
- Offer the product to eligible business entities only for business-to-business payment for goods or services invoiced by a qualifying travel Merchant
- Ensure that the Transaction is both:
  - Key-entered in a Card-Absent Environment
  - One of the following:
    - For a Deferred Debit Card account, for an amount below USD 750,000
    - For a Prepaid Account, for an amount below USD 500,000
    - For a Credit Card account, for an amount below either:
      - In the AP Region, Canada Region, CEMEA Region, LAC Region, Europe Region: USD 750,000
      - In the US Region: USD 1,500,000
- If enrolled in the Authorization and Settlement Match Service, comply with the requirements specified by the service

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[1] In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Not available in countries where Visa does not process Domestic Transactions or does not set the Interchange Reimbursement Fee (IRF). In the Europe Region: Not available in countries where Visa does not set the Interchange Reimbursement Fee.

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4.13.4.2 Visa Commercial Choice Omni Product – Issuance Requirements

An Issuer that participates in the Visa Commercial Choice Omni Program[1] and issues a Visa Commercial Choice Omni Product must comply with all of the following:

- Obtain Visa approval before participating in the program
- Submit a *BIN License Agreement* or *Numeric License Agreement* to Visa to register the product and applicable B2B program identifiers
- Issue the account only as a Virtual Account, using one of the following funding sources:
  - A Credit Card account
  - In the Europe Region: A Deferred Debit Card account
  - In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Prepaid Card account
- Offer the product to eligible business entities only for business-to-business payment for goods or services invoiced by a qualifying Merchant
- Ensure that the Transaction is both:
  - Key-entered in a Card-Absent Environment
  - One of the following:
    - For a Deferred Debit Card account, for an amount below USD 750,000
    - For a Prepaid Account, for an amount below USD 500,000
    - For a Credit Card account, for an amount below either:
      - In the AP Region, Canada Region, CEMEA Region, LAC Region, Europe Region: USD 750,000
      - In the US Region: USD 1,500,000
- If enrolled in the Authorization and Settlement Match Service, comply with the requirements specified by the service

[1] In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Not available in countries where Visa does not process Domestic Transactions or does not set the Interchange Reimbursement Fee. In the Europe Region: Not available in countries where Visa does not set the Interchange Reimbursement Fee.

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4.13.4.3 Consumer Lending Business Entity Issuance Requirements

Effective 15 January 2024 A Visa Commercial Card may also be issued to a Consumer Lending Business Entity to make payment to a Qualifying Merchant. Before issuing a Commercial Card for such use, an Issuer must:

- Obtain Visa approval
- Issue a Visa Commercial Card only as a virtual Card (excluding Visa Business Cards, Visa Infinite Business Cards, Visa Platinum Business Cards, and Visa Signature Business Cards) using one of the following funding sources:
  - Credit
  - Deferred Debit
  - Prepaid
- Issue the Visa Commercial Cards from a unique BIN or Account Range
- Ensure that both:
  - The Visa Commercial Cards are:
    - Issued only to a Consumer Lending Business Entity
    - Used only to make payment at a Qualifying Merchant
  - There are adequate technical limitations ensuring that the Visa Commercial Card must not be used for any other purpose.

ID# 0031037 Edition: Apr 2024 | Last Updated: New

4.14 Visa Small Business Product-Specific Issuance

4.14.1 Visa Business – Card Requirements

4.14.1.1 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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4.14.1.2 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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4.14.1.3 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 X days apart

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4.14.1.4 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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4.14.1.5 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:

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- 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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4.14.3 Visa Business – Issuer Requirements

4.14.3.6 Visa Business Insurance Requirements – Europe Region (France)

In the Europe Region (France): A Visa Business Card Issuer must provide to Cardholders a welcome pack, approved by Visa, including the services associated and, at least once a year, information on Merchant offers.

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4.14.4 Visa Business – Features and Benefits

4.14.4.3 Visa Business Card Core Benefits – LAC Region

In the LAC Region:[1] A Visa Platinum Business, Visa Signature Business, and Visa Infinite Business Card Issuer must, at a minimum, provide its Cardholders with all of the following core product benefits:

Table 4-23: Visa Business Card Core Benefits – LAC Region

Core Benefit	Visa Platinum Business	Visa Signature Business	Visa Infinite Business
Travel Assistance Services	Worldwide	Worldwide	Worldwide
Price Protection	Up to USD 2,000 per year	Up to USD 2,000 per year	Up to USD 4,000 per year
Purchase Protection	Up to USD 25,000 per year	Up to USD 25,000 per year	Up to USD 25,000 per year
Extended Warranty	Up to USD 10,000 per year	Up to USD 10,000 per year	Up to USD 25,000 per year
Auto Rental Collision Damage Waiver	Worldwide	Worldwide	Worldwide
Travel Accident Insurance with	Up to USD 500,000	Up to USD 1,000,000	Up to USD 1,500,000

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Table 4-23: Visa Business Card Core Benefits – LAC Region (continued)

Core Benefit	Visa Platinum Business	Visa Signature Business	Visa Infinite Business
accidental death benefit			
International Emergency Medical Services	Up to USD 150,000	Up to USD 200,000	Up to USD 200,000
Baggage Delay	N/A	Up to USD 500	Up to USD 600
Baggage Loss	N/A	Up to USD 1,000	Up to USD 3,000
Missed Connection	N/A	N/A	Up to USD 300
Trip Delay	N/A	N/A	Up to USD 300
Trip Cancellation	N/A	N/A	Up to USD 3,000
Insured Journey	N/A	Up to USD 50,000	Up to USD 100,000
Personal Concierge Service	Provided through Visa	Provided through Visa	Provided through Visa
Visa Luxury Hotel Collection	Provided through Visa	Provided through Visa	Provided through Visa
Airport Companion	Provided through Visa	Provided through Visa	Provided through Visa

[1] In the LAC Region (Puerto Rico, U.S. Virgin Islands): This does not apply.

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4.14.4.4 Visa Business Card Core Benefits – LAC Region (Puerto Rico, U.S. Virgin Islands)

In the LAC Region (Puerto Rico, U.S. Virgin Islands): A Visa Platinum Business, Visa Signature Business, and Visa Infinite Business Card Issuer must, at a minimum, provide its Cardholders with all of the following core product benefits:

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Table 4-24: Visa Business Card Core Benefits – LAC Region (Puerto Rico, U.S. Virgin Islands)

Core Benefit	Visa Platinum Business	Visa Signature Business	Visa Infinite Business
Travel Assistance Services	Worldwide	Worldwide	Worldwide
Price Protection	Up to USD 2,000 per year	Up to USD 2,000 per year	Up to USD 4,000 per year
Purchase Protection	Up to USD 25,000 per year	Up to USD 25,000 per year	Up to USD 25,000 per year
Extended Warranty	Up to USD 10,000 per year	Up to USD 10,000 per year	Up to USD 25,000 per year
Auto Rental Collision Damage Waiver	Worldwide	Worldwide	Worldwide
Travel Accident Insurance with accidental death benefit	N/A	N/A	Up to USD 1,500,000
Baggage Delay	N/A	Up to USD 500	Up to USD 600
Baggage Loss	N/A	Up to USD 1,000	Up to USD 3,000
Missed Connection	N/A	N/A	Up to USD 300
Trip Cancellation	N/A	N/A	Up to USD 3,000
Personal Concierge Service	N/A	Provided through Visa	Provided through Visa
Visa Luxury Hotel Collection	N/A	Provided through Visa	Provided through Visa
Corporate Liability Waiver Insurance (CLW)	Up to USD 15,000 per year	Up to USD 15,000 per year	N/A
Airport Companion	N/A	Provided through Visa	Provided through Visa

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4.16 Visa Platinum Business

4.16.1 Visa Platinum Business – Card Requirements

4.16.1.3 Visa Platinum Business Cardholder Spending Limit – CEMEA Region

In the CEMEA Region: An 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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4.16.1.4 Visa Platinum Business Card – Card Design Requirements – CEMEA Region

In the CEMEA Region: The product name "Visa Platinum Business" must appear on the front of the Card.

A 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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4.16.1.5 Visa Platinum Business Card Rewards Program – Europe Region

Effective through 19 January 2024 In the Europe Region: A Visa Platinum Business Card Issuer must provide a rewards program to its Visa Platinum Business Cardholders that reasonably enables each Cardholder to redeem a minimum value equivalent to 10 basis points per EUR (or local currency equivalent) of qualifying spend, based on the combination of earn rates and redemption value.

Effective 20 January 2024 In the Europe Region: An Issuer of a Visa Platinum Business Card issued as either a Credit Card or Deferred Debit Card must do both of the following:

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- Provide a rewards and benefits program (for example: points, miles, cash-back, merchant-partner offers) to its Visa Platinum Business Cardholders
- Offer rewards as a permanent, ongoing product feature

An Issuer of a Visa Platinum Business Card issued as a Debit Cards or Prepaid Cards may optionally do the same.

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4.16.1.6 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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4.16.2 Visa Platinum – Customer Service Requirements

4.16.2.1 Visa Platinum Business Card – Customer Service Requirements – CEMEA Region

In the CEMEA Region: A Visa Platinum Business Card Issuer must:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations and make this information available to Visa
- Identify action plans to improve customer service

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4.16.3 Visa Platinum Business – Issuer Requirements

4.16.3.1 Visa Platinum Business Certification – LAC Region

In the LAC Region: Before 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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4.16.3.2 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

ID# 0027671 Edition: Apr 2024 | Last Updated: Oct 2014

4.16.3.4 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

ID# 0027664 Edition: Apr 2024 | Last Updated: Oct 2014

4.16.3.5 Visa Platinum Business Card Minimum Spend Requirement – Europe Region

Effective through 19 January 2024 In the Europe Region: A Visa Platinum Business program must meet the average minimum annual spend requirement at the portfolio level per account, ensuring that the minimum spend levels exceed those of a Visa Business program. If the threshold is not met, the Issuer must implement a spend stimulation program.

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4.16.3.6 Visa Platinum Business Card Issuance Requirements – Europe Region (France)

In the Europe Region (France): A Visa Platinum Business Card Issuer must:

- Display the Visa Platinum Business URL in all communications to Cardholders
- Implement a website enabling Cardholders to access all documents relating to Visa Platinum Business

ID# 0030082 Edition: Apr 2024 | Last Updated: Apr 2024

4.16.4 Visa Platinum Business – Features and Benefits

4.16.4.2 Visa Platinum Business Cardholder Spend Reporting – CEMEA Region

In the CEMEA Region: A Visa Platinum Business Card Issuer must, either itself or through Visa Spend Clarity for 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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4.16.4.3 Visa Platinum Business Card Additional Core Services – CEMEA Region

In the CEMEA Region: A Visa Platinum Business Card Issuer, at its discretion, may 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:

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- 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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4.16.4.4 Visa Platinum Business Card Core Features – Europe Region

Effective through 19 January 2024 In the Europe Region: In addition to the services specified in *Section 4.16.4.5, Visa Platinum Business Card Customer Service Requirements – Europe Region*, a Visa Platinum Business Card Issuer must provide to its Cardholders at least 2 services tailored for the product offering, where one of these services must be insurance. The services offered must have an equivalent market value of at least EUR 100 (or local currency equivalent) for a Credit Card and a Deferred Debit Card, and at least EUR 50 (or local currency equivalent) for a Debit Card.

Effective 20 January 2024 In the Europe Region: In addition to the services specified in *Section 4.16.4.5, Visa Platinum Business Card Customer Service Requirements – Europe Region*, a Visa Platinum Business Card Issuer must provide to its Cardholders at least 2 services tailored for the product offering. The services offered must have an annual market value equivalent to at least EUR 100 (or local currency equivalent) for a Credit Card and a Deferred Debit Card, and at least EUR 50 (or local currency equivalent) for a Debit Card and a Prepaid Card[1].

[1] **Effective 13 April 2024**

ID# 0030694 Edition: Apr 2024 | Last Updated: Apr 2024

4.16.4.5 Visa Platinum Business Card Customer Service Requirements – Europe Region

In the Europe Region: A Visa Platinum Business Issuer must provide all of the following:

- Dedicated customer service 24 hours a day, 7 days a week
- Emergency Cash Disbursement and Emergency Card Replacement, as specified in *Section 4.1.14.2, Emergency Cash Disbursement and Emergency Card Replacement Provision Requirements*
- **Effective through 19 January 2024** An exclusive telephone line for its Visa Platinum Business Cardholders

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4.17 Visa Signature Business

4.17.1 Visa Signature Business – Card Requirements

4.17.1.3 Visa Signature Business Cardholder Spending Limit – CEMEA Region

In the CEMEA Region: An 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

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.

The Issuer must allow a Visa Signature Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

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4.17.1.4 Visa Signature Business Card – Card Design Requirements – CEMEA Region

The product name "Visa Signature Business" must appear on the front of the Card.

In the CEMEA Region: A 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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4.17.1.5 Visa Signature Business Card Rewards Program – LAC Region

In the LAC Region: A Visa Signature Business Card Issuer must provide a rewards program that both:

- Offers Cardholders the ability to accumulate points for purchases made with a Visa Signature Business Card

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- Is comparable to any existing Issuer's Visa Signature Card or Visa Infinite Card rewards program

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.

An Issuer of a Visa Signature Business Card issued as a Debit Card is not required to offer any travel rewards programs.

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4.17.1.6 Visa Signature Business Card Account Types and Credit Limit – LAC Region

In the LAC Region: With prior approval from Visa, a Visa Signature Business Card Issuer must offer such Card with credit or debit functionality.

An Issuer of a Visa Signature Business Card issued as a Credit Card must both:

- Preserve the premium status of the Visa Signature Business Card by providing a higher credit limit for its Visa Signature Business program than the average credit limit for its Visa Platinum, Visa Signature, and Visa Infinite consumer Cards and Visa Business programs
- Allow each Visa Signature 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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4.17.1.7 Visa Signature Business Card Credit Limit Non-Compliance Assessment – LAC Region

In the LAC Region: A Visa Signature Business Card Issuer that fails to meet the specified credit limit criteria is subject to a non-compliance assessment per Visa Signature Business Card in the Issuer's portfolio.

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4.17.2 Visa Signature Business – Customer Service Requirements

4.17.2.2 Visa Signature Business Card – Customer Service Requirements – CEMEA Region

In the CEMEA Region: A Visa Signature Business Card Issuer must:

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- Provide access to a customer service and emergency telephone number 24 hours a day, 7 days a week and communicate the telephone number to the Cardholder annually
- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations and make customer complaint information available to Visa
- Identify action plans to improve customer service

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4.17.3 Visa Signature Business – Issuer Requirements

4.17.3.6 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

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4.17.3.7 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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4.17.3.8 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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4.17.4 Visa Signature Business – Features and Benefits

4.17.4.3 Visa Signature Business Cardholder Spend Reporting – CEMEA Region

In the CEMEA Region: A Visa Signature Business Card Issuer must, either itself or through Visa Spend Clarity for 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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4.18 Visa Infinite Business, Visa Infinite Privilege Business

4.18.1 Visa Infinite Business, Visa Infinite Privilege Business – Card Requirements

4.18.1.1 Visa Infinite Business Minimum Spending Limit – AP Region

In the AP Region: A 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 X (or local currency equivalent) for Transactions during each statement cycle

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4.18.1.3 Visa Infinite Business Card Point-of Sale Spend Qualification Threshold – AP Region (Australia)

In the AP Region (Australia): A 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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4.18.1.4 Visa Infinite Business Card Account Types and Credit Limit – LAC Region

In the LAC Region: With prior approval from Visa, a Visa Infinite Business Issuer must offer the Card with credit or debit functionality.

A Visa Infinite Business Credit Card Issuer must do all of the following:

- Preserve the premium status of the Visa Infinite Business Card by providing a higher credit limit for its Visa Infinite Business program than the average credit limit for its Visa Platinum, Visa Signature, and Visa Infinite consumer cards and Visa Business programs
- Set a minimum credit limit of USD 20,000 (or local currency equivalent) or higher
- Allow each Visa Infinite Business Card 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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4.18.1.5 Visa Infinite Business Card Rewards Program – LAC Region

In the LAC Region: A Visa Infinite Business Issuer must provide a rewards program that:

- Offers Cardholders the ability to accumulate points for purchases made with a Visa Infinite Business Card
- Is comparable to any existing Issuer's Visa Infinite or Visa Signature rewards program

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 Infinite Business debit Card Issuer is not required to offer any travel rewards programs.

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4.18.2 Visa Infinite Business, Visa Infinite Privilege Business – Customer Service Requirements

4.18.2.1 Visa Infinite Business Card Customer Service Requirements – Europe Region

Effective through 19 January 2024 In the Europe Region: A Visa Infinite Business Card Issuer must do all of the following:

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- Provide to its Cardholders access to a customer service agent 24 hours a day, 7 days a week
- Enable Cardholder access to trained dispute resolution service representatives through the Issuer's toll-free customer service number
- 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. 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

Effective 20 January 2024 In the Europe Region: A Visa Infinite Business Card Issuer must provide both of the following:

- Dedicated customer service 24 hours a day, 7 days a week
- Emergency Cash Disbursement and Emergency Card Replacement, as specified in *Section 4.1.14.2, Emergency Cash Disbursement and Emergency Card Replacement Provision Requirements*

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4.18.2.2 Visa Infinite Business Card Customer Service Requirements – LAC Region

In the LAC Region: A Visa Infinite Business Issuer must provide all of the following:

- Dedicated customer service 24 hours a day, 7 days a week through Visa Client Care
- Cardholder emergency services for Visa Infinite Business Cards
- An exclusive telephone line to its Visa Infinite Business Cardholders

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4.18.2.3 Visa Infinite Business Core Services and Benefits – Canada Region

In the Canada Region: A Visa Infinite Business Card Issuer must offer such Cardholders all of the benefits specified in *Section 4.1.15.2, Visa Cardholder Benefit Requirements by Product – Canada Region*, and all of the core services specified in *Section 4.13.1.3, Visa Commercial Card Mandatory Core Services*.

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4.18.3 Visa Infinite Business, Visa Infinite Privilege Business – Issuer Requirements

4.18.3.1 Use of Visa Infinite Business Product Identifier – AP and US Regions

In the AP Region, US Region: A Visa Infinite Business Card Issuer must use the product identifier "Visa Infinite Business" on both:

- 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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4.18.3.2 Visa Infinite Business Card Web Services – AP Region

In the AP Region: A 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[1] 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

[1] A Merchant-partner program with exclusive offers for Visa Infinite Business Cardholders

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4.18.3.3 Visa Infinite Business Cardholder Notification and Complaints – AP, Canada, CEMEA, Europe, and US Regions

In the AP Region, Canada Region, Europe Region, US Region, and **effective 9 November 2023** CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): A Visa Infinite Business Card Issuer must both:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations

In the Canada Region, Europe Region: In addition, a Visa Infinite Business Card Issuer must both:

- Identify action plans to improve customer service
- Make customer complaint information available to Visa

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4.18.3.4 Visa Infinite Business Card Credit Limit Non-Compliance Assessment – LAC Region

In the LAC Region: A Visa Infinite Business Card Issuer that fails to meet the specified credit limit criteria is subject to a non-compliance assessment per Visa Infinite Business Card in the Issuer's portfolio.

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4.18.3.5 Visa Infinite Business Card Payment Options – Canada Region

In the Canada Region: At the option of Visa, an Issuer may provide a Visa Infinite Business Card with charge and/or credit capability.

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4.18.3.6 Visa Infinite Business Minimum Spend Requirement – Europe Region

In the Europe Region: A Visa Infinite Business program must meet the average minimum annual spend requirement at the portfolio level per account, ensuring that the minimum spend levels exceed those of a Visa Platinum Business program. If the threshold is not met, the Issuer must implement a spend stimulation program.

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4.18.3.7 Visa Infinite Business Card Issuer Rewards Program Requirements – Canada and Europe Regions

In the Canada Region, Europe Region: A Visa Infinite Business Card Issuer[1] must provide a rewards program to its Visa Infinite Business Cardholders with the following reward value:

- In the Canada Region: Rewards program that reasonably enables each Cardholder to redeem a minimum value equivalent to 150 basis points per dollar of qualifying spend, based on the combination of earn rates and redemption value
- **Effective through 19 January 2024** In the Europe Region: Rewards program that reasonably enables each Cardholder to redeem a minimum value equivalent to 20 basis points per EUR (or local currency equivalent) of qualifying spend, based on the combination of earn rates and redemption value
- **Effective 20 January 2024** In the Europe Region: For a Visa Infinite Business Card issued as either a Credit Card or Deferred Debit Card, ensure that rewards (for example: points, miles, cash-back, merchant-partner offers) are offered as a permanent, ongoing product feature
- Best reward value in Issuer's Visa Business Card portfolio
- Minimum earn rate equal to or better than the rate offered by the same Issuer for a consumer Visa Infinite Card program

[1] In the Europe Region: An Issuer of a Visa Infinite Business Card issued as a Debit Card or Prepaid Card may optionally do the same.

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4.18.3.8 Visa Infinite Business Card Payment Options – US Region

In the US Region: At the option of Visa, an Issuer may provide a Visa Infinite Business Card with charge and/or credit capability.

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4.18.3.9 Visa Infinite Business Card Digital Services – Europe Region

In the Europe Region: A Visa Infinite Business Card Issuer must, either independently or through Visa, offer its Visa Infinite Business Cardholders access to a platform (for example: website, mobile application) that shows the benefits, features, and services of the product.

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4.18.4 Visa Infinite Business, Visa Infinite Privilege Business – Features and Benefits

4.18.4.1 Visa Infinite Business Card Features and Branding Requirements – AP and Canada Regions

In the AP Region, Canada Region: A Visa Infinite Business Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Business Card from any other Card it issues
- The highest purchasing power available within the Issuer's Visa Business Card suite of products

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4.18.4.4 Visa Infinite Business Card Core Features, Benefits and Services – Canada Region

In the Canada Region: A Visa Infinite Business Card Issuer must offer all of the following core features, benefits, and services:

- ATM access
- Local currency billing
- Service level standards
- Management information reporting
- POS Transaction Controls
- Limited corporate liability insurance
- Access to:
  - Visa Infinite Business concierge
  - Visa Infinite Business events and offers
  - Visa Infinite Business website

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4.18.4.5 Visa Infinite Business Card Core Features – Europe Region

In the Europe Region: In addition to the services specified in *Section 4.18.2.1, Visa Infinite Business Card Customer Service Requirements – Europe Region*, a Visa Infinite Business Card Issuer must provide to its Cardholders at least 4 services tailored to the product offering, where one of these

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services must be insurance. The services offered must have an equivalent market value of at least EUR 200 (or local currency equivalent).

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4.18.4.6 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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4.18.4.7 Visa Infinite Business Issuer Rewards Program – AP Region (Australia)

In the AP Region (Australia): A 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

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- 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.

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4.19 Visa Multi-Currency Solution

4.19.1 Visa Multi-Currency Solution Issuer Requirements

To enable Cards with the Visa Multi-Currency Solution, an Issuer's annual cross-border total volume must meet or exceed 50% of its total volume on the associated BIN or Account Range.

In addition to the requirements specified in *Section 1.4.3.2, International Transaction and Currency Conversion Fee Disclosure*, an Issuer must disclose all of the following to its Cardholders that use a Card with the Visa Multi-Currency Solution:

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Table 4-25: Visa Multi-Currency Solution – Cardholder Disclosure Requirements

Disclosure Description	At Account Load or at Beginning of Billing Cycle	Post Transaction
Exchange rate[1] offered	X	X
Exchange rate[1] applied to Transactions[2]		X
Alternative account to be debited and exchange rate[1] applied in the event that the foreign currency account has insufficient funds or the Card has reached its credit limit for foreign currency at the time of the Transaction (if applicable)	X	X
Associated fees	X	X
Account balance per currency	X	X
Value of authorized Transactions that have not yet cleared (for example: held funds for a car rental or hotel reservation)		X
Explanation of Dynamic Currency Conversion (DCC) and impact on Transaction amount	X[3]	

[1] The Issuer must disclose the foreign exchange rate for the applicable processing date.

[2] Occurs if the Issuer elects to allow real-time conversion at the time of purchase instead of requiring funds to be loaded in a different currency in advance

[3] On initial account load or first billing cycle only

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4.20 Visa SavingsEdge – US Region

4.20.1 Visa SavingsEdge Requirements – US Region

4.20.1.1 Visa SavingsEdge Requirements – US Region

In the US Region: An Issuer must offer Visa SavingsEdge to Cardholders of the following Visa products:

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- Visa Business Credit Cards[1]
- Visa Business Check Cards
- Reloadable Visa Commercial Prepaid Products:[2]
  - Visa Business Prepaid Cards
  - Visa Corporate Prepaid Cards
  - Visa Purchasing Prepaid Cards

An Issuer that participates in the Visa SavingsEdge program must do all of the following:

- Use the Visa SavingsEdge name only in connection with the Visa SavingsEdge program
- Provide customer service to handle Cardholder inquiries about the program, including questions related to credit postings
- If it opts out of participation in the Visa SavingsEdge program, ensure that previously enrolled Cardholders remain enrolled in the program
- If un-enrolling a participating Cardholder, notify Visa in writing at least 90 days before the participation end date and provide advance notification to the Cardholder

For qualifying purchases made with a Visa SavingsEdge-enrolled Visa Card, an 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

[1] The Issuer must not opt Visa Signature Business Credit Cards out of Visa SavingsEdge participation.

[2] The Issuer must contact its Visa representative to ensure that Cardholders of Reloadable Visa Commercial Prepaid Products are enabled to enroll.

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4.21 Visa Purchasing

4.21.1 Visa Purchasing – Issuer Requirements

4.21.1.1 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:

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- 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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4.21.1.2 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 BIN or Account Range in the Authorization and Settlement Match service

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4.21.1.3 Visa Purchasing Card Selective Authorization – US Region

In the US Region: A 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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4.22 Visa Fleet

4.22.1 Visa Fleet Card – Issuer Requirements

4.22.1.1 Visa Fleet Card Requirements

A Visa Fleet Card Issuer must ensure that all of the following requirements are met:

- A Visa Fleet Card is issued only as one of the following:
  - A driver-assigned Visa Fleet Card
  - A Vehicle-Specific Fleet Card

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– In the LAC Region: Either a Visa Card or Visa Electron Card

- In the Canada Region, Europe Region: 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
- In the Canada Region, Europe Region, US Region: 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

In the Canada Region, CEMEA Region: A Visa Fleet Card Issuer must require the capture and/or validation of Enhanced Data by the terminal.

In the Canada Region: A 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.

In the CEMEA Region, US Region: The EMV Chip must be encoded with Visa Fleet data that will cause a fleet enabled terminal to prompt for personalized data and/or apply purchase restriction at the time of the transaction as per the applicable requirements in the *Visa Fleet Card 2.0 Implementation Guide*

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4.22.1.2 Visa Fleet Card Enhanced Data Requirements – CEMEA and US Regions

In the CEMEA Region, US Region: A Visa Fleet Card Issuer and their processor must provide Enhanced Data as outlined in the *Visa Fleet Card 2.0 Implementation Guide* as required by their clients (when provided by the Acquirer).

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4.22.2 Visa Fleet Merchant Discount Program

4.22.2.1 Visa Fleet Merchant Discount Program Issuer Requirements – US Region

Effective 13 April 2024 In the US Region: To participate in the Visa Fleet Merchant Discount Program, an Issuer, must do all of the following:

- Complete an Issuer enrollment form with Visa to participate in the Visa Fleet Merchant Discount Program.

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- Ensure the accuracy of all information provided by the Issuer, the Issuer's agents/partners, participating clients, and processor to Visa in connection with the Visa Fleet Merchant Discount Program.
- Ensure the issuer and/or its participating agents, partners, and processor do all of the following:
  - Comply with the Visa Rules applicable to the Visa Fleet Merchant Discount Program, *Visa Fleet Merchant Discount Program Implementation Guide*, and all other requirements.
  - Enter into a legally binding agreement with each fuel Merchant that is offering a discount that includes all discount details prior to implementing the discount via the Visa discount portal.
  - Manage all aspects of the Visa Fleet Merchant Discount Program between Acquirers, Merchants, agents/partners, or participating clients, including the presentation and management of fuel discounts.
  - Provide Enhanced Data as specified in the *Visa Fleet Card 2.0 Implementation Guide*.
  - Register, manage, and enforce, each Visa Fleet Merchant Discount Program that it implements in the Visa discount portal, including updating the details of a Visa Fleet Merchant Discount Program within 24 hours via the Visa discount portal, if such program is modified, suspended, or terminated.
- Review Transactions that are part of the Visa Fleet Merchant Discount Program on a periodic basis to ensure that fuel discounts are being correctly applied.

Visa shall not be liable for the accuracy of any information provided to Visa, incorrectly applied fuel discounts, or the failure to apply an eligible fuel discount.

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4.22.2.2 Visa Fleet Merchant Discount Program Acquirer and Merchant Requirements – US Region

Effective 13 April 2024 In the US Region: An Acquirer that participates in the Visa Fleet Merchant Discount Program must do all of the following:

- Ensure the accuracy of all information provided by it, its agents, partners, and participating Merchants to Visa in connection with the Visa Fleet Merchant Discount Program.
- Ensure the Acquirer and/or its participating Merchant does all of the following:
  - Complete a Merchant enrollment form with Visa to participate in the Visa Fleet Merchant Discount Program
  - Comply with the Visa Rules applicable to the Visa Fleet Merchant Discount Program, *Visa Fleet Merchant Discount Program Implementation Guide*, and all other requirements.

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- Enter into a legally binding agreement for each client of the Merchant that it is offering a discount to, which includes all discount details prior to implementing the discount via the Visa discount portal.
- Manage all aspects of the Visa Fleet Merchant Discount Program between Acquirers, Merchants, agents/partners, or participating clients, including the presentation and management of fuel discounts.
- Provide Enhanced Data as specified in the *Visa Fleet Card 2.0 Implementation Guide*.
- Register, maintain and enforce, each Visa Fleet Merchant Discount Program that it implements in the Visa discount portal, including updating the details of a Visa Fleet Merchant Discount Program within 24 hours via the Visa discount portal, if such program is modified, suspended, or terminated.

Visa shall not be liable for the accuracy of any information provided to Visa, incorrectly applied fuel discounts, or the failure to apply an eligible fuel discount.

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4.23 Visa Large Purchase Advantage – US Region

4.23.1 Visa Large Purchase Advantage Requirements – US Region

4.23.1.1 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:

- 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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4.23.1.2 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

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4.24 Visa Meetings Card

4.24.1 Visa Meetings Card – Issuer Requirements

4.24.1.2 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 4.13.1.2, Commercial Products Core Features*, except for billing, where centralized company billing and payment are required.

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4.24.1.3 Visa Meetings Card Authorization Processing – US Region

In the US Region: A 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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4.25 Visa Infinite Corporate – LAC Region

4.25.1 Visa Infinite Corporate Card Requirements – LAC Region

4.25.1.1 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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4.25.1.2 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
- 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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4.25.2 Visa Infinite Corporate – Issuer Requirements – LAC Region

4.25.2.1 Visa Infinite Corporate Card Benefit Notification – LAC Region

In the LAC Region: A Visa Infinite 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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4.25.2.2 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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4.25.2.3 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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4.25.2.4 Visa Infinite Corporate Card Issuer Processing System Requirement – LAC Region

In the LAC Region: A 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 Cards and Visa Corporate Cards.

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4.25.3 Visa Infinite Corporate – Features and Benefits – LAC Region

4.25.3.1 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 Card product it issues

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- The highest purchasing power available within the LAC Region and an Issuer's Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Card product name
  - Does not use the Sample Card Design or reserved color of a Card product

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4.26 Visa Platinum Corporate – LAC Region

4.26.1 Visa Platinum Corporate – Card Requirements – LAC Region

4.26.1.1 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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4.26.2 Visa Platinum Corporate Issuer Requirements – LAC Region

4.26.2.1 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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4.26.3 Visa Platinum Corporate Features and Benefits – LAC Region

4.26.3.1 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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4.27 Visa Premium Corporate – LAC Region

4.27.1 Visa Premium Corporate – Issuer Requirements – LAC Region

4.27.1.1 Visa Premium Corporate Cards Core Product Benefits – LAC Region

In the LAC Region:[1] A Visa Premium Corporate Issuer must provide its Visa Premium Corporate Cardholders with all of the following core product benefits:

Table 4-26: 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	N/A	USD 500	USD 600
Baggage Loss	USD 750	USD 1,000	USD 3,000
Trip Delay	N/A	N/A	USD 300
Trip Cancellation	N/A	N/A	USD 3,000

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Table 4-26: Visa Premium Corporate Card Core Product Benefits – LAC Region (continued)

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Missed Connection	N/A	N/A	USD 2,000
Hotel Burglary $1000	N/A	USD 500	USD 1,000
Corporate Liability Waiver Insurance (CLW)	USD 15,000	USD 15,000	USD 15,000
ATM Assault–Coverage in case of Death	N/A	N/A	USD 10,000
ATM Assault–Cash Stolen	N/A	N/A	Up to USD 3,000
Program Membership Rewards	Optional	Optional	Optional
Visa Luxury Hotel Collection	Global	Global	Global
Airport Companion	Provided through Visa	Provided through Visa	Provided through Visa

[1] In the LAC Region (Puerto Rico, U.S. Virgin Islands): This does not apply.

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4.27.1.2 Visa Premium Corporate Cards Core Product Benefits – LAC Region (Puerto Rico, U.S. Virgin Islands)

In the LAC Region (Puerto Rico, U.S. Virgin Islands): A Visa Premium Corporate Issuer must provide its Visa Premium Corporate Cardholders with all of the following core product benefits:

Table 4-27: Visa Premium Corporate Card Core Product Benefits – LAC Region (Puerto Rico, U.S. Virgin Islands)

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Visa Global Customer Assistance Services	Global	Global	Global
Travel Accident Insurance	N/A	USD 1,000,000	USD 1,500,000
Auto Rental Insurance	Global	Global	Global
Visa International Emergency Medical	N/A	N/A	Plan Infinite up to

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Table 4-27: Visa Premium Corporate Card Core Product Benefits – LAC Region (Puerto Rico, U.S. Virgin Islands) (continued)

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Services			USD 200,000
Insured Journey/24 Hour AD&D	N/A	USD 50,000	USD 100,000
Visa Concierge	Global	Global	Global
Baggage Delay	USD 500	USD 500	USD 600
Baggage Loss	USD 1,000	USD 1,000	USD 3,000
Trip Delay	N/A	N/A	USD 300
Trip Cancellation	N/A	N/A	USD 3,000
Missed Connection	N/A	N/A	USD 2,000
Hotel Burglary $1000	N/A	N/A	USD 1,000
Corporate Liability Waiver Insurance (CLW)	USD 15,000	USD 15,000	USD 15,000
ATM Assault–Coverage in case of Death	N/A	N/A	USD 10,000
ATM Assault–Cash Stolen	N/A	N/A	Up to USD 3,000
Program Membership Rewards	Optional	Optional	Optional
Visa Luxury Hotel Collection	N/A	Global	Global
Airport Companion	N/A	Provided through Visa	Provided through Visa

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4.27.1.3 Visa Premium Corporate Cards Customer Service Requirements – LAC Region

In the LAC Region: A Visa Premium Corporate Issuer must do all of the following:

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- 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 Client Care.

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4.27.1.4 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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4.27.1.5 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 4.27.1, Visa Premium Corporate – Issuer Requirements – LAC Region*
- 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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4.27.1.6 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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4.27.1.7 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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4.27.1.8 Visa Premium Corporate Cards Performance Standards – LAC Region

In the LAC Region: A 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.

A 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 4-28: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region

Stage	Action/Response
Grace Period – One calendar month (begins the calendar month following the first violation for under-performance)	Written notification of under-performance and recommended corrective actions
Observation Period – Two calendar months (begins at completion of Grace Period)	• Fees imposed as specified above • Member has 2 calendar months to apply corrective actions
Probation Period – Three calendar months (begins at completion of Observation Period)	• Fees imposed as specified above • Visa may audit Member at Member's expense
De-certification Period – Begins at completion of Probation Period	• Member prohibited from issuing or reissuing Visa Premium Corporate Cards • Fees imposed and doubled for each calendar month as specified above • Visa reserves its right to resolve Authorization Requests via the PCAS-Full Service system

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4.28 Visa Signature Corporate – LAC Region

4.28.1 Visa Signature Corporate Issuer Requirements – LAC Region

4.28.1.1 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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4.28.1.2 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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4.28.1.3 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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4.29 Commercial Prepaid

4.29.1 Commercial Prepaid – Card Requirements

4.29.1.1 Visa Commercial Prepaid Product Requirements

A Visa Commercial Prepaid Product Issuer must comply with the Prepaid Card requirements and general Visa Commercial Card requirements.

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4.29.2 Corporate Prepaid – Features and Benefits

4.29.2.1 Visa Corporate Prepaid Card – Commercial Products Core Feature Requirements

In addition to the Visa Commercial Card core features specified in *Section 4.13.1.2, Commercial Products Core Features*, 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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4.29.3 Business Prepaid – Features and Benefits

4.29.3.1 Visa Business Prepaid Card – Commercial Products Core Feature Requirements – Europe Region

Effective 13 April 2024 In the Europe Region: In addition to the Visa Commercial Card core features specified in *Section 4.13.1.2, Commercial Products Core Features*, an Issuer must support all of the

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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

In addition to the above, an Issuer of a Visa Platinum Business Prepaid Card or Visa Infinite Business Prepaid Card must both:

- Issue the Card as a Reloadable Prepaid Card
- Meet the product requirements specified in *Section 4.16, Visa Platinum Business*, for a Visa Platinum Card Issuer, or *Section 4.18, Visa Infinite Business, Visa Infinite Privilege Business*, for a Visa Infinite Card Issuer.

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4.30 Visa Agro – LAC Region

4.30.1 Visa Agro – Card Requirements – LAC Region

4.30.1.1 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.

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Visa Agro Card Issuers must comply with the regulations of each product and application associated with the Visa Agro Card.

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4.30.2 Visa Agro – Customer Service Requirements – LAC Region

4.30.2.1 Visa Agro Card Core Services – LAC Region

In the LAC Region: A Visa Agro Card Issuer must offer both:

- Visa Global Customer Assistance Services, as specified in *Section 4.1.14.4, Provision of Emergency Services to Cardholders Requirements*
- Free 24-hour telephone number to obtain emergency services

For Visa Agro Cards issued as Visa Commercial Prepaid Products, Issuers must offer the customer support services for Prepaid Cards, as specified in *Section 4.1.14.4, Provision of Emergency Services to Cardholders Requirements*.

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4.30.3 Visa Agro – Issuer Requirements – LAC Region

4.30.3.1 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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4.31 Visa Cargo – LAC Region

4.31.1 Visa Cargo Card Requirements – LAC Region

4.31.1.1 Visa Cargo Issuer Requirements – LAC Region

In the LAC Region: An Issuer may issue a Visa Cargo Card as either:

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- Visa Commercial Prepaid Product
- Visa Business Electron Card

Visa Cargo Card Issuers must comply with the requirements for each product and application associated with the Visa Cargo Card.

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4.31.1.2 Visa Cargo Core Benefits – LAC Region

In the LAC Region: A Visa Cargo Card Issuer must provide its Visa Cargo Cardholders with all of the following core product benefits:

- Visa Global Customer Assistance Services, as specified in *Section 4.1.14.4, Provision of Emergency Services to Cardholders Requirements*
- 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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4.32 Visa Drive Card – Europe Region

4.32.1 Visa Drive Card – Europe Region

4.32.1.1 Visa Drive Card Issuer Requirements – Europe Region

In the Europe Region: A Visa Drive Card Issuer must comply with all of the following:

Table 4-29: Visa Drive Card Requirements – Europe Region

Element	Requirement
Payment Device	May be any of the following: • A physical Card • A Contactless Chip Card • A Contactless Payment Device • A Virtual Account
Types	May be one or more of the following: • "Standard" Card

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Table 4-29: Visa Drive Card Requirements – Europe Region (continued)

Element	Requirement
	• "Extra" Card • "Open" Card
Issuance	May be issued to either: • One Cardholder • A specific vehicle, which may have multiple individuals associated with it
BINs	• An "open" Card must be issued on a dedicated BIN. • A "standard" Card and an "extra" Card may be issued on the same BIN, but each Card must have a dedicated Account Range. • Cards that are issued to a Cardholder and Cards that are issued to a specific vehicle must be issued on separate Account Ranges within the same BIN.
Data	Must provide Visa with Visa-specified data for Visa Drive Card Transactions upon Visa request
PIN Changes	Must provide the capability for a Cardholder or an authorized individual to change a PIN at an ATM.
"Standard" Card Requirements	• Must ensure that the Card is configured to be used only in a Closed Loop • Must provide the Cardholder with terms and conditions including, but not limited to: – Using the Card at a Point-of-Transaction Acceptance Device inside the Closed Loop for that Issuer – PIN management
"Extra" Card Requirements	• Must comply with general requirements for Visa Commercial Cards • Must ensure that the Card is configured to be used only at Point-of-Transaction Acceptance Devices: – Within a Closed Loop – With a Merchant with which the Issuer has a Privately Contracted Agreement • For a Transaction at a Merchant with whom the Issuer has a Privately Contracted Agreement, must request Online Authorization, except for the following MCCs:

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Table 4-29: Visa Drive Card Requirements – Europe Region (continued)

Element	Requirement
	– 4784 (Tolls and Bridge Fees) – 7523 (Parking Lots, Parking Meters and Garages) • Must provide evidence of Privately Contracted Agreements upon Visa request • Is solely responsible for the management of a Privately Contracted Agreement • Must provide the Cardholder with terms and conditions including, but not limited to: – Prohibition of the use of the Card at any Point-of-Transaction Acceptance Device outside the Closed Loop if the Issuer does not have a Privately Contracted Agreement with the Merchant – PIN management
"Open" Card Requirements	• Must comply with general requirements for Visa Commercial Cards • Must comply with the core feature requirements for the Card it is licensed to issue • Must provide the Cardholder with terms and conditions including, but not limited to: – The Cardholder Verification Method (CVM) allowed for a Card issued for a specific vehicle – PIN management

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4.33 Visa SimplyOne – Europe Region

4.33.1 Visa SimplyOne Card – Europe Region

4.33.1.1 Visa SimplyOne Card Issuer Requirements – Europe Region

In the Europe Region: A Visa SimplyOne Card Issuer must comply with all of the following:

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- Issue the Card as a Visa Card or Visa Electron Card[1]
- Issue the Card with 2 Payment Credentials, which must both:
  - Be issued by the same Issuer
  - Be associated with the Payment Application(s) encoded on the Chip and the Magnetic Stripe. One Payment Application must be the Visa Higher Priority Payment Application. Any other Payment Application will be classified as a Visa Lower Priority Payment Application.
- If issued as a Contactless Chip Card, have the Contactless payment associated to the Visa Higher Priority Payment Application[2]
- Issue the Payment Application on a designated BIN, as follows:
  - The debit application on a Debit Card BIN
  - The credit application on a Credit Card BIN
  - The consumer application on a Visa Consumer Card BIN
  - The commercial application on a Visa Commercial Card BIN
- Comply with debit rules when the Card is used as a Debit Card and credit rules when the Card is used as a Credit Card
- Not issue a Non-Reloadable Prepaid Card when the Card is used as a Prepaid Card
- Stop or close both accounts in order to stop or close the Card

[1] In the Europe Region (Republic of Ireland, United Kingdom): An Issuer must not issue a Visa Electron Card.

[2] This does not apply in the Europe Region (Finland), where the Issuer may associate the Contactless payment to the Visa Lower Priority Payment Application only if it clearly communicates to its Cardholders that the Visa Lower Priority Payment Application must be selected after the maximum number of cumulative offline Transactions has been reached.

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4.34 Visa Multichoice – Europe Region

4.34.1 Visa Multichoice Card – Europe Region

4.34.1.1 Visa Multichoice Card Issuer Requirements – Europe Region

In the Europe Region: An Issuer of a Visa Multichoice Card must ensure all of the following:

- The Card supports 2 or more Payment Applications on the same account
- All the Payment Applications on the Card are issued by the same Issuer using the same Payment Credential

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- One of the Payment Applications is encoded as the Visa Higher Priority Payment Application on the Chip and Magnetic Stripe
- The Payment Applications must be either consumer credit or business credit
- A Contactless Transaction must be associated with the Visa Higher Priority Payment Application
- The Card is issued on a Credit Card BIN
- The "Issuer Discretionary Data" field in the Chip is used to distinguish between the Payment Applications
- Consumer Credit and Business Credit Payment Applications are not combined on a Card

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4.35 Carte Bleue Nationale Cards – Europe Region

4.35.1 Carte Bleue Nationale Cards Issuer Requirements – Europe Region (France)

4.35.1.1 Carte Bleue Nationale Cards Issuer Requirements – Europe Region (France)

In the Europe Region (France): A Carte Bleue Nationale Card Issuer (including Cards with systematic authorization) must comply with *Table 4-30, Service Requirements for France Domestic Transactions using Carte Bleue Nationale Cards*.

Table 4-30: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Cards

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance	Medical Insurance	Welcome Pack	Concierge Services
Carte Bleue Nationale	X	X	X				
Carte Bleue Nationale (with systematic authorization)	X	X					

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Table 4-30: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Cards (continued)

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance	Medical Insurance	Welcome Pack	Concierge Services
Visa Electron	X	X					
Visa Classic	X	X	X	X[1,2]	X[1,2]		
Visa Premier	X	X	X	X[1]	X[1]		
Visa Platinum	X	X	X	X[1]	X[1]	X[3]	X
Visa Infinite	X	X	X	X[1]	X[1]	X[3]	X

[1] As specified in the corresponding terms and conditions

[2] For personal trips only; for medical insurance, only international trips

[3] Must include the contract and the associated services

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4.36 Carte Bleue Nationale Affaires Cards – Europe Region (France)

4.36.1 Carte Bleue Nationale Affaires Cards Issuer Requirements – Europe Region (France)

4.36.1.1 Carte Bleue Nationale Affaires Cards Issuer Requirements – Europe Region (France)

In the Europe Region (France): An Issuer must comply with all of the following:

- A Visa Affaires Card Issuer must use a Visa Corporate Card BIN
- A Plus Card Issuer must issue this as a Debit Card

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- A Carte Bleue Nationale Affaires Card Issuer must comply with *Table 4-31, Service Requirements for France Domestic Transactions using Carte Bleue Nationale Affaires Cards*

Table 4-31: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Affaires Cards

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance	Medical Insurance	Welcome Pack	Concierge Services
Visa Affaires	X	X	X	X[1,2]	X[2,3]		
Visa Gold Affaires	X	X	X	X[2,4]	X[2,4]		
Visa Business Electron	X	X		X[2,5]	X[2,3]		
Carte Plus	X						
Carte Bleue Nationale Business	X	X	X	X[2,5]			
Visa Business	X	X	X	X[2,5]	X[2,3]	X[6]	
Visa Gold Business	X	X	X	X[2,7]	X[2,7]	X[6]	
Visa Platinum Business	X	X	X	X[2,7]	X[2,7]	X[6]	X

[1] Must be in accordance with the corresponding terms and conditions

[2] Must include the contract and the associated services

[3] Overseas travel only (EUR 11,000 allowance)

[4] For professional trips only

[5] EUR 46,000 allowance for personal trips, EUR 100,000 allowance for professional trips

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Table 4-31: Service Requirements for France Domestic Transactions using Carte Bleue Nationale Affaires Cards (continued)

Card Type	Cash Withdrawal Services	Payment Services in Card-Present Environment	Payment Services in Card-Absent Environment	Travel Insurance	Medical Insurance	Welcome Pack	Concierge Services
[6] For professional trips only (EUR 100,000 allowance) [7] All types of trips (one staff member)							

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4.37 Visa Installment Credential

4.37.1 Visa Installment Credential – Issuer Requirements

4.37.1.1 Visa Installment Credential – Issuer Requirements

In the AP Region (Australia, Japan), CEMEA Region (Egypt, Saudi Arabia, United Arab Emirates), Europe Region (Czech Republic,[1] France,[1] Germany, Greece,[1] Ireland,[1] Italy,[1] Netherlands, Poland, Portugal,[1] Romania,[1] Spain,[1] United Kingdom): An Issuer must ensure that the primary purpose of a Visa Installment Credential is to initiate Transactions that are repaid in multiple, equal payments over a predetermined period of time.

An Issuer of a Visa Installment Credential must do all of the following:

- Issue a Visa Installment Credential as per the requirements specified in *Table 4-32, Visa Installment Credential – Region/Country/Territory-Specific Product and Threshold Requirements*
- Ensure that all Visa Installment Credential programs are approved by Visa prior to launch
- Prohibit the use and marketing of the Visa Installment Credential for purposes beyond those authorized during the approval process by Visa
- Prohibit the use of Emergency Cash Disbursement
- Comply with applicable Credit Card, Debit Card, and Prepaid Card requirements specified in the Visa Rules[2]
- Complete Cardholder due diligence (including KYC) before issuing a Visa Installment Credential
- Maintain distinct repayment requirements on an installment balance and a non-installment balance

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- For a Transaction above USD 50, unless otherwise specified in *Table 4-32, Visa Installment Credential – Region/Country/Territory-Specific Product and Threshold Requirements*, require a Cardholder to repay the Transaction via a repayment plan consisting of both of the following:
  - A minimum of 3 equal installments
  - A repayment interval of at least 2 weeks between each installment payment
- If issuing as a Prepaid Card, ensure that the Prepaid Card is loaded solely with funds disbursed to the Cardholder to pay for the goods or services for which installment repayment is authorized
- Not approve an Original Credit Transaction (OCT) except for an OCT with a Business Application Identifier (BAI) of LO (Loyalty and Offers)
- For countries listed in *Table 4-33, Visa Installment Credential Product Minimum Level of Cardholder Rewards*, offer the Cardholder either:
  - Interest-free or no-fee (for example: monthly fees, annual fees, transaction fees) installment plans
  - For interest-bearing or fee-bearing installment plans, a rewards program for Transactions above the amounts specified in *Table 4-32, Visa Installment Credential – Region/Country/Territory-Specific Product and Threshold Requirements* at the Transaction or Card-level with both of the following features:
    - The Issuer defines the "currency" of its rewards program (for example: points, miles, cash-back)
    - The required rewards requirements program must provide the Cardholder, at a minimum, the value as specified in *Table 4-33, Visa Installment Credential Product Minimum Level of Cardholder Rewards*
- Not approve a Transaction with one of the following Merchant Category Codes (MCCs):
  - MCC 4829 (Money Transfer)
  - MCC 6010 (Financial Institutions – Manual Cash Disbursements)
  - MCC 6011 (Financial Institutions – Automated Cash Disbursements)
  - MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)
  - **Effective through 19 January 2024** MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment)
  - **Effective 20 January 2024** MCC 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment)
  - MCC 6211 (Security Brokers/Dealers)

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- MCC 7800 (Government-Owned Lotteries [US Region only])
- MCC 7801 (Government Licensed On-Line Casinos [On-Line Gambling] [US Region only])
- MCC 7802 (Government-Licensed Horse/Dog Racing [US Region only])
- MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, Wagers at Race Tracks and games of chance to win prizes of monetary value)
- MCC 9406 (Government-owned Lotteries)

An Issuer may issue a Visa Installment Credential without providing or offering a physical Card.

Table 4-32: Visa Installment Credential – Region/Country/Territory-Specific Product and Threshold Requirements

Region/Country	Product Category	Threshold Requiring Repayment By Installments
AP Region		
Australia	Consumer Credit Card	AUD 0[3]
Japan	• Consumer Credit Card • Consumer Debit Card	JPY 25,000
CEMEA Region		
Egypt	• Consumer Prepaid Card • **Effective 12 April 2024** Consumer Credit Card	EGP 500
Saudi Arabia		SAR 200
United Arab Emirates (UAE)		AED 200
Europe Region		
Germany, Netherlands **Effective 23 November 2023** France, Greece, Ireland, Italy, Portugal, Spain	Consumer Credit Card	EUR 50
Effective 23 November 2023		CZK 1,000

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Table 4-32: Visa Installment Credential – Region/Country/Territory-Specific Product and Threshold Requirements (continued)

Region/Country	Product Category	Threshold Requiring Repayment By Installments
Czech Republic		
Poland		PLN 200
Effective 23 November 2023 Romania		RON 200
United Kingdom		GBP 50

Table 4-33: Visa Installment Credential Product Minimum Level of Cardholder Rewards

Region/Country	Minimum Level of Cardholder Rewards
AP Region	
Japan	80 basis points
CEMEA Region	
Saudi Arabia	100 basis points
United Arab Emirates (UAE)	100 basis points

[1] In the Europe Region (Czech Republic, France, Greece, Ireland, Italy, Portugal, Romania, Spain): **Effective 23 November 2023**

[2] In the event of a conflict, Issuer Requirements as specified in *Section 4.37.1.1, Visa Installment Credential – Issuer Requirements* take precedence over Credit Card, Debit Card and Prepaid Card requirements.

[3] All Visa Installment Credential Transactions in Australia must be offered as installments.

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4.38 Visa Infinite Business – CEMEA Region

4.38.1 Visa Infinite Business – Card Requirements – CEMEA Region

4.38.1.1 Visa Infinite Business Card Spending Limits – CEMEA Region

Effective 9 November 2023 In the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): A Visa Infinite Business Card Issuer must offer such Cardholders either:

- No pre-set spending limit, excluding both:
  - Cash Disbursement Transaction
  - Transactions resulting from the use of an Emergency Card Replacement
- A Minimum Spending Limit of USD 20,000 (or local currency equivalent), during each statement cycle

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4.38.2 Visa Infinite Business – Customer Service Requirements – CEMEA Region

4.38.2.1 Visa Infinite Business Card Customer Service Requirement – CEMEA Region

Effective 9 November 2023 In the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): A Visa Infinite Business Card Issuer must provide to its Cardholders access to a customer service agent 24 hours a day, 7 days a week.

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4.38.3 Visa Infinite Business – Issuer Requirements – CEMEA Region

4.38.3.1 Issuer Use of Visa Infinite Business Product Name – CEMEA Region

Effective 9 November 2023 In the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): A Visa Infinite Business Card Issuer must use the product name "Visa Infinite Business" on both:

- 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

An Issuer must do all of the following:

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- Only use the Visa Infinite product name in reference to a Card 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 Business Card" as a standalone term without prior written approval from Visa

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4.38.3.2 Visa Infinite Business Card Digital Services – CEMEA Region

Effective 9 November 2023 In the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): A Visa Infinite Business Card Issuer must, either independently or through Visa, offer its Cardholders access to a platform (for example: website, mobile application) that shows the benefits, features, and services of the product.

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4.38.4 Visa Infinite Business – Features and Benefits – CEMEA Region

4.38.4.1 Visa Infinite Business Card Features and Benefits – CEMEA Region

Effective 9 November 2023 In the CEMEA Region (Oman, Qatar, Saudi Arabia, United Arab Emirates): A Visa Infinite Business Card Issuer must provide to its Cardholders all of the following service benefits:

- The core features specified in Table: Visa Commercial Card Core Features
- 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

In addition, a Visa Infinite Business Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Business Card from any other Visa Commercial Card it issues
- The highest purchasing power available within the Issuer's Visa Business Card suite of products (excluding debit)

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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, Marketplace, Sponsored Merchant, or Ramp Provider.[1]

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 [or country equivalent])[2]
- Telephone number (not required for Sponsored Merchants)[3]
- Acquirer-assigned Merchant ID
- Card acceptor identification[4]
- Merchant business registration number or tax identification number[5]
- Payment Facilitator name (for Sponsored Merchants only)
- Payment Facilitator identifier assigned by Visa and Sponsored Merchant identifier assigned by the Payment Facilitator, as applicable
- **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): Ramp Provider identifier assigned by Visa and Conversion Affiliate identifier assigned by the Ramp Provider, as applicable.
- In the AP Region: In addition, the Acquirer must submit monthly the Merchant data using the acquirer merchant master file format.
- In the CEMEA Region, Europe Region: In addition, the Acquirer must submit monthly the Merchant data using the acquirer merchant master file format.

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- In the LAC Region: In addition, the Acquirer must submit monthly, the Merchant data using the acquirer merchant master file format.
- In the US Region: In addition:
  - 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.

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

[2] In the US Region: The 9-digit zip code

[3] In the Canada Region: This does not apply.

[4] For Sponsored Merchants, the Payment Facilitator's Card acceptor identification is acceptable.

[5] 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 Visa Drive Card – Merchant Requirement for "Extra" Cards – Europe Region

In the Europe Region: If a Merchant establishes a Privately Contracted Agreement with an Issuer, the Merchant must notify its Acquirer.

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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 Outlet location requirements on its website and/or application.

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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, including a site visit to the business premises (if applicable) or suitable alternative, to ensure compliance with the Acquirer's obligation to submit only legal Transactions to VisaNet.

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5.2.1.3 Acquirer Monitoring of Merchant Bankruptcy or Regulatory Proceedings – US Region

In the US Region: An 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 Dispute process

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5.2.1.5 Terminated Merchant File Query – US Region

In the US Region: An 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.

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5.2.1.6 Acquirer Allowance of Terminal Processing by Competitors – US Region

In the US Region: An 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.

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5.2.1.7 Additional Merchant Agreement Requirements

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, both:
  - List the countries from which the Acquirer will accept Transactions
  - Require the Merchant to comply with all laws and regulations, and Visa Rules, applicable to each Merchant Outlet and Merchant country
- In the Canada Region: For a Merchant that has elected to be a Visa Debit Acceptor, both:
  - Identify Card acceptance-related fees associated with Visa Debit Category Acceptance
  - 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 Europe Region: All of the following:
  - Specify that the Merchant must not misrepresent itself as being a Member
  - Notify the Merchant that Merchant Service Charge (MSC) pricing on a MIF Plus Plus basis is available for Transactions completed with a consumer credit Card or consumer debit Card and specify the amount of any administrative fee charged by the Acquirer for this service
  - Specify the amount of the MSC, Interchange Reimbursement Fees (IRF), and scheme fees applicable for each Visa Product Category, unless the Merchant requests in writing that the pricing information be provided in a different format
  - Not blend MSCs between Visa Transactions and the transactions of other payment schemes, unless specifically requested to do so by the Merchant
  - For an Electronic Commerce Transaction processed using Visa Secure, include the Issuer or Visa-provided Cardholder Authentication Verification Value in an Authorization Request
  - Specify that the Merchant must undertake PIN Entry Device asset management on a regular basis, including all of the following:

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- Recording all stock and serial numbers of each PIN Entry Device
- Recording the location of each PIN Entry Device
- Undertaking basic electronic and physical identification, and authentication of each PIN Entry Device

- In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: Include all information required by all Applicable Data Protection Laws/Regulations about the processing of Personal Data (including without limitation, any Sensitive Personal Data and any applicable disclosures or cross-border transfers) in a transparent manner that meets the requirements of all Applicable Data Protection Laws/Regulations.
- In the LAC Region (Chile): For an amended, new, or renewed Merchant agreement, specify the Limited Acceptance options and the Merchant's election, if any, of one of those options
- 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
  - For new or renewed Merchant Agreements, 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
  - 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

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- 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 Account Information Security Program
- Merchant responsibility for demonstrating compliance by its Agents with the requirements of the Account 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

– 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

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5.2.1.8 Provision of Merchant Invoices – Europe Region

In the Europe Region: An Acquirer must provide an invoice to its Merchant for MIFs showing all of the following for the invoice period:

- The total number of Transactions processed by the Merchant
- The total value of Transactions processed by the Merchant
- The MIFs assessed to the Merchant which, unless the Merchant has chosen blended pricing, must be broken down by the following Card types:
  – Credit Card and Deferred Debit Card
  – Direct (Immediate) Debit Card
  – Visa Electron Card
  – Visa Commercial Card

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5.2.1.9 Communication of Interchange Reimbursement Fee (IRF) Rates – Europe Region

In the Europe Region: An Acquirer must inform its Merchant of the availability of Interchange Reimbursement Fee rates, including for intra-European Economic Area (EEA) Transactions and Domestic Transactions within the EEA.

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5.2.1.10 Merchant Category Code (MCC) Assignment

Unless otherwise required by law, 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-Integrity 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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5.2.1.11 Merchant Name Assignment

The name used to identify a Merchant must be all of the following:

- The name it primarily uses to identify itself to its customers
- Displayed at each Merchant Outlet or on an Electronic Commerce Merchant's website[1] and/or application
- Used consistently, including spelling, in every place that it is used, including, but not limited to, the following:
  - Transaction Receipt provided to the Cardholder
  - Authorization Request

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– Clearing Record[2]
– Dispute, Dispute Response, and Acquirer-initiated pre-Arbitration records

The Acquirer must correct non-compliant Merchant names or those causing Cardholder confusion.

[1] For Electronic Commerce Transactions, the website address may be used, unless the website address is not directly related to the Merchant name

[2] 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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5.2.1.12 Acquirer Processing of Visa Debit Category Transactions – Canada Region

In the Canada Region: An 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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5.2.2 Acquirer and Payment Facilitator Responsibilities Related to Deposit Accounts

5.2.2.1 Domiciled Institutions Requirements – LAC Region (Brazil)

In the LAC Region (Brazil): An Acquirer and a Payment Facilitator must both:

- Allow the Merchant and the Sponsored Merchant to choose their Domiciled Institution
- Ensure that the Domiciled Institution chosen by the Merchant and the Sponsored Merchant has a direct contract with Visa

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5.3 Payment Facilitators, Digital Wallet Operators, and Marketplaces

5.3.1 Acquirer Responsibilities and Liabilities in Marketplace, Payment Facilitator, and Digital Wallet Operator Agreements

5.3.1.1 Required Content of Payment Facilitator Agreement or Digital Wallet Agreement

The Acquirer must include all of the following in a Payment Facilitator Agreement or a Digital Wallet Operator (DWO) agreement:

- A requirement that the Payment Facilitator and its Sponsored Merchants, or the DWO 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, the Payment Facilitator, a DWO, or a retailer signed by a DWO for good cause or fraudulent or other activity or upon Visa request
- Statements specifying that the Payment Facilitator or the DWO:
  - Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Payment Facilitator's Sponsored Merchants, or the retailer signed by a DWO
  - 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, or a retailer in the case of a DWO, whose contract to accept Transactions was terminated at the direction of Visa or a government agency
  - Must provide the names of principals and their country of domicile for each of its Sponsored Merchants, or retailers signed by an DWO, 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 Card Industry (PCI) Software Security Framework (SSF) Standards*

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– For a Staged Digital Wallet, must not deposit Transactions from Sponsored Merchants or retailers signed by a DWO outside the Acquirer's jurisdiction

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5.3.1.2 Acquirer Liability 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
- Fulfillment of Settlement obligations for funds disbursement/money transfer/P2P programs

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.

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5.3.1.3 Acquirer Assignment of Unique Card Acceptor Identification (CAID) Number

Effective 20 July 2024 For Card-Absent Environment Transactions, an Acquirer must assign a unique Card acceptor identification (CAID) number to each Merchant, Payment Facilitator, and Staged Digital Wallet, except for the following cases:

- Acquirers may assign a unique Card acceptor identification number either:
  - For each Card-Absent Environment Merchant DBA (doing business as) or unique business line, including to differentiate between a Merchant in a Card-Present Environment and Card-Absent Environment
  - If the Card-Absent Environment Merchant can demonstrate another legitimate line of business
- Payment Facilitators may use for Card-Absent Environment Transactions one Card acceptor identification number for all Sponsored Merchants, except:
  - High-Integrity Risk Merchants with specific MCCs must use a unique Card acceptor identification number

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- Sponsored Merchants that generate more than USD 1 million in annual payment volume must use a unique Card acceptor identification number

- Visa may require Acquirers to use a unique Card acceptor identification number for Card-Absent Environment Merchants that could cause undue harm to the goodwill of the Visa payment system, including those exceeding excessive declines, Fraud Activity, and Dispute thresholds.

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5.3.1.4 Acquirer Requirements for Contracting with 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)
- Ensure that its registration of its Payment Facilitator, including 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-integrity risk, it must be registered as a High-Risk Internet Payment Facilitator even if that Payment Facilitator has previously been registered with Visa.
- All of the following:
  - Obtain from Visa a unique Payment Facilitator identifier[1] that must be assigned by the Acquirer to each Payment Facilitator to use in Transaction processing
  - Ensure the Payment Facilitator determines and assigns a unique identifier[1] to each Sponsored Merchant
  - Ensure that every Transaction contains the Payment Facilitator identifier[1] and the Sponsored Merchant identifier, as follows:
    - In an Authorization record, both the Payment Facilitator identifier and the Sponsored Merchant identifier
    - In a Clearing Record, only the Payment Facilitator identifier
- **Effective 20 July 2024** Assign to each Payment Facilitator when processing Card-Absent Environment Transactions, a unique Card acceptor identification (CAID) number, as specified in *Section 5.3.1.3, Acquirer Assignment of Unique Card Acceptor Identification (CAID) Number*
- If the Acquirer settles the proceeds of Transactions submitted by the Payment Facilitator on behalf of its Sponsored Merchants, pay the proceeds into a bank account that is in the jurisdiction of the Acquirer
- Not allow its Payment Facilitator to provide payment services to outbound telemarketers[2]

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- 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 Dispute 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
- Ensure that its Payment Facilitators have access to the results of any positive matches on the Visa Merchant Screening Service (VMSS)
- In addition, all of the following:
  - Include in its contract with the Payment Facilitator a clear statement of both the jurisdiction within which the Payment Facilitator may contract with Sponsored Merchants and the category (or categories) of Sponsored Merchants with which it may contract
  - When a Cardholder can access a Payment Facilitator's website and/or application directly, ensure that its Payment Facilitator both:
    - Provides customer service and after-sales support, either directly or via its Sponsored Merchants, in all languages in which services are offered
    - Clearly display customer service contact information or trading office contact information on its website and/or application
  - Ensure that its Payment Facilitator reports Sponsored Merchant and Transaction Information to the Acquirer and, upon request, to Visa
  - Ensure that its Payment Facilitator uses the appropriate MCC for each Sponsored Merchant and other required indicators to identify Merchant or Transaction type
- In the CEMEA Region: Ensure and obtain confirmation from Visa that its Payment Facilitator entered into an agreement with Visa and is approved by Visa, as specified in the *Payment Facilitator Certification Guide*

[1] In the LAC Region (Brazil): An Acquirer must either send the tax identification and Merchant legal name or the Payment Facilitator identifier and the Sponsored Merchant identifier.

[2] In the LAC Region (Brazil): This does not apply.

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5.3.1.5 Acquirer, Payment Facilitator, and Sponsored Merchant Agreement Terms

An Acquirer that contracts with a Payment Facilitator must enter into a direct Merchant Agreement with a Sponsored Merchant that exceeds USD 1 million in annual Transaction volume, as follows:[1]

- For a Sponsored Merchant new to the Payment Facilitator, before processing any Transactions
- For a Sponsored Merchant with an existing Merchant Agreement with the Payment Facilitator, the earlier of either:
  - The renewal of the Merchant Agreement with the Payment Facilitator
  - 2 years after the Sponsored Merchant's annual Transaction volume exceeds USD 1 million

The Payment Facilitator may continue to provide payment services (including settlement) to the Merchant.

An Acquirer is not required to enter into a direct Merchant Agreement if either:[1]

- All of the following:[2,3]
  - The Payment Facilitator has held the relationship with the Sponsored Merchant for at least 2 years with the same Acquirer.
  - The Payment Facilitator provides regular reporting to the Acquirer that includes, at a minimum, Sponsored Merchant Transaction volume, Disputes, and Fraud Activity.
  - The Acquirer continues to oversee the Payment Facilitator and the Sponsored Merchant's relationship.
- The Sponsored Merchant is classified with one of the following MCCs:[2]
  - 4900 (Utilities – Electric, Gas, Water, and Sanitary)
  - 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)
  - **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment)
  - **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment)
  - 6513 (Real Estate Agents and Managers – Rentals)
  - 8011 (Doctors and Physicians [Not Elsewhere Classified])
  - 8050 (Nursing and Personal Care Facilities)

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- 8062 (Hospitals)
- 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified])
- 8211 (Elementary and Secondary Schools)
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8241 (Correspondence Schools)
- 8244 (Business and Secretarial Schools)
- 8249 (Trade and Vocational Schools)
- 8299 (Schools and Educational Services [Not Elsewhere Classified])
- 9311 (Tax Payments)
- 9211 (Court Costs, Including Alimony and Child Support)
- 9222 (Fines)
- 9223 (Bail and Bond Payments)

Visa reserves the right to amend these terms, including, but not limited to, the Payment Facilitator and Acquirer contract limit.[1]

[1] In the LAC Region (Brazil, Chile): This does not apply.

[2] The Acquirer, Payment Facilitator, and Sponsored Merchant must not be identified in any Visa risk programs (for example: Visa Dispute Monitoring Program, Visa Fraud Monitoring Program, Visa Integrity Risk Program) or have had excessive risk program violations in the 3 years before entering into a Merchant Agreement or Payment Facilitator Agreement.

[3] The Acquirer may implement a direct or tri-party agreement, except if the Sponsored Merchant is a High-Integrity Risk Merchant, T&E Merchant, or Merchant that conducts Advance Payments.

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5.3.1.6 Additional Sponsored Merchant Requirements for Payment Facilitators

A Payment Facilitator may contract with a Business Payment Solution provider, Consumer Bill Payment Service provider, Digital Wallet Operator that operates a Stored Value Digital Wallet, or Marketplace only if all of the following:[1]

- The Acquirer is a party to the Merchant Agreement with the Business Payment Solution provider, Consumer Bill Payment Service provider, Digital Wallet Operator, or Marketplace.
- The Acquirer is located in the same country as the Business Payment Solution provider, Consumer Bill Payment Service provider, Digital Wallet Operator, or Marketplace.[2]

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- For Marketplaces, both:
  - The Marketplace identifier is populated as the Sponsored Merchant identifier in addition to the Payment Facilitator identifier.
  - At least 75% of the Marketplace's sellers are located in the same country as the Marketplace.
- For Business Payment Solution providers and Consumer Bill Payment Service providers, billers located in a different country are not permitted.
- For Digital Wallet Operators that operate Stored Value Wallets, High-Integrity Risk Transactions and person-to-person (P2P)/money transfer programs are not permitted.

A Payment Facilitator must not contract with another Payment Facilitator, a Digital Wallet Operator that operates a Staged Digital Wallet, or Ramp Provider.[3]

If a Payment Facilitator contracts with a Business Payment Solution provider, Consumer Bill Payment Service provider, Digital Wallet Operator that operates a Stored Value Digital Wallet, or Marketplace,[4] each Business Payment Solution provider, Consumer Bill Payment Service provider, Digital Wallet Operator, or Marketplace is considered a Sponsored Merchant of the Payment Facilitator.

[1] The Acquirer, Payment Facilitator, and Business Payment Solution provider, Consumer Bill Payment Service provider, Digital Wallet Operator, or Marketplace must not be identified in any Visa risk programs (for example: Visa Dispute Monitoring Program, Visa Fraud Monitoring Program, Visa Integrity Risk Program) or have had excessive risk program violations in the 3 years before entering into a Merchant Agreement or Payment Facilitator Agreement.

[2] In the Europe Region: Within the European Economic Area (EEA), this also applies to suppliers in the EEA.

[3] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil).

[4] In the LAC Region (Brazil): This does not apply.

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5.3.2 Payment Facilitator, Digital Wallet Operator, Marketplace, Ramp Provider Responsibilities and Requirements

5.3.2.1 Assignment of Digital Wallet Operator, Marketplace, or Ramp Provider Location

An Acquirer must assign the correct location of its Payment Facilitator as the country of the Payment Facilitator's Principal Place of Business.

An Acquirer may assign an additional Payment Facilitator location if all of the following occur in each country:[1,2]

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- The Payment Facilitator has a permanent location at which the Payment Facilitator's employees or agents conduct the business activity directly related to the provision of the Payment Facilitator's services to the Sponsored Merchant.
- Cardholder correspondence and judicial process are sent by/delivered to the Payment Facilitator.
- The Payment Facilitator assesses taxes on its provision of Card acceptance services to Sponsored Merchants.
- The Payment Facilitator is subject to local laws and regulations.

An Acquirer must assign the correct location of a Digital Wallet Operator (DWO) as the country of the DWO's Principal Place of Business.

An Acquirer may assign an additional DWO location[1,2] if all of the following occur in each country:

- The DWO has a permanent location at which it manages the activities associated with the digital wallet.
- The DWO pays taxes related to revenue earned from the provision of the wallet services to Cardholders and acceptance services to retailers signed by the DWO, if the country levies such taxes.
- The DWO is subject to local laws and regulations.
- In the Europe Region: The DWO has appropriate approvals in place to do business in the country where its retailers receive payments from the DWO, as required by applicable laws or regulations.

An Acquirer must assign the correct location of its Marketplace as the country of the Marketplace's Principal Place of Business.

An Acquirer may assign additional Marketplace locations if the Transaction is one of the following:

Table 5-1: Allowed Additional Marketplace Locations

Transaction	Additional Marketplace location may be:
Airline, Cruise Line, passenger railway, or other travel	The country from which the first leg of the purchased travel originates
Taxi or ride service	The country in which the journey originates
All other	The country where all of the following occur:[2] • The Marketplace has a permanent location at which its employees or agents conduct the business activity and operations directly related to providing Marketplace services to retailers and Cardholders. • The Marketplace pays applicable taxes. • The address for correspondence and judicial process is in that country.

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Visa reserves the right to determine the location of a Marketplace.

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): An Acquirer must assign the correct location of a Ramp Provider as the country of the Ramp Provider's Principal Place of Business.

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): An Acquirer may assign additional Ramp Provider locations if all of the following occur in each country:

- The Ramp Provider has a permanent location at which the Ramp Provider's employees or agents conduct the business activity directly related to the provision of the Ramp Provider's services to the Conversion Affiliates.
- Cardholder correspondence and judicial process are sent by/delivered to the Ramp Provider.
- The Ramp Provider pays taxes related to revenue earned from the provision of services to Cardholders and Card acceptance services to Conversion Affiliates, if the country levies such taxes.
- The Conversion Affiliate is subject to local laws and regulations.

[1] The DWO must contract with an Acquirer in each country and sign applicable Merchant Agreements with Sponsored Merchants or retailers, as applicable.

[2] An exception applies to Payment Facilitator and DWO locations within the Europe Region, and to Marketplace locations within the European Economic Area, as specified in the *Visa Merchant Data Standards Manual*.

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5.3.2.2 Qualification as a Marketplace, Merchant, Payment Facilitator, Digital Wallet Operator, or Ramp Provider

An entity that deposits a Transaction, receives settlement from, or contracts with an Acquirer 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 one of the following:

- A Digital Wallet Operator (DWO)
- A Marketplace
- A Payment Facilitator

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- **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Ramp Provider

Visa reserves the right to determine whether an entity is a Payment Facilitator, a Marketplace, a Merchant, a DWO, or a Ramp Provider 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

A retailer must not transfer the title or ownership from the retailer to another entity momentarily before the goods/services are sold to the Cardholder (a "flash title transfer"). A recipient of a flash title transfer is not classified as a Merchant.

In a Franchise arrangement, the franchisee is considered to be part of the overall Franchise-Merchant relationship and not a different Merchant.

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5.3.2.3 QR Code Acceptance Requirements – LAC Region

In the LAC Region:[1] An Acquirer, Merchant, or Payment Facilitator that deploys a QR code at the Point-of-Transaction must comply with all of the following:

- The QR code must be EMV-Compliant and comply with the requirements included in the *Visa QR Specification for Merchant Acceptance*
- Acquirer, Merchant, and Payment Facilitators must be able to accept the presentation of a tokenized Payment Credential that is accompanied by Visa generated dynamic data
- The QR code must enable acceptance of all Payment Credentials properly presented for payments
- The QR code must be readable by any mobile application that has capability to read QR codes and must have Visa approval to read and transmit data according to the *Visa Payment Specifications for Merchant Presented QR Codes Acceptance* that includes, but not limited to:
  - Support tokenization of all stored Payment Credentials including Token data and request dynamic cryptogram for each Transaction
  - Support Cardholder authentication
- The Merchant must display the Visa Brand Mark indicating QR code acceptance in accordance with the *Visa Product Brand Standards*

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- All Cards must be accepted at other Acceptance Devices at the Merchant Outlet. If all Cards are not able to be accepted at the Merchant Outlet, the Merchant Outlet must not deploy a QR code for acceptance.
- Must offer and render services uniformly to all Cardholders, including a Transaction initiated by reading a QR code

[1] In the LAC Region (Brazil, Peru): This does not apply.

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5.3.3 Digital Wallet Operators

5.3.3.1 Staged Digital Wallet – Acquirer Requirements

An Acquirer that contracts with a Digital Wallet Operator (DWO) that operates a Staged Digital Wallet must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Register the DWO as a Third Party Agent with Visa
- **Effective 20 July 2024** Assign to the Staged Digital Wallet when processing Card-Absent Environment Transactions, a unique Card acceptor identification (CAID) number, as specified in *Section 5.3.1.3, Acquirer Assignment of Unique Card Acceptor Identification (CAID) Number*
- Obtain a Merchant Verification Value (MVV) for each DWO
- Pay the proceeds of Transactions conducted via the DWO into a bank account in the DWO location

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5.3.3.2 Digital Wallet Operator Requirements

A Digital Wallet Operator (DWO) must do all of the following:

- Not contract with a Payment Facilitator, another DWO, or a Ramp Provider[1] to process Transactions
- Display on the payment screen and all screens that show account information both:
  - The last 4 digits of the Payment Credential
  - The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option
- If the wallet can be used at a retailer that Visa classifies as a High-Integrity Risk Merchant, both of the following before submitting Transactions:

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- Be registered with Visa as a High-Integrity Risk Merchant
- Ensure that applicable retailers that receive payment from the DWO are registered as High-Integrity Risk Merchants

- In addition, for a Staged Digital Wallet, all of the following:
  - Be located in the same country as the retailer that receives payment from the DWO (or, in the Europe Region: in any country in the Europe Region, if the DWO and retailer are approved to do business in the country where the retailer is located)
  - Have an acceptance contract with each retailer and conduct appropriate due diligence
  - Enable Transactions only through its own proprietary acceptance mark or a mark that is not that of a non-Visa general purpose payment network
  - Not assign to a Cardholder a Payment Credential or a credential of a non-Visa general purpose payment network to conduct Back-to-Back Funding

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): This applies to Staged Digital Wallets only.

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5.3.3.3 Merchant Wallet Transaction Processing Requirements

A Digital Wallet Operator that operates a Merchant Wallet must process Transactions as follows:

- Where the Merchant Wallet is used at a Merchant Corporation that consists of a single Merchant brand assigned a single Merchant Category Code, process all Transactions as a purchase.
- Where the Merchant Wallet is used at a Merchant Corporation that consists of multiple Merchant brands, with each brand assigned the same Merchant Category Code, both of the following:
  - If the Merchant Wallet can only be funded before the Cardholder makes a purchase, process all subsequent Transactions as purchases
  - If the wallet supports Back-to-Back Funding, comply will all requirements applicable to Staged Digital Wallets, as specified in *Section 5.3.3, Digital Wallet Operators* and *Section 7.4.7.1, Digital Wallets – Transaction Processing Requirements*
- Where the Merchant Wallet is used at a Merchant Corporation that consists of multiple Merchant brands, and various MCCs are assigned, as applicable, to the respective Merchant brands, both of the following:
  - If the wallet can only be funded before the Cardholder makes a purchase, comply with all requirements applicable to Stored Value Digital Wallets as specified in *Section 5.3.3, Digital Wallet Operators* and *Section 7.4.7.1, Digital Wallets – Transaction Processing Requirements*

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– If the wallet supports Back-to-Back Funding, comply with all requirements applicable to Staged Digital Wallets as specified in *Section 5.3.3, Digital Wallet Operators* and *Section 7.4.7.1, Digital Wallets – Transaction Processing Requirements*

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5.3.4 Acquirer Responsibility for Marketplaces

5.3.4.1 Marketplace Qualification Requirements

Visa classifies an entity that meets all of the following as a Marketplace:

- Brings together Cardholders and retailers on an electronic commerce website or mobile application
- Its name or brand is:
  - Displayed prominently on the website or mobile application
  - Displayed more prominently than the name and brands of retailers using the Marketplace
  - Part of the mobile application name or URL
- Handles payments for sales and refunds on behalf of the retailers that sell goods and services through the Marketplace, and receive settlement for Transactions on their behalf
- Is financially liable for Disputes and resolves disputes between Cardholders and retailers by providing either:
  - A decision that binds both Cardholder and retailer
  - A money-back guarantee funded by the Marketplace
- Ensures that no retailer that is located outside the Marketplace's jurisdiction exceeds both:
  - USD 10 million in annual Visa volume through the Marketplace
  - 10% of the Marketplace's annual Visa volume

The following Merchant types are not eligible to be Marketplaces or retailers using a Marketplace:

- Franchisees (unless they have provided to the Marketplace the express permission of the franchisor)
- Travel agents
- High-Integrity Risk Merchants
- Charitable social service organizations, including crowd-funding Merchants

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5.3.4.2 Required Additional Content of Marketplace Agreement

In addition to the required content of a Merchant Agreement, an Acquirer must include all of the following in a Marketplace agreement:

- A requirement that the Marketplace and its retailers comply with the Visa Rules
- A requirement that the Marketplace enter into a contract with each retailer before it deposits Transactions on the retailer's behalf
- The Acquirer's right to prohibit individual retailers from participating in the Visa system and to immediately stop depositing Transactions for any individual retailer for good cause or upon Visa request
- Statements specifying that the Marketplace:
  - Is permitted to process Transactions for retailers located in a different country to the Marketplace,[1] and must ensure that Transactions are legal in the country of the Marketplace and of the retailer
  - Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Marketplace's retailers
  - Is responsible and financially liable for each Transaction processed on behalf of a retailer
  - Must not transfer or attempt to transfer, or permit the retailer to transfer or attempt to transfer, its financial liability by asking or requiring Cardholders to waive their dispute rights
  - Must deposit Transactions only on behalf of retailers of goods and services that use the Marketplace's website or application
  - Must not knowingly contract with a retailer whose contract to accept Transactions was terminated at the direction of Visa or a government agency

[1] To determine the location of a retailer, an Acquirer and a Marketplace must use the retailer's Principal Place of Business or an additional Merchant Outlet location, if applicable, as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*.

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5.3.4.3 Acquirer Liability for Marketplaces

An Acquirer that contracts with a Marketplace is liable for all acts, omissions, and other adverse conditions caused by the Marketplace and its retailers, including, but not limited to:

- Related legal costs
- Settlement to the Marketplace or retailer

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The acts and omissions of a retailer will be treated as those of the Marketplace, and the Acquirer is fully liable for any losses to Visa, its Members, or other stakeholders caused by a Marketplace or its retailers.

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5.3.4.4 Marketplace Acquirer Requirements

An Acquirer that contracts with a Marketplace must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Register the Marketplace as a Third Party Agent with Visa
- Ensure that adequate due diligence is applied to retailers using a Marketplace and that risk management controls are in place to do all of the following:
  - Prevent Transactions that are illegal in the location of the Marketplace, the location of its retailers,[1] or the location of the Cardholder
  - Prevent the sale of counterfeit products or goods that infringe intellectual property
  - Provide a process to investigate and remediate rights-holder complaints
  - Ensure that the Marketplace and its retailers are not engaged in any activity that could cause harm to the Visa brand
  - Ensure compliance with all laws, regulations, requirements, and Visa Rules relating to anti-money laundering and anti-terrorist funding
- Ensure that the Marketplace complies with all Visa Rules relating to Merchants unless otherwise stated or unless the rule is inconsistent with a rule specific to Marketplaces
- Obtain from Visa a unique Marketplace identifier and include the Marketplace identifier in all Transaction messages[2]

[1] To determine the location of a retailer, an Acquirer and a Marketplace must use the retailer's Principal Place of Business or an additional Merchant Outlet location, if applicable, as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*.

[2] In the LAC Region (Brazil): An Acquirer must send the tax identification and Merchant legal name if it has obtained the Marketplace's consent to do so. If not, the Acquirer must send the Marketplace identifier and the retailer identifier.

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5.3.4.5 Reporting Requirements for Acquirers of Marketplaces

An Acquirer must include a foreign retail indicator in all Clearing Records to identify Domestic Transactions involving a Marketplace retailer that is in a different country.[1]

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Effective the January 2024 Operating Certificate submission For Domestic Transactions involving a Marketplace retailer that is in a different country and not processed for Clearing and Settlement through VisaNet,[2] an Acquirer must either:

- Report all Transaction details to Visa via the Operating Certificate
- Include a foreign retail indicator in all Transactions submitted to VisaNet as Collection-Only

[1] To determine the location of a retailer, an Acquirer and a Marketplace must use the retailer's Principal Place of Business or an additional Merchant Outlet location, if applicable, as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*.

[2] This includes any Transaction that is processed as an On-Us Transaction, through a VisaNet Processor, a Visa Scheme Processor, a non-Visa co-resident network, a domestic switch, or any other form of processor or under any domestic Private Agreement or bilateral agreement.

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5.3.4.6 Ramp Provider Acquirer Requirements

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): An Acquirer that contracts with a Ramp Provider must do all of the following:

- Be in good standing in all Visa risk management programs.
- Be financially sound (as determined by Visa).
- Ensure the Ramp Provider does not contract with a Payment Facilitator or Staged Digital Wallet Operator to process Transactions.
- Register the Ramp Provider as a Third Party Agent with Visa.
- Ensure that adequate due diligence is applied to Conversion Affiliates using a Ramp Provider and that risk management controls are in place to do all of the following:
  - Prevent Transactions that are illegal in the location of the Ramp Provider, the location of its Conversion Affiliate,[1] or the location of the Cardholder.
  - Prevent the sale of counterfeit products or goods that infringe on intellectual property.
  - Provide a process to investigate and remediate rights-holder complaints.
  - Ensure that the Ramp Provider and its Conversion Affiliates are not engaged in any activity that could cause harm to the Visa brand.
  - Ensure compliance with all laws, regulations, and requirements, and Visa Rules relating to anti-money laundering and anti-terrorist financing.

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- Ensure that the Ramp Provider complies with all Visa Rules relating to Merchants unless otherwise stated or unless the rule is inconsistent with a rule specific to Ramp Providers.
- All of the following:
  - Obtain from Visa a unique Ramp Provider identifier[2] that must be assigned by the Acquirer to each Ramp Provider to use in Transaction processing.
  - Ensure the Ramp Provider determines and assigns a unique identifier[2] to each Conversion Affiliate.
  - Ensure that every Transaction contains the Ramp Provider identifier and the Conversion Affiliate identifier, as follows:
    - In an Authorization record, both the Ramp Provider identifier[2] and the Conversion Affiliate identifier
    - In a Clearing Record, only the Ramp Provider identifier
- Register the Ramp Provider in Visa's High-Integrity Risk program. If the Ramp Provider supports a Conversion Affiliate that Visa classifies as High-Integrity Risk, the Conversion Affiliate must also be registered as a High-Integrity Risk Merchant before submitting Transactions.
- Ensure that the Ramp Provider holds a contract with each Conversion Affiliate.
- Ensure that its Ramp Provider uses the appropriate MCC for each Conversion Affiliate and other required indicators to identify a Merchant or Transaction type.

[1] To determine the location of a Conversion Affiliate, an Acquirer and a Ramp Provider must use the Conversion Affiliate's Principal Place of Business or an additional Merchant Outlet location, if applicable, as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*

[2] In the LAC Region (Brazil): An Acquirer must send the tax identification and Merchant legal name if it has obtained the Ramp Provider's consent to do so. If not, the Acquirer must send the Ramp Provider identifier and the Conversion Affiliate identifier.

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5.3.5 Ramp Provider Acquirer Requirements

5.3.5.1 Required Additional Content of Ramp Provider Agreement

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): In addition to the required content of a Merchant Agreement, an Acquirer must at least include all of the following in a Ramp Provider agreement:

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- A requirement that the Ramp Provider and its Conversion Affiliates comply with the Visa Rules.
- A requirement that the Ramp Provider enter into a contract with each Conversion Affiliate before it deposits Transactions on the Conversion Affiliate.
- The Acquirer's right to prohibit individual Conversion Affiliates from participating in the Visa system and to immediately stop depositing Transactions for any individual retailer for good cause or upon Visa request.
- Statements specifying that the Ramp Provider:
  - Is permitted to process Transactions for Conversion Affiliates located in a different country to the Ramp Provider[1] and must ensure that Transactions are legal in the country of the Ramp Provider and of the Conversion Affiliate.
  - Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Ramp Provider's Conversion Affiliates.
  - Is responsible and financially liable for each Transaction processed on behalf of a Conversion Affiliate.
  - Must not transfer or attempt to transfer, or permit the Conversion Affiliate 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 Ramp Provider, Payment Facilitator or, Staged Digital Wallet.
  - Must deposit Transactions only on behalf of Conversion Affiliates of goods and services that use the Ramp Provider's services under a contract.
  - Must not knowingly contract with a retailer whose contract to accept Transactions was terminated at the direction of Visa or a government agency.
  - Must provide the names of principles and their country of domicile for each of its Conversion Affiliates and Transaction reports to its Acquirer and to Visa upon request.
  - Must ensure that its Conversion Affiliates comply with the *Payment Card Industry (PCI) Software Security Framework (SSF)*, if the Ramp Provider delivers payment information to Conversion Affiliates.

[1] To determine the location of a Conversion Affiliate, an Acquirer and a Ramp Provider must use the Conversion Affiliate Place of Business or an additional Merchant Outlet location, if applicable, as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*

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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

In the Canada Region: A 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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5.4.2 Conditions of Card Acceptance and Cardholder Rights

5.4.2.1 Cardholder Validation for Manual Cash Disbursements and Quasi-Cash Transactions in a Face-to-Face Environment

Before conducting a Manual Cash Disbursement or Quasi-Cash Transaction in a Face-to-Face Environment, an Acquirer or Merchant must validate the identity of the Cardholder by reviewing the Cardholder's identification document (for example: valid passport, valid driver's license with photo, other government-issued identification, Card containing the Cardholder's photograph).

These requirements do not apply to:

- PIN- or Consumer Device Cardholder Verification Method (CDCVM)-authenticated Manual Cash Disbursements or Quasi-Cash Transactions, if either:
  - For a Chip Transaction, the Transaction amount is USD 500 or less (or local currency equivalent).
  - In the US Region: The Transaction is a Domestic Transaction.
- In the Europe Region (United Kingdom): The purchase of gaming chips in casinos

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5.4.2.2 Visa Contactless 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 Credit Card with multiple contactless Payment Applications used at a Contactless Acceptance Device.

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5.4.2.3 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 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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5.4.2.4 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 Card, except for a Transaction conducted with a 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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5.4.2.5 Disclosure to Cardholders of Return, Refund, and Cancellation Policies

If a Merchant restricts the return of goods or cancellation of services, it must clearly disclose to a Cardholder its return, refund, and cancellation policies, as follows:

- For Card-Present Environment Transactions, at the Point-of-Transaction before the Cardholder completes the Transaction or on the front of the Transaction Receipt. If the disclosure is on the Transaction Receipt or in a separate contract, it must be accompanied by a space for the Cardholder to indicate acceptance of the Merchant's policy.

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- For Transactions at an Electronic Commerce Merchant, during the sequence of pages before final checkout, and include a "click to accept" button, checkbox, or other acknowledgement. The disclosure may be a link to a separate page if that link forms part of the "click to accept" acknowledgement and refers to the return, refund, or cancellation policy.
- For Card-Absent Environment Transactions that are not Electronic Commerce Transactions, through mail, email, or text message
- In addition, for a Guaranteed Reservation, the Merchant must:
  - Disclose the date and time the stay or rental will begin and the location where the accommodation, merchandise, or services will be provided
  - Agree to hold the reservation unless it is cancelled according to the agreed policy. That policy must include, but is not limited to the following:
    - Date and time by which the Cardholder must cancel the reservation to avoid a penalty
    - 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
  - If unable to honor the reservation, 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

A Merchant must not require a Cardholder to waive the right to dispute a Transaction with the Issuer.

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5.4.3 Merchant Use of Cardholder Account Information

5.4.3.1 Merchant Use of Payment Credential, Cardholder Signature, Card Verification Value 2 (CVV2), or Stored Credential

A Merchant must comply with all of the following:

- Not request or use a Payment Credential for any purpose that is not related to payment for goods and services, except:
  - As specified in *Section 5.4.3.2, Use of a Payment Credential for Service Access*
  - For the purposes of Revenue Inspection
- 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
- Use a Stored Credential only as agreed with the Cardholder

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- Not require a Cardholder to complete a postcard, or similar device, that will cause the Card account data or the Cardholder's signature to be in plain view when mailed
- Not request a Card Verification Value 2 (CVV2) from the Cardholder on any written form
- Not request a Card Verification Value 2 (CVV2) from the Cardholder for a Card-Present Environment Transaction
- Display on the payment screen and all screens that show account information both:
  - The last 4 digits of the Payment Credential
  - The Visa Brand Mark or the name "Visa" in text immediately next to a Visa payment option
- **Effective 13 April 2024** Not use a Payment Credential as a token or customer identifier for money transfers processed as non-card Transactions outside of Visa or on any alternate outside network not approved by Visa

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5.4.3.2 Use of a Payment Credential for Service Access

A Merchant may use a Payment Credential for the purpose of providing access to a service only if either:

- The service was purchased using that Payment Credential.
- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: The Card is a 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 a Payment Credential 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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5.4.3.4 Reusing Redemption Credentials – Europe Region

In the Europe Region: If a Payment Credential is used to access previously purchased goods and/or services more than once using the same redemption credentials each time, the Merchant must:

- Permit the transfer of a Payment Credential's purchase record to another Payment Credential for a legitimate reason (for example: the Card was lost or stolen)
- Submit an Account Verification of the Card to which the purchase record is being transferred, whenever a Card's purchase record is transferred to another Card

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5.5 Surcharges, Convenience Fees, and Service Fees

5.5.1 Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures

5.5.1.1 Surcharges – AP Region (Australia)

In the AP Region (Australia): If a Merchant adds a Surcharge to a Transaction, the Surcharge amount must comply with all of the following:

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- 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 Credit Card Transactions and 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[1]

[1] 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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5.5.1.2 Surcharge Disclosure Requirements – AP Region (Australia)

In the AP Region (Australia): A 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

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- 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 must clearly and prominently disclose any Surcharge that will be assessed.

The disclosure at the point of sale must include both:

- 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 5-2, Surcharge Disclosure – AP Region (Australia)*.

Table 5-2: Surcharge Disclosure – AP Region (Australia)

Transaction Type	Point-of-Entry	Point-of-Sale
Face-to-Face Transaction	N/A	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	Verbal notice from the telephone order clerk, including Surcharge amount

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Table 5-2: Surcharge Disclosure – AP Region (Australia) (continued)

Transaction Type	Point-of-Entry	Point-of-Sale
	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.	
Unattended Transaction	N/A	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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5.5.1.3 Surcharge Assessing Requirements – Canada Region

In the Canada Region: If a Merchant adds a surcharge to a Visa Credit Card Transaction at the brand level or product level, the surcharge amount must comply with all of the following:

- Not be greater than the surcharge that the Merchant imposes on Transactions of American Express or PayPal
- 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
- Third parties are not permitted to impose a surcharge on Visa Credit Card Transactions
- Merchant must clearly disclose to the Cardholder that surcharge is being charged by the Merchant and not by Visa
- 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
- Not assessed on a Transaction in addition to a Service Fee
- Be clearly disclosed on the Transaction Receipt

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5.5.1.4 Notification of Intent and Registration to Assess Surcharges – Canada Region

In the Canada Region: An Acquirer must ensure that its Merchant notifies its Acquirer in writing at least 30 calendar days before publicly announcing its intention to impose a Credit Card Surcharge or 30 calendar days before first assessing a Credit Card Surcharge, whichever is earlier

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5.5.1.5 Surcharge Requirements – LAC Region (Chile)

In the LAC Region (Chile): If a Merchant adds a surcharge to a Visa Transaction, the surcharge amount must comply with all of the following:

- Be clearly disclosed to the Cardholder before the completion of the Transaction
- Not be greater than the applicable Merchant discount rate for Visa Transactions at the Merchant
- 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
- Merchant must clearly disclose to the Cardholder that surcharge is being charged by the Merchant and not by Visa

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5.5.1.6 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 its Acquirer in writing at least 30 calendar days before publicly announcing its intention to impose a Credit Card Surcharge, or 30 calendar days before first assessing a Credit Card Surcharge, whichever is earlier.

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5.5.1.7 Similar Treatment of Visa Transactions – US Region and US Territories

In the US Region and US Territories: A Merchant must not assess a 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.

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- 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[1] and the Merchant assesses a Credit Card Surcharge 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 Credit Card Surcharge 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 Credit Card Surcharge 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.

[1] 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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5.5.1.8 Credit Card Surcharge Requirements – Canada, US Region, and US Territories

In the Canada Region, US Region, or a US Territory: A Merchant may assess a fixed or variable Credit Card Surcharge on a Visa Credit Card Transaction, subject to applicable laws or regulations.

The Merchant may assess a Credit Card Surcharge by applying the same fixed or variable Credit Card Surcharge to either:

- All Visa Credit Card Transactions (brand level)
- All Visa Transactions of the same credit product type (product level)

The 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 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 Credit Card Surcharge on Visa Credit Card Transactions at both the brand and product level.

The Credit Card Surcharge must be included in the Transaction amount and be identified within the Transaction data.

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5.5.1.9 Credit Card Surcharge Maximum Amount – Canada, US Region, and US Territories

In the Canada Region: A Credit Card Surcharge assessed at the product level or brand level, as specified in *Section 5.5.1.8, Credit Card Surcharge Requirements – Canada, US Region, and US Territories*, must not exceed the Merchant's Visa Credit Card Surcharge Cap.

In the US Region or a US Territory: The Credit Card Surcharge maximum amount is 3.00%.

In the US Region or a US Territory: A Credit Card Surcharge assessed at the brand level, as specified in *Section 5.5.1.8, Credit Card Surcharge Requirements – Canada, US Region, and US Territories*, must not exceed the Merchant's Visa Surcharge Cap.

In the US Region or a US Territory: A Credit Card Surcharge assessed at the product level, as specified in *Section 5.5.1.8, Credit Card Surcharge Requirements – Canada, 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 the Canada Region, US Region or a US Territory: In no case may the Credit Card Surcharge amount exceed the Maximum Surcharge Cap.

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5.5.1.10 Credit Card Surcharge Disclosure Requirements – Canada, US Region, and US Territories

In the Canada Region, US Region, or a US Territory: A Merchant must, at both the point of entry into the Merchant Outlet and the Point-of-Transaction, clearly and prominently disclose any 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 Credit Card Surcharge
- A statement that the Credit Card Surcharge is being assessed by the Merchant and is only applicable to credit Transactions
- In the US Region or a US Territory: A statement that the Credit Card Surcharge amount is not greater than the applicable Merchant Discount Rate for Visa Credit Card Transactions at the Merchant

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with *Table 5-3, Surcharge Disclosure – Canada Region, US Region, and US Territories*;

Table 5-3: Surcharge Disclosure – Canada Region, 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
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

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Table 5-3: Surcharge Disclosure – Canada Region, US Region, and US Territories (continued)

Transaction Type	Point-of-Entry	Point-of-Transaction
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 Credit Card Surcharge amount
Unattended Cardholder-Activated Terminal	Main entrance(s) of the Merchant Outlet (if applicable) (for example: 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

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 Credit Card Surcharge disclosure.

In the US Region or a US Territory: Merchants with Acceptance Devices that offer Cardholder choice for debit Transactions in the form of "credit" and "debit" buttons must ensure that both:

- Debit Card Transactions are not assessed a Credit Card Surcharge
- It is made clear to the Cardholder that surcharges are not permitted on debit Transactions regardless of whether a Cardholder selects the "credit" or "debit" button

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5.5.2 Convenience Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

5.5.2.1 Convenience Fees – AP and US Regions

In the AP Region, US Region: A Merchant that charges a Convenience Fee must ensure that the fee is assessed as follows:

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Table 5-4: Convenience Fee Requirements

Convenience Fee Requirement	AP Region	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
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
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
Disclosed clearly to the Cardholder: • As a charge for the alternative payment channel convenience • Before the completion of the Transaction. The Cardholder must be given the opportunity to cancel.	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 if required by applicable laws or regulations.	X	X
Included as part of the total amount of the Transaction and not collected separately	X	X
Not charged in addition to a surcharge	X	X
Not charged on a Recurring Transaction or an Installment Transaction	X	X

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5.5.3 Service Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

5.5.3.1 Service Fee Assessment Requirements – AP (Thailand), Canada, CEMEA (Egypt), LAC (Brazil, Colombia, Trinidad and Tobago), and US Regions

A Service Fee may only be charged by a Merchant, Acquirer, or third party in countries specified in *Table 5-5, Service Fee Assessment Permitted MCCs* for the listed MCCs.

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Table 5-5: Service Fee Assessment Permitted MCCs

Region/Territory	Permitted MCCs
AP Region	
Thailand	9311 (Tax Payments) 9399 (Government Services [Not Elsewhere Classified]) 9222 (Fines)
Canada Region	
Canada	4900 (Utilities – Electric, Gas, Water, Sanitary) 6513 (Real Estate Agents and Managers – Rentals) 8050 (Nursing and Personal Care Facilities) 8211 (Elementary and Secondary Schools) 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) 8351 (Child Care Services) 9222 (Fines) 9311 (Tax Payments)
CEMEA Region	
Egypt	4900 (Utilities – Electric, Gas, Water, Sanitary) 5541 (Service Stations) 5542 (Automated Fuel Dispensers) 8211 (Elementary and Secondary Schools) 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) 8241 (Correspondence Schools) 8244 (Business and Secretarial Schools) 8249 (Vocational and Trade Schools) 8299 (Schools and Educational Services [Not Elsewhere Classified]) 9211 (Court Costs, Including Alimony and Child Support) 9222 (Fines)

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Table 5-5: Service Fee Assessment Permitted MCCs (continued)

Region/Territory	Permitted MCCs
	9223 (Bail and Bond Payments) 9311 (Tax Payments) 9399 (Government Services [Not Elsewhere Classified]) 9402 (Postal Services – Government Only)
LAC Region	
Brazil, Colombia, Trinidad and Tobago	9211 (Court Costs, Including Alimony and Child Support) 9222 (Fines) 9311 (Tax Payments) 9399 (Government Services [Not Elsewhere Classified])
US Region	
US	8211 (Elementary and Secondary Schools) 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) 8244 (Business and Secretarial Schools) 8249 (Vocational and Trade Schools) 9211 (Court Costs, Including Alimony and Child Support) 9222 (Fines) 9311 (Tax Payments) 9399 (Government Services [Not Elsewhere Classified])

A Merchant, third party, or Acquirer that charges a Service Fee must comply with the following requirements, unless otherwise specified in *Table 5-6, Service Fee Assessment Exceptions*:

- Accept Visa as a means of payment in all channels where payments are accepted (for example: in a Face-to-Face Environment and a Card-Absent Environment, as applicable)
- Be authorized to process tax payment Transactions if the Service Fee is charged by a government taxing authority or its third party

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- Disclose the fee clearly to the Cardholder as a Service Fee, or local language equivalent, before the Transaction is completed and provide the ability for the Cardholder to cancel the Transaction without incurring a fee or penalty
- Not represent the Service Fee as a fee charged by Visa
- Ensure that the Service Fee amount is:
  - A reasonable reflection of the costs associated with completing the Transaction (such as the Merchant Discount Rate, Merchant service fee, or any other costs paid to third parties for services directly related to accepting a Card) and, where possible, capped
  - A flat, fixed, banded, or ad valorem amount, regardless of the value of the payment due, as required by applicable laws or regulations
  - Assessed only on the final Transaction amount, after all discounts and rebates have been applied during the Transaction
  - Not charged in addition to a surcharge or Convenience Fee
- In the AP Region (Thailand): Ensure that the Service Fee amount does not disadvantage Visa against other payment scheme brands

Table 5-6: Service Fee Assessment Exceptions

	Canada Region	CEMEA Region (Egypt 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, a fuel Merchant, its Acquirer, or its third party, that is registered with Visa.	A government agency or education Merchant, or its third party, that is both: • Registered with Visa • Assigned a unique Merchant Verification Value
The Service Fee amount:	• Must be limited to 1.5% of the final Transaction amount for debit and 2.5% of the final Transaction amount for credit and prepaid • If assessed by a third party, may be processed as a separate Transaction	Must be flat or variable	• If assessed by a Merchant, may be processed as a separate Transaction • If assessed by a third party in a Card-Absent Environment, must be processed as a separate Transaction

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Table 5-6: Service Fee Assessment Exceptions (continued)

	Canada Region	CEMEA Region (Egypt only)	US Region
	• Must not be greater than the Service Fee charged on a similar Transaction completed with a similar form of payment • Must be the same as any Service Fee charged to any other Issuer's similar card products		

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5.6 Acceptance Devices

5.6.1 Acceptance Device Requirements – All Devices

5.6.1.1 Acceptance Device Requirements

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	Region(s)
All	• Act upon Card preferences for Cardholder Verification and/or request Online Authorization. If the Service Code (for a Magnetic Stripe) or Cardholder Verification Method list (for a Chip) or the Card Transaction Qualifiers (for the Contactless Chip) indicates a preference for a Cardholder signature, the Merchant may process the Transaction without the Cardholder signature. • Accept all 16-digit Payment Credentials	All

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	• Make available to the Cardholder all Transaction interfaces supported by the Merchant, excluding LAC Region (Brazil) • Be able to read a Magnetic Stripe and complete a Magnetic Stripe-read Transaction. This requirement does not apply to compliant Contactless only devices, or if the mobile Acceptance Device used by the Merchant is both: – Compliant with the Payment Card (PCI)-approved solution for commercial-off-the shelf (COTS) devices – Able to complete a payment Transaction through other means at the same location	
	Make available to the Cardholder all Transaction interfaces supported by the Merchant	All, excluding LAC Region (Brazil)
	For devices in a Face-to-Face Environment, activate the PIN pad to enable PIN Transactions	AP Region (Australia, New Zealand)
	Allow PIN bypass for Domestic Transactions	AP Region (Australia, New Zealand)
	Support contact Chip-initiated Transactions	AP, CEMEA
	Be a Chip-Reading Device, including Unattended Cardholder-Activated Terminals	Canada, Europe
	Support Offline PIN Verification (except UCATs in parking lots/garages and vending machines)	LAC Region (Brazil)
Contact Chip	• Be approved by EMVCo	All

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	• 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: – 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). – 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 • If using an active PIN pad or PIN pad port capable of supporting a PIN, both: – Comply with Visa encryption standards – Be active for Visa Chip-initiated Transactions. If inactive for Chip-initiated Transactions, support software to ensure compliance with Visa encryption standards. • Support "Plaintext Offline PIN" if it supports "Enciphered Offline PIN" (excluding UCATs).	
	Support Fallback Transactions	All, excluding ATMs in AP Region (Japan)
	• Accept both Online and Offline PIN • For International Transactions support	AP Region (Australia)

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	PIN bypass • Ensure that a Domestic Transaction uses a PIN, except for both: – A Transaction initiated with a Card that is not a PIN-Preferring Chip Card – A VEPS Transaction • If the device supports Cardholder application selection, do all of the following: – Display to the Cardholder all mutually supported application names (application label or application preferred name) from the Card – Display the application names in the order of the application priority set on the Card and use them to select the corresponding Payment Application – If unable to display the application names in full, display at least the first 4 positions of the application names • If the device does not support Cardholder application selection, the Merchant must inform the Cardholder of the selected application before completing the Transaction	
	Support both "Plaintext Offline PIN" (excluding UCATs) and "Enciphered Offline PIN"	Canada
	• For an Offline-Capable Chip-Reading Device, support both "Plaintext Offline PIN" (excluding UCATs) and "Enciphered Offline PIN" • For an Online-only Chip-Reading Device,	CEMEA

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	support either: – "Enciphered Online PIN" – Both "Plaintext Offline PIN" (excluding UCATs) and "Enciphered Offline PIN" • The PIN pad on Chip-Reading Devices may suppress PIN capability for VEPS Transactions	
	• Present choice to the Cardholder where there is more than one mutually supported Payment Application contained in the Chip, if the Cardholder has the ability to select the Payment Application (excluding UCATs) • Either: – For an Online-only device that does not support both "Plaintext Offline PIN" and "Enciphered Offline PIN," support "Enciphered PIN Online" – For an Online-capable device, support "Plaintext PIN Verified Offline" (excluding UCATs) and "Enciphered Offline PIN" • Accept PINs unless excluded under the Unattended Cardholder-Activated Acceptance Terminal section	Europe
	Support Offline PIN Verification (except UCATs in parking lots/garages and vending machines)	LAC Region (Brazil)
Contactless Chip	• Be approved by EMVCo or Visa • Not limit the Transaction amount of a Contactless Transaction • Forward to Visa the form factor indicator	All

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	field in the Authorization Request and Clearing Record, when provided by a Contactless Payment Device • Be capable of actively enabling and processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet[1] • If compliant with the *Visa Contactless Payment Specification Version 2.1* or later or the *EMV Contactless Specification for Payment Systems Book C-3*, do both of the following: – Set the "Reader CVM Required Limit" to the applicable Cardholder Verification Limit – Set the "Reader Contactless Floor Limit" to the applicable Proximity Payment Floor Limit • Not support the MSD transaction path • For a Tap to Phone Solution, comply with *Visa Ready Tap to Phone Kernel Specification* (VRTPKS V1.1 or later)	
	Support the Application Program Identifier (APID)	AP, CEMEA
	Comply with the *Visa Contactless Payment Specification 2.1.3* or later or the equivalent EMV contactless kernel 3[1]	AP, CEMEA, LAC
	Comply with the *Visa Contactless Payment Specification 2.1.1* or later or the equivalent EMV contactless kernel 3[1]	Canada, Europe, US
	Comply with the *Visa Europe Contactless Terminal Requirements and Implementation*	Europe

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	Guide Version 1.5 or later,[1] excluding Point-of-Transaction Terminals installed at a Branch, Automated Fuel Dispensers (AFDs), or ATMs[2]	
Contactless-Only	• Not have a disabled contact Chip reader or Magnetic Stripe slot • For a Tap to Phone Solution, comply with *Section 5.6.3.1, Tap to Phone Solution – Acquirer Requirements*	All
Magnetic Stripe	• If not Chip-enabled, be able to process a key-entered Transaction (excluding UCATs) • Transmit the entire unaltered contents of all data encoded on track 1 or track 2 of the Magnetic Stripe • Not erase or alter any Magnetic Stripe encoding on a Card • For devices that can accept Cards with more than one Magnetic Stripe, be capable of processing and transmitting the payment data from the Magnetic Stripe	All
Unattended Cardholder-Activated Terminal (UCAT)	• **Effective through 31 December 2024** For new devices placed in service on or after 1 January 2024, not support plaintext PIN verified offline. Excludes multi-location Merchants with existing devices already in service that support Plaintext PIN Verified Offline.[3] • **Effective 1 January 2025** Not support Plaintext PIN Verified Offline.[3] • Follow all applicable Point-of-Transaction acceptance requirements when accepting payment for goods or services, and	All

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Table 5-7: Acceptance Device Requirements (continued)

Acceptance Device Type	Requirements	Region(s)
	follow ATM requirements when dispensing cash • Display customer service contact information • If PIN-accepting, be capable of conveying an "invalid PIN – re-enter" message to the Cardholder • For Chip-initiated and Contactless Transactions, support "No CVM required" for contact and Signature for Contactless • Support Fallback Transactions only if the UCAT has an integrated Chip and Magnetic Stripe-reader, except in the Europe Region (United Kingdom) where Fallback Transactions must not be processed • Require PIN or Consumer Device Cardholder Verification Method for Quasi-Cash Transactions	
	For a Magnetic Stripe-read Transaction, not support online PIN Verification	Europe Region (United Kingdom)

[1] This does not apply to a Tap to Phone Solution.

[2] In the Europe Region (European Economic Area [EEA], United Kingdom): All Acceptance Devices, except Point-of-Transaction Terminals installed at a Branch, Automated Fuel Dispensers (AFDs), or ATMs, must comply with the *Visa Europe Contactless Terminal Requirements and Implementation Guide* Version 1.5 or later.

[3] In the AP Region (Japan): This does not apply.

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5.6.1.2 Visa Electron Card Acceptance Requirements

A Visa Electron Merchant must process Transactions using:

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- An Acceptance Device with Electronic Capability
- In the CEMEA Region (South Africa): A PIN-enabled Acceptance Device

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5.6.2 Chip-Reading Device Requirements

5.6.2.1 Chip-Reading Device Testing Requirements

An Acquirer must successfully complete Visa Global Level 3 (L3) Testing using the Visa Global L3 Test Set Files, as follows:

- Before deploying a new Chip-Reading Device
- After a significant change to a Chip-Reading Device
- To address an interoperability issue, as required by Visa

The Acquirer must submit test results using the Chip Compliance Reporting Tool (CCRT).

In the LAC Region, US Region: The submission of test results using CCRT is not required for Acquirers that participate in the Global Chip Acquirer Self Accreditation Program.

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5.6.2.2 Contactless Acceptance Requirements – AP, CEMEA, Europe, and LAC Regions

In the AP Region, Europe Region, LAC Region: An Acceptance Device must accept Contactless Transactions[1,2,3]

In the CEMEA Region: An Acceptance Device must accept Contactless Transactions except at Point-of-Transaction devices installed at a Branch or ATM[4,5]

[1] In the AP Region: This does not apply to Point-of-Transaction devices installed at a Branch or ATM.

[2] In the Europe Region: This does not apply to Mobile Acceptance Devices used by a Merchant that does not trade in a fixed location, Point-of-Transaction Terminals installed at a Branch, Automated Fuel Dispensers (AFD), or ATMs.

[3] **Effective through 11 April 2025** In the LAC Region: This does not apply to Mobile Acceptance Devices, integrated fuel dispensers, electronic cash registers, or ATMs deployed before 13 October 2021.

[4] **Effective 18 April 2026 through 13 April 2029** In the CEMEA Region (Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Moldova, North Macedonia, Serbia, Ukraine): This exception does not apply to an ATM deployed on or after 18 April 2026.

[5] **Effective 14 April 2029** In the CEMEA Region (Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Moldova, North Macedonia, Serbia, Ukraine): This exception does not apply to an ATM.

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5.6.2.3 Deployment of Contactless-Only Acceptance Devices

A Merchant may deploy a Contactless-only Acceptance Device only as follows:

Table 5-8: Conditions for Deployment of Contactless-Only Acceptance Devices

Transaction Type	Maximum Transaction Amount	Acceptance Requirements (in addition to applicable requirements in *Section 5.6.1.1, Acceptance Device Requirements*)
Face-to-Face Transactions:		
For donations	None	All Cards must be accepted on the Merchant's website or application.[1]
For toll payments (MCC 4784)	Less than or equal to the limits specified in *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions*	All Cards must be accepted at other Acceptance Devices at the Merchant Outlet.
To enable faster customer throughput ("queue-busting")	None	All Cards must be accepted at other Acceptance Devices at the Merchant Outlet. If all Cards are not able to be accepted at the Merchant Outlet, the Merchant Outlet must not deploy a Contactless-only Acceptance Device.
For Transactions at a Merchant deploying a Tap to Phone Solution	None	A Merchant may deploy a Tap to Phone Solution without additional Acceptance Devices being available at the Merchant Outlet if both: • The Merchant does not exceed USD 1 million in annual Visa Transaction

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Table 5-8: Conditions for Deployment of Contactless-Only Acceptance Devices (continued)

Transaction Type	Maximum Transaction Amount	Acceptance Requirements (in addition to applicable requirements in *Section 5.6.1.1, Acceptance Device Requirements*)
		volume • International Transactions[2] do not exceed 10% of a Merchant's total annual Visa Transaction volume. In addition, a Tap to Phone Solution may be used by a Merchant where additional Acceptance Devices are available at the Merchant Outlet.
For the following additional use-cases: • Pay on delivery • Payment in transit: – Local and Suburban Commuter Passenger Transportation, Including Ferries (MCC 4111) – Taxicabs and Limousines (MCC 4121) – Bus Lines (MCC 4131) • Professional Services (not at a fixed location) • Collection Agencies (MCC 7322) • Fines (MCC 9222) • Agricultural Co-operatives (MCC 0763)	None	A Merchant may deploy a Contactless-only Acceptance Device without additional Acceptance Devices being available at the Merchant Outlet if all of the following apply: • The Merchant operates in a country/territory where Contactless Transactions as a percentage of all Face-to-Face Transactions exceed the thresholds outlined in the *Qualifying Countries for Additional Use-cases for Contactless-only Terminals* • International Transactions[2] do not exceed 10% of a Merchant's total annual Visa Transaction volume. • All Cards are accepted either: – On the Merchant's website or application – At other Merchant Outlets
Unattended Transactions:[3]		
At an Urban Mobility Merchant	None	A passenger vehicle (for example: bus,

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Table 5-8: Conditions for Deployment of Contactless-Only Acceptance Devices (continued)

Transaction Type	Maximum Transaction Amount	Acceptance Requirements (in addition to applicable requirements in *Section 5.6.1.1, Acceptance Device Requirements*)
turnstile, fare gate, or point of access		ferry) with a Contactless-only Acceptance Device must accept all Contactless Payment Devices. All Cards must be accepted at other Urban Mobility Merchant Outlets. If a Contactless-only Acceptance Device deployed by an Urban Mobility Merchant is configured to always perform offline data authentication before allowing a Cardholder to access its services, all of the following: • Be configured in the same mode or network to perform offline data authentication • Support either real-time or deferred Online Authorization at all turnstiles, fare gates, or points of access • Not support Visa Contactless static data authentication • Support Visa Contactless Dynamic Data Authentication
For: • Electric vehicle charging (MCC 5552) • Parking (MCC 7523)	None	All Cards must be accepted at other Acceptance Devices at the Merchant Outlet or on the Merchant's website or application.
In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: For all other Transactions, except:	Less than or equal to the limits specified in *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS)*	If the Unattended Cardholder-Activated Terminal (UCAT) is capable of processing Transactions above the applicable Visa Easy Payment Service (VEPS) limit, all Cards must be accepted at the UCAT.

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Table 5-8: Conditions for Deployment of Contactless-Only Acceptance Devices (continued)

Transaction Type	Maximum Transaction Amount	Acceptance Requirements (in addition to applicable requirements in *Section 5.6.1.1, Acceptance Device Requirements*)
• ATM Cash Disbursements • Automated Fuel Dispenser Transactions • Urban Mobility Merchant Transactions not otherwise specified • Quasi-Cash Transactions	*Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions*	In addition, for toll payments, all Cards must be accepted at other Acceptance Devices at the Merchant Outlet or on the Merchant's website or application.

[1] For Acceptance Devices deployed on or before 18 April 2020

[2] In the Europe Region: International Transactions, excluding European Economic Area (EEA) Transactions.

[3] A Tap to Phone Solution must not be deployed as an Unattended Cardholder-Activated Terminal (UCAT).

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5.6.2.4 PIN-Entry Bypass Prohibition – Canada Region

In the Canada Region: An 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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5.6.3 Tap to Phone Solution

5.6.3.1 Tap to Phone Solution – Acquirer Requirements

An Acquirer that deploys a Tap to Phone Solution must do both:

- Register a Tap to Phone Solution with Visa and obtain approval before launch
- Comply with all of the following:
  - *Visa Tap to Phone Framework*
  - *Visa Ready Tap to Phone Solution Requirements*

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– *Section 5.6.2.3, Deployment of Contactless-Only Acceptance Devices*

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5.6.4 Unattended Cardholder-Activated Terminals – Transaction Cancellation

5.6.4.1 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 X.

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5.7 Merchant Authorization Requirements

5.7.2 Transaction Amount-Related Authorization Requirements

5.7.2.1 Merchant Requirement to Check the Card Recovery Bulletin (CRB)

Effective through 12 April 2024 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 the Transaction occurs at a Chip-Reading Device.

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5.7.3 Non-Standard Authorizations

5.7.3.1 Account Verification Requirements

A Merchant that chooses to verify the validity of an account must use an Account Verification. An Account Verification must both:

- Be for a currency unit of zero
- Not be used to initiate a purchase Transaction

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5.7.3.2 Authorization Requirements

An Authorization Request must be one of the following:

- An Authorization for a final Transaction amount
- An Estimated Authorization
- An Incremental Authorization
- An initial Authorization for certain MCCs, as specified in *Section 5.7.3.6, Initial Authorization Amounts for Specific Merchant Category Codes*
- An initial Authorization for Automated Fuel Dispenser Transactions (AFD), as specified in *Section 5.7.3.7, Automated Fuel Dispenser Requirements*

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5.7.3.3 Authorization for the Final Transaction Amount

A Merchant must submit an Authorization Request for the final Transaction amount when that finalized amount is known and the Transaction amount is above the applicable Floor Limit, as specified in *Section X*.

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5.7.3.4 Estimated Authorization Request Requirements

A Merchant may submit an Estimated Authorization Request when the final Transaction amount is not known. When a Merchant submits an Estimated Authorization Request, it must ensure that:

- The Estimated Authorization Request amount is a genuine estimation of what the Cardholder will spend
- It notifies the Cardholder of the Estimated Authorization Request amount and that subsequent Authorization Requests may be submitted
- The Estimated Authorization Request does not include any amount covering potential damage, theft, insurance premiums, or tips
- An Estimated Authorization Indicator is included in the Authorization Request
- It does not submit an Estimated Authorization Request for Account Funding Transactions, Cash Disbursements (either manual or through an ATM), Installment Transactions, Advance Payments, Recurring Transactions, or Quasi-Cash Transactions

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5.7.3.5 Incremental Authorization Request Requirements

A Merchant may submit an Incremental Authorization Request where it has obtained an Approval Response for a valid Estimated Authorization, if the original estimated amount is no longer sufficient to cover either:

- A revised estimate of the final Transaction amount
- The final Transaction amount

The Merchant must use the Incremental Authorization indicator, the same Transaction Identifier used for the initial Estimated Authorization Request.

The Incremental Authorization Request must not include any amount covering potential damage, theft or insurance premiums.

An Authorization Request must not contain both an Estimated Authorization indicator and Incremental Authorization indicator.

In the Europe Region (European Economic Area [EEA], United Kingdom): For a Transaction initiated in a Card-Present Environment, a Merchant must obtain Strong Customer Authentication (SCA) for an Incremental Authorization Request when both:

- The initial Estimated Authorization Request is below the Visa Easy Payment Service (VEPS) limit, as specified in *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions*, and the Merchant did not obtain SCA
- The subsequent Incremental Authorization Request takes the total authorized Transaction amount above the VEPS limit.

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5.7.3.6 Initial Authorization Amounts for Specific Merchant Category Codes

Effective through 15 April 2025 A Merchant may submit an Initial Authorization Request when the final Transaction amount is not known for Merchant Category Codes, as specified in *Table 5-9, Authorization Amounts for specific MCCs*.

When a Merchant submits an Initial Authorization Request, that Merchant:

- Is not required to submit the Estimated Authorization indicator
- Must not submit an Incremental Authorization Request

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Table 5-9: Authorization Amounts for specific MCCs

Region	Merchant Category Code	Currency Amount
All	Unattended Transactions at Merchants classified with MCC 7211 (Laundries – Family and Commercial)	An amount not exceeding USD 10 (or local currency equivalent)
All	Unattended Transactions at Merchants classified with one of the following MCCs: • 7338 (Quick Copy, Reproduction, and Blueprinting Services) • 7542 (Car Washes) • 7841 (DVD/Video Tape Rental Stores)	An amount not exceeding USD 15 (or local currency equivalent)
All	Unattended Transactions for the sale of food or beverages	An amount not exceeding USD 5 (or local currency equivalent)

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5.7.3.7 Automated Fuel Dispenser Requirements

A Merchant may process an Automated Fuel Dispenser (AFD) Transaction as either a Status Check Authorization[1] or an Initial Authorization Request.

The Status Check Authorization[1] is equivalent to an Authorization for the lesser of the following:

- An amount as specified in *Table 5-10, Status Check Authorizations at AFDs*
- A Partial Authorization response

When a Merchant submits a Status Check Authorization or an Initial Authorization Request, that Merchant:

- Is not required to submit the Estimated Authorization indicator
- Must not submit an Incremental Authorization Request

A Merchant must send to the Issuer either a Completion Message or an Acquirer Confirmation Advice message confirming the final Transaction amount, as specified in *Table 5-10, Status Check*

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Authorizations at AFDs. This must be sent as soon as possible and, at most, within 2 hours of the completion of the Transaction.

Table 5-10: Status Check Authorizations at AFDs

Region	Country	Status Check Authorization Amount	Completion Message or Acquirer Confirmation Advice Required?
AP	Japan	JPY 15,000	No
US	US	Either: • USD 175 • USD 1,000, for a Visa Fleet Card Transaction	Yes
All other	All other	For a Chip-initiated Transaction with a PIN, USD 100 (or local currency equivalent) For all other Transactions, USD 75 (or local currency equivalent)	No

A Merchant may submit an AFD Initial Authorization Request as specified below:

Table 5-11: Maximum Amount Initial Authorizations at AFDs

Region	Country	Currency Amount	Completion Message or Acquirer Confirmation Advice Required?
AP	Australia	An amount not exceeding AUD 200	Yes
	Malaysia	An amount not exceeding MYR 200	Yes
	New Zealand	An amount not exceeding NZD 200	Yes
Europe	All countries	**Effective through 12 April 2024** An amount not exceeding EUR 350 (or local currency equivalent) **Effective 13 April 2024** An amount not exceeding EUR 350 (or local currency equivalent), except for a Visa Fleet Card, which does not require a maximum amount	Yes
US	US	For a Real-Time Clearing preauthorization	Yes

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Table 5-11: Maximum Amount Initial Authorizations at AFDs (continued)

Region	Country	Currency Amount	Completion Message or Acquirer Confirmation Advice Required?
		request, either: • USD 500 • USD 1,000, for a Visa Fleet Card	
All other	All other	An amount not exceeding USD 150 (or local currency equivalent)	No

[1] In the Europe Region: This does not apply.

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5.7.4 Merchant Authorization Processing

5.7.4.1 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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5.7.4.2 Prohibition against Split Transaction

A Merchant must not split a Transaction by using 2 or more Transaction Receipts, except for the following:

- Advance Payment
- Ancillary Purchase Transaction
- Individual Airline ticket
- Individual Cruise Line ticket
- Installment Transaction
- Original Credit Transaction

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- 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, US Region: Transaction that includes a Service Fee
- In the US Region: Individual passenger railway ticket

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5.7.4.3 Single Authorization Request for Multiple Clearing Transactions

A Merchant may obtain a single Authorization and submit multiple Clearing Records only if one of the following:

- The Merchant is an Airline, a Cruise Line, or a US railway Merchant.
- The Merchant is a Card-Absent Environment Merchant that ships goods, and all of the following:
  - The purpose is to support a split shipment of goods.
  - The Transaction Receipts associated with each shipment contain:
    - The same Payment Credential and expiration date
    - The same Merchant Outlet name
  - The Merchant discloses to the Cardholder the possibility of multiple shipments on its website and/or application 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.
- In the LAC Region (Brazil): The Transaction is a domestic Installment Transaction

The Acquirer must use a Multiple Clearing Sequence Number.

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5.7.4.4 Deferred Authorization Merchant Requirements

An Acquirer or Merchant that sends an Authorization Request for a Transaction that cannot be submitted at the time of the Transaction due to a connectivity or system issue or other limitations must both:

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- Include a deferred Authorization indicator in the Authorization Request
- Request an Authorization as follows:
  - For MCC 4111, MCC 4112, or MCC 4131, within 4 days of the Transaction Date
  - For all other MCCs, within 24 hours of the Transaction Date

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5.7.4.5 Approval Response Validity Timeframes

Effective through 12 April 2024 An Approval Response is valid for a Transaction completed as follows:

Table 5-12: Approval Response Validity Periods

Transaction Type	Approval Response is valid for a Transaction Date:[1]
Aggregated Transaction in a Card-Absent Environment	No later than 7 calendar days from the date on which the first Authorization Request received an Approval Response
In-Transit Transaction	Within 24 hours of the Approval Response (Authorization may occur after the Transaction is completed) 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.
• Installment Transaction • Advance Payment • Recurring Transaction • Unscheduled Credential-on-File Transaction • Card-Absent Environment Transactions classified with MCC 4121 (Taxicabs and Limousines) initiated with an Estimated Authorization Request	That is the day of the Approval Response[2]
Mobility and Transport Transaction	No later than 3 calendar days from the date of the Approval Response

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Table 5-12: Approval Response Validity Periods (continued)

Transaction Type	Approval Response is valid for a Transaction Date:[1]
Transaction (excluding a Mobility and Transport Transaction) initiated with an Initial Authorization Request at a turnstile, fare gate, or point of access at a Merchant classified with MCC 4111, 4112, or 4131	No later than 7 calendar days (in the US Region, 3 calendar days) from the date of the Approval Response to the Initial Authorization Request. Any Incremental Authorization Requests do not extend this timeframe.
Transaction initiated with an Estimated Authorization Request at any of the following Merchants: • Aircraft rental • Bicycle rental including electric scooters • Boat rental • Clothing and costume rental • DVD and video rental • Equipment and tool rental • Furniture rental • Motor home rental • Motorcycle rental • Trailer parks and campgrounds	No later than 7 calendar days from the date of the Approval Response to the Estimated Authorization Request. Any Incremental Authorization Requests do not extend this timeframe.
Transaction initiated with an Estimated Authorization Request at any of the following Merchants: • Cruise Line • Lodging Merchant • Vehicle Rental Merchant	No later than 31 calendar days from the date of the Approval Response to the Estimated Authorization Request. Any Incremental Authorization Requests do not extend this timeframe.
Other Card-Absent Environment Transactions	No later than 7 calendar days from the date of the Approval Response
Other Card-Present Environment Transactions	That is the day of the Approval Response

[1] As specified in *Section 7.6.1.2, Transaction Date Limits*

[2] In the LAC Region (Brazil): This does not apply to a domestic Installment Transaction.

The Authorization date and the Transaction Date are each counted as one day.

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5.7.4.6 Approval Response Requirements

Effective 13 April 2024 A Merchant must obtain an Approval Response before completing a Transaction, unless any of the following apply:

- The Transaction amount is below an applicable Floor Limit, as specified in *Section X*
- An Authorization Request cannot be submitted at the time of the Transaction, as specified in *Section 5.7.4.4, Deferred Authorization Merchant Requirements*
- It is an In-Transit Transaction, for which a Merchant must obtain an Authorization within 24 hours of the passenger vehicle reaching its final destination
- It is a Mass Transit Transaction, and the Merchant complies with the requirements in *Section 7.3.6.2, Resubmission Following a Decline Response to a Mobility and Transport Transaction*

An Approval Response that was obtained in accordance with the Visa Rules constitutes a valid Authorization.

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5.7.4.7 Transaction and Processing Timeframes

Effective 13 April 2024 An Acquirer must process a completed Transaction as specified in *Table 5-13, General Approval Response Validity Timeframes* except if there is a country-specific processing timeframe, as specified in *Table 5-14, Country-Specific Approval Response Validity Timeframe Requirements*:

Table 5-13: General Approval Response Validity Timeframes

Transaction Type	Maximum Processing Timeframe[1]
Cardholder-initiated Transactions in a Card-Absent Environment with an extended Authorization indicator[2]	30 calendar days
Cardholder-initiated Transactions in a Card-Absent Environment	10 calendar days
Transactions with an Estimated Authorization indicator for any of the following Merchants: • Cruise Line Merchants	30 calendar days

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Table 5-13: General Approval Response Validity Timeframes (continued)

Transaction Type	Maximum Processing Timeframe[1]
• Lodging Merchants • Vehicle Rental Merchants	
Transactions with an Estimated Authorization indicator for any of the following Merchants: • Aircraft rental • Bicycle rental including electric scooters • Boat rental • Clothing and costume rental • DVD and video rental • Equipment and tool rental • Furniture rental • Motor home rental • Motorcycle rental • Trailer parks and campgrounds	10 calendar days
All other Transactions in a Card-Present Environment[3,4]	5 calendar days
All Merchant-initiated Transactions[5]	5 calendar days

[1] Timeframe starts on the date of a valid Authorization.

[2] In the US Region: This does not apply to a Transaction acquired in the US Region.

[3] For a preauthorization request at an Automated Fuel Dispenser (AFD), a Completion Message or a Reversal must be sent within 2 hours of receipt of an Approval Response.

[4] In the US Region: ATM Transactions, PIN-authenticated Visa Debit Transactions, and Visa ReadyLink Transactions must be processed as Full Service Online Financial Transactions through the V.I.P. System.

[5] Includes Installment Transactions (except in LAC Region [Brazil] for Domestic Installment Transactions), Recurring Transactions, Advance Payment Transactions, Unscheduled Credential-On-File Transactions, merchandise returns and credits.

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Table 5-14: Country-Specific Approval Response Validity Timeframe Requirements

Country	Transaction Type	Maximum Processing Timeframe[1]
AP Region		
India	All Domestic Transactions in a Card-Absent Environment where the Account Number is not tokenized	2 calendar days (unless permitted by applicable laws or regulations)
	All other Domestic Transactions	4 calendar days
Japan	All Domestic Transactions	30 calendar days
Malaysia	All Domestic Automated Fuel Dispenser (AFDs) Transactions	2 calendar days
Nepal	All Domestic On-Us Transactions	1 calendar day
	All other Domestic Transactions	3 calendar days
LAC Region		
Argentina	Cash-Back Transactions	1 calendar day

[1] Timeframe starts on the date of a valid Authorization.

An Incremental Authorization Request does not extend the processing timeframes in *Table 5-13, General Approval Response Validity Timeframes* and *Table 5-14, Country-Specific Approval Response Validity Timeframe Requirements*.

In the Europe Region: In addition, an Acquirer must submit an intraregional Contactless Transaction into Clearing within 2 calendar days of the Transaction Date. This does not apply to a Mobility and Transport Transaction.

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5.7.4.8 Merchant Submission of Authorization Reversals

A Merchant must submit an Authorization Reversal, as follows:[1]

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Table 5-15: Authorization Reversal Requirement

Transaction	Reversal Amount	Reversal Timeframe
For all completed Transactions, if the final Transaction amount is less than the sum of the authorized amounts, as specified in *Section 7.5.6, Clearing and Reversal Processing*	Difference between the final Transaction amount and sum of the authorized amounts	Within 24 hours of Transaction completion
For all other Approval Responses, if a Transaction is not completed	Authorized amount or amounts	Within 24 hours of the earlier of either: • When the Transaction was cancelled or the Cardholder decided to pay by other means • The end of the Approval Response validity period, as specified in: – **Effective through 12 April 2024** *Section 5.7.4.5, Approval Response Validity Timeframes* – **Effective 13 April 2024** *Section 5.7.4.7, Transaction and Processing Timeframes*

When a Merchant submits an Incremental Authorization Request, the Merchant may reverse multiple authorized amounts with a single Authorization Reversal only if it uses the same Transaction Identifier for all Authorization Requests and the Authorization Reversal.

[1] In the AP Region (Australia, Malaysia, New Zealand), Europe Region, US Region: These requirements do not apply to Automated Fuel Dispenser Transactions.

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5.7.4.9 Prohibition of Magnetic Stripe-Read Authorization Requests from Visa Debit Category Cards – Canada Region

In the Canada Region: A Visa Debit Acquirer must not process a Magnetic Stripe-read Authorization Request from a domestic Visa Debit Category Card.

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5.8 Specific Acceptance Environments and Procedures

5.8.1 Cash, Cash Equivalents, and Prepaid

5.8.1.1 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, US Region: A Member authorized to make Cash Disbursements must make Manual Cash Disbursements to Cardholders of other Issuers' Prepaid Cards 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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5.8.1.3 Manual Cash Disbursement – Acquirer Access Fee

In the AP Region (except Australia and Thailand), CEMEA Region, Europe Region, LAC Region (except Puerto Rico): 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.

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

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- 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 Europe Region (unless applicable laws or 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 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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5.8.1.4 Cash-Back Requirements

In addition to the requirements for each country/Region in *Table 5-16, Cash-Back Requirements*, a Cash-Back Transaction must comply with all of the following:

- Be authorized Online
- Be completed as a domestic Retail 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

A Member must not process a credit refund or Credit Transaction Receipt for the Cash-Back component of a Transaction.

Table 5-16: Cash-Back Requirements

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
AP Region					
Australia	Must be available	USD 998 (or local currency equivalent)	Debit Card	Must contain a PIN or Consumer Device Cardholder Verification Method (CDCVM)	Must not be a Fallback Transaction
India	Must be	Cash-Back	Only products	Must contain a	N/A

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
	available	disbursements must not exceed the daily Cash-Back limit per Card specified by the Reserve Bank of India	permitted by the Reserve Bank of India	PIN or CDCVM	
Japan	Not allowed	JPY 20,000	Debit Card	Must contain a PIN or CDCVM	Must not be a Fallback Transaction
Malaysia	Not allowed	MYR 500	• Debit Card • Reloadable Prepaid Card	Must contain a PIN or CDCVM	Must not be a Fallback Transaction
Sri Lanka	Not allowed	LKR 5,000	• Debit Card • **Effective through 12 April 2024** Electron Card	Must contain a PIN or CDCVM	N/A
Canada Region					
Canada	Not allowed	USD 200 (or local currency equivalent)	• Debit Card • Reloadable Prepaid Chip and PIN-enabled Card	Must contain a PIN or CDCVM	• All Acquirers and their processors must support Cash-Back at the POS • All Acquirers, Issuers, and Merchants must participate in

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
					the Partial Authorization Service. Merchants must not apply a partially approved amount to the Cash-Back portion of the Transaction
CEMEA Region					
Albania, Azerbaijan, Bosnia and Herzegovina, Georgia, Kazakhstan, Kosovo, Kyrgyzstan, Montenegro, North Macedonia, Tajikistan, Uzbekistan	Not allowed	USD 200 (or local currency equivalent)	All Cards	Must contain a PIN or CDCVM	Must not be a Fallback Transaction
Botswana, Ghana, Malawi, Mauritius, Mozambique, Rwanda, Seychelles, Tanzania,	Not allowed	USD 200 (or local currency equivalent)	• Debit Card • Reloadable Prepaid Card	Must contain a PIN or CDCVM	All Acquirers and their processors must support Cash-Back at the POS

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
Uganda, Zambia, Zimbabwe					
Egypt	Not allowed	EGP 500	• Debit Card • Reloadable Prepaid Card	Must contain a PIN or CDCVM	All Acquirers and their processors must support Cash-Back at the POS
Kenya, Ukraine	Not allowed	USD 200 (or local currency equivalent)	• Debit Card • Reloadable Prepaid Card	Must contain a PIN or CDCVM	• All Acquirers and their processors must support Cash-Back at the POS • All Acquirers, Issuers, and Merchants must participate in the Partial Authorization Service
Serbia	Not allowed	USD 200 (or local currency equivalent)	All Cards	Must contain a PIN or CDCVM	• All Acquirers and their processors must support Cash-Back at the POS • All Acquirers, Issuers, and Merchants must participate in the Partial

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
					Authorization Service
South Africa	Allowed	Cash-Back Transaction amount must not exceed ZAR 5,000	• Credit Card • Debit Card • Reloadable Prepaid Card	Must contain a PIN or CDCVM	N/A
Europe Region					
Austria	Not allowed	EUR 200	• Debit Card	Must contain a PIN or CDCVM	N/A
Bulgaria	Not allowed	BGN 50	• Credit Card • Debit Card • **Effective through 12 April 2024** Electron Card	Must contain a PIN or CDCVM	N/A
Cyprus	Not allowed	EUR 100	Debit Card	Must contain a PIN or CDCVM	N/A
Czech Republic	Not allowed	CZK 3,000	• Credit Card • Debit Card • **Effective through 12 April 2024** Electron Card	Must contain a PIN or CDCVM	N/A
Denmark	Not allowed	N/A	Debit Card	Must contain a PIN or CDCVM	N/A
Finland	Not allowed	EUR 400	• Credit Card • Debit Card	Must contain a PIN or CDCVM	N/A

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
			• **Effective through 12 April 2024** Electron Card		
Germany	Not allowed	EUR 200	• Credit Card • Debit Card	Must contain a PIN or CDCVM	All Acquirers and their processors must support Cash-Back at the POS at a Merchant Outlet classified with the following MCCs: • 5200 • 5251 • 5311 • 5399 • 5411 • 5462 • 5499 • 5732 • 5912 • 5921 • 5983
Greece	Not allowed (must be in conjunction with a purchase of at least EUR	EUR 50 (per Card, per day)	• Credit Card • Debit Card • **Effective through 12 April 2024**	Must contain a PIN or CDCVM	Merchant Outlet must be classified with MCC 5311 or 5411

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
	10)		Electron Card		
Hungary	Not allowed	HUF 20,000	Debit Card	Must contain a PIN or CDCVM	N/A
Italy	Not allowed	EUR 100	• Debit Card • **Effective through 12 April 2024** Electron Card • Reloadable Prepaid Card	Must contain a PIN or CDCVM	N/A
Norway	Not allowed	NOK 5000	• Credit Card • Debit Card	Must contain a PIN or CDCVM	N/A
Poland	Not allowed	PLN 1,000	• Credit Card • Debit Card • **Effective through 12 April 2024** Electron Card	Must contain a PIN or CDCVM	N/A
Republic of Ireland	Not allowed	EUR 100	Debit Card	Must contain a PIN or CDCVM	N/A
Romania	Not allowed	RON 200	• Credit Card • Debit Card • **Effective through 12 April 2024** Electron Card	Must contain a PIN or CDCVM	N/A
Slovakia	Not allowed (must be in	EUR 50	• Credit Card • Debit Card	Must contain a PIN or CDCVM	N/A

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
	conjunction with a purchase of at least EUR 5)		• **Effective through 12 April 2024** Electron Card		
Sweden	Not allowed	SEK 2,000	• Credit Card • Debit Card	Must contain a PIN or CDCVM	N/A
Switzerland	Not allowed	Between CHF 20 and CHF 300	• Credit Card • Debit Card • Prepaid Card	Must contain a PIN or CDCVM	N/A
Türkiye	Not allowed	Between TL 10 and TL 100	• **Effective through 12 April 2024** Electron Card • Direct (Immediate) Debit Card	Must contain a PIN or CDCVM	N/A
United Kingdom	Allowed	GBP 100	Debit Card	Must contain a PIN or CDCVM	N/A
LAC Region					
Argentina	Not allowed	USD 200 (or local currency equivalent)	• Debit Card • Reloadable Prepaid card	• Valid Cardholder identification document • CDCVM	**Effective 13 April 2024** An Acquirer must not use Deferred Settlement for a Cash-Back Transaction at a Merchant's POS.
	Not allowed	USD 200 (or	• Debit Card	Must contain a	N/A

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
Brazil		local currency equivalent)	• Electron Card	PIN or CDCVM	
Costa Rica	Must be available	USD 250 (or local currency equivalent)	Debit Card	Must contain a PIN or CDCVM	N/A
Mexico	Not allowed	Between MXN 1,500 and MXN 2,000	Debit Card	Must contain a PIN or CDCVM	N/A
Peru	Not allowed	USD 50 (or local currency equivalent)	• Debit Card • Prepaid Card	Must contain a PIN or CDCVM	The Cash-Back portion of the Transaction must not be more than the total purchase amount. For participation in Visa's Cash-Back service, Acquirers and Issuers in Peru must comply with the applicable local law and regulatory requirements to perform Cash-Back activities.
US Region					
US Region	Allowed	USD 200	• Debit Card • Prepaid Card	Must contain a PIN	All Acquirers, Issuers, and

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Table 5-16: Cash-Back Requirements (continued)

Region/Country	Cash-Back without Purchase	Cash-Back Amount Limits[1]	Allowed Product Types	Cardholder Verification	Other
					Merchants must participate in the Partial Authorization Service. Merchants must not apply a partially approved amount to the Cash-Back portion of the Transaction
Other countries (only with Visa permission)					

[1] Merchants may set a lower Cash-Back Transaction amount limit at their discretion

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5.8.1.5 Processing of Quasi-Cash Transactions

For a Quasi-Cash Transaction, a Merchant must both:

- Process a Quasi-Cash Transaction as a purchase and not as a Cash Disbursement[1]
- In the Canada Region, US Region, or a US Territory: Not add a service fee or commission to the Transaction if the Merchant assesses a Credit Card Surcharge or Service Fee on the Transaction

[1] Except in the CEMEA Region (South Africa)

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5.8.1.6 Processing of the Sale of Travelers Cheques and Foreign Currency

A financial institution with authority to make Cash Disbursements that sells or disburses travelers cheques or foreign currency may process the Transaction as either a:

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- Quasi-Cash Transaction
- Cash Disbursement

Effective 20 January 2024 For the purchase of foreign currency in a Card-Absent Environment an Account Funding Transaction must be used.

In the Canada Region, US Region: An Acquirer must not add to the Transaction amount any surcharge, commission, or fee.

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5.8.1.8 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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5.8.1.9 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:

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- In advertising and marketing materials associated with a money order purchase, both:
  - Specify that the Transaction involves the purchase of a money order
  - 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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5.8.1.10 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.

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5.8.1.14 Prepaid Card Compromise

A Merchant that sells Prepaid Cards must not sell a 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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5.8.1.15 Mobile Push Payment Transactions – Cash-In and Cash-Out Requirements

A Merchant must not:

- Establish a minimum Cash-In or Cash-Out amount
- Process an international Cash-In Transaction
- Perform a Cash-In or Cash-Out Transaction in a currency other than the local currency
- Impose a fee on a Cash-In or Cash-Out Transaction

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5.8.1.16 Acquirer Use of Non-Reloadable Prepaid BIN and Account Range Data – Europe Region

In the Europe Region: If an Acquirer in the European Union chooses to receive a file from Visa containing data for BINs and Account Ranges that are used to issue Non-Reloadable Prepaid Cards, the Acquirer may use this data as part of their decision-making process when evaluating a Transaction, subject to both of the following:

- An Acquirer must use the data solely to comply with applicable laws or regulations
- An Acquirer must not share the data with Merchants or Third Party Agents

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5.8.2 Chip

5.8.2.1 Chip Transaction Acquirer Data Requirements

An Acquirer that processes a Chip-initiated Transaction must support Full-Chip Data processing via its host system and process VIS and Common Core Definitions Chip Cards.

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5.8.2.2 Acquirer Liability for Fallback Transactions

Transactions accepted as Fallback Transactions are the liability of the Acquirer if both:

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- 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

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5.8.2.3 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 the Merchant's Floor Limit and did not receive Authorization.
- The Account Number was resident on the Visa Account Screen with a Pickup Response on the Processing Date of the Compliance filing and was on the Visa Account Screen for a total period of at least 30 calendar days from the date of listing.

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5.8.2.4 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.

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– The Transaction is Chip-initiated and the Acquirer does not transmit the Full-Chip Data to Visa.

The requirements in this section apply to qualifying Transactions, as specified in *Section 1.11.1.2, 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.

For a Transaction not involving a Europe Member, this section does not apply if the Transaction contained a Token.

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5.8.2.5 EMV Liability Shift – Acquirer Liability for Non-Counterfeit Card-Present Fraudulent Transactions

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 1.11.1.2, EMV Liability Shift Participation*.

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5.8.2.6 Acquirer Requirements for PIN Acceptance and Processing – AP Region (India)

In the AP Region (India): An 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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5.8.2.7 Acquirer Liability for Chip Transactions in Card-Present Environment – Canada Region

In the Canada Region: An 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 (enciphered offline PIN only required at UCATs), 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 in Visa Account Screen with a Pick-up negative response on the Processing Date of the Dispute, and remains listed for a total period of at least 60 calendar days

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5.8.2.8 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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5.8.3 QR Code

5.8.3.1 QR Code Acquirer Data Requirements – AP Region

In the AP Region: An Acquirer that processes a QR code Transaction must support Full-Chip Data processing via its host system.

A QR code reader must:

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- Be deployed only in the AP Region
- Comply with the *Visa QR Code Payment Specification (VQRPS)*
- Transmit Full-Chip Data to VisaNet

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5.8.4 Electronic Commerce

5.8.4.1 Merchant Website Requirements

An Electronic Commerce Merchant website and/or application must contain all of the following:

- Customer service contact, including email address or telephone number[1]
- Clearly and prominently display the country[2] of the Merchant Outlet,[3] assigned as specified in *Section 1.5.1.2, Assignment of Merchant Outlet Location*,[3,4] or of the Marketplace, assigned as specified in *Section 5.3.2.1, Assignment of Digital Wallet Operator, Marketplace, or Ramp Provider Location*, either:
  - On the same screen view as the checkout screen used to present the final Transaction amount
  - Within the sequence of web pages that the Cardholder accesses during the checkout process

  A link to a separate web page does not meet this requirement.[5]
- The address for Cardholder correspondence
- Policy for delivery of multiple shipments
- 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 and regulations concerning online gambling in the Cardholder's country
  - A statement prohibiting the participation of individuals under a lawful age
  - 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
- In the Europe Region: The Merchant's consumer data privacy policy must also be included.

In addition, a Marketplace must both:

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- Disclose the country of the Marketplace retailer within the sequence of pages that the Cardholder accesses during the purchase process. A link to a separate web page does not meet this requirement.
- Make available to the Cardholder for at least 120 days from the Processing Date both:
  - The name of the retailer, Transaction Date, and Transaction amount
  - If the retailer is responsible for answering questions about the purchase of the goods, an easy means for the Cardholder to contact the retailer

Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): In addition, for Transactions for the acquisition of non-fiat currency (for example: cryptocurrency) or non-fungible tokens (NFT), a website and/or application must include all of the following on the payment page:

- Description of the item being acquired or purchase, either:
  - For non-fiat currency, the type of currency/coin
  - For an NFT, a description of the NFT
- Total cost of item acquired or purchased, including all applicable fees, charges, taxes or other costs, represented in the applicable fiat currency of the Transaction
- Confirmation of the destination wallet address to which the non-fiat currency/coin or NFT will be delivered
- A statement that the item's value may fluctuate or be volatile
- Any restricted return, refund or cancellation policy, if applicable, as specified in *Section 5.4.2.5, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*

[1] In the Europe Region: If the Merchant delivers goods or services outside of the Merchant Outlet country, both a local and an internationally accessible telephone number must be provided

[2] In the Europe Region: A Merchant or Sponsored Merchant must include the address of the Merchant Outlet.

[3] A travel agency acting on behalf of another Merchant must display the location of the travel agency. If travel or lodging is sold by a travel agency, the Transaction Country is the country in which the travel agency is located.

[4] In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Merchant or Sponsored Merchant that primarily operates from a personal residence is not required to provide the residence street address.

[5] In the Europe Region: This may be a link to another web page only if the link forms part of the "click to accept" acknowledgement and refers to the cancellation policy.

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5.8.4.2 Electronic Commerce Payment Credential Security

An Electronic Commerce Merchant must not display the full Payment Credential to the Cardholder online.

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5.8.4.3 Acquirer Support of Visa Secure or Click to Pay

An Acquirer must do all of the following:

- Notify its Electronic Commerce Merchant of the availability of Visa Secure
- Provide Visa Secure to its Electronic Commerce Merchant as requested
- Comply with *Table 5-17, Acquirer Support of Visa Secure by Region/Country/Territory – Requirements*

Table 5-17: Acquirer Support of Visa Secure by Region/Country/Territory – Requirements

Region/Country/Territory	Requirement
AP Region	
Australia	Ensure that its Electronic Commerce Merchant is enabled to process an Electronic Commerce Transaction using Visa Secure with EMV 3DS.[1] If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Cambodia	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services) • MCC 8398 (Charitable Social Service Organizations) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Hong Kong	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any

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Table 5-17: Acquirer Support of Visa Secure by Region/Country/Territory – Requirements (continued)

Region/Country/Territory	Requirement
	of the following MCCs: • MCC 4722 (Travel Agencies and Tour Operators) • MCC 4812 (Telecommunication Equipment and Telephone Sales) • MCC 5045 (Computers and Computer Peripheral Equipment and Software) • MCC 5621 (Women's Ready-To-Wear Stores) • MCC 5691 (Men's and Women's Clothing Stores) • MCC 5732 (Electronics Stores) • MCC 5734 (Computer Software Stores) • MCC 5816 (Digital Goods – Games) • MCC 5945 (Hobby, Toy, and Game Shops) • MCC 5999 (Miscellaneous and Specialty Retail Stores) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
India	• Ensure that its Electronic Commerce Merchant processes Electronic Commerce Transactions using Visa Secure or Click to Pay[2] • Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Visa Secure or Click to Pay[2]
Indonesia	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4511 (Airlines and Air Carriers [Not Elsewhere Classified]) • MCC 4722 (Travel Agencies and Tour Operators) • MCC 5999 (Miscellaneous and Specialty Retail Stores) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Macau	Ensure that its Electronic Commerce Merchant processes an Electronic

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Table 5-17: Acquirer Support of Visa Secure by Region/Country/Territory – Requirements (continued)

Region/Country/Territory	Requirement
	Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4722 (Travel Agencies and Tour Operators) • MCC 4812 (Telecommunication Equipment and Telephone Sales) • MCC 5045 (Computers and Computer Peripheral Equipment and Software) • MCC 5621 (Women's Ready-To-Wear Stores) • MCC 5691 (Men's and Women's Clothing Stores) • MCC 5732 (Electronics Stores) • MCC 5734 (Computer Software Stores) • MCC 5816 (Digital Goods – Games) • MCC 5945 (Hobby, Toy, and Game Shops) • MCC 5999 (Miscellaneous and Specialty Retail Stores) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Malaysia	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4511 (Airlines and Air Carriers [Not Elsewhere Classified]) • MCC 5977 (Cosmetic Stores) • MCC 5999 (Miscellaneous and Specialty Retail Stores) • MCC 7011 (Lodging – Hotels, Motels, Resorts, Central Reservation Services) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
New Zealand	Ensure that its Electronic Commerce Merchant is enabled to process an Electronic Commerce Transaction using Visa Secure with EMV 3DS.[1] If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC

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Table 5-17: Acquirer Support of Visa Secure by Region/Country/Territory – Requirements (continued)

Region/Country/Territory	Requirement
	timeline, as outlined in the Visa Fraud Monitoring Program.
Philippines	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 3000-3350 (Airlines, Air Carriers) • MCC 4511 (Airlines and Air Carriers [Not Elsewhere Classified]) • MCC 4722 (Travel Agencies and Tour Operators) • MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services) • MCC 4900 (Utilities – Electric, Gas, Water, and Sanitary) • MCC 5045 (Computers and Computer Peripheral Equipment and Software) • MCC 5331 (Variety Stores) • MCC 5399 (Miscellaneous General Merchandise) • MCC 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets) • MCC 5722 (Household Appliance Stores) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Singapore	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4511 (Airlines and Air Carriers [Not Elsewhere Classified]) • MCC 4722 (Travel Agencies and Tour Operators) • MCC 5815 (Digital Goods Media – Books, Movies, Digital artwork/images, Music) • MCC 5816 (Digital Goods – Games) • MCC 5817 (Digital Goods – Applications [Excludes Games])

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Table 5-17: Acquirer Support of Visa Secure by Region/Country/Territory – Requirements (continued)

Region/Country/Territory	Requirement
	• MCC 5818 (Digital Goods – Large Digital Goods Merchant) • MCC 5968 (Direct Marketing – Continuity/Subscription Merchant) • MCC 8999 (Professional Services) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
South Korea	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 5968 (Direct Marketing – Continuity/Subscription Merchant) • MCC 5999 (Miscellaneous and Specialty Retail Stores) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Taiwan	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4112 (Passenger Railways) • MCC 4722 (Travel Agencies and Tour Operators) • MCC 7372 (Computer Programming, Data Processing, and Integrated Systems Design Services) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Thailand	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4511 (Airlines and Air Carriers [Not Elsewhere Classified]) • MCC 4722 (Travel Agencies and Tour Operators) • MCC 5968 (Direct Marketing – Continuity/Subscription Merchant)

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Table 5-17: Acquirer Support of Visa Secure by Region/Country/Territory – Requirements (continued)

Region/Country/Territory	Requirement
	• MCC 8999 (Professional Services) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
Vietnam	Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Visa Secure with EMV 3DS,[1] if it is assigned any of the following MCCs: • MCC 4511 (Airlines and Air Carriers [Not Elsewhere Classified]) • MCC 4722 (Travel Agencies and Tour Operators) • MCC 5311 (Department Stores) • MCC 7994 (Video Game Arcades/Establishments) If a Merchant is not enrolled in Visa Secure with EMV 3DS and is identified by the Visa Fraud Monitoring Program, it will be subject to the High Risk MCC timeline, as outlined in the Visa Fraud Monitoring Program.
CEMEA Region	
Nigeria	Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Visa Secure
All other countries	Process Electronic Commerce Transactions using Visa Secure
Europe Region	
All countries	Process Secure Electronic Commerce Transactions using Visa Secure

[1] A Merchant must adhere to an Issuer's requested authentication method.

[2] This applies only to Click to Pay Transactions less than or equal to INR 2,000.

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5.8.4.4 Visa Secure 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 (CAVV) (for ECI 6, if

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provided by the Issuer or Visa).

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5.8.4.5 Electronic Commerce Merchant Requirements to Reduce Enumeration Attacks – AP Region (Australia, New Zealand)

In the AP Region (Australia, New Zealand): An Electronic Commerce Merchant must implement and actively use one or more Visa-approved measures to reduce Enumeration Attacks.

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5.8.4.6 Electronic Commerce Merchant Requirements to Support Consumer Choice – Europe Region

Effective 1 May 2024 In the Europe Region (European Economic Area [EEA]): An Electronic Commerce Merchant that accepts a Card issued inside the EEA that supports more than one payment scheme and/or payment application of the same payment scheme must ensure that their website, application or wallet complies with all of the following:

- The checkout interface must present a clear and transparent choice of all payment methods, including the supported payment cards, payment applications and/or digital wallets
- On all payment pages, all payment methods, including the supported payment cards, payment applications and/or digital wallets, must be displayed consistently by name, Product Category and/or logo(s) with the same visual quality, sizing and clarity
- The mechanism of payment scheme or application selection (for example: checkbox or radio button) must be clear
- The checkout interface must present information on why the Cardholder is being asked to select a payment scheme or payment application. If the Electronic Commerce Merchant has a preferred payment scheme or payment application, that must be reflected clearly by showing that payment scheme or payment application being pre-selected, but a Cardholder must be able to override this choice.

If the card details are populated from a wallet application, a clear and transparent choice of payment scheme or payment application must be presented to the Cardholder.

In addition, if the interface allows a Cardholder to store a Payment Credential for future use, the Electronic Commerce Merchant must do all of the following:

- When adding the Card, the payment scheme or payment application selected by the Cardholder must be saved at the same time

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- The payment scheme or payment application selected on the saved Payment Credential must be clearly shown and it must be editable by the Cardholder
- Allow the Cardholder to save their choice of payment scheme or payment application when paying or when carrying out a subsequent transaction
- If Card details have been tokenized, the underlying payment scheme or payment application name and logo must be displayed

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5.8.4.7 Dispute Protection Limitations for a Secure Electronic Commerce Transaction – US Region

In the US Region: An Acquirer must notify its Merchant that its Secure Electronic Commerce Transactions are not eligible for Dispute protection from Dispute Condition 10.4: Other Fraud – Card-Absent Environment 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)
  - **Effective through 19 January 2024** MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
  - **Effective 20 January 2024** MCC 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
  - MCC 6540 (Non-Financial Institutions: Stored Value Card Purchase/Load)
  - MCC 7801 (Government Licensed On-Line Casinos [On-Line Gambling])
  - MCC 7802 (Government-Licensed Horse/Dog Racing)
  - MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- A Visa Secure Merchant has been identified in the Visa Fraud Monitoring Program. The Acquirer must notify the Visa Secure Merchant that it remains ineligible while it is in the program. This condition also applies if the Merchant enabled Visa Secure while identified in the program.

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5.8.4.8 Visa Mobile Acquirer and Payment Facilitator Requirements – Europe Region (Poland)

Effective 19 October 2024 In the Europe Region (Poland): Acquirers and Payment Facilitators must enable and implement Visa Mobile, and offer it as a payment option with their Merchants, Sponsored Merchants, or Marketplaces that accept domestic Electronic Commerce Transactions.

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5.8.4.9 Click to Pay Acceptance Requirements – CEMEA Region

Effective 18 October 2025 In the CEMEA Region (Bahrain, Kuwait, Oman, Qatar, Ukraine, United Arab Emirates): An Acquirer must ensure that its Merchant, Payment Facilitator and its Sponsored Merchant, or Third Party Agent can actively offer Click to Pay to Cardholders to complete an Electronic Commerce Transaction. To meet this requirement, the Acquirer, the Merchant, Payment Facilitator and its Sponsored Merchant, or Third Party Agent must implement and certify with Visa the Click to Pay project in compliance with the Visa Digital Commerce Program (VDCP) Click to Pay role requirements and the user experience and interface requirements.

Effective 18 October 2025 In the CEMEA Region (Bahrain, Kuwait, Oman, Qatar, Ukraine, United Arab Emirates): Click to Pay must be actively offered to Cardholders on Merchant checkout pages by either:

- A Merchant or a Sponsored Merchant if they provide their own checkout page
- An Acquirer, a Payment Facilitator or a Third Party Agent if they are providing the Merchant's or Sponsored Merchant's checkout page

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5.8.5 Visa Digital Commerce

5.8.5.1 Visa Digital Commerce Program (VDCP) Participation Requirements

An Acquirer, a VisaNet Processor, or a Visa Scheme Processor that either itself, or through its agents/subsidiaries, participates in the Visa Digital Commerce Program (VDCP) must do all of the following:

- Submit a completed *Visa Digital Commerce Program Enrollment Form*
- Comply, and ensure that its agents/subsidiaries comply, with the Visa Rules and the Visa Digital Commerce Program Documentation, which include but are not limited to technical, registration, testing, approval, certification, and privacy and security requirements

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- Obtain written confirmation from Visa that it has met such requirements before releasing any VDCP-related products or services
- If notified by Visa (which may include via email or telephone), or otherwise made aware of the Acquirer's, VisaNet Processor's, Visa Scheme Processor's, or its respective agents/subsidiaries' non-compliance with the VDCP requirements specified in the Visa Rules or the Visa Digital Commerce Program Documentation, take prompt action to remedy the non-compliant situation.

Visa reserves the right to suspend or terminate an Acquirer's, a VisaNet Processor's, a Visa Scheme Processor's, and/or its respective agents' participation in the program, in whole or in part, if either:

- Such Acquirer, VisaNet Processor, Visa Scheme Processor, and/or its agents materially breach program requirements and such breach, if capable of being cured, remains uncured for a period of 5 business days
- Visa reasonably believes that such Acquirer, VisaNet Processor, Visa Scheme Processor, and/or its agents' participation could cause harm to the VDCP, Visa's clients, systems, programs, products, services, reputation, and/or related intellectual property rights, including for security incidents and non-compliance with applicable laws or regulations

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5.8.5.2 Use of Issuer's Pass-Through Digital Card Art

An Acquirer, a VisaNet Processor, or a Visa Scheme Processor that receives pass-through rights from Visa to use, reproduce, and display Issuer trademarks, service marks, logos, and Issuer-provided digital Card art (collectively, for purposes of this rule, Issuer intellectual property) in connection with the Acquirer's, VisaNet Processor's, or Visa Scheme Processor's participation in the Visa Digital Commerce Program (VDCP) must not alter such Issuer intellectual property or the metadata in any unauthorized way. The Acquirer, VisaNet Processor, or Visa Scheme Processor must ensure that its affiliates/designees do not alter or cause the Issuer intellectual property or metadata to be altered in any unauthorized way.

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5.8.5.3 License Grant for the Visa Digital Commerce Program (VDCP)

Subject to an Acquirer's, VisaNet Processor's, or Visa Scheme Processor's and its respective agents/subsidiaries' compliance with the Visa Rules and the Visa Digital Commerce Program Documentation, Visa grants to an Acquirer, a VisaNet Processor, or a Visa Scheme Processor and its agents/subsidiaries participating in the Visa Digital Commerce Program (VDCP) a royalty-free, non-exclusive, revocable, non-transferable (unless stated otherwise), non-sublicensable license to:

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- Use the operational and technical documentation, branding guidelines, software development kits, uniform resource identifiers, public encryption keys, and other tools provided by Visa or its affiliates in connection with the program
- Modify the sample source code relating to the program
- Make a reasonable number of back-up or test copies of the materials provided under the program

An Acquirer, a VisaNet Processor, a Visa Scheme Processor, or its respective agents/subsidiaries' use of the VDCP materials is limited solely to the extent necessary to enable its participation in any part of the VDCP in compliance with the Visa Rules and the Visa Digital Commerce Program Documentation

The VDCP materials are licensed and not sold. Visa reserves all rights not expressly granted by the VDCP license.

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5.8.6 Mail/Phone Order Transactions

5.8.6.1 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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5.8.7 Aggregated Transactions

5.8.7.1 Aggregated Transaction Merchant Requirements

A Transaction must represent a single purchase by a Cardholder.[1,2] A Merchant must not aggregate multiple purchases into a single Transaction, except for any of the following:

- Electronic Commerce Transactions where the total Transaction amount does not exceed USD 15 (or local currency equivalent)
- A Mobility and Transport Transaction, as specified in *Section 5.8.19.1, Mobility and Transport Transaction Authorization Requirements*
- Other transit Transactions (for example: MCCs 4111, 4112, and 4131) where the Transaction amount must not exceed USD 25 (or local currency equivalent)
- In the US Region: Other transit Transactions (for example: MCCs 4111, 4112, and 4131) where the Transaction amount must not exceed USD 15

An Aggregated Transaction must comply with all of the following:

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- In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: Not include purchases made more than 7 calendar days apart
- In the US Region: Not include purchases made more than 3 calendar days apart
- For an Electronic Commerce Transaction, not exceed USD 15 (or local currency equivalent)
- For a Transaction (excluding a Mobility and Transport Transaction) with MCC 4111, 4112, or 4131, not exceed:
  - In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: USD 25 (or local currency equivalent)
  - In the US Region: USD 15

For an Aggregated Transaction, a Merchant must do all of the following:

- At the Point-of-Transaction, inform the Cardholder of all of the following:
  - That Transaction aggregation will occur
  - The Transaction aggregation terms, including the maximum number of calendar days and Transaction value
  - 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:
  - Participate in the Partial Authorization Service
  - For an Electronic Commerce Transaction, obtain an Authorization of no more than USD 15 at the start of each aggregation session

[1] A Marketplace Transaction is still considered a single Transaction even though it can represent multiple purchases from different retailers that occur at the same time.

[2] **Effective 12 April 2025** Transactions for the acquisition of non-fiat currency (for example: cryptocurrency), must not be aggregated with purchases of other items. Additionally, if the Cardholder purchases multiple types of non-fiat currency, the purchases must not be aggregated into a single Transaction.

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5.8.8 T&E and Rental Transactions

5.8.8.1 Acquirer Requirements for Airlines

When entering into a Merchant Agreement with an Airline for Airline ticket sales, an Acquirer must do both of the following:

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- Meet Visa capitalization and reserve requirements
- Submit to Visa, for Visa's approval, a business plan setting out the expected Transaction volumes and applicable risk reduction measures, in advance of submitting Transactions on behalf of either:
  - A newly acquired Airline
  - A currently acquired Airline, where that Airline is providing services in a new country or has adopted an alternative payment channel

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5.8.8.2 Merchant Requirements for Guaranteed Reservations

If a Merchant accepts a Guaranteed Reservation, the Merchant must do all of the following:

- Be one of the following Merchant types:
  - Lodging Merchant
  - Aircraft rental Merchant
  - Bicycle rental Merchant
  - Boat rental Merchant
  - Equipment rental Merchant
  - Motor home rental Merchant
  - Motorcycle rental Merchant
  - Trailer park or campground
  - Vehicle Rental Merchant
- 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

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- Process a No-Show Transaction only if the Cardholder has not properly cancelled the reservation according to the disclosed and agreed cancellation policy and has not claimed the reservation

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5.8.8.3 Conditions for Assessing Amended Amounts or Delayed Charges

A Merchant may process a Transaction evidencing an amended amount or delayed charge, only as follows:

Table 5-18: Conditions for Amended Amounts and Delayed Charges

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage[1]	All Other Delayed Charges
Eligible Merchant types	• Aircraft rental Merchant • Bicycle rental Merchant • Boat rental Merchant • Cruise Line • Equipment rental Merchant • Lodging Merchant • Motor home rental Merchant • Motorcycle rental Merchant • Trailer parks and campgrounds • Vehicle Rental Merchant		
The charge must:	Be directly related to both: • The merchandise or services provided by the Merchant to the Cardholder (for example: insurance or rental fees) • A Transaction in which the Cardholder participated	Comply with all of the following: • Be directly related to the merchandise or services provided by the Merchant to the Cardholder during the rental period • Be the actual cost for replacement/repair of damage to the Merchant's property or	Be directly related to both: • The merchandise or services provided by the Merchant to the Cardholder (for example: tolls or parking tickets) • A Transaction in which the Cardholder participated

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Table 5-18: Conditions for Amended Amounts and Delayed Charges (continued)

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage[1]	All Other Delayed Charges
		for an insurance deductible, whichever is less • If an Advance Payment, not be used to pay for damage, theft, or loss of use	
To support the charge, the Merchant must provide to the Cardholder:	The amended Transaction Receipt	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: • Explains the charge and connects the charge to the Cardholder's use of the merchandise or services during the rental period • Includes[2] any accident, police, or insurance report • For damage to a rental vehicle, provides at least 2 quotes from entities that are legally permitted to perform repairs • 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	Both: • The Transaction Receipt for the delayed charge • An explanation of the charge (if for a parking ticket or traffic violation, this must include documentation from the appropriate civil authority with the license number of the rental vehicle, the time and location of the violation, and the amount of the penalty in the currency of the civil authority)

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Table 5-18: Conditions for Amended Amounts and Delayed Charges (continued)

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage[1]	All Other Delayed Charges
		claimed • 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	
The Cardholder must expressly approve the charge before the Merchant processes the Transaction (except in the Europe Region):	No	In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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. In the Europe Region: • The Cardholder may, within 10 business days of receiving this confirmation, and at no cost to the Merchant, provide an alternative written estimate for the cost of repairing the damage. • If agreement is not reached between the Merchant and the Cardholder for the cost of repairing the damage,	No

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Table 5-18: Conditions for Amended Amounts and Delayed Charges (continued)

	Amended Amounts	Delayed Charges for Loss, Theft, or Damage[1]	All Other Delayed Charges
		and if the Merchant processes the delayed charge Transaction, the Cardholder may dispute the Transaction. • The Merchant must wait 20 business days from the date of the confirmation receipt provided to the Cardholder before processing a delayed charge for damages.	
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	

[1] Requirements for rental Merchants in the Europe Region are specified in *Section 5.8.8.4, Rental Merchant Charges for Damages – Europe Region*

[2] Required for Transactions involving car or truck rental. For all other Merchants, as applicable

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5.8.8.4 Rental Merchant Charges for Damages – Europe Region

In the Europe Region: When a rental Merchant carries out a delayed charge Transaction for charges relating to damage to a rental vehicle, the Merchant must provide the Acquirer with 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 has given consent that a delayed charge Transaction may be processed using the Cardholder's Card to cover damages to a rental vehicle. This consent

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must be evidenced by either:

- The Cardholder's signature on the same page as, and close to, the description of the charges that may be covered by the delayed charge Transaction
- The Cardholder's signature on the agreement and the Cardholder's initials on each page of the agreement, including on the same page as the description of the charges that may be covered by the delayed charge Transaction

- Any other documentation demonstrating the Cardholder's liability for the damage
- A copy of the insurance policy of the rental Merchant, if the Merchant requires that the Cardholder pay an insurance deductible for damages and a copy of the vehicle rental agreement showing that the Cardholder consents to be responsible for the insurance deductible

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5.8.9 Dynamic Currency Conversion

5.8.9.1 Dynamic Currency Conversion (DCC) – Acquirer Requirements

Before processing a Dynamic Currency Conversion (DCC) Transaction, an Acquirer must both:

- Comply with the DCC registration and certification requirements specified in the *DCC Guide*
- Ensure that each Merchant Outlet, ATM, or Branch that conducts DCC both:
  - Complies with the Visa Rules and the *DCC Guide*
  - Does not offer DCC on Cards enabled with the Visa Multi-Currency Solution, or on travel Prepaid Cards (including Visa TravelMoney)

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5.8.9.2 Dynamic Currency Conversion (DCC) – Merchant, ATM, and Branch Requirements

A Merchant, ATM Acquirer,[1] or a Branch that offers Dynamic Currency Conversion (DCC) must comply with all of the following:

- Inform the Cardholder that DCC is optional and not use any language or procedures (for example: pre-selecting the DCC option) that may cause the Cardholder to choose DCC by default
- Ensure that the Cardholder expressly agrees to DCC
- For a Transaction in a Card-Present Environment, display the information specified in the *DCC Guide* to the Cardholder only on a customer-facing screen or handheld Acceptance Device.

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- For a Transaction in a Card-Present Environment, require the Cardholder to expressly agree to DCC by directly interfacing with a customer-facing screen or handheld Acceptance Device.
- Not misrepresent, either explicitly or implicitly, that its DCC service is a Visa service
- 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 convert a Transaction amount in the local currency that has been approved by the Cardholder into an amount in another currency after the Transaction has been completed but not yet entered into Interchange
- In the AP Region (Australia): Include any Surcharge amount, if assessed, in the conversion

If an Electronic Commerce Merchant uses a Cardholder's Payment Credential 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.

[1] This applies to ATM Acquirers offering DCC on Cash Disbursements and Return Foreign Currency Service Transactions.

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5.8.10 Visa Installment Solutions (VIS)

5.8.10.1 Visa Installment Solutions (VIS) Acquirer Requirements – Canada, CEMEA, and Europe Regions

Effective 12 April 2025 In the Canada Region: An Acquirer must support Visa Installment Solutions (VIS) for all Merchants, as specified in the *Visa Installment Solutions (VIS) Service Description*.

In the CEMEA Region (United Arab Emirates), **effective 13 April 2024** CEMEA Region (Qatar, Saudi Arabia), **effective 12 April 2025** CEMEA Region (Azerbaijan, Bahrain), and **effective 18 October 2025** CEMEA Region (Jordan, Oman): An Acquirer must support Visa Installment Solutions (VIS), as specified in the *Visa Installment Solutions (VIS) Service Description*.

In the Europe Region (United Kingdom): An Acquirer must support Visa Installment Solutions (VIS), as specified in the *Visa Installment Solutions (VIS) Service Description*, as follows:

- **Effective 19 October 2024** For Electronic Commerce Merchants
- **Effective 19 April 2025** For all Merchants

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5.8.11 Advance Payments and Repeated Payments

5.8.11.1 Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials

A Merchant or Digital Wallet Operator (DWO) that processes Partial Payments, Advance Payments, and Transactions using a Stored Credential must comply with *Table 5-19, General Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials* and as applicable, *Table 5-20, Transaction-Specific Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials*.

These requirements do not apply to the following when the Merchant or DWO uses the Stored Credential for a single Transaction or a single purchase:

- A No-Show Transaction
- A Transaction involving an amended amount or a delayed charge
- A Transaction involving an Incremental Authorization
- A Transaction where the Merchant or DWO is allowed to submit a new Authorization Request for the same Transaction
- A Transaction that received a Decline Response and is resubmitted for Authorization

Table 5-19: General Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials

Requirement	Description
Disclosure and Agreement	Before a Merchant or DWO either stores a Payment Credential for a future Transaction or completes an Advance Payment or Partial Payment, it must obtain the Cardholder's express informed consent to an agreement that contains all of the following: • Information related to the Transaction, including: – Description of goods or services – Total purchase price – Cancellation and refund policies, including the date that any cancellation privileges expire without Advance Payment forfeiture – Where surcharging is permitted, acknowledgment of any surcharge assessed and the associated disclosures • Information about the Merchant, including:

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Table 5-19: General Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials (continued)

Requirement	Description
	– The location of the Merchant Outlet – Address, email address, and phone number to use to contact the Merchant in relation to the Transactions • Terms and conditions related to the Stored Credential and future Transactions (where applicable), including: – The Account Number that will be used to make payment (last four digits only), as it may be updated from time to time – How the Cardholder will be notified of any changes to the agreement – Transaction amount or a description of how the Transaction amount will be determined – The Transaction Currency – How the Stored Credential will be used – Timing and frequency of Transactions (does not apply if the Stored Credential will be used for Unscheduled Credential-on-File Transactions). – If the Stored Credential will be used for Unscheduled Credential-on-File Transactions, the event that will prompt the Transaction (for example: if the Cardholder's balance falls below a certain amount) – The expiration date of the agreement, if applicable – The length of any trial period, introductory offer, or promotional period When entering into a Cardholder agreement, all requirements related to specific Transaction types must be clearly displayed at the time that the Cardholder gives their consent and must be displayed separately from the general purchase terms and conditions. In the Europe Region: The Merchant must provide the Cardholder with confirmation of the establishment of the Recurring Transaction agreement within 2 business days. In the Europe Region: For Unscheduled Credential-on-File Transactions, the Merchant must provide notification to the Cardholder of any change in the Transaction amount or any other terms of the agreement at least 2 working days before the change.

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Table 5-19: General Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials (continued)

Requirement	Description
	The Merchant must retain this information for the duration of the agreement and provide it to the Cardholder or Issuer upon written request.
Amount	A Recurring Transaction or an Unscheduled Credential-on-File Transaction must not include any finance charges, interest, or imputed interest.
Refund	The Merchant must refund the full amount paid if the Merchant has not adhered to the terms and conditions of the sale or service.

Table 5-20: Transaction-Specific Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials

Transaction Type	Requirement
Partial Payment	An Acquirer must ensure that for a Partial Payment, the Merchant does not charge any interest, or imputed interest, to the Cardholder. If the Merchant applies a late payment fee, it must be a flat fee and must be applied only as a late payment penalty. Additionally, for a Partial Payment where the Merchant is not the seller of the goods or services being purchased, the Merchant (or its affiliate) must have a direct contract with the seller and comply with all of the following: • Be located in the same country[1] as the seller of the goods or services • For each new Partial Payment agreement, disclose to the Cardholder that: – It is not the seller of the goods or services and disclose the name of the actual seller – Disputes for non-delivery and quality of goods or services will not be available in relation to the goods or services purchased – The Cardholder's Issuer may charge interest, or other charges, in line with the terms and conditions of the agreement between the Cardholder and the Issuer • Not state or imply that interest will not be charged by the Issuer for the Partial Payment • Make the following information available to Cardholder about each Transaction in the Installment Transaction series, at minimum, through a

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Table 5-20: Transaction-Specific Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials (continued)

Transaction Type	Requirement
	website: – Description of each individual purchase, including the name of the seller – Amount and date of each individual purchase – Amount of each Installment Transaction – Number of installments paid and number of installments remaining • Use MCC 5999 (Miscellaneous and Specialty Retail Stores)
Advance Payment	Only the following Merchant categories may process an Advance Payment representing the entire purchase amount before the goods or services are delivered: • T&E • Custom goods or services • 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 • Recreational services or activities related to tourism and travel The terms and conditions must specify the date of shipping of the goods or services to the Cardholder.
Recurring Transaction	The Merchant must do all of the following: • Provide a simple cancellation procedure, and, if the Cardholder's order was initially accepted online, at least an online cancellation procedure. • Include the fixed dates or intervals on which the Transactions will be processed. • At least 7 days before a Recurring Transaction, notify the Cardholder via email or other agreed method of communication if any of the following: – A trial period, introductory offer, or promotional period is going to end. The Merchant must include in the communication the Transaction amount and Transaction Date of subsequent Recurring Transactions and a link or other simple mechanism to enable the Cardholder to easily cancel Transactions online or via SMS/text message. – In the Europe Region: Any of the following:

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Table 5-20: Transaction-Specific Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials (continued)

Transaction Type	Requirement
	▪ More than 6 months have elapsed since the previous Recurring Transaction. ▪ The Recurring Transaction agreement has been changed, including the amount of the Recurring Transaction, the date of the Recurring Transaction, or any other terms of the agreement. In the Europe Region: In addition, a Merchant must ensure that all of the following is clearly displayed on both the webpage where the Payment Credential is requested and entered, and the checkout screen: • Merchant Name • Description of goods or services • The length of any trial period, introductory offer, or promotional period • The Transaction(s) amount(s) and currency, including specifically: – The amount due at the time of purchase (even if zero) – The amount and fixed date or interval due for each Recurring Transaction – Where surcharging is permitted, acknowledgment of any surcharge assessed and the associated disclosures • The Payment Credential that will be used to make payment (last four digits only) • Clear cancellation and refund policies, including the date that any cancellation privileges expire and a means for the Cardholder to easily cancel Transactions
Installment Transaction	**Effective through 12 April 2024** Except as specified in the *Visa International Certificate of Incorporation and By-Laws*, Visa assumes no liability for an Installment Transaction processed more than 30 calendar days from the Authorization date.
[1] In the Europe Region: Or within the European Economic Area (EEA), to suppliers in the EEA	

Additionally, a Merchant that processes Transactions using a Stored Credential (except a Stored Credential used in a Pass-Through Digital Wallet in a Card-Present Environment) must comply with *Table 5-21, Processing Requirements for Transactions Using Stored Credentials*.

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Table 5-21: Processing Requirements for Transactions Using Stored Credentials

Requirement	Description
Before storing the credential	After a Cardholder agreement has been completed in writing, and before the first Transaction occurs, a Merchant must either: • Submit an Authorization Request for the Transaction amount • If payment is not required, submit an Account Verification For a Recurring Transaction, Installment Transaction, or Unscheduled Credential-on-File Transaction, use the appropriate indicator in the POS environment field. If the initial Authorization Request or Account Verification is not approved, the Merchant must not store the credential.
General Processing Requirements	• Before processing a Cardholder-initiated Transaction, the Merchant must also validate the Cardholder's identity (for example: with a login ID and password). • The Authorization amount must not exceed the individual Transaction amount or Partial Payment amount, as applicable. • A Transaction with a Stored Credential must both: – Use POS Entry Mode code 10 – For a Recurring Transaction, Installment Transaction, or Unscheduled Credential-on-File Transaction, use the appropriate indicator in the POS environment field • **Effective 19 October 2024** In the CEMEA Region (Jordan, Pakistan): An Acquirer, a Merchant, a Payment Facilitator, a Sponsored Merchant, or a Third Party Agent must use a Visa Token to process a Transaction using Stored Credentials. • **Effective 12 April 2025** In the CEMEA Region (Belarus, Kazakhstan, Ukraine): An Acquirer, a Merchant, a Payment Facilitator, a Sponsored Merchant, or a Third Party Agent must use a Visa Token to process a Transaction using Stored Credentials. • **Effective 18 April 2026** In the CEMEA Region (Bahrain, Kuwait, Morocco, Oman, Qatar, Saudi Arabia, United Arab Emirates): An Acquirer, a Merchant, a Payment Facilitator, a Sponsored Merchant, or a Third Party Agent must use a Visa Token to process a Transaction using Stored Credentials.
Authorization Request Declines	If an Authorization Request for a Merchant-initiated Transaction with a Stored Credential is declined, the Merchant must notify the Cardholder in writing and allow the Cardholder at least 7 calendar days to pay by other means.

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5.8.11.2 Mobile Phone Airtime Advance Payment – Europe Region (United Kingdom)

In the Europe Region (United Kingdom): To accept a Transaction for the purchase of prepaid mobile phone airtime in a Card-Absent Environment, a Merchant must do all of the following:

- Register no more than 2 Cards per mobile phone account, and no more than 2 mobile phone accounts per Card
- Obtain the Cardholder's name and home address
- Check the Card Verification Value 2 (CVV2) and Address Verification Service (AVS) data
- For a Recurring Transaction, all of the following:
  - Establish only one Recurring Transaction agreement per mobile phone account
  - Authenticate the initial Recurring Transaction by either:
    - Visa Secure – Electronic Commerce Indicator 5
    - CVV2/AVS checks
  - Conduct a new CVV2/AVS data check if the Cardholder's Stored Credential changes

CVV2/AVS checks are not required on subsequent Recurring Transactions when all of the following criteria are met:

- The account of the Card is one of the 2 registered to that mobile phone account.
- CVV2/AVS data was submitted as part of a previous Transaction for prepaid mobile phone airtime, made on the same account of the registered Card, and confirmed as matched by the Issuer at least 3 months before setting up the Recurring Transaction.
- The maximum amount of GBP 30 per calendar month is not exceeded.

If an Issuer charges back a Transaction, the Acquirer must inform the Merchant, and the Merchant must:

- Block the mobile phone account(s) for which the fraudulent Advance Payment was made
- Cancel the Card registration
- Not reregister a Card with the same Payment Credential

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5.8.12 Visa Easy Payment Service (VEPS) Transactions

5.8.12.1 Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria

A Visa Easy Payment Service (VEPS) Transaction must comply with all of the following:

- Be conducted in a Card-Present Environment with a POS Entry Mode 05, 07, 90, or 91
- Be authorized
- Not be any of the following Transaction types:
  - An ATM Cash Disbursement Transaction
  - A Cash-Back Transaction
  - A Manual Cash Disbursement
  - A Quasi-Cash Transaction
  - An Automated Fuel Dispenser (AFD) Transaction
- Not exceed the Transaction amount limit (including taxes, if applicable, and surcharge, if permitted) specified in *Section 5.8.12.2, Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions*
- Be conducted using an eligible MCC, as specified in *Table 5-22, Eligible Countries and MCCs for VEPS Transactions*

Table 5-22: Eligible Countries and MCCs for VEPS Transactions

Region	Transaction	Environment or Transaction Type	Eligible MCCs
AP Region (Australia, India, Japan, Malaysia, New Zealand), Canada Region, CEMEA Region, Europe Region (Israel), LAC Region	All	Card-Present Environment	All MCCs
Europe Region (excluding Israel)	Contactless	Card-Present Environment	All MCCs
	Contact Chip and	Unattended	• 4111 (Local and Suburban Commuter

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Table 5-22: Eligible Countries and MCCs for VEPS Transactions (continued)

Region	Transaction	Environment or Transaction Type	Eligible MCCs
	Magnetic Stripe	Transactions	Passenger Transportation, including Ferries) • 4112 (Passenger Railways) • 4131 (Bus Lines) • 4784 (Tolls and Bridge Fees) • 7523 (Parking Lots, Parking Meters and Garages)

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5.8.12.2 Maximum Transaction Amounts for Visa Easy Payment Service (VEPS) Transactions and Transactions at Certain Contactless-Only Acceptance Devices – AP, Canada, CEMEA, Europe, and LAC Regions

The following maximum Transaction amounts apply to VEPS Transactions and Transactions at certain Contactless-only Acceptance Devices:

Table 5-23: VEPS Maximum Transaction Amounts – AP Region

Country/Territory	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Australia	AUD 35	AUD 100
India	INR 1,000	INR 5,000
Japan	JPY 15,000	JPY 15,000
New Zealand	NZD 35	NZD 200

Table 5-24: VEPS Maximum Transaction Amounts – Canada Region

Country	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Canada	CAD 0	CAD 250

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Table 5-25: VEPS Maximum Transaction Amounts – CEMEA Region

Country/Territory	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Albania	ALL 5,500	ALL 5,500
Armenia	AMD 25,000	AMD 25,000
Azerbaijan	AZN 100	AZN 100
Bahrain	BHD 50	BHD 50
Belarus	BYN 120	BYN 120
Bosnia and Herzegovina	BAM 90	BAM 90
Botswana	BWP 350	BWP 350
Egypt	EGP 600	EGP 600
Georgia	GEL 160	GEL 160
Jordan	JOD 100	JOD 100
Kazakhstan	KZT 25,000	KZT 25,000
Kenya	KES 5,000	KES 5,000
Kosovo; Montenegro	EUR 50	EUR 50
Kuwait	KWD 25	KWD 25
Kyrgyzstan	KGS 4,000	KGS 4,000
Lebanon	**Effective through 12 April 2024** LBP 150,000 **Effective 13 April 2024** USD 100	USD 100
Mauritius	MUR 2,500	MUR 2,500
Moldova	MDL 1,000	MDL 1,000
Morocco	MAD 600	MAD 600
Mozambique	MZN 1,800	MZN 1,800

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Table 5-25: VEPS Maximum Transaction Amounts – CEMEA Region (continued)

Country/Territory	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Namibia	NAD 700	NAD 700
Effective 13 April 2024 Nigeria	NGN 50,000	NGN 50,000
North Macedonia	MKD 2,500	MKD 2,500
Oman	OMR 40	OMR 40
Pakistan	PKR 5,000	PKR 5,000
Qatar	QAR 300	QAR 300
Saudi Arabia	SAR 300	SAR 300
Serbia	RSD 5,000	RSD 5,000
Seychelles	SCR 1,000	SCR 1,000
South Africa	ZAR 700	ZAR 700
State of Palestine	USD 75	USD 75
Tajikistan	TJS 500	TJS 500
Tanzania	TZS 115,000	TZS 115,000
Tunisia	TND 75	TND 75
Turkmenistan	TMT 200	TMT 200
UAE	AED 500	AED 500
Uganda	UGX 190,000	UGX 190,000
Ukraine	UAH 1,500	UAH 1,500
Uzbekistan	UZS 500,000	UZS 500,000
Zambia	ZMW 500	ZMW 500
Other CEMEA countries	USD 25[1]	USD 25[1]

[1] Or the equivalent amount in the Transaction Currency

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Table 5-26: VEPS Maximum Transaction Amounts – Europe Region

Country/Transaction Type	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Face-to-Face Transactions with any MCC	All countries (except Israel) 0 (zero) Israel, see below	All countries (unless listed below) EUR 20[1]
Unattended Transactions with any MCC except MCC 4111, 4112, 4131, 4784, or 7523	All countries (except Israel) 0 (zero) Israel, see below	All countries (unless listed below) EUR 20[1]
Unattended Transactions with MCC 4111, 4112, 4131, 4784, or 7523	Contact Chip, all countries (unless listed below) EUR 50[1] Magnetic Stripe, all countries (unless listed below) EUR 40[1]	All countries (unless listed below) EUR 50[1]
Andorra; Austria; Belgium; Cyprus, Estonia; Finland; Germany; Greece; Italy; Latvia; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Portugal; Republic of Ireland; San Marino; Slovakia; Slovenia; Spain; Vatican City	EUR 50	EUR 50
Bulgaria	BGN 100	BGN 100
Croatia	EUR 40	EUR 40
Czech Republic	CZK 500	CZK 500
Denmark	DKK 350	DKK 350
France	EUR 50	Either: • EUR 50 • EUR 100, for an Unattended Transaction with MCC 4784
Gibraltar	GBP 45[1]	GBP 45[1]
Hungary	HUF 15,000	HUF 15,000
Iceland	ISK 7,500	ISK 7,500

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Table 5-26: VEPS Maximum Transaction Amounts – Europe Region (continued)

Country/Transaction Type	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Israel	EUR 20[1]	ILS 300
Liechtenstein	CHF 50	CHF 50
Norway	NOK 500	NOK 500
Poland	PLN 100	PLN 100
Romania	RON 100	RON 100
Sweden	SEK 400	SEK 400
Switzerland	CHF 80	CHF 80
Türkiye	TRY 750	TRY 750
United Kingdom; Channel Islands; Isle of Man	GBP 100[1]	GBP 100[1]
[1] Or the equivalent amount in the Transaction Currency		

Table 5-27: VEPS Maximum Transaction Amounts – LAC Region

Country/Territory	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Anguilla; Antigua and Barbuda; Aruba; Bahamas; Barbados; Bermuda; Bonaire, Sint Eustatius, and Saba; British Virgin Islands; Cayman Islands; Curacao; Dominica; Grenada; Guyana; Haiti; Jamaica; Montserrat; Saint Kitts and Nevis; Saint Vincent and the Grenadines; Sint Maarten; St. Lucia; Suriname; Trinidad and Tobago; Turks and Caicos Islands	**Effective through 12 April 2024** USD 75[1]	USD 100[1]
Anguilla; Antigua and	**Effective 13 April 2024** USD 100[1]	USD 100[1]

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Table 5-27: VEPS Maximum Transaction Amounts – LAC Region (continued)

Country/Territory	Contact Chip or Magnetic-Stripe	Contactless or Contactless-Only
Barbuda; Aruba; Bahamas; Barbados; Bonaire, Sint Eustatius, and Saba; British Virgin Islands; Curacao; Dominica; Grenada; Guyana; Haiti; Jamaica; Montserrat; Saint Kitts and Nevis; Saint Vincent and the Grenadines; Sint Maarten; St. Lucia; Suriname; Trinidad and Tobago; Turks and Caicos Islands		
Bermuda; Cayman Islands	**Effective 13 April 2024** USD 150[1]	USD 150[1]
Argentina	**Effective 28 February 2024** ARS 80,000 (Domestic Transactions) USD 100[1] (International Transactions)	**Effective 28 February 2024** ARS 80,000 (Domestic Transactions) USD 100[1] (International Transactions)
Brazil	BRL 170	BRL 170
Chile	CLP 30,000	CLP 30,000
Colombia	COP 250,000	COP 250,000
Costa Rica	USD 100[1]	USD 100[1]
Mexico	MXN 1,000	MXN 1,000
Peru	PEN 170	PEN 170
Other LAC countries	USD 50[1]	USD 50[1]

[1] Or the equivalent amount in the Transaction Currency

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5.8.13 Debt Repayment

5.8.13.1 Repayment of a Debt or an Overdue Receivable

An Acquirer must ensure a Transaction that represents the repayment of a Debt or an Overdue Receivable complies with *Table 5-28, Debt Repayment Transaction Requirements*.[1]

Table 5-28: Debt Repayment Transaction Requirements

Requirement	Description
Prohibitions	• Use of a Credit Card or charge Card • Debt that exceeds the statute of limitations and is no longer collectible in a lawsuit, unless the Merchant obtains written Cardholder agreement to the charge and the amount
Restrictions	• For payday lending,[2] the Merchant must be both: – Located in the Europe Region – A member of a recognized professional body or association
Processing Requirements	• Include the Debt repayment indicator in the Authorization Request and Clearing Record • **Effective through 19 January 2024** Assign MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment), MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment), or MCC 7322 (Collection Agencies) • **Effective 20 January 2024** Assign MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment), MCC 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment), or MCC 7322 (Collection Agencies) • Complete the Transaction as a purchase • In the Europe Region: In a Card-Absent Environment: – The first Transaction must be Cardholder-initiated. – The first and all subsequent Cardholder-initiated Transactions must either: ▪ Use 3-D Secure ▪ Include all of the following data in the Authorization Request: ▪ Date of birth of recipient account holder

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Table 5-28: Debt Repayment Transaction Requirements (continued)

Requirement	Description
	▪ Recipient account number (either partially masked or up to 10 characters) ▪ Last name of recipient account holder ▪ In the United Kingdom: Partial postcode of recipient account holder (numbers from the postcode only)

In the Europe Region (United Kingdom): A Merchant or Acquirer may accept a Card, including a Credit Card, for the repayment of an Overdue Receivable[2,3] only if it complies with all of the following:

- Has as its principal business the collection of overdue Debts
- Is a Member of its recognized professional body or association
- **Effective through 19 January 2024** Uses MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
- **Effective 20 January 2024** Uses MCC 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)
- Includes the Debt repayment indicator in the Authorization Request and Clearing Record
- For an Electronic Commerce Transaction, uses 3-D Secure to Authenticate the Cardholder when initiating, at a minimum, the first Transaction

[1] In the LAC Region (Brazil): **Effective through 19 January 2024**

[2] A loan or advance either as defined by applicable laws or regulations or where the consumer is required to repay the loan or advance within 60 days, either as a single repayment or as a repayment in a fixed amount and the total amount paid by the consumer to extinguish the Debt or obligation substantially exceeds the original amount borrowed or advanced.

[3] For example: payments to a collection agency or in an attempt to recover funds for a dishonored check

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5.8.14 Healthcare/Workplace Benefits

5.8.14.1 Preauthorized Health Care Transactions – US Region

In the US Region: For a Preauthorized Health Care Transaction, a Health Care Merchant must obtain from the Cardholder an Order Form that contains all of the following:

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- 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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5.8.14.2 Acquirer Participation in Healthcare Auto-Substantiation – US Region

In the US Region: To process a Healthcare Auto-Substantiation Transaction, an Acquirer or its Agent must comply with all of the following:

- Be licensed and certified by SIGIS
- Provide the Visa Flexible Spending Account (FSA) or Visa Health Reimbursement Arrangement (HRA) BIN list only to eligible Merchants
- 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
- Respond to Issuer requests for Visa Healthcare Auto-Substantiation Transaction data

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5.8.14.3 Merchant Participation in Healthcare Auto-Substantiation – US Region

In the US Region: A Merchant that participates in Healthcare Auto-Substantiation must be licensed and certified by SIGIS.

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5.8.14.4 Visa Workplace Benefits Card Acquirer Requirements – Europe Region

In the Europe Region (Belgium, Luxembourg, Portugal): An Acquirer that supports a Visa Workplace Benefits Card must include the following data in the Authorization Request:

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- An identifier to identify a Visa Workplace Benefit Card Transaction
- The subtotal for the qualified workplace benefit amount
- The category of the workplace benefit used for the purchase

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5.8.15 Visa Fleet Card

5.8.15.1 Visa Fleet Card Acquirer and Merchant Requirements – Canada and CEMEA Regions

In the Canada Region, 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.

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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5.8.15.2 Visa Fleet Card Merchant Requirements – US Region

In the US Region: A 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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5.8.17 Up-Selling and Negative Option Merchants

5.8.17.1 Up-Selling Transaction Requirements

For a Transaction involving up-selling,[1] both of the following must occur:

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- Before completing a Transaction, the initial Merchant must do all of the following:
  - Clearly disclose to the Cardholder all of the information specified in *Table 5-29, Required Disclosure/Transaction Receipt/Notification Content and Format for Up-Selling Transactions*. If the first Transaction is an Electronic Commerce Transaction, this information must be clearly visible on the checkout screen and, in the Europe Region, on the webpage where the Payment Credential is requested and entered.
  - At the time of the first Transaction, obtain express Cardholder consent for any subsequent Transactions. If the first Transaction is an Electronic Commerce Transaction, consent must be obtained via a "click-to-accept" button on the checkout screen.
  - Immediately after the first Transaction has been completed, send a Transaction Receipt to the Cardholder as specified in *Table 5-29, Required Disclosure/Transaction Receipt/Notification Content and Format for Up-Selling Transactions*.
- At least 7 days before initiating a subsequent Transaction, the up-selling Merchant must provide to the Cardholder written notification as specified in *Table 5-29, Required Disclosure/Transaction Receipt/Notification Content and Format for Up-Selling Transactions*, if either:
  - The terms of the agreement between the Merchant and the Cardholder have changed. The notification must also include the new terms and conditions.
  - A trial period, introductory offer, or promotional period is going to end.

Table 5-29: Required Disclosure/Transaction Receipt/Notification Content and Format for Up-Selling Transactions

Required Content and Format for Up-Selling Transactions
Required Content
• 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, introductory offer, or promotional period • Clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel any subsequent Transactions • The Transaction amount • The Transaction Date • Last 4 digits of the Payment Credential • The cancellation policy • Instructions for an easy way to cancel the agreement and/or any subsequent Transactions

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Table 5-29: Required Disclosure/Transaction Receipt/Notification Content and Format for Up-Selling Transactions (continued)

Required Content and Format for Up-Selling Transactions
• In the Europe Region: In addition, the Transaction(s) amount(s) and currency, including specifically: – The amount due at the time of purchase (even if zero) – The amount and fixed date or interval due for each Recurring Transaction – Where surcharging is permitted, acknowledgment of any surcharge assessed and the associated disclosures
Required Format
If the first Transaction is an Electronic Commerce Transaction, the Merchant must send the Transaction Receipt or relevant notification electronically.

[1] The sale of goods and services different from, and not affiliated with or a subsidiary of, the initial Merchant with whom the Cardholder initiates the Transaction.

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5.8.17.2 Negative Option Transaction Requirements

A negative option Merchant[1] must do all of the following:

- Before completing an agreement or Transaction, clearly disclose to the Cardholder all of the information specified in *Table 5-30, Required Disclosure/Transaction Receipt/Notification Content and Format for Negative Option Transactions*. If the initial Transaction is an Electronic Commerce Transaction, this information must be clearly visible on the checkout screen and, in the Europe Region, on the webpage where the Payment Credential is requested and entered.
- At the time of the agreement or first Transaction, obtain express Cardholder consent for any subsequent Transactions. If the first Transaction is an Electronic Commerce Transaction, consent must be obtained via a "click-to-accept" button on the checkout screen.
- Immediately after the first Transaction (if applicable) and Cardholder consent to subsequent Transactions, send to the Cardholder a Transaction Receipt (if applicable) or written confirmation, as specified in *Table 5-30, Required Disclosure/Transaction Receipt/Notification Content and Format for Negative Option Transactions*.
- At least 7 days before initiating a subsequent Transaction, provide written notification to the Cardholder as specified in *Table 5-30, Required Disclosure/Transaction Receipt/Notification Content and Format for Negative Option Transactions*, if either:

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– The terms of the agreement between the Merchant and the Cardholder have changed. The notification must also include the new terms and conditions.
– A trial period, introductory offer, or promotional period is going to end.

Table 5-30: Required Disclosure/Transaction Receipt/Notification Content and Format for Negative Option Transactions

Required Content and Format for Negative Option Transactions
Required Content
• The name of the Merchant offering the goods and services • A description of the goods and services • The length of any trial period, introductory offer, or promotional period • Clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel any subsequent Transactions • The Transaction amount and Transaction Date for the initial Transaction (even if no amount is due) and for any subsequent Recurring Transactions • Last 4 digits of the Payment Credential • The cancellation policy • Instructions for an easy way to cancel the agreement and/or any subsequent Transactions • If the Merchant sends a Transaction Receipt or notification via email, a link to a page on the Merchant's website where the agreement, order, or any subsequent Transactions can be easily cancelled • In the Europe Region: In addition, the Transaction(s) amount(s) and currency, including specifically: – The amount due at the time of purchase (even if zero) – The amount and fixed date or interval due for each Recurring Transaction – Where surcharging is permitted, acknowledgment of any surcharge assessed and the associated disclosures
Required Format
If Cardholder consent to future Transactions occurred through a website or an application, the Merchant must send all Transaction Receipts and notifications electronically.

[1] A Merchant that requires a Cardholder to expressly reject the Merchant's offer of additional goods and/or services during the Transaction process or expressly decline to participate in future Transactions.

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5.8.18 Gambling

5.8.18.1 Online Gambling Merchant and Acquirer Requirements

An Online Gambling Merchant must both:

- Have a valid license or other appropriate authority to operate its website and/or application
- Identify an Online Gambling Transaction with all of the following:
  - MCC 7995 (Betting), even when gambling services are not the Merchant's primary business
  - In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Identify the Transaction with the Quasi-Cash/Online Gambling Transaction indicator

Effective 12 April 2025 If an Online Gambling Transaction involves a conversion of fiat currency to non-fiat currency (for example: cryptocurrency), the Online Gambling Merchant must include the applicable identifier as specified in *Section 7.4.16.1, Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements*.

If a Member, Merchant, Payment Facilitator, Ramp Provider,[1] 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

[1] **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil)

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5.8.18.2 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.

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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5.8.18.3 Disbursement of Gambling Winnings to a Cardholder

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A gambling Merchant must not deposit a Credit Transaction to disburse gambling winnings to a Cardholder except for an Original Credit Transaction.

In the Europe Region: A gambling Merchant must disburse gambling winnings to a Cardholder using an Original Credit Transaction and not in the form of cash, a check, or any other payment method.

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 Payment Credential 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 12 April 2025 If an Original Credit Transaction to disburse gambling winnings to a Cardholder involves a conversion to fiat currency from non-fiat currency (for example: cryptocurrency), the Original Credit Transaction must include the applicable identifier as specified in *Section 7.4.16.1, Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements*.

In the US Region: Gambling winnings disbursed to a Prepaid Card are not required to be issued to the same Payment Credential that initiated the wager, but must comply with all of the following:

- 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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5.8.18.4 Acquirer Requirements for Gambling Transactions in Norway – Europe Region

In the Europe Region: An Acquirer that acquires gambling Transactions in Norway must ensure that gambling Transactions are conducted only at Merchants licensed by the Norwegian Gaming Authority.

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5.8.19 Mobility and Transport

5.8.19.1 Mobility and Transport Transaction Authorization Requirements

A Merchant performing a Mobility and Transport Transaction must submit an Online Authorization Request either:

- At the end of each Travel Period
- In the Europe Region: If any of the following conditions apply:
  - The Card was used for the first time at the Merchant or more than 14 calendar days have elapsed since Online Authorization was last requested for the Payment Credential by the Merchant.
  - The Chip on the Card requested Online Authorization at any point during the Travel Period.
  - The cumulative value of a Mobility and Transport Transaction since the last Online Authorization Request by the Merchant for the Payment Credential is equal to or greater than the Mobility and Transport Transaction cumulative offline limit.[1]

[1] This limit is set to the same value as the Contactless Floor Limit in that country.

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5.8.19.2 Mobility and Transport Transaction Requirements

An Acquirer must ensure that its Merchants that perform Mobility and Transport Transactions do all of the following:

- Register with Visa
- Deploy Contactless-only Acceptance Devices
- Are able to receive a Payment Account Reference (PAR)
- Submit an Account Verification when a Card is first used at the Merchant
- Block a Card from being used for travel within one hour of receiving either:
  - A Decline Response
  - An Issuer response to an Account Verification indicating that the Transaction should not be completed with that Card
- Reset the Mobility and Transport Transaction parameters held for a Card on the Merchant's host system and/or remove any travel block on the Card only after receiving an Approval Response to an Authorization Request that contained Full-Chip Data

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- Upon completion of a Transaction, provide the Cardholder with access to all of the following information for a minimum of 120 days following the Transaction Processing Date:
  - Merchant name
  - Total Transaction amount in the Transaction Currency
  - Details of each individual journey completed during the Travel Period, including the start and end time of each journey
  - Final Transaction Date
  - Any discounts applied

To obtain an Approval Response following a Decline Response, the Merchant must request Online Authorization using either of the following amounts:

- If no fare is outstanding, the Transaction amount that was cleared following the Decline Response. Upon receipt of an Approval Response, the travel block must be removed within one hour and the Authorization Request must be reversed.
- The amount of any outstanding fare. Upon receipt of an Approval Response, the travel block must be removed within one hour.

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5.8.20 Staged Digital Wallets and Stored Value Digital Wallets

5.8.20.1 Card-to-Card Back-to-Back Funding – Acquirer Prohibition

Card Fronting is not permitted. An Acquirer must not allow Back-to-Back Funding from a Payment Credential to another Payment Credential or card.

In the Europe Region: This does not apply for Transactions initiated on Cards issued in the European Economic Area (EEA) or United Kingdom. An Acquirer located in the EEA or United Kingdom, approved by Visa to support a Back-to-Back Funding program, must comply with all requirements as specified in *Back-to-Back Funding for the European Economic Area and United Kingdom*.

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5.8.21 Visa Rent Payment Program – US Region

5.8.21.1 Visa Rent Payment Program – US Region

In the US Region: To participate in the Visa Rent Payment Program, an Acquirer must do all of the following:

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- Register with Visa and provide the specific amount or percentage of the fee assessed by each Merchant or Sponsored Merchant, by product
- Ensure that only a Merchant or Sponsored Merchant classified with MCC 6513 (Real Estate Agents and Managers) participates in the program
- Obtain a Merchant Verification Value (MVV) for each participating Merchant or Payment Facilitator and include it in the Authorization Request and Clearing Record
- Process all Visa rent payment program Transactions through VisaNet

A participating Merchant or Sponsored Merchant (including through their Payment Facilitator) may assess a fee to the Cardholder only in the Card-Absent Environment for either a single Transaction or Recurring Transaction(s):

- If assessed for a Visa Debit Card Transaction, the fee must comply with all of the following:
  - Not exceed USD 10
  - Be included in the final Transaction amount and in the surcharge field of the Clearing Record
  - Be clearly disclosed to the Cardholder before the completion of the Transaction. The Cardholder must be given the opportunity to cancel after the fee is disclosed.
  - Not be assessed in addition to a Service Fee, a Convenience Fee, or any other fee
  - Not required to be equally applied to an alternative method of payment
  - Not be greater than a fee applied to any other general purpose payment Debit Card
- If assessed for a Visa Credit Card Transaction, the fee must comply with all of the following as though the fee is deemed a surcharge:
  - *Section 5.5.1.7, Similar Treatment of Visa Transactions – US Region and US Territories*
  - *Section 5.5.1.10, Credit Card Surcharge Disclosure Requirements – Canada, US Region, and US Territories*

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5.8.22 Multi-Currency Pricing

5.8.22.1 Multi-Currency Pricing (MCP) – Acquirer and Merchant Requirements

An Acquirer must ensure that its Merchants that conduct Multi-Currency Pricing (MCP) Transactions do all of the following:

- Not misrepresent, either explicitly or implicitly, that its MCP service is a Visa service
- Include the Transaction Currency as one of the displayed foreign currencies

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- If the Merchant's local currency is displayed, do all of the following:
  - Allow the Cardholder to pay in that currency
  - Not impose any additional requirements on the Cardholder to pay in that currency
  - Not use any language or procedures (for example: pre-selecting a currency) that may cause the Cardholder to select MCP by default

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5.8.23 Collection Requirements for a Debt or an Overdue Receivable Transaction

5.8.23.1 Debt and Overdue Receivable Transaction Collection Requirements

A Merchant that collects a Debt or Overdue Receivable on behalf of another entity must provide a disclosure to the Cardholder before the Transaction is complete and allow the Cardholder to cancel.

The disclosure must include all of the following:[1]

- Name of the original lender/creditor
- Information to identify the Transaction, such as:
  - Account/reference number from the original lender/creditor
  - Description of the Debt or Overdue Receivable (for example: "utility bill")
  - Date of the repayment contract
- Instructions for the Cardholder to obtain additional information about the original transaction

An Acquirer must immediately report to Visa any illegal Transactions or activity by a Merchant and include a remediation plan.

Visa reserves the right to prohibit a Merchant from initiating a Transaction for a past due or non-collectable Debt if either:

- The Merchant acted illegally
- The Merchant carries out actions that Visa deems likely to damage the Visa brand

[1] This only applies when the Merchant is not the original owner of the Debt or Overdue Receivable (for example: a collection agency).

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5.9 Transaction Receipt Requirements

5.9.1 Transaction Receipt Delivery to Cardholders

5.9.1.1 Transaction Receipt Delivery to Cardholders

A Merchant or Acquirer must provide[1] a completed Transaction Receipt to a Cardholder, as follows:

Table 5-31: Transaction Receipt Delivery to Cardholders

Transaction Type	Transaction Receipt Required	When Transaction Receipt Must Be Provided
For all Transactions, unless otherwise specified	Yes, if requested by Cardholder	At the time of the Transaction
The Merchant initiates the Transaction, including any of the following: • Deferred Payment Transactions • Recurring Transactions • Installment Transactions • Unscheduled Credential-on-File Transactions	Yes	At the time of the Transaction
The Cardholder initiates the Transaction, and any of the following: • The Transaction Receipt contains a restricted return, refund, or exchange policy • The Merchant requires the Transaction Receipt if the Cardholder returns merchandise • The Transaction is a Dynamic Currency Conversion Transaction • The Transaction is an ATM Deposit Transaction • The Transaction is for the sale or activation of a Card • The Transaction is a Load Transaction	Yes	At the time of the Transaction

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Table 5-31: Transaction Receipt Delivery to Cardholders (continued)

Transaction Type	Transaction Receipt Required	When Transaction Receipt Must Be Provided
The Transaction is any of the following: • Expedited exit Transactions at an amusement park • Express-return Transactions at a rental Merchant • Priority check-out Transactions at a Cruise Line or Lodging Merchant	Yes	Within 3 business days of a Cardholder's departure, check-out, disembarkation, or rental return
An Unattended Cardholder-Activated Terminal Transaction, excluding an Automated Fuel Dispenser (AFD) Transaction, that is either: • For an amount less than or equal to USD 25 (or local currency equivalent) • A Telephone Service Transaction with MCC 4814 (Telecommunication Service)	No	N/A

If required to provide a Transaction Receipt to the Cardholder, the Merchant must provide a Transaction Receipt as follows:

- For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, or a Transaction that occurs at a Contactless-only Acceptance Device, the Merchant may choose to offer only paper or only electronic Transaction Receipts. This does not apply to a Contactless-only Acceptance Device used for donations.
- For all other Transactions, the Merchant must offer a paper Transaction Receipt unless the Cardholder agrees to an electronic Transaction Receipt

[1] For a Mobile Push Payment Transaction, instead of the Merchant or Acquirer, an Issuer must provide an electronic Transaction Receipt to the Cardholder, as specified in *Section 8.5.1.2, Electronic Transaction Receipt Requirements for Mobile Push Payment Transactions*.

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5.9.1.2 Electronic Format Cardholder Receipt Delivery Requirements

If a Merchant provides an electronic Transaction Receipt to a Cardholder, the Merchant must do all of the following:

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- If a link to a website and/or application is provided, all of the following:
  - Provide clear instructions to the Cardholder for accessing the Transaction Receipt
  - Ensure that the link is a direct link to the Transaction Receipt
  - Make the receipt available to the Cardholder for at least 120 calendar days after the Processing Date
- Provide instructions to enable the Cardholder to obtain the receipt if the Cardholder does not receive it
- 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
- Provide the receipt in a static format that cannot be easily manipulated after it has been created

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5.9.2 Transaction Receipt Data and Format Requirements

5.9.2.1 Prohibited Transaction Receipt Content for All Transactions

A Transaction Receipt must not contain:

- 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 any of the following:
  - A Token
  - A Card on which only a partial Account Number is printed
  - A Card on which no Account Number is printed
- On the Cardholder's copy of the Transaction Receipt, the full Card acceptor identification number, full Merchant identification number, or full terminal identification number,[1,2] as follows:

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– For POS Acceptance Devices or payment gateways deployed on or after 15 October 2022
– **Effective 16 October 2027** For all POS Acceptance Devices and payment gateways

[1] This does not apply to POS Acceptance Devices or payment gateways connected to a processor host that uses payment card industry-validated point-to-point encryption (P2PE) or cryptographic keys for all host connectivity.

[2] The Acquirer may display only the last 4 digits on the Cardholder's copy of the Transaction Receipt and all digits on the Merchant's copy.

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5.9.2.2 Required Transaction Receipt Content for All Transactions

A Transaction Receipt must include all of the following elements:

Table 5-32: Required Transaction Receipt Content for All Transactions

Required Element	Additional Requirements
Payment Credential[1]	The Payment Credential, 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[1]
Card network/scheme name	Must contain "Visa"[2,3]
Description of goods or services[1]	Description of the purchase
Merchant, Marketplace, or Digital Wallet Operator (DWO) location[1]	• For a Transaction involving a Merchant Outlet or Marketplace, the city and state/province of the Merchant Outlet or Marketplace • For an ATM Transaction, the location or street address of the ATM
Acquirer, Consumer Bill Payment Service (CBPS), DWO, Marketplace, or Merchant name	The name used by the Merchant to identify itself to its customers, except for the following: • For an ATM Transaction, the name of the ATM Acquirer • For a Transaction involving a Payment Facilitator or High-Risk Internet Payment Facilitator the name of the Payment Facilitator and the name of the Sponsored Merchant (or an abbreviation) • For a back-to-back Transaction involving a retailer signed by a Digital Wallet Operator (DWO), the name of the DWO and the name of the retailer • For a Transaction involving a Marketplace, the name of the Marketplace and

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Table 5-32: Required Transaction Receipt Content for All Transactions (continued)

Required Element	Additional Requirements
	the name of the retailer • For a Transaction involving an up-selling Merchant, 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 • For a Transaction involving a CBPS, the name of the CBPS and the name of the biller
Return and refund policies	As specified in *Section 5.4.2.5, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*
Transaction amount and Transaction currency symbol[4]	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, if the Transaction Currency is not the local currency of the Transaction Country
Transaction Date	No additional requirements
Transaction type[1]	One of the following: • ATM Cash Disbursement • Cash-Back with no purchase • Credit • Manual Cash Disbursement • Load Transaction • Purchase
Other details embossed on Card[1]	Applies only to the Merchant copy of a manually imprinted Transaction Receipt

[1] This does not apply to a Visa Easy Payment Service (VEPS) Transaction.

[2] In the US Region or US Territory: This does not apply to a Transaction initiated using the Visa US Common Debit Application Identifier of a US Covered Visa Debit Card, when the processing network is not known at the time that the Transaction Receipt is generated. The Transaction Receipt must contain the application label selected (either "Visa Debit" or "US Debit," as applicable) or another enhanced descriptor.

[3] In the Europe Region: For a Card that supports more than one payment scheme, the Card network/scheme name must only contain "Visa" if Visa is the payment scheme selected by the Cardholder or, if the Cardholder does not select a payment scheme, the Merchant elects to accept the transaction as a Visa scheme Transaction.

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Table 5-32: Required Transaction Receipt Content for All Transactions (continued)

Required Element	Additional Requirements
[4] If the currency symbol or identification is not on the Transaction Receipt, the Transaction Currency is the local currency of the Transaction Country.	

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5.9.2.3 Required Transaction Receipt Content for Specific Transaction Types

In addition to the requirements in *Section 5.9.2.2, Required Transaction Receipt Content for All Transactions*, and *Section 5.4.2.5, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*, a Transaction Receipt must contain all of the following, as applicable:

Table 5-33: Required Transaction Receipt Content for Specific Transactions

Transaction Type	Required Content
Advance Payment	• For a full Advance Payment: – Full cancellation and refund policy, including the date and time that any refund privileges expire without Advance Payment forfeiture – Advance Payment Transaction amount – Scheduled start date or delivery date of the goods or services – The word(s) "Advance Payment" or "Prepayment" • For a partial Advance Payment: – Full cancellation and refund policy, including the date and time that any refund privileges expire without Advance Payment forfeiture – Advance Payment Transaction amount – The word(s) "Advance Payment," "Deposit," or "Partial Payment" if there is a balance outstanding – For balance payments, the word "Balance" if the full remaining cost of the goods or services has been paid • For cancellations, cancellation confirmation
Aggregated Transaction	• Amount of each individual purchase • Date of each individual purchase • Description of each individual purchase

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Table 5-33: Required Transaction Receipt Content for Specific Transactions (continued)

Transaction Type	Required Content
Airline Transaction	For ticket purchases, itinerary data
ATM Cash Disbursement/ATM Deposit Transaction	• Balance[1] • Type of account accessed • If an Access Fee is charged: – The words "ATM Fee," "Terminal Fee," or "Access Fee"[2] – In the US Region, Canada Region: Identification of the Acquirer as the recipient of the fee • In the Europe Region: In addition, all of the following: – ATM or Load Device Acquirer name and/or name of affiliated domestic or regional network – ATM or Load Device street location or location code – ATM or Load Device city
Transaction at a rental Merchant	• Daily rental rate • Any applicable taxes • Dates of pick-up and return • Description of additional costs
Cash-Back Transaction	Cash-back amount shown separately to purchase amount
Chip Transaction (Europe Region)	Application Preferred Name[3] or Application Label[3] (if present on the Card)
Collection Agency Transaction	• Name of the Loan repayment Merchant • Name of the original lender/creditor if different than the Loan repayment Merchant • Type of repayment (for example: "mortgage," "credit card," "goods," "services")
Cruise Line Transaction	• Cabin rate • Dates of embarkation and disembarkation
Debt Repayment and Overdue	• Type of repayment (for example: "loan," "mortgage," "credit card," "goods," "services")

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Table 5-33: Required Transaction Receipt Content for Specific Transactions (continued)

Transaction Type	Required Content
Receivable Transaction	• Name of the original lender/creditor
Dynamic Currency Conversion Transaction	• Transaction amount, with currency symbols, in: – Merchant's, ATM's, or Branch's local currency – Transaction Currency • Words "Transaction Currency," "Transaction Amount," "Transaction Charged," or "Amount Charged" next to the Transaction amount • Currency Conversion Rate • Currency conversion commission, fees, markup, or margin on the exchange rate over a wholesale rate or government-mandated rate • Statement, easily visible to the Cardholder, that the Cardholder has been offered a choice of currencies for payment (including the local currency of the Merchant, the Branch, the currency dispensed at the ATM, or the local currency of the country where the ATM is located) and expressly agrees to the Transaction • Statement that Dynamic Currency Conversion is conducted by the Merchant, Branch, or ATM Acquirer
Electronic Commerce Transaction	• Customer service contact • Merchant country • Merchant online address • Conditions of sale, including return and cancellation policy
Visa Fleet Card Transaction	• In the Canada Region,[4] CEMEA Region,[4] US Region: – Fuel product code – Fuel quantity – Fuel type – Fuel unit price – Odometer reading – The time of the Transaction • In the US Region, in addition:[5] – Driver/vehicle/generic ID

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Table 5-33: Required Transaction Receipt Content for Specific Transactions (continued)

Transaction Type	Required Content
	– Gross fuel price, non-fuel price – Unit of measure – Service type
Load Transaction	• Separate listing of the value of reload or sale • Type of tender used to fund the reload or purchase • Load Partner identification code • For a Load Transaction at a Visa ATM, account balance (if provided by the Issuer)
Lodging Merchant Transaction (in which lodging is a component)	• Dates of check-in and check-out • Daily room charge • Any applicable taxes • Description and dates of individual purchases
Manual Cash Disbursements and Quasi-Cash Transactions	• Type of secondary identification (for example: passport, driver's license) without including the number or any other identifying information • For a Manual Cash Disbursement, the words "Cash Disbursement"
No-Show Transaction	• Daily room charge or rental rate • Taxes • Agreed start date of the accommodation or rental • The words "No Show"
Partial Payment	• Name of the seller, if the Merchant is not the seller of the goods or services being purchased • A number representing where the Transaction falls in the installment sequence (for example: "2 of 4")
Preauthorized Healthcare Transaction (US Region)	For a Healthcare Auto-Substantiation Transaction, the words "Preauthorized Healthcare"
Transaction (or establishment of an agreement if no amount is due at the time the Stored	• The length of any trial period, introductory offer, or promotional period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel any subsequent Transactions

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Table 5-33: Required Transaction Receipt Content for Specific Transactions (continued)

Transaction Type	Required Content
Credential is captured) involving a trial period, introductory offer, or promotional period	• The Transaction amount and Transaction Date for the initial Transaction (even if no amount is due) and for subsequent Recurring Transactions • A link or other simple mechanism to enable the Cardholder to easily cancel the Transaction and any subsequent Transactions online or via SMS/text message
Transaction on which a fee is assessed (where permitted)	Shown separately and clearly: • Convenience Fee • Service Fee • Surcharge. 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. • Wire Transfer Money Order Fee • Any other fees Fees and Surcharges must not be identified as a Visa-imposed charge.
Visa Mobile Prepaid Transaction (confirmation message)	Available balance in the Visa Mobile Prepaid account
Effective 13 April 2024 In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): Transactions for the acquisition of non-fiat currency (for example: cryptocurrency) or non-fungible tokens (NFT)	• Description of the item being acquired or purchased, either: – For non-fiat currency, the type of currency/coin – For an NFT, a description of the NFT • Total cost of item acquired or purchased, including all applicable fees, charges, taxes or other costs, represented in the applicable fiat currency of the Transaction • The destination wallet address that the non-fiat currency/coin or NFT was delivered to • A statement that the item's value may fluctuate or be volatile • Any restricted return, refund or cancellation policy, if applicable, as specified in *Section 5.4.2.5, Disclosure to Cardholders of Return, Refund, and Cancellation Policies*

[1] In the Europe Region: Required only for a Transaction with a Prepaid Card

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Table 5-33: Required Transaction Receipt Content for Specific Transactions (continued)

Transaction Type	Required Content
[2] In the Europe Region: This does not apply. [3] Not required for a Visa Easy Payment Service Transaction [4] For a Merchant that supports a Visa Fleet Transaction through the Visa Fleet Card Application Identifier [5] Data elements must be printed according to the setting in DF30, prompting the data element tag and purchase restrictions as per tag DF32 must be applied. The additional prompted data elements per Issuer must comply with applicable requirements specified in the *Visa Fleet Card 2.0 Implementation Guide for U.S. Merchants, Acquirers, and Issuers*	

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5.10 Returns, Credits, and Refunds

5.10.1 Merchant Processing

5.10.1.1 Merchant Processing of Credits to Cardholders

A Merchant that processes a credit to a Cardholder for a valid Transaction that was previously processed, must do all of the following:

- Send an Authorization Request[1] for the amount of the Credit Transaction
- Deliver a completed Credit Transaction Receipt to the Cardholder

Effective 20 January 2024 If a Merchant chooses to use a Faster Refund to deliver a Credit Transaction, the Merchant must comply with the requirements in the *Visa Direct Original Credit Transaction (OCT) – Global Implementation Guide*.

[1] Optional for Airlines and Mobility and Transport Merchants

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5.10.1.2 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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5.10.1.3 Prohibition of Resubmission of Returned Transaction

A Merchant must not submit a Transaction to the Acquirer that was previously disputed and subsequently returned to the Merchant. However, the Merchant may pursue payment from the customer outside the Visa system.

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5.10.1.4 Sales Tax Rebates

If an entity that provides a sales tax rebate[1] to a Cardholder is:

- Not the original seller of the goods or services, the sales tax rebate must be processed as an Original Credit Transaction (OCT)
- The original seller of the goods or services, the sales tax rebate must be processed as either a merchandise return or an OCT

[1] A rebate of only the tax paid on the purchase, including value-added tax (VAT), goods and services tax (GST), or other general consumption tax that is rebated to the Cardholder.

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5.11 Acquirer Requirements for Non-Visa General Purpose Payment Network – LAC Region (Brazil)

In the LAC Region (Brazil): An Acquirer must not discriminate against any non-Visa general purpose payment network.

An Acquirer that contracts with a non-Visa general purpose payment network must do all of the following:

- Ensure that the non-Visa general purpose payment network complies with all of the following:
  - Is authorized by the Brazil Central Bank
  - Has a contract with Visa
  - Only processes funds transfer transactions
- **Effective through 19 January 2024** Assign MCC 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment) to the funds transfer transactions processed by the non-Visa general purpose payment network

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- **Effective 20 January 2024** Assign MCC 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency assets [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment) to the funds transfer transactions processed by the non-Visa general purpose payment network
- Ensure that the Merchant name field includes the message "transferência" and the name of the non-Visa general purpose payment network (or an abbreviation)

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5.12 Payment Solution Providers

5.12.1 Acquirer Requirements for Consumer Bill Payment Service Providers

An Acquirer that contracts with a Consumer Bill Payment Service (CBPS) provider[1] must do all of the following:

- Register the CBPS with Visa and obtain written approval for each CBPS before processing any Transactions as a CBPS. Visa may, at its sole discretion, determine whether a third-party biller is eligible to participate in the CBPS program.
- Certify that the CBPS qualifies as a CBPS and complies with the Visa Rules
- Conduct an adequate due diligence review of the CBPS and the non-Visa-accepting billers to ensure compliance with the Acquirer's obligation to submit only legal Transactions to VisaNet and to ensure that the CBPS engages only in legal transactions with such billers.
- Communicate to Visa the Merchant name and the Card acceptor identification assigned to the CBPS, and consistently use them in all Transaction messages
- Populate a business application identifier (BAI) associated with the CBPS on every participating Transaction
- Ensure that if the CBPS applies a Service Fee the underlying biller is located in a permitted country and uses a permitted MCC, as specified in *Section 5.5.3.1, Service Fee Assessment Requirements – AP (Thailand), Canada, CEMEA (Egypt), LAC (Brazil, Colombia, Trinidad and Tobago), and US Regions*
- Upon Visa request, provide to Visa activity reporting on each CBPS, including all of the following:
  - CBPS name
  - Biller name
  - Biller location

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  - Monthly Transaction count and amount for each biller
  - Any other data requested by Visa
- Ensure that the CBPS:
  - In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Makes payments only to billers that are businesses located in the same country as the CBPS
  - In the Europe Region: Makes payments to billers that are businesses located in the same country as the CBPS or to billers that are businesses located in any country in the European Economic Area (EEA), if the CBPS and Acquirer have the necessary approvals to do business in the country where the biller is located
  - Uses the appropriate MCC to identify a biller, as listed in *Table 5-34, Consumer Bill Payment Service Provider – Allowed MCCs*. If unable to use the biller MCC or meet the requirements, the biller is ineligible for the program and must use MCC 4829.
  - Performs customer verification (KYC) and meets all applicable anti-money laundering requirements for all non-Visa-accepting billers before initiating Transactions for such billers
  - Only aggregates payments to a single biller
  - If using a Card to pay billers for the associated bill payment, only uses a Visa Commercial Card if the Cardholder paid using a Visa Commercial Card
  - Clearly discloses to the Cardholder, before the Transaction takes place, that it is the Merchant and that the Transaction involves only the transfer of money from the Cardholder to the third party
  - Upon completion of a Transaction, provide the Cardholder with access to all of the following information for at least 120 days following the Transaction Processing Date:
    - Biller name
    - Total Transaction amount in the Transaction Currency
    - Transaction Date
    - Biller payment date and method
- Ensure that all Transactions processed by a CBPS include both:
  - CBPS name and biller name in the Merchant name field
  - CBPS identifier

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Table 5-34: Consumer Bill Payment Service Provider – Allowed MCCs

Country	Allowed MCCs
AP Region	
All countries	Any of the following: • 4900 (Utilities – Electric, Gas, Water, and Sanitary) • 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) • **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • 6300 (Insurance Sales, Underwriting, and Premiums) • 6513 (Real Estate Agents and Managers – Rentals) • 8011 (Doctors and Physicians [Not Elsewhere Classified]) • 8050 (Nursing and Personal Care Facilities) • 8062 (Hospitals) • 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified]) • **Effective 13 April 2024** 8111 (Legal Services and Attorneys) • 8211 (Elementary and Secondary Schools) • 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) • 8241 (Correspondence Schools) • 8244 (Business and Secretarial Schools) • 8249 (Trade and Vocational Schools) • 8299 (Schools and Educational Services [Not Elsewhere Classified]) • 8351 (Child Care Services) • 9311 (Tax Payments)

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Table 5-34: Consumer Bill Payment Service Provider – Allowed MCCs (continued)

Country	Allowed MCCs
Canada Region	
Canada	Any of the following: • 4900 (Utilities – Electric, Gas, Water, and Sanitary) • 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) • **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • 6513 (Real Estate Agents and Managers – Rentals) • 8011 (Doctors and Physicians [Not Elsewhere Classified]) • 8050 (Nursing and Personal Care Facilities) • 8062 (Hospitals) • 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified]) • **Effective 13 April 2024** 8111 (Legal Services and Attorneys) • 8211 (Elementary and Secondary Schools) • 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) • 8241 (Correspondence Schools) • 8244 (Business and Secretarial Schools) • 8249 (Trade and Vocational Schools) • 8299 (Schools and Educational Services [Not Elsewhere Classified]) • 8351 (Child Care Services) • 9311 (Tax Payments)
CEMEA Region	
All countries	Any of the following:

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Table 5-34: Consumer Bill Payment Service Provider – Allowed MCCs (continued)

Country	Allowed MCCs
	• 4900 (Utilities – Electric, Gas, Water, and Sanitary) • 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) • **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • 6513 (Real Estate Agents and Managers – Rentals • 8011 (Doctors and Physicians [Not Elsewhere Classified]) • 8050 (Nursing and Personal Care Facilities) • 8062 (Hospitals) • 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified]) • **Effective 13 April 2024** 8111 (Legal Services and Attorneys) • 8211 (Elementary and Secondary Schools) • 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) • 8241 (Correspondence Schools) • 8244 (Business and Secretarial Schools) • 8249 (Trade and Vocational Schools) • 8299 (Schools and Educational Services [Not Elsewhere Classified]) • 8351 (Child Care Services) • 9311 (Tax Payments)
Europe Region	
European Economic Area (EEA), United Kingdom	Any of the following: • 4814 (Telecommunication Services) • 4900 (Utilities – Electric, Gas, Water, and Sanitary)

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Table 5-34: Consumer Bill Payment Service Provider – Allowed MCCs (continued)

Country	Allowed MCCs
	• 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) • **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • 6513 (Real Estate Agents and Managers – Rentals) • 8011 (Doctors and Physicians [Not Elsewhere Classified]) • 8050 (Nursing and Personal Care Facilities) • 8062 (Hospitals) • 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified]) • **Effective 13 April 2024** 8111 (Legal Services and Attorneys) • 8211 (Elementary and Secondary Schools) • 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) • 8241 (Correspondence Schools) • 8244 (Business and Secretarial Schools) • 8249 (Trade and Vocational Schools) • 8299 (Schools and Educational Services [Not Elsewhere Classified]) • 8351 (Child Care Services) • 9311 (Tax Payments)
LAC Region	
All countries, excluding Argentina	Any of the following: • 4814 (Telecommunication Services) • 4899 (Cable, Satellite, and Other Pay Television/Radio/Streaming Services) • 4900 (Utilities – Electric, Gas, Water, and Sanitary)

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Table 5-34: Consumer Bill Payment Service Provider – Allowed MCCs (continued)

Country	Allowed MCCs
	• 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) • **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • 6300 (Insurance Sales, Underwriting, and Premiums) • 6513 (Real Estate Agents and Managers – Rentals) • 8011 (Doctors and Physicians [Not Elsewhere Classified]) • 8050 (Nursing and Personal Care Facilities) • 8062 (Hospitals) • 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified]) • **Effective 13 April 2024** 8111 (Legal Services and Attorneys) • 8211 (Elementary and Secondary Schools) • 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) • 8241 (Correspondence Schools) • 8244 (Business and Secretarial Schools) • 8249 (Trade and Vocational Schools) • 8299 (Schools and Educational Services [Not Elsewhere Classified]) • 8351 (Child Care Services) • 9311 (Tax Payments)
US Region	
US	Any of the following: • 4900 (Utilities – Electric, Gas, Water, and Sanitary) • 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)

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Table 5-34: Consumer Bill Payment Service Provider – Allowed MCCs (continued)

Country	Allowed MCCs
	• **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment) • 6513 (Real Estate Agents and Managers – Rentals) • 8011 (Doctors and Physicians [Not Elsewhere Classified]) • 8050 (Nursing and Personal Care Facilities) • 8062 (Hospitals) • 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified]) • **Effective 13 April 2024** 8111 (Legal Services and Attorneys) • 8211 (Elementary and Secondary Schools) • 8220 (Colleges, Universities, Professional Schools, and Junior Colleges) • 8241 (Correspondence Schools) • 8244 (Business and Secretarial Schools) • 8249 (Trade and Vocational Schools) • 8299 (Schools and Educational Services [Not Elsewhere Classified]) • 8351 (Child Care Services) • 9311 (Tax Payments)

[1] A Merchant that provides a payment solution that allows Cardholders to pay qualifying billers. A biller may or may not be a Merchant.

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5.12.2 Acquirer Responsibilities Related to Business Payment Solution Providers

5.12.2.1 Acquirer Requirements for Business Payment Solution Providers

An Acquirer that contracts with a Business Payment Solution Provider (BPSP)[1] must do all of the following:

- Register the BPSP with Visa
- Certify that the BPSP qualifies as a BPSP and complies with the Visa Rules
- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Process only Domestic Transactions for the BPSP
- In the Europe Region: Process only Domestic Transactions and intra-European Economic Area Transactions for the BPSP
- Process BPSP Transactions with MCC 7399 (Business Services [Not Elsewhere Classified])
- **Effective through 12 April 2024** Conduct an adequate due diligence review of the BPSP and the non-Visa-accepting suppliers to ensure compliance with the Acquirer's obligation to submit only legal Transactions to VisaNet and to ensure the BPSP engages only in legal transactions with such suppliers
- **Effective 13 April 2024** Conduct an adequate due diligence review of the BPSP and the suppliers to ensure compliance with the Acquirer's obligation to submit only legal Transactions to VisaNet and to ensure the BPSP engages only in legal transactions with such suppliers
- Communicate to Visa the Merchant name and the Card acceptor identification assigned to the BPSP, and consistently use them in all Transaction messages
- **Effective through 12 April 2024** Upon Visa request, provide to Visa activity reporting on each BPSP and each non-Visa-accepting supplier, including:
  - Supplier name
  - Supplier location
  - BPSP name
  - Monthly Transaction count and amount
  - Any other data requested by Visa
- **Effective 13 April 2024** Upon Visa request, provide to Visa activity reporting on each BPSP and each supplier, including:
  - Supplier name
  - Supplier location

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  - Supplier MCC
  - CAID of supplier, where applicable
  - Supplier country and buyer country for overseas payment[2]
  - Name and country of remittance facility for overseas payment[2]
  - BPSP name
  - Visa product type
  - Monthly Transaction count and amount
  - Any other data requested by Visa
- **Effective 13 April 2024** Assign the correct location of its BPSP as the country of the BPSP's Principal Place of Business. Visa reserves the right to determine the location of a BPSP.
- Ensure that the BPSP:
  - **Effective through 12 April 2024** Makes payments only to suppliers[3] that are businesses located in the same country[4] as the BPSP in accordance with the buyer's payment instruction
  - **Effective 13 April 2024** Certifies to Visa that the supplier being paid through the BPSP conditionally accepts or does not accept Card payment for the good or service being purchased and paid by the buyer and therefore pursues payment via the BPSP
  - **Effective 13 April 2024** Only performs BPSP services as a Card-Absent Environment Merchant
  - **Effective through 12 April 2024** Initiates a Transaction only after the buyer has confirmed that the non-Visa-accepting supplier has shipped goods or delivered services and the buyer has approved the payment
  - **Effective 13 April 2024** Initiates a Transaction only after the buyer has confirmed that the supplier has shipped goods or delivered services and/or the buyer has approved the payment
  - **Effective through 12 April 2024** Performs customer verification (KYC) and meets all applicable anti-money laundering requirements for all non-Visa-accepting suppliers before initiating Transactions for such suppliers' invoices
  - **Effective 13 April 2024** Performs customer verification (KYC) and meets all applicable anti-money laundering requirements for all the suppliers before initiating Transactions for such suppliers' invoices
  - Uses a secure payment process that ensures funds are paid into individual supplier accounts
  - **Effective through 12 April 2024** Ensures that each invoice from a non-Visa-accepting supplier to a buyer is processed as a separate Transaction
  - **Effective 13 April 2024** Never aggregates payments from multiple buyers into one payment per supplier[5]

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– **Effective through 12 April 2024** Contractually obligates the buyer, by way of written agreement between the buyer and the BPSP, to accept all risks associated with non-performance of the non-Visa-accepting supplier

– **Effective 13 April 2024** Contractually obligates the buyer, by way of written agreement between the buyer and the BPSP, to accept all risks associated with non-performance of the supplier

– **Effective 13 April 2024 through 17 April 2027** Accepts payments from businesses for business expenses utilizing the Visa Commercial Card or Visa Consumer Card[6] of their choice

– **Effective 18 April 2027** Accepts payments from businesses for business expenses utilizing the Visa Commercial Card of their choice

– **Effective 13 April 2024** Ensures that the following MCCs are not eligible to be included in BPSP-supplier flows:

  ▪ All designated unique airline and air carrier, car rental agency, and lodging MCCs, as specified in the *Visa Merchant Data Standards Manual*

  ▪ 4112 (Passenger Railways)

  ▪ 4411 (Steamship and Cruise Lines)

  ▪ 4722 (Travel Agencies and Tour Operators)

  ▪ 4723 (Package Tour Operators – Germany Only)

  ▪ 4814 (Telecommunication Services, including Local and Long-Distance Calls, Credit Card Calls, Calls Through Use of Magnetic-Stripe-Reading Telephones, and Fax Services)

  ▪ 4829 (Money Transfer)

  ▪ 4899 (Cable, Satellite, and Other Pay Television/Radio/Streaming Services)

  ▪ 5962 (Direct Marketing – Travel-Related Arrangement Services)

  ▪ 5966 (Direct Marketing – Outbound Telemarketing Merchant)

  ▪ 5967 (Direct Marketing – Inbound Teleservices Merchant)

  ▪ 6010 (Financial Institutions – Manual Cash Disbursements)

  ▪ 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment)

  ▪ 6051 (Non-Financial Institutions – Foreign Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [Not Money Transfer], Account Funding [not Stored Value Load], Travelers Cheques, and Debt Repayment)

  ▪ 6211 (Security Brokers/Dealers)

  ▪ 7011 (Lodging – Hotels, Motels, Resorts, Central Reservation Services [Not Elsewhere Classified])

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- 7012 (Timeshares)
- 7512 (Automobile Rental Agency)
- 8011 (Doctors and Physicians [Not Elsewhere Classified])
- 8050 (Nursing, Home Healthcare and Personal Care Facilities)
- 8062 (Hospitals)
- 8099 (Medical Services and Health Practitioners [Not Elsewhere Classified])
- 8211 (Elementary and Secondary Schools)
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8241 (Correspondence Schools)
- 8244 (Business and Secretarial Schools)
- 8249 (Vocational and Trade Schools)
- 8299 (Schools and Educational Services [Not Elsewhere Classified])
- 8351 (Child Care Services)

– **Effective 13 April 2024** Ensures that all high-integrity risk MCCs, as specified in the *Visa Integrity Risk Program Guide*, are not eligible to be included in overseas BPSP-supplier flows

– **Effective 13 April 2024** Ensures that the following MCCs are not eligible to be included in BPSP-supplier flows, unless the buyer utilizing the BPSP provides to Visa a valid government-issued business identification number or Taxpayer Identification Number (TIN) upon Visa request:

- 4900 (Utilities – Electric, Gas, Water, and Sanitary)
- 6300 (Insurance Sales, Underwriting, and Premiums)
- 6513 (Real Estate Agents and Managers)
- 9311 (Tax Payments)

– **Effective 13 April 2024** Ensures that the MCC that most accurately describes a supplier's business is assigned to the supplier

– **Effective 13 April 2024** Provides annual reporting to Visa, including:

- Total Visa payment volume flowing through the BPSP
- Total Visa payment volume of overseas payments[2]
- Breakdown of Visa payment volume by supplier MCC
- Breakdown of Visa payment volume and Transaction count by Visa product type

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- **Effective 13 April 2024 through 17 April 2027** Breakdown of Visa payment volume and Transaction count of the top 100 suppliers paid via Visa Consumer Cards

– **Effective 13 April 2024** Provides quarterly reporting to Visa on overseas payments,[2] including breakdown of payment volume and transaction count by country corridor (i.e. buyer country, BPSP country, and supplier country)

– **Effective 13 April 2024** Signs a separate agreement with Visa to ensure compliance with the Visa Rules, including but not limited to the above annual and quarterly reporting requirements

Visa reserves the right to revoke a BPSP's registration for any reason.

[1] **Effective through 12 April 2024** An entity that provides a business-to-business payment solution that allows buyers to pay non-Visa accepting suppliers with a Visa Commercial Card
Effective 13 April 2024 through 17 April 2027 An entity that provides a business-to-business payment solution that allows buyers to pay suppliers with a Visa Commercial Card or a Visa Consumer Card
Effective 18 April 2027 An entity that provides a business-to-business payment solution that allows buyers to pay suppliers with a Visa Commercial Card

[2] **Effective 13 April 2024** A payment where the Issuer and the BPSP are in the same country and the supplier is in a different country

[3] **Effective through 12 April 2024** Payments to a supplier that has been a Merchant within the previous 12 months are prohibited.

[4] **Effective through 12 April 2024** In the Europe Region: Or within the European Economic Area (EEA), to suppliers in the EEA

[5] **Effective 13 April 2024** The BPSP must provide an informative identifier back to the buyer to facilitate payment reconciliation.

[6] **Effective 13 April 2024 through 17 April 2027** The BPSP must inform Visa, if its Visa Consumer Card usage exceeds 50%. In the AP Region, Canada Region, CEMEA Region, Europe Region (excluding European Economic Area [EEA] and United Kingdom), LAC Region, US Region: Incentives to use Visa Consumer Cards are not allowed.

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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

To issue a Card with Plus functionality, 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
- Provide Authorization service 24 hours a day, 7 days a week

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6.1.2 Plus Symbol

6.1.2.1 Plus Program Marks on Cards

A Member must use the Plus Symbol only as a Mark indicating acceptance for ATM services.

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.

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: The presence of the Plus Symbol is optional on a Visa Card or non-Visa-branded Campus Card if no other ATM acceptance Mark is present on the Card.

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6.1.2.2 Restrictions on the Use of Other Marks on Plus Cards – AP, Canada, CEMEA, LAC and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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:[1]

- American Express Company
- Discover Financial Services[2]

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- 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.

[1] 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*.

[2] In the US Region: This does not apply to Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

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6.1.2.3 Plus Symbol Displayed at an ATM

The Plus Symbol must be displayed at an ATM that accepts Plus-enabled Cards 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

To participate in the Visa Global ATM Network, an Issuer must successfully complete certification with Visa. Rules regarding Visa Issuer participation in the Visa Global ATM Network apply to all Visa Cards.

In the US Region: A Visa Consumer Card Issuer must participate in the Visa ATM Network.

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6.2.2 Visa Global ATM Network Issuer General Requirements

6.2.2.2 Custom Payment Services/ATM Program Issuer Participation

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

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- Receive the terminal ID code, ATM owner, and ATM location data in each Transaction record
- Include the ATM Transaction Identifier in all Disputes

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6.2.3 Visa Global ATM Network Acquirer Participation Requirements

6.2.3.1 Visa Global ATM Network Acquirer Participation

Any 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*.

An Acquirer that participates in the Visa ATM Network must both:

- Ensure that all of its ATMs that participate in other regional or national ATM networks also participate in the Visa Global ATM Network
- Display Visa ATM and Plus acceptance Marks on all ATMs within 30 days from the date the Acquirer begins accepting Visa Cards and Plus-enabled Cards

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6.2.3.2 ATM Cash Disbursement and Transaction Currency Requirements

An ATM Cash Disbursement is either:

- A Visa Transaction if it is completed with a Visa Card or a Visa Electron Card
- A Plus Transaction if it is completed with a non-Visa-branded card or a Plus-enabled Proprietary Card, and/or a Card enabled on the Plus network

An ATM must both:

- Disburse cash in the local currency or display the type of currency or travelers cheques dispensed
- Support a Cash Disbursement of at least USD 200 (or local currency equivalent) per day, per Account Number, and in a single Transaction upon Cardholder request

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6.2.3.3 ATM Card Acceptance

An ATM Acquirer must accept all valid Cards for all Transaction functions in which the Acquirer has elected to participate through the Visa Global ATM Network.

In the Canada Region: This does not apply to a Member that participated in the Visa Global ATM Network as of 13 June 2013.

In the Canada Region: All ATM Acquirers that began participation in the Visa Global ATM Network after 14 June 2013 must accept all valid Cards.

In the Canada Region: 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.

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6.2.4 ATM Operator and Agent Requirements

6.2.4.1 Display of Member Name on Non-Member ATM – LAC Region

In the LAC Region: An ATM Acquirer must ensure that the name of the Member that operates or sponsors the ATM is prominently displayed on every non-Member ATM.

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6.2.4.2 ATM Operator Agreement Requirements

An ATM Acquirer must have a written ATM Operator agreement with each of its ATM Operators[1] 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:

- 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.

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[1] Tri-party agreements (ATM Acquirer, Agent, ATM Operator) are permitted.

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6.2.4.3 Acquirer Requirements for ATM Operators

Before entering into an ATM Operator agreement, an ATM Acquirer must determine that a prospective ATM Operator has no significant derogatory background information about any of its principals. The ATM Acquirer must:[1]

- Maintain documented policies and procedures to manage its Agent programs
- Validate its Agent's compliance with the ATM Acquirer solicitation and qualification standards on a quarterly basis
- 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 postal code
  - In the US Region: Federal Taxpayer Identification Number, Federal Employer Identification Number, or Social Security Number of all principals
  - Full first and last name and middle initial of principals (for example: of corporations, partnerships, sole proprietors)
  - Incorporation status (for example: corporation, partnership, sole proprietor, non-profit)

[1] An ATM Acquirer may allow its Agents to execute ATM Operator agreements on its behalf and conduct due diligence reviews.

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6.2.6 ATM Processing Requirements

6.2.6.1 ATM Acquirer Processing

Before acting as an ATM Acquirer, an Acquirer (including an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must do all of the following:

- Comply with applicable licensing and processing requirements
- Be certified to participate in Custom Payment Services/ATM or be a Full Service Acquirer[1]

If the ATM Acquirer does not meet all tier II requirements, Visa may remove the ATM Acquirer from the tier II level.

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[1] All ATM Acquirers in the US Region and all new ATM Acquirers (excluding an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must be Full Service Acquirers.

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6.2.6.3 ATM Misdispense

For a misdispense:

- A Custom Payment Services/ATM Acquirer must process a full or partial Authorization Reversal if the amount dispensed differs from the authorized amount.
- A Full Service ATM Acquirer must both:
  - Process an Adjustment for the actual amount of the misdispense within 10 calendar days of the Processing Date of the original Transaction. An Adjustment processed after 10 calendar days may be subject to a Dispute for late Presentment.
  - 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 Edition: Apr 2024 | Last Updated: Oct 2021

6.2.6.4 ATM Transaction Reversal

The Reversal amount must be the original Transaction amount.

ID# 0002404 Edition: Apr 2024 | Last Updated: Oct 2015

6.2.6.5 ATM Transaction Adjustment Conditions

An ATM Acquirer may not process more than 2 debit Adjustments if the Adjustments are related to multiple Reversals that were both:

- Processed on the same Account Number on the same Transaction Date.
- Processed using one of the following reason codes:
  - 2502 (Transaction has not completed [request or advice timed out or ATM malfunctioned])
  - 2503 (No confirmation from point of service)

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6.2.6.6 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.

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6.2.6.7 ATM Transaction Processing

An ATM Acquirer must ensure 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.

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6.2.6.8 ATM Transaction Authorization and Clearing Requirements

An Acquirer must ensure that both:

- An ATM Transaction cleared through VisaNet was also authorized through VisaNet.
- All of the following information matches in the Authorization and Clearing Record:
  - Account Number
  - Authorization Code
  - Acquiring Identifier
  - Transaction amount
  - Account Selection processing code
  - MCC

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6.2.6.9 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

If an ATM Acquirer does not route all Transactions to Visa for Cards bearing the Plus Symbol, it must both:

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- Install and use the Plus Account Range table within 3 business days of its 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.

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6.2.6.10 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.

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6.2.6.12 ATM Transaction Timeout Time Limit

An ATM and its host system must not timeout a Transaction in less than 45 seconds.

ID# 0002405 Edition: Apr 2024 | Last Updated: Oct 2014

6.2.6.13 Card Retention at an ATM

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.

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 10.7.1.2, Recovered Card Handling and Notification Requirements*
- Notify the Issuer through Visa Resolve Online that the Card has been recovered, as specified in *Section 10.7.1.2, Recovered Card Handling and Notification Requirements*

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6.2.6.14 Accidental Card Retention at an ATM

If a hardware or software failure causes mistaken or accidental Card retention, and to the extent possible, an ATM Acquirer must return the Card to the Cardholder after reviewing positive Cardholder identification and, where the Card contains a signature panel, comparing the Cardholder's signature to that on the Card signature panel.

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If the Cardholder does not request the return of the Card within 7 days, the ATM Acquirer must follow Card retention rules as specified in *Section 6.2.6.13, Card Retention at an ATM*, and must not submit a Fee Collection Transaction for Recovered Card handling fee/reward.

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6.2.6.17 Visa Mobile Prepaid Acceptance for ATM Transactions

An ATM Acquirer that participates in Visa Mobile Prepaid:

- Must transmit all of the following to complete Transaction when the Card is absent:
  - 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 2024 | Last Updated: Oct 2019

6.3 ATM Optional Services

6.3.1 ATM Optional Services Issuer Participation

6.3.1.1 Issuer Participation in Optional ATM Services

To participate in account-to-account transfers, Balance Inquiry,[1] mini-statements, PIN change, and PIN unblock, an Issuer must do all of the following:

- Obtain certification from Visa
- Support the services as separate, non-financial transactions
- For Balance Inquiry, provide balances in the currency of the Cardholder's account, for conversion by Visa to the Transaction Currency

To participate in the ATM Deposit Service and/or Return Foreign Currency Service, an Issuer must comply with the requirements specified *Section 6.3.3.1, Issuer Participation in the ATM Deposit Service*.

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[1] An Issuer must support a Balance Inquiry Service if it supports Balance Inquiry for any network other than its proprietary network.

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6.3.1.2 Issuer Participation in the Access Fee-Free ATM Service

To participate in the Access Fee-free ATM service, an Issuer must submit to Visa a completed *Access Fee-Free Participation Agreement* and include a list of participating BINs/Account Ranges.

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6.3.2 ATM Optional Services Acquirer Participation

6.3.2.1 Acquirer Participation in Optional ATM Services

To participate in account-to-account transfers, Balance Inquiry,[1] mini-statements, PIN change, and PIN unblock, an ATM Acquirer must do all of the following:

- Obtain certification from Visa
- Support the services as separate, non-financial transactions
- For Balance Inquiry, display the balance in the currency of the ATM, either on the screen or on the receipt

An ATM Acquirer may supply the Cardholder with any balance information provided by the Issuer as part of an ATM Cash Disbursement.

To participate in the ATM Deposit Service and/or Return Foreign Currency Service, an Acquirer must comply with the requirements specified in *Section 6.3.3.2, Acquirer Participation in ATM Deposit Service*.

A participating ATM Acquirer receives a fee for each ATM Deposit, account-to-account transfer, Balance Inquiry, mini-statement, PIN change, PIN unblock request, or Return Foreign Currency Service request.

[1] An ATM Acquirer must support a Balance Inquiry Service if it supports Balance Inquiry for any network other than its proprietary network.

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6.3.2.2 Acquirer Participation in the Access Fee-Free ATM Service

To participate in the Access Fee-free ATM service, an Acquirer must comply with all of the following:

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- Submit to Visa a completed *Access Fee-Free Participation Agreement* and include both:
  - Participating ATM locations
  - Related Acquiring Identifier(s)
- Honor all Cards that are not subject to an Access Fee
- Be able to identify participating BINs

ID# 0030608 Edition: Apr 2024 | Last Updated: Oct 2019

6.3.3 ATM Deposit Service

6.3.3.1 Issuer Participation in the ATM Deposit Service

An Issuer that participates in the ATM Deposit Service must do all of the following:

- Honor all Adjustments submitted by the Acquirer, subject to Dispute rights, and make all reasonable attempts to collect the funds
- Upon enrollment and as information changes, provide contact names and telephone numbers to Visa for exception processing
- Establish Stand-in Processing parameters (if applicable)

An Issuer may choose to do any of the following:

- Participate in the ATM Deposit Service without participating as an Acquirer
- Include all or a portion of its Card programs in the ATM Deposit Service enabled at the BIN level

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6.3.3.2 Acquirer Participation in ATM Deposit Service

An Acquirer that participates in the ATM Deposit Service must both:

- Accept ATM Deposits at the same ATMs where it accepts any other network's deposits
- Certify itself, and ensure that all direct endpoints are certified, to participate in the ATM Deposit Service

The Acquirer may:

- Participate in the ATM Deposit Service without participating as an Issuer
- Include all or a portion of its owned ATMs for participation in the ATM Deposit Service

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An ATM Acquirer that participates in another network's deposit-sharing arrangement must participate in the ATM Deposit Service unless the Acquirer's participation in a deposit-sharing arrangement involves only a Proprietary Network.

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6.3.3.3 ATM Deposit Service – Acquirer Responsibilities

An ATM Acquirer that participates in the ATM Deposit Service, where permitted, must do all of the following:

- Collect deposits received through the service and verify their eligibility
- Act as the Cardholder's agent in transmitting the deposited funds to the Cardholder's institution
- If assessing an Access Fee on the ATM Deposit Transaction, both:
  - Disclose the Access Fee on the Transaction Receipt and the ATM screen, as specified in *Section 5.9.2.3, Required Transaction Receipt Content for Specific Transaction Types*
  - Comply with the Access Fee requirements specified in *Section 6.4.1, ATM Access Fees*
- Maintain records for at least 2 years
- Upon enrollment and as information changes, provide contact names and telephone numbers to Visa for exception processing
- Forward the deposit envelope (if applicable) and any ineligible deposits to the issuing institution in a reasonably secure manner
- Notify the Issuer of the receipt of a return item and, if applicable, return the original document to the Issuer no later than 45 calendar days from the date of Adjustment

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6.3.3.4 Credit Union-Only ATM Deposit Arrangements

Member that is a credit union that participates in another ATM deposit arrangement may choose not to participate in ATM Deposits Service, if the Member participates in sharing arrangements that include only credit unions.

If such sharing arrangements include non-credit unions, a Member must participate in ATM Deposits.

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6.3.3.5 ATM Deposit Verification

An ATM Acquirer must verify and balance the ATM Deposits received at its ATMs within 2 business days of the Transaction Date. If the Transaction occurs on a non-business day, the count begins from the next official business day.

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6.3.3.6 Adjustments for ATM Deposit Transactions

An ATM Acquirer must submit separate Adjustments for each item that is deemed ineligible in an ATM Deposit. In limited instances, when warranted, the Acquirer may submit multiple Adjustments for a single ATM Deposit Transaction.

An Acquirer that processes an ATM Deposit Adjustment must comply with all of the following:

- Not submit an Adjustment for a Transaction that has been declined by the Issuer.
- For a debit Adjustment of a returned deposit or an ineligible deposit item, initiate the Adjustment within both:
  - 45 calendar days of the Transaction Date
  - One business day from either the receipt of the returned deposit or verification of the ineligible item, as applicable. An Adjustment submitted more than one business day after the receipt of a returned deposit or the verification of an ineligible deposit is considered a late Adjustment, and is subject to a processing fee.
- Not submit a Dispute Response for a late Adjustment of ineligible deposit items including, but not limited to, the following:
  - Empty envelope
  - Missing envelope
  - Non-negotiable items (for example: Transaction receipts, coupons, blank pieces of paper)
  - Foreign currency
  - Envelope contents that do not equal the amount shown on the deposit slip and/or envelope
  - Envelope contents that do not equal the amount shown in the ATM message
- Be liable for the late Adjustment processing fee, as specified in the applicable Fee Schedule
- Notify the Issuer within 24 hours of submitting an Adjustment that is over USD 500
- Not submit a Dispute Response if the Adjustment was previously disputed

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- Return the original document(s) to the Issuer for a debit Adjustment relating to a returned item, ineligible deposit item, or foreign currency
- Post a credit Adjustment to the Cardholder's account as soon as possible upon determining that an item is ineligible

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6.3.3.7 ATM Deposit Transaction Adjustment Reversal Timeframe

For an ATM Deposit Transaction, an ATM Acquirer must submit a domestic ATM Deposit Adjustment reversal within 10 calendar days for check, and 3 calendar days for cash of the Settlement Date of the original Adjustment.

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6.3.4 Return Foreign Currency Service

6.3.4.1 Return Foreign Currency Service

An Issuer that participates in the Return Foreign Currency Service must do both of the following:

- Make the funds available to the Cardholder immediately as cash Transaction
- Upon enrollment and as information changes, maintain contact information in the Client Directory for back-office exception processing

An Acquirer that participates in the Return Foreign Currency Service must do all of the following:

- Certify itself, and ensure that all direct endpoints are certified, to participate
- At the time of the Transaction, provide to the Cardholder a Transaction Receipt, compliant with the Visa Rules
- Not permit Adjustments
- If assessing an Access Fee, disclose the Access Fee on the Transaction Receipt and the ATM screen, giving the Cardholder the opportunity to cancel the Transaction
- On a quarterly basis, update the Visa ATM Locator Service database to list all participating ATM locations

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6.4 ATM Fees

6.4.1 ATM Access Fees

6.4.1.1 Domestic ATM Access Fees

An ATM Acquirer must not impose an Access Fee on a domestic ATM Transaction[1] unless either:

- The Transaction is an ATM Deposit Transaction
- Applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.

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.

[1] In the AP Region (Australia, Thailand), Canada Region, LAC Region (Panama, Puerto Rico), US Region, and **effective 13 April 2024** Europe Region (Cyprus, Czech Republic, Greece, Malta, Netherlands, Norway, Romania): This does not apply.

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6.4.1.2 Domestic ATM Access Fee – Canada Region

In the Canada Region: An ATM Acquirer may impose an Access Fee on a domestic ATM Cash Disbursement or an ATM Deposit Transaction.

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.

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6.4.1.4 Acquirer Requirements for ATM Access Fees

Visa reserves the right to request any of the following from an ATM Acquirer that imposes an Access Fee on international ATM Cash Disbursements or domestic ATM Deposit Transactions:

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- Notice of intent to impose an Access Fee
- A report with the physical location of each ATM and the total number of ATMs at which an Access Fee is imposed
- Message display and language disclosure related to Access Fees
- Any other information required by applicable laws or regulations

An Acquirer that chooses to impose an ATM Access Fee must comply with all of the following:

Table 6-1: Acquirer and ATM Requirements for ATM Access Fees

Requirement Type	Requirements
Access Fees	• Impose the Access Fee only on the following Transactions: – International ATM Cash Disbursements, unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee on domestic ATM Cash Disbursements – ATM Deposit Transactions • Impose the Access Fee on all other ATM Deposit Transactions or international ATM Cash Disbursements processed through any other network at the same ATM • Ensure that the Access Fee is not greater than the Access Fee amount on all other similar Transactions through any other network at the same ATM • Ensure that the Access Fee is a fixed and flat fee • Include the value of the dispensed cash or the ATM Deposit and any Access Fee amount in the Authorization Request and Clearing Record • Separately identify the dispensed cash or the ATM Deposit amount and the Access Fee amount
Disclosures	• 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 ATM – Use same font size as other headings and text on the terminal, and ensure it is legible – In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: 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."

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Table 6-1: Acquirer and ATM Requirements for ATM Access Fees (continued)

Requirement Type	Requirements
	– In the US Region: Both: ▪ Contain the notice: Fee Notice – "(Acquirer/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." ▪ Be readily visible to the Cardholder in the Cardholder's line of sight – For an ATM Deposit Transaction, contain the notice: Fee Notice – "(Member Name) will assess a fee to cardholders for ATM Deposits. This fee is deducted from the amount of your deposit and is in addition to any fees that may be charged by your financial institution." • Identify the ATM Acquirer as the recipient of the Access Fee • Inform the Cardholder of the Access Fee amount before the Transaction takes place • Request Cardholder approval of the Access Fee • Provide the ability for the Cardholder to cancel the ATM Transaction

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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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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[1] made with a Card and not otherwise submitted for Clearing or Settlement, to VisaNet as Collection-Only.[2] This includes, but is not limited to, any transaction that is processed as follows:

- Through one of the following:
  - A VisaNet Processor or Visa Scheme Processor
  - A non-Visa co-resident network[3]
  - 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.[4] However, a Member may choose to submit:

- Domestic ATM Cash Disbursements
- Domestic Manual Cash Disbursements

[1] In the Europe Region: This applies to both domestic and European Economic Area Transactions.

[2] In the US Region, Europe Region: This applies only to Visa Transactions.

[3] In the Europe Region: This does not apply.

[4] In the Canada Region, CEMEA Region (Nigeria): This does not apply to Domestic Transactions.

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7.1.1.3 Required Use of VisaNet for Processing – AP Region

In the AP Region (Australia, Bangladesh, Malaysia, Philippines, Singapore, Thailand, Vietnam): A Member must authorize, clear, and settle all Domestic Transactions through VisaNet.

In the AP Region (Australia): This does not apply to:

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- 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 the AP Region (Malaysia, Philippines, Singapore, Thailand, 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 the AP Region (Malaysia, Philippines, Singapore, Thailand, Vietnam): This includes:

- On-Us Transactions
- Transactions processed through a VisaNet Processor or any other Agent

In the AP Region (Bangladesh): This does not apply to:

- ATM Transactions
- On-Us Transactions

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7.1.1.4 Non-Visa Debit Transaction Disclosure Requirements – US Region

In the US Region: An Issuer that enables Non-Visa Debit Transactions to be processed without a PIN must clearly communicate to its Cardholders both:

- That it does not require all such transactions to be authenticated by a PIN
- The provisions of its Cardholder agreement relating only to Visa Transactions are not applicable to non-Visa transactions

At the time of issuance or implementation of such processing, this Cardholder communication must be included in the terms and conditions of the deposit and/or debit account.

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7.2 Access to Visa Systems

7.2.1 Visa Extended Access

7.2.1.1 Member Requirements for Visa Extended Access and Visa Extended Access Proxy

If a Member has Visa Extended Access, the Member must use it to transmit its Interchange.

A Member must not use Visa Extended Access or Visa Extended Access Proxy for any purpose other than to access VisaNet or a permitted Visa application, unless otherwise approved by Visa. A Member must not make or attempt to make any repair, adjustment, alteration, or modification to Visa Extended Access or Visa Extended Access Proxy.

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7.2.1.2 Member Support of Visa Extended Access and Visa Extended Access Proxy

A Member that participates in Visa Extended Access or Visa Extended Access Proxy must provide, at no cost to Visa, reasonable support requested by Visa for installing the V.I.P. System, BASE II, and/or other applicable Visa applications, including all of the following:

- Providing a location that meets Visa requirements for installing Visa Extended Access or Visa Extended Access Proxy on the Member's premises[1]
- Providing a sufficient number of qualified personnel that the Member will train to meet Visa specifications
- Maintaining V.I.P. System, BASE II, and/or other applicable Visa applications' 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 or Visa Extended Access Proxy[1]
- Notifying Visa promptly of any failure of Visa Extended Access or Visa Extended Access Proxy to operate properly on its premises or the premises of its agent or independent contractor[1]
- 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, BASE II, and/or other Visa applications

A 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:

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- New Visa Extended Access of Visa Extended Access Proxy software and options
- Changes to V.I.P., BASE II, or other Visa applications

In the Canada Region: Visa owns a Visa Extended Access or Visa Extended Access Proxy server installed at a Member's location and is responsible for its acquisition, installation, and maintenance. Unless otherwise agreed by Visa, all of the following, as applicable:

- The Member may use the Visa Extended Access server only for V.I.P. System and BASE II processing.
- The Member may use the Visa Extended Access Proxy server only for Visa applications, as approved by Visa.
- Members must not share a Visa Extended Access server or Visa Extended Access Proxy server.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

[1] This does not apply to a Member using Direct Exchange (DEX).

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7.2.1.3 Unavailability of Visa Extended Access and Visa Extended Access Proxy

If a Member's Visa Extended Access or Visa Extended Access Proxy 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 a Member using Direct Exchange (DEX).

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7.2.1.4 BIN and Acquiring Identifier Processing Requirements for Visa Extended Access – Europe Region

In the Europe Region: A Visa Extended Access server used by a Member and/or its Visa Scheme Processor must be connected to VisaNet for both:

- A new request for a BIN or an Acquiring Identifier to be licensed for use in the Europe Region
- An existing BIN or Acquiring Identifier that is licensed for use in the Europe Region

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This does not apply to:

- Transactions acquired under the International Airline Program by Acquirers outside of the Europe Region
- Transactions originating from an Airline or International Airline that is located outside of the Europe Region and that are acquired by an Airline Authorizing Processor

A Member that does not comply with these requirements will be subject to a non-compliance assessment.

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7.2.2 Clearing Processors

7.2.2.1 Authorizing or Clearing Processor Termination or Downgrade

If an Authorizing or 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.

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7.2.3 Application Programming Interface Usage – Europe Region

Effective 13 April 2024 In the Europe Region: Where a Member is required to use an application programming interface (API) accessed through the Visa Developer Center (VDC), and that usage is not governed by a bespoke agreement between Member and Visa, the Member acknowledges and agrees that both:

- The current *Visa Developer Center Terms of Use* apply to the extent of Member's use of such API
- The Member must comply with such Terms of Use.

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7.3 Authorization

7.3.1 Authorization Routing

7.3.1.1 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, as specified in *Section 2.3.4.1, Disclosure of BIN Attributes*.

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7.3.1.2 Chip Transaction Routing Requirement – AP Region (Australia, Malaysia)

In the AP Region (Australia): An Acquirer must route an Authorization Request to VisaNet if a Visa Contactless or VIS-based Payment Application was selected to complete a Transaction.

In the AP Region (Malaysia): An Acquirer must ensure that Merchant choice is respected and accordingly must route an Authorization request to VisaNet if a Visa Contactless or VIS-based Payment Application was selected to complete a Transaction.

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7.3.2 Authorization Service Participation

7.3.2.1 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 Payment Credential.
- The Acquirer must provide the Authorization Code to the Merchant.

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7.3.2.2 Visa Smarter Stand-In Processing – Issuer Participation Requirements

An Issuer that participates in Visa Smarter Stand-In Processing (STIP) is responsible for both:

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- Obtaining any necessary permissions and consents in connection with having Transactions processed by Visa Smarter STIP
- Setting Visa Smarter STIP parameters, which in the event of a conflict will prevail over any other STIP parameters set by the Issuer

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7.3.3 Member Provision of Authorization Services

7.3.3.1 Authorization Service Requirements

A Member must participate in the Card Verification Service[1] and provide Authorization services for all of its Cardholders, Merchants, or branches, 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
- In the Europe Region: Through a Visa Scheme Processor
- By other means approved by Visa

An Issuer must meet the assured Transaction response standards for its Authorization Responses.

In the US Region: An 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.

[1] In the Europe Region: This does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region* it must refer to *Visa Europe Operating Regulations – Processing*.

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7.3.3.2 Issuer Processing of Mobility and Transport Transactions

An Issuer that supports Contactless Transactions must be able to process an Authorization Request for a Mobility and Transport Transaction.

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7.3.3.4 Acquirer Unavailability Response – Europe Region

In the Europe Region: An Acquirer that is not able to submit an Authorization Request must transmit a "service unavailable now" response to an ATM or Unattended Cardholder-Activated Terminal.

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7.3.3.5 Pickup Response Prohibition for Contactless Transactions – Europe Region

In the Europe Region: An Issuer must send only an Approval Response or a Decline Response to an Authorization Request for a Contactless Transaction.

If an Acquirer receives a Pickup Response, it must process it as a Decline Response.

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7.3.4 Authorization Response Time Limits

7.3.4.1 Authorization Requests – Time Limit for Response

An Issuer must respond to an Authorization Request within the time limits specified as follows:

Table 7-1: Maximum Time Limits for Authorization Request Response

Transaction Type	AP Region, Canada Region, CEMEA Region, LAC Region, and US Region	Europe Region
POS (including PIN at POS and Unattended Cardholder-Activated Terminals where PIN is present)	10 seconds	5 seconds
Visa Direct (Account Funding and Original Credit Transactions)	10 seconds	5 seconds
ATM Cash Disbursement (MCC 6011 only)	25 seconds	5 seconds

If Visa (or, in the Europe Region, a Visa Scheme Processor) does not receive an Authorization Response from an Issuer within the specified time limit, Visa (or the Visa Scheme Processor) will respond on behalf of the Issuer, using Stand-In Processing.

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7.3.4.2 POS Transaction Timeout and Authorization Reversal

An Acquirer or a Merchant must not timeout a POS Transaction in less than 15 seconds.[1] If a Merchant receives an Approval Response after a timeout, the Merchant must submit an Authorization Reversal.

[1] In the Europe Region: This does not apply.

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7.3.5 Use of Visa Account Screen

7.3.5.1 Visa Account Screen Updates

An Issuer must add an Account Number to Visa Account Screen if one or more of the following applies:

- A Card was reported lost, stolen, or counterfeit.
- 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.

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7.3.6 Declines

7.3.6.1 Decline Response Prohibition for Missing Card Verification Value 2 (CVV2)

An Issuer must not send a Decline Response based solely on a missing Card Verification Value (CVV2) for any of the following:

- A Token provisioning request[1]
- A Transaction initiated with a Token
- A resubmission of a Mobility and Transport Transaction
- A Transaction where the capture of the CVV2 is prohibited or not required, as specified in *Section 10.12.3.7, Card Verification Value 2 (CVV2) Issuer Processing Requirements* and *Section 10.12.3.5, Card Verification Value 2 (CVV2) Requirements – Europe Region*

[1] Applies only to Visa Token Service participants and only to Stored Credential or Electronic Commerce enabler Tokens.

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7.3.6.2 Resubmission Following a Decline Response to a Mobility and Transport Transaction

An Acquirer that has received a Decline Response to a Transaction that originates from an Urban Mobility Merchant may enter that Transaction into Interchange if the following applies:

- The Merchant has received an Approval Response to a subsequent Authorization Request that included the data from the original Transaction
- The Merchant has not submitted either:
  - For a Known Fare Transaction, more than 2 Authorization Requests within 14 calendar days of the initial Decline Response
  - For a Mobility and Transport Transaction, following the initial Decline Response, more than the number of permitted Authorization Requests within the timeframes specified in *Section 5.8.19.2, Mobility and Transport Transaction Requirements*

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7.3.6.3 Use of Authorization Response Codes

An Issuer that declines an Authorization Request or an Account Verification request must send to VisaNet the Decline Response code that most accurately reflects the reason for the decline, as specified in *Table 7-2, Decline Response Code Use*.

Unless otherwise specified in *Section 7.3.6.2, Resubmission Following a Decline Response to a Mobility and Transport Transaction*, a Merchant that receives a Decline Response may resubmit the Authorization Request or the Account Verification request only as follows:

Table 7-2: Decline Response Code Use

Reason Code	Issuer Requirements	Merchant Reattempt Limits
Category 1: Issuer will never approve • 04 (Pick up card [no fraud]) • 07 (Pick up card, special condition [fraud account]) • 12 (Invalid transaction) • 14 (Invalid account number [no such number])	Limit use to situations where an Authorization Request will never be approved[1]	After receiving a Category 1 Decline Response code, a Merchant must never resubmit an Authorization Request or Account Verification for the same Payment Credential

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Table 7-2: Decline Response Code Use (continued)

Reason Code	Issuer Requirements	Merchant Reattempt Limits
• 15 (No such issuer [first 8 digits of account number do not relate to an issuing identifier]) • 41 (Lost card, pick up) • 43 (Stolen card, pick up) • 46 (Closed account) • 57 (Transaction not permitted to cardholder) • R0 (Stop payment order) • R1 (Revocation of authorization order) • R3 (Revocation of all authorizations order)		
Category 2: Issuer cannot approve at this time • 03 (Invalid merchant) • 19 (Re-enter transaction) • **Effective 13 April 2024** 39 (No credit account) • 51 (Not sufficient funds) • **Effective 13 April 2024** 52 (No checking account) • **Effective 13 April 2024** 53 (No savings account) • 59 (Suspected fraud) • 61 (Exceeds approval amount limit) • 62 (Restricted card [card invalid in region or country]) • 65 (Exceeds withdrawal frequency limit) • 75 (Allowable number of PIN-entry tries exceeded) • 78 (Blocked, first used or special condition [account is temporarily blocked])	Use to indicate the decline condition	Reattempt permitted (up to 15 attempts in 30 days)

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Table 7-2: Decline Response Code Use (continued)

Reason Code	Issuer Requirements	Merchant Reattempt Limits
• 86 (Cannot verify PIN) • 91 (Issuer or switch inoperative) • 93 (Transaction cannot be completed – violation of law) • 96 (System malfunction) • N3 (Cash service not available) • N4 (Cash request exceeds issuer or approved limit) • **Effective 13 April 2024** Z5 (Valid account but amount not supported)		
Category 3: Data quality – Revalidate payment information • **Effective through 12 April 2024** 14 (Invalid account number [no such number]) • 54 (Expired card or expiration date missing) • 55 (PIN incorrect or missing) • 70 (PIN data required [Europe Region only]) • 82 (Negative online CAM, dCVV, iCVV, or CVV results) • 1A (Additional customer authentication required [Europe Region only]) • 6P (Verification Failed [Cardholder Identification does not match Issuer records]) • N7 (Decline for CVV2 failure)	Use to indicate the decline condition	Reattempt permitted (up to 15 attempts in 30 days)
Category 4: Generic response codes All other Decline Response codes	Limit use to transactions where no other value applies	Reattempt permitted (up to 15 attempts in 30 days)
[1] After sending a Category 1 Decline Response, Issuers must consistently send the same Decline Response code.		

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7.3.7 Authorization Reversals and Authorization Holds

7.3.7.1 Acquirer Requirement to Act on Authorization Reversal

An Acquirer that receives an Authorization Reversal from its Merchant must accept the Authorization Reversal and immediately forward it to Visa.

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7.3.8 Visa Debit with PIN – US Region

7.3.8.1 Visa Debit with PIN Transactions – Preauthorization Transactions – US Region

In the US Region: A Merchant that initiates a preauthorization request for a PIN-Authenticated Visa Debit Transaction must send a preauthorization completion message within X of the preauthorization request.

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7.3.9 Partial Authorization

7.3.9.1 Partial Authorization Service – Acquirer Requirements

Effective through 12 April 2024 An Acquirer must participate in the Partial Authorization Service, as follows:

- In the Canada Region: For Transactions with Cash-Back and as specified in *Section 7.3.9.3, Partial Authorization Service Acquirer Participation – Canada Region*
- In the CEMEA Region (Kenya, Serbia): For all Transactions initiated with a Debit Card
- In the CEMEA Region (Ukraine), LAC Region, US Region: For all Transactions
- In the Europe Region: For all Transactions at an Automated Fuel Dispenser (AFD)

Effective 13 April 2024 An Acquirer must participate in the Partial Authorization Service, at a minimum by supporting Merchants as specified in *Table 7-3, Acquirer Participation in the Partial Authorization Service*.

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Effective 13 April 2024 In the US Region: In addition, an Acquirer must participate in the Partial Authorization Service as specified in *Section 7.3.9.5, Partial Authorization Service Merchant Participation*

Table 7-3: Acquirer Participation in the Partial Authorization Service

Region/Country	Minimum Required MCCs	Product Type Supported	Environment
AP,[1] LAC,[2] US	• 4121 (Taxicabs and Limousines) • 5399 (Miscellaneous General Merchandise) • 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) • 5552 (Electric Vehicle Charging) • 5812 (Eating Places and Restaurants) • 5814 (Fast Food Restaurants) • 5912 (Drug Stores and Pharmacies) • 5999 (Miscellaneous and Specialty Retail Stores)	• Debit Card • Prepaid Card	• Card-Absent • Card-Present
Canada	• 4121 (Taxicabs and Limousines • 5399 (Miscellaneous General Merchandise) • 5411 (Grocery Stores and Supermarkets) • 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets) • 5541 (Service Stations With or	• Visa Debit Category Card • Prepaid Card	• Card-Absent • Card-Present

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Table 7-3: Acquirer Participation in the Partial Authorization Service (continued)

Region/Country	Minimum Required MCCs	Product Type Supported	Environment
	Without Ancillary Services) • 5542 (Automated Fuel Dispensers) • 5552 (Electric Vehicle Charging) • 5812 (Eating Places and Restaurants) • 5814 (Fast Food Restaurants) • 5912 (Drug Stores and Pharmacies) • 5999 (Miscellaneous and Specialty Retail Stores)		
Europe	5542 (Automated Fuel Dispensers)	• Credit Card • Debit Card • Prepaid Card	Card-Present

[1] **Effective 13 April 2024** In the AP Region: This does not apply in the following countries: Greater China (includes Hong Kong, Macau, Mainland China, and Taiwan), Indonesia, Japan, Korea, and Thailand.

[2] **Effective 13 April 2024** In the LAC Region: This does not apply in the following countries: Brazil, Chile, Colombia, Haiti, Mexico, Uruguay, and Venezuela.

An Acquirer that participates in the Partial Authorization Service must do all of the following:

- Support Partial Authorizations and Authorization Reversals
- Support all Merchants that choose to participate in the Partial Authorization Service
- Obtain systems certification from Visa to receive and transmit Partial Authorizations
- Process Partial Authorization messages for all Acceptance Devices that have been programmed to participate in the Partial Authorization Service
- Ensure that its participating Merchants:
  - Support Partial Authorizations for all Visa Card types
  - Include the Partial Authorization indicator in the Authorization Request
  - Submit an Authorization Reversal if the Cardholder elects not to complete the purchase

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– Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

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7.3.9.2 Automated Fuel Dispenser Partial Authorization Merchant Requirements

An Automated Fuel Dispenser Merchant that participates in the Partial Authorization Service must both:

- Include the Partial Authorization indicator in the Authorization Request or Status Check Authorization (where permitted)
- 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

Effective through 12 April 2024 In the Europe Region, US Region: An Automated Fuel Dispenser Merchant must participate in the Partial Authorization Service.

Effective 13 April 2024 An Automated Fuel Dispenser Merchant must participate in the Partial Authorization Service, as specified in *Section 7.3.9.1, Partial Authorization Service – Acquirer Requirements* and *Section 7.3.9.5, Partial Authorization Service Merchant Participation*.

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7.3.9.3 Partial Authorization Service Acquirer Participation – Canada Region

In the Canada Region: An Acquirer and its VisaNet Processor must:

- Participate in the Partial Authorization Service for the following MCCs:
  - 4121 (Taxicabs and Limousines)
  - 4812 (Telecommunication Equipment and Telephone Sales)
  - 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)

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- **Effective 13 April 2024** 5399 (Miscellaneous General Merchandise)
- 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)
- **Effective 13 April 2024** 5552 (Electric Vehicle Charging)
- 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)
- 7298 (Health and Beauty Spas)
- 7399 (Business Services [Not Elsewhere Classified])

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- 8999 (Professional Services [Not Elsewhere Classified])
- 9399 (Government Services [Not Elsewhere Classified])

- Obtain systems certification from Visa for Partial Authorization processing for all standalone and integrated POS.
- **Effective 13 April 2024** Support Partial Authorization for Cash-Back Transactions.

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7.3.9.4 Partial Authorization Service – Issuer Requirements

Effective through 12 April 2024 An Issuer must participate in the Partial Authorization Service, as follows:

- In the Canada Region, US Region: For all Transactions with Cash-Back and all Transactions initiated with a Prepaid Card
- In the CEMEA Region (Kenya, Serbia, Ukraine): For all Transactions with Cash-Back
- In the Europe Region: For all Transactions at an Automated Fuel Dispenser (AFD)
- In the LAC Region: For all Transactions

An Issuer that participates in the Partial Authorization Service must support Partial Authorizations and Authorization Reversals.

Effective 13 April 2024 An Issuer must participate in the Partial Authorization Service, as specified in *Table 7-4, Issuer Participation in the Partial Authorization Service*.

Table 7-4: Issuer Participation in the Partial Authorization Service

Region/Country	Product Type	Transaction Type	Environment
AP[1], US	• Credit Card • Debit Card • Prepaid Card	All	• Card-Absent • Card-Present
Canada	• Visa Debit Category Card • Prepaid Card	All	Card-Present
CEMEA (Kenya, Serbia, Ukraine)	• Credit • Debit Card • Prepaid Card	Cash-Back Transactions	Card-Present

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Table 7-4: Issuer Participation in the Partial Authorization Service (continued)

Region/Country	Product Type	Transaction Type	Environment
Europe	• Credit Card • Debit Card • Prepaid Card	Automated Fuel Dispenser (AFD) Transactions	Card-Present
LAC	All Products	All	• Card-Absent • Card-Present

[1] **Effective 13 April 2024** In the AP Region: This does not apply in the following countries: Greater China (includes Hong Kong, Macau, Mainland China, and Taiwan), Indonesia, Japan, Korea, and Thailand.

An Issuer that participates in the Partial Authorization Service must support Partial Authorizations and Authorization Reversals.

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7.3.9.5 Partial Authorization Service Merchant Participation

Effective 13 April 2024 An Acquirer and its VisaNet Processor must participate in the Partial Authorization Service to support Merchants that choose to participate in this service.

Merchants with the following MCCs must support Partial Authorization as follows:

Table 7-5: Required Partial Authorization Service Merchant Participation

Region/Country	Required Merchants – MCCs	Product Type Supported	Environment
AP,[1] Canada, LAC,[2] US	• 4121 (Taxicabs and Limousines) • 5399 (Miscellaneous General Merchandise) • 5411 (Grocery Stores and Supermarkets) • 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)	• Debit[3] Card • Prepaid Card	• Card-Absent • Card-Present

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Table 7-5: Required Partial Authorization Service Merchant Participation (continued)

Region/Country	Required Merchants – MCCs	Product Type Supported	Environment
	• 5541 (Service Stations) • 5542 (Automated Fuel Dispensers) • 5552 (Electric Vehicle Charging) • 5812 (Eating Places and Restaurants) • 5814 (Fast Food Restaurants) • 5912 (Drug Stores and Pharmacies) • 5999 (Miscellaneous and Specialty Retail Stores)		
Europe	5542 (Automated Fuel Dispensers)	• Credit Card • Debit Card • Prepaid Card	Card-Present

[1] **Effective 13 April 2024** In the AP Region: This does not apply in the following countries: Greater China (includes: Hong Kong, Macau, Mainland China, and Taiwan), Indonesia, Japan, Korea, and Thailand.

[2] **Effective 13 April 2024** In the LAC Region: This does not apply in the following countries: Brazil, Chile, Colombia, Haiti, Mexico, Uruguay, and Venezuela.

[3] **Effective 13 April 2024** In the Canada Region: A Visa Debit Category Card.

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7.3.9.6 Partial Authorization Service for Account Funding Transactions – Issuer Requirements – Canada, CEMEA, LAC, and US Regions

Effective 13 April 2024 In the CEMEA Region, US Region, and **effective 19 October 2024** Canada Region: An Issuer and its processor must participate in the Partial Authorization Service for Account

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Funding Transactions initiated with a Debit Card or a Prepaid Card, as specified in the *Visa Direct Account Funding Transaction (AFT) Processing Guide*.

Effective 13 April 2024 In the LAC Region: An Issuer and its processor must participate in the Partial Authorization Service for Account Funding Transactions initiated with a Credit Card, Debit Card, or, a Prepaid Card, as specified in the *Visa Direct Account Funding Transaction (AFT) Processing Guide*.

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7.3.9.7 Partial Authorization Service for Account Funding Transactions – Acquirer Requirements – Canada, CEMEA, LAC, and US Regions

Effective 13 April 2024 In the CEMEA Region, LAC Region, US Region, and **effective 19 October 2024** Canada Region: An Acquirer that supports Account Funding Transactions must support Partial Authorizations, as specified in the *Visa Direct Account Funding Transaction (AFT) Processing Guide*.

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7.3.11 Account Verification

7.3.11.1 Account Verification Processing – Europe Region

In the Europe Region: An Issuer must be able to respond to Account Verification requests by sending a response code that indicates either:

- No reason to decline
- Non-approval

An Acquirer must do all of the following:

- Be able to transmit the Account Verification request to the Issuer
- Be able to receive the response from the Issuer for that Account Verification request
- Ensure that its Merchants use Account Verification to validate a Cardholder account. This does not apply to Automated Fuel Dispensers.

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7.3.11.2 Account Verification Processing – Issuer Requirements

Effective 13 April 2024 An Issuer must do all of the following:

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- Receive and respond to a zero-amount Account Verification request
- Validate that the Account Number is valid and has not been reported as lost or stolen
- Not approve or decline Account Verification requests in a systematic or wholesale manner
- Provide validation results as requested by the Acquirer for all of the following:
  - Card Verification Value (CVV)
  - Card Verification Value 2 (CVV2)
  - Cardholder Authentication Verification Value (CAVV)
- In the Canada Region, Europe Region (United Kingdom), US Region: Provide validation results as requested by the Acquirer for Account Name Inquiry (ANI), as specified in *Section 10.12.2.2, Account Name Inquiry Acquirer Requirements – Canada, Europe, and US Regions*
- Respond with descriptive response codes to indicate:
  - 00 – Approval (when the Account has balance greater than zero)
  - 85 – No reason to decline (when the Issuer has not checked the Account balance)
  - For non-approvals, a decline code indicating the primary reason for decline
  - For a Non-Reloadable Prepaid Card, an Issuer must decline an Account Verification request for a Recurring Transaction with response code 57 (Transaction not permitted)

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7.3.11.3 Account Verification Processing – Acquirer Requirements

Effective 13 April 2024 An Acquirer must do all of the following:

- Transmit a zero-amount Account Verification request to the Issuer
- Receive the response from the Issuer for that Account Verification request
- Send and receive Account Verification requests containing additional verification data, including (but not limited to) Cardholder Verification Value 2 (CVV2) and Address Verification Service (AVS)
- Ensure that its Merchant uses Account Verification when storing a Payment Credential or validating an account separately from a purchase, as specified in *Section 5.8.11.1, Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials* and *Section 5.7.3.1, Account Verification Requirements*

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7.3.12 Member Reporting Requirements – Europe Region

7.3.12.1 Member Reporting Requirements – Europe Region

In the Europe Region: A Member that processes Transactions must submit to Visa a daily transmission file detailing those Transactions including Authorization Responses that are Approval Responses or Decline Responses.

A Member must not report transactions where a Cardholder has chosen to use a payment brand or application that is not part of the Visa Europe Scheme.

An Issuer must report a Dispute within 15 calendar days of the Processing Date of the Dispute.

An Acquirer must report a Dispute Response or pre-Arbitration within 15 calendar days of the Processing Date of the Dispute Response or pre-Arbitration.

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7.3.13 Visa Alias Directory Service – Europe Region

7.3.13.1 Visa Alias Directory Service – Europe Region

In the Europe Region: Issuers must participate in the Visa Alias Directory Service in line with the timeframes specified in *Table 7-6, Visa Alias Directory Service Adoption Timeframe*.

Table 7-6: Visa Alias Directory Service Adoption Timeframe

Country	Adoption Timeframe
Bulgaria, Croatia, Cyprus, Czech Republic, Greece, Hungary, Italy, Malta, Poland, Romania, Slovakia, Slovenia.	Effective no later than 19 October 2024
Andorra, Austria, Belgium, Estonia, France, Germany, Iceland, Israel, Latvia, Lithuania, Luxembourg, Netherlands, Portugal, Spain, Switzerland, Turkey	Effective no later than 12 April 2025

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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

An Account Funding Transaction must be used for the following:

- Reloading Prepaid Cards
- In the Card-Absent Environment,[1] all of the following:
  - Funding person-to-person money transfers, including account-to-account money transfers
  - Funding disbursements of funds from Visa Corporate Cards, Visa Business Debit Cards, or Visa Business Check Cards (for example: payroll)
  - Funding Stored Value Digital Wallets, and Staged Digital Wallets where the Transaction is not Back-to-Back Funding
  - **Effective 20 January 2024** Purchase of Liquid and Cryptocurrency Assets

Effective through 19 January 2024 In the US Region: An Account Funding Transaction may be used for a Domestic Transaction involving the purchase of non-fiat currency (for example: cryptocurrency) conducted with a Debit Card or Prepaid Card.

An Account Funding Transaction must do all of the following:

- Be processed with an Account Funding Transaction indicator and the correct business application identifier (BAI) in the Authorization Request and Clearing Record
- Not represent any of the following:
  - Payment for goods or services (except Visa Scan to Pay program Transactions)
  - Funding of a Merchant account
  - Debt repayment
- Comply with the *Visa Direct Account Funding Transaction (AFT) Processing Guide*

[1] In the Europe Region: For all Merchants

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7.4.1.2 Issuer Processing of an Account Funding Transaction Credit Adjustment

An Issuer must post an Account Funding Transaction credit adjustment, as follows:

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- In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: Within 2 business days after receipt of the Acquirer credit adjustment advice
- In the Europe Region: The next business day after receipt of the Acquirer credit adjustment advice

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7.4.1.3 Acquirer Submission of an Account Funding Transaction Credit Adjustment or Reversal

An Acquirer must submit an Account Funding Transaction credit adjustment advice or Account Funding Transaction reversal if the recipient rejects the funds or declines the transfer, or the transfer expires, as specified in the *Visa Direct Account Funding Transaction (AFT) Processing Guide*.

The Account Funding Transaction credit adjustment advice must be directly related to a previous Account Funding Transaction and include the same Transaction Identifier of the original Transaction.

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7.4.2 Manual Cash Disbursements

7.4.2.1 Issuer Minimum Manual Cash Disbursement Amount

An Issuer must not establish a minimum Manual Cash Disbursement amount.

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7.4.3 Automated Fuel Dispenser Transactions

7.4.3.1 Automated Fuel Dispenser Real-Time Clearing Transaction Processing

An Automated Fuel Dispenser Merchant that participates in Real-Time Clearing must also participate in the Partial Authorization Service.

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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7.4.3.2 Automated Fuel Dispenser Transaction Issuer Requirements – AP Region (Australia, Malaysia, New Zealand) and Europe Region

In the AP Region (Australia, Malaysia, New Zealand), Europe Region: An Issuer must do all of the following:

- Be able to process Automated Fuel Dispenser (AFD) Transactions with a maximum amount included in the Authorization Request amount. Unless explicitly preselected by the Cardholder, the amount must not exceed the one specified in *Table 7-7, Automated Fuel Dispenser Transactions – Maximum Allowed Amounts*.
- Support the receipt of an Acquirer Confirmation Advice in real time
- Immediately act upon the Acquirer Confirmation Advice and adjust the Cardholder's available funds

Table 7-7: Automated Fuel Dispenser Transactions – Maximum Allowed Amounts

Country	Maximum Amount
AP Region	
Australia	AUD 200
Malaysia	MYR 200
New Zealand	NZD 200
Europe Region	
All countries	**Effective through 12 April 2024** EUR 350 (or local currency equivalent) **Effective 13 April 2024** EUR 350 (or local currency equivalent), except for a Visa Fleet Card, which does not require a maximum amount

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7.4.4 Bill Payment Transactions

7.4.4.1 ATM Bill Payments – LAC Region (Brazil)

In the LAC Region (Brazil): An Acquirer must not use Deferred Settlement when processing a domestic Bill Payment Transaction at an ATM.

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7.4.4.2 Bill Payment Transaction Data – US Region

In the US Region: An Acquirer must identify a Bill Payment Transaction in the Authorization Request and Clearing Record.

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7.4.6 Online Gambling Transactions

7.4.6.1 Quasi-Cash/Online Gambling Transaction Indicator

A Quasi-Cash or Online Gambling Transaction must be processed with a Quasi-Cash Transaction indicator in the Authorization Request and Clearing Record. **Effective 20 January 2024** This requirement does not apply to a Transaction representing the purchase of Liquid and Cryptocurrency Assets.

In the CEMEA Region (South Africa): This does not apply to Quasi-Cash Transactions representing the purchase of Scrip that are processed as Cash Disbursements, as specified in *Section 5.8.1.5, Processing of Quasi-Cash Transactions*.

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7.4.7 Staged Digital Wallets and Stored Value Digital Wallets

7.4.7.1 Digital Wallets – Transaction Processing Requirements

A Digital Wallet Operator (DWO) must comply with *Table 7-8, Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets*.

Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
Funding a Staged Digital Wallet before a Cardholder makes a	• For account funding, MCC 6051 • If the funds will be used for a High-Integrity Risk Transaction, the applicable high-	• MVV • Business application identifier of WT • AFT indicator • Appropriate Card-	The country where the DWO is located[3]	Name of DWO

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Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets (continued)

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
purchase	integrity risk MCC • If the wallet is able to be used for a gambling Transaction, the applicable gambling MCC	Absent Environment indicator or Electronic Commerce Indicator • **Effective through 19 January 2024** Special condition indicator 7, if either: – The wallet is able to be used to purchase non-fiat currency (for example: cryptocurrency) and the Transaction is conducted with a Credit Card. – The Cardholder expressly indicates that the Transaction will fund the purchase of non-fiat currency and the wallet is primarily used as a means to purchase non-fiat currency.[2] • **Effective 20 January 2024 through 11 April 2025** Special condition indicator 7, if either: – The wallet is able to be used to purchase cryptocurrency and the Transaction is conducted with a		

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Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets (continued)

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
		Credit Card. – The Cardholder expressly indicates that the Transaction will fund the purchase of cryptocurrency and the wallet is primarily used as a means to purchase Liquid and Cryptocurrency Assets.[2] • **Effective 12 April 2025** The applicable identifier as specified in *Section 7.4.16.1, Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements* – The wallet is able to be used to purchase cryptocurrency and the Transaction is conducted with a Credit Card. – The Cardholder expressly indicates that the Transaction will fund the purchase of cryptocurrency and the wallet is primarily used as a means to		

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Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets (continued)

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
		purchase Liquid and Cryptocurrency Assets.[2]		
Funding a Stored Value Digital Wallet before a Cardholder makes a purchase	• For account funding, MCC 4829, 6012, or 6540 • If the funds will be used for a High-Integrity Risk Transaction, either: – The applicable high-integrity risk MCC – **Effective through 19 January 2024** MCC 4829, 6012, or 6540, if the wallet is able to be used for the purchase of non-fiat currency and both: ▪ The wallet is not primarily positioned as a means to purchase non-fiat currency.[2] ▪ The Transaction is not conducted with a Credit Card. – **Effective 20 January 2024** MCC 4829, 6012, or 6540, if the wallet is able to be used for the purchase of Liquid	• Business application identifier of FT • **Effective through 19 January 2024** Special condition indicator 7, if either: – The wallet is able to be used to purchase non-fiat currency (for example: cryptocurrency) and the Transaction is conducted with a Credit Card – The Cardholder expressly indicates that the Transaction will fund the purchase of non-fiat currency and the wallet is primarily used as a means to purchase non-fiat currency.[2] • **Effective 20 January 2024 through 11 April 2025** Special condition indicator 7, if either: – The wallet is able to be used to purchase cryptocurrency and	The country where the DWO is located[3]	Name of DWO

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Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets (continued)

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
	and Cryptocurrency Assets and both: ▪ The wallet is not primarily positioned as a means to purchase Liquid and Cryptocurrency Assets.[2] ▪ The Transaction is not conducted with a Credit Card. • If the wallet is able to be used for a gambling Transaction, the applicable gambling MCC	the Transaction is conducted with a Credit Card – The Cardholder expressly indicates that the Transaction will fund the purchase of cryptocurrency and the wallet is primarily used as a means to purchase Liquid and Cryptocurrency Assets.[2] • **Effective 12 April 2025** The applicable identifier as specified in *Section 7.4.16.1, Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements*, if either: – The wallet is able to be used to purchase cryptocurrency and the Transaction is conducted with a Credit Card – The Cardholder expressly indicates that the Transaction will fund the purchase of cryptocurrency and		

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Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets (continued)

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
		the wallet is primarily used as a means to purchase Liquid and Cryptocurrency Assets.[2]		
Purchase with Back-to-Back Funding[2] (Staged Digital Wallet only)	MCC that describes the primary business of the retailer	• MVV • Business application identifier of WT • **Effective 20 January 2024** AFT indicator for direct purchase of Liquid and Cryptocurrency Assets • Appropriate Card-Absent Environment indicator or Electronic Commerce Indicator • **Effective through 19 January 2024** Special condition indicator 7, if the Transaction involves a conversion from fiat currency to non-fiat currency • **Effective 20 January 2024 through 11 April 2025** Special condition indicator 7, if the Transaction involves a conversion from fiat currency to cryptocurrency • **Effective 12 April 2025**	The country where the retailer is located	Name of DWO*name of retailer

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Table 7-8: Transaction Processing Requirements for Staged Digital Wallets and Stored Value Digital Wallets (continued)

Use[1]	MCC	Transaction Indicator	Merchant Outlet Location	Merchant Name
		The applicable identifier as specified in *Section 7.4.16.1, Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements* if the Transaction involves a conversion from fiat currency to cryptocurrency		

[1] Visa retains the right to determine permitted Transaction types.

[2] Greater than 50% of DWO annual sales volume, measured in the DWO's local fiat currency

[3] The DWO may accept funding Transactions only from a Card issued in its country.

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7.4.8 Commercial Payables Transactions

7.4.8.1 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
- BIN or Account Range is enrolled in the Authorization and Settlement Match service
- Transaction occurs in a Card-Absent Environment

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In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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7.4.9 Card-Absent Environment Transactions

7.4.9.1 Tap to Cardholder-Owned Device – Acquirer Requirements

Effective 13 April 2024 An Acquirer must ensure that a Transaction initiated by electronically reading a Card with a device that does not qualify as an Acceptance Device is classified and processed as a Card-Absent Environment Transaction.

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7.4.9.2 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.

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7.4.10 Visa Purchasing Card Transactions

7.4.10.1 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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7.4.11 Visa Fleet Card Transactions

7.4.11.1 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

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Record.

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7.4.11.2 Visa Fleet Card Enhanced Data Requirements – US Region

In the US Region: A Merchant that accepts a Visa Fleet Card must provide Enhanced Data as outlined in the *Visa Fleet Card 2.0 Implementation Guide*, 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)

An Acquirer that processes Visa Fleet Card Transactions must provide both Cardholder-supplied data and supplemental Transaction data for these Transactions.

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7.4.12 Visa Commercial Card Transactions

7.4.12.1 Visa Commercial Card Data Requirements – Europe Region

In the Europe Region: If a Merchant provides Enhanced Data in the Authorization Request and Clearing Record, its Acquirer must provide the Enhanced Data to the Issuer.

An Acquirer must provide the following data to the Issuer:

- All tax details, as agreed by Visa and the national fiscal authorities
- Unique customer reference data, if supplied by the Client Organization

An Acquirer whose Merchants provide Enhanced Data for Visa Purchasing Card Transactions must provide to Visa contact details for the participating Merchant Outlets every 6 months or as determined by Visa.

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7.4.12.2 Visa Purchasing Card Enhanced Data Requirements – Europe Region

In the Europe Region: A Visa Purchasing Card Issuer must both:

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- Receive level II and level III Enhanced Data from Merchants
- Either:
  - Use an enhanced data BIN from a specified Visa Purchasing Card BIN range
  - Designate an Account Range of an existing Visa Purchasing Card BIN

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7.4.12.3 Visa Business Card and Visa Corporate Card Enhanced Data Processing – Europe Region

In the Europe Region: A Visa Business Card Issuer and Visa Corporate Card Issuer may configure BINs or Account Ranges within those BINs to receive and process Enhanced Data for management information purposes.

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7.4.12.4 Enhanced Data Processing Requirements – US Region

In the US Region: A Visa Purchasing Card Issuer that chooses to receive Level II Enhanced Data and Level III Enhanced Data from a Merchant must either:

- Designate an Account Range of the enhanced data Visa Purchasing Card BIN
- Use an enhanced data BIN from a specified Visa Purchasing Card BIN range

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7.4.13 Visa Drive Card Transactions – Europe Region

7.4.13.1 Cash Disbursements on Visa Drive Cards – Europe Region

In the Europe Region: Cash Disbursements are not permitted on Visa Drive Cards that are "standard" Cards or "extra" Cards.

Cash Disbursements are permitted on Visa Drive Cards that are "open" Cards.

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7.4.13.2 Quasi-Cash Transactions on Visa Drive Cards – Europe Region

In the Europe Region: Quasi-Cash Transactions are not permitted on Visa Drive Cards that are "standard" Cards or "extra" Cards.

Quasi-Cash Transactions are permitted on Visa Drive Cards that are "open" Cards.

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7.4.14 In-Transit Transactions – Europe Region

7.4.14.1 In-Transit Gambling Merchant Requirements – Europe Region

In the Europe Region: A Gambling Merchant must ensure that an In-Transit Transaction for the purchase of gambling is processed as a Quasi-Cash Transaction.

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7.4.15 Authorization Request Content – Europe Region (United Kingdom)

7.4.15.1 Authorization Request Content for MCC 6012 – Europe Region (United Kingdom)

In the Europe Region (United Kingdom): An Acquirer that processes a Transaction in a Card-Absent Environment using MCC 6012 (Financial Institutions – Merchandise, Services, and Debt Repayment) must include in the Authorization Request all of the following data elements for the recipient account holder:

- Date of birth
- Account number (either partially masked or up to 10 characters)
- Partial postcode
- Last name

This does not apply to a Visa Personal Payments transaction.

The Issuer that receives the Authorization Request must check the data elements against its own data about the recipient of the payment.

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7.4.16 Transactions Involving Cryptocurrency

7.4.16.1 Transactions Involving Cryptocurrency or Non-Fungible Tokens (NFT) – Transaction Processing Requirements

Effective through 19 January 2024 For a Transaction involving non-fiat currency (for example: cryptocurrency), an Acquirer must include the following in the Authorization Request and Clearing Record:

- For the purchase of non-fiat currency with a Card, Staged Digital Wallet, or Stored Value Digital Wallet: MCC 4829, 6012, 6540, or 6051 (as applicable), special condition indicator 7 and the Quasi-Cash Transaction indicator in the Authorization Request, and special condition indicator 7 in the Clearing Record
- For the purchase of goods or services that involves a conversion from fiat currency to non-fiat currency accepted by the Merchant or retailer (including via Back-to-Back Funding): the MCC that describes the primary business of the Merchant/retailer and special condition indicator 7
- For an Original Credit Transaction used to disburse funds from a Staged Digital Wallet or Stored Value Digital Wallet after the sale or conversion of non-fiat currency: MCC 4829, special condition indicator 7, and the applicable business application identifier (BAI)

Effective 20 January 2024 through 11 April 2025 For a Transaction involving cryptocurrency, an Acquirer must include the following in the Authorization Request and Clearing Record:

- For the purchase of cryptocurrency in a Card-Absent Environment with an Account Funding Transaction: MCC 4829, 6012, 6540, or 6051 (as applicable), and special condition indicator 7 in the Authorization Request and Clearing Record
- For the purchase of cryptocurrency in a Card-Present Environment use the Quasi-Cash purchase indicator and with the appropriate MCC and the special condition indicator 7 in the Authorization Request and Clearing Record
- For the purchase of goods or services that involves a conversion from fiat currency to cryptocurrency accepted by the Merchant or retailer (including via Back-to-Back Funding): the MCC that describes the primary business of the Merchant/retailer and special condition indicator 7
- For an Original Credit Transaction used to disburse funds from a Staged Digital Wallet or Stored Value Digital Wallet after the sale or conversion of cryptocurrency: MCC 4829, special condition indicator 7, and the applicable business application identifier (BAI)

Effective 12 April 2025 For a Transaction involving non-fiat currency (for example: cryptocurrency) or non-fungible tokens (NFT), an Acquirer must include the following in the Authorization Request and Clearing Record as specified in *Table 7-9, Non-Fiat Currency and Non-Fungible Token (NFT) Transaction Coding*

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Table 7-9: Non-Fiat Currency and Non-Fungible Token (NFT) Transaction Coding

Transaction Type[1]	Merchant Category Code (MCC)[2]	Additional Indicator(s)
Acquisition of non-fiat currency with a Card, Staged Digital Wallet, or Stored Value Digital Wallet	One of the following, as applicable: • 4829 (Wire Transfer Money Orders) • 6012 (Financial Institutions – Merchandise Services, and Debt Repayment) • 6540 (Non-Financial Institutions: Stored Value Card Purchase/Load) • 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment)	Both: • The applicable business application identifier (BAI) • The applicable special condition indicator: – 1 – Central Bank Digital Currency (CBDC) or tokenized deposit – 2 – Stablecoin (fiat-backed) – 3 – Blockchain native token/coin – 7 – if the type of non-fiat currency is unknown at the time of the Transaction, or does not qualify for any other special condition indicator
Acquisition of an NFT with a Card, Staged Digital Wallet, or Stored Value Digital Wallet	The MCC that describes the primary business of the Merchant/retailer	Special condition indicator 4 – NFT, if the Cardholder purchases an NFT as an asset or for investment purposes (for example: digital media or artwork). Use of special condition indicator 4 is optional if the Cardholder purchases a good or service that is incidentally delivered as an NFT (for example: a concert ticket, an airline ticket, or a club membership).
For the purchase of goods or services that involves a conversion from fiat currency to	The MCC that describes the primary business of the Merchant/retailer	Both: • The digital currency conversion identifier • The applicable special condition indicator:

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Table 7-9: Non-Fiat Currency and Non-Fungible Token (NFT) Transaction Coding (continued)

Transaction Type[1]	Merchant Category Code (MCC)[2]	Additional Indicator(s)
non-fiat currency accepted by the Merchant or retailer (including via Back-to-Back Funding)		– 1 – Central Bank Digital Currency (CBDC) or tokenized deposit – 2 – Stablecoin (fiat-backed) – 3 – Blockchain native token/coin – 7 – if the type of non-fiat currency is unknown at the time of the Transaction, or does not qualify for any other special condition indicator
For an Original Credit Transaction used to disburse funds from a Staged Digital Wallet or Stored Value Digital Wallet after the sale or conversion of non-fiat currency	4829, 6012, 6540, or 6051 (as applicable)	Both: • The applicable business application identifier (BAI) • The applicable special condition indicator – 1 – Central Bank Digital Currency (CBDC) or tokenized deposit – 2 – Stablecoin (fiat-backed) – 3 – Blockchain native token/coin – 7 – if the type of non-fiat currency is unknown at the time of the Transaction, or does not qualify for any other special condition indicator

[1] If Dynamic Currency Conversion (DCC) is offered as part of the acquisition of non-fiat currency or the purchase of an NFT, all applicable DCC rules apply as specified in *Section 5.8.9.1, Dynamic Currency Conversion (DCC) – Acquirer Requirements*

[2] If any Transaction is related to a High-Integrity Risk Merchant, the applicable High-Integrity Risk Transaction MCC must be used.

Effective 12 April 2025 For the purpose of the Visa Rules, Visa defines non-fiat currencies (for example: cryptocurrency) as follows:

- Central bank digital currency (CBDC): digital currency issued by a central bank, reserve bank or other national monetary authority.
- Tokenized deposit: equivalent to existing deposits, held by a licensed depository institution, recorded on a blockchain.

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- Stablecoin (fiat-backed): digital assets that maintain financial reserves in a fiat currency in the form of cash, government securities, repurchase agreements that are collateralized fully with government securities, and/or other very liquid recognized liabilities of a central bank or reserve bank, held by a licensed financial institution, recorded on a blockchain.
- Blockchain native token/coin: a digital currency inherent on a blockchain required for performing on-chain transactions such as for payment of fees, that is neither CBDC, a tokenized deposit or stablecoin (fiat-backed).

Effective 12 April 2025 Any other type of non-fiat currency must be identified with the special condition indicator 7.

Effective 12 April 2025 For the purpose of the Visa Rules, Visa defines a non-fungible token (NFT) as a unique digital identifier that is recorded on a blockchain, and is used to certify ownership and authenticity of an asset. It cannot be copied, substituted, or subdivided. The ownership of an NFT is recorded in the blockchain and can be transferred by the owner, allowing NFTs to be sold and traded.

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7.4.17 Processing of Visa Scheme Transactions

7.4.17.1 Visa Scheme Transaction Requirements – Europe Region

Effective 13 April 2024 In the Europe Region: An Acquirer must ensure that a Visa scheme Transaction indicator is present throughout the Transaction processing lifecycle for a Visa scheme Transaction.

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7.5 Clearing

7.5.1 File Processing

7.5.1.1 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.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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7.5.2 Currency Conversion

7.5.2.1 Currency Conversion

Visa converts the Transaction Currency to the Issuer's or Acquirer's Settlement Currency using the Currency Conversion Rate.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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7.5.3 PIN-Authenticated Visa Debit Adjustments – US Region

7.5.3.1 PIN-Authenticated Visa Debit Transaction Adjustments – US Region

In the US Region: If an 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

An 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 Dispute.

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7.5.4 Reversals

7.5.4.1 Correction of Duplicate or Erroneous Clearing Transaction Data

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 Reversal may be initiated by either the Clearing Processor that originated the duplicate or erroneous transmission or by Visa.

The Clearing Processor must use a Reversal to correct either:

- Inadvertent processing errors (for example: duplicate processing)
- Individual Transactions that were transmitted more than once 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
  - Batches, files, or individual transactions with erroneous data
- 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

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7.5.5 Data Requirements

7.5.5.1 Interchange Data Element Requirements

An Acquirer that sends Interchange through the V.I.P. System or BASE II must use the data elements listed in the applicable VisaNet manual.

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7.5.5.2 Prepaid Card Purchase Transaction Data

A Transaction representing the purchase of a Prepaid Card must be processed as a retail purchase and include a Prepaid Card indicator in the Transaction record.

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7.5.5.3 Visa Commercial Card and Prepaid Card Data Requirements – LAC Region (Brazil)

In the LAC Region (Brazil): An Acquirer must ensure that the Clearing Record for a Transaction completed with a Visa Commercial Card or a Prepaid Card of a government program includes the Merchant legal name and Merchant tax identification number.

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7.5.6 Clearing and Reversal Processing

When the Transaction amount is above the applicable Floor Limit, as specified in *Section X*, the Clearing Amount and the Authorization Amount must match, unless otherwise allowed as specified in *Table 7-10, Permitted Variations between the Authorization Amount and the Clearing Amount*.

Table 7-10: Permitted Variations between the Authorization Amount and the Clearing Amount

Region	Merchant/Transaction Type	Permitted difference between Authorization Amount and Clearing Amount
All	MCC 4121 (Taxicabs and Limousines) MCC 5812 (Eating Places and Restaurants) MCC 5813 (Drinking Places [Alcoholic Beverages – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques]) MCC 5814 (Fast Food Restaurants) MCC 7230 (Beauty and Barber Shops) MCC 7298 (Health and Beauty Spas)	Up to 20%

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Table 7-10: Permitted Variations between the Authorization Amount and the Clearing Amount (continued)

Region	Merchant/Transaction Type	Permitted difference between Authorization Amount and Clearing Amount
All	Cruise Lines, Lodging	Up to 15%
All	Vehicle Rental	The greater of 15% or USD 75 (or local currency equivalent)
All	Other Cardholder-initiated Transactions in the Card-Absent Environment	Up to 15%

The Clearing Amount and the Authorization Amount must always match for any of the following:

- Following a Partial Authorization response
- For a Commercial Payables Transaction completed with a Visa Purchasing Card
- In the Europe Region: For a European Economic Area Transaction

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7.6 Transaction Processing Time Limits and Dates

7.6.1 Processing Time Limits

7.6.1.1 Acquirer Processing Timeframes

Effective through 12 April 2024 An Acquirer must process Transactions within the following timeframes:

Table 7-11: Acquirer Processing Timeframe Requirements

Transaction Type	Maximum Processing Timeframe
Visa Electron and ATM[1]	• Within 5 calendar days of the Transaction Date • In the AP Region (India): For a Domestic Transaction, within 4 calendar days of the Transaction Date
Visa Prepaid Load Service In the US Region: Visa ReadyLink	Within 2[1] calendar days of the Transaction Date

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Table 7-11: Acquirer Processing Timeframe Requirements (continued)

Transaction Type	Maximum Processing Timeframe
Merchandise Returns and Credits	Within 5[2] calendar days of the Transaction Date
All Other Transactions	• Within 8[2] calendar days of the Transaction Date • In the AP Region (India): For a Domestic Transaction, within 4 calendar days of the Transaction Date • In the AP Region (Japan): Within 30 calendar days of the Transaction Date • In the AP Region (Malaysia): For domestic Automated Fuel Dispenser Transactions, within 2 local business days of the Transaction Date • In the Europe Region: For intraregional Contactless Transactions (except Mobility and Transport Transactions), within 2 calendar days of the Transaction Date

[1] In the US Region: ATM Transactions, PIN-authenticated Visa Debit Transactions, and Visa ReadyLink Transactions must be processed as Full Service Online Financial Transactions through the V.I.P. System.

[2] 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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7.6.1.2 Transaction Date Limits

For a Deferred Payment Transaction, the Transaction Date must be the billing date, which must be no later than 90 calendar days from the initial shipment date.

For a Transaction involving goods that are shipped (except for an Advance Payment), the Transaction Date must be on or after the date on which the goods are shipped.

For a Mobility and Transport Transaction, the Transaction Date must be the last day of travel.

In the US Region: For a Preauthorized Health Care Transaction, the Transaction Date must be the date on which the Health Care Merchant receives a notice of adjudication from the Cardholder's insurance company.

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7.7 Settlement

7.7.2 National Net Settlement Service (NNSS) Requirements

7.7.2.1 Use of National Net Settlement Service (NNSS)

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Member must enroll all of its BINs in the National Net Settlement Service (NNSS), if available in its country. This does not apply to:

- A Visa-approved program for which the Settlement Currency or Billing Currency is not the local currency
- In the AP Region (Japan): A Member that is not a Principal-Type Member
- In the Canada Region: A Member that has a Private Agreement for the Settlement of Domestic Transactions

A Member that participates in an NNSS must both:

- Use the NNSS to process and settle all qualifying Domestic Transactions that were processed through VisaNet in local currency
- Comply with the applicable NNSS operating procedures

In the LAC Region (Aruba, Brazil, Curacao, Sint Maarten, Venezuela): An Acquirer must process all Domestic Transactions from an Acquiring Identifier participating in the NNSS in local currency.

Visa may suspend the operation of an NNSS in an emergency. Upon suspension of an NNSS, 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.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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7.7.3 Settlement Requirements – AP Region

7.7.3.2 Member Responsibility for Settlement Obligations – AP Region

In the AP Region: A 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

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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.

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7.7.4 Settlement Requirements – Europe Region

7.7.4.3 Visa Responsibility for Settlement – Europe Region

In the Europe Region: Without prejudice to any Issuer's or Acquirer's obligations in *Section X*, Visa will be responsible on the terms and subject to the conditions of this section to satisfy payment obligations that have arisen in relation to Transactions that meet all of the following:

- Transactions that are Visa Transactions. For a co-badged Card, where a Cardholder chooses to initiate a transaction through a payment scheme that is not Visa, that transaction is not a Visa Transaction
- Visa Transactions that were reported to Visa within 24 hours of the Transaction Date
- Visa Transactions that meet Visa data quality standards, in accordance with all applicable technical specifications
- Visa Transactions processed by a Visa Scheme Processor, where the Member has satisfied its obligations in relation to that Visa Scheme Processor as specified in the Visa Rules
- Visa Transactions subject to a Settlement failure, where such Settlement failure was reported to Visa within 24 hours of the date that any given Member is owed funds
- Visa Transactions that were accepted in accordance with the Rules

For the avoidance of doubt, Visa reserves the right to adjust its payment obligation to a Member, where that Member has reported to Visa inconsistent Transaction volumes over the preceding 18 months.

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7.7.4.11 Indemnification – Europe Region

In the Europe Region: Each Issuer and each Acquirer Indemnifies Visa for and against Claims and Liabilities that may be asserted against or incurred by Visa arising out of or in connection with a failure (or any allegation made in good faith of a failure) by such Issuer or such Acquirer (or any entity acting on its behalf or under its direction or control) to discharge its payment obligations when due and/or to comply with, be bound by and perform all obligations and duties imposed upon it pursuant to the Rules, including without limitation any failure to put Visa in funds for the purposes of Settlement and/or any failure to satisfy any request made pursuant to the Rules. If requested by Visa,

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the relevant Issuer or Acquirer will provide cash or other collateral acceptable to Visa in such amounts and on such terms as Visa may deem appropriate to cover Visa against Visa's estimate of any future Claims and Liabilities for which such Issuer or Acquirer may be liable, including, without limitation, to fund Visa's relevant legal expenses.

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7.7.4.12 Member Liability – Europe Region

A Europe Principal Member is jointly and severally liable for the obligations of each of its Sponsored Issuers/Acquirers under *Section 7.7.4.11, Indemnification – Europe Region*.

In the Europe Region: Visa will seek Indemnification or other recovery for Claims or Liabilities:

- First, from the Issuer or Acquirer that Visa deems liable under *Section 7.7.4.11, Indemnification – Europe Region*
- Second, from any Principal Member that Visa deems liable under this section

Nothing in this section:

- Creates a duty of care from Visa to any entity
- Obliges Visa:
  - To institute proceedings or exhaust its rights to recover Indemnifiable Liabilities from any entity before claiming against another entity in the order of priority
  - To pro-rate or apportion its claims between different entities
- Renders an Issuer's/Acquirer's obligation to pay Visa under this section conditional upon any other entity's payment or agreement to pay

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7.7.4.16 Estimating Settlement – Europe Region

In the Europe Region: Visa reserves the right to require that Members settle on estimates provided by Visa if Clearing and Settlement is delayed.

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7.7.4.17 Loss Sharing – Europe Region

In the Europe Region: If Visa incurs a loss following the failure of a Member to satisfy its payment obligations and Visa determines, in its absolute discretion, that the loss will not be recovered in a

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timely manner, as specified in *Section 7.7.4.12, Member Liability – Europe Region*, Visa may apportion some or all of the loss among Principal Members.

Visa will assess a Member's Loss Share Contribution[1] according to a Loss Share Contribution calculation, available on Visa Online and as amended from time to time. Visa reserves the right to adjust the amount claimed from a Member on such basis that Visa considers equitable in the circumstances.

Visa will collect the required amount, through its settlement systems, within 120 calendar days of the loss, as either:

- A series of installments, with each installment representing no more than 5% of the total amount owed by the Member
- The total amount

If the amount collected by Visa is later determined to be more than the amount required for that Member's share, Visa will return the excess amount to the Member within 120 calendar days of the verification of the excess amount.

[1] A financial contribution paid by a Principal Member to Visa, following the failure of any given Member to satisfy its payment obligation.

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7.7.6 Settlement Requirements – US Region

7.7.6.4 Member Responsibility for Settlement Financial Obligations – US Region

In the US Region: An Issuer 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.

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7.7.6.5 Prohibition against Transferring Obligation to Pay – US Region

In the US Region: An 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.

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7.7.6.6 Requirement for Funds Held by Acquirer – US Region

In the US Region: An Acquirer holding funds as security to ensure proper Merchant performance must hold the funds in an account in the Merchant's name.

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7.7.7 Member Readiness for Settlement

7.7.7.1 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.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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7.8 System Use – Europe Region

7.8.1 Default Infrastructure – Europe Region

7.8.1.1 Default Infrastructure Nomination – Europe Region

In the Europe Region: Visa reserves the right to nominate a Default Infrastructure, which is the processor of last resort that a Member should use when its processing infrastructure has failed or is otherwise unavailable.

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7.9 Authorization and Clearing Transaction Content

7.9.1 Transaction Message Content

7.9.1.1 Use of Payment Account Reference

An Acquirer must be capable of processing a Transaction containing a Payment Account Reference (PAR) and delivering the PAR to a Merchant.

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A domestic switch or any other form of processor must be capable of transmitting a PAR when provided by an Issuer, Acquirer, or Token Requestor.

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7.9.2 Stop Payment Service

7.9.2.1 Stop Payment Service Requirements

An Issuer that participates in the Stop Payment Service must do all of the following:

- Obtain a stop payment instruction request from the Cardholder
- Correctly specify the type of stop payment instruction
- Provide complete and accurate information pertaining to the stop payment instruction
- Keep stop payment instruction information current in the Stop Payment Service

A Member must not disclose information associated with the Stop Payment 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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7.10 Strong Customer Authentication – Europe Region

7.10.1 Strong Customer Authentication – General Requirements

7.10.1.1 General Requirements for Strong Customer Authentication – Europe Region

In the Europe Region: A Member must comply with the *Visa Delegated Authentication Implementation Guide* and *Remote Electronic Commerce Transactions – European Economic Area and United Kingdom*. A Member acknowledges that, regardless of any participation in the Delegated Authentication Program, all applicable regulatory obligations relating to the provision of strong customer authentication remain with that Member.

In the Europe Region: A Member must ensure that Electronic Commerce Transactions initiated on Cards issued in the European Economic Area (EEA) and United Kingdom are subject to strong customer authentication in line with the Payment Services Directive 2 (EU) 2015/2366.

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7.10.2 Delegated Authentication Program – Europe Region

7.10.2.1 Delegated Authentication Program Issuer Requirements – Europe Region

In the Europe Region: All Issuers in the European Economic Area (EEA) and United Kingdom will be enrolled by Visa to participate in the Delegated Authentication Program. An Issuer may, at any time, opt out of participating in the program. By participating in the program, an Issuer agrees to receive data and process Transactions in accordance with the *Visa Delegated Authentication Implementation Guide*.

Where a Transaction has been presented as part of the program and carries the delegated authentication indicator, an Issuer must not request additional authentication of the Transaction unless there is an immediate fraud threat. An Issuer must not systematically decline a Transaction that carries the delegated authentication indicator and should opt-out of the program if they wish to do so.

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7.10.2.2 Delegated Authentication Program Acquirer Requirements – Europe Region

In the Europe Region: An Acquirer in the European Economic Area (EEA) and United Kingdom may enroll a Delegated Authentication Program Participant in the Delegated Authentication Program, provided that the Delegated Authentication Program Participant meets the qualification criteria as outlined in the *Visa Delegated Authentication Implementation Guide*.

Visa may refuse the enrollment of a Delegated Authentication Program Participant by an Acquirer into the Delegated Authentication Program if Visa determines that the entity introduces unnecessary risk into the payments system.

A Delegated Authentication Program Participant's Transactions must have a monthly average fraud rate (for fraud reported on the previous calendar month on intra-EEA/UK Transactions) lower than or equal to those achieved on Issuer-authenticated Transactions via EMV 3DS in Europe to maintain their participation in the Delegated Authentication Program.

Visa may, at its discretion, create or modify the Delegated Authentication Program monthly fraud performance thresholds.

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7.10.2.3 Delegated Authentication Program Enrollment – Europe Region

In the Europe Region: To enroll a Delegated Authentication Program Participant in the Delegated Authentication Program, an Acquirer must provide to Visa a completed The Visa Delegated

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Authentication Program (VDAP) readiness questionnaire. Visa will confirm when a Delegated Authentication Program Participant has been enrolled. An Acquirer must not treat a Delegated Authentication Program Participant as enrolled in advance of Visa's confirmation.

Visa may share information about Delegated Authentication Program Participants, provided by the Acquirer, and details of the relevant Acquirer, to all applicable Issuers and regulators.

Visa may, at any time, terminate or suspend the enrollment of a Delegated Authentication Program Participant in the Delegated Authentication Program, including where it determines that the Delegated Authentication Program Participant no longer meets the requirements of the program or introduces unnecessary risk into the payments system.

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7.10.2.4 Delegated Authentication Program Transaction Processing – Europe Region

In the Europe Region: A Delegated Authentication Program Participant that accepts a Transaction must either:

- Use ECI value 05 where the Transaction falls under both the digital authentication framework and Delegated Authentication Program
- Use ECI value 07 where the Transaction falls under only the Delegated Authentication Program

An Acquirer will accept liability in line with Transactions that contain ECI value 07

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7.11 Visa Digital Authentication Framework

7.11.1 Visa Digital Authentication Framework Requirements

7.11.1.1 Visa Digital Authentication Framework Participation

The Visa digital authentication framework applies to qualifying Domestic Transactions, Intraregional Transactions, and Interregional Transactions, as follows:

Table 7-12: Visa Digital Authentication Framework Participation

Issuer Location	Merchant Location
AP Region (except Bangladesh, India, Nepal) CEMEA Region	AP Region (except Bangladesh, India, Nepal) Canada Region

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Table 7-12: Visa Digital Authentication Framework Participation (continued)

Issuer Location	Merchant Location
Europe Region	CEMEA Region
LAC Region	Europe Region
Canada Region[1]	LAC Region
US Region[1]	US Region
[1] For Transactions authenticated through the Visa Token Service	

All authenticated Transactions or Authentication Requests may be subject to fees, as specified in the applicable Fee Schedule.

In the Europe Region: An Acquirer or Token Requestor may only submit a Transaction under the Visa digital authentication framework if either:

- Strong customer authentication has been completed under either of the following:
  - The Visa Delegated Authentication Program (VDAP)
  - An agreement in force with Issuers for strong customer authentication delegation
- The Transaction is eligible for an Acquirer strong customer authentication exemption.

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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 – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A participating Member, VisaNet Processor, or Visa Direct Connect 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 Direct Connect Merchant's premises
- A sufficient number of qualified personnel that the Member, VisaNet Processor, or Visa Direct Connect 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 Direct Connect Merchant must do all of the following:

- 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

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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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8.1.1.3 VisaNet Access Point Security – Visa Direct Connect

A Visa Direct Connect Merchant must provide the same level of security for its VisaNet Access Points as it provides for its proprietary systems.

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8.1.2 Direct Connection to VisaNet

8.1.2.1 Visa Direct Connect Transaction Delivery

An Acquirer of a Visa Direct Connect Merchant must both:

- Be capable of receiving VisaNet reports or records as notification that both:
  - Clearing and Settlement occurred for Transactions submitted by the Visa Direct Connect Merchant
  - Payment is due to the Visa Direct Connect Merchant
- Accept responsibility for Transactions submitted by the Visa Direct Connect Merchant

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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8.1.3 System Changes

8.1.3.1 Visa Responsibilities Related to System Changes – Europe Region

In the Europe Region: Visa will provide to Members:

- 6 months' notice of changes that affect the systems and software of Members
- 2 Edit Package and Visa Clearing Exchange updates to be implemented in April and October of each year
- 3 weeks' notice for Visa Extended Access changes that do not affect Members

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8.2 Cardholder Loyalty Programs

8.2.1 Visa Loyalty Platform Services

8.2.1.1 Visa Loyalty Platform Services Issuer Participation Requirements

An Issuer that participates in the Visa Loyalty Platform Services must do all of the following:

- Obtain required consent from Cardholders and Merchants
- Within 10 calendar days of receiving the applicable Funds Disbursement from Visa (if applicable), credit to the participating Cardholder's account the amount of the discount received for qualifying purchases
- Not change the originating Merchant name and city information before posting this information to the Cardholder statement

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8.2.2 Card Linked Offers – Europe Region

8.2.2.1 Card Linked Offers Registration and Eligibility – Europe Region

In the Europe Region: An Issuer may, at its own option and where the service is available, register with Visa to join the Card Linked Offers Service. An Issuer that joins the Card Linked Offers Service must:

- Determine which of its Cardholders are eligible to join the service. Those Cardholders will register directly with Visa
- Provide Visa with the details of all eligible BINs that Issuer decides to include

An Issuer that participates in the Card Linked Offers Service must pay the associated fees to Visa as specified in the applicable Fee Schedule.

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8.2.2.2 Card Linked Offers Transaction Processing – Europe Region

In the Europe Region: An Issuer must process all payments associated with the Card Linked Offers Service as Original Credit Transactions to the Payment Credential of the Cardholder's registered Card.[1]

[1] An Original Credit Transaction associated with the Card Linked Offers Service will not carry an Interchange Reimbursement Fee (IRF).

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8.2.2.3 Card Linked Offers Transaction Data – Europe Region

In the Europe Region: An Issuer whose Cardholder has registered with Visa for the Card Linked Offers Service must provide Transaction data to Visa, including:

- All Transaction data linked to that Cardholder's Card for the 18 months before the date of registration
- On a daily basis, all Transaction data linked to that Cardholder's Card after the date of registration

Visa may, at the Issuer's option and on the Issuer's behalf, receive Transaction data from the Issuer's Visa Scheme Processor.

The Transaction data that Visa receives as part of the Card Linked Offers Service will be used in line with Visa's privacy policy, as provided to Cardholders before registering for the Card Linked Offers Service.

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8.2.2.4 Card Linked Offers Marketing – Europe Region

In the Europe Region: An Issuer is responsible for marketing activities and communications associated with the Card Linked Offers Service provided to that Issuer's Cardholders, as specified in the *Visa Product Brand Standards*.

Visa reserves the right to review and amend an Issuer's communications and co-ordinate such communications with Merchants that provide offers, as agreed with the Issuer.

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8.2.2.5 Card Linked Offers Use of Marks – Europe Region

In the Europe Region: To the extent that Visa has permission from a Merchant, Visa will provide a Member with a license to use that Merchant's branding. Such license must only be used:

- In association with the Card Linked Offers Service
- In accordance with that Merchant's brand guidelines, as communicated by Visa
- Subject to Visa's instruction, as determined from time to time

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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.

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8.3.2 Visa Analytics Platform

8.3.2.1 Visa Analytics Platform Member Participation Requirements

To use the *Visa Analytics Platform*, a Member must agree to the Visa Analytics Platform terms and conditions.

In the Europe Region: To use the Visa Analytics Platform, a Member will register through Visa Online.

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8.4 Original Credit Transactions

8.4.1 Original Credit Transactions – Originating Requirements

8.4.1.1 Original Credit Transaction Limitations

An Original Credit Transaction must involve only a single sender and a single recipient.

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8.4.1.2 Original Credit Transactions – Treatment of Sender Data

An Originating Acquirer, either itself, or through its Merchants or service providers that originate an Original Credit Transaction, must:

- Validate sender data and comply with applicable anti-money laundering laws and regulations and anti-terrorist financing standards
- Provide proper disclosure to the sender regarding the collection of sender data

The Originating Acquirer must notify Visa before it or its Merchant or service provider start to process any Original Credit Transactions.

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8.4.1.3 Original Credit Transaction Verification of Posting

To request confirmation or proof from a Recipient Issuer that funds have been posted to a recipient Cardholder's account, an Originating Acquirer must submit its inquiry through Visa Resolve Online.

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

This does not apply to a push-to-account Original Credit Transaction. Requirements for exception processing for a push-to-account Original Credit Transaction are specified in the *Visa Direct Payouts – Push to Account Program Guide*.

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8.4.1.4 Original Credit Transaction Reversals

An Originating Acquirer, a Merchant, or a service provider must not reverse an Original Credit Transaction initiated as an Online Financial Transaction.

A Reversal of an 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 Payment Credential
- Incorrect Transaction amount
- Duplicate processing
- Incorrect Transaction code

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This does not apply to a push-to-account Original Credit Transaction. Requirements for a push-to-account Original Credit Transaction Reversal are specified in the *Visa Direct Payouts – Push to Account Program Guide*.

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8.4.1.6 Conditions for Submission of an Original Credit Transaction Adjustment

An Originating Acquirer may submit a Transaction Adjustment if the Recipient Issuer 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.

This does not apply to a push-to-account Original Credit Transaction. Requirements for exception processing for a push-to-account Original Credit Transaction are specified in the *Visa Direct Payouts – Push to Account Program Guide*.

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8.4.2 Original Credit Transactions – Recipient Issuer Requirements

8.4.2.1 Original Credit Transaction (OCT) Recipient Issuer Requirements

A Recipient Issuer must do all of the following:

- Post an Original Credit Transaction (OCT) to the Payment Credential within 2 business days[1] of receipt, or dispute the OCT to the Originating Acquirer
- If participating in Fast Funds, make funds available to the Cardholder within 30 minutes of approving an OCT
- For an OCT sent to a Cardholder's Credit Card account, post the funds as a payment
- For a Dispute processed for an OCT, only initiate a Dispute Reversal within one calendar day of the Dispute Processing Date
- Clearly describe the payment on the Cardholder statement and not label the payment as a refund
- Not apply additional funds transfer fees for consumer Cards

[1] In the Europe Region: For an Intraregional Transaction, on the same business day. The funds must be made available on the same business day.

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8.4.2.2 Original Credit Transactions – Conditions for Use of a Deposit-Only Account Number

A Recipient Issuer must do all of the following:

- 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 Transaction processing
- List a compromised Deposit-Only Account Number on the Visa Account Screen
- **Effective 13 April 2024** Ensure that the expiration date on a Deposit-Only Account Number is not more than 10 years from the date of issuance.

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8.4.4 Original Credit Transactions – Fast Funds

8.4.4.1 Original Credit Transactions – Fast Funds Processing

A Recipient Issuer must process as Fast Funds an incoming Original Credit Transaction, if the following conditions are met:

Table 8-1: Fast Funds Processing Requirements

Region	Conditions
AP	The Recipient Issuer supports the receipt of OCTs as Online Financial Transactions or Authorization Requests. This requirement applies to countries and Visa products as specified in the *Visa Direct Original Credit Transaction (OCT) – Global Implementation Guide*
CEMEA	
Europe	The Recipient Issuer supports the receipt of OCTs as Online Financial Transactions or Authorization Requests for a Reloadable Prepaid Card,[1] a Direct (Immediate) Debit Card, or a Deferred Debit Card. In the Europe Region (Romania): The Recipient Issuer supports the receipt of OCTs as Online Financial Transactions or Authorization Requests for a Credit Card.
Canada	The Original Credit Transaction is received for a Debit Card, a Reloadable Prepaid Card, or a Plus Program Card.
LAC	The Original Credit Transaction is received for a Debit Card or a Prepaid Card.
US	The Recipient Issuer supports the receipt of OCTs as Online Financial Transactions or

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Table 8-1: Fast Funds Processing Requirements (continued)

Region	Conditions
	Authorization Requests.
[1] Applies only to Prepaid Accounts where full Cardholder due diligence, such as KYC, has been completed to the Issuer's satisfaction	

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8.4.4.2 Online Original Credit Transaction Origination

An Originating Member must use an Online Financial Transaction to initiate an online Original Credit Transaction.

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8.5 Mobile Push Payment Transactions

8.5.1 Mobile Push Payment Transactions – Issuer Requirements

8.5.1.1 Payment Credential Assignment for Mobile Push Payment Program

An Issuer that enables Mobile Push Payment Transactions must ensure that a Mobile Push Payment Transaction uses either:

- The Account Number of a physical Card issued to the Cardholder
- The Payment Credential issued from a Visa Classic BIN or Account Range if a physical Card has not been issued to the account holder

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8.5.1.2 Electronic Transaction Receipt Requirements for Mobile Push Payment Transactions

For a Mobile Push Payment Transaction, an Issuer must provide a completed electronic Transaction Receipt to the Cardholder that includes all of the following elements:

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Table 8-2: Required Electronic Transaction Receipt Content for Mobile Push Payment Transactions

Required Element	Additional Requirements
Payment Credential	The Payment Credential, except for the final 4 digits, must be disguised or suppressed on the Cardholder's copy of an electronic Transaction Receipt.
Authorization Code	No additional requirements apply
Card network name	Must contain "Visa"
Merchant location	The city and state/province of the Merchant Outlet
Merchant name	The name the Merchant uses to identify itself to its customers
Transaction amount	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
Transaction Date	No additional requirements apply
Transaction type	One of the following: • Cash-In • Cash-Out • Refund • Purchase

In addition, the Issuer must do both of the following:

- Provide clear instructions to the Cardholder for accessing the electronic Transaction Receipt
- Make the receipt available to the Cardholder for at least 120 calendar days after the Processing Date

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8.6 Visa Processing Services

8.6.1 Visa Account Updater

8.6.1.1 Issuer Use of Visa Account Updater

In the AP Region, Canada Region, Europe Region, US Region, and **effective 19 October 2024** CEMEA Region: An Issuer must enroll its BINs in Visa Account Updater (VAU), as follows:

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Table 8-3: VAU Enrollment Requirements – AP Region, Canada Region, CEMEA Region, Europe Region, US Region

Region	Country	BIN Enrollment Requirements
AP	All, except American Samoa, Bangladesh, Bhutan, Brunei, Cambodia, Cook Islands, Fiji, French Polynesia, Guam, India, Indonesia, Japan, Kiribati, Laos, Macau, Mainland China, Maldives, Marshall Islands, Micronesia, Mongolia, Myanmar, Nauru, Nepal, New Caledonia, Niue, Northern Mariana Islands, Palau, Papua New Guinea, Philippines, Pitcairn, Samoa, Solomon Islands, Republic of Korea, Sri Lanka, Taiwan, Thailand, Timor-Leste, Tokelau, Tonga, Tuvalu, U.S. Minor Outlying Islands, Vanuatu, Vietnam, and Wallis and Futuna **Effective 19 October 2024** Bhutan, Brunei, Cambodia, Guam, Indonesia, Japan, Laos, Macau, Maldives, Mongolia, Myanmar, Nepal, Philippines, Republic of Korea, Sri Lanka, Taiwan, Thailand,	All BINs, except: • Visa Commercial Card BINs • Prepaid Card BINs • Licensed BINs for ATM-only Cards • BINs used for single-use Virtual Accounts • BINs used only for Settlement purposes

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Table 8-3: VAU Enrollment Requirements – AP Region, Canada Region, CEMEA Region, Europe Region, US Region (continued)

Region	Country	BIN Enrollment Requirements
	and Vietnam	
Canada	N/A	All BINs, except: • Visa Commercial Card BINs • Prepaid Card BINs • Licensed BINs for ATM-only Cards • BINs used for single-use Virtual Accounts
Effective 19 October 2024 CEMEA	Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates	All BINs, except: • Visa Commercial Card BINs • Licensed BINs for ATM-only Cards • BINs used for single-use Virtual Accounts • BINs used only for Settlement purposes
Europe	All, except Hungary and Türkiye	All BINs, except: • Prepaid Card BINs • Licensed BINs for ATM-only Cards • BINs used for single-use Virtual Accounts
US	N/A	All BINs, except: • Visa Commercial Card BINs • Prepaid Card BINs • Licensed BINs for ATM-only Cards • BINs used for single-use Virtual Accounts • BINs licensed for use in US Territories

An Issuer that participates in VAU must do all of the following:

- Agree and acknowledge that Visa may access, use, store, update or disclose[1] the Issuer's data, including Issuer data associated with the Issuer's participation in other Visa products, programs or services, in compliance with Applicable Data Protection Laws/Regulations, for the purposes of:

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- Enrolling the Issuer's BINs, and facilitate the Issuer's participation, in VAU
- Facilitating the use of VAU by an Acquirer or a Merchant
- Supporting other connected Visa products and services

- Comply with all applicable Data Protection Laws/Regulation
- Submit updates for Cards under its enrolled BINs whenever reissuance or a change in account status occurs, as specified in *Table 8-4, VAU Issuer Update Requirements*:

Table 8-4: VAU Issuer Update Requirements

VAU Update Type	Requirements
Account Number and Expiration Date Change	• Permitted only if both: – The Account Number has been activated. – An Authorization Request using the updated data can be approved. • Must be submitted within 2 business days of Account Number activation
"Closed Account" Advice[2]	Permitted only if the closure is permanent (the account can never be reopened using that Account Number)
"Contact Cardholder" Advice[2]	Permitted only if either: • The Cardholder requests that specific new information not be provided. • The Issuer cannot or will not provide specific information for risk reasons.
"Opt-Out" Advice[2]	Permitted only if the Cardholder requests that specific new information not be provided

If inaccurate information is supplied to VAU, the Issuer must do all of the following:

- Promptly investigate any claims of inaccuracies
- Immediately notify Visa of any inaccuracies
- Remove inaccurate information from VAU within 2 business days of notification and provide corrected information within 5 business days of notification

[1] Includes disclosure to Visa employees, subsidiaries, affiliates, counsel, and agents as necessary

[2] In the AP Region: **Effective 13 April 2024**

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8.6.2 Visa Payment Controls

8.6.2.1 Visa Payment Controls – Issuer Participation Requirements

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 Prepaid Card
  - In the US Region: A Visa Consumer Credit Card or Visa Commercial Credit Card
- Provide Visa with Payment Credentials that are enrolled in the service

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8.6.3 Straight Through Processing

8.6.3.2 Straight Through Processing – Acquirer Participation Requirements

To participate in Straight Through Processing an Acquirer must register with Visa and sign a *Straight Through Processing Participation Agreement*.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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8.7 Visa Software

8.7.1 Software License

8.7.1.2 Indemnification Related to Licensed Software

A Member agrees to Indemnify Visa for and against Claims or Liabilities arising out of or in connection with a software license, the software, or the use thereof.

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8.7.1.6 Third Party and Open Source Software

A Member must not incorporate, load, link, distribute or use any third party or open source software or material (including without limitation, any code or material governed by any license listed on *http://www.opensource.org/licenses/alphabetical* or "sharealike" version of Creative Commons licenses [each, an "open source license"]) in association with any Visa documentation, products, software, specifications, services, application programming or other interfaces, or other Visa technologies, or any materials used in or generated from a Visa Innovation Center engagement (collectively, and for purpose of this rule, "Visa materials"), in a way that may result in any of the following:

- Create obligations with respect to, or require disclosure of or provision of, any Visa materials, including without limitation the distribution or disclosure of any application programming interfaces or other Visa software in source code form
- Grant or purport to grant to any third party any rights to or immunities under any Visa (or any Visa affiliates) intellectual property rights or proprietary rights
- Cause any Visa materials to become subject to the terms of any open source license or other third party license

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8.8 Visa Innovation Center

8.8.1 Center Engagement

8.8.1.1 Confidentiality of Information Exchanged in Relation to a Visa Innovation Center Engagement

A Member (or Authorized Participant, if applicable) must, and Visa will, keep non-public information (including, but not limited to, Confidential Information provided by the other party or its affiliates, any discussions, negotiations, or proposals related to a Visa Innovation Center engagement or other specifications, software development kits, source code, object code, or application program interfaces provided by Visa or its affiliates, or any other information that by its nature would be reasonably understood to be confidential or proprietary) and, except as the disclosing party permits otherwise, must and will not use such confidential information except to the extent necessary, for the Member (or Authorized Participant, if applicable) and Visa to meet their obligations related to the Visa Innovation Center engagement.

Visa or the Member (or Authorized Participant, if applicable) may disclose the confidential information of the other party or its affiliates only to the following:

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- Employees, affiliates, and agents who have agreed to confidentiality terms with the party that receives the confidential information that reasonably protect the other party's confidential information
- Employees, affiliates, and agents to whom that receiving party reasonably needs to disclose the confidential information to perform its obligations or to create any final good, data, material, work product, or deliverable developed and delivered by Visa to the Member (or Authorized Participant, if applicable) during or as a result of a Visa Innovation Center engagement

The receiving party may disclose confidential information to the receiving party's auditors and outside counsel to the extent reasonably required to comply with applicable laws or regulations or procure appropriate legal advice. The receiving party must use the same degree of care, but no less than a reasonable degree of care, as it uses to prevent unauthorized disclosure of its own confidential information.

The receiving party has no obligation to keep confidential any confidential information:

- That any of the following:
  - Is already known to the receiving party (as evidenced by its preexisting records)
  - Is or becomes publicly known without any breach of confidentiality obligations
  - Is received from a third party that has no applicable duty of confidentiality
  - Is independently developed by the receiving party without any use of confidential information disclosed in relation to the Visa Innovation Center engagement
- If required by court order, governmental demand, or other compulsory legal process, provided that, if legally permitted to do so, the receiving party first notifies the disclosing party in writing at least 10 days in advance to afford the disclosing party an opportunity to seek relief from the required disclosure, a protective order, or other relief

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8.8.1.2 Ownership of Intellectual Property in Relation to a Visa Innovation Center Engagement

Background Intellectual Property Rights – Visa and a Member (or Authorized Participant, if applicable) retain ownership of intellectual property rights that each owned, created, or discovered before, or otherwise independently of, any information and materials delivered and work performed during a Visa Innovation Center engagement or resulting from use of Visa Innovation Center services.

Foreground Intellectual Property Rights – Subject to each party's rights in its own background intellectual property and to Visa's rights to any patents that embody or use its confidential information, Visa and the Member (or Authorized Participant, if applicable) each own exclusive right, title, and interest in and to all intellectual property rights to works and information created solely by

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Visa or the Member (or Authorized Participant, if applicable), or inventions conceived solely by Visa or the Member (or Authorized Participant, if applicable) during or as a result of a Visa Innovation Center engagement or use of Visa Innovation Center resources.

Joint Intellectual Property Rights – Except for works or projects that Visa deems to be a custom work or project, and subject to each party's rights in its own background intellectual property and to Visa's rights to any patents that embody or use its confidential information, if a joint work or joint invention arises during or as a result of a Visa Innovation Center engagement (and if there is no separate written agreement to the contrary), Visa and the Member (or Authorized Participant, if applicable) jointly own the copyright to the joint work or patent rights to the joint invention ("joint intellectual property"). Visa and the Member (or Authorized Participant, if applicable) have the right to use, modify, license, assign, and otherwise exploit such joint intellectual property worldwide without any duty to account to or obtain consent of the other joint owner.

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8.8.1.3 Member License to Use Intellectual Property Developed in a Visa Innovation Center Engagement

Visa and a Member (or Authorized Participant, if applicable) grants to the other a worldwide, fully paid, royalty free, non-exclusive, perpetual, non-terminable right and license, including the right to grant and authorize sublicenses, to use and exploit for any and all purposes the foreground intellectual property and joint intellectual property specified in *Section 8.8.1.2, Ownership of Intellectual Property in Relation to a Visa Innovation Center Engagement*, owned by Visa or the Member (or Authorized Participant, if applicable). This license does not and will not grant any rights or licenses to any background intellectual property specified in *Section 8.8.1.2, Ownership of Intellectual Property in Relation to a Visa Innovation Center Engagement*, nor does it grant Visa or the Member (or Authorized Participant, if applicable) any rights or licenses under any trademarks, trade names, logos, or other branding of the other party.

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9 Interchange

The content of Chapter 9 may be found in *Section 1.9, Interchange*, and the applicable Interchange Reimbursement Fee (IRF) documentation.

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10 Risk

10.1 Corporate Risk Reduction

10.1.1 Acquirer Risk Responsibilities

10.1.1.2 Acquirer Risk Policies – US Region

In the US Region: An 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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10.1.1.3 Acquirer Responsibility for Agents and Merchants – US Region

In the US Region: An 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 Electronic Commerce Transaction Type Prohibition

A Merchant, Payment Facilitator, Sponsored Merchant, or entity classified as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*, that displays a Visa-Owned Mark on its website and/or application must not accept Cards for either:

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- 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 1.3.3.4, Integrity Risk and Use of the Visa-Owned Marks*
- The purchase of products that claim or imply a similar efficacy as prescription drugs, controlled substances, or recreational/street drugs, irrespective of claims of legality

Violation of this requirement may result in the termination of the Merchant, Payment Facilitator, Sponsored Merchant, High-Integrity Risk Merchant, High-Risk Internet Payment Facilitator, or High-Integrity Risk Sponsored Merchant.

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10.1.2.2 High-Risk Merchants Offering Online Storage or File-Sharing Services – Europe Region

In the Europe Region: A Merchant or Sponsored Merchant will be classified as high-risk if any of the following apply:

- Users of the Merchant or Sponsored Merchant's service are rewarded for uploading, downloading, or sharing content
- The Merchant or Sponsored Merchant promotes online content by distributing URL codes or forum codes to individuals or third parties
- There is a link-checker on the Merchant or Sponsored Merchant's website and/or application, allowing individuals to check whether a link has been disabled in order to re-upload content that has previously been removed

Visa reserves the right to determine whether a Merchant or Sponsored Merchant that offers online storage and file sharing services is classified as high-risk.

An Acquirer of a Merchant or Sponsored Merchant that offers online storage and file sharing services and that is classified as high-risk must both:

- Ensure that the Merchant or Sponsored Merchant cancels the contract of individuals that have uploaded illegal content, and ensure that those individuals cannot upload any content in the future
- Ensure that the Merchant or Sponsored Merchant gathers enough information about individuals that use their service to identify them to law enforcement authorities if they upload illegal content

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10.1.2.3 Online Storage and File-Sharing Merchants – Europe Region

In the Europe Region: An Acquirer of a Merchant or Sponsored Merchant that offers the purchase or use of online storage and file-sharing services must ensure that the Merchant or Sponsored Merchant both:

- Implements a process for reviewing, removing, and reporting illegal or prohibited content and prevents individuals who have uploaded illegal or prohibited content from uploading any content in the future
- Reports all illegal content to the relevant authorities based on applicable laws or regulations in the country in which any of the following apply:
  - The Merchant or Sponsored Merchant has its Merchant Outlet.
  - The illegal content is stored.
  - The illegal content is uploaded and/or downloaded.

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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 and regulations 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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10.1.4 Blocking of BINs and Acquiring Identifiers

10.1.4.1 BIN and Acquiring Identifier Blocking by Visa – Europe Region

In the Europe Region: Visa may, as it sees fit at any time and without warning, require a Visa Scheme Processor to block the function of all or any part of its system in relation to any BIN or Acquiring Identifier assigned to a Member (a "blocked BIN or Acquiring Identifier") so that, during the period of the block, one or more of the following:

- No Authorization may be given using the blocked BIN or Acquiring Identifier.
- No Clearing Record may be created in respect of the blocked BIN or Acquiring Identifier.
- No Settlement may be effected of amounts owed to the blocked BIN or Acquiring Identifier.

(any such outcome being a "BIN or Acquiring Identifier block") subject only to such exceptions as Visa may see fit to make from time to time.

Visa will exercise its discretions under this paragraph with a view to all of the following (each being "BIN or Acquiring Identifier blocking objective"):

- Ensuring the stability of the Visa system
- Protecting Visa and its Members from incurring Liability (including, without limitation, in respect of Settlement Loss)
- Avoiding or mitigating any act or omission that Visa considers might be illegal, inconsistent with applicable regulatory standards, or materially damaging to the Visa brand

Visa may declare any BIN or Acquiring Identifier block to be temporary, indefinite, or permanent. If no such declaration is made, a BIN or Acquiring Identifier block will be treated as indefinite. Visa will take such steps as it considers appropriate to terminate the membership of any entity whose assigned BIN or Acquiring Identifier is subject to a permanent BIN or Acquiring Identifier block. A temporary or indefinite BIN or Acquiring Identifier block will end either:

- If Visa both:
  - Determines that continuing the BIN or Acquiring Identifier block is of no further help to achieving the BIN or Acquiring Identifier blocking objectives
  - Does not intend to terminate the membership of any entity to whom the blocked BIN or Acquiring Identifier is assigned
- In the case of a temporary BIN or Acquiring Identifier block only, if earlier, at the time and subject to such conditions that Visa may specify

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Visa may at any time and without warning cancel a BIN or Acquiring Identifier block and/or change the status and scope of application of any BIN or Acquiring Identifier block. Visa may at any time and without warning extend or modify the conditions of any temporary BIN or Acquiring Identifier block.

Visa's right to effect a BIN or Acquiring Identifier block is in addition, and without prejudice, to any other rights or remedies of Visa under the Member Agreements and the Visa Rules.

The exclusions and limitations of Visa's liability specified in the Visa Rules will apply to any Claims or Liabilities arising out of or in connection with a BIN or Acquiring Identifier block.

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10.1.5 Crisis Management and Business Continuity – Europe Region

10.1.5.1 Crisis Management and Business Continuity Requirements – Europe Region

In the Europe Region: A Member must do all of the following:

- Maintain an effective crisis management and business continuity program and ensure that the program includes a plan for ensuring recovery or continuity of the Member's critical business activities, services, and technology solutions
- Ensure that, if any critical activity or service is outsourced to a third party, the third party maintains a similar crisis management and business continuity program
- Upon Visa request, provide evidence of the existence and effectiveness of a Member's or third party's crisis management and business continuity program

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10.2 Agents and Processors

10.2.1 Member Requirements Related to VisaNet Processors and Visa Scheme Processors

10.2.1.1 VisaNet Processor Contracts

A Member must execute a written contract with each VisaNet Processor or Visa Scheme Processor. The contract must comply with all of the following:

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- 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 or Visa Scheme Processor to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
- Require that the VisaNet Processor or Visa Scheme Processor comply with:
  - The Visa Rules
  - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Require the VisaNet Processor or Visa Scheme Processor to comply with the *Payment Card Industry Data Security Standard (PCI DSS)*
- Require that the VisaNet Processor or Visa Scheme Processor be properly registered with Visa

In the Europe Region: A Member is not required to enter into a written agreement with a VisaNet Processor or Visa Scheme Processor if both:

- The Member enters into a written agreement with an intermediary third party for processing services that includes all applicable requirements.
- The intermediary third party has a written agreement with the VisaNet Processor or Visa Scheme Processor that includes all applicable requirements.

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10.2.1.2 VisaNet Processor and Visa Scheme Processor Systems Agreement

Visa may require a Member's VisaNet Processor or Visa Scheme Processor to enter into an agreement directly with Visa before the delivery of any of the following:[1]

- BASE II software
- Visa Extended Access server or Visa Extended Access Proxy server
- Other systems determined by Visa

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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 or Visa Scheme Processor the right to use VisaNet.

[1] In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

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10.2.1.3 VisaNet Processor, Payment Facilitator, Digital Wallet Operator, and Marketplace Agreement – CEMEA and LAC (Brazil) Regions

In the CEMEA Region: A Payment Facilitator must enter into an agreement with Visa and must be approved by Visa, as specified in the *Payment Facilitator Certification Guide*.

In the LAC Region (Brazil): A VisaNet Processor, a Marketplace, a Payment Facilitator, and a Digital Wallet Operator must enter into an agreement directly with Visa before the delivery of any services to Members.

In the CEMEA Region, LAC Region (Brazil): 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 or Visa Scheme Processor must require the VisaNet Processor or Visa Scheme Processor to:

- Ensure that any third party that uses the Member's BIN or Acquiring Identifier is properly registered with Visa by that Member
- Notify BIN Licensees or Acquiring Identifier Licensees in writing and receive written approval before allowing a Third Party Agent to use the Member's BIN or Acquiring Identifier, or granting access to Cardholder information
- Report at least quarterly to the Member and Visa any third party that uses its BIN or Acquiring Identifier

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10.2.1.5 General Member Responsibilities for VisaNet Processors and Visa Scheme Processors

A Member that has a contract with a VisaNet Processor or a Visa Scheme Processor must:

- Provide Transaction-related processing instructions directly to its VisaNet Processor or Visa Scheme Processor
- Distribute written policies and procedures to its VisaNet Processors or Visa Scheme Processors[1]
- Establish a risk management program to control risks related to the use of VisaNet Processors or Visa Scheme 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 or Visa Scheme Processor have the requisite knowledge and experience to successfully perform the contracted services[2]
- Conduct from time to time an on-site inspection of the business premises[2] to:
  - Verify inventory
  - Inspect operational controls
  - Monitor security standards regarding unauthorized disclosure of or access to Visa data and other payment systems
- Immediately notify Visa of any change in the VisaNet Processor or Visa Scheme Processor relationship, including termination, change of ownership or business function, or processor[3]
- Ensure that any changes to BIN or Acquiring Identifier relationships comply with the applicable licensing requirements
- In the Europe Region: Provide relevant rules to its Visa Scheme Processor
- In the Europe Region: After discontinuing a Visa Scheme Processor relationship, maintain a file on the processor that includes records of all applicable due diligence and retain this file, with the reason for discontinuance, for a minimum of 2 years

In the Europe Region: A Visa Scheme Processor must not imply that its registration with Visa is an endorsement of its services by Visa.

[1] In the Europe Region: Visa may permanently prohibit a Visa Scheme Processor or one of its principals, or any of its agents, from accessing VisaNet for good cause.

[2] Except when a VisaNet Processor or Visa Scheme Processor is a Member or special Licensee.

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[3] In the Europe Region: Within 5 business days.

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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 regional client information questionnaire.

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10.2.1.7 Requirements for VisaNet Processor and Visa Scheme Processor Marketing Materials

A Member must require that its VisaNet Processor or Visa Scheme Processor:

- Uses only marketing materials approved by the Member
- Ensures that all marketing materials displaying the Visa-Owned Marks also include the Member name,[1] which must be more prominent and in a larger font than that of the VisaNet Processor or Visa Scheme 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 Prepaid Card distribution, ensures that any website and/or application 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

[1] 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 Non-Member VisaNet Processor or Clearing Processor Reporting

A Member that uses a non-Member VisaNet Processor or Clearing Processor to process Transaction-related data must submit, upon request, an annual report to Visa that includes at least all of the following:

- Identification of the services provided by the non-Member VisaNet Processor or Clearing Processor
- Products and programs supported
- BINs or Acquiring Identifiers under which the Member's activity is processed

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10.2.1.9 VisaNet Processor Independent Audit – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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.[1] The audit must be conducted annually and use standard audit practices of the International Audit Standards or other regionally acceptable standards agreed by Visa.

[1] This does not apply if the VisaNet Processor is a Member or special Licensee.

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10.2.1.10 VisaNet Processor Acting as Clearing Processor

A Member must ensure that its Clearing Processor:

- Provides access to Cardholder, Merchant, Marketplace, Sponsored Merchant, Payment Facilitator, Digital Wallet Operator, and Member data
- Withholds or redirects Settlement funds, as required by Visa

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10.2.1.11 Visa Collection of Funds from a Member or VisaNet Processor – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: In collecting funds owed by a Member or VisaNet Processor, Visa may take, but is not limited to, the following actions:

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- 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 By-Laws*.

In the US Region: If a 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.

In the US Region: A Member from whom Visa collects amounts due must continue to honor its obligations to Merchants and Sponsored Merchants.

In the US Region: A VisaNet Processor must not charge a 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

In the US Region: Visa is not required to exhaust its remedies in collecting from one Member or VisaNet Processor before collecting from another Member.

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10.2.1.12 Member or VisaNet Processor Dispute of Amount Collected by Visa – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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

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10.2.2 Member Requirements Related to Third Party Agents

10.2.2.1 Member Risk Management and Approval for Third Party Agents

Before contracting with a Third Party Agent, a senior officer of a Member must review all documentation. The Member must do all of the following:

- Determine that the entity is financially responsible and adheres to sound business practices
- 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.
- Review the Program Request Management application or the appropriate regional form each time it signs a Third Party Agent

Approval of a Third Party Agent must not be based solely on any purported limitation of the Member's financial liability in any agreement 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.

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10.2.2.2 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 must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures
  - Service levels
  - Performance standards

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- 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 both:
  - The Visa Rules
  - Applicable laws or regulations
- 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 10.2.2.11, Prohibition of Third Party Agents from Providing Services*, or the Member or its Merchant becomes insolvent

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10.2.2.3 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.

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10.2.2.4 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 through the Program Request 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.

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10.2.2.5 Third Party Agent Change Notification

A Member must use the Program Request 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.

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10.2.2.6 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 Program Request 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 10.3, Account and Transaction Information Security*
- Ensure that the Third Party Agent has access to and uses the information contained in the Client Service Provider Directory, if the Member uses the Third Party Agent for processing any of the following:
  - Disputes
  - Arbitration cases
  - Compliance cases

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- Authorizations
- 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
- **Effective through 12 April 2024** Accept responsibility for any and all losses caused by its Third Party Agent[1]
- **Effective 13 April 2024** Accept responsibility for any fees incurred and all losses caused by its Third Party Agent[1]
- 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
- Upon Visa request submit a detailed quarterly report, signed by an authorized officer, of the activities and services of each Third Party Agent doing business on its behalf. 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.

[1] In the Europe Region: A Member must include this provision in its agreement with the Third Party Agent.

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10.2.2.7 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.

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10.2.2.8 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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10.2.2.9 Requirements for Third Party Agent Solicitation and Marketing Materials

A Member must approve a Third Party Agent's use of any solicitation materials, such as advertisements, stationery, business cards, sales brochures, and website and/or application promotional content.

The 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.
- The Third Party Agent presents itself to all current and prospective Cardholders and Merchants under the Trade Name or "doing business as" (DBA) name registered with the Member.
- The Third Party Agent does not use a Visa-Owned Mark on marketing materials, such as business cards and letterhead on stationery.

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10.2.2.10 Disclosure of Account or Visa Transaction Information

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 10.3, Account and Transaction Information Security*.

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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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10.2.2.11 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
- 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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10.2.2.12 Third Party Agent Operational Review – US Region

In the US Region: An Acquirer that does not meet the capital requirements specified in *Section 5.3.1.4, Acquirer Requirements for Contracting with Payment Facilitators*, must undergo a Global Acquirer Risk Standards 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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10.2.2.13 Competitors as Agents – US Region

In the US Region: A 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.

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10.2.2.14 Agent Prohibitions Related to Visa-Owned Marks – US Region

In the US Region: An Agent of a 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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10.2.3 Member Requirements Related to Third Parties – Europe Region

10.2.3.1 Third Party Contract Requirements – Europe Region

In the Europe Region: A Member must include a provision in its contracts with a third party that performs services relating to Visa products and services that specifies that the third party must not:

- Misrepresent itself as being a Member
- Present itself to prospective Cardholders or Merchants under any trade name other than that registered with Visa

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10.2.4 Independent Sales Organizations – Europe Region

10.2.4.1 Requirements for Use of Independent Sales Organizations – Europe Region

In the Europe Region: A Member that contracts with an Independent Sales Organization must both:

- Ensure that the contract is limited to a maximum of 3 years. The Member may renew the contract.
- Not allow the Independent Sales Organization to perform any of the following functions:
  - Clearing and Settlement of Transactions
  - Payment to, or crediting of, Merchant accounts
  - Merchant or Cardholder account underwriting, activation, or charge-offs
  - Risk management, including Transaction monitoring
  - Approval and review of Merchants
  - Approval of Cardholder applications
  - Establishment of Merchant fees for Transactions

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10.3 Account and Transaction Information Security

10.3.1 Account, Cardholder, and Transaction Information Security

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, compromise, or misuse of Visa account information, Cardholder information or Visa Transaction Information, systems, or equipment
- Loss, theft, compromise, or misuse of Visa account information, Cardholder information or Visa Transaction Information, systems, or equipment 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, compromise, or misuse of Visa account information, Cardholder information or Visa Transaction Information, systems, or equipment, as specified in the Account Information Security Program and *Payment Card Industry Data Security Standard (PCI DSS)*.

Upon Visa request, a Member or its agent must conduct an additional investigation in accordance with *What To Do If Compromised*, and must:

- Provide access to the premises and computer network infrastructure involved in the investigation
- Provide Visa, its agent, and any Payment Card Industry (PCI) Forensic Investigator (PFI) or incident response firm access to all applicable records, systems, and equipment, 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 Payment Card Industry (PCI) Forensic Investigator (PFI). 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.

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10.3.1.2 Requirement to Report Suspected or Confirmed Loss, Theft, Compromise, Fraud, or Laundering

As specified in *What To Do If Compromised*, a Member must immediately report to Visa as described in *What To Do If Compromised* the suspected or confirmed:

- Loss, theft, compromise, or misuse of Visa account information, Cardholder information or Visa Transaction Information, systems, or equipment[1]
- Loss, theft, compromise, or misuse of Visa account information, Cardholder information or Visa Transaction Information, systems, or equipment by one of its agents or Merchants[1]
- Fraud and/or laundering of a Transaction

The report must be thorough and complete and submitted in the formats specified in *What To Do If Compromised*.

[1] In the US Region: May be reported on behalf of a Member by its agent or by a Merchant or its agent

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10.3.1.3 Account Information Security Program Assessment – Europe Region

In the Europe Region: Visa may, at its discretion, require an Acquirer to undergo a formal Account Information Security Program assessment to validate compliance with the program, including Merchant- and Agent-reported *Payment Card Industry Data Security Standard (PCI DSS)* compliance levels. The Acquirer will be responsible for the reimbursement of any Visa-incurred expenses.

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10.3.1.4 Compromise at Member's Contractors or Agents – US Region

In the US Region: A 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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10.3.1.5 Security Standards for Materials Containing Account Information – US Region

In the US Region: An 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

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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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10.3.2 Confidential Consumer Cardholder Information

10.3.2.1 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
- 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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10.3.2.2 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 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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10.3.3 Data Protection

10.3.3.1 Data Protection Provisions – Member Responsibility as Controller

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: A Member must do all of the following in the context of any activity where Visa processes Personal Data on the Member's behalf, as set out in the Visa Rules, the *Data Framework for Visa Services*, or any other agreement between Visa and the Member to which the Visa Rules apply:

- Ensure that it complies fully with all Applicable Data Protection Laws/Regulations with regard to Personal Data that it collects, stores, transfers, or otherwise processes
- Ensure that, where required under all Applicable Data Protection Laws/Regulations, it applies appropriate safeguards, measures, or mechanisms, executes any notifications, obtains any regulatory approval, and/or completes any review necessary to perform cross-border transfers of Personal Data
- Provide appropriate prior information to individuals (and, when required under all Applicable Data Protection Laws/Regulations, legal entities) with which it has a direct relationship about all of the processing of their Personal Data by the Member and Visa in a transparent manner that meets the requirements of the Applicable Data Protection Laws/Regulations (including in accordance with, as applicable, the requirements specified in *Section 4.1.9.5, Cardholder Agreement Requirements – AP, Canada, CEMEA, Europe, and LAC Regions* and *Section 5.2.1.7, Additional Merchant Agreement Requirements*)
- Ensure that Personal Data is accurate and complete, and promptly inform Visa when Personal Data must be corrected, updated, or deleted
- Respond to an individual who contacts the Member seeking to exercise their data subject rights within the time limits and in the manner specified in the Applicable Data Protection Laws/Regulations
- Adopt appropriate technical and organizational security measures for the processing, including the storage, of such Personal Data, in accordance with all Applicable Data Protection Laws/Regulations and/or as specified in the relevant service or product description
- Permit Visa to perform cross-border transfers of Personal Data globally and execute any required legal documentation, notification, and/or obtain necessary approvals for the transfer, where required
- Permit Visa to contract with designated third-party Controllers, and to exchange Personal Data with such Controllers, on the instructions of the Member and to the extent required for the provision of the service or product
- Work with individuals or Merchants to resolve any dispute regarding Personal Data

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- Ensure that all Member staff are appropriately trained to the extent required by, and in line with their responsibilities under, all Applicable Data Protection Laws/Regulations
- Ensure that all Member staff and third-party Data Processors are required to process Personal Data confidentially and in accordance with the applicable security measures
- Ensure that it has a lawful basis for the processing of any Personal Data, including processing of any Personal Data by Visa
- When required by the Applicable Data Protection Laws/Regulations, consent to Visa's engagement of sub-Data Processors globally provided that such engagement complies with Visa's obligations under any Applicable Data Protection Laws/Regulations and the Visa Rules
- Conduct any data protection impact assessments or other internal risk assessments and record keeping that are required in respect of the processing operations it performs under all Applicable Data Protection Laws/Regulations
- Notify and cooperate with Visa, following any request, interaction, or contact from any data protection authority in relation to Personal Data processed by Visa, unless applicable laws or regulations prohibits such notification
- Determine a clear process for investigating, reporting, and responding to Personal Data Breaches and, in the event of a Personal Data Breach, notify Visa, and where required under any Applicable Data Protection Law/Regulation, the data protection authority, and/or affected individuals

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10.3.3.2 Data Protection Provisions – Member and Visa Responsibilities as Joint Controllers

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: If a Member and Visa are joint Controllers under any Applicable Data Protection Law/Regulation in respect of a Visa service or product, as specified in the *Data Framework for Visa Services* or any other agreement between Visa and the Member to which the Visa Rules apply, each must do all of the following:

- Ensure that it complies fully with all Applicable Data Protection Laws/Regulations with regard to Personal Data that it collects, stores, transfers, or otherwise processes
- Ensure that, where required under any Applicable Data Protection Laws/Regulations, it applies appropriate safeguards, measures, or mechanisms, executes any notifications, obtains regulatory approval, and/or completes any review necessary to perform cross-border transfers of Personal Data
- Adopt appropriate technical and organizational security measures for the processing, including the storage, of such Personal Data, in accordance with all Applicable Data Protection Laws/Regulations and/or as specified in the relevant service or product description. Visa may specify minimum

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security requirements for Visa-controlled platforms in the service or product documentation, which may be updated from time to time.

- Ensure that all staff are appropriately trained to the extent required by, and in line with their responsibilities under, any Applicable Data Protection Law/Regulation
- Ensure that all staff and third-party Data Processors are required to process Personal Data confidentially and in accordance with the applicable security measures
- Delete any Personal Data at the end of the relevant retention period in respect of the processing operations it performs
- Ensure that it has a lawful basis for the processing of any Personal Data
- Conduct any data protection impact assessments that are required in respect of the processing operations it performs under all Applicable Data Protection Laws/Regulations
- Notify and cooperate with Visa or the Member (as the case may be) in response to any requests or contact from any data protection authority in relation to relevant Personal Data, unless applicable law or regulation prohibits such notification
- Respond to any individual who contacts the designated contact point (Visa or the Member), seeking to exercise their data subject rights within the time limits and in the manner specified in the Applicable Data Protection Laws/Regulations and, on request, inform Visa or the Member of the response
- Where applicable, forward individual requests to the designated contact point without undue delay
- Assist Visa or the Member (as the case may be), as reasonably required, in respect of responses to individual requests and cooperate to ensure that such responses are provided within the time limits and in the manner specified in the Applicable Data Protection Laws/Regulations
- Assist Visa or the Member (as the case may be), as reasonably required, in meeting any regulatory obligations in relation to data security, notification of Personal Data Breaches, and data protection impact assessments
- Determine a clear process for investigating, reporting, and responding to Personal Data Breaches and, in the event of a Personal Data Breach, where required under any Applicable Data Protection Law/Regulation, notify Visa or the Member (as the case may be), the data protection authority, and/or affected individuals

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: A Member must do all of the following:

- Unless otherwise specified, provide appropriate prior information to individuals (and, when required under all Applicable Data Protection Laws/Regulations, legal entities) with which it has a direct relationship about all of the processing of their Personal Data by the Member and Visa,

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including as specified in the *Data Framework for Visa Services*, in a transparent manner that meets the requirements of the Applicable Data Protection Laws/Regulations, including by making available to the individual the essence of the joint Controller arrangement between the Member and Visa. Visa and the Member will cooperate to give effect to this provision.

- Unless otherwise specified, where required by any Applicable Data Protection Laws/Regulations, obtain all required consents from individuals
- Provide accurate and complete Personal Data regarding the relevant individuals to Visa, including promptly informing Visa when the Personal Data must be corrected, updated, or deleted
- Unless otherwise specified, act as contact point for all individual requests related to the processing of Personal Data and clearly communicate such contact details to individuals

The *Data Framework for Visa Services* may include additional obligations applicable to Visa and the Members in respect of specific services or products.

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10.3.3.3 Data Protection Provisions – Visa Responsibility as a Data Processor

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region: Visa will comply fully with all Applicable Data Protection Laws/Regulations in regard to the Personal Data it, or its sub-Data Processor(s), stores, and processes on behalf of its Members in respect of a service or product, as may be specified in the *Data Framework for Visa Services*, or any other agreement between Visa and the Member to which the Visa Rules apply.

When Visa processes data on behalf of a Member, Visa will:

- Assist the Member, where appropriate, with both technical and organizational support, with responding to individuals seeking to exercise their data subject rights
- Delete, or, where applicable, return any Personal Data at the end of the relevant retention period
- Adopt and maintain appropriate technical and organizational security measures, to avoid unauthorized or unlawful processing of Personal Data and loss, destruction of or damage to Personal Data, in line with associated risks and considering applicable costs and in accordance with all Applicable Data Protection Laws/Regulations
- Work with a Member or Merchant to resolve disputes raised to Visa regarding the processing of Personal Data
- To the extent that it is Visa's responsibility to do so, ensure that it has appropriate safeguards, measures, or mechanisms in place where required to perform cross-border transfers of Personal Data

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- Where required by the Applicable Data Protection Laws/Regulations, specify the subject matter, duration, and purpose of the processing, the type of Personal Data involved, and the categories of individual in the *Data Framework for Visa Services* or any agreement between Visa and the Member to which the Visa Rules apply
- Only process Personal Data on the instructions of a Member as may be documented in the Visa Rules, unless otherwise authorized by that Member or as required or permitted by the Applicable Data Protection Laws/Regulations. Where required under the Applicable Data Protection Laws/Regulations, Visa will notify the Member before undertaking such processing, unless applicable law or regulation prohibits such notification.
- Ensure that only authorized individuals under appropriate confidentiality terms have access to Personal Data
- Ensure that, where required by the Applicable Data Protection Laws/Regulations, and unless already authorized by that Member, Visa notifies the Member when it engages a sub-Data Processor and imposes equivalent obligations to those specified in this section onto that sub-Data Processor. Visa will conduct a risk assessment and due diligence on that sub-Data Processor. Where required by the Applicable Data Protection Laws/Regulations, Visa will also give the Member a reasonable timeframe to object on a reasonable basis to the engagement of that sub-Data Processor, and the Member agrees and hereby consents for Visa to engage the relevant sub-Data Processor if the Member fails to raise objections within the applicable timeframe. If the Member reasonably objects to the engagement of a sub-Data Processor within the applicable timeframe, Visa may choose one of the following:
  - Decide not to use the sub-Data Processor for that processing activity
  - Take the corrective steps requested by the Member in its objection (which removes the Member's objection) and proceed to use the sub-Data Processor
  - Suspend or terminate the provision of the services or products that require use of the sub-Data Processor
- Assist the Member, as required under any Applicable Data Protection Laws/Regulations or under any agreement between Visa and the Member to which the Visa Rules apply, in meeting any regulatory obligations in relation to data security, notification of Personal Data Breaches, and/or data protection impact assessments
- Provide the Member with all information reasonably necessary to demonstrate Visa's compliance with the obligations set out in this section, where required by all Applicable Data Protection Laws/Regulations
- Permit a Member, in the Europe Region, and where required under any Applicable Data Protection Laws/Regulations, to conduct an audit on Visa in order to verify Visa's compliance with this section (but only in relation to Personal Data processed by Visa on behalf of that Member), provided that all of the following apply:

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  - The Member gives Visa reasonable notice in advance of any audit (where permitted by applicable law or regulation)
  - The audit is carried out in a manner that causes the minimum possible disruption to Visa's business (including with respect to the length of the audit and the number and seniority of Visa personnel required to assist with the audit, and the location and scope of access granted during the audit)
  - The Member and its third-party auditor are subject to applicable Visa policies and confidentiality obligations
  - The Member is not entitled to access records of any nature relating to any other Member or other Visa Confidential Information
- If Visa can demonstrate compliance with its obligations as set out in this section by adhering to an approved code of conduct, by obtaining an approved certification, or by providing the Member with an audit report issued by an independent third-party auditor (provided that the Member complies with the appropriate confidentiality obligations as set out above and does not use such audit report for any other purpose), the Member agrees that it will not conduct such audit
- Notify the Member, without undue delay (or within any timeframe required under all Applicable Data Protection Laws/Regulations), after becoming aware of any Personal Data Breach
- Notify the relevant Member if, in Visa's opinion, a processing instruction infringes any Applicable Data Protection Law/Regulations. In such an event, Visa will cease any processing activity in relation to that instruction.
- Notify the relevant Member promptly if Visa is contacted by any regulatory/data protection authority, in relation to the processing of Personal Data for that Member, unless prohibited by applicable law or regulation. Visa will work with that Member to respond to the authority.

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10.3.3.4 Data Protection Provisions – Member Provision to Visa of Cardholder Data – Europe Region

In the Europe Region: A Member must do all of the following:

- Warrant that, as applicable, the terms and conditions of its Cardholder agreements do and will continue to permit Visa to conduct propensity modelling and to use such data to build and market products and services to third parties
- Ensure that all fair processing notices have been given to a Cardholder (and/or, as applicable, consents obtained from a Cardholder) and such notices are sufficient in scope to enable Visa to process any Cardholder personal data as required and in accordance with applicable laws or

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regulations, including ensuring that such fair processing notices comply with all other Cardholder agreement requirements

- Indemnify Visa for and against Claims and Liabilities arising out of or in connection with a breach of such warranty

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10.3.3.5 Data Transfers out of the European Economic Area, Switzerland, and United Kingdom – Europe Region

In the Europe Region: Transfers of Personal Data out of the European Economic Area (EEA), Switzerland, and the United Kingdom, in connection with the services provided by Visa under the *Data Framework for Visa Services*, to any country that has not been deemed as "adequate" by the relevant data protection authority shall be governed by the *Data Transfer Framework – Europe Region*.

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10.4 Activity and Compliance Monitoring

10.4.1 Member Activity Monitoring Requirements

10.4.1.1 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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10.4.1.3 Merchant Activity Monitoring and Reporting Requirements – Europe Region

In the Europe Region: An Acquirer must do all of the following:

- Retain at least the following daily data and use it to determine "normal daily activity" over a period of 30 days, beginning after each Merchant's initial Deposit:
  - 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 Disputes
- Begin the daily monitoring of the Merchant's activity processed on the 31st calendar day from the first Deposit against the normal daily activity using an average of the data from the previous 30 days
- Compare current related data to the normal daily activity parameters at least daily
- At least weekly, review the Merchant's normal daily activity, using the previous week's activity
- At least monthly, adjust the Merchant's normal daily activity, using the previous month's activity

The Acquirer must generate an exception report on a daily basis and report to Visa within 2 business days if either:

- Any of the following exceeds 150% of normal daily activity:
  - Number of daily Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Disputes
- The average elapsed time between the Processing Date and either the Transaction Date or the Settlement Date for a Transaction (counting each as one day) exceeds 15 calendar days

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10.4.1.4 Merchant Deposit Monitoring – Europe Region

In the Europe Region: An Acquirer that has been identified by the Fraud Monitoring Programs specified in *Section 10.4.4.1, Visa Acquirer Monitoring Program (VAMP)*, must implement daily monitoring and produce exception reports in order to reduce their losses. Failure to implement

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effective monitoring may result in a non-compliance assessment of EUR 25,000 for each month in which actions remain outstanding.

Exception reports must be generated according to the parameters specified in *Table 10-1, Merchant Deposit Monitoring Parameters – Europe Region* where the respective defined thresholds have been exceeded.

In addition to daily monitoring, an Acquirer must employ adequate risk management resources to control and monitor its Merchants, and undertake specific investigative actions to combat any fraudulent activity.

A Merchant's normal daily trading and activity pattern must be adjusted on a daily basis, using the most recent activity and replacing the oldest data. Merchant trading averages must be calculated using a 90-day rolling average.

Table 10-1: Merchant Deposit Monitoring Parameters – Europe Region

Parameter	Exceeds	By
An individual Transaction value	The daily average Transaction value for the individual Merchant Outlet	% threshold defined by the Acquirer
The total number of Transactions deposited daily	The normal daily average number of Transactions for the individual Merchant Outlet	% threshold defined by the Acquirer
The total value of Transactions deposited daily	The normal daily average value deposited for the individual Merchant Outlet	% threshold defined by the Acquirer
The number and value of Transactions processed on the same Cardholder account in one or more Merchants	A threshold defined by the Acquirer	N/A
The number and value of Disputes processed	A predetermined ratio or threshold defined by the Acquirer	N/A
The daily total value of key-entered Transactions processed in a Merchant Outlet	Exceeds the normal daily average total of key-entered Transactions for the Merchant Outlet	% threshold defined by the Acquirer
The daily number of key-entered Transactions processed in a	Exceeds the normal daily average number of key-entered	% threshold defined by the Acquirer

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Table 10-1: Merchant Deposit Monitoring Parameters – Europe Region (continued)

Parameter	Exceeds	By
Merchant Outlet	Transactions for the Merchant Outlet	
The percentage of Transactions processed below a Merchant's Floor Limit	The normal daily average number of Transactions below the Merchant's Floor Limit	% threshold defined by the Acquirer
The total number and value of Transactions on the same BIN at the same Merchant Outlet on the same day	A threshold defined by the Acquirer	N/A
The value of credits (refunds) processed	The normal daily average value of credits for the individual Merchant Outlet	A threshold defined by the Acquirer
The number of credits (refunds) processed	The normal daily average number of credits for the individual Merchant Outlet	A threshold defined by the Acquirer
A deposit is received from a Merchant that has not processed any Transaction activity in a specified period	N/A	Within the last 3 months or by a time period specified by the Acquirer
A deposit is processed for a Merchant after the Merchant Agreement was terminated	N/A	N/A

If Visa determines that:

- The parameters defined in *Table 10-1, Merchant Deposit Monitoring Parameters – Europe Region* do not allow sufficient detection of fraud, then Visa may, at its discretion, vary or impose new parameters to identify changing fraud patterns
- The thresholds defined by the Acquirer do not allow sufficient detection of fraud, then Visa may, at its discretion, impose a threshold value on the Acquirer

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10.4.1.5 Acquirer Provision of Fraud Advice Reports – Europe Region

In the Europe Region: An Acquirer must provide its Merchant with fraud advice reports upon Merchant request.

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10.4.1.6 Merchant Exception Reports – US Region

In the US Region: Beginning with Merchant Outlet Deposit activity processed on the 31st calendar day from the first Deposit, an 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 Disputes
- 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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10.4.2 Monitoring of Visa Compliance

10.4.2.1 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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10.4.3 Dispute Monitoring

10.4.3.1 Visa Dispute Monitoring Program (VDMP)

Visa monitors Merchant Outlets that generate an excessive level of Disputes through the Visa Dispute Monitoring Program (VDMP).

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Visa will identify a Merchant Outlet under the VDMP standard program if it meets or exceeds both of the following monthly standard program thresholds:

- 100 Dispute count
- 0.9% ratio of Disputes-to-sales Transaction count

Visa will monitor a Merchant Outlet identified in the VDMP under the high-risk program for any of the following reasons:

- The Merchant exceeds the standard program thresholds and is categorized or should be categorized by a high-integrity risk MCC, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*.
- For Merchants that are not and should not be categorized by a high-integrity risk MCC, the Merchant meets or exceeds the VDMP monthly excessive Dispute threshold of both:
  - 1,000 Dispute count
  - 1.8% of Disputes-to-sales Transaction count
- 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 VDMP performance levels.

Monitoring includes all Dispute conditions except Dispute Condition 10.5: Visa Fraud Monitoring Program.

Except for certain markets,[1] only International Transactions are included in VDMP monitoring.

A Merchant that is moved from the VDMP standard program to the VDMP high-risk program because it exceeded the excessive Dispute threshold will continue to be monitored under the VDMP high-risk program until the Merchant exits the VDMP.

A Merchant that is monitored in the VDMP high-risk program because it exceeded the excessive Dispute threshold will not be moved to the VDMP standard program, regardless of whether its performance drops below the monthly excessive Dispute threshold.

A Merchant that changes Acquirers and/or countries while identified in the VDMP 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 Dispute or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VDMP.

A Merchant Outlet will exit the VDMP if it is below the program thresholds for 3 consecutive months.

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For VDMP compliance purposes, Visa will include only the first 10 Disputes per calendar month, for each Payment Credential at each Merchant Outlet.

A Merchant found to exceed the program thresholds for both the VDMP and the Visa Fraud Monitoring Program (VFMP)[2] in the same month will enter each program as separate identifications. Each case will continue in their respective program until they are remediated.

[1] Program monitoring includes Domestic Transactions and International Transactions for all of the following: AP Region (Australia), Canada Region, Europe Region, LAC Region (Brazil), and US Region. Visa may modify this list of markets.

[2] For the VFMP thresholds specified in *Section 10.4.5.1, Visa Fraud Monitoring Program (VFMP)*

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10.4.3.2 Visa Dispute Monitoring Program (VDMP) Timelines

An Acquirer must comply with *Table 10-2, VDMP Standard Program Timeline*, or *Table 10-3, VDMP High-Risk Program Timeline* as applicable.

Visa may escalate a Merchant Outlet that causes undue harm to the Visa payment system to the VDMP high-risk program timeline.

Table 10-2: VDMP Standard Program Timeline

Program Status	Acquirer Actions
Program Month 1 – Notification	• 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: – Notify the Merchant – Review Merchant activity and research the cause of the excessive Disputes – Provide Visa with the specific information requested
Program Month 2 – 4 – Workout Period	• Month 2: within 10 calendar days of date on the Notification, submit to Visa all of the following: – Acceptable Dispute remediation plan – Copy of Merchant application, if requested – Copy of Merchant contract, if requested • From month 2 onwards: implement a Dispute remediation plan • From month 3 onwards: within 10 calendar days of the date on the Notification, provide to Visa written updates to the Dispute remediation plan
Program Month 5 – 11 –	• From month 5 onwards:

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Table 10-2: VDMP Standard Program Timeline (continued)

Program Status	Acquirer Actions
Enforcement Period	– Fees are applicable – Continue working with Merchant to ensure that the Dispute remediation plan is fully implemented and is effectively reducing Disputes – Adjust the Dispute remediation plan as required and provide updates to Visa • 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 Disputes below the program thresholds by month 12 • From month 10 onwards: review fees are applicable
Program Month 12 – Enforcement Period	• Non-compliance assessments and fees are applicable • Review fees are applicable • Merchant Outlet is eligible for disqualification • Continue to implement and provide to Visa the reduction plan, adjusting it as necessary to effectively reduce Disputes

Table 10-3: VDMP High-Risk Program Timeline

Program Status	Acquirer Actions
Program Month 1 – Enforcement Period	• Non-compliance assessments and fees are applicable • Review Merchant activity and determine the cause of the excessive Disputes • Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must both: – Notify the Merchant – Provide Visa with the specific information requested and an acceptable Dispute remediation plan
Program Month 2 – 5 – Enforcement Period	• Non-compliance assessments and fees are applicable • Work with Merchant to ensure that the Dispute remediation plan is fully implemented and is effectively reducing Disputes • Provide to Visa a written monthly status on the Acquirer's progress to reduce the Merchant's Disputes

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Table 10-3: VDMP High-Risk Program Timeline (continued)

Program Status	Acquirer Actions
Program Month 6 – 11 – Enforcement Period	• Non-compliance assessments and fees are applicable • Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's Disputes • Month 6: provide Visa with a copy of the Acquirer's notification to the Merchant that excessive Disputes may lead to disqualification • From month 7 and onwards: review fees are applicable
Program Month 12 – Enforcement Period	• Non-compliance assessments and fees are applicable • Review fees are applicable • Merchant Outlet is eligible for disqualification • Continue to implement and provide to Visa the reduction plan, adjusting it as necessary to effectively reduce Disputes

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10.4.3.3 Visa Dispute Monitoring Program (VDMP) – Data Quality Compliance

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 Dispute Monitoring Program (VDMP), 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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10.4.3.4 Merchant Dispute Activity Monitoring – AP, Canada, CEMEA, LAC, and US Regions

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: An Acquirer must monitor the Dispute-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 Disputes
- A 1% or higher ratio of overall Dispute-to-Interchange volume

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10.4.3.5 Visa Fraud Dispute Monitoring Program (VFDMP)

Visa will monitor Merchant Outlet data submitted as supporting documentation/certification of meeting the criteria to identify first-party Transactions, as specified in *Section 11.7.5.6, Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements*, in order to receive dispute protection. If Visa determines a Merchant is falsifying data for submission to gain protection, both of the following will apply:

- Visa will contact the Acquirer, Merchant, or service provider and notify them of the Merchant's violation of the Visa Rules
- The Merchant will no longer be able to utilize Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements for the same Payment Credential used in 2 previous Transactions that the Issuer did not report as Fraud Activity to Visa and was processed more than 120 calendar days,[1,2] until the Acquirer, Merchant, or service provider confirms in writing to Visa that the underlying activities are corrected

[1] The 120 calendar days does not apply if the other undisputed Transactions were Original Credit Transactions.

[2] Not to exceed 365 calendar days prior to the Processing Date of the Dispute.

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10.4.4 Acquirer Dispute and Fraud Monitoring

10.4.4.1 Visa Acquirer Monitoring Program (VAMP)

Visa will identify an Acquirer under the Visa Acquirer Monitoring Program (VAMP) if it meets or exceeds any of the following monthly thresholds for Card-Absent Environment Disputes, Card-Absent Environment Fraud Activity, or Enumeration Attacks, as follows:

- For Dispute monitoring, both:
  - 750 Dispute count of all reported Disputes
  - 1% ratio of Disputes-to-sales Transaction count
- For Fraud Activity monitoring, both:
  - USD 500,000 fraud dollar amount of all reported fraud
  - 1% ratio of fraud-dollar-to-sales-dollar amount
- In the US Region: In addition, for domestic Visa Secure Fraud Activity monitoring, both:
  - USD 100,000 fraud dollar amount
  - 0.75% ratio of fraud-dollar-to-sales-dollar amount
- For Enumeration Attack monitoring, via either:
  - Standard timeline, when an Acquirer meets or exceeds both:
    - Enumeration block count of 5,000 Transactions
    - Enumeration rate of 5%
  - Excessive timeline, when an Acquirer meets or exceeds both:
    - Enumeration block count of 50,000 Transactions
    - Enumeration rate of 10%
  - An Acquirer that is monitored via the excessive timeline, or moved from the standard timeline into the excessive timeline, will not be moved, or returned to, the standard timeline regardless of whether its performance drops below the monthly excessive fraud threshold. The Acquirer will continue to be monitored under the excessive timeline until it exits the VAMP.

Visa may modify or create new monthly VAMP performance levels.

Program monitoring includes all Disputes or Fraud Activity submitted by Issuers in the preceding calendar month and all sales Transactions submitted by the Acquirer in the preceding calendar month.

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Visa may require the Acquirer or its Merchant to deploy appropriate Dispute, Fraud Activity, or Enumeration Attack remediation tools or technologies to address unusual activity in the individual cases identified through the VAMP.

An Acquirer will exit the VAMP if it is below the program thresholds for 3 consecutive months.

Visa may impose conditions on an Acquirer that knowingly acts to circumvent monitoring.

For VAMP compliance purposes, Visa will do all of the following:

- Include only the first 10 Disputes per calendar month, for each Payment Credential at each Merchant Outlet
- Include only the first 10 fraud Transactions reported to Visa per calendar month, for each Payment Credential at each Merchant Outlet
- Exclude fraud type code 3 (fraudulent application)

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10.4.4.2 Visa Acquirer Monitoring Program (VAMP) Timeline

An Acquirer that is identified in the Visa Acquirer Monitoring Program (VAMP) by exceeding VAMP thresholds for either Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity must comply with *Table 10-4, VAMP Timeline for Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity*.

Table 10-4: VAMP Timeline for Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity

Program Status	Acquirer Actions
Month 1 – Enforcement Period	• Non-compliance assessments apply • Review portfolio activity and determine the cause of the excessive Disputes or Fraud Activity • Within 10 calendar days of the date on the Notification, submit to Visa both: – Acceptable Dispute/Fraud Activity remediation plan – Any documentation requested by Visa
Month 2 – 11 – Enforcement Period	• Non-compliance assessments apply • Implement a Dispute/Fraud Activity remediation plan • Provide to Visa a written monthly status on the Acquirer's progress to reduce the portfolio's Dispute/Fraud Activity

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Table 10-4: VAMP Timeline for Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity (continued)

Program Status	Acquirer Actions
Month 12 (and subsequent months) – Enforcement Period	• Non-compliance assessments apply • Continue to implement and submit to Visa remediation plans to bring performance to within acceptable levels, as defined by the program thresholds • Visa may disqualify the Acquirer • If received from Visa, communicate any pending terminations to the Merchant(s)/Third Party Agent(s) • Provide to Visa a final, written recap of portfolio's performance and Dispute/Fraud Activity remediation initiatives

An Acquirer that is identified in the VAMP by exceeding VAMP thresholds for Enumeration Attacks must comply with *Table 10-5, VAMP Timeline for Enumeration Attacks*.

Table 10-5: VAMP Timeline for Enumeration Attacks

Standard Timeline		Excessive Timeline	
Program Status	**Acquirer Actions**	**Program Status**	**Acquirer Actions**
Month 1 – Notification	• Review portfolio activity and determine the cause of the excessive Enumeration Attacks • Within 10 calendar days of the date on the Notification, submit to Visa both: – Acceptable remediation plan – Any documentation requested by Visa	Month 1 – Enforcement Period	• Non-compliance assessments apply • Review portfolio activity and determine the cause of the excessive Enumeration Attacks • Within 10 calendar days of the date on the Notification, submit to Visa both: – Acceptable remediation plan – Any documentation requested by Visa

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Table 10-5: VAMP Timeline for Enumeration Attacks (continued)

Standard Timeline		Excessive Timeline	
Program Status	**Acquirer Actions**	**Program Status**	**Acquirer Actions**
Month 2 – 3 – Workout Period	• Month 2: implement a remediation plan • Month 3: provide to Visa a written monthly status on the Acquirer's progress against the remediation plan	Month 2 – 11 – Enforcement Period	• Non-compliance assessments apply • Implement a remediation plan • Provide to Visa a written monthly status on the Acquirer's progress against the remediation plan
Month 4 – 11 – Enforcement Period	• Non-compliance assessments apply • Continue to implement and submit to Visa updates to the remediation plan to bring performance to within acceptable levels, as defined by the program thresholds		
Month 12 (and subsequent months) – Enforcement Period	• Non-compliance assessments apply • Continue to implement and submit to Visa updates to the remediation plan to bring performance to within acceptable levels, as defined by the program thresholds • Visa may disqualify the Acquirer • If received from Visa,	Month 12 (and subsequent months) – Enforcement Period	• Non-compliance assessments apply • Continue to implement and submit to Visa updates to the remediation plan to bring performance to within acceptable levels, as defined by the program thresholds • Visa may disqualify the Acquirer • If received from Visa,

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Table 10-5: VAMP Timeline for Enumeration Attacks (continued)

Standard Timeline		Excessive Timeline	
Program Status	**Acquirer Actions**	**Program Status**	**Acquirer Actions**
	communicate any pending terminations to the Merchant(s)/ Third Party Agent(s) • Provide to Visa a final, written recap of the portfolio's performance remediation initiatives		communicate any pending terminations to the Merchant(s)/ Third Party Agent(s) • Provide to Visa a final, written recap of portfolio's performance and remediation initiatives

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10.4.5 Merchant Fraud Monitoring

10.4.5.1 Visa Fraud Monitoring Program (VFMP)

Visa monitors Merchant Outlets that generate an excessive level of fraud through the Visa Fraud Monitoring Program (VFMP), which is split into 3 timelines: standard, high-risk, and excessive.

Visa will identify a Merchant Outlet under the VFMP standard timeline if it meets or exceeds any of the following monthly program thresholds:

- Both:
  - USD 75,000 fraud amount
  - 0.9% fraud-dollar-to-sales-dollar ratio
- **Effective through 31 March 2024** For a digital goods Merchant assigned MCC 5735 (Record Stores), MCC 5815 (Digital Goods Media – Books, Movies, Digital artwork/images, Music), 5816 (Digital Goods – Games), 5817 (Digital Goods – Applications [Excludes Games]), or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following:
  - USD 25,000 fraud amount
  - 300 fraud count
  - 0.9% fraud-dollar-to-sales-dollar ratio

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- In the US Region: For domestic Visa Secure Transactions, both:
  - USD 7,500 in US Issuer-reported fraud in the previous calendar month
  - 0.75% fraud-dollar-to-sales-dollar ratio in the previous calendar month

Visa will monitor a Merchant Outlet identified in the VFMP under the high-risk timeline for either of the following reasons:

- The Merchant is categorized, or should be categorized, by a high-integrity risk MCC, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*.
- Visa determines that the Merchant caused undue harm to the goodwill of the Visa payment system.

Visa will monitor a Merchant Outlet identified in the VFMP under the excessive timeline for either of the following reasons:

- For Merchants that are not and should not be categorized by a high-integrity risk MCC, the Merchant meets or exceeds the VFMP monthly excessive fraud threshold of both:
  - USD 250,000 fraud amount
  - 1.8% fraud-dollar-to-sales-dollar ratio
- 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.

Except for certain markets,[1] only International Transactions are included in VFMP monitoring.

A Merchant that is moved from the VFMP standard timeline to the VFMP high-risk/excessive timeline because it exceeded the excessive fraud threshold will continue to be monitored under the VFMP high-risk/excessive timeline until the Merchant exits the VFMP.

A Merchant that is monitored in the VFMP excessive timeline because it exceeded the excessive fraud threshold will not be moved to the VFMP standard timeline, 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 3 consecutive months.

For VFMP compliance purposes Visa will both:

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- Include only the first 10 fraud Transactions reported to Visa per calendar month, for each Payment Credential at each Merchant Outlet
- Exclude fraud type code 3 (fraudulent application)

A Merchant found to exceed the program thresholds for both the VFMP and the Visa Dispute Monitoring Program (VDMP)[2] in the same month will enter each program as separate identifications. Each case will continue in their respective program until they are remediated.

[1] Program monitoring includes Domestic Transactions and International Transactions for all the following: AP Region (Australia), Canada Region, Europe Region, LAC Region (Brazil), and US Region. Visa may modify this list of markets. **Effective through 31 March 2024** Program monitoring for digital goods Merchants will include domestic and international Transactions in all Regions. Visa may modify this list of markets.

[2] For the VDMP thresholds specified in *Section 10.4.3.1, Visa Dispute Monitoring Program (VDMP)*

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10.4.5.2 Visa Fraud Monitoring Program (VFMP) Timelines

An Acquirer must comply with *Table 10-6, VFMP Standard Timeline* and *Table 10-7, VFMP High-Risk/Excessive Timeline*, as applicable.

Visa may escalate a Merchant Outlet that causes undue harm to the Visa payment system to the VFMP high-risk timeline.

For both the VFMP standard timeline and the VFMP high-risk/excessive timeline, the Acquirer may continue to be subject to Dispute Condition 10.5: Visa Fraud Monitoring Program for trailing Fraud Activity that occurs up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet. The time limit that an Issuer may initiate a Dispute under Dispute Condition 10.5: Visa Fraud Monitoring Program is not impacted and remains as specified in *Section 11.7.6.3, Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Time Limit*.

Table 10-6: VFMP Standard Timeline

Program Status	Acquirer Actions	Visa Secure Participant Acquirer Actions – US Region
Program Month 1 – Notification	• Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds, the Acquirer must both: – Notify the Merchant – Provide Visa with the specific information requested	• Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to all Visa Secure fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet

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Table 10-6: VFMP Standard Timeline (continued)

Program Status	Acquirer Actions	Visa Secure Participant Acquirer Actions – US Region
	• Review Merchant activity and research the cause of the excessive fraud	• 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: – Notify the Merchant – Review Merchant activity and research the cause of the excessive fraud – Provide Visa with the specific information requested and an acceptable fraud remediation plan that includes implementation of standard e-Commerce risk management tools
Program Month 2 – 4 – Workout Period	• Month 2: submit all of the following to Visa within 10 calendar days of date on the Notification: – Acceptable fraud remediation plan – Copy of Merchant application, if requested – Copy of Merchant contract, if requested • From month 2 onwards: implement a fraud remediation plan • From month 3 onwards: provide written updates to the fraud remediation plan within 10 calendar days of the date on the Notification	• Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to all Visa Secure fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • Work with Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud • Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud
Program Month 5 – 11 – Enforcement Period	• Non-compliance assessments are applicable • From month 5 onwards: – Continue working with the Merchant to ensure that the fraud remediation plan is fully implemented and is	• Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to all Visa Secure fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant

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Table 10-6: VFMP Standard Timeline (continued)

Program Status	Acquirer Actions	Visa Secure Participant Acquirer Actions – US Region
	effectively reducing fraud – Adjust the fraud remediation plan as required and provide updates to Visa – Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification and up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • 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	Outlet • Provide written monthly status to Visa on Acquirer's progress to reduce the Merchant's fraud • Month 6: provide Visa with a copy of the Acquirer's notification to the Merchant that excessive fraud may lead to disqualification
Program Month 12 (and subsequent months) – Enforcement Period	• Non-compliance assessments are applicable • Merchant Outlet is eligible for disqualification • Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification and up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • Continue to implement and submit to Visa the fraud remediation plan, adjusting as necessary to effectively reduce fraud	• Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to all Visa Secure fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • Merchant Outlet is eligible for disqualification

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Table 10-7: VFMP High-Risk/Excessive Timeline

Program Status	Acquirer Responsibility
Program Month 1 – Enforcement Period	• Non-compliance assessments are applicable • Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • 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: – Notify the Merchant – Review Merchant activity and research the cause of the excessive fraud – Provide Visa with the specific information requested and an acceptable fraud remediation plan
Program Month 2 – 5 – Enforcement Period	• Non-compliance assessments are applicable • Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • Work with Merchant to ensure that the fraud remediation plan is fully implemented and is effectively reducing fraud • Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud
Program Month 6 – 11 – Enforcement Period	• Non-compliance assessments are applicable • Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable to the fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • Provide written monthly status to Visa on the Acquirer's progress to reduce the Merchant's fraud • Month 6: provide Visa with a copy of the Acquirer's notification to the Merchant that excessive fraud may lead to disqualification
Program Month 12 (and subsequent months) – Enforcement Period	• Non-compliance assessments are applicable • Dispute Condition 10.5: Visa Fraud Monitoring Program liability is applicable

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Table 10-7: VFMP High-Risk/Excessive Timeline (continued)

Program Status	Acquirer Responsibility
	to the fraud Transactions associated with the current Merchant identification, up to 90 calendar days after the Acquirer has stopped processing Transactions for the Merchant Outlet • Merchant Outlet is eligible for disqualification • Continue to provide written updates to Visa, with information about the plan's effectiveness in reducing fraud levels

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10.4.5.3 Visa Fraud Monitoring Program (VFMP) – Data Quality Compliance

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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10.4.5.4 Acquirer Control of Force Post Transactions

An Acquirer must do all of the following if it has a Merchant or Sponsored Merchant enabled with force post[1] functionality:

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- Conduct an enhanced due diligence review of the Merchant or Sponsored Merchant, as specified in the *Visa Global Acquirer Risk Standards*
- Validate and document that the Merchant or Sponsored Merchant has a legitimate business case to submit force post Transactions into Interchange
- Ensure risk controls are implemented to restrict the Merchant or Sponsored Merchant's ability to submit fraudulent Transactions into Interchange

Acquirers that fail to comply with this requirement resulting in the material, artificial manipulation of the clearing position for either a Merchant or Visa Card account,[2] may be subject to non-compliance assessments, as specified in *Section 1.12.2.8, Significant Violations Schedule*.

Acquirers may be subject to all costs associated with reversing the position(s) created by force post activity.

This does not apply to below-Floor Limit Transactions.

[1] Force post functionality enables a Merchant to submit Clearing Record(s) with a manually entered Authorization Code.

[2] Force post fraud involves Clearing Record(s) processed with either a fictitious, or no Authorization Code.

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10.4.5.5 Card-Absent Merchant Requirement to Validate Cardholder Approval

An Acquirer must ensure that its Card-Absent Environment Merchant sets daily limits after which the Merchant must perform additional verification to confirm that the Cardholder approves continued spend. These limits must be appropriate for the Merchant business but must not exceed 25 Transactions in one day.

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10.4.5.6 Merchant Withdrawal of Services or Asset Following a Fraud Dispute

In the AP Region, Canada Region, CEMEA Region, Europe Region, LAC Region, US Region: An Acquirer must ensure that its Merchant attempts to revoke provision of goods or services from the Cardholder after a Dispute category 10 (Fraud) Dispute and that the Merchant has a process in place to prevent reoccurrence by the Cardholder.

If the fraud is due to a Cardholder account with a Merchant being taken over, the Merchant must re-authenticate the Cardholder before any additional Authorization Requests.

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10.4.6 High-Integrity Risk Activity

10.4.6.1 High-Integrity Risk Merchants

Visa classifies a Merchant required to use MCCs for a High-Integrity Risk Merchant as specified in the *Visa Integrity Risk Program Guide*.

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10.4.6.2 Acquirer Monitoring of Payment Facilitators and High-Integrity Risk Merchants

For a High-Risk Internet Payment Facilitator or High-Integrity 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
  - Number of Disputes
- 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

Upon Visa request, an Acquirer must provide all of the following within 7 calendar days to demonstrate compliance with High-Integrity Risk Merchant monitoring standards:

- Original Merchant underwriting package
- Copies of actual reports or records used to monitor the Merchant's Deposits
- Any other data requested by Visa

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10.4.6.3 Requirements for High Integrity Risk Merchants and High-Integrity Risk Sponsored Merchants

Visa may impose security or authentication requirements on a Merchant that it considers to be a High-Integrity Risk Merchant or a High-Integrity Risk Sponsored Merchant.

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10.4.6.4 Merchant Disqualification from the Visa Program

Visa may disqualify a Merchant specified in *Section 10.4.6.1, High-Integrity Risk Merchants*, from participating in the Visa Program if the Merchant does any of the following:

- Meets or exceeds a critical level of Dispute 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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10.4.7 High-Risk Internet Payment Facilitator Requirements

10.4.7.1 High-Risk Internet Payment Facilitator Agreement

An Acquirer must ensure that a High-Risk Internet Payment Facilitator Agreement requires both:

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- That the High-Integrity 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-Integrity Risk Sponsored Merchants
  - Monthly Transaction activity for all High-Integrity Risk Sponsored Merchants.

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10.4.7.2 Visa Right to Prohibit or Disqualify Sponsored Merchants

Visa may require an 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 (Disputes and/or credits) within a 12-month period
- Takes action to evade responsibility for compliance with the Visa Rules

Visa may disqualify a High-Risk Internet Payment Facilitator or High-Integrity Risk Sponsored Merchant in accordance with the Visa Dispute Monitoring Program or for other activity that causes undue harm to the Visa system.

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10.4.8 Issuer Fraud Monitoring

10.4.8.1 Visa Issuer Monitoring Program (VIMP)

Visa will identify an Issuer under the VIMP if it meets or exceeds any of the following monthly thresholds for either excessive Card-Absent Environment Disputes or excessive Card-Absent Environment Fraud Activity:

- Dispute monitoring, both:
  - 750 Dispute count of all reported Disputes
  - 1% ratio of Disputes-to-sales Transaction count
- Fraud Activity monitoring, both:
  - USD 500,000 fraud dollar amount of all reported fraud
  - 1% ratio of fraud-dollar-to-sales-dollar amount

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- In the US Region: For domestic Visa Secure Fraud Activity monitoring, both:
  - USD 100,000 fraud dollar amount
  - 0.75% ratio of fraud-dollar-to-sales-dollar amount

Visa may modify or create new monthly VIMP performance levels.

Program monitoring includes all Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity reported by Issuers to Visa in the preceding calendar month and all Card-Absent Environment sales Transactions settled with the Issuer in the preceding calendar month.

Visa may require the Issuer to deploy appropriate Dispute or fraud remediation tools or technologies to address unusual activity in the individual cases identified through the VIMP.

An Issuer will exit the VIMP if it is below the program thresholds for 3 consecutive months.

Visa may impose conditions on an Issuer that knowingly acts to circumvent monitoring.

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10.4.8.2 Visa Issuer Monitoring Program (VIMP) Timelines

An Issuer that is identified in the Visa Issuer Monitoring Program (VIMP) must comply with the following:

Table 10-8: VIMP Timeline

Program Status	Issuer Actions
Month 1 – 3	Review portfolio activity, determine the cause of the excessive Card-Absent Environment Disputes or excessive Card-Absent Environment Fraud Activity, and take actions to mitigate
Month 4 – 11 – Enforcement Period	• Non-compliance assessments apply • Provide to Visa an action plan to reduce the portfolio's Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity
Month 12 (and subsequent months) – Enforcement Period	• Non-compliance assessments apply • Provide to Visa a final, written summary of the portfolio's performance and Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity remediation initiatives

Visa reserves the right to withhold Visa Dispute Monitoring Program reimbursements from Issuers identified in the VIMP.

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10.4.8.3 Issuer Customer Validation Requirement

An Issuer whose Cardholder has 5 or more separate Dispute category 10 (Fraud) Disputes within a maximum period of 12 months must perform a formal review of the Cardholder account and related Disputes to determine if first-party fraud abuse is occurring.

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10.4.8.4 High Total Fraud Loss Monitoring Program – Europe Region

In the Europe Region: Visa identifies the 15 Issuers and 15 Acquirers with the highest levels of fraud, in absolute Transaction value terms, as candidates for formal review.

Once identified, Members will be given at least 3 months' notice of the review and asked to agree a review start date with Visa.

Following a review, Members will receive a report from Visa containing recommendations intended to assist them in improving fraud management.

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10.5 Integrity Risk

10.5.1 Visa Integrity Risk

10.5.1.1 Visa Integrity Risk Program Data Quality

To enable the valid identification of data for the Visa Integrity Risk Program, an Acquirer must correctly classify its High-Integrity Risk Merchants.

In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: 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 Integrity Risk 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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10.6 Fraud Reporting

10.6.1 Fraud Reporting Requirements

10.6.1.1 Prepaid Clearinghouse Service (PCS) Participation – US Region

In the US Region: An Issuer of Prepaid Cards must:

- 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 for use in identifying, mitigating and preventing fraud
- Submit all records in accordance with the *Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements* and the Prepaid Clearinghouse Service (PCS) Message Layout

Access to PCS is for the purpose of, or use for, fraud identification, mitigation and prevention.

Issuers of Prepaid Cards or Agents optionally subscribing to use PCS:

- Must execute a PCS Participation Agreement
- Are eligible under applicable laws or regulations to access PCS for fraud prevention purposes

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10.6.1.2 Credit Card Application (CCA) Participation – US Region

Effective 1 November 2024 In the US Region: A Visa Consumer Credit Card Issuer must:

- Report information from all approved or declined Visa Consumer Credit Card applications, unauthorized transaction requests and all fraudulent applications
- Ensure that it and its agents report complete and correct information, as specified by Visa
- Make the report within 48 hours after it has approved or declined the application or determined that a Card or Payment Credential experienced unauthorized or fraudulent use
- Make only one report per category of unauthorized use per Payment Credential, regardless of the number of unauthorized transactions
- Submit all records in accordance with the *Credit Card Application (CCA) Product Guide and Reporting Requirements* and the Credit Card Application (CCA) Message Layouts

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- Authorize Visa to use or transfer the information reported to CCA for any purpose permitted by applicable laws or regulations, including, but not limited to, identifying, mitigating and preventing fraudulent activity

A Visa Consumer Credit Card Issuer may only use CCA data and corresponding insights provided by Visa for fraud identification, mitigation or prevention and for no other purpose, including but not limited to, making any creditworthiness or eligibility decisions.

A Visa Consumer Credit Card Issuer or Agent optionally subscribing to use CCA must execute a CCA Participation Agreement.

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10.6.1.3 Skimming Counterfeit Fraud Data Collection – Europe Region

In the Europe Region: On fraud advice reports, a Member must identify skimmed counterfeit fraud Transactions with POS Entry Mode code 90.

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10.6.1.4 Reporting of Chip Card Capability in Fraud Advice Records – Europe Region

In the Europe Region: An Issuer must provide Chip Card capability details in fraud advice records.

An Issuer that fails to correctly report the Card capability in fraud advice records is subject to penalties, including, but not limited to, withdrawal of the Issuer's right to use all Dispute conditions related to the EMV liability shift, until the problem is corrected.

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10.6.1.5 Fraud Activity Reporting Compliance – LAC Region

In the LAC Region: An 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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10.6.1.6 Result of Issuer Non-Compliance – AP Region

In the AP Region: An 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 not be permitted to dispute a transaction under Dispute category 10 (Fraud).

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10.7 Card Recovery

10.7.1 Card Recovery at the Point of Sale

10.7.1.1 Merchant Procedures for Suspected Fraud

Effective through 12 April 2024 A Merchant must not complete a Transaction and should attempt to recover a Card[1] 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
- 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.

Effective 13 April 2024 A Merchant must not complete a Transaction for either of the following reasons:

- Merchant receives a "Pickup Response" code indicating the Card is lost, stolen, fraudulent, or closed
- Merchant has reasonable grounds to believe that the Card is counterfeit, fraudulent, or stolen

A Merchant must not attempt to recover the Card in a Face-to-Face Environment.

If a Card has been retained at the Unattended Cardholder Activated Terminal (UCAT), a Merchant must notify its Acquirer that it has recovered a Card and ask for further instructions, or as specified in *Section 10.7.1.4, Unattended Cardholder-Activated Terminal Card Retention*.

[1] The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

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10.7.1.2 Recovered Card Handling and Notification Requirements

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 (if present on the Card)
- Cardholder name: Title (if applicable), first letter of first name and first and last letters 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)

In the Europe Region: An Acquirer must retain the record in the inventory log for at least 3 months.

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[1] a Notification to the Issuer, through Visa Resolve Online or the Electronic Documentation Transfer Method, 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:

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- Date of Card recovery (DD/MM/YYYY)
- Location of Card recovery
- First 6 digits and last 4 digits of the Account Number (if present on the Card)
- Cardholder name: Title (if applicable), first letter of first name and first and last letters 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)

In the Europe Region: The Cardholder Verification Method transmitted in the Clearing Record must be retained by Issuers and included in the Dispute and the fraud information message.

[1] For a Non-Reloadable Prepaid 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.

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10.7.1.3 Merchant Recovered Card Return Procedures – US Region

In the US Region: A 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 Prepaid Cards recovered without a Pickup Response or request from the Issuer.

For a Non-Reloadable Prepaid 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 Prepaid 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)

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- Immediately send it to either:
  - Its Acquirer
  - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

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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10.7.1.4 Unattended Cardholder-Activated Terminal Card Retention

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.

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 10.7.1.2, Recovered Card Handling and Notification Requirements*
- Notify the Issuer, through Visa Resolve Online, that the Card was recovered, as specified in *Section 10.7.1.2, Recovered Card Handling and Notification Requirements*

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10.7.2 Card Recovery Bulletin (CRB)

10.7.2.1 Card Recovery Bulletin (CRB) Dispute Rights

Effective through 12 April 2024 An Acquirer may be subject to a Dispute for below-Floor Limit Transactions if the Account Number appears on the Card Recovery Bulletin (CRB). Dispute rights begin on the effective date of the CRB in which the Account Number is listed.

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10.8 Lost or Stolen Cards

10.8.1 Lost or Stolen Card Reporting

10.8.1.1 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
- Notify the Card Issuer

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10.8.1.2 Issuer Notification of Lost or Stolen Card

A Member must do all of the following:

- Provide the Issuer with the information required on the lost or stolen Card report
- If an incomplete Account Number is provided, supply the Issuer with the address and telephone number where the Cardholder may be contacted
- Notify Visa Client Care if unable to establish contact with the Issuer

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10.9 PIN Security Requirements

10.9.1 PIN Requirements

10.9.1.1 Visa PIN Security Requirements

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.

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10.10 Account Data Compromise

10.10.1 Global Compromised Account Recovery (GCAR) Program

10.10.1.1 Global Compromised Account Recovery (GCAR) Program Qualification

An Issuer may recover a portion of its operating expenses associated with an Account Data Compromise Event involving a compromise of either:

- In a Card-Absent Environment, a Chip Card's Account Number and expiration date
- In a Card-Present Environment, a Chip Card's Account Number and Card Verification Value

Visa has the authority and discretion to determine Account Data Compromise Event qualification, 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 compromise event.

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10.11 Terminated Merchants

10.11.1 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.

An Acquirer or a Payment Facilitator of a Merchant or Sponsored Merchant that is 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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10.11.2 Required Use of Terminated Merchant Database

10.11.2.1 Terminated Merchant, Sponsored Merchant, and Third Party Agent Listing on Terminated Merchant Database – AP, CEMEA, and Europe Regions

In the AP Region (except Japan, South Korea), CEMEA Region, Europe Region: An Acquirer must ensure that a terminated Merchant, Sponsored Merchant, or Third Party Agent (including, but not

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limited to, a Payment Facilitator, Marketplace, Digital Wallet Operator [DWO], or Independent Sales Organization) is added to the Visa Merchant Screening Service (VMSS) if VMSS listing criteria are met.

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10.11.2.2 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 Disputes received
- All Acquirer/Merchant correspondence
- 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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10.11.2.3 Common Terminated Merchant Database Requirements – Canada Region

In the Canada Region: An 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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10.11.2.4 Terminated Merchant File Listing Requirements – US Region

In the US Region: An 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:

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- The Merchant was convicted of credit or debit card fraud.
- The Merchant deposited excessive Counterfeit Transactions.
- 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 Disputes due to the Merchant's business practices or procedures.

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10.11.2.5 Terminated Merchant File Information Requirements – US Region

In the US Region: An 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 10.11.2.4, 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 both the:

- Business name
- Names and identification of principals of terminated Merchants

The Acquirer must report terminated Merchants, as specified.

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10.11.2.6 Terminated Merchant File Compliance – US Region

In the US Region: A 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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10.11.2.7 Deletion from or Correction Request for Terminated Merchant File – US Region

In the US Region: Only the 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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10.12 Visa Risk Products

10.12.1 Address Verification Service (AVS)

10.12.1.1 Address Verification Service (AVS) Eligible Transactions

A Merchant may use the Address Verification Service (AVS) for a Transaction in the Card-Absent Environment.

In the US Region: A Merchant may also use AVS at an Unattended Cardholder-Activated Terminal assigned one of the following MCCs:

- 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
- 4112 (Passenger Railways)
- 5542 (Automated Fuel Dispensers)

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10.12.1.2 Address Verification Service (AVS) Issuer Requirements – AP, Canada, Europe, and US Regions

Effective through 18 October 2024 In the Europe Region (United Kingdom), US Region: An Issuer must both:

- Participate in the Address Verification Service (AVS)
- Perform address verification for each AVS inquiry

Effective 19 October 2024 In the AP Region (American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Northern Mariana Islands, Palau, Papua New Guinea, Pitcairn Islands, Samoa, Solomon Islands, Timor-Leste, Tokelau, Tonga,

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Tuvalu, US Minor Outlying Islands, Vanuatu, Wallis and Futuna), Canada Region, Europe Region, US Region: An Issuer must do all of the following:

- Participate in the Address Verification Service (AVS)
- Perform address verification for each AVS inquiry
- Verify postal code (or country equivalent) at a minimum and may optionally verify street address
- Provide a result code in the Authorization Response to indicate the AVS match result

An Issuer may verify the address itself, or may use VisaNet or its processor.

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10.12.1.3 Address Verification Service (AVS) Results Code Population – Canada Region

In the Canada Region: An Acquirer participating in the Address Verification Service (AVS) must populate the AVS results code received in the Authorization Response message in a Transaction's corresponding Clearing Record.

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10.12.1.4 Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals – US Region

In the US Region: An Automated Fuel Dispenser (AFD) Merchant must perform an Address Verification Service (AVS) inquiry if it has been identified under the Visa Fraud Monitoring Program.[1]

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 AVS inquiry, it must comply with all of the following:

- Not request any postal information other than the zip code
- Not prompt for any additional information (for example: CVV2)
- Not perform AVS inquiry only for 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

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- Either display an affixed sticker or include electronic on-screen language to direct a non-US Cardholder or any impacted Cardholder of a US Region-issued Prepaid Card 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

[1] Does not apply to an AFD Merchant that provides services only to its membership base

ID# 0027807 Edition: Apr 2024 | Last Updated: Apr 2022

10.12.1.5 Address Verification Service (AVS) Acquirer Requirements – Europe and US Regions

Effective through 11 April 2025 In the Europe Region (United Kingdom), US Region: An Acquirer of a Merchant that uses the Address Verification Service (AVS) must do all of the following:

- Send and receive address verification fields in Authorization Requests and Account Verification requests
- Process all AVS response codes correctly
- Support AVS itself or use VisaNet APIs

Effective 12 April 2025 In the Europe Region, US Region: An Acquirer must do all of the following:

- Send and receive, and ensure that its Merchant is able to send and receive, a response to all Authorization Requests and Account Verification requests containing AVS
- Process all AVS response codes correctly
- Support AVS itself or use VisaNet APIs

ID# 0031044 Edition: Apr 2024 | Last Updated: New

10.12.2 Account Name Inquiry

10.12.2.1 Account Name Inquiry Issuer Requirements – AP, Canada, Europe, LAC, and US Regions

In the Canada Region, Europe Region (United Kingdom), US Region, **effective 19 October 2024** AP Region (American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Northern Mariana Islands, Palau, Papua New Guinea, Pitcairn

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Islands, Samoa, Solomon Islands, Timor-Leste, Tokelau, Tonga, Tuvalu, US Minor Outlying Islands, Vanuatu, Wallis and Futuna), Europe Region, and **effective 12 April 2025** LAC Region: An Issuer must do all of the following:

- Participate in Account Name Inquiry (ANI)
- Return either the ANI match result or the Cardholder name in its response
- Perform Cardholder name matching itself, or use VisaNet or its processor

This requirement does not apply to Card products where no Cardholder name is associated with the account including Non-Reloadable Prepaid Cards , Visa Business Cards, or Visa Commercial Cards.

ID# 0030972 Edition: Apr 2024 | Last Updated: Apr 2024

10.12.2.2 Account Name Inquiry Acquirer Requirements – Canada, Europe, and US Regions

In the Canada Region, US Region, **effective through 12 April 2025** Europe Region (United Kingdom), and **effective 13 April 2025** Europe Region: An Acquirer of a Card-Absent Environment Transaction, an Account Funding Transaction, or an Original Credit Transaction whose Merchant chooses to use Account Name Inquiry (ANI) must do all of the following:

- Send and receive Account Name Inquiry (ANI) fields and values
- Process all ANI response codes correctly
- Support ANI itself, or use VisaNet APIs
- Not refuse a Cardholder based solely on the absence of an ANI result for Card products where ANI is not supported

ID# 0030973 Edition: Apr 2024 | Last Updated: Apr 2024

10.12.3 Card Verification Value (CVV) and Card Verification Value 2 (CVV2)

10.12.3.1 Card Verification Value Issuer Requirements

Effective through 12 April 2024 An Issuer must be capable of receiving the POS Entry Mode code and, for Magnetic-Stripe Transactions, processing the Card Verification Value (CVV). An Issuer may verify the CVV itself, or may use VisaNet or its processor.

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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Effective 13 April 2024 For Card-Present Environment Transactions, an Issuer must do all of the following:

- Receive and process the Card Verification Value (CVV) for Magnetic-Stripe Transactions
- Provide a CVV result code in the Authorization Response to indicate whether the validation passed or failed
- Use Chip Card Verification Value-iCVV as part of the Magnetic Stripe Image for all EMV Chip Cards issued on or after 1 January 2009

An Issuer may verify the CVV itself, or may use VisaNet or its processor.

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10.12.3.2 Card Verification Value 2 (CVV2) – Acquirer Processing Requirements

An Acquirer of Card-Absent Environment Transactions must be able to both:

- Send and receive, and ensure that its Merchant is able to send and receive, responses to Authorization Requests and Account Verification requests containing Card Verification Value 2 (CVV2)
- Correctly process all CVV2 result codes and include them in the Clearing Record

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10.12.3.3 Card Verification Value 2 (CVV2) Requirements – AP Region (Australia, Hong Kong, New Zealand)

In the AP Region (Australia, Hong Kong, New Zealand): An Electronic Commerce Merchant must capture the Card Verification Value 2 (CVV2) and include it in the Authorization Request.

This does not apply to:

- A Transaction that uses Visa Secure[1]
- A Transaction involving a Visa Commercial Card Virtual Account
- A Transaction conducted through Click to Pay
- A Transaction conducted using Secure Remote Commerce
- A Transaction initiated with a Token

[1] A Merchant must adhere to an Issuer's requested authentication method.

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10.12.3.4 Card Verification Value 2 (CVV2) Requirements – Canada Region

In the Canada Region: An 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.

A Mail/Phone Order Merchant or Electronic Commerce Merchant must capture the CVV2 and include it in the Authorization Request.

This does not apply to:

- A Transaction that uses a Stored Credential
- A Transaction initiated with a Token
- A Transaction in which a paper order form is used
- A Transaction involving a recurring or installment payment
- A Transaction conducted through a digital wallet
- A Transaction conducted using Secure Remote Commerce
- A Transaction originating from an indirect sales channel
- A delayed charge Transaction
- A "No-Show" Transaction
- A Mail Order Telephone Order (MOTO) transaction where the CVV2 data is captured manually and provided in written form
- The resubmission of a Mobility and Transport Transaction
- A payment Token provisioning request
- A Transaction involving an Incremental Authorization Request
- A Transaction that received a Decline Response and is resubmitted for Authorization, as specified in *Section 7.3.6.3, Use of Authorization Response Codes*
- A Transaction where the merchant is allowed to submit a new Authorization Request for the same Transaction
- A Merchant Credit Transaction Authorization Request

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10.12.3.5 Card Verification Value 2 (CVV2) Requirements – Europe Region

In the Europe Region: For Transactions occurring in a Card-Absent Environment:

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- A Member must be certified by Visa for Card Verification Value 2 processing for Intraregional Transactions.
- An Issuer that is not certified is considered to not be participating in the CVV2 service and will lose fraud Dispute rights under Dispute Condition 10.4: Other Fraud-Card-Absent Environment.
- The Issuer is liable for an approved Transaction with a CVV2 result code N.

An Acquirer must ensure that the CVV2 is present in all Authorization Requests for Transactions in a Card-Absent Environment, except:

- A delayed charge Transaction
- A No-Show Transaction
- A Transaction conducted through Click to Pay
- A Transaction conducted using Secure Remote Commerce
- A Transaction using a Stored Credential
- A Token provisioning request
- A Transaction initiated with, or for, a Token
- A mail order Transaction where the CVV2 data is captured manually and provided in written form
- A Transaction in which a paper order form is used
- The resubmission of a Mobility and Transport Transaction
- A Transaction involving an Incremental Authorization Request
- A Transaction that received a Decline Response and is resubmitted for Authorization, as specified in *Section 7.3.6.3, Use of Authorization Response Codes*
- A Transaction where the Merchant is allowed to submit a new Authorization Request for the same Transaction
- **Effective 13 April 2024** A Domestic Transaction or Intraregional Transaction authenticated using Visa Secure

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10.12.3.6 Card Verification Value 2 (CVV2) Issuer Requirements – US Region

In the US Region: An Issuer must provide Visa with valid CVV2 encryption keys and test Account Numbers with CVV2 values and expiration dates.

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10.12.3.7 Card Verification Value 2 (CVV2) Issuer Processing Requirements

Effective 13 April 2024 For Card-Absent Environment Transactions, an Issuer must do all of the following:

- Process the Card Verification Value 2 (CVV2), when present
- Provide a CVV2 result code in the Authorization Response to indicate whether the validation passed or failed
- Verify the CVV2 itself, or use VisaNet or its processor
- Be certified by Visa for CVV2 processing

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10.12.3.8 Card Verification Value (CVV) – Acquirer Processing Requirements

Effective 13 April 2024 An Acquirer of Card-Present Environment Transactions must both:

- Provide complete, unaltered Magnetic-Stripe Data (from the Magnetic Stripe or the Chip) in Authorization Requests and full financial messages
- Process all Card Verification Value (CVV) result codes correctly and include them in the Clearing Records

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10.12.4 Visa Risk Based Authentication Score

10.12.4.1 Visa Risk Based Authentication Score – Europe Region

In the Europe Region: As communicated to Issuers, on a market by market basis, Visa will enroll all Issuers in the Visa Risk based Authentication Score service. Issuers enrolled in the Visa Risk based Authentication Score service agree to the terms and conditions set out in *Visa Risk Based Authentication Score*. Where an Issuer meets all applicable performance thresholds, as determined by Visa, that Issuer may choose to opt-out of the Risk based Authentication Score service.

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10.12.5 Visa Provisioning Intelligence

10.12.5.1 Visa Provisioning Intelligence Participation – CEMEA Region

Effective 19 October 2024 In the CEMEA Region (Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates): An Issuer must accept the Visa Provisioning Intelligence score[1] for evaluating potentially fraudulent Token provisioning requests.

[1] A real-time risk score provided to an Issuer for evaluating a potentially fraudulent Token provisioning request. The score is available in the Token Activation Request (TAR) or through Visa Risk Manager.

ID# 0031059 Edition: Apr 2024 | Last Updated: New

10.12.5.2 Visa Provisioning Intelligence Service – Europe Region

In the Europe Region: Visa will enroll all Issuers in the Visa Provisioning Intelligence Service. Where an Issuer demonstrates, over an average 12-month period, a fraud-to sales-performance of less than 2.5 basis points, that Issuer may choose to opt-out of the Visa Provisioning Intelligence Service.

ID# 0031071 Edition: Apr 2024 | Last Updated: New

10.13 Advanced Authorization

10.13.1 Visa Advanced Authorization

10.13.1.1 Visa Advanced Authorization and Visa Risk Manager Participation

To implement Visa Advanced Authorization,[1] an Issuer and its processor must comply with the certification requirements for Visa Advanced Authorization.

In the AP Region, LAC Region: Issuers must implement a risk-scoring real-time fraud prevention tool and/or Visa Advanced Authorization and Visa Risk Manager for all products, except Prepaid Cards.

Effective 19 October 2024 In the CEMEA region (Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates): An Issuer must accept the Visa Advanced Authorization score for evaluating potentially fraudulent Transactions.

Effective 24 June 2024 In the Europe Region: Visa will enroll all Issuers in the Visa Advanced Authorization service for all Card-Absent Environment Transactions, and the Visa Risk Manager service. Where an Issuer meets all applicable authorization requirements, including fraud rate thresholds, as determined by Visa, that Issuer may choose to opt-out of the Visa Advanced Authorization service and Visa Risk Manager service. An Issuer is responsible for Visa Advanced Authorization and Visa Risk Manager fees regardless of whether the Issuer uses the data.[2]

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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.

[1] A real-time risk management tool that delivers risk data to Issuers in the Authorization Request to aid early fraud detection.

[2] In the Europe Region (France): This does not apply

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10.14 Transaction Alerts

10.14.1 Transaction Alerts Requirements

10.14.1.1 Requirement to Offer a Transaction Alerts Service – Canada, LAC, and US Regions

In the Canada Region, LAC Region, US Region: An 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 Prepaid Card, and routed as follows:

- Visa Transactions routed through VisaNet
- Plus Transactions on a Visa Card routed through the Plus Network
- In the US Region: Interlink Transactions on a Visa Card routed through the Interlink Network

The Issuer may offer this service either itself, through a VisaNet Processor, a third-party service provider, or through any Visa service that offers Transaction alerts.

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10.15 National Card Recovery File

10.15.1 National Card Recovery File – US Region

10.15.1.1 National Card Recovery File Card Verification Requirements – US Region

In the US Region: A 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*.

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10.16 Visa Secure

10.16.1 Visa Secure General Participation Requirements

10.16.1.1 Visa Secure Participation Requirements

A Member that participates in Visa Secure must do all of the following:

- Complete the Visa Secure enrollment process
- If the Member is a Sponsored Member, obtain permission from its Principal-Type Member
- As applicable, implement product security measures
- For EMV 3-D Secure (EMV 3DS), ensure that its Visa Secure components have successfully met the requirements of the EMVCo EMV 3DS Compliance Testing Program and Visa's EMV 3DS Test Suite
- Only use a Digital Certificate issued by or associated with Visa as an Authentication Mechanism for a Visa product or service

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10.16.1.2 3-D Secure Security Requirements for Directory Servers

A Member that routes domestic Authentication Requests through a domestic directory server (DS) must both:

- Ensure that the DS service provider is listed on the *Visa Global Registry of Service Providers*
- Immediately notify Visa if the approved DS service provider is unable to uphold its 3-D Secure Security Program responsibilities

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10.16.2 Visa Secure Issuer Participation Requirements

10.16.2.1 Participant Use of Visa Secure Data – Use and Disclosure of Confidential Consumer Cardholder Information

Confidential Consumer Cardholder Information received in connection with participation in Visa Secure shall not be used for marketing purposes, or disclosed to any third party for such use.

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10.16.2.2 Issuer 3-D Secure Security Requirements for Access Control Servers

An Issuer that does not operate its own access control server (ACS) must do all of the following:

- Use either of the following to operate the ACS:
  - The Visa Consumer Authentication Service
  - An ACS service provider listed on the *Visa Global Registry of Service Providers*
- Immediately notify Visa if the approved ACS service provider is unable to uphold its 3-D Secure Security Program responsibilities
- In the Europe Region: Ensure that the ACS provider meets all applicable requirements specified in the *Remote Electronic Commerce Transactions – European Economic Area and United Kingdom*

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10.16.2.3 Cardholder Authentication Verification Value (CAVV) Requirements

An Issuer that participates in Visa Secure 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 Visa Secure 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.
- Support CAVV version 7 for all Visa Secure with EMV 3-D Secure (EMV 3DS) Transactions
- In the US Region: Provide Visa with its CAVV keys for Stand-In Processing

For an EMV 3DS Authentication Request, if an Issuer does not support Visa Secure, Visa will respond to an Authentication Request, on behalf of the Issuer, with an Attempt Response that contains a CAVV.

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10.16.2.4 Visa Secure Unable-to-Authenticate Response Conditions

An Issuer that responds to an Authentication Request with an Unable-to-Authenticate Response must do so only under one or more of the following conditions:

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- 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 Non-Reloadable Prepaid Card.

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10.16.2.5 Visa Secure Issuer Participation Requirements

An Issuer that participates in Visa Secure must both:

- Provide data from domestic EMV 3-D Secure (EMV 3DS) Authentication Requests, as specified in the *Visa Secure Program Guide*
- Participate in Visa Secure, as follows:

Table 10-9: Region/Country/Territory-Specific Visa Secure Issuer Participation Requirements

Region/Country/Territory	Applicable Products
AP Region	
Australia	In Visa Secure with EMV 3DS: • Credit Cards[1] • Debit Cards[1] • Reloadable Prepaid Cards
Cambodia, Hong Kong, Indonesia, Macau, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand, Vietnam	In Visa Secure with EMV 3DS: • Credit Cards • Debit Cards
India	• Credit Cards • Debit Cards • Reloadable Prepaid Cards
New Zealand	In Visa Secure with EMV 3DS: • Credit Cards • Debit Cards

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Table 10-9: Region/Country/Territory-Specific Visa Secure Issuer Participation Requirements (continued)

Region/Country/Territory	Applicable Products
	• Reloadable Prepaid Cards
Canada Region	
Canada	**Effective through 11 April 2025** Visa Debit Category Cards **Effective 12 April 2025** In Visa Secure with EMV 3DS: • Credit Cards • Debit Cards • Reloadable Prepaid Cards
CEMEA Region	
Nigeria	All Cards
Europe Region	
All countries	In Visa Secure with EMV 3DS v2.1: • Credit Cards • Debit Cards • Reloadable Prepaid Cards • Visa Commercial Cards In Visa Secure with EMV 3DS v2.2: • Credit Cards • Debit Cards • Reloadable Prepaid Cards • Visa Commercial Cards
LAC Region	
Brazil	• Debit Cards • Visa Electron Cards
[1] This does not apply to Virtual Accounts associated with Visa Commercial Cards.	

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10.16.2.6 Visa Secure Issuer Requirements – Canada Region

Effective 12 April 2025 In the Canada Region: An Issuer that participates in Visa Secure must support risk-based authentication.

An Issuer that supports a dynamic authentication method must both:

- Be capable of sending an informed one-time passcode (OTP), if the Issuer supports OTP authentication (for example: SMS and/or email). The Merchant's name and Transaction amount must be included as part of the OTP content.
- Support biometric authentication, if the Issuer supports step-up or challenge-based authentication.

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10.16.2.7 Issuer Use of Visa Secure Data

An Issuer must only use data elements received from Visa in connection with participation in Visa Secure to perform the following activities:

- Create, use, or distribute aggregated statistics and reports that do not reveal personally identifiable Cardholder information
- Comply with any judicial or government-mandated processes
- Develop, manage, or enhance fraud prevention, Token provisioning (through Issuer identification and verification [ID&V]), and Transaction decisioning
- Provide customer service support and manage or resolve disputes
- Support operational functions including accounting, billing, auditing, disputes, and collection

The Issuer must not use Visa Secure data elements for underwriting or marketing purposes, or disclose these elements to any third party.

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10.16.2.8 Visa Secure Issuer Requirements – AP Region (Mainland China)

In the AP Region (Mainland China): An Issuer must ensure that its Visa Secure 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.

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10.16.2.9 Visa Secure Issuer Requirements – AP Region (India)

In the AP Region (India): An Issuer must authorize only a domestic Electronic Commerce Transaction with an Electronic Commerce Indicator 5 (Secure Electronic Commerce Transaction).

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10.16.2.11 Issuer Use of Visa Secure – Europe Region

In the Europe Region: An Issuer that submits Secure Electronic Commerce Transactions must use Visa Secure.

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10.16.2.12 Visa-Recognized Payment Authentication Method – Issuer Requirements – Europe Region

In the Europe Region: An Issuer must do all of the following:

- Support a Visa-recognized payment Authentication Method
- Notify its Cardholders of the availability of Visa-recognized payment Authentication Methods
- Provide a Visa-recognized payment Authentication Method to a Cardholder upon Cardholder request
- Monitor Electronic Commerce Transactions

This requirement does not apply to Visa Commercial Cards and Cards bearing the Plus Symbol.

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10.16.3 Visa Secure Acquirer and Merchant Participation Requirements

10.16.3.1 Electronic Commerce Authentication Data Prohibitions – US Region

In the US Region: In an Authorization Request, an 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 Advance Payment.
- All items of an order cannot be shipped at the same time.

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10.16.3.2 Electronic Commerce Indicator Requirement for High-Risk Merchants – US Region

In the US Region: An Acquirer must ensure that its Merchant that participates in Visa Secure 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 Fraud Monitoring Program.

This condition also applies if the Merchant enables Visa Secure while identified in the Visa Fraud Monitoring Program.

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10.16.4 Use of Visa Authentication Technology

10.16.4.1 Visa Secure Authentication Technology Use

Visa Secure authentication technology must be used solely for the purpose of facilitating a Visa Transaction or Visa Electron Transaction, as applicable. Any other use requires the prior written permission of Visa.

Visa Secure authentication technology includes, but is not limited to, the following:

- Visa Directory Server
- Visa Attempts Access Control Server (AACS)
- Digital Certificates issued or signed by Visa Secure Certificate Authority
- Visa Secure Cardholder Authentication Verification Value (CAVV)

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10.17 Credit Bureau Reporting

10.17.1 Credit Bureau Reporting – US Region

10.17.1.1 Credit Bureau Reporting Requirements – US Region

In the US Region: An Issuer must report all Visa Consumer Credit Card accounts to at least one credit reporting bureau and comply with the reporting requirements.

An 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.

An Issuer must report primary Cardholder payment information to a credit bureau using B2 Segment data, unless it is already reporting B3 Segment data.

An 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

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10.17.1.2 Delinquent Account Reporting – US Region

In the US Region: An Issuer must report to a credit bureau as delinquent an account that is 2 payments past due (30 days delinquent).

An Issuer must use the Metro ratings in the standard format specified. 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.

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10.17.1.3 Designated Agent for Credit Bureau Interface – US Region

In the US Region: An 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

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10.18 Visa Merchant Screening Service

10.18.1 Visa Merchant Screening Service – AP, CEMEA, and Europe Regions

10.18.1.1 Acquirer Participation in the Visa Merchant Screening Service – AP, CEMEA, and Europe Regions

In the AP Region (except Japan, South Korea), CEMEA Region, Europe Region: An Acquirer must participate in the Visa Merchant Screening Service (VMSS), unless prohibited by or otherwise specified in applicable laws and regulations.

The Acquirer must do all of the following:

- In the AP Region (Australia, Cambodia, Mainland China, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, Philippines, Singapore, Sri Lanka, Thailand, Vietnam), CEMEA Region, Europe Region: Before signing a Merchant Agreement, request information about the Merchant through the VMSS. The Acquirer must not refuse to enter into a Merchant Agreement based solely on information held on the VMSS
- At the beginning of the Acquirer's relationship with the Merchant, notify the Merchant in writing that if the Merchant Agreement is terminated for cause by Visa or the Acquirer, then the Merchant may be listed on the VMSS
- Notify the Merchant in writing if either or both:
  - The Acquirer terminates the Merchant Agreement.
  - The Acquirer has listed the Merchant in the VMSS. The Acquirer must inform the Merchant of its rights under applicable data protection legislation, including subject right of access.

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- List complete information for each Merchant terminated for cause on the VMSS by the end of the business day following the day that written notification was sent to the Merchant
- Retain Merchant Agreement termination information as listed on the VMSS
- Provide assistance to an enquiring Member as to the reasons for listing the Merchant
- Pay all associated fees
- In the Europe Region (Estonia): List fraudulent Merchants on the National Merchant Alert List

Visa may impose a non-compliance assessment each time that an Acquirer fails to list a Merchant or Third Party Agent on the VMSS if the entity was terminated for cause.

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10.19 Fraud Detection Systems

10.19.1 Fraud Detection Systems – Europe Region

10.19.1.1 Issuer Requirements Relating to Fraud Detection Systems – Europe Region

Effective through 23 June 2024 In the Europe Region: An Issuer must subscribe to and actively participate in one of the following:

- A fraud detection system provided by Visa
- An equivalent authorization scoring neural network or rules-based system approved by Visa

An Issuer that does not comply may be subject to a non-compliance assessment.

Effective 24 June 2024 In the Europe Region: Visa Advanced Authorization data is provided to all Issuers for Card-Absent Environment Transactions, and Visa Risk Manager is provided to all Issuers. An Issuer is responsible to pay fees for the Visa Advanced Authorization service and the Visa Risk Manager service respectively, regardless of whether the Issuer uses the relevant service.

Where an Issuer meets all applicable authorization requirements, including fraud rate thresholds, as determined by Visa, that Issuer may choose to opt-out of the Visa Advanced Authorization service and Visa Risk Manager service. If an Issuer chooses to opt-out, such Issuer must nevertheless subscribe to and actively participate in one of the following for all other Transactions:

- A fraud detection system provided by Visa
- An equivalent authorization scoring neural network or rules-based system approved by Visa

An Issuer that does not comply may be subject to a non-compliance assessment.

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10.20 Prepaid

10.20.1 Agent Use/Risk Controls

10.20.1.1 Prepaid Card – Use of Agents

A Prepaid Card Issuer that uses a Third Party Agent for its Prepaid Card program must comply with the requirements specified in *Section 10.2, Agents and Processors*, *Section 10.3, Account and Transaction Information Security*, and *Third Party Agent Due Diligence Risk Standards*.

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10.20.1.2 Prepaid Card Issuer Risk Program Requirements

A 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 Prepaid Card 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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11 Dispute Resolution

11.1 Responsibilities for Dispute Resolution

11.1.1 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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11.1.2 Issuer Responsibilities to Cardholders for Dispute Resolution

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.[1] 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.

An Issuer must not process invalid Disputes and must conduct an adequate due diligence review of the Dispute to ensure compliance with the Visa Rules.

[1] An Issuer must establish enhanced customer support practices to service Visa Signature, Visa Signature Preferred, and Visa Infinite Cardholders during the dispute resolution process.

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11.1.3 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.

A Member must submit its inquiry to Visa within 15 calendar days from the date of the Visa back office service platform failure.

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11.2 Dispute Resolution General Requirements

11.2.1 Dispute Resolution Process General Requirements

For the purpose of calculating a dispute-related timeframe or time limit, the Processing Date of the preceding event (Transaction, Dispute, Dispute Response, pre-Arbitration attempt, Arbitration, or Compliance) is not counted as one day.

An Issuer must not initiate a Dispute for the same Transaction more than once, except for a Dispute initiated under Dispute condition 10.5 (Visa Fraud Monitoring Program).

An Acquirer must not do either of the following:

- Process a Transaction as a first Presentment if the Issuer has previously submitted a Dispute for the same Transaction
- Respond more than once to the original Dispute

If a Member does not respond through Visa Resolve Online (VROL) within the specified timeframe for an action,[1] or accepts responsibility for the Dispute, the Dispute cycle will be considered closed and that Member will be responsible for last amount received by the opposing Member.

The responsible Member must credit the opposing Member on the same processing date of the acceptance through VROL, when required. If the responsible Member does not credit the opposing Member within the specified time limit, Visa will initiate the applicable credit and debit.

A Member must not submit a Fee Collection Transaction for an acceptance of a Dispute.

[1] This also applies when the Member does not respond to a pre-Compliance attempt.

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11.2.2 Dispute Resolution Process – Dispute Category 10 (Fraud) and 11 (Authorization)

A Member must comply with the following table to process Disputes under Dispute category 10 (Fraud) and Dispute category 11 (Authorization) and related activity.

Table 11-1: Dispute Resolution Process Steps – Category 10 (Fraud) and Category 11 (Authorization)

Dispute Process Stage	Description
Dispute	After receiving a Presentment, an Issuer may initiate a Dispute only if all

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Table 11-1: Dispute Resolution Process Steps – Category 10 (Fraud) and Category 11 (Authorization) (continued)

Dispute Process Stage	Description
Time limit: See Dispute condition	applicable conditions for the applicable Dispute condition are met. If a credit was processed before the Dispute, the Issuer must either: • Apply the credit(s) to the disputed Transaction • Provide the Transaction Identifier(s) or Acquirer Reference Number(s) and the Transaction Date that the credit(s) was applied to and why the credit(s) does not resolve the Dispute
Pre-Arbitration Attempt Time limit: 30 calendar days from the Dispute Processing Date[1,2,3]	In response to a Dispute, the Acquirer may make a pre-Arbitration attempt as specified under the applicable Dispute condition. This does not apply if the Merchant accepted the Dispute through Rapid Dispute Resolution.
Pre-Arbitration Response Time limit: 30 calendar days from the Processing Date of the pre-Arbitration attempt[4]	An Issuer may respond to the pre-Arbitration attempt as follows: • The Issuer may accept financial responsibility. • The Issuer may decline the pre-Arbitration attempt if either: – The Acquirer provided either: ▪ Compelling Evidence ▪ Evidence that the Cardholder no longer disputes the Transaction – The Issuer provides new documentation or information about the Dispute. An Issuer may pursue pre-Arbitration under the same Dispute condition if both: • After the Dispute was initiated, the Merchant issued a credit for the full Transaction amount in the Merchant's local currency. • The Issuer suffered a financial loss due to the exchange rate difference between the credit and the debit Transaction amount. If the Acquirer has supplied Compelling Evidence with its pre-Arbitration attempt, the Issuer must do one of the following: • In the Europe Region: Both: – Contact the Cardholder to review the Compelling Evidence

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Table 11-1: Dispute Resolution Process Steps – Category 10 (Fraud) and Category 11 (Authorization) (continued)

Dispute Process Stage	Description
	– Provide information detailing how the Compelling Evidence has been addressed by the Cardholder and why the Cardholder continues to dispute the Transaction • For all other Transactions, both: – Certify that it has contacted the Cardholder to review the Compelling Evidence – Provide an explanation of why the Cardholder continues to dispute the Transaction • For Transactions not involving a Member in the Europe Region, for a Dispute under Dispute category 10: Fraud, either: – Certify that the name and address supplied does not match the Cardholder name and address – 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
Arbitration Time limit: 10 calendar days from the Processing Date of the pre-Arbitration response	The Acquirer may file for Arbitration when either: • The Dispute and Pre-Arbitration cycle has been completed and the Member has not been able to resolve the Dispute. • The opposing Issuer has not met the requirements specified in the Visa Rules.

[1] In the CEMEA Region (Nigeria): For a Domestic Transaction, 2 business days

[2] In the Europe Region (Poland): For a domestic ATM Transaction, 20 calendar days

[3] In the CEMEA Region (Tanzania): **Effective for Disputes processed on or after 1 February 2024** For a Domestic Transaction, 20 calendar days

[4] In the CEMEA Region (Tanzania): **Effective for Disputes processed on or after 1 February 2024** For a Domestic Transaction, 10 calendar days

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11.2.3 Dispute Resolution Process – Dispute Category 12 (Processing Errors) and 13 (Consumer Disputes)

A Member must comply with the following table for processing Disputes under Dispute category 12 (Processing Errors) and Dispute category 13 (Consumer Disputes) and related activity.

Table 11-2: Dispute Resolution Process Steps – Category 12 (Processing Errors) and Category 13 (Consumer Disputes)

Dispute Process Stage	Description
Dispute Time limit: See Dispute condition	After receiving a Presentment, an Issuer may initiate a Dispute only if all applicable conditions for the applicable Dispute condition are met. If a credit was processed before the Dispute, the Issuer must either: • Apply the credit(s) to the disputed Transaction • Provide the Transaction Identifier(s) or Acquirer Reference Number(s) and the Transaction Date that the credit(s) was applied to and why the credit(s) does not resolve the Dispute
Dispute Response Time limit: 30 calendar days from the Dispute Processing Date[1,2,3,4,5]	The Acquirer may initiate a Dispute Response as specified under the applicable Dispute condition. This does not apply if the Merchant accepted the Dispute through Rapid Dispute Resolution.
Pre-Arbitration Attempt Time limit: 30 calendar days from the Dispute Response Processing Date[6]	After receipt of a Dispute Response, the Issuer may make a pre-Arbitration attempt for any of the following reasons: • The Issuer can provide new documentation or information to the Acquirer about the Dispute. • The Issuer changes the Dispute condition after receiving the Dispute Response. The Issuer may change the Dispute condition only if the Dispute was valid. • If the Acquirer provided evidence that the Cardholder no longer disputes the Transaction, the Issuer certifies that the Cardholder still disputes the Transaction. An Issuer may pursue pre-Arbitration under the same Dispute condition if both: • After the Dispute was initiated, the Merchant issued a credit for the full Transaction amount in the Merchant's local currency.

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Table 11-2: Dispute Resolution Process Steps – Category 12 (Processing Errors) and Category 13 (Consumer Disputes) (continued)

Dispute Process Stage	Description
	• The Issuer suffered a financial loss due to the exchange rate difference between the credit and the Dispute Response amount.
Pre-Arbitration Response Time limit: 30 calendar days from the Processing Date of the pre-Arbitration Attempt[6]	An Acquirer may respond to the pre-Arbitration attempt as follows: • The Acquirer may accept financial responsibility. • The Acquirer may decline the pre-Arbitration attempt.
Arbitration Time limit: 10 calendar days from the Processing Date of the pre-Arbitration response	The Issuer may file for Arbitration when one of the following occurs: • The Dispute and Pre-Arbitration cycle has been completed and the Issuer has not been able to resolve the dispute. • The Acquirer has not met the requirements specified in the Visa Rules.

[1] In the CEMEA Region (Egypt): For a domestic ATM Transaction, for Dispute conditions 12.6 (Duplication/Paid by Other Means) and 13.9 (Non-Receipt of Cash), 10 calendar days

[2] In the AP Region (India): For a domestic ATM Transaction for Dispute conditions 12.6 (Duplication/Paid by Other Means) and 13.9 (Non-Receipt of Cash), 6 calendar days

[3] In the CEMEA Region (Nigeria): For a Domestic Transaction, 2 business days

[4] In the Europe Region (Poland): For a domestic ATM Transaction, for Dispute conditions 12.6 (Duplication/Paid by Other Means) and 13.9 (Non-Receipt of Cash), 20 calendar days

[5] In the CEMEA Region (Tanzania): **Effective for Disputes processed on or after 1 February 2024** For a Domestic Transaction, 20 calendar days

[6] In the CEMEA Region (Tanzania): **Effective for Disputes processed on or after 1 February 2024** For a Domestic Transaction, 10 calendar days

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11.3 Use of Visa Systems

11.3.1 Use of Visa Systems for Dispute Processing

A Member must use VisaNet or Visa Resolve Online (VROL) to process a financial message arising from a dispute (either Dispute, Dispute Response, pre-Arbitration, or pre-Arbitration response) that has been accepted by VROL.[1] This requirement does not apply to domestic Interchange processed under a Private Agreement.

A Member must use VROL[1] to do all of the following:

- Process a Dispute or Dispute Response
- Send Dispute-related documentation
- Make a pre-Arbitration or pre-Compliance attempt
- Process a pre-Arbitration or pre-Compliance response
- File an Arbitration or Compliance case[2]
- Withdraw an Arbitration or Compliance case
- File an appeal of an Arbitration or a Compliance decision

VROL questions must be answered in English and any dispute-related documentation must be provided in English, or accompanied by an English translation.

[1] In the Europe Region: This rule does not apply to a Member that chooses a Visa Scheme Processor that is not Visa. Where a Member chooses a Visa Scheme Processor that is not Visa but would like to use Visa for Arbitration and Compliance services, it must send all applicable information to Visa in an electronic format.

[2] A Member must not combine more than 10 disputed Transactions in the same case. The Payment Credential, Acquirer, Merchant name, Merchant location, and Dispute condition must be the same in each Dispute.

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11.3.2 Transaction Processing Requirements

A Member must process financial messages related to Disputes as follows:

Table 11-3: Financial Message Types – Category 10 (Fraud) and Category 11 (Authorization)

Dispute Process Stage	Transaction Type
Dispute	The Issuer must process a Dispute Financial for the Dispute amount.
Pre-arbitration Acceptance	The Issuer must process a Dispute Financial Reversal on the same Processing Date as the Pre-arbitration acceptance.

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Table 11-4: Financial Message Types – Category 12 (Processing Errors) and Category 13 (Consumer Disputes)

Dispute Process Stage	Transaction Type
Dispute	The Issuer must process a Dispute Financial for the Dispute amount.
Dispute Response	The Acquirer must process a Dispute Financial Response.
Pre-arbitration Acceptance	The Acquirer must process a Dispute Financial Response Reversal.

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11.3.3 Reversal of a Dispute

If the opposing Member has not already moved to the next stage of the Dispute cycle and neither Member has accepted financial liability, a Member may reverse an action (a Dispute, a Dispute Response, a pre-Arbitration attempt, or a response to a pre-Arbitration attempt) no later than 3[1] calendar days after the Processing Date of that action.[2]

[1] One calendar day for a Dispute involving an Original Credit Transaction

[2] This rule does not apply if the Cardholder has contacted the Issuer to confirm that they no longer dispute the Transaction

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11.4 Dispute Amount

11.4.1 Dispute and Dispute Response Amount General Requirements

The Dispute amount (specified in the Billing Currency)[1] must be either:

- The actual billed amount
- The Partial Transaction amount equal to the disputed amount

The Dispute amount must not exceed the Transaction amount except for Dispute condition 12.2 (Incorrect Transaction Code) where a debit was processed as a credit or a credit was processed as a debit.

If the Dispute is for a partial amount, any surcharge amount must be pro-rated.

The amount contained in a Dispute Response or a pre-Arbitration attempt made by an Acquirer must contain one of the following:

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- The same amount in the same Transaction Currency as in the original Presentment
- A partial amount to remedy the Dispute
- The same or corrected amount in the Settlement Currency as received by the Acquirer for the Dispute

[1] In the LAC Region (Venezuela): For an International Transaction, must be in either the Transaction Currency or the Issuer's Settlement Currency

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11.4.2 Currency Conversion Difference

The party that is assigned or accepts final liability for a Dispute is responsible for the difference between the original Transaction amount and the final Dispute amount that may be caused by a change to the Currency Conversion Rate.

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11.4.3 Minimum Dispute Amounts

Minimum Dispute amounts apply as follows:

Table 11-5: Minimum Dispute Amount

Transaction Type	Applicable Dispute Condition	Minimum Dispute Amount	Country/Region
T&E	All except the following Dispute conditions: • 10.1 (EMV Liability Shift Counterfeit Fraud) • **Effective for Disputes processed on or after 13 April 2024** 10.2 (EMV Liability Shift – Non-Counterfeit Fraud)[1] • **Effective for Disputes processed on or after 13 April 2024** 10.3 (Other Fraud – Card-Present Environment)[1] • **Effective for Disputes processed**	USD 25[3] (or local currency equivalent)	All

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Table 11-5: Minimum Dispute Amount (continued)

Transaction Type	Applicable Dispute Condition	Minimum Dispute Amount	Country/Region
	on or after 13 April 2024 10.4 (Other Fraud – Card Absent Environment)[1] • 10.5 (Visa Fraud Monitoring Program) • 13.3 (Not as Described or Defective Merchandise/Services)[2] • 13.8 (Original Credit Transaction) • 13.9 (Non-Receipt of Cash or Load Transaction Value)		

[1] **Effective 13 April 2024** This only applies to Disputes using a Visa Commercial Choice Travel Product.

[2] This only applies to Disputes where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services

[3] In the LAC Region (Brazil): This does not apply to a domestic Installment Transaction.

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11.5 Dispute Rights and Restrictions

11.5.1 Prohibition of Multiple Transactions in a Dispute

An Issuer must dispute each Transaction separately.

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11.5.2 Use of Compelling Evidence

An Acquirer must not process an invalid pre-Arbitration and must conduct an adequate due diligence review of the pre-Arbitration to ensure compliance with the Visa Rules.

An Acquirer may submit Compelling Evidence with a pre-Arbitration attempt, as follows:

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Table 11-6: Allowable Compelling Evidence

Item #	Allowable Compelling Evidence	Applicable Dispute Condition		
		10.1 (EMV Liability Shift Counterfeit Fraud)	10.3 (Other Fraud – Card-Present Environment)	10.4 (Other Fraud – Card-Absent Environment)
1	Photographic or email evidence 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
2	For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following: • Cardholder signature on the pick-up form • Copy of identification presented by the Cardholder[1] • Details of identification presented by the Cardholder			X
3	For a Card-Absent Environment Transaction in which the merchandise is delivered, evidence 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.			X
4	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: • Purchaser's IP address and the device geographical location at the date and time of			X

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Table 11-6: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence	Applicable Dispute Condition		
		10.1 (EMV Liability Shift Counterfeit Fraud)	10.3 (Other Fraud – Card-Present Environment)	10.4 (Other Fraud – Card-Absent Environment)
	the Transaction • Device ID number and name of device (if available) • Purchaser's name and email address linked to the customer profile held by the Merchant • 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 • Evidence that the Merchant's website or application was accessed by the Cardholder for merchandise or services on or after the Transaction Date • Evidence that the same device and Card used in the disputed Transaction were used in any previous Transaction that was not disputed			
5	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.			X
6	For a Mail/Phone Order Transaction, a signed order form			X
7	For a passenger transport Transaction, evidence that the services were provided and any of the following: • Evidence that the ticket was received at the			X

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Table 11-6: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence	Applicable Dispute Condition		
		10.1 (EMV Liability Shift Counterfeit Fraud)	10.3 (Other Fraud – Card-Present Environment)	10.4 (Other Fraud – Card-Absent Environment)
	Cardholder's billing address • Evidence that the ticket or boarding pass was scanned at the gate • 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 • 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			
8	For a T&E Transaction, evidence that the services were provided and either: • Details of loyalty program rewards earned and/or redeemed including address and telephone number that establish a link to the Cardholder • Evidence that an additional Transaction or Transactions related to the original Transaction, such as the purchase of T&E service upgrades or subsequent purchases made throughout the T&E service period, were not disputed			X
9	For a virtual Card Transaction at a Lodging Merchant, evidence of the Issuer's payment instruction sent through Visa Payables Automation, containing all of the following: • Issuer statement confirming approved use of			X

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Table 11-6: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence	Applicable Dispute Condition		
		10.1 (EMV Liability Shift Counterfeit Fraud)	10.3 (Other Fraud – Card-Present Environment)	10.4 (Other Fraud – Card-Absent Environment)
	the Card at the Lodging Merchant • Payment Credential • Guest name • Name of the company (requestor) and either their phone number, fax number, or email address			
10	For a Card-Absent Environment Transaction, evidence that 3 or more of the following had been used in an undisputed Transaction: • Customer account/login ID • Delivery address • Device ID/device fingerprint • Email address • IP address • Telephone number			X
11	Evidence that the Transaction was completed by a member of the Cardholder's household or family			X
12	Evidence of one or more non-disputed payments for the same merchandise or service			X
13	For a Recurring Transaction, evidence of all of the following: • A legally binding contract held between the Merchant and the Cardholder • The Cardholder is using the merchandise or services			X

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Table 11-6: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence	Applicable Dispute Condition		
		10.1 (EMV Liability Shift Counterfeit Fraud)	10.3 (Other Fraud – Card-Present Environment)	10.4 (Other Fraud – Card-Absent Environment)
	• A previous Transaction that was not disputed			
14	In the Europe Region: Evidence that the initial Transaction to set up a wallet was completed using Visa Secure but any subsequent Transaction from the wallet that was not completed using Visa Secure contained all wallet-related Transaction data.			X
15	For a US Domestic Card-Present Environment Transaction that is key-entered and did not take place at a Chip-Reading Device, either: • Evidence that the same Card used in the disputed Transaction was used in any previous or subsequent Transaction that was not disputed • Copy of both: – Identification presented by the Cardholder[1] – Receipt, invoice, or contract with information that links to the identification presented by the Cardholder	X	X	
16	**Effective 19 October 2024** For Transactions for the acquisition of non-fiat currency (for example: cryptocurrency) or purchase of a non-fungible token (NFT), any of the following: • Destination wallet address • Blockchain transaction hash, which must be searchable/traceable on an open source website			X

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Table 11-6: Allowable Compelling Evidence (continued)

Item #	Allowable Compelling Evidence	Applicable Dispute Condition		
		10.1 (EMV Liability Shift Counterfeit Fraud)	10.3 (Other Fraud – Card-Present Environment)	10.4 (Other Fraud – Card-Absent Environment)
	• Prior approved similar transactions using the same Cardholder Account Number			

[1] 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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11.6 Dispute Categories and Conditions

11.6.1 Dispute Categories Table Format

The Dispute categories and conditions are organized in tables to show the applicable Dispute condition and geographical scope for different rules.

The tables consist of one or 2 columns. The first column typically shows the rule language. The second column, if present, specifies the country or region for which the rule is applicable and uses the following labels:

Table 11-7: Dispute Country/Region Descriptions

Country/Region Label	Description
All	The rule applies to a Transaction between Members anywhere in the world.
All excluding Europe	The rule applies only to a Transaction that does not involve a Europe Member.
Europe and Interregional including Europe	The rule applies to both: • A Transaction in the Europe Region • An Interregional Transaction between a Member outside the Europe Region and a Member in the Europe Region.

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Table 11-7: Dispute Country/Region Descriptions (continued)

Country/Region Label	Description
[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 a Transaction within the named Visa Region (for example: a rule labeled as "AP" applies only to an Intraregional Transaction or Domestic Transaction in the AP Region).
[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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11.7 Dispute Category 10: Fraud

11.7.1 Dispute Category 10: Cardholder Letter or Certification Requirements

If the Dispute requires an Issuer to provide certification on behalf of the Cardholder, it may only certify if it obtained the Dispute information through a secure method that results in a valid representation of the Cardholder signature, for example:

- Secure online banking: Any method used by the Cardholder that establishes their unique identity through use of a password and/or other login identification method
- Secure telephone banking: A method where the Cardholder was identified using the same level of security needed to complete a transfer of funds to another financial institution

Instead of an Issuer certification, an Issuer may support the Dispute with a Cardholder[1] letter denying authorization of or participation in a Transaction. If provided to support the Dispute, the letter must be signed by the Cardholder[1] and include all of the following:

- Cardholder's[1] complete or partial Payment Credential
- Merchant name(s)
- Transaction amount(s)

[1] Or Virtual Account holder

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11.7.2 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud

11.7.2.1 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud for the following reason:

Table 11-8: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Reasons

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Dispute Reasons	Country/Region
The Transaction qualifies for the EMV liability shift, as specified in *Section 1.11.1.2, EMV Liability Shift Participation*, and all of the following: • The Transaction was completed with a Counterfeit Card in a Card-Present Environment. • The Cardholder denies authorization of or participation in the Transaction. • The Card is a Chip Card. • Any of the following: – The Transaction did not take place at a Chip-Reading Device (terminal entry capability code was not 5). – 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. – The Transaction was approved offline, and the Acquirer did not transmit the Full-Chip Data to Visa in the Clearing Record.	**All**

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11.7.2.2 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Rights

Table 11-9: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Rights

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity to Visa using fraud type code 4.	**All**

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11.7.2.3 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Invalid Disputes

A Dispute is invalid under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud for any of the following:

Table 11-10: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Invalid Disputes

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Invalid Disputes	Country/Region
• A Chip-initiated Transaction • An Emergency Cash Disbursement • A Fallback Transaction • A Mobile Push Payment Transaction • A Transaction for which 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. • A Transaction for which the Authorization Request contains the CVV but either: – CVV verification was not performed – The Authorization record indicates that the CVV failed verification • A Transaction that was approved using a Payment Credential for which the Issuer had reported Fraud Activity[1] • A Visa Commercial Choice Omni Product Transaction	**All**

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Table 11-10: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Invalid Disputes (continued)

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Invalid Disputes	Country/Region
A Transaction that contained a Token	**All excluding Europe**
[1] This does not apply if the reported fraud type was code C (merchant misrepresentation) or D (manipulation of account holder).	

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11.7.2.4 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud according to the following time limit:

Table 11-11: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Time Limit

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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11.7.2.5 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud:

Table 11-12: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Processing Requirements

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
Both: • Certification that the Cardholder denies authorization of or participation in the Transaction	**All**

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Table 11-12: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Dispute Processing Requirements (continued)

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
• For key-entered Transactions, certification that the Card is a Chip Card	

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11.7.2.6 Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Pre-Arbitration Processing Requirements

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud:

Table 11-13: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Pre-Arbitration Processing Requirements

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid. • The Cardholder no longer disputes the Transaction. • For a delayed charge Transaction both: – Evidence that the Transaction relates to a prior stay, trip, or rental period (for example, a parking violation that occurred during the rental) – Evidence that an Imprint was obtained at a Chip reading device during the same stay, trip, or rental (including any approved Authorization containing an Electronic Imprint)	**All excluding US**
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid.	**US**

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Table 11-13: Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud – Pre-Arbitration Processing Requirements (continued)

Dispute Condition 10.1: EMV Liability Shift Counterfeit Fraud Supporting Documentation/Certification	Country/Region
• The Cardholder no longer disputes the Transaction. • Compelling Evidence • For a delayed charge Transaction both: – Evidence that the Transaction relates to a prior stay, trip, or rental period (for example: a parking violation that occurred during the rental) – Evidence that an Imprint was obtained at a Chip-Reading device during the same stay, trip, or rental (including any approved Authorization containing an Electronic Imprint)	

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11.7.3 Dispute Condition 10.2: EMV Liability Shift – Non-Counterfeit Fraud

11.7.3.1 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud for the following reason:

Table 11-14: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Reasons

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Reasons	Country/Region
The Transaction qualifies for the EMV liability shift, as specified in *Section 1.11.1.2, EMV Liability Shift Participation*, and all of the following: • The Transaction was completed in a Card-Present Environment. • The Cardholder denies authorization of or participation in the Transaction. • The Card is a PIN-Preferring Chip Card. • One of the following: – The Transaction did not take place at a Chip-Reading Device.	**All**

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Table 11-14: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Reasons (continued)

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Reasons	Country/Region
– A Chip-initiated Transaction took place at a Chip-Reading Device that was not EMV PIN-compliant. – The Transaction was Chip-initiated without online PIN and both: ▪ The Transaction was authorized Online ▪ The Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.	

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11.7.3.2 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Rights

Table 11-15: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Rights

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity using fraud type code 0 (lost), 1 (stolen), or 2 (Card not received as issued [NRI]).	**All**

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11.7.3.3 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Invalid Disputes

A Dispute is invalid under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud for any of the following:

Table 11-16: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Invalid Disputes

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Invalid Disputes	Country/Region
• An ATM Cash Disbursement	**All**

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Table 11-16: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Invalid Disputes (continued)

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Invalid Disputes	Country/Region
• A Contactless Transaction • An Emergency Cash Disbursement Transaction • A Mobile Push Payment Transaction • A Transaction that was correctly processed at an EMV PIN-Compliant Acceptance Device • A Visa Easy Payment Service (VEPS) Transaction • A Fallback Transaction • A Transaction that was approved using a Payment Credential for which the Issuer had reported Fraud Activity[1] • A Visa Commercial Choice Omni Product Transaction • A Mobility and Transport Transaction	
[1] This does not apply if the reported fraud type was code C (merchant misrepresentation) or D (manipulation of account holder).	

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11.7.3.4 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud according to the following time limit:

Table 11-17: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Time Limit

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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11.7.3.5 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud:

Table 11-18: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Dispute Processing Requirements

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Supporting Documentation/Certification	Country/Region
Both: • Certification that the Card was a PIN-Preferring Chip Card • Certification that the Cardholder denies authorization of or participation in the Transaction	**All**

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11.7.3.6 Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Pre-Arbitration Processing Requirements

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud:

Table 11-19: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Pre-Arbitration Processing Requirements

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid. • The Cardholder no longer disputes the Transaction. • For a delayed charge Transaction both: – Evidence that the Transaction relates to a prior stay, trip, or rental period (for example, a parking violation that occurred during the rental)	**All**

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Table 11-19: Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud – Pre-Arbitration Processing Requirements (continued)

Dispute Condition 10.2: EMV Liability Shift Non-Counterfeit Fraud Supporting Documentation/Certification	Country/Region
– Evidence that an Imprint was obtained at a Chip reading device that was EMV PIN-Compliant during the same stay, trip, or rental (including any approved Authorization containing an Electronic Imprint)	

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11.7.4 Dispute Condition 10.3: Other Fraud – Card-Present Environment

11.7.4.1 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 10.3: Other Fraud – Card-Present Environment for the following reason:

Table 11-20: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Reasons

Dispute Condition 10.3: Other Fraud – Card-Present Environment Dispute Reasons	Country/Region
The Cardholder denies authorization or participation in a key-entered Transaction conducted in a Card-Present Environment.	**All**

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11.7.4.2 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Rights

Table 11-21: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Rights

Dispute Condition 10.3: Other Fraud – Card-Present Environment Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity to Visa.	**All**

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11.7.4.3 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Invalid Disputes

A Dispute is invalid under Dispute Condition 10.3: Other Fraud – Card-Present Environment for any of the following:

Table 11-22: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Invalid Disputes

Dispute Condition 10.3: Other Fraud – Card-Present Environment Invalid Disputes	Country/Region
• An ATM Cash Disbursement • An Emergency Cash Disbursement Transaction • A Mobile Push Payment Transaction • A Transaction that was approved using a Payment Credential for which the Issuer had reported Fraud Activity[1] • Visa Commercial Choice Omni Product Transaction • A Payment Credential on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application), C (merchant misrepresentation), or D (manipulation of account holder) • A Mobility and Transport Transaction • For Merchants in the US Region, an Automated Fuel Dispenser (AFD) Transaction that occurred at a Chip-Reading Device • An Electronic Imprint	**All**
[1] This does not apply if the reported fraud type was code C (merchant misrepresentation) or D (manipulation of account holder).	

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11.7.4.4 Dispute Condition 10.3: Other Fraud – Card Present Environment – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 10.3: Other Fraud – Card-Present Environment according to the following time limit:

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Table 11-23: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Time Limit

Dispute Condition 10.3: Other Fraud – Card-Present Environment Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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11.7.4.5 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.3: Other Fraud – Card-Present Environment:

Table 11-24: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Dispute Processing Requirements

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
Certification that the Cardholder denies authorization of or participation in the Transaction	**All**

ID# 0030249 Edition: Apr 2024 | Last Updated: Apr 2019

11.7.4.6 Dispute Condition 10.3: Other Fraud – Card-Present Environment – Pre-Arbitration Processing Requirements

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.3: Other Fraud – Card-Present Environment:

Table 11-25: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Pre-Arbitration Processing Requirements

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
Either: • Evidence that one of the following:	**All excluding US**

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Table 11-25: Dispute Condition 10.3: Other Fraud – Card-Present Environment – Pre-Arbitration Processing Requirements (continued)

Dispute Condition 10.3: Other Fraud – Card-Present Environment Supporting Documentation/Certification	Country/Region
– A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Cardholder no longer disputes the Transaction. – For a delayed charge Transaction both: ▪ Evidence that the Transaction relates to a prior stay, trip, or rental period (for example, a parking violation that occurred during the rental) ▪ Evidence that an Imprint[1] was obtained during the same stay, trip, or rental (including any approved Authorization containing an Electronic Imprint) • Evidence of an Imprint[1]	
Either: • Evidence of one of the following: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Cardholder no longer disputes the Transaction. – Compelling Evidence – For a delayed charge Transaction both: ▪ Evidence that the Transaction relates to a prior stay, trip, or rental period (for example, a parking violation that occurred during the rental) ▪ Evidence that an Imprint[1] was obtained during the same stay, trip, or rental (including any approved Authorization containing an Electronic Imprint) • Evidence of an Imprint[1]	**US**
[1] A pencil rubbing or photocopy of a Card is not considered a valid Imprint.	

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11.7.5 Dispute Condition 10.4: Other Fraud – Card-Absent Environment

11.7.5.1 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 10.4: Other Fraud – Card-Absent Environment for the following reason:

Table 11-26: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Reasons

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Reasons	Country/Region
The Cardholder denies authorization of or participation in a Transaction conducted in a Card-Absent Environment.	**All**

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11.7.5.2 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Rights

Table 11-27: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Rights

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Rights	Country/Region
Before initiating a Dispute, an Issuer must report the Fraud Activity to Visa.	**All**
The Dispute applies, regardless of the Electronic Commerce Indicator value, for Electronic Commerce Transactions conducted by Merchants assigned the following MCCs: • 4829 (Wire Transfer Money Orders) • 5967 (Direct Marketing – Inbound Teleservices Merchant) • **Effective through 19 January 2024** 6051 (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment) • **Effective 20 January 2024** 6051 (Non-Financial Institutions – Foreign	**US Domestic**

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Table 11-27: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Rights (continued)

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Rights	Country/Region
Currency, Liquid and Cryptocurrency Assets [for example: Cryptocurrency], Money Orders [not Money Transfer], Travelers Cheques, and Debt Repayment) • 6540 (Non-Financial Institutions: Stored Value Card Purchase/Load) • 7801 (Government Licensed On-Line Casinos [On-Line Gambling]) • 7802 (Government-Licensed Horse/Dog Racing) • 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)	

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11.7.5.3 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes

A Dispute is invalid under Dispute Condition 10.4: Other Fraud – Card-Absent Environment for any of the following:

Table 11-28: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
• An Emergency Cash Disbursement • A Straight Through Processing Transaction • A Transaction that was approved using a Payment Credential for which the Issuer had reported Fraud Activity[1] • A Transaction on an Account Number for which the Issuer has initiated more than 35 Disputes[2,3] within the previous 120 calendar days • A Card-Absent Environment Transaction for which both: – The CVV2 result code in the Authorization message is U (Issuer not participating in CVV2 program). – The CVV2 presence indicator in the Authorization Request is one of the following:	**All**

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Table 11-28: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes (continued)

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
▪ 1 (CVV2 value is present) ▪ 2 (CVV2 value is on the Card but is illegible) ▪ 9 (Cardholder states CVV2 is not present on the Card) • A Mobile Push Payment Transaction • A Secure Electronic Commerce Transaction processed with Electronic Commerce Indicator (ECI) 5 in the Authorization Request, if both of the following: – The Issuer responded to an Authentication Request with an Authentication Confirmation using Visa Secure with EMV 3-D Secure (EMV 3DS). – The Cardholder Authentication Verification Value (CAVV) was included in the Authorization Request. • A Secure Electronic Commerce Transaction processed using both an Authenticated Payment Credential and Electronic Commerce Indicator (ECI) 5 in the Authorization Request, if both: – The Token Authentication Verification Value (TAVV) was included in the Authorization Request. – The Issuer or Token Requestor approved a Cardholder Verification request with an approved Cardholder Verification Method. • A Non-Authenticated Security Transaction processed using EMV 3DS with Electronic Commerce indicator value 6 in the Authorization Request, if all of the following apply: – A Cardholder Authentication Verification Value (CAVV) was included in the Authorization Request. – The Issuer, or Visa on behalf of the Issuer, responded to an Authentication Request with an Attempt Response using Visa Secure and a Cardholder Authentication Verification Value (CAVV) was included. – The Transaction is not a Non-Reloadable Prepaid Card Transaction. • A Payment Credential on which the Issuer reported Fraud Activity using fraud type code 3 (fraudulent application), C (merchant misrepresentation), or D (manipulation of account holder) • A Visa Commercial Choice Omni Product Transaction	

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Table 11-28: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Invalid Disputes (continued)

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Invalid Disputes	Country/Region
• **Effective for Disputes processed on or after 19 October 2024** For a Transaction for the acquisition of non-fiat currency (for example: cryptocurrency) or purchase of a non-fungible token (NFT), if the Cardholder participated in the Transaction but subsequently claims they were deceived into sending the non-fiat currency or NFT to a fraudulent recipient. All of the following: • The Card Verification Value 2 (CVV2) presence indicator in the Authorization Request is 1 (CVV2 value is present) • The CVV2 results code in the Authorization message is N (No Match) • The Authorization Request was approved	
An Airline or passenger railway Transaction, if either: • The Issuer response to an Address Verification Service inquiry was Y and tickets were mailed to the Cardholder billing address on the Issuer file. • The Issuer was not a participant in the Address Verification Service on the Transaction Date.	**US Domestic**
A Transaction for which an Authorization was obtained if both: • The Acquirer attempted to authenticate the Cardholder through the Address Verification Service • Acquirer received an Address Verification Service Result Code U[4]	**Canada Domestic, UK Domestic, and US Domestic**

[1] This does not apply if the reported fraud type was code C (merchant misrepresentation) or D (manipulation of account holder).

[2] In the LAC Region (Brazil): This does not apply to a domestic Installment Transaction. The 35-Dispute limit applies based on the original Authorization.

[3] Individual Transactions that contain a Multiple Clearing Sequence Number that result from the same Authorization are treated as one Transaction toward the 35 Transaction limit.

[4] This does not apply 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 non-reloadable Prepaid Card.

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11.7.5.4 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 10.4: Other Fraud – Card-Absent Environment according to the following time limit:

Table 11-29: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Time Limit

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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11.7.5.5 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 10.4: Other Fraud – Card-Absent Environment:

Table 11-30: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Dispute Processing Requirements

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Supporting Documentation/Certification	Country/Region
Certification that the Cardholder denies authorization of or participation in the Transaction	**All**

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11.7.5.6 Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.4: Other Fraud – Card-Absent Environment:

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Table 11-31: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Supporting Documentation/Certification	Country/Region
One of the following: • Evidence that one of the following: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Cardholder no longer disputes the Transaction. • Compelling Evidence • For a delayed charge Transaction both: – Evidence that the Transaction relates to a prior stay, trip, or rental period (for example, a parking violation that occurred during the rental) – Evidence that an Imprint was obtained during the same stay, trip, or rental (including any approved Authorization containing an Electronic Imprint) • The same Payment Credential was used in 2 previous Transactions that the Issuer did not report as Fraud Activity to Visa and was processed more than 120 calendar days both:[1,2] – A detailed description of merchandise or services purchased for the disputed Transactions and the 2 previous Transactions – Certification of both: ▪ Date/time the merchandise or services were provided ▪ The device ID, device fingerprint, or the IP address and an additional one or more of the following in the undisputed Transaction(s) are the same as the disputed Transaction, as applicable: ▪ Customer account or login ID must be a unique identifier that the Cardholder uses to authenticate on the Merchant's e-commerce site or application at the time of the Transaction, and must be a value that the Cardholder recognizes in clear text and not hashed[2] ▪ Full delivery address must be the Cardholder's full shipping address, including street address, city, state/province, and postal code (or country equivalent) and country, and must be in clear text and not hashed[2]	**All**

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Table 11-31: Dispute Condition 10.4: Other Fraud – Card-Absent Environment – Pre-Arbitration Processing Requirements (continued)

Dispute Condition 10.4: Other Fraud – Card-Absent Environment Supporting Documentation/Certification	Country/Region
▪ Device ID must be a unique identifier of the Cardholder's device that the Cardholder can verify, such as a device serial number (for example: International Mobile Equipment Identity or IMEI), and must be at least 15 characters, and must be in clear text and not hashed[2] ▪ Device fingerprint must be a unique identifier of the Cardholder's device derived from at least two software or hardware properties of the device (such as browser version, operating system version), and must be at least 20 characters, and may be hashed[2] ▪ IP address must be the Cardholder's public IP address, and must be in clear text and not hashed, and must meet current industry formats (IPV4 and IPV6)[2] • For an Airline Transaction, evidence that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.	
[1] The 120 calendar days does not apply if the other undisputed Transactions were Original Credit Transactions. [2] Not to exceed 365 calendar days prior to the Processing Date of the Dispute	

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11.7.6 Dispute Condition 10.5: Visa Fraud Monitoring Program

11.7.6.1 Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 10.5: Visa Fraud Monitoring Program for the following reason:

Table 11-32: Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Reasons

Dispute Condition 10.5: Visa Fraud Monitoring Program Dispute Reasons	Country/Region
Visa notified the Issuer that the Transaction was identified by the Visa Fraud Monitoring Program and the Issuer has not successfully disputed the Transaction under another Dispute condition.	**All**

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11.7.6.2 Dispute Condition 10.5: Visa Fraud Monitoring Program – Invalid Disputes

A Dispute is invalid under Dispute Condition 10.5: Visa Fraud Monitoring Program for the following:

Table 11-33: Dispute Condition 10.5 Visa Fraud Monitoring Program – Invalid Disputes

Dispute Condition 10.5: Visa Fraud Monitoring Program Invalid Disputes	Country/Region
None	**All**

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11.7.6.3 Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 10.5: Visa Fraud Monitoring Program according to the following time limit:

Table 11-34: Dispute Condition 10.5: Visa Fraud Monitoring Program – Dispute Time Limit

Dispute Condition 10.5: Visa Fraud Monitoring Program Dispute Time Limit	Country/Region
120 calendar days from the date of the Visa Fraud Monitoring Program report	**All**

ID# 0030259 Edition: Apr 2024 | Last Updated: Apr 2021

11.7.6.4 Dispute Condition 10.5: Visa Fraud Monitoring Program – Pre-Arbitration Processing Requirements

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 10.5: Visa Fraud Monitoring Program:

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Table 11-35: Dispute Condition 10.5: Visa Fraud Monitoring Program – Pre-Arbitration Processing Requirements

Dispute Condition 10.5: Visa Fraud Monitoring Program Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid. • The Cardholder no longer disputes the Transaction.	**All**

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11.8 Dispute Category 11: Authorization

11.8.1 Dispute Condition 11.1: Card Recovery Bulletin

11.8.1.1 Dispute Condition 11.1: Card Recovery Bulletin – Dispute Reasons

Effective for Disputes processed through 12 April 2024 An Issuer may initiate a Dispute under Dispute Condition 11.1: Card Recovery Bulletin for the following reason:

Table 11-36: Dispute Condition 11.1: Card Recovery Bulletin – Dispute Reasons

Dispute Condition 11.1: Card Recovery Bulletin Dispute Reasons	Country/Region
All of the following: • The Transaction was below the Merchant's Floor Limit. • The Merchant did not obtain Authorization. • 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.[1,2]	**All**

[1] The Dispute applies even if a specific Account Number in a blocked BIN does not appear in the Card Recovery Bulletin.

[2] If the Transaction Date was not transmitted in the Clearing Record, the Dispute applies if the Account Number was listed in the Card Recovery Bulletin within the 10 calendar days before the Transaction Processing Date.

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11.8.1.2 Dispute Condition 11.1: Card Recovery Bulletin – Invalid Disputes

Effective for Disputes processed through 12 April 2024 A Dispute is invalid under Dispute Condition 11.1: Card Recovery Bulletin for the following:

Table 11-37: Dispute Condition 11.1: Card Recovery Bulletin – Invalid Disputes

Dispute Condition 11.1: Card Recovery Bulletin Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Mobile Push Payment Transaction • A Transaction completed at a Contactless-Only Acceptance Device • A Transaction that both: – Occurred at a Chip-Reading Device – Qualifies for the EMV liability shift, as specified in *Section 1.11.1.2, EMV Liability Shift Participation*	**All**

ID# 0030262 Edition: Apr 2024 | Last Updated: Oct 2023

11.8.1.3 Dispute Condition 11.1: Card Recovery Bulletin – Dispute Time Limit

Effective for Disputes processed through 12 April 2024 An Issuer may initiate a Dispute under Dispute Condition 11.1: Card Recovery Bulletin according to the following time limits:

Table 11-38: Dispute Condition 11.1: Card Recovery Bulletin – Dispute Time Limit

Dispute Condition 11.1: Card Recovery Bulletin Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	**All**

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11.8.1.4 Dispute Condition 11.1: Card Recovery Bulletin – Pre-Arbitration Processing Requirements

Effective for Disputes processed through 12 April 2024 An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.1: Card Recovery Bulletin:

Table 11-39: Dispute Condition 11.1: Card Recovery Bulletin – Pre-Arbitration Processing Requirements

Dispute Condition 11.1: Card Recovery Bulletin Supporting Documentation/Certification	Country/Region
Either: • Evidence that either: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. • For a Dispute involving a Transaction at a Car Rental Merchant, a Cruise Line Merchant, or a Lodging Merchant for which multiple Authorizations were obtained, evidence that the Account Number was not listed on the Card Recovery Bulletin on the following dates, as applicable: – For a Lodging Merchant, the check-in date – For a Car Rental Merchant, the vehicle rental date – For a Cruise Line, the embarkation date	**All**

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11.8.2 Dispute Condition 11.2: Declined Authorization

11.8.2.1 Dispute Condition 11.2: Declined Authorization – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 11.2: Declined Authorization for the following reason:

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Table 11-40: Dispute Condition 11.2: Declined Authorization – Dispute Reasons

Dispute Condition 11.2: Declined Authorization Dispute Reasons	Country/Region
An Authorization Request received a Decline Response or Pickup Response and the Merchant completed the Transaction.	**All**

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11.8.2.2 Dispute Condition 11.2: Declined Authorization – Dispute Rights

Table 11-41: Dispute Condition 11.2: Declined Authorization – Dispute Rights

Dispute Condition 11.2: Declined Authorization Dispute Rights	Country/Region
A Dispute of a Mobility and Transport Transaction is valid for the full Transaction amount if a Decline Response was sent and the Transaction amount was greater than the amount specified in *Section 5.8.19.2, Mobility and Transport Transaction Requirements*.	**All**

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11.8.2.3 Dispute Condition 11.2: Declined Authorization – Invalid Disputes

A Dispute is invalid under Dispute Condition 11.2: Declined Authorization for either of the following:

Table 11-42: Dispute Condition 11.2: Declined Authorization – Invalid Disputes

Dispute Condition 11.2: Declined Authorization Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Mobile Push Payment Transaction • 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.	**All**

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11.8.2.4 Dispute Condition 11.2: Declined Authorization – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 11.2: Declined Authorization according to the following time limits:

Table 11-43: Dispute Condition 11.2: Declined Authorization – Dispute Time Limit

Dispute Condition 11.2: Declined Authorization Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	**All**

ID# 0030268 Edition: Apr 2024 | Last Updated: Apr 2018

11.8.2.5 Dispute Condition 11.2: Declined Authorization – Pre-Arbitration Processing Requirements

An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.2: Declined Authorization:

Table 11-44: Dispute Condition 11.2: Declined Authorization – Pre-Arbitration Processing Requirements

Dispute Condition 11.2: Declined Authorization Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Transaction was Chip-initiated and offline-authorized, if applicable • For a Dispute involving a Transaction at a Car Rental Merchant, a Cruise Line Merchant, or a Lodging Merchant for which multiple Authorizations were obtained, certification of all of the following: – The check-in date, embarkation date, or vehicle rental date – The check-out date, disembarkation date, or vehicle return date – The dates, authorized amounts, and Authorization Codes of the approved Authorizations	**All**

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11.8.3 Dispute Condition 11.3: No Authorization/Late Presentment

11.8.3.1 Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Reasons

Effective for Transactions completed through 12 April 2024 An Issuer may initiate a Dispute under Dispute Condition 11.3: No Authorization for the following reason:

Table 11-45: Dispute Condition 11.3: No Authorization – Dispute Reasons

Dispute Condition 11.3: No Authorization Dispute Reasons	Country/Region
Authorization was required but was not obtained on the date specified in *Section 5.7.4.7, Transaction and Processing Timeframes*	**All**

Effective for Transactions completed on or after 13 April 2024 An Issuer may initiate a Dispute under Dispute Condition 11.3: No Authorization/Late Presentment for the following reason:

Table 11-46: Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Reasons

Dispute Condition 11.3: No Authorization/Late Presentment Dispute Reasons	Country/Region
One of the following: • A valid Authorization was required but was not obtained as specified in *Section 5.7.4.6, Approval Response Requirements* • A valid Authorization was obtained but the Transaction was not processed within the timeframe specified in *Section 5.7.4.7, Transaction and Processing Timeframes* • An Authorization was not required and the Transaction was not processed as specified in *Section 5.7.4.7, Transaction and Processing Timeframes*	**All**
The Acquirer processed an Adjustment of an ATM Deposit Transaction and either: • The ATM Deposit Adjustment posted to a "closed" or "credit problem" account and the Adjustment was processed more than 10 days after the Transaction Date.	**All**

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Table 11-46: Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Reasons (continued)

Dispute Condition 11.3: No Authorization/Late Presentment Dispute Reasons	Country/Region
• The ATM Deposit Adjustment, was processed more than 45 days after the Transaction Date.	
The Acquirer processed an Adjustment of an ATM Cash Disbursement[1] and either: • The Adjustment posted to a "closed," "credit problem," or "fraud" account and the Adjustment was processed more than 10 days after the Transaction Date. • The Adjustment was processed more than 45 days after the Transaction Date.	**All excluding India Domestic and Nepal Domestic**
The Acquirer processed an Adjustment of an ATM Cash Disbursement more than 4 days after the Transaction Date and the Adjustment was posted to a "closed," "credit problem," or "fraud" account.	**India Domestic**
The Acquirer processed an Adjustment of an ATM Cash Disbursement more than 3 days after the Transaction Date and the Adjustment was posted to a "closed," "credit problem," or "fraud" account.	**Nepal Domestic**
[1] In the US Region: For US Domestic Transaction, this includes Adjustment of a PIN-Authenticated Visa Debit Transaction.	

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11.8.3.2 Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Rights

Table 11-47: Effective through 12 April 2024 Dispute Condition 11.3: No Authorization – Dispute Rights

Dispute Condition 11.3: No Authorization Dispute Rights	Country/Region
• The Dispute is limited to the amount above the applicable Floor Limit for a Chip-initiated, Offline-Authorized Transaction. • If Authorization was obtained for an amount less than the Transaction amount, the Dispute is limited to either: – The amount that was not authorized – The difference between the Transaction amount and the amount for which	**All**

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Table 11-47: Effective through 12 April 2024 Dispute Condition 11.3: No Authorization – Dispute Rights (continued)

Dispute Condition 11.3: No Authorization Dispute Rights	Country/Region
Authorization was required • The Dispute 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.	

Table 11-48: Effective 13 April 2024 Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Rights

Dispute Condition 11.3: No Authorization/Late Presentment Dispute Rights	Country/Region
• The Dispute is limited to the amount above the applicable Floor Limit for a Chip-initiated, Offline-Authorized Transaction. • If Authorization was obtained for an amount less than the Transaction amount, the Dispute is limited to either: – The amount that was not authorized – The difference between the Transaction amount and the amount for which Authorization was required • The Dispute 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**

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11.8.3.3 Dispute Condition 11.3: No Authorization/Late Presentment – Invalid Disputes

Effective for Transactions completed through 12 April 2024 A Dispute is invalid under Dispute Condition 11.3: No Authorization for any of the following:

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Table 11-49: Dispute Condition 11.3: No Authorization – Invalid Disputes

Dispute Condition 11.3: No Authorization Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Transaction for which valid Authorization was obtained • An Electronic Commerce Transaction in which the Cardholder Authentication Verification Value (CAVV) was not validated during Authorization • A Mobile Push Payment Transaction • A Credit Transaction with one of the following MCCs: – 3000-3350 (Airlines, Air Carriers) – 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries) – 4112 (Passenger Railways) – 4131 (Bus Lines) – 4511 (Airlines and Air Carriers [Not Elsewhere Classified])	**All**
A Transaction that both: • Is processed with a Visa Drive Card that is an "extra" Card which has a Privately Contracted Agreement associated to it • Contains either of the following MCCs: – 4784 (Tolls and Bridge Fees) – 7523 (Parking Lots, Parking Meters and Garages)	**Europe**

Effective for Transactions completed on or after 13 April 2024 A Dispute is invalid under Dispute Condition 11.3: No Authorization/Late Presentment for any of the following:

Table 11-50: Dispute Condition 11.3: No Authorization/Late Presentment – Invalid Disputes

Dispute Condition 11.3: No Authorization/Late Presentment Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Mobile Push Payment Transaction • Where a valid Authorization was required but not obtained for a Credit Transaction with one of the following MCCs:	**All**

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Table 11-50: Dispute Condition 11.3: No Authorization/Late Presentment – Invalid Disputes (continued)

Dispute Condition 11.3: No Authorization/Late Presentment Invalid Disputes	Country/Region
– 3000-3350 (Airlines, Air Carriers) – 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries) – 4112 (Passenger Railways) – 4131 (Bus Lines) – 4511 (Airlines and Air Carriers [Not Elsewhere Classified])	
Where a valid Authorization was required but not obtained for a Transaction that both: • Is processed with a Visa Drive Card that is an "extra" Card which has a Privately Contracted Agreement associated to it • Contains either of the following MCCs: – 4784 (Tolls and Bridge Fees) – 7523 (Parking Lots, Parking Meters and Garages)	**Europe**

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11.8.3.4 Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Time Limit

Effective for Transactions completed through 12 April 2024 An Issuer may initiate a Dispute under Dispute Condition 11.3: No Authorization according to the following time limits:

Table 11-51: Dispute Condition 11.3: No Authorization – Dispute Time Limit

Dispute Condition 11.3: No Authorization Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	**All**

Effective for Transactions completed on or after 13 April 2024 An Issuer may initiate a Dispute under Dispute Condition 11.3: No Authorization/Late Presentment according to the following time limits:

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Table 11-52: Dispute Condition 11.3: No Authorization/Late Presentment – Dispute Time Limit

Dispute Condition 11.3: No Authorization/Late Presentment Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date[1]	**All**
For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, 75 calendar days from the Transaction Date of the Adjustment	**US Domestic**
For an Adjustment of an ATM Cash Disbursement, 75 calendar days from the Transaction Date of the Adjustment	**India Domestic** **Nepal Domestic**
[1] In the LAC Region (Brazil): For a domestic Installment Transaction, the Transaction was processed between the approval response date and the Processing Date of the first Installment Transaction.	

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11.8.3.5 Dispute Condition 11.3: No Authorization/Late Presentment – Pre-Arbitration Processing Requirements

Effective for Transactions completed through 12 April 2024 An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.3: No Authorization:

Table 11-53: Dispute Condition 11.3: No Authorization – Pre-Arbitration Processing Requirements

Dispute Condition 11.3: No Authorization Supporting Documentation/Certification	Country/Region
Both: • Evidence of any of the following: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Transaction Date in the Clearing Record was incorrect and the Authorization was obtained on the correct date. • For a Dispute involving special Authorization procedures where all of the following apply:	**All**

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Table 11-53: Dispute Condition 11.3: No Authorization – Pre-Arbitration Processing Requirements (continued)

Dispute Condition 11.3: No Authorization Supporting Documentation/Certification	Country/Region
– The first Authorization Request included the Estimated Authorization Request indicator. – Subsequent Authorization Requests included the Incremental Authorization Request indicator. – The same Transaction Identifier was used in all Authorization Requests. – Clearing Records were submitted within the timeframes specified in *Section 5.7.4.5, Approval Response Validity Timeframes*. Both: • The Transaction Receipt or Substitute Transaction Receipt • Certification of all of the following: – The date the Transaction was initiated – The date the Transaction was completed – The dates, authorized amounts, and Authorization Codes of the approved Authorizations	

Effective for Transactions completed on or after 13 April 2024 An Acquirer must provide the following documentation or certification for a pre-Arbitration attempt under Dispute Condition 11.3: No Authorization/Late Presentment:

Table 11-54: Dispute Condition 11.3: No Authorization/Late Presentment – Pre-Arbitration Processing Requirements

Dispute Condition 11.3: No Authorization/Late Presentment Supporting Documentation/Certification	Country/Region
Both: • Evidence of any of the following: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Transaction Date in the Clearing Record was incorrect and a valid	**All**

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Table 11-54: Dispute Condition 11.3: No Authorization/Late Presentment – Pre-Arbitration Processing Requirements (continued)

Dispute Condition 11.3: No Authorization/Late Presentment Supporting Documentation/Certification	Country/Region
Authorization was obtained, as specified in *Section 5.7.4.7, Transaction and Processing Timeframes* – The Transaction Receipt or other record with a Transaction Date that disproves late Presentment and proves that the Acquirer obtained the required authorization • For a Dispute involving special Authorization procedures where all of the following apply: – The first Authorization Request included the Estimated Authorization Request indicator. – Subsequent Authorization Requests included the Incremental Authorization Request indicator. – The same Transaction Identifier was used in all Authorization Requests. – Clearing Records were submitted within the timeframes specified in *Section 5.7.4.7, Transaction and Processing Timeframes*. Both: • The Transaction Receipt or Substitute Transaction Receipt • Certification of all of the following: – The date the Transaction was initiated – The date the Transaction was completed – The dates, authorized amounts, and Authorization Codes of the approved Authorizations	

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11.9 Dispute Category 12: Processing Errors

11.9.1 Dispute Condition 12.1: Late Presentment

11.9.1.1 Dispute Condition 12.1: Late Presentment – Dispute Reasons

Effective through 12 April 2024 An Issuer may initiate a Dispute under Dispute Condition 12.1: Late Presentment for the following reasons:

Table 11-55: Dispute Condition 12.1: Late Presentment – Dispute Reasons

Dispute Condition 12.1: Late Presentment Dispute Reasons	Country/Region
Either:[1] • The Transaction Date is more than 180 calendar days before the Transaction Processing Date. • Both: – The Transaction was not processed within the required time limit as specified in *Section 7.6.1.1, Acquirer Processing Timeframes*. – The Transaction was processed to a "closed," "credit problem," or "fraud" account.	**All**
The Acquirer processed an Adjustment of an ATM Deposit Transaction and either: • The ATM Deposit Adjustment posted to a "closed" or "credit problem" account and the Adjustment was processed more than 10 days after the Transaction Date. • The ATM Deposit Adjustment was processed more than 45 days after the Transaction Date.	**All**
The Acquirer processed an Adjustment of an ATM Cash Disbursement[2] and either: • The Adjustment posted to a "closed," "credit problem," or "fraud" account and the Adjustment was processed more than 10 days after the Transaction Date. • The Adjustment was processed more than 45 days after the Transaction Date.	**All excluding India Domestic**
The Acquirer processed an Adjustment of an ATM Cash Disbursement more than 4 days after the Transaction Date and the Adjustment was posted to a "closed," "credit problem," or "fraud" account.	**India Domestic**

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Table 11-55: Dispute Condition 12.1: Late Presentment – Dispute Reasons (continued)

Dispute Condition 12.1: Late Presentment Dispute Reasons	Country/Region
[1] In the LAC Region (Brazil): For a domestic Installment Transaction, the Transaction was processed between the Transaction Date and the Processing Date of the first Installment Transaction. [2] In the US Region: For US Domestic Transaction, this includes Adjustment of a PIN-Authenticated Visa Debit Transaction.	

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11.9.1.2 Dispute Condition 12.1: Late Presentment – Dispute Rights

Table 11-56: Effective through 12 April 2024 Dispute Condition 12.1: Late Presentment – Dispute Rights

Dispute Condition 12.1: Late Presentment Dispute Rights	Country/Region
For the purpose of this condition, the Transaction Date refers to the Transaction Date transmitted in the Clearing Record.	**All**

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11.9.1.3 Dispute Condition 12.1: Late Presentment – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.1: Late Presentment for any of the following:

Table 11-57: Dispute Condition 12.1: Late Presentment – Invalid Disputes

Dispute Condition 12.1: Late Presentment Invalid Disputes	Country/Region
A Mobile Push Payment Transaction	**All**

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11.9.1.4 Dispute Condition 12.1: Late Presentment – Dispute Time Limit

Effective through 12 April 2024 An Issuer may initiate a Dispute under Dispute Condition 12.1: Late Presentment according to the following time limits:

Table 11-58: Dispute Condition 12.1: Late Presentment – Dispute Time Limit

Dispute Condition 12.1: Late Presentment Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**
120 calendar days from either: • The Transaction Processing Date • For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment	**US Domestic**
120 calendar days from either: • The Transaction Processing Date • For an Adjustment of an ATM Cash Disbursement, the Transaction Date of the Adjustment	**India Domestic**

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11.9.1.5 Dispute Condition 12.1: Late Presentment – Dispute Processing Requirements

Effective through 12 April 2024 An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.1: Late Presentment:

Table 11-59: Dispute Condition 12.1: Late Presentment – Dispute Processing Requirements

Dispute Condition 12.1: Late Presentment Supporting Documentation/Certification	Country/Region
Certification of one of the following: • On the Dispute Processing Date, the Cardholder account status was flagged as one of the following: – Credit Problem – Closed	**All**

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Table 11-59: Dispute Condition 12.1: Late Presentment – Dispute Processing Requirements (continued)

Dispute Condition 12.1: Late Presentment Supporting Documentation/Certification	Country/Region
– Fraud[1] • The Transaction was processed more than 180 calendar days after the Transaction Date. • The ATM Deposit Adjustment was processed more than 45 calendar days after the Transaction Date.	
[1] This does not apply to ATM Deposit Transactions.	

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11.9.1.6 Dispute Condition 12.1: Late Presentment – Dispute Response Processing Requirements

Effective through 12 April 2024 An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.1: Late Presentment:

Table 11-60: Dispute Condition 12.1: Late Presentment – Dispute Response Processing Requirements

Dispute Condition 12.1: Late Presentment Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • The Transaction Receipt or other record with a Transaction Date that disproves late Presentment and proves that the Acquirer obtained the required authorization	**All**

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11.9.2 Dispute Condition 12.2: Incorrect Transaction Code

11.9.2.1 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 12.2: Incorrect Transaction Code for the following reasons:

Table 11-61: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Reasons

Dispute Condition 12.2: Incorrect Transaction Code Dispute Reasons	Country/Region
One of the following: • A credit was processed as a debit. • A debit was processed as a credit. • A credit refund was processed instead of a Reversal or an Adjustment.	**All**

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11.9.2.2 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Rights

Table 11-62: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Rights

Dispute Condition 12.2: Incorrect Transaction Code Dispute Rights	Country/Region
• The Dispute amount should be double the Transaction amount if either: – A credit was processed as a debit. – A debit was processed as a credit. • For a credit refund that was processed instead of a Reversal or an Adjustment, the Dispute amount is limited to the difference between the credit refund and the original debit.	**All**

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11.9.2.3 Dispute Condition 12.2: Incorrect Transaction Code – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.2: Incorrect Transaction Code for any of the following:

Table 11-63: Dispute Condition 12.2: Incorrect Transaction Code – Invalid Disputes

Dispute Condition 12.2: Incorrect Transaction Code Invalid Disputes	Country/Region
A Mobile Push Payment Transaction	**All**

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11.9.2.4 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 12.2: Incorrect Transaction Code according to the following time limits:

Table 11-64: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Time Limit

Dispute Condition 12.2: Incorrect Transaction Code Dispute Time Limit	Country/Region
120 calendar days from either: • The Transaction Processing Date • For a credit refund that was processed instead of a Reversal or an Adjustment, the Processing Date of the credit refund	**All**

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11.9.2.5 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.2: Incorrect Transaction Code:

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Table 11-65: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Processing Requirements

Dispute Condition 12.2: Incorrect Transaction Code Supporting Documentation/Certification	Country/Region
Certification that either: • Credit was processed as a debit. • Debit was processed as a credit. For a credit refund that was processed instead of a Reversal or an Adjustment, both: • An explanation of why the credit refund was processed in error • Date of the original Transaction and Credit Transaction	**All**

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11.9.2.6 Dispute Condition 12.2: Incorrect Transaction Code – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.2: Incorrect Transaction Code:

Table 11-66: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Response Processing Requirements

Dispute Condition 12.2: Incorrect Transaction Code Supporting Documentation/Certification	Country/Region
Either: • For a credit processed as a debit or a debit processed as a credit, either: – Evidence that a credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute – Transaction Receipt or other record that proves that the Transaction code was correct • For a credit refund that was processed instead of a Reversal or an Adjustment, either: – Evidence that a Reversal issued by the Merchant was not addressed by the Issuer in the Dispute	**All**

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Table 11-66: Dispute Condition 12.2: Incorrect Transaction Code – Dispute Response Processing Requirements (continued)

Dispute Condition 12.2: Incorrect Transaction Code Supporting Documentation/Certification	Country/Region
– A reason that a Credit Transaction was processed instead of a Reversal or an Adjustment	

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11.9.3 Dispute Condition 12.3: Incorrect Currency

11.9.3.1 Dispute Condition 12.3: Incorrect Currency – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 12.3: Incorrect Currency for the following reasons:

Table 11-67: Dispute Condition 12.3: Incorrect Currency – Dispute Reasons

Dispute Condition 12.3: Incorrect Currency Dispute Reasons	Country/Region
Either: • The Transaction Currency is different than the currency transmitted through VisaNet. • Dynamic Currency Conversion (DCC) occurred and the Cardholder did not expressly agree to DCC or was refused the choice of paying in the Merchant's local currency, the local currency of the country where the Branch is located, the selected ATM currency, or the local currency of the country where the ATM is located.	**All**

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11.9.3.2 Dispute Condition 12.3: Incorrect Currency – Dispute Rights

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Table 11-68: Dispute Condition 12.3: Incorrect Currency – Dispute Rights

Dispute Condition 12.3: Incorrect Currency Dispute Rights	Country/Region
The Dispute applies for the entire Transaction amount.	**All**

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11.9.3.3 Dispute Condition 12.3: Incorrect Currency – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.3: Incorrect Currency for the following:

Table 11-69: Dispute Condition 12.3: Incorrect Currency – Invalid Disputes

Dispute Condition 12.3: Incorrect Currency Invalid Disputes	Country/Region
• A Straight Through Processing Transaction • A Mobile Push Payment Transaction • A Transaction settled in USD originating at an ATM that is located outside the US Region and is connected to the Plus System. This does not include a DCC Transaction.	**All**

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11.9.3.4 Dispute Condition 12.3: Incorrect Currency – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 12.3: Incorrect Currency according to the following time limit:

Table 11-70: Dispute Condition 12.3: Incorrect Currency – Dispute Time Limit

Dispute Condition 12.3: Incorrect Currency Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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11.9.3.5 Dispute Condition 12.3: Incorrect Currency – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.3: Incorrect Currency:

Table 11-71: Dispute Condition 12.3: Incorrect Currency – Dispute Processing Requirements

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
Either: • Certification stating the correct Transaction currency code • Certification that the Cardholder did not agree to Dynamic Currency Conversion (DCC) and did not make an active choice or was refused the choice of paying in the Merchant's local currency, the local currency of the country where the Branch is located, the selected ATM currency, or the local currency of the country where the ATM is located	**All**

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11.9.3.6 Dispute Condition 12.3: Incorrect Currency – Dispute Response Rights

Table 11-72: Dispute Condition 12.3: Incorrect Currency – Dispute Response Rights

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
For a Dynamic Currency Conversion (DCC) Transaction, if the Acquirer cannot provide evidence that the Cardholder expressly agreed to DCC,[1] it may either: • Process a Dispute Response in the Merchant's local currency, the local currency of the country where the Branch is located, the currency dispensed at the ATM, or the local currency of the country where the ATM is located, for the Transaction amount before DCC occurred, excluding fees or commission charges directly related to DCC that were applied to the Transaction • Process the Transaction as a first Presentment instead of processing a Dispute Response. The Acquirer may be responsible for a Dispute for late Presentment.	**All**
[1] As specified in the *DCC Guide*	

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11.9.3.7 Dispute Condition 12.3: Incorrect Currency – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.3: Incorrect Currency:

Table 11-73: Dispute Condition 12.3: Incorrect Currency – Dispute Response Processing Requirements

Dispute Condition 12.3: Incorrect Currency Supporting Documentation/Certification	Country/Region
• Evidence that one of the following: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Cardholder no longer disputes the Transaction. • Transaction Receipt or other record that proves that the Transaction currency was correct • For a DCC Transaction, either: – For a Dispute Response in the Merchant's local currency the local currency of the country where the Branch is located, the ATM dispensed currency, or the local currency of the country where the ATM is located, both: ▪ Acquirer certification that the Merchant is registered to offer DCC ▪ A copy of the Transaction Receipt showing the Merchant's local currency the local currency of the country where the Branch is located, the currency selected at the ATM, or the local currency of the country where ATM is located – For a Dispute Response in the DCC currency, all of the following: ▪ Evidence that the Cardholder expressly agreed to DCC ▪ Acquirer certification that the Acceptance Device requires electronic selection of DCC by the Cardholder and that the choice cannot be made by the Merchant, the Branch, or ATM ▪ A copy of the Transaction Receipt	**All**

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11.9.4 Dispute Condition 12.4: Incorrect Account Number

11.9.4.1 Dispute Condition 12.4: Incorrect Account Number – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 12.4: Incorrect Account Number for the following reason:

Table 11-74: Dispute Condition 12.4: Incorrect Account Number – Dispute Reasons

Dispute Condition 12.4: Incorrect Account Number Dispute Reasons	Country/Region
Either: • The Transaction or Original Credit Transaction was processed using an incorrect Payment Credential.[1] • An ATM Deposit Adjustment was processed using an incorrect Payment Credential.	**All**
[1] In the US Region: Includes an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction	

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11.9.4.2 Dispute Condition 12.4: Incorrect Account Number – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.4: Incorrect Account Number for the following:

Table 11-75: Dispute Condition 12.4: Incorrect Account Number – Invalid Disputes

Dispute Condition 12.4: Incorrect Account Number Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Straight Through Processing Transaction • A Transaction using a Payment Credential for which no such Card was issued or is outstanding and for which either an Imprint or an Authorization was obtained • A Chip-initiated Transaction containing a valid Cryptogram	**All**

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Table 11-75: Dispute Condition 12.4: Incorrect Account Number – Invalid Disputes (continued)

Dispute Condition 12.4: Incorrect Account Number Invalid Disputes	Country/Region
• A Mobility and Transport Transaction • A Mobile Push Payment Transaction	

ID# 0030293 Edition: Apr 2024 | Last Updated: Apr 2021

11.9.4.3 Dispute Condition 12.4: Incorrect Account Number – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 12.4: Incorrect Account Number according to the following time limits:

Table 11-76: Dispute Condition 12.4: Incorrect Account Number – Dispute Time Limit

Dispute Condition 12.4: Incorrect Account Number Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**
120 calendar days from the Transaction Processing Date of an ATM Deposit Adjustment	**All**
120 calendar days from either: • The Transaction Processing Date • For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment	**US Domestic**

ID# 0030294 Edition: Apr 2024 | Last Updated: Apr 2023

11.9.4.4 Dispute Condition 12.4: Incorrect Account Number – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.4: Incorrect Account Number:

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Table 11-77: Dispute Condition 12.4: Incorrect Account Number – Dispute Processing Requirements

Dispute Condition 12.4: Incorrect Account Number Supporting Documentation/Certification	Country/Region
Either: • Certification that the incorrect Payment Credential was used. • Certification that a Transaction was processed to a Payment Credential that does not match any Payment Credential on the Issuer's master file and no Authorization was obtained.	**All**

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11.9.4.5 Dispute Condition 12.4: Incorrect Account Number – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.4: Incorrect Account Number:

Table 11-78: Dispute Condition 12.4: Incorrect Account Number – Dispute Response Processing Requirements

Dispute Condition 12.4: Incorrect Account Number Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • Transaction Receipt or other record to prove that the Payment Credential was processed correctly	**All**

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11.9.5 Dispute Condition 12.5: Incorrect Amount

11.9.5.1 Dispute Condition 12.5: Incorrect Amount – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 12.5: Incorrect Amount for the following reason:

Table 11-79: Dispute Condition 12.5: Incorrect Amount – Dispute Reasons

Dispute Condition 12.5: Incorrect Amount Dispute Reasons	Country/Region
Either: • The Transaction amount is incorrect or an addition or transposition error occurred. • For an ATM Transaction, the ATM Deposit Adjustment amount is incorrect.	**All**

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11.9.5.2 Dispute Condition 12.5: Incorrect Amount – Dispute Rights

Table 11-80: Dispute Condition 12.5: Incorrect Amount – Dispute Rights

Dispute Condition 12.5: Incorrect Amount Dispute Rights	Country/Region
• The Dispute amount is limited to the difference between the amounts. • For an incorrect Transaction amount, if a handwritten Transaction amount differs from the imprinted amount, the handwritten amount must be used to determine the processing error.	**All**

ID# 0030297 Edition: Apr 2024 | Last Updated: Apr 2018

11.9.5.3 Dispute Condition 12.5: Incorrect Amount – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.5: Incorrect Amount for any of the following:

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Table 11-81: Dispute Condition 12.5: Incorrect Amount – Invalid Disputes

Dispute Condition 12.5: Incorrect Amount Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Mobile Push Payment Transaction • A Straight Through Processing Transaction • A T&E Transaction in which there is a difference between the quoted price and the actual charges made by the Merchant • A No-Show Transaction • An Advance Payment[1] • A Transaction for which the Merchant has the right to alter the Transaction amount without the Cardholder's consent after the Transaction was completed	**All**

[1] Processed as specified in *Section 5.8.11.1, Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials*

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11.9.5.4 Dispute Condition 12.5: Incorrect Amount – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 12.5: Incorrect Amount according to the following time limits:

Table 11-82: Dispute Condition 12.5: Incorrect Amount – Dispute Time Limit

Dispute Condition 12.5: Incorrect Amount Dispute Time Limit	Country/Region
Either: • 120 calendar days from the Transaction Processing Date • 120 calendar days from the Transaction Processing Date of an ATM Deposit Adjustment	**All**
120 calendar days from either: • The Transaction Processing Date	**US Domestic**

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Table 11-82: Dispute Condition 12.5: Incorrect Amount – Dispute Time Limit (continued)

Dispute Condition 12.5: Incorrect Amount Dispute Time Limit	Country/Region
• For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment	

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11.9.5.5 Dispute Condition 12.5: Incorrect Amount – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.5: Incorrect Amount:

Table 11-83: Dispute Condition 12.5: Incorrect Amount – Dispute Processing Requirements

Dispute Condition 12.5: Incorrect Amount Supporting Documentation/Certification	Country/Region
• A copy of the Transaction Receipt or other record with the correct Transaction Amount • For an ATM Transaction, certification of the correct ATM Deposit Adjustment amount	**All**

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11.9.5.6 Dispute Condition 12.5: Incorrect Amount – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.5: Incorrect Amount:

Table 11-84: Dispute Condition 12.5: Incorrect Amount – Dispute Response Processing Requirements

Dispute Condition 12.5: Incorrect Amount Supporting Documentation/Certification	Country/Region
Evidence of one of the following:	**All**

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Table 11-84: Dispute Condition 12.5: Incorrect Amount – Dispute Response Processing Requirements (continued)

Dispute Condition 12.5: Incorrect Amount Supporting Documentation/Certification	Country/Region
• A credit or Reversal issued by the Acquirer was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • Transaction Receipt or other record to prove that the Transaction amount was correct	

ID# 0030301 Edition: Apr 2024 | Last Updated: Apr 2019

11.9.6 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means

11.9.6.1 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means for the following reason:

Table 11-85: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Reasons

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Reasons	Country/Region
One of the following: • A single Transaction[1] was processed more than once using the same Payment Credential on the same Transaction date, and for the same Transaction amount. • The Cardholder[2] paid for the same merchandise or service by other means. • For an ATM Transaction, an ATM Deposit Adjustment was processed more than once.	**All**
[1] In the US Region: Includes an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction [2] Or Virtual Account holder	

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11.9.6.2 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Rights

Table 11-86: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Rights

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Rights	Country/Region
For Duplicate Processing: • If the Transaction was processed by different Acquirers (including Originating Acquirers), the Acquirer that processed the invalid Transaction is responsible for the Dispute. If the Issuer (including a Recipient Issuer) cannot determine which Transaction is invalid, the Acquirer that processed the second Transaction is responsible for the Dispute. • For an ATM Transaction that was processed by different Acquirers, the Acquirer that processed the invalid ATM Deposit Adjustment is responsible for the Dispute. If the Issuer or Recipient Member cannot determine which Transaction is invalid, the Acquirer that processed the second Transaction is responsible for the Dispute. For Transactions that were paid by other means: • The Dispute applies when a 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. • The Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator, if applicable, before the Issuer may initiate a Dispute.[1]	**All**
[1] Does not apply to a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services	

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11.9.6.3 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means as follows:

Table 11-87: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Invalid Disputes

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Invalid Disputes	Country/Region
Transactions in which payment for services was made to 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&E Merchant)	**All**

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11.9.6.4 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means according to the following time limits:

Table 11-88: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Time Limit

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Dispute Time Limit	Country/Region
120 calendar days from either: • The Transaction Processing Date • The Transaction date of an ATM Deposit Adjustment	**All**
120 calendar days from either: • The Transaction Processing Date • For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment	**US Domestic**

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11.9.6.5 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means:

Table 11-89: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Processing Requirements

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Supporting Documentation/Certification	Country/Region
For Duplicate Processing: • Certification of the date and Acquirer Reference Number of the valid Transaction • For an ATM Deposit Adjustment, certification of the first Adjustment date and amount For Transactions that were paid by other means all of the following, as applicable: • Certification that the Cardholder attempted to resolve the dispute with the Merchant • Evidence that the Merchant received payment by other means, including: – The Acquirer Reference Number or other Transaction information, if paid by a Visa Card – A statement, if paid by another card – A cash receipt – A copy of the front and back of a cancelled check • 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)	**All**

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11.9.6.6 Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.6: Duplicate Processing/Paid by Other Means:

Table 11-90: Dispute Condition 12.6: Duplicate Processing/Paid by Other Means – Dispute Response Processing Requirements

Dispute Condition 12.6: Duplicate Processing/Paid by Other Means Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • For an ATM Transaction, a copy of the ATM Cash Disbursement Transaction or Load Transaction records containing at least the following: – Payment Credential – Transaction time or sequential number that identifies individual Transactions – Indicator that confirms that the ATM Cash Disbursement or Load Transaction was successful • For a Transaction that is not an ATM Transaction, either: – 2 separate Transaction Receipts or other record to prove that separate Transactions were processed – Evidence to prove that the Merchant did not receive payment by other means for the same merchandise or service	**All**

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11.9.7 Dispute Condition 12.7: Invalid Data

11.9.7.1 Dispute Condition 12.7: Invalid Data – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 12.7: Invalid Data for the following reason:

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Table 11-91: Dispute Condition 12.7: Invalid Data – Dispute Reasons

Dispute Condition 12.7: Invalid Data Dispute Reasons	Country/Region
Either: • Authorization was obtained using invalid or incorrect data • The MCC used in the Authorization Request does not match the MCC in the Clearing Record of the first Presentment for the same Transaction.	**All**

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11.9.7.2 Dispute Condition 12.7: Invalid Data – Dispute Rights

Table 11-92: Dispute Condition 12.7 Invalid Data – Dispute Rights

Dispute Condition 12.7 Invalid Data Dispute Rights	Country/Region
• The Dispute applies for the entire Transaction amount. • 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 required field.	**All**

ID# 0030309 Edition: Apr 2024 | Last Updated: Apr 2019

11.9.7.3 Dispute Condition 12.7: Invalid Data – Invalid Disputes

A Dispute is invalid under Dispute Condition 12.7: Invalid Data for the following:

Table 11-93: Dispute Condition 12.7: Invalid Data – Invalid Disputes

Dispute Condition 12.7: Invalid Data Invalid Disputes	Country/Region
• A Mobile Push Payment Transaction • An ATM Cash Disbursement	**All**

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11.9.7.4 Dispute Condition 12.7: Invalid Data – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 12.7: Invalid Data according to the following time limit:

Table 11-94: Dispute Condition 12.7: Invalid Data – Dispute Time Limit

Dispute Condition 12.7: Invalid Data Dispute Time Limit	Country/Region
75 calendar days from the Transaction Processing Date	**All**

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11.9.7.5 Dispute Condition 12.7: Invalid Data – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 12.7: Invalid Data:

Table 11-95: Dispute Condition 12.7: Invalid Data – Dispute Processing Requirements

Dispute Condition 12.7: Invalid Data Supporting Documentation/Certification	Country/Region
Both: • Certification that the Authorization Request would have been declined if valid data had been provided • An explanation of why the inclusion of valid data would have caused the Authorization Request to be declined	**All**

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11.9.7.6 Dispute Condition 12.7: Invalid Data – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 12.7: Invalid Data:

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Table 11-96: Dispute Condition 12.7: Invalid Data – Dispute Response Processing Requirements

Dispute Condition 12.7: Invalid Data Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid. • The Cardholder no longer disputes the Transaction. • The Authorization did not contain invalid data.	**All**

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11.10 Dispute Category 13: Consumer Disputes

11.10.1 Dispute Category 13: Cardholder Letter Requirements

If the Dispute requires an Issuer to provide an Acquirer with a Cardholder[1] letter confirming non-receipt of merchandise, services, or Cash, the letter must be signed by the Cardholder[1,2] and include all of the following:

- Cardholder's[1] complete or partial Payment Credential
- Merchant name(s)
- Transaction amount(s)

[1] Or Virtual Account holder

[2] Instead of a signature, the Issuer may provide a letter if it was obtained through a secure method (for example: secure online banking). Any method used by the Cardholder or Virtual Account holder that establishes their unique identity through use of a password and/or other login identification method is considered a valid representation of the Cardholder's or Virtual Account holder's signature.

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11.10.2 Dispute Condition 13.1: Merchandise/Services Not Received

11.10.2.1 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.1: Merchandise/Services Not Received for the following reason:

Table 11-97: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Reasons

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Reasons	Country/Region
The Cardholder[1] participated in the Transaction but the Cardholder[1] or an authorized person did not receive the merchandise or services because the Merchant or Load Partner was unwilling or unable to provide the merchandise or services.	**All**
[1] Or Virtual Account holder	

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11.10.2.2 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights

Table 11-98: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Rights	Country/Region
• The Dispute amount is limited to the portion of services or merchandise not received. • Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the Dispute with the Merchant or the Merchant's liquidator, if applicable.[1] • The Merchant is responsible for merchandise held in a customs agency in the Merchant's country. • If merchandise was delivered late or to the incorrect location, the Cardholder must return or attempt to return the merchandise. • **Effective for Disputes Processed on or after 19 October 2024** For	**All**

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Table 11-98: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Rights (continued)

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Rights	Country/Region
Transactions involving the acquisition of non-fiat currency (for example: cryptocurrency) or purchase of non-fungible tokens (NFT), the Ramp Provider or its Conversion Affiliate did not deliver the non-fiat currency or non-fungible token (NFT) to the destination wallet address supplied by the Cardholder at the time of the Transaction. • **Effective for Disputes Processed on or after 19 October 2024** Dispute amount is limited to the cost of the non-fiat currency or nonfungible token(s) at the time of the Transaction. • **Effective for Disputes Processed on or after 19 October 2024** Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the Dispute with the Merchant, Ramp Provider, or its Conversion Affiliate as applicable.	
For a Dispute related to non-receipt of travel services from a provider that is insolvent or bankrupt, if the services are covered by a bonding authority/insurance scheme, the Cardholder or traveler, or the Issuer on behalf of the Cardholder or traveler must attempt to obtain reimbursement from the relevant bonding authority/insurance scheme, unless the bond or insurance scheme is insufficient. If the bond or insurance scheme is insufficient, the Issuer may use information in the public domain to initiate the Dispute.	**Europe**
Effective for Disputes processed through 12 April 2024 Only applies if the Merchant is put into liquidation or receivership	**France Domestic**
[1] Does not apply to a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services	

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11.10.2.3 Dispute Condition 13.1: Merchandise/Services Not Received – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.1: Merchandise/Services Not Received for any of the following:

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Table 11-99: Dispute Condition 13.1: Merchandise/Services Not Received – Invalid Disputes

Dispute Condition 13.1: Merchandise/Services Not Received Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Straight Through Processing Transaction • A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date • A Transaction in which merchandise is being held by the Cardholder's country's customs agency • A Transaction that the Cardholder states is fraudulent • A Dispute regarding the quality of merchandise or service provided • A partial Advance Payment Transaction[1] when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services • The Cash-Back portion of a Visa Cash-Back Transaction • An Automated Fuel Dispenser Transaction • **Effective for Disputes processed on or after 19 October 2024** For a Transaction involving the acquisition non-fiat currency (for example: cryptocurrency) or purchase of non-fungible token(s) (NFT) in which the Cardholder can no longer access the non-fiat currency or non-fungible token after it was successfully delivered (for example: the cardholder is unable to access winnings, make a withdrawal, or transfer request).	**All**

[1] Processed as specified in *Section 5.8.11.1, Requirements for Partial Payments, Advance Payments, and Transactions Using Stored Credentials*

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11.10.2.4 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.1: Merchandise/Services Not Received according to the following time limits:

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Table 11-100: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Time Limit

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Time Limit	Country/Region
If applicable, before initiating a Dispute, an Issuer must either: • Wait 15 calendar days[1] from any one of the following: – The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified – The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery – The date the Merchant canceled the goods or services • For MCC 4722 (Travel Agencies and Tour Operators), and ticket agencies that sell third-party event tickets, wait 30 calendar days[1] from the date the Merchant cancelled the service. A Dispute must be processed no later than either: • 120 calendar days from the Transaction Processing Date • 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services[2,3]	**All**
If applicable, before initiating a Dispute, an Issuer must do one of the following: • Wait 15 calendar days[1] from any one of the following: – The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified – The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery – The date the Merchant canceled the goods or services • For MCC 4722 (Travel Agencies and Tour Operators), and ticket agencies that sell third-party event tickets, wait 30 calendar days[1] from the date the Merchant canceled the service.[4] • If the Cardholder or traveler, or the Issuer on behalf of the Cardholder or traveler was required to attempt to obtain reimbursement from a bonding authority/insurance scheme, wait 60 calendar days from the date the claim was submitted to the bonding authority/insurance scheme before initiating a Dispute[1,5,6] A Dispute must be processed no later than any of the following:	**Europe**

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Table 11-100: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Time Limit (continued)

Dispute Condition 13.1: Merchandise/Services Not Received Dispute Time Limit	Country/Region
• 120 calendar days from the Transaction Processing Date • 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services[2,3] • If the Cardholder or traveler, or the Issuer on behalf of the Cardholder or traveler was required to attempt to obtain reimbursement from a bonding authority/insurance scheme, 60 days from the date of the letter or advice from the bonding authority/insurance scheme[1]	

[1] This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit.

[2] This does not apply to the purchase of a third-party gift card without an expiration date if the merchandise or services were not provided by the third party due to insolvency or bankruptcy.

[3] Not to exceed 540 calendar days from the Transaction Processing Date

[4] Does not apply for a Dispute related to non-receipt of travel services from a provider that is insolvent or bankrupt, if the services are covered by a bonding authority/insurance scheme.

[5] The waiting period does not apply if the bond or insurance scheme is insufficient.

[6] If no response or acknowledgment of request for reimbursement is received from the bonding authority or insurance scheme within 60 calendar days, the Issuer may pursue the Dispute.

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11.10.2.5 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.1: Merchandise/Services Not Received:

Table 11-101: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
All of the following, as applicable: • Certification of any of the following, as applicable: – Services were not rendered by the expected date/time	**All**

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Table 11-101: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements (continued)

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
– Merchandise was not received by the expected date/time – Merchandise was not received at the agreed location (Issuer must specify the address of the agreed location) – Cardholder attempted to resolve with Merchant – The date the merchandise was returned – The date the Merchant cancelled the goods or services – For a Dispute involving a travel agency using a Visa Commercial Card Virtual Account, the Virtual Account holder suffered a financial loss – **Effective for Disputes on or after 19 October 2024** The non-fiat currency or non-fungible token(s) was not successfully delivered to the destination wallet address supplied by the Cardholder at the time of the Transaction. • A detailed description of the merchandise or services purchased.[1] This description must contain additional information beyond the data required in the Clearing Record. • For a Transaction that represents the purchase of merchandise or services to be delivered at a later date, an explanation of why the Dispute was initiated before the expected delivery date • A Cardholder letter, if both: – The Cardholder has disputed 3 or more Transactions for non-receipt of merchandise or services at the same Merchant on the same Card.[2,3,4] – The disputed Transactions all occurred within the same 30-calendar day period.	
All of the following, as applicable: • Certification of any of the following, as applicable: – Services were not rendered by the expected date/time – Merchandise was not received by the expected date/time – Merchandise was not received at the agreed location (Issuer must specify the address of the agreed location) – Cardholder attempted to resolve with Merchant	**Europe**

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Table 11-101: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Processing Requirements (continued)

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
– The date the merchandise was returned – The date the Merchant cancelled the goods or services – For a Dispute involving a travel agency using a Visa Commercial Card Virtual Account, the Virtual Account holder suffered a financial loss • A detailed description of the merchandise or services purchased[1]. This description must contain additional information beyond the data required in the Clearing Record. • For a Transaction that represents the purchase of merchandise or services to be delivered at a later date, an explanation of why the Dispute was initiated before the expected delivery date • A Cardholder letter, if both: – The Cardholder has disputed 3 or more Transactions for non-receipt of merchandise or services at the same Merchant on the same Card.[4] – The disputed Transactions all occurred within the same 30-calendar day period. • All of the following: – The date the request for reimbursement was submitted to the bonding authority/insurance scheme – An explanation of the attempt to resolve the dispute with the bonding authority/insurance scheme – The date of the letter or advice from the bonding authority/insurance scheme	

[1] A detailed description of the merchandise or services is not required when the Clearing Record contains Enhanced Data.

[2] In the LAC Region (Brazil): For a domestic Installment Transaction, the 3 or more Dispute limit is calculated from the date of the original Authorization Request.

[3] In the LAC Region (Brazil): The 3 or more Transaction limit is calculated from the date of the original Authorization Request.

[4] Individual Transactions that contain a Multiple Clearing Sequence Number that result from the same Authorization are treated as one Transaction toward the 3 Transaction limit.

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11.10.2.6 Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.1: Merchandise/Services Not Received:

Table 11-102: Dispute Condition 13.1: Merchandise/Services Not Received – Dispute Response Processing Requirements

Dispute Condition 13.1: Merchandise/Services Not Received Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • The Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date/time • For an Airline Transaction, the flight departed • If the Dispute relates to cancelled future services, the Dispute is invalid because the services were not cancelled. • **Effective for Dispute Response on or after 19 October 2024** For Transactions involving the acquisition of non-fiat currency (for example: cryptocurrency) or non-fungible token(s), the non-fiat currency or non-fungible token(s) was successfully delivered to the destination wallet address supplied by the Cardholder at the time of the Transaction and one or more of the following: – Destination wallet address – Blockchain Transaction hash, which must be searchable/traceable on an open-source website – Prior approved similar transactions using the same Cardholder Account Number	**All**

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11.10.3 Dispute Condition 13.2: Cancelled Recurring Transaction

11.10.3.1 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.2: Cancelled Recurring Transaction for the following reasons:

Table 11-103: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Reasons

Dispute Condition 13.2: Cancelled Recurring Transaction Dispute Reasons	Country/Region
Either: • The Cardholder withdrew permission to charge the account for a Recurring Transaction or, in the Europe Region, an Installment Transaction. • The Acquirer or Merchant received notification that, before the Transaction was processed, the Cardholder's account was closed or, in the Europe Region, facilities were withdrawn or the Cardholder deceased.	**All**

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11.10.3.2 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Rights

Table 11-104: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Rights

Dispute Condition 13.2: Cancelled Recurring Transaction Dispute Rights	Country/Region
The Dispute amount is limited to the unused portion of the service or merchandise.[1]	**All**
[1] In the Europe Region: This does not apply to an Installment Transaction.	

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11.10.3.3 Dispute Condition 13.2: Cancelled Recurring Transaction – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.2: Cancelled Recurring Transaction for the following:

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Table 11-105: Dispute Condition 13.2: Cancelled Recurring Transaction – Invalid Disputes

Dispute Condition 13.2: Cancelled Recurring Transaction Invalid Disputes	Country/Region
• A Mobile Push Payment Transaction • A Straight Through Processing Transaction • An Installment Transaction[1] • An Unscheduled Credential-on-File Transaction	**All**
[1] In the Europe Region: This does not apply.	

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11.10.3.4 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.2: Cancelled Recurring Transaction according to the following time limit:

Table 11-106: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Time Limit

Dispute Condition 13.2: Cancelled Recurring Transaction Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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11.10.3.5 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.2: Cancelled Recurring Transaction:

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Table 11-107: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Processing Requirements

Dispute Condition 13.2: Cancelled Recurring Transaction Supporting Documentation/Certification	Country/Region
Certification of either: • The Cardholder withdrew permission to charge the Payment Credential and all of the following: – The date the Cardholder withdrew permission – Details used to contact the Merchant, such as an email address, telephone number, or physical address – Details of other form of payment provided to the Merchant (if applicable) • The date the Merchant was notified by the Issuer that the Payment Credential was closed	**All**
Certification of any of the following: • The date the service was cancelled • The date the Merchant was notified that the account was closed • The Payment Credential was closed and facilities were withdrawn • Cardholder deceased	**Europe**

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11.10.3.6 Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.2: Cancelled Recurring Transaction:

Table 11-108: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Response Processing Requirements

Dispute Condition 13.2: Cancelled Recurring Transaction Supporting Documentation/Certification	Country/Region
Evidence of one or more of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute	**All**

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Table 11-108: Dispute Condition 13.2: Cancelled Recurring Transaction – Dispute Response Processing Requirements (continued)

Dispute Condition 13.2: Cancelled Recurring Transaction Supporting Documentation/Certification	Country/Region
• The Dispute is invalid • The Cardholder no longer disputes the Transaction • The Cardholder requested cancellation for a different date and services were provided until this date[1] • The Merchant posts charges to Cardholders after services have been provided and that the Cardholder received services until the cancellation date[1] • The Issuer's claim is invalid that the Acquirer or Merchant was notified that the account was closed[1]	
[1] In the Europe Region: This does not apply when the Issuer has advised that the account was closed, facilities withdrawn, or Cardholder deceased	

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11.10.4 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services

11.10.4.1 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services for the following reasons:

Table 11-109: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Reasons	Country/Region
One of the following: • The merchandise or services did not match what was described on the Transaction Receipt or other record presented at the time of purchase. • The merchandise received by the Cardholder was damaged or defective. • The Cardholder disputes the quality of the merchandise or services received.	**Effective for Disputes processed through 12 April 2024** **All excluding France Domestic** **Effective for Disputes**

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Table 11-109: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Reasons (continued)

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Reasons	Country/Region
• For a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services, either: – The Merchant failed to honor the contractual agreement. – The services provided by the Merchant to the Virtual Account holder were not as described in the contractual agreement. • **Effective for Disputes processed on or after 19 October 2024** For Transactions involving the acquisition of non-fiat currency or purchase of non-fungible token(s) (NFT), the non-fiat currency or non-fungible token received by the Cardholder did not match the description provided at the time of the Transaction.	**processed on or after 13 April 2024** **All**
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**

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11.10.4.2 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights

Table 11-110: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Rights	Country/Region
• The Dispute amount is limited to one of the following: – The unused portion of the cancelled service – The value of the merchandise that the Cardholder returned or, if applicable, attempted to return – For a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the	**All**

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Table 11-110: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Rights (continued)

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Rights	Country/Region
terms for specified services, the value of any items not listed in the contractual agreement • Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator.[1] • The Merchant is responsible for merchandise held in a customs agency in the Merchant's country. • **Effective for Disputes processed on or after 19 October 2024** For a Dispute related to a Transaction involving the acquisition of non-fiat currency (for example: cryptocurrency) or purchase of a non-fungible token (NFT), both: – The Dispute amount is limited to the cost of the non-fiat currency or non-fungible token(s) the Cardholder intended to acquire or purchase at the time of the Transaction – Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the Dispute with the Merchant, Ramp Provider or, its Conversion Affiliate as applicable. • **Effective for Disputes processed on or after 19 October 2024** For Transactions involving the acquisition of non-fiat currency (for example: cryptocurrency) or purchase of non-fungible token(s), the non-fiat currency or non-fungible token(s) was guaranteed to increase in value by the Merchant.	
Before the Issuer may initiate a Dispute, the Cardholder must return or attempt to return the merchandise or cancel the services.[1,2]	**All excluding Europe**
Before the Issuer may initiate a Dispute, the Cardholder must return the merchandise or cancel the services.[1,2] If the Cardholder is unable to return merchandise that was delivered or installed by the Merchant, it is sufficient for the Cardholder to attempt to return the merchandise.[1]	**Europe and Interregional including Europe**

[1] Does not apply to a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services

[2] For Disputes related to services that cannot be cancelled, the Cardholder must request a credit from the Merchant.

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11.10.4.3 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services for any of the following:

Table 11-111: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Invalid Disputes

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Straight Through Processing Transaction • A dispute regarding Value-Added Tax (VAT) • A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency • The Cash-Back portion of a Visa Cash-Back Transaction • A Transaction that the Cardholder states is fraudulent • An Automated Fuel Dispenser Transaction • A Dispute regarding the quality of food received from eating places or restaurants (for example, the burger was received cold) • **Effective for Disputes processed on or after 19 October 2024** For a Transaction involving the acquisition of non-fiat currency (for example: cryptocurrency), or the purchase of non-fungible token(s) (NFT) in which the non-fiat currency or non-fungible token(s) does not increase in resale value as the Cardholder expected.	**All**

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11.10.4.4 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services according to the following time limits:

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Table 11-112: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Time Limit

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Dispute Time Limit	Country/Region
Before initiating a Dispute, the Issuer must wait 15 calendar days[1,2] from the date the Cardholder returned or attempted to return the merchandise or cancelled the services. A Dispute must be processed within either: • 120 calendar days of either: – The Transaction Processing Date – The date the Cardholder[3] received the merchandise or services[4] • 60 calendar days of the date the Issuer received the first Cardholder notification of the dispute, if both:[4] – There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute. – The negotiations occurred within 120 days of the Transaction Processing Date.	**All**

[1] This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit or if the Merchant refuses the cancellation or return.

[2] The waiting period does not apply to a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services.

[3] Or Virtual Account holders

[4] Not to exceed 540 calendar days from the Transaction Processing Date

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11.10.4.5 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services:

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Table 11-113: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Processing Requirements

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
Certification of the following, as applicable: • An explanation of what was not as described or defective or information regarding the quality-related issue • The date the Cardholder received the merchandise or services • That the Cardholder attempted to resolve the dispute with the Merchant • The date the Cardholder returned or attempted to return the merchandise or cancelled services • For services, the date the Cardholder cancelled the services or requested a credit from the Merchant • For merchandise, the date the Cardholder returned or attempted to return the merchandise • For merchandise that the Cardholder returned, all of the following, as applicable: – The name of the shipping company (if available) – A tracking number (if available) – The date the Merchant received the merchandise • For merchandise that the Cardholder attempted to return, all of the following: – A detailed explanation of how and when the Cardholder attempted to return the merchandise – The disposition of the merchandise – Certification that the Merchant did one of the following: ▪ Refused the return of the merchandise ▪ Refused to provide a return merchandise authorization ▪ Instructed the Cardholder not to return the merchandise • For a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services, an explanation on how the terms of service included in the contractual agreement were not as described or not honored	**All**

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Table 11-113: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Processing Requirements (continued)

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
by the Merchant. • For disputes involving ongoing negotiations, all of the following: – Certification of both: ▪ The date the Cardholder began negotiations with the Merchant ▪ The date the Issuer was first notified of the dispute – Evidence of ongoing negotiations between the Cardholder and the Merchant to resolve the dispute	

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11.10.4.6 Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.3: Not as Described or Defective Merchandise/Services:

Table 11-114: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Response Processing Requirements

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
One of the following: • Evidence that one of the following: – A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. – The Dispute is invalid. – The Cardholder no longer disputes the Transaction. • All of the following: – Evidence to prove that the merchandise or service matched what was described (including the description of the quality of the merchandise or	**All**

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Table 11-114: Dispute Condition 13.3: Not as Described or Defective Merchandise/Services – Dispute Response Processing Requirements (continued)

Dispute Condition 13.3: Not as Described or Defective Merchandise/Services Supporting Documentation/Certification	Country/Region
service) or was not damaged or defective – Merchant rebuttal to the Cardholder's claims – If applicable, evidence to prove that the Cardholder did not attempt to return the merchandise or certification that the returned merchandise has not been received • For a Dispute where a travel agency using a Visa Commercial Card Virtual Account has a contractual agreement with a T&E Merchant that covers the terms for specified services, evidence to prove that the terms of service included in the contractual agreement were as described or honored by the Merchant • **Effective for Dispute Responses processed on or after 19 October 2024** For Transactions involving the acquisition of non-fiat currency (for example: cryptocurrency) or purchase of non-fungible token(s), the non-fiat currency or non-fungible token(s) received by the Cardholder matches the non-fiat currency or non-fungible token(s) that was described at the time of the Transaction.	

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11.10.5 Dispute Condition 13.4: Counterfeit Merchandise

11.10.5.1 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.4: Counterfeit Merchandise for the following reasons:

Table 11-115: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons

Dispute Condition 13.4: Counterfeit Merchandise Dispute Reasons	Country/Region
The merchandise was identified as counterfeit by one or more of the following: • The owner of the intellectual property or its authorized representative	**Effective for Disputes processed through 12 April 2024**

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Table 11-115: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons (continued)

Dispute Condition 13.4: Counterfeit Merchandise Dispute Reasons	Country/Region
• A customs agency, law enforcement agency, or other government agency • A third-party expert	**All excluding France Domestic** **Effective for Disputes processed on or after 13 April 2024** **All**

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11.10.5.2 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Rights

Table 11-116: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Rights

Dispute Condition 13.4: Counterfeit Merchandise Dispute Rights	Country/Region
If the Cardholder was advised that the merchandise ordered was counterfeit, the Dispute applies even if the Cardholder has not received the merchandise.	**All**

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11.10.5.3 Dispute Condition 13.4: Counterfeit Merchandise – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.4: Counterfeit Merchandise for any of the following:

Table 11-117: Dispute Condition 13.4: Counterfeit Merchandise – Invalid Disputes

Dispute Condition 13.4: Counterfeit Merchandise Invalid Disputes	Country/Region
• A Straight Through Processing Transaction • A dispute regarding Value-Added Tax (VAT) • The Cash-Back portion of a Visa Cash-Back Transaction	**All**

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11.10.5.4 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.4: Counterfeit Merchandise according to the following time limits:

Table 11-118: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Time Limit

Dispute Condition 13.4: Counterfeit Merchandise Dispute Time Limit	Country/Region
A Dispute must be processed no later than 120 calendar days from one of the following: • The Transaction Processing Date • The date the Cardholder received the merchandise[1] • The date on which the Cardholder was notified that the merchandise was counterfeit[1]	**All**
[1] Not to exceed 540 calendar days from the Transaction Processing Date	

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11.10.5.5 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.4: Counterfeit Merchandise:

Table 11-119: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Processing Requirements

Dispute Condition 13.4: Counterfeit Merchandise Supporting Documentation/Certification	Country/Region
Certification of all of the following: • That the Cardholder received notification from one of the entities listed in *Section 11.10.5.1, Dispute Condition 13.4: Counterfeit Merchandise – Dispute Reasons*, that the merchandise is counterfeit • The date the Cardholder received the merchandise or received notification that the merchandise was counterfeit	**All**

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Table 11-119: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Processing Requirements (continued)

Dispute Condition 13.4: Counterfeit Merchandise Supporting Documentation/Certification	Country/Region
• A description of the counterfeit merchandise • The disposition of the merchandise • Information about the entity that indicated the merchandise to be counterfeit, including the name of the entity providing the notification and validation that the entity is qualified to provide the notification	

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11.10.5.6 Dispute Condition 13.4: Counterfeit Merchandise – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.4: Counterfeit Merchandise:

Table 11-120: Dispute Condition 13.4: Counterfeit Merchandise – Dispute Response Processing Requirements

Dispute Condition 13.4: Counterfeit Merchandise Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • To support the Merchant's claim that the merchandise was not counterfeit	**All**

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11.10.6 Dispute Condition 13.5: Misrepresentation

11.10.6.1 Dispute Condition 13.5: Misrepresentation – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.5: Misrepresentation for the following reason:

Table 11-121: Dispute Condition 13.5: Misrepresentation – Dispute Reasons

Dispute Condition 13.5: Misrepresentation Dispute Reasons	Country/Region
The Cardholder claims that the terms of sale were misrepresented by the Merchant.	**Effective for Disputes processed through 12 April 2024** **All excluding France Domestic** **Effective for Disputes processed on or after 13 April 2024** **All**

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11.10.6.2 Dispute Condition 13.5: Misrepresentation – Dispute Rights

Table 11-122: Dispute Condition 13.5: Misrepresentation – Dispute Rights

Dispute Condition 13.5: Misrepresentation Dispute Rights	Country/Region
• The Dispute amount is limited to the unused portion of the cancelled service or value of the merchandise that the Cardholder returned or, if applicable, attempted to return. • Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator. • The Merchant is responsible for merchandise held in a customs agency in the Merchant's country. • The Dispute applies for a Transaction in a Card-Absent Environment where the merchandise or digital goods have been purchased through a trial period,	**All**

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Table 11-122: Dispute Condition 13.5: Misrepresentation – Dispute Rights (continued)

Dispute Condition 13.5: Misrepresentation Dispute Rights	Country/Region
promotional period, or introductory offer, or as a one-off purchase and the Cardholder was not clearly advised of further Transactions after the purchase date. • A Transaction at a Merchant that is a timeshare reseller, a timeshare reseller adviser, or that recovers timeshare reseller fee[1] • A Card-Absent Environment Transaction at a Merchant that represents that it recovers, consolidates, reduces, or amends existing financial goods or services, including all of the following:[2] – Debt consolidation – Credit repair/counseling – Mortgage repair/modification/counseling – Foreclosure relief services – Credit Card interest rate reduction services • Technical services, technical support, or computer software that is sold using inaccurate online advertisements or that contains malicious software downloads. • Business opportunities in which the Merchant suggests that an income will be generated or recommends that the Cardholder purchases additional items (for example: better sales leads) to generate more income • A Transaction in which a Merchant advises the Cardholder that the Merchant can recover the Cardholder's funds and fails to provide services • A Transaction at an outbound telemarketing Merchant • Investment goods or services (for example: binary options or foreign exchange trading), where the Merchant refuses to allow the Cardholder to withdraw available balances	

[1] This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.

[2] This condition is based on the type of merchandise or services sold and not solely on the MCC.

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11.10.6.3 Dispute Condition 13.5: Misrepresentation – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.5: Misrepresentation for any of the following:

Table 11-123: Dispute Condition 13.5: Misrepresentation – Invalid Disputes

Dispute Condition 13.5: Misrepresentation Invalid Disputes	Country/Region
• A Straight Through Processing Transaction • A Dispute regarding Value-Added Tax (VAT) • A Dispute related solely to the quality of merchandise or services provided • The Cash-Back portion of a Visa Cash-Back Transaction	**All**

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11.10.6.4 Dispute Condition 13.5: Misrepresentation – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.5: Misrepresentation according to the following time limits:

Table 11-124: Dispute Condition 13.5: Misrepresentation – Dispute Time Limit

Dispute Condition 13.5: Misrepresentation Dispute Time Limit	Country/Region
A Dispute must be processed within either: • 120 calendar days of either: – The Transaction Processing Date – The date the Cardholder received the merchandise or services[1] • 60 calendar days of the date the Issuer received the first Cardholder notification of the dispute, if both:[1] – There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute. – The negotiations occurred within 120 days of the Transaction Processing Date.	**All**
[1] The Dispute Processing Date must be no later than 540 calendar days from the Transaction Processing Date.	

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11.10.6.5 Dispute Condition 13.5: Misrepresentation – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.5: Misrepresentation:

Table 11-125: Dispute Condition 13.5: Misrepresentation – Dispute Processing Requirements

Dispute Condition 13.5: Misrepresentation Supporting Documentation/Certification	Country/Region
All of the following: • Certification of all of the following, as applicable: – The date the merchandise was returned or the service was cancelled – The name of the shipping company – The invoice/tracking number (if available) – The date the Merchant received the merchandise – 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 – That the Cardholder attempted to resolve the dispute with the Merchant – An explanation of what was not as described or defective – The date the Cardholder received the merchandise or services • An explanation of how the Merchant's verbal and/or written representations do not match the terms of sale to which the Cardholder agreed • Copy of the Cardholder's investment account showing the date, withdrawal amount, and available balance at the time the withdrawal request was made[1] • For Disputes involving ongoing negotiations, both: – Certification of both: ▪ The date the Cardholder began negotiations with the Merchant ▪ The date the Issuer was first notified of the dispute – Evidence of ongoing negotiations between the Cardholder and the Merchant to resolve the Dispute	**All**

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Table 11-125: Dispute Condition 13.5: Misrepresentation – Dispute Processing Requirements (continued)

Dispute Condition 13.5: Misrepresentation Supporting Documentation/Certification	Country/Region
[1] If the Cardholder is unable to access the Merchant's website, the Issuer must supply evidence to prove that the account is inaccessible or inactive.	

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11.10.6.6 Dispute Condition 13.5: Misrepresentation – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.5: Misrepresentation:

Table 11-126: Dispute Condition 13.5: Misrepresentation – Dispute Response Processing Requirements

Dispute Condition 13.5: Misrepresentation Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • To prove that the terms of sale were not misrepresented • For a Dispute relating to a Transaction in a Card-Absent Environment where merchandise or digital goods have been purchased through a trial period, promotional period, or introductory offer or as a one-off purchase, both: – To prove that, at the time of the initial Transaction, the Cardholder expressly agreed to future Transactions – To prove that the Merchant notified the Cardholder of future Transactions at least 7 days before the Transaction Date	**All**

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11.10.7 Dispute Condition 13.6: Credit Not Processed

11.10.7.1 Dispute Condition 13.6: Credit Not Processed – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.6: Credit Not Processed for the following reason:

Table 11-127: Dispute Condition 13.6: Credit Not Processed – Dispute Reasons

Dispute Condition 13.6: Credit Not Processed Dispute Reasons	Country/Region
Either: • The Cardholder received a credit or voided Transaction Receipt that was not processed. • For an ATM Transaction, the Cardholder disputes the validity of the Adjustment, including an ATM Deposit Adjustment, because the original Transaction was either cancelled or reversed.	**All**

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11.10.7.2 Dispute Condition 13.6: Credit Not Processed – Dispute Rights

Table 11-128: Dispute Condition 13.6: Credit Not Processed – Dispute Rights

Dispute Condition 13.6: Credit Not Processed Dispute Rights	Country/Region
The Dispute applies if a "void" or "cancelled" notation appears on the Transaction Receipt.	**All**

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11.10.7.3 Dispute Condition 13.6: Credit Not Processed – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.6: Credit Not Processed for any of the following:

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Table 11-129: Dispute Condition 13.6: Credit Not Processed – Invalid Disputes

Dispute Condition 13.6: Credit Not Processed Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Mobile Push Payment Transaction • A Straight Through Processing Transaction • The Cash-Back portion of a Visa Cash-Back Transaction • An Automated Fuel Dispenser Transaction	**All**

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11.10.7.4 Dispute Condition 13.6: Credit Not Processed – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.6: Credit Not Processed according to the following time limits:

Table 11-130: Dispute Condition 13.6: Credit Not Processed – Dispute Time Limit

Dispute Condition 13.6: Credit Not Processed Dispute Time Limit	Country/Region
Before initiating a Dispute, an Issuer must wait 15 calendar days[1] from the date on the Credit Transaction Receipt. This requirement does not apply if the Credit Transaction Receipt is undated. A Dispute must be processed no later than 120 calendar days from either: • The Transaction Processing Date • The date on the Credit Transaction Receipt[2,3] For an ATM Transaction, a Dispute must be processed no later than 120 calendar days from the Transaction Processing Date of the Adjustment, including an ATM Deposit Adjustment.	**All**

[1] This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit or if the Merchant refuses the cancellation or return.

[2] If the Credit Transaction Receipt is undated, the date the Cardholder cancelled services or returned the merchandise

[3] Not to exceed 540 calendar days from the Transaction Processing Date

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11.10.7.5 Dispute Condition 13.6: Credit Not Processed – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.6: Credit Not Processed:

Table 11-131: Dispute Condition 13.6: Credit Not Processed – Dispute Processing Requirements

Dispute Condition 13.6: Credit Not Processed Supporting Documentation/Certification	Country/Region
One of the following: • A copy of the Credit Transaction Receipt • A copy of the voided Transaction Receipt • Other record to prove that a credit is due to the Cardholder	**All**

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11.10.7.6 Dispute Condition 13.6: Credit Not Processed – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.6: Credit Not Processed:

Table 11-132: Dispute Condition 13.6: Credit Not Processed – Dispute Response Processing Requirements

Dispute Condition 13.6: Credit Not Processed Supporting Documentation/Certification	Country/Region
Evidence that one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid. • The Cardholder no longer disputes the Transaction.	**All**

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11.10.8 Dispute Condition 13.7: Cancelled Merchandise/Services

11.10.8.1 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.7: Cancelled Merchandise/Services for the following reason:

Table 11-133: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Reasons

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Reasons	Country/Region
All of the following: • The Cardholder cancelled or returned merchandise, cancelled services, cancelled a timeshare Transaction, or cancelled a Guaranteed Reservation.[1] • The Merchant did not process a credit or voided Transaction Receipt. • Either: – 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. – In the Europe Region: The merchandise or services relate to an off-premises, distance selling contract (as set out in the EU Directive and amended from time to time) which is always subject to a 14-day cancellation period.	**All**
[1] **Effective for Disputes processed through 12 April 2024** In the Europe Region (France): For a Domestic Transaction, the Dispute is valid only for timeshare Transactions and No-Show Transactions.	

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11.10.8.2 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights

Table 11-134: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Rights	Country/Region
• If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received. • The Dispute amount is limited to either:	**All**

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Table 11-134: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights (continued)

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Rights	Country/Region
– The value of the unused portion of the cancelled service – The value of the returned merchandise • The Dispute applies if the returned merchandise is refused by the Merchant. • For a timeshare Transaction, either: – The Dispute applies for a timeshare Transaction processed with an incorrect MCC. – The Dispute 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 from 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. • For a Guaranteed Reservation: – The Dispute 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. – The Dispute 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. – The Dispute 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. • Before the Issuer may initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant or the Merchant's liquidator. • The Merchant is responsible for merchandise held in a customs agency in the Merchant's country.	
• The Dispute applies if the Cardholder cancelled a Transaction related to an off-premises, distance selling contract (as set out in the EU Directive and amended from time to time) within 14 days. • The cancellation period for off-premises, distance selling does not apply to	**Europe**

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Table 11-134: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Rights (continued)

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Rights	Country/Region
contracts for goods or services where any of the following apply: – Price is dependent on fluctuations in the financial market. – Made to measure goods are supplied. – Goods are liable to deteriorate or expire rapidly. – Sealed goods, subject to health and safety provisions, are supplied. – Goods are not received in physical form (software download). – The Transaction is a T&E Transaction. – The Merchant Outlet is based in Israel, Switzerland, or Türkiye.	

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11.10.8.3 Dispute Condition 13.7: Cancelled Merchandise/Services – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.7: Cancelled Merchandise/Services for any of the following:

Table 11-135: Dispute Condition 13.7: Cancelled Merchandise/Services – Invalid Disputes

Dispute Condition 13.7: Cancelled Merchandise/Services Invalid Disputes	Country/Region
• An ATM Cash Disbursement • A Straight Through Processing Transaction • A Dispute regarding the quality of the service rendered or the quality of merchandise, unless a Credit Transaction Receipt is provided • A Dispute regarding Value-Added Tax (VAT), unless a Credit Transaction Receipt is provided • A Transaction in which returned merchandise is held by a customs agency other than the Merchant's country's customs agency[1] • The Cash-Back portion of a Visa Cash-Back Transaction • A Transaction that the Cardholder states is fraudulent	**All**

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Table 11-135: Dispute Condition 13.7: Cancelled Merchandise/Services – Invalid Disputes (continued)

Dispute Condition 13.7: Cancelled Merchandise/Services Invalid Disputes	Country/Region
• An Automated Fuel Dispenser Transaction	
[1] In the Europe Region: This does not apply to an off-premises, distance selling Transaction.	

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11.10.8.4 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.7: Cancelled Merchandise/Services according to the following time limits:

Table 11-136: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Time Limit

Dispute Condition 13.7: Cancelled Merchandise/Services Dispute Time Limit	Country/Region
Before initiating a Dispute, an Issuer must wait 15 calendar days[1] from the date the merchandise was returned, merchandise was canceled, or services were canceled. A Dispute must be processed no later than 120 calendar days from one of the following: • The Transaction Processing Date • The date the Cardholder received or expected to receive the merchandise or services, not to exceed 540 calendar days from the Transaction Processing Date • For an Adjustment of a PIN-Authenticated Visa Debit Transaction, the date of the Adjustment	**All**
[1] This does not apply if the waiting period would cause the Dispute to exceed the Dispute time limit or if the Merchant refuses the cancellation or return.	

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11.10.8.5 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.7: Cancelled Merchandise/Services:

Table 11-137: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
Certification of the following, as applicable: • For a Timeshare Transaction, both: – The cancellation date – The date the contract was received by the Cardholder, if applicable • For a Guaranteed Reservation, the Merchant processed a No-Show Transaction, the date of the expected services, and one of the following: – The date the Cardholder properly cancelled the Guaranteed Reservation – The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation – The Merchant billed a No-Show Transaction for more than one day's accommodation or rental • For all other Transactions, all of the following, as applicable: – A detailed description of the merchandise or services purchased – The date the merchandise or service was expected or received – The date the merchandise or service was cancelled or returned – The name of the shipping company – The invoice/tracking number – The date the Merchant received the merchandise – For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant – Both: ▪ Certification that the Merchant did one of the following: ▪ Refused the return of the merchandise	**All**

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Table 11-137: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements (continued)

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
▪ Refused to provide a return merchandise authorization ▪ Instructed the Cardholder not to return the merchandise ▪ The disposition of the merchandise	
Certification of the following, as applicable: • For a Timeshare Transaction, both: – The cancellation date – The date the contract was received by the Cardholder, if applicable • For a Guaranteed Reservation, the Merchant processed a No-Show Transaction, the date of the expected services, and one of the following: – The Cardholder properly cancelled the Guaranteed Reservation – The Cardholder attempted to cancel within 24 hours of delivery of the reservation confirmation – The Merchant billed a No-Show Transaction for more than one day's accommodation or rental • For all other Transactions, all of the following, as applicable: – A detailed description of the merchandise or services purchased – The date the merchandise or service was expected or received – The date the merchandise or service was cancelled or returned – The name of the shipping company – The invoice/tracking number – The date the Merchant received the merchandise – For returned merchandise, that the Cardholder attempted to resolve the dispute with the Merchant – Both: ▪ Certification that the Merchant did one of the following: ▪ Refused the return of the merchandise	**Europe**

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Table 11-137: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Processing Requirements (continued)

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
▪ Refused to provide a return merchandise authorization ▪ Instructed the Cardholder not to return the merchandise ▪ The disposition of the merchandise For a Transaction related to off-premises, distance selling contracts, evidence of the following: • The start date of the off-premises, distance selling contract • The Cardholder cancelled the Transaction within the 14-day cancellation period	

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11.10.8.6 Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.7: Cancelled Merchandise/Services:

Table 11-138: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Response Processing Requirements

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid • The Cardholder no longer disputes the Transaction • The Transaction Receipt or other record to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction • To demonstrate that the Cardholder received the Merchant's cancellation or	**All**

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Table 11-138: Dispute Condition 13.7: Cancelled Merchandise/Services – Dispute Response Processing Requirements (continued)

Dispute Condition 13.7: Cancelled Merchandise/Services Supporting Documentation/Certification	Country/Region
return policy and did not cancel according to the disclosed policy	

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11.10.9 Dispute Condition 13.8: Original Credit Transaction Not Accepted

11.10.9.1 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.8: Original Credit Transaction Not Accepted for the following reason:

Table 11-139: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Reasons

Dispute Condition 13.8: Original Credit Transaction Not Accepted Dispute Reasons	Country/Region
An Original Credit Transaction was not accepted because either: • The recipient refused the Original Credit Transaction. • Original Credit Transactions are prohibited by applicable laws or regulations.	**All**

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11.10.9.2 Dispute Condition 13.8 Original Credit Transaction Not Accepted – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.8: Original Credit Transaction Not Accepted for the following:

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Table 11-140: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Invalid Disputes

Dispute Condition 13.8: Original Credit Transaction Not Accepted Invalid Disputes	Country/Region
A Mobile Push Payment Transaction	**All**

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11.10.9.3 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.8: Original Credit Transaction Not Accepted according to the following time limit:

Table 11-141: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Time Limit

Dispute Condition 13.8: Original Credit Transaction Not Accepted Dispute Time Limit	Country/Region
120 calendar days from the Original Credit Transaction Processing Date	**All**

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11.10.9.4 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.8: Original Credit Transaction Not Accepted:

Table 11-142: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Processing Requirements

Dispute Condition 13.8: Original Credit Transaction Not Accepted Supporting Documentation/Certification	Country/Region
Certification that either: • An Original Credit Transaction is not allowed by applicable laws or regulations. • The recipient refused to accept the Original Credit Transaction.	**All**

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11.10.9.5 Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.8: Original Credit Transaction Not Accepted:

Table 11-143: Dispute Condition 13.8: Original Credit Transaction Not Accepted – Dispute Response Processing Requirements

Dispute Condition 13.8: Original Credit Transaction Not Accepted Supporting Documentation/Certification	Country/Region
Evidence that either: • A Reversal issued by the Merchant was not addressed by the Issuer in the Dispute • The Dispute is invalid	**All**

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11.10.10 Dispute Condition 13.9: Non-Receipt of Cash at an ATM

11.10.10.1 Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Reasons

An Issuer may initiate a Dispute under Dispute Condition 13.9: Non-Receipt of Cash at an ATM for the following reason:

Table 11-144: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Reasons

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Dispute Reasons	Country/Region
The Cardholder participated in the Transaction and did not receive cash or received a partial amount.	**All**

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11.10.10.2 Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Rights

Table 11-145: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Rights

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Dispute Rights	Country/Region
The Dispute is limited to the amount not received	**All**

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11.10.10.3 Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Invalid Disputes

A Dispute is invalid under Dispute Condition 13.9: Non-Receipt of Cash at an ATM for the following:

Table 11-146: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Invalid Disputes

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Invalid Disputes	Country/Region
• A Cash-In Transaction • A Cash-Out Transaction • A Transaction that the Cardholder states is fraudulent • A Transaction that was processed more than once	**All**

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11.10.10.4 Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Time Limit

An Issuer may initiate a Dispute under Dispute Condition 13.9: Non-Receipt of Cash at an ATM according to the following time limits, if applicable:

Table 11-147: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Time Limit

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Dispute Time Limit	Country/Region
120 calendar days from the Transaction Processing Date	**All**

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Table 11-147: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Time Limit (continued)

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Dispute Time Limit	Country/Region
120 calendar days from either: • The Transaction Processing Date • For an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction, the Transaction Date of the Adjustment	**US Domestic**

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11.10.10.5 Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Processing Requirements

An Issuer must provide the following documentation or certification for a Dispute under Dispute Condition 13.9: Non-Receipt of Cash at an ATM:

Table 11-148: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Processing Requirements

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Supporting Documentation/Certification	Country/Region
Certification that either: • The Cardholder did not receive cash • The Cardholder received partial cash and the amount the Cardholder received A Cardholder letter, if both: • The Cardholder has disputed 3 or more Transactions for non-receipt of cash. • The disputed Transactions all occurred within the same 30-calendar day period.	**All**

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11.10.10.6 Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Response Processing Requirements

An Acquirer must provide the following documentation or certification for a Dispute Response under Dispute Condition 13.9: Non-Receipt of Cash at an ATM:

Table 11-149: Dispute Condition 13.9: Non-Receipt of Cash at an ATM – Dispute Response Processing Requirements

Dispute Condition 13.9: Non-Receipt of Cash at an ATM Supporting Documentation/Certification	Country/Region
Evidence of one of the following: • A credit or Reversal issued by the Merchant was not addressed by the Issuer in the Dispute. • The Dispute is invalid. • The Cardholder no longer disputes the Transaction. • A copy of the ATM Cash Disbursement Transaction containing at least the following: – Payment Credential – Transaction time or sequential number that identifies the individual Transactions – Indicator that confirms that the ATM Cash Disbursement was successful	**All**

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11.11 Arbitration

11.11.1 Required Documentation 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.

If the Member was not required to use VisaNet or Visa Resolve Online (VROL) to process the financial message, as specified in *Section 11.3.1, Use of Visa Systems for Dispute Processing*, the Member must provide the following, in an electronic form, with the Arbitration:

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- Evidence that the dispute requirements were met for each stage of the dispute cycle
- The following internal records:[1]
  - Authorization, if authorization was attempted
  - Fraud Report (for Dispute category 10)
  - Transaction record
  - Financial records for each stage of the dispute where a financial message was sent

[1] All records must include a key to explain the data fields. This explanation must be provided in English, or accompanied by an English translation

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11.12 Compliance

11.12.1 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 Dispute, Dispute Response, or pre-Arbitration right.
- The Member incurred or will incur a financial loss as a direct result of the violation.[1]
- The Member would not have incurred the financial loss had the violation not occurred.[1]
- 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 both:

- All pertinent documentation
- Specific violation of the Visa Rules

[1] This does not apply to a Credit Card Surcharge violation, as specified in *Section 11.12.4, Compliance Right for Improperly Assessed Surcharge – Canada, US Region, and US Territories*

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11.12.2 Compliance Time Limits

A Member must not exceed the time limits specified for Compliance, as follows:

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Table 11-150: Pre-Compliance Time Limits

Process Step	Time Limit
Make pre-Compliance Attempt	One of the following: • At least 30 calendar days before filing for Compliance • For a Dispute in which Visa Resolve Online (VROL) prevented a change of Dispute category, 29 calendar days from the Processing Date of the pre-Arbitration attempt • For a pre-Compliance attempt for Rapid Dispute Resolution – Credit Issued, 29 calendar days from the Processing Date of the Dispute
Accept financial responsibility and credit requesting Member	30 calendar days from the pre-Compliance attempt date

Table 11-151: Compliance Time Limits

Process Step	Time Limit
For a Compliance filing involving a fraudulent credit	90 calendar days from the later of either: • Processing Date of the credit Reversal • Processing Date of the use of the funds that relate to the fraudulent Credit Transactions
For a Compliance filing involving a Dispute in which VROL prevented a change of Dispute category	60 calendar days from the Processing Date of the pre-Arbitration attempt
For a Compliance filing due to Rapid Dispute Resolution – Credit Issued	60 calendar days from the Processing Date of the Dispute
For all other Compliance filings	90 calendar days from one of the following: • Processing Date • Violation date • 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[1]

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Table 11-151: Compliance Time Limits (continued)

Process Step	Time Limit
[1] A Member must provide evidence that this was the date on which the financial loss was discovered.	

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11.12.3 Compliance Conditions and Required Documentation

When seeking Compliance, a Member must provide all of the following:

- 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. Documentation must be provided in English or accompanied by an English translation.
- 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 11-152: Chargeback Reduction Service Returned or VROL Prevented Valid Dispute, Dispute Response, or Pre-Arbitration Attempt for Invalid Data

Compliance Condition
The Chargeback Reduction Service returned or Visa Resolve Online (VROL) prevented a valid Dispute,[1] Dispute Response, or pre-Arbitration attempt resulting from either: • A Member transmitting invalid data • A Visa back-office platform failure
Required Documentation
Both: • Evidence of incorrect or invalid data or a Visa back-office platform failure • Evidence that the Member was able to meet the conditions for a Dispute, Dispute Response, or pre-Arbitration attempt
Compliance Condition
The Chargeback Reduction Service returned a Transaction with a valid Authorization.

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Table 11-152: Chargeback Reduction Service Returned or VROL Prevented Valid Dispute, Dispute Response, or Pre-Arbitration Attempt for Invalid Data (continued)

Required Documentation
All of the following: • The Transaction Receipt • Evidence that the Transaction received an Authorization • Evidence of the Chargeback Reduction Service return
[1] This includes Transactions for which the Issuer has previously initiated a Dispute under Dispute category 10 (Fraud) or 11 (Authorization) based on invalid data but is prevented by VROL from continuing the dispute using Dispute category 12 (Processing Errors) or 13 (Consumer Disputes).

Table 11-153: 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.
Required Documentation
Either: • Evidence that the signed Cardholder letter is required for legal proceedings (for example: court order or subpoena) • Evidence that the Cardholder letter is required for a law enforcement investigation

Table 11-154: Authorization Received after Decline Response on Counterfeit Card

Compliance Condition
All of the following: • An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response or a Pickup Response • A subsequent Authorization was obtained by a means other than voice. • The Merchant completed the Transaction. • The Transaction was initiated with a Counterfeit Card.

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Table 11-154: Authorization Received after Decline Response on Counterfeit Card (continued)

Required Documentation
Certification that the approved Transaction was counterfeit and both the initial and subsequent Authorization Requests contained all of the following identical data: • Payment Credential • Transaction Date • Transaction amount • Merchant identification

Table 11-155: Fraudulent Multiple Transactions

Compliance Condition
All of the following: • The Cardholder denies authorizing or participating in one or more Card-Present Environment Transactions. • The Cardholder acknowledges participating in at least one Transaction. • All of the Transactions were key-entered in a Card-Present Environment and occurred at the same Merchant Outlet and on the same date. • The Card was in the Cardholder's possession at the time of the disputed Transactions. • The Issuer has not reported Fraud Activity on the Payment Credential using fraud type code 3 (fraudulent application)
Required Documentation
Both: • A Cardholder letter • If the acknowledged Transaction was not processed, the Cardholder copy of the Transaction Receipt

Table 11-156: Fraudulent Credits

Compliance Condition
All of the following: • The Issuer has attempted but is unable to obtain funds from the Cardholder

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Table 11-156: Fraudulent Credits (continued)

• The account is no longer in use • A Credit Transaction was applied to the account without any prior Transactions • The available credits were withdrawn from the account • The Merchant reversed a Credit Transaction by processing a credit Reversal(s) or an additional Transaction(s) This does not apply to the following: • An Original Credit Transaction • Accounts that are still in use
Required Documentation
All of the following: • The date(s) of the Credit Transaction(s) • The date(s) of the credit Reversal(s) or additional Transaction(s) • The date(s) of fraudulent sale(s) or withdrawal(s). If the withdrawal was not made with the Card, the Issuer must supply evidence of the withdrawal. • Evidence that the withdrawal of funds from a Cardholder's account results in a negative or zero balance • An explanation on why the Issuer is unable to collect from the Cardholder

Table 11-157: ATM Deposit – No Documentation Received for Deposit Return Item

Compliance Condition
The Acquirer processed an Adjustment for a returned ATM Deposit, but the returned deposit item documentation was not received by the Issuer within 10 calendar days of the Adjustment.
Required Documentation
Issuer certification that the returned deposit item documentation was not received within 10 calendar days

Table 11-158: ATM Deposit – Cardholder Did Not Receive Credit or Settlement Amount Did Not Match

Compliance Condition
The Cardholder made a deposit and either:

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Table 11-158: ATM Deposit – Cardholder Did Not Receive Credit or Settlement Amount Did Not Match (continued)

• The Cardholder did not receive credit for the deposit • The Settlement amount did not match the deposit amount
Required Documentation
Issuer certification of either: • The Cardholder did not receive credit for the deposit • The amount deposited and the correct deposit amount

Table 11-159: ATM Adjustment for Fraudulent Transactions

Compliance Condition
All of the following: • Fraudulent ATM Transactions were processed on the same Transaction Date to the same Payment Credential by the same Acquirer, and subsequently reversed. • The reason code for the Reversal was either: – 2502 (Transaction has not completed [request or advice timed out or ATM malfunctioned]) – 2503 (No confirmation from point of service) • The Acquirer processed debit Adjustments for more than 2 of the reversed ATM Transactions. • The Issuer has reported the Fraud Activity to Visa. • The Issuer has attempted but is unable to obtain funds from the Cardholder. • The Payment Credential is no longer in use
Required Documentation
Both: • Issuer certification of all of the following: – Date and amounts of the ATM Transactions – Date and amounts of the ATM Transaction Reversals – Date and amounts of the ATM debit Adjustments – An explanation of why the Issuer is unable to collect funds from the Cardholder • Evidence that the debit Adjustment resulted in a negative or zero balance on the account

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Table 11-160: Rapid Dispute Resolution – Credit Issued

Compliance Condition
The Issuer or Cardholder was reimbursed twice for the same Transaction as a result of both: • A credit or Reversal processed on or before the Processing Date of the Dispute[1] • A Dispute processed through Rapid Dispute Resolution
Required Documentation
Acquirer certification of both: • Date and amounts of the credit or Reversal • Date and amounts of the Dispute processed through Rapid Dispute Resolution
[1] This includes if a credit Authorization was approved on or before the Processing Date of the Dispute. The credit must have settled within the required timeframes specified in the Visa Rules.

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11.12.4 Compliance Right for Improperly Assessed Surcharge – Canada, US Region, and US Territories

In the Canada Region, US Region, US Territory: A Member may file for Compliance if a Merchant assessed a Credit Card Surcharge under one of the following conditions:

- Credit Card Surcharge amount exceeds the applicable Credit Card Surcharge amount as specified in the Visa Rules
- Credit Card Surcharge was assessed on a Transaction in a manner that does not comply with the Visa Rules
- Credit Card Surcharge was assessed on a Transaction type where surcharging is not permitted
- Credit Card Surcharge was assessed by a third party
- Credit Card Surcharge was not disclosed as specified in the Visa Rules
- Credit Card Surcharge amount did not appear on the Transaction Receipt as specified in the Visa Rules
- Credit Card Surcharge amount was not refunded as specified in the Visa Rules
- For a Dynamic Currency Conversion Transaction, Credit Card Surcharge amount was not included in the conversion

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- Convenience Fee, Service Fee, currency conversion fee, commission, or Wire Transfer Money Order service fee was applied on a Transaction that included a Credit Card Surcharge

The Member must only request Compliance for the 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 Credit Card Surcharge to the Cardholder, the Issuer must credit the Cardholder for the Credit Card Surcharge amount.

A Member must not file for Compliance if the Merchant properly assessed a Credit Card Surcharge as permitted in the Visa Rules.

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11.12.5 Data Compromise Recovery

A violation involving failure to comply with the PIN Management Requirements Documents 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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11.13 Arbitration and Compliance Decision

11.13.1 Arbitration and Compliance Filing Authority

An Arbitration or 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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11.13.2 Use of V.I.P. System Authorization Records in Arbitration and Compliance

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 and Compliance.[1]

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[1] In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region* it must refer to *Visa Europe Operating Regulations – Processing*.

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11.13.3 Withdrawal of an Arbitration or Compliance Case

The Member may withdraw its Arbitration or Compliance request within 7 calendar days from the Visa acknowledgement date and will be assigned financial liability.

If a case is withdrawn, Visa will debit or credit through Visa Resolve Online (VROL) the Member accepting responsibility, if necessary, based on the final determination of responsibility for the Dispute amount.

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11.13.4 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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11.13.5 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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11.13.6 Appeal Review Fee

The requesting Member must not collect the review fee from the opposing Member if the original decision is reversed.

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12 Fees and Non-Compliance Assessments

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 1.10.4.3, Issuer Fraud Activity Reporting*, the Issuer is subject to non-compliance assessments, as follows:

Table 12-1: Non-Compliance Assessments for Failure to Report Fraud

Occurrence[1]	Warning Letter	Suspension of Fraud Dispute Rights[2]	Non-Compliance Assessment (Minimum Amount)	Onsite Member Audit
First	Yes	N/A	USD 0	N/A
Second	Yes	N/A	USD 0	N/A
Third	N/A	90 calendar days	USD 25,000	N/A
Fourth	N/A	180 calendar days	USD 25,000, or, in the Europe Region, USD 50,000	Yes
Fifth	N/A	Indefinite until compliance achieved	Visa decision based on reevaluation	N/A

[1] In the Europe Region: After the first occurrence applies to consecutive calendar quarters

[2] Dispute conditions will be determined by Visa.

In the Europe Region: In addition, Visa may monitor the Issuer for 8 quarters.

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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 Non-Compliance with the Chip Interoperability Compliance Program – AP*

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Region, Canada Region, CEMEA Region, LAC Region, US Region, or, in the Europe Region, *Table 12-3, Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region*, if Visa determines that the Member or its agent has violated the Chip Interoperability Compliance Program by failing to do one of the following:

- Establish and commit to an agreed Chip interoperability resolution plan
- Make satisfactory progress toward resolution under an agreed Chip interoperability resolution plan[1]
- In the Europe Region: Undertake or successfully complete Visa Global Level 3 (L3) Testing

Table 12-2: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – AP Region, Canada Region, CEMEA Region, LAC Region, US Region

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 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

Table 12-3: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region

Violation	Action or Non-Compliance Assessment
Initial identification and confirmation of a Chip interoperability problem.	The Member must commit to a resolution plan agreed with Visa to resolve the Chip interoperability problem within 30 calendar days of notification that it may be assessed a non-compliance

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Table 12-3: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program – Europe Region (continued)

Violation	Action or Non-Compliance Assessment
	assessment.
Either: • Agreed resolution plan not provided to Visa • Agreed resolution plan not followed within 30 calendar days of initial notification	EUR 10,000 non-compliance assessment
Either: • Agreed resolution plan not provided to Visa • Agreed resolution plan not followed within 60 calendar days of initial notification	EUR 50,000 non-compliance assessment
Either: • Agreed resolution plan not provided to Visa • Agreed resolution plan not followed within 90 calendar days of initial notification	EUR 100,000 non-compliance assessment
Either: • Agreed resolution plan not provided to Visa • Agreed resolution plan not followed within 120 calendar days of initial notification	EUR 100,000 non-compliance assessment and EUR 100,000 per subsequent month and the case will be reviewed for further action at Visa's discretion

[1] In the Europe Region: Including provision of progress reports to Visa

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12.3 Acceptance Non-Compliance Assessments

12.3.1 High-Risk Internet Payment Facilitator Non-Compliance Assessments

12.3.1.1 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-Integrity Risk Sponsored Merchant or High-Risk Internet Payment Facilitator
- In the Europe Region, **effective 1 April 2024** AP Region, CEMEA Region, LAC Region, US Region, and **effective 12 April 2024** Canada Region: USD 25,000 per month per 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-Integrity Risk Sponsored Merchants

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12.3.2 Chip Card Non-Compliance Assessments

12.3.2.1 Visa Debit Acquirers Compliance Program Non-Compliance Assessments – Canada Region

In the Canada Region: An Acquirer that fails to update its host systems with the ability to process Visa Debit Category Transactions will be subject to the non-compliance assessments specified in the Tier 1 schedule in *Section 1.12.2.2, General Non-Compliance Assessment Schedules*. If an Acquirer or its Visa Debit Acceptor fails to properly process Visa Debit Category Transactions, the Acquirer will be subject to a non-compliance assessment specified in the Tier 2 schedule in *Section 1.12.2.2, General Non-Compliance Assessment Schedules* per Cardholder complaint reported to Visa as an Acceptance Compliance Program incident.

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12.3.3 Marketplace Non-Compliance Assessments

12.3.3.1 Marketplace Non-Compliance Assessments

Visa will impose non-compliance assessments on an Acquirer that fails to meet Marketplace requirements, as follows:

Table 12-4: Non-Compliance Assessments for Member Failure to Meet Marketplace Requirements

Violation	Visa Action/Non-Compliance Assessment
Initial failure to meet Marketplace requirements	Warning letter issued and non-compliance assessment of USD 25,000
30 calendar days have passed after response due and the initial failure has not been corrected	USD 50,000
60 calendar days have passed after response due and the initial failure has not been corrected	USD 100,000
90 calendar days have passed after response due and the initial failure has not been corrected	USD 150,000
120 calendar days have passed after response due and the initial failure has not been corrected	USD 200,000
150 calendar days have passed after response due and the initial failure has not been corrected	USD 250,000 Non-compliance assessments will continue to be levied each month until the rule violation is corrected, with the amount increasing at Visa discretion.

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12.3.4 Mobility and Transport Non-Compliance Assessments

12.3.4.1 Mobility and Transport Transaction Processing Non-Compliance Assessments – Europe Region

In the Europe Region: An Acquirer may be subject to a non-compliance assessment of EUR 30 for each Mobility and Transport Transaction processed incorrectly by its Merchants.

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12.3.5 Dynamic Currency Conversion (DCC)

12.3.5.1 Dynamic Currency Conversion (DCC) Non-Compliance Assessments

Visa may, at its discretion, audit Acquirers and their Merchants to ensure compliance with the Dynamic Currency Conversion (DCC) requirements. If the result of an audit identifies any Merchant Outlet, ATM, or Branch violation, the Acquirer is subject to both:

- A non-refundable non-compliance assessment of up to USD 10,000, or USD 50,000 depending on the nature of the violation
- The Tier 2 general schedule of non-compliance assessments, as specified in *Section 1.12.2.2, General Non-Compliance Assessment Schedules*.

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12.3.6 Consumer Choice

12.3.6.1 Cardholder Choice of Payment Scheme or Payment Application Non-Compliance Assessments – Europe Region

In the Europe Region (European Economic Area [EEA]): Visa may, at its discretion, audit Acquirers and their Merchants to ensure compliance with the Consumer Choice requirements. If the result of an audit identifies any Merchant violation, the Acquirer is subject to both:

- A non-refundable non-compliance assessment of up to USD 5,000
- A non-compliance assessment of up to USD 25,000 per month

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12.6 Risk Non-Compliance Assessments

12.6.1 Account and Transaction Information Security Non-Compliance Assessments

12.6.1.1 Account Information Security Program Non-Compliance Assessments

A Member deemed non-compliant with the Account Information Security Program is subject to a non-compliance assessment, as follows:

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Table 12-5: Non-Compliance Assessments for the Account Information Security Program – AP Region, Canada Region, CEMEA Region, LAC Region, US Region

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

Table 12-6: Non-Compliance Assessments for the Account Information Security Program – Europe Region

Violation	Visa Action or Non-Compliance Assessment
First violation of rule	Warning letter with specific date for correction and USD 500 non-compliance assessment
Second violation of same rule in a 12-month period after date of correction specified in Notification of first violation	USD 5,000 non-compliance assessment
Third violation of same rule in a 12-month period after date of correction specified in Notification of first violation	USD 10,000 non-compliance assessment
Fourth violation of same rule in a 12-month period after date of correction specified in Notification of first violation	USD 25,000 non-compliance assessment
Five or more violations of same rule in a 12-month period after date of correction specified in Notification of first violation	At Visa discretion
If the 12-month period is not violation-free and the non-compliance assessments total USD 25,000 or more	Additional non-compliance assessments equal to all non-compliance assessments levied during that 12-month period

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12.6.1.2 Non-Compliance Assessments for Account and Transaction Information Security Requirements

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.

In the Europe Region: An Acquirer that does not have 90% of its Merchants in each of the following categories in compliance with account information and Transaction Information security requirements must provide Visa, for each non-compliant Merchant type, an explanation and a plan for the next 12 months, indicating how it will ensure the protection of Cardholder data:

- Level 1 (more than 6 million Transactions per year)
- Level 2 (1,000,001 – 6 million Transactions per year)
- Level 3 (Electronic Commerce Merchants with 20,000 – 1 million Transactions per year)
- Level 4 (1 – 1 million Transactions per year)

The Acquirer must do all of the following:

- Report to Visa its compliance with the *Payment Card Industry Data Security Standard (PCI DSS)*
- Report and verify to Visa, at least every 6 months, its Merchants' status of PCI DSS compliance
- Ensure that its level 3 and 4 Electronic Commerce Merchants either:
  - Exclusively use a service provider that is PCI DSS-compliant
  - Provide to the Acquirer certification of the Merchant's PCI DSS compliance
- Ensure that its level 1 and 2 Merchants and its Airline and Lodging Merchants meet the compliance thresholds mandated by Visa

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12.6.1.3 Non-Compliance Assessment for Failure to Notify and Respond to Transaction Information Loss or Theft

A Member that fails to notify Visa immediately of the suspected or confirmed loss or theft of any Visa Transaction Information, or fails to respond to the loss or theft of such information, in an adequate and/or timely manner, is subject to a non-compliance assessment of up to USD 100,000 per incident, as specified in *What to Do if Compromised*.

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12.6.2 Anti-Money Laundering Program Non-Compliance Assessments

12.6.2.1 Failure to Return an Anti-Money Laundering/Anti-Terrorist Financing Questionnaire Non-Compliance Assessments

Visa imposes non-compliance assessments specified in the Tier 2 schedule in *Section 1.12.2.2, General Non-Compliance Assessment Schedules* for failure of a Member to return to Visa a completed *Anti-Money Laundering/Anti-Terrorist Financing (AML/ATF), Sanctions and Anti-Bribery Compliance Program Questionnaire,* as specified in *Section 1.10.1.7, Visa Anti-Money Laundering Program – Member Requirements*, or to respond to follow-up questions or inquiries.

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12.6.3 Authentication Non-Compliance Assessments

12.6.3.1 PIN Security Non-Compliance Assessments

A Member may be subject to a non-compliance assessment set out in *Section 1.12.2.2, General Non-Compliance Assessment Schedules* for its or its agent's failure to comply with any of the requirements in the PIN Management Requirements Documents.

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12.6.4 Visa Monitoring Program Non-Compliance Assessments

12.6.4.1 Visa Acquirer Monitoring Program (VAMP) Non-Compliance Assessments

Visa assesses the following non-compliance assessments if an Acquirer's monthly Card-Absent Environment Dispute or Card-Absent Environment Fraud Activity meets or exceeds the Visa Acquirer Monitoring Program (VAMP) thresholds specified in *Section 10.4.4.1, Visa Acquirer Monitoring Program (VAMP)*:

Table 12-7: Non-Compliance Assessments for Excessive Disputes or Fraud Activity-to-Sales Ratio

Month	Non-Compliance Assessment (per month)
Month 1 – 3	USD 25,000
Month 4 – 6	USD 50,000
Month 7 (and subsequent months)	USD 100,000

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Visa assesses the following non-compliance assessments if an Acquirer's monthly Enumeration Attack activity meets or exceeds the VAMP thresholds specified in *Section 10.4.4.1, Visa Acquirer Monitoring Program (VAMP)*:

Table 12-8: Non-Compliance Assessments for Enumeration Attacks

Standard Timeline		Excessive Timeline	
Month	**Non-Compliance Assessment (per month)**	**Month**	**Non-Compliance Assessment (per month)**
Month 1 – 3	Not applicable	Month 1 – 3	USD 25,000
Month 4 – 6	USD 25,000	Month 4 – 6	USD 50,000
Month 7 – 9	USD 50,000		
Month 10 (and subsequent months)	USD 100,000	Month 7 (and subsequent months)	USD 100,000

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 Dispute or Fraud Activity volumes, or excessive Enumeration Attacks.

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12.6.4.2 Visa Issuer Monitoring Program (VIMP) Non-Compliance Assessments

Visa assesses the following non-compliance assessments if an Issuer's monthly Card-Absent Environment Disputes or Card-Absent Environment Fraud Activity meets or exceeds the VIMP thresholds specified in *Section 10.4.8.1, Visa Issuer Monitoring Program (VIMP)*:

Table 12-9: Non-Compliance Assessments for Excessive Disputes or Fraud Activity-to-Sales Ratio

Month	Non-Compliance Assessment (per month)
Month 1 – 3	Not applicable
Month 4 – 6	USD 25,000
Month 7 – 9	USD 50,000

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Table 12-9: Non-Compliance Assessments for Excessive Disputes or Fraud Activity-to-Sales Ratio (continued)

Month	Non-Compliance Assessment (per month)
Month 10 – 12	USD 100,000

Visa may assess, suspend, or waive VIMP non-compliance assessments, in whole or in part, up to the amount shown on *Table 12-9, Non-Compliance Assessments for Excessive Disputes or Fraud Activity-to-Sales Ratio*, to accommodate unique or extenuating circumstances. The non-compliance assessments will no longer be assessed to the Issuer once it has met acceptable performance levels. However, non-compliance assessments may continue to be assessed, or an Issuer may be prohibited from participating in the Visa Program, if Visa determines that the Issuer is causing undue economic hardship or harm to the goodwill of the Visa system as a result of high Dispute or Fraud Activity volumes.

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12.6.4.3 Risk Monitoring Programs Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name, Merchant data, or Merchant performance in any way to circumvent the Visa Dispute Monitoring Program (VDMP), the Visa Fraud Monitoring Program (VFMP), or the Visa Integrity Risk Program (VIRP), Visa may impose a non-compliance assessment of USD 25,000 per Merchant Outlet, per month, to the Acquirer.

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12.6.5 Dispute Monitoring Fees and Non-Compliance Assessments

12.6.5.1 Visa Dispute Monitoring Program (VDMP) Non-Compliance Assessments

Visa assesses the following non-compliance assessments if an Acquirer's Merchant meets or exceeds the Visa Dispute Monitoring Program (VDMP) thresholds specified in *Section 10.4.3.1, Visa Dispute Monitoring Program (VDMP)*.

Table 12-10: Non-Compliance Assessments for VDMP – Standard Program

Month	Visa Action/Non-Compliance Assessment
Month 1 – 4	• Workout Period[1] • No non-compliance assessments apply

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Table 12-10: Non-Compliance Assessments for VDMP – Standard Program (continued)

Month	Visa Action/Non-Compliance Assessment
Month 5 – 9	USD 50 per Dispute[2] for every month the Merchant meets or exceeds the program thresholds.[3,4]
Month 10 (and subsequent months)	• USD 50 per Dispute[2] for every month the Merchant meets or exceeds the program thresholds.[3,4] • The Acquirer is eligible for a USD 25,000 review fee. • Visa may initiate Merchant disqualification processes against a Merchant and/or its principals.

[1] The Workout Period does not apply to High-Risk Merchants or High-Integrity Risk Merchants.

[2] VDMP non-compliance assessments and program fees apply to domestic and international Disputes for all the following: AP Region (Australia), Canada Region, Europe Region, LAC Region (Brazil), and US Region. Visa may modify this list of markets. For all other markets, VDMP non-compliance assessments and program fees apply to only international Disputes.

[3] Visa may allocate a portion of this fee to the Issuer via a funds disbursement. Visa reserves the right to withhold or revoke funds disbursement from Issuers whose activities or lack of risk controls create a disproportionate volume of Disputes.

[4] Visa reserves the right to withhold VDMP reimbursements from Issuers identified as having deficiencies in their risk control environments or risk management practices.

Table 12-11: Non-Compliance Assessments for VDMP – Excessive/High-Risk Program

Month	Visa Action/Non-Compliance Assessment
Month 1 – 6	USD 50 per Dispute[1] for every month the Merchant meets or exceeds the program thresholds.[2,3]
Month 7 – 11	• USD 50 per Dispute[1] for every month the Merchant meets or exceeds the program thresholds.[2,3] • From month 7 onwards: the Acquirer is eligible for a USD 25,000 review fee
Month 12 (and subsequent months)	• USD 50 per Dispute[1] for every month the Merchant meets or exceeds the program thresholds.[2,3]

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Table 12-11: Non-Compliance Assessments for VDMP – Excessive/High-Risk Program (continued)

Month	Visa Action/Non-Compliance Assessment
	• The Acquirer is eligible for a USD 25,000 review fee • Visa may initiate Merchant disqualification processes against a Merchant and/or its principals.

[1] VDMP non-compliance assessments and program fees apply to domestic and international Disputes for all the following: AP Region (Australia), Canada Region, Europe Region, LAC Region (Brazil), and US Region. Visa may modify this list of markets. For all other markets, VDMP non-compliance assessments and program fees apply to only international Disputes.

[2] Visa may allocate a portion of this fee to the Issuer via a funds disbursement. Visa reserves the right to withhold or revoke funds disbursement from Issuers whose activities or lack of risk controls create a disproportionate volume of Disputes.

[3] Visa reserves the right to withhold VDMP reimbursements from Issuers identified as having deficiencies in their risk control environments or risk management practices.

Non-compliance assessments and review fees may continue to be assessed to the Acquirer:

- For all Trailing Dispute Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments and review fees being imposed on the Acquirer at the time Transaction processing ceased

Visa may assess, suspend, or waive VDMP review fees and/or non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances. The review fees and/or non-compliance assessments will no longer be assessed to the Acquirer once the Merchant has met acceptable performance levels. However, review 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 Dispute volumes.

Where a Merchant is identified in both the VDMP and the Visa Fraud Monitoring Program (VFMP), at its sole discretion, Visa may assess non-compliance assessments to the Acquirer for the amounts under both programs.

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12.6.6 High-Risk/High-Integrity Risk Acquirer Non-Compliance Assessments

12.6.6.1 High-Integrity Risk Acquirer Registration Non-Compliance

Effective through 31 March 2024 In the AP Region, CEMEA Region, LAC Region, US Region, and **effective through 11 April 2024** Canada Region: If Visa determines that an Acquirer has failed to comply with the registration requirements specified in *Section 1.10.5.1, High-Integrity Risk Acquirer Requirements*, Visa may impose a non-compliance assessment of USD 50,000 for Tier 1 and Tier 2 Merchants, or USD 25,000 for Tier 3 Merchants, to the Acquirer per calendar month of non-compliance. Continued non-compliance may result in Visa prohibiting that Acquirer from acquiring High-Integrity Risk Merchants or Electronic Commerce Merchants.

In the Europe Region, **effective 1 April 2024** AP Region, CEMEA Region, LAC Region, US Region, and **effective 12 April 2024** Canada Region: If Visa determines that an Acquirer has failed to comply with the registration requirements specified in *Section 1.10.5.1, High-Integrity Risk Acquirer Requirements*, Visa may impose a non-compliance assessment of USD 100,000 for Tier 1 and Tier 2 Merchants, or USD 25,000 for Tier 3 Merchants, to the Acquirer per calendar month of non-compliance. Visa may impose a non-compliance assessment to the Acquirer of USD 2,000 per High-Integrity Risk Merchant or Sponsored Merchant identified per calendar month of non-compliance. Continued non-compliance may result in Visa prohibiting that Acquirer from acquiring High Integrity Risk Merchants.

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12.6.7 Fraud Monitoring and Reporting Non-Compliance Assessments

12.6.7.1 Visa Fraud Monitoring Program (VFMP) Non-Compliance Assessments

The Acquirer of a Merchant Outlet identified in the Visa Fraud Monitoring Program (VFMP) standard timeline is subject to non-compliance assessments, as specified in *Section 10.4.5.2, Visa Fraud Monitoring Program (VFMP) Timelines*.

Table 12-12: Non-Compliance Assessments for VFMP – Standard Timeline

Month	Non-Compliance Assessment (per month)
Month 1 – 4	Not applicable
Month 5 – 6	USD 25,000
Month 7 – 9	USD 50,000
Month 10 – 12 (and subsequent months)	USD 75,000

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The Acquirer of a Merchant Outlet identified in the Visa Fraud Monitoring Program (VFMP) high-risk/excessive timeline is subject to non-compliance assessments, as specified in *Section 10.4.5.2, Visa Fraud Monitoring Program (VFMP) Timelines*.

Table 12-13: Non-Compliance Assessments for VFMP – High-Risk/Excessive Timeline

Month	Non-Compliance Assessment (per month)
Month 1 – 3	USD 10,000
Month 4 – 6	USD 25,000
Month 7 – 9	USD 50,000
Month 10 – 12 (and subsequent months)	USD 75,000

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.

Where a Merchant is identified in both the VFMP and the Visa Dispute Monitoring Program (VDMP), at its sole discretion, Visa may assess non-compliance assessments to the Acquirer for the amounts under both programs.

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12.6.10 Non-Compliance Assessments Related to Agents

12.6.10.1 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 1.12.2.2, General Non-Compliance Assessment Schedules*. 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:

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- 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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12.6.10.2 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.

A Member that fails to comply with Third Party Agent requirements is subject to a non-compliance assessment, as follows:

Table 12-14: 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 12-14, Non-Compliance Assessments Related to Third Party Agents*, at Visa discretion. Non-compliance assessments are cumulative.

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12.7 Fees – General

12.7.1 Global Compromised Account Recovery (GCAR) Fees

12.7.1.1 Global Compromised Account Recovery (GCAR) Fees

Visa will collect from the Acquirer through the Visa Global Billing Platform either or both:

- A Global Compromised Account Recovery appeal fee
- A Global Compromised Account Recovery program non-cooperation analysis fee 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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12.8 Member-to-Member Fees

12.8.1 Automated Clearing House Service

12.8.1.1 Automated Clearing House Collections Made in Error – US Region

In the US Region: Visa is not liable for automated clearing house collections made in error, except through intentional misconduct.

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12.8.1.2 Automated Clearing House Service Authorization Agreement – US Region

In the US Region: Visa will provide a 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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12.8.1.3 Automated Clearing House Service Requirements – US Region

In the US Region: Upon Visa request, a 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:

- 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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12.8.1.4 Automated Clearing House Service Requirements for Principal-Type or Associate-Type Members – US Region

In the US Region: Upon Visa request, a Principal-type or Associate-type Member or an applicant for Principal-type or Associate-type membership must comply with *Section 12.8.1.3, 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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12.8.1.5 Initial Service Fee Collections through Automated Clearing House Service – US Region

In the 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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12.8.1.6 Non-Use of Automated Clearing House Service – US Region

In the US Region: A 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

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payment made by a means other than the automated clearing house service.

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12.8.1.7 Rejection of Automated Clearing House Transactions – US Region

In the 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:

- A Member did not comply with *Section 12.8.1.3, 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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12.8.2 Member-to-Member Fee Collection and Funds Disbursement

12.8.2.2 Fee Collection Time Limit

Unless otherwise specified, a Member must collect fees or disburse funds within 180 calendar days from the related event.

In the US Region: Unless otherwise specified, a Member must collect fees or disburse funds for a Domestic Transaction within 45 calendar days from the related event.

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12.8.2.4 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

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- 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.

In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*.

In the US Region: A Member must not resubmit a Fee Collection Transaction for Recovered Card handling fee/reward.

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12.8.2.5 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.

In the US Region: A 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)

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12.8.2.6 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 X* and *Section 12.8.2.4, Resubmission of Returned Fee Collection*.

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12.8.2.7 Fee Collection/Funds Disbursement Process – US Region

In the US Region: When a 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).

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No other use of the Fee Collection Transaction/Funds Disbursement Transaction process is permitted.

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12.8.3 Investigative Services Fees

12.8.3.1 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.

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12.8.4 Rewards for Recovered Cards

12.8.4.1 Recovered Card Rewards

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 Prepaid Card recovered without a Pickup Response or a request from the Issuer

In the AP Region (Australia): An 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.

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card.

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ID# 0001786 Edition: Apr 2024 | Last Updated: Apr 2019

12.8.4.2 Acquirer Recovered Card Handling and Reward Collection – US Region

In the US Region: If an Acquirer has paid a reward for a recovered Card, the Acquirer may collect the reward in a Fee Collection Transaction. Before entering the fee collection into Interchange, the Acquirer must notify the Issuer through Visa Resolve Online that the Card was recovered and specify the amount of the reward paid.

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Part 3:
Appendices

Appendix A

Visa Supplemental Requirements

Visa Supplemental Requirements (Enforceable Documents and Websites)

Visa Supplemental Requirements List

Visa Supplemental Requirements

Title	Applicable in Visa Region:
3-D Secure and Visa Secure	
3-D Secure Functional Requirements – Access Control Server	All
3-D Secure Functional Requirements – Merchant Server Plug-in	All
3-D Secure Protocol Specification Core Functions	All
3-D Secure U.S. Region Supplemental Functional Requirements – Access Control Server	US
Visa Secure Program Guide	All
Acceptance	
DCC Guide	All
Payment Facilitator Certification Guide	CEMEA
Transaction Acceptance Device Requirements	All
Visa Merchant Data Standards Manual	All
Brand	
Visa Product Brand Standards	All
Card/Payment Device Technology	
EMV Contactless Specification for Payment Systems Book C-3	Europe
EMV Integrated Circuit Card Specifications for Payment Systems (EMV)	All

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Title	Applicable in Visa Region:
Qualifying Countries for Additional Use-cases for Contactless-only Terminals	All
Visa Canada Debit Card – Technical Specifications	Canada
Visa Chip Security Program – Security Testing Process	All
Visa Cloud-Based Payments Contactless Specifications	All
Visa Cloud-Based Payments Program Minimum Requirements and Guidelines	All
Visa Contactless Payment Specification	All
Visa Europe Contactless Terminal Requirements and Implementation Guide	Europe
Visa Europe EMV Application Selection Requirements and Recommendations	Europe
Visa Integrated Circuit Card Specification (VIS)	All
Visa Mobile Contactless Payment Specification (VMCPS)	All
Visa Mobile Gateway Issuer Update Functional Specification	All
Visa Mobile Gateway Issuer Update Protocol Specification	All
Visa Mobile Gateway Logical and Physical Security Requirements	All
Visa Mobile Gateway Secure Channel Functional Specification	All
Visa Mobile Gateway Secure Channel Protocol Specification	All
Visa QR Code Payment Specification (VQRPS)	AP
Visa QR Specification for Merchant Acceptance	LAC
Visa Ready Tap to Phone Kernel Specification	All
Visa Ready Tap to Phone Solution Requirements	All
Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations	US
Visa Smart Debit/Credit System Technical Manual	All
Visa Tap to Phone Framework	All
Encoding and PINs	

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Title	Applicable in Visa Region:
Payment Technology Standards Manual	All
Fee Schedules	
Visa Asia Pacific Fee Schedule	AP
Visa Canada Fee Schedule	Canada
Visa CEMEA Fee Schedule	CEMEA
Visa Europe Fee Schedule	Europe
Visa LAC Fee Schedule	LAC
Visa U.S.A. Fee Schedule	US
Interchange Reimbursement Fees (IRF)	
AP Intraregional IRF Guide and AP Domestic IRF Guides, as applicable	AP
CEMEA Intraregional IRF Guide and CEMEA Domestic IRF Guides, as applicable	CEMEA
Europe Region Intraregional IRF Guide and Europe Domestic IRF Guides, as applicable	Europe
Interchange Reimbursement Fee Compliance Process Guide	All
Interregional Interchange Guide	All
LAC Intraregional IRF Guide and LAC Domestic IRF Guides, as applicable	LAC
US Interchange Reimbursement Fee Rate Qualification Guide	US
Visa Canada Interchange Guide	Canada
Visa Government and Education Payment Program Guide	US
Visa Government-to-Government (G2G) Program Guide	US
Visa U.S. Loan Repayment Incentive Interchange Program Guide	US
Visa U.S.A. Interchange Reimbursement Fees	US
Visa Utility Interchange Reimbursement Fee Program Guide	US

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Title	Applicable in Visa Region:
Licensing and BINs	
Product BIN Assignment Matrix – AP Region	AP
Product BIN Assignment Matrix – Canada Region	Canada
Product BIN Assignment Matrix – CEMEA Region	CEMEA
Product BIN Assignment Matrix – Europe Region	Europe
Product BIN Assignment Matrix – LAC Region	LAC
Product BIN Assignment Matrix – US Region	US
Payment Card Industry Security Standards Council (PCI SSC)	
Payment Card Industry 3-D Secure (PCI 3DS) Security Requirements and Assessment Procedures for EMV 3-D Secure Core Components: ACS, DS, and 3DS Server	All
Payment Card Industry (PCI) Card Production and Provisioning – Logical Security Requirements	All
Payment Card Industry (PCI) Card Production and Provisioning – Physical Security Requirements	All
Payment Card Industry Data Security Standard (PCI DSS)	All
Payment Card Industry (PCI) Mobile Payments on COTS Security and Test Requirements (MPoC)	All
Payment Card Industry (PCI) PIN Security Requirements and Testing Procedures	All
Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements	All
Payment Card Industry (PCI) P2PE Solution Requirements and Testing Procedures	Europe
Payment Card Industry (PCI) POS PIN Entry Device Security Requirements	Europe
Payment Card Industry (PCI) Software Security Framework (SSF) Standards	All

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Appendix A

Visa Core Rules and Visa Product and Service Rules

Title	Applicable in Visa Region:
Products and Services	
Back-to-Back Funding for the European Economic Area and United Kingdom	Europe
Effective 12 April 2025 *Click to Pay Issuer Requirements – CEMEA Region*	CEMEA
Click to Pay Issuer Requirements – Europe Region	Europe
Data Framework for Visa Services	AP, Canada, CEMEA, Europe, LAC
Data Transfer Framework for Visa Services – Europe Region	Europe
Remote Electronic Commerce Transactions – European Economic Area and United Kingdom	Europe
V PAY Card and Acceptance Device Technical Specifications	Europe
Visa Contactless ATM Acquiring Guide	All, where available
Visa Delegated Authentication Implementation Guide	Europe
Visa Digital Commerce Program Data Privacy and Security Terms and Role Requirements	All, where available
Visa Digital Solutions API Reference Guide	All, where available
Visa Fleet Card 2.0 Implementation Guide	US
Visa Fleet Chip Enhancements	US
Effective 13 April 2024 *Visa Flexible Credential – Issuer Participation Requirements*	All, where available
Visa Mobile Prepaid Implementation Guide	All, where available
Visa Multinational Program Guide	All
Visa Ready Program for VDCP Digital Terminal Qualification and Solution Approval Process Guide	All, where available
Visa ReadyLink Service Description and Implementation Guidelines	US
Visa Risk Based Authentication Score	Europe

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Title	Applicable in Visa Region:
Visa Secure Remote Commerce Digital Acceptance Gateway API Reference	All, where available
Visa Secure Remote Commerce Digital Acceptance Gateway Implementation Guide	All, where available
Visa Secure Remote Commerce Digital Terminal Implementation Guide	All, where available
Visa Secure Remote Commerce SDK Reference Guide	All, where available
Visa Token Service – Implementation Guide for Issuer/I-TSP Participation in VDEP Solutions	All
Visa Token Service – Implementation Guide for Participant-Branded Solutions (Host Card Emulation – Issuer Wallet)	All
Visa Token Service – Service Description Guide for Issuer Participation in VDEP Third-Party Solutions	All
Visa Token Service – Service Description Guide for Participant-Branded Solutions (Issuer Wallet)	All
Visa Token Service – Tokenization Information Guide for Basic Issuer/I-TSP Participation	All
Visa Token Service e-Commerce/Card-on-File Implementation Guide for Token Requestors	All, where available
Visa Settlement Match (VSM) Implementation Guide	All, where available[1]
Risk	
Account Information Security (AIS) Program Guide	All
Fraud Reporting System (FRS) User's Guide	All
Guidelines for Terminated Merchant Databases	Europe
Mobile P2M Push Payments Underwriting Standards	All
Third Party Agent Due Diligence Risk Standards	All
Visa Approved Vendor Program Guide	All
Visa Global Acquirer Risk Standards	All

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Title	Applicable in Visa Region:
Visa Global Compromised Account Recovery (GCAR) Guide	All
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors	All
Visa Integrity Risk Program Guide	All
Effective through 30 September 2023 *Visa PIN Security Program Guide*	All
Visa Prepaid Issuer Risk Program Standards Guide	All
What To Do If Compromised	All
Risk Products	
Card Recovery Bulletin Service (CRB) User's Guide	All
Effective 1 November 2024 *Credit Card Application (CCA) Product Guide and Reporting Requirements*	US
Prepaid Clearinghouse Service (PCS) Product Guide and Reporting Requirements	US
Effective through 31 October 2024 *Visa Advanced ID Solutions (VAIS) Reporting Requirements and User Guide*	US
Settlement	
National Net Settlement Service	All[1]
Visa Europe Settlement Funds Transfer Guide	Europe
Visa Settlement Funds Transfer Guide	All except Europe
Transaction Processing	
Visa Direct Account Funding Transaction (AFT) Processing Guide	All
Visa Direct Original Credit Transaction (OCT) – Global Implementation Guide	All
Visa Direct Payouts – Push to Account Program Guide	All
Visa Partial Authorization Service Description and Implementation Guide	All[1]
VisaNet Manuals	

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Title	Applicable in Visa Region:
BASE II Clearing Data Codes	All[1]
BASE II Clearing Edit Package Operations Guide	All[1]
BASE II Clearing Interchange Formats, TC 01 to TC 49	All[1]
BASE II Clearing Interchange Formats, TC 50 to TC 92	All[1]
BASE II Clearing PC Edit Package for Windows User's Guide	All[1]
BASE II Clearing Services	All[1]
BASE II Clearing System Overview	All[1]
BASE II Clearing Visa Clearing Exchange Client Implementation Guide	All[1]
BASE II Clearing Visa Clearing Exchange User's Guide	All[1]
Full Service ATM Online Messages Processing Specifications (International)	All[1]
Full Service ATM Online Messages Technical Specifications	All[1]
Full Service POS Online Messages Processing Specifications (International)	All[1]
Full Service POS Online Messages Technical Specifications	All[1]
V.I.P. System BASE I Processing Specifications	All[1]
V.I.P. System Overview	All[1]
V.I.P. System Services	All[1]
V.I.P. System SMS Interlink Client Implementation Guide	All[1]
V.I.P. System SMS Interlink Technical Specifications	All[1]
V.I.P. System SMS Processing Specifications (U.S.)	All[1]
V.I.P. System VisaNet Authorization-Only Online Messages Technical Specifications	All[1]
VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications	All[1]
VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports	All[1]

[1] In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section*

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Title	Applicable in Visa Region:
1.1.1.2, Applicability of Processing Rules – Europe Region, it must refer to *Visa Europe Operating Regulations – Processing*.	

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Part 4:
Glossary

Glossary

0 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Term	Definition
0-9	
3-D Secure	A Visa-approved Authentication Method that is the global authentication standard for Electronic Commerce Transactions. ID# 0024200 Edition: Apr 2024 | Last Updated: Apr 2010
3-D Secure Specification	A software protocol that enables secure processing of Transactions over the Internet and other networks. The 3-D Secure Specification includes: • *3-D Secure Protocol Specification Core Functions* • *3-D Secure Functional Requirements – Access Control Server* • *3-D Secure Functional Requirements – Merchant Server Plug-in* • In the US Region: *3-D Secure US Region Supplemental Functional Requirements – Access Control Server* • *EMV 3-D Secure Protocol and Core Functions Specification* • *EMV 3-D Secure SDK – Device Information* • *EMV 3-D Secure SDK Specification* ID# 0024203 Edition: Apr 2024 | Last Updated: Apr 2018
A	
Acceptance Device	**Effective through 12 April 2024** A Card-reading device managed by a Member or a Merchant for the purpose of completing a Visa Transaction. **Effective 13 April 2024** A device owned or managed by a Member or a Merchant that can read a Card to complete a Visa Transaction in a Card-Present Environment. A device owned or managed by the Cardholder that is used to read the Cardholder's own Card is not an Acceptance Device. ID# 0029278 Edition: Apr 2024 | Last Updated: Apr 2024
Access Fee	A fee assessed by an Acquirer to a Cardholder in connection with a Cash

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	Disbursement or an ATM Deposit Transaction. ID# 0024207 Edition: Apr 2024 | Last Updated: Apr 2023
Account Data Compromise Event	An event in which account data is put at risk. ID# 0026743 Edition: Apr 2024 | Last Updated: Oct 2015
Account Funding Transaction	**Effective through 19 January 2024** A Transaction where funds are pulled from a Visa account and are subsequently used to fund another Visa or non-Visa account. **Effective 20 January 2024** A Transaction where funds are pulled from a Visa account and are subsequently used to fund another Visa or non-Visa account, or funding for the acquisition of Liquid and Cryptocurrency Assets. ID# 0024213 Edition: Apr 2024 | Last Updated: Oct 2023
Account Information Security Program	A program managed by Visa that defines the standards of due care and enforcement for protecting sensitive Cardholder information and supports both: • *Payment Card Industry Data Security Standard (PCI DSS)* • *Payment Card Industry (PCI) Software Security Framework (SSF) Standards* ID# 0024215 Edition: Apr 2024 | Last Updated: Apr 2024
Account Level Processing	An optional service provided by Visa that enables an Issuer: • To manage select product-based services at the Account Number level instead of the BIN level • To dynamically move Card products up and down the product spectrum without having to change the associated Account Number ID# 0027308 Edition: Apr 2024 | Last Updated: Apr 2019
Account Name Inquiry (ANI)	A service that enables an Acquirer the ability to validate the name of a Cardholder against the name held by the Issuer for an Account Number or Token. ID# 0030996 Edition: Apr 2024 | Last Updated: Apr 2023
Account Number	An Issuer-assigned Payment Credential that identifies an account in order to post a Transaction.

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	ID# 0024216 Edition: Apr 2024 | Last Updated: Apr 2020
Account Number Verification	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 Visa Account Screen for Transactions that do not require Authorization. A zero-amount Authorization used by a Member or its VisaNet Processor to determine that an Account Number is valid and in good standing. ID# 0024217 Edition: Apr 2024 | Last Updated: Oct 2023
Account Range	The first 9 digits of a Payment Credential, used to identify Issuers and products. ID# 0030610 Edition: Apr 2024 | Last Updated: Oct 2020
Account Verification	A message sent by an Acquirer to the Issuer, using a currency unit of zero, for confirmation that a Transaction can be completed using the Card. ID# 0029700 Edition: Apr 2024 | Last Updated: Oct 2017
Acquirer	A Member that signs a Merchant or Payment Facilitator, provides a Cash Disbursement to a Cardholder, or loads funds to a Prepaid Card, and directly or indirectly enters a Transaction into Interchange. In the Europe Region: A Member that either: • Enters into an agreement with a Merchant for the display of any of the Visa-Owned Marks and the acceptance of Visa products and services • Disburses currency to a Cardholder, except where "Acquirer" is otherwise defined for the Europe Region in the Visa Rules ID# 0024219 Edition: Apr 2024 | Last Updated: Apr 2020
Acquirer Confirmation Advice	A message sent from an Acquirer to an Issuer confirming the final Transaction Amount. ID# 0026794 Edition: Apr 2024 | Last Updated: Oct 2017
Acquirer Processor	A non-Member agent or processor that a Member has engaged to support its Visa acquiring business.

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	ID# 0024225 Edition: Apr 2024 | Last Updated: Oct 2017
Acquirer Reference Number	An identification number included in a Clearing Record. ID# 0024226 Edition: Apr 2024 | Last Updated: Oct 2016
Acquiring Identifier	A 6-digit identifier licensed by Visa to an Acquirer and that is used to identify an Acquirer. ID# 0030646 Edition: Apr 2024 | Last Updated: Oct 2019
Acquiring Identifier Licensee	**Effective through 19 January 2024** An Acquirer, or non-Member VisaNet Processor or Visa Scheme Processor, or non-Interlink Member Processor that is allocated responsibility by Visa for a specific Acquiring Identifier, as specified in the Visa Rules and applicable Visa Charter Documents. **Effective 20 January 2024** An Acquirer that is allocated responsibility by Visa for a specific Acquiring Identifier, as specified in the Visa Rules and applicable Visa Charter Documents. ID# 0030644 Edition: Apr 2024 | Last Updated: Apr 2024
Acquiring Identifier User	An Acquirer authorized to use an Acquiring Identifier licensed to its Sponsor, as specified in the Visa Rules. ID# 0030645 Edition: Apr 2024 | Last Updated: Oct 2019
Acquisition	The purchase of a Member organization by another organization where the acquired Member's charter remains intact. ID# 0024229 Edition: Apr 2024 | Last Updated: Oct 2011
Address Verification Service	A service through which a Merchant verifies a Cardholder's billing address. Where a Member uses Visa for processing, the Address Verification Service is a VisaNet service. ID# 0024238 Edition: Apr 2024 | Last Updated: Oct 2021
Adjustment	A financial Transaction used to partially or fully negate or cancel a transaction that has been sent through Interchange in error. ID# 0024241 Edition: Apr 2024 | Last Updated: Oct 2021
Advance Payment	A Transaction for the partial or full cost of goods or services that will be provided to the Cardholder at a later time.

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	ID# 0030637 Edition: Apr 2024 | Last Updated: Apr 2020
Advanced Resolution Services, Inc. – US Region	A wholly-owned subsidiary of Visa U.S.A. that provides Members with a service such as Advanced ID Solutions. ID# 0024245 Edition: Apr 2024 | Last Updated: Apr 2023
Affinity/Co-Brand	A program or partnership based on a contractual agreement between an Issuer and a Member or non-Member for the issuance of Cards bearing the Affinity/Co-Brand partner's Trade Name or Mark. ID# 0029280 Edition: Apr 2024 | Last Updated: Oct 2018
Agent	An entity that acts as a VisaNet Processor/Visa Scheme Processor, a Third Party Agent, or both. ID# 0025920 Edition: Apr 2024 | Last Updated: Apr 2020
Aggregated Transaction	A single Transaction that combines multiple purchases made by the same Cardholder on the same Payment Credential at the same Merchant during a defined time period and up to a defined amount. ID# 0024270 Edition: Apr 2024 | Last Updated: Apr 2020
Airline	A Merchant that transports passengers on an aircraft. ID# 0024273 Edition: Apr 2024 | Last Updated: Apr 2016
Airline Authorizing Processor	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 2024 | Last Updated: Oct 2014
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 2024 | 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 2024 | Last Updated: Oct 2015
AP	Asia-Pacific. ID# 0024281 Edition: Apr 2024 | Last Updated: Apr 2010

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Applicable Data Protection Law/Regulation	Any applicable law, regulation, rule, or other mandatory legal obligation which regulates the processing of Personal Data, or that otherwise relates to data protection, data security, or Personal Data Breach notification obligations for Personal Data, including (without limitation and only as applicable between the parties) all of the following: • The United States of America Gramm-Leach-Bliley Act (GLBA) • The General Data Protection Regulation (GDPR) and the United Kingdom GDPR • The Canadian Personal Information Protection and Electronic Documents Act (PIPEDA) • The Australian Privacy Act 1988 (including the Australian Privacy Principles) • The California Consumer Privacy Act (CCPA) • The Brazilian General Data Protection Law (Law 13.709/2018) (LGPD) • The Singapore Personal Data Protection Act 2012 (PDPA) • The Japan Act on the Protection of Personal Information (APPI) • The Korean Personal Information Protection Act (PIPA) • The People's Republic of China Personal Information Protection Law (PIPL) • The South Africa Protection of Personal Information Act • The Hong Kong Personal Data Privacy Ordinance (PDPO) • The New Zealand Privacy Act 2020 • The Philippines Data Privacy Act • Any other similar laws or regulations ID# 0030953 Edition: Apr 2024 | Last Updated: Oct 2022
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 2024 | Last Updated: Oct 2015
Application Label – Europe Region	A name that identifies an application stored on a Card and that is used during application selection when no application preferred name is associated with that application.

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	ID# 0029705 Edition: Apr 2024 | Last Updated: Oct 2016
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 2024 | Last Updated: Oct 2014
Application Transaction Counter	A counter within the application on a contact Chip or Contactless Card that tracks the number of times the Chip is read and that is used by the Issuer during the Authorization process. ID# 0024286 Edition: Apr 2024 | Last Updated: Apr 2018
Approval Response	An Authorization Response where the Transaction was approved. ID# 0024287 Edition: Apr 2024 | Last Updated: Apr 2010
Arbitration	A process where Visa determines financial liability between Members for Interchange Transactions that are presented and have completed the Dispute cycle. ID# 0024289 Edition: Apr 2024 | Last Updated: Apr 2018
Arbitration and Compliance Committee	A Visa committee that resolves certain disputes between Members that arise from Disputes or from violations of the Visa Rules. ID# 0024290 Edition: Apr 2024 | Last Updated: Apr 2018
Associate-Type Member	A Member of Visa that is an Associate with rights and responsibilities, as defined in the applicable Visa Charter Documents. ID# 0024293 Edition: Apr 2024 | Last Updated: Apr 2018
ATM Deposit	An ATM deposit Transaction between participating ATM Members. ID# 0030967 Edition: Apr 2024 | Last Updated: Apr 2023
ATM Deposit Service	An optional service that supports switching of ATM deposit Transactions between Members. This service allows Cardholders of participating Issuers to perform ATM Deposit Transactions at participating Acquirers' ATMs. ID# 0030969 Edition: Apr 2024 | Last Updated: Apr 2023
ATM Operator – US Region	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

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	leases ATMs that are connected to the Visa ATM Network and may either or both: • Receive revenue from the Interchange process or from fees assessed with Transactions • Manage cryptographic functions or stock ATMs with cash ID# 0024301 Edition: Apr 2024 | Last Updated: Oct 2015
Attempt Response	A message from a Visa Secure Issuer or Visa in response to an Authentication Request, indicating that the Issuer or Cardholder is not participating in Visa Secure. ID# 0024302 Edition: Apr 2024 | Last Updated: Apr 2019
Authenticated Payment Credential	A Payment Credential where the Issuer has confirmed the authenticity of the Payment Credential through Issuer identification and verification (ID&V) or Visa has determined the Payment Credential to have a sufficient history of successful Transactions at a registered Merchant such that the Issuer has effectively validated its authenticity, and the Payment Credential is uniquely associated with the registered Merchant or Token Requestor. ID# 0030743 Edition: Apr 2024 | Last Updated: Oct 2021
Authentication	A cryptographic process that validates the identity and integrity of Chip data. ID# 0024303 Edition: Apr 2024 | Last Updated: Apr 2010
Authentication Confirmation	A message from a Visa Secure Issuer in response to an Authentication Request confirming Cardholder authentication. ID# 0024304 Edition: Apr 2024 | Last Updated: Apr 2019
Authentication Data	All Transaction-related data associated with a Visa Secure Authentication Request. ID# 0026423 Edition: Apr 2024 | Last Updated: Apr 2019
Authentication Denial	A message sent by a Visa Secure Issuer in response to an Authentication Request, that denies Cardholder authentication. ID# 0024306 Edition: Apr 2024 | Last Updated: Apr 2019
Authentication Mechanism	A Visa-approved method that validates a participant's identity in an Electronic Commerce Transaction. Authentication Mechanisms include,

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	but are not limited to: • Password • Digital Certificate ID# 0024309 Edition: Apr 2024 | Last Updated: Apr 2010
Authentication Method	A Visa-approved protocol or solution (for example: Visa Secure, Visa Token Service) that meets the minimum standards for authenticating a Cardholder in an Electronic Commerce Transaction. ID# 0024310 Edition: Apr 2024 | Last Updated: Oct 2021
Authentication Record	A record of the Visa Secure authentication status from a Visa Secure Issuer in response to an Authentication Request. ID# 0024311 Edition: Apr 2024 | Last Updated: Apr 2019
Authentication Request	A request for Cardholder authentication from a Visa Secure Merchant. ID# 0024313 Edition: Apr 2024 | Last Updated: Apr 2019
Authentication Response	A response from a Visa Secure Issuer, or Visa on behalf of an Issuer, in response to an Authentication Request. Authentication Responses include: • Attempt Responses • Authentication Confirmations • Authentication Denials • Unable-to-Authenticate Responses ID# 0026811 Edition: Apr 2024 | Last Updated: Apr 2019
Authorization	A process where an Issuer, a VisaNet Processor, Visa Scheme Processor, or Stand-In Processing approves a Transaction. This includes Offline Authorization. ID# 0024316 Edition: Apr 2024 | Last Updated: Oct 2018
Authorization and Settlement Match	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 *Visa Settlement Match (VSM)*

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	Implementation Guide In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*. ID# 0026823 Edition: Apr 2024 | Last Updated: Oct 2016
Authorization Code	A code that an Issuer, its VisaNet Processor, a Visa Scheme 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. ID# 0024317 Edition: Apr 2024 | Last Updated: Oct 2016
Authorization Preferred Visa Prepaid Card	A Prepaid Card that has a Service Code denoting "Online Authorization mandatory" encoded on the Magnetic Stripe. ID# 0024318 Edition: Apr 2024 | Last Updated: Apr 2020
Authorization Request	A Merchant or Acquirer request for an Authorization. ID# 0024319 Edition: Apr 2024 | Last Updated: Oct 2014
Authorization Request Cryptogram	An application Cryptogram generated by a Chip Card when requesting Online Authorization. ID# 0025502 Edition: Apr 2024 | Last Updated: Oct 2011
Authorization Response	An Issuer's reply to an Authorization Request or Account Number Verification that refers to the following types of Authorization Responses: • Approval Response • Decline Response • Pickup Response ID# 0024321 Edition: Apr 2024 | Last Updated: Oct 2017
Authorization Reversal	A V.I.P. System message that cancels an Approval Response. ID# 0025601 Edition: Apr 2024 | Last Updated: Oct 2021
Authorized Participant	A non-Member participant that has written authorization from Visa to participate in a relevant Visa program governed by the Visa Rules (and associated enrollment or participation forms, if any).

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	ID# 0030707 Edition: Apr 2024 | Last Updated: Oct 2020
Authorizing Processor	A Member or its VisaNet Processor or Visa Scheme Processor that provides Authorization services for Merchants or other Members. In the US Region, this definition does not imply or confer membership rights as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*, Article II. ID# 0024324 Edition: Apr 2024 | Last Updated: Oct 2016
Auto Rental Collision Damage Waiver	A Card feature that provides Cardholders with collision or loss damage insurance on car rental Transactions. ID# 0024453 Edition: Apr 2024 | Last Updated: Apr 2020
Automated Fuel Dispenser	An Unattended Cardholder-Activated Terminal that dispenses only fuel. An Automated Fuel Dispenser may also facilitate a Transaction originating from an application using a Stored Credential on a Cardholder device. ID# 0024328 Edition: Apr 2024 | Last Updated: Apr 2018
B	
Back-to-Back Funding	A payment flow that automatically transfers value via a real-time or live-load funding Transaction or transaction that is directly connected to a specific purchase. In Back-to-Back Funding, both: • Two separate accounts are involved. One account is used to make the purchase, and the other automatically funds or reimburses that account. • Both accounts are held by the same person or corporate entity, and at least one account is a Visa account. In Back-to-Back Funding, either: • The funding or reimbursement amount exactly matches the amount of the purchase. • The purchase is partially funded by an existing balance, and the funding or reimbursement Transaction or transaction amount equals the remainder of the purchase amount. Back-to-Back Funding does not include:

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	• An Unscheduled Credential-on-File Transaction for a fixed amount to reload the account • The funding of a Card that accesses funds on deposit at an organization other than that of the Issuer of the Card ("decoupled debit") ID# 0030710 Edition: Apr 2024 | Last Updated: Oct 2020
Balance Inquiry	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 2024 | Last Updated: Oct 2014
Balance Inquiry Service	An ATM service that allows a Cardholder to check an account balance. ID# 0024335 Edition: Apr 2024 | Last Updated: Oct 2016
BASE II	A file-based VisaNet service comprised of functions to collect, clear, settle, and deliver files of financial and non-financial activity between Visa and Members. ID# 0024341 Edition: Apr 2024 | Last Updated: Oct 2021
BID	Business Identification Number. An 8-digit numeric assigned by Visa that uniquely identifies an institution. ID# 0031043 Edition: Apr 2024 | Last Updated: New
Bill Payment Transaction	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: • Single payments initiated by the Cardholder in a Face-to-Face Environment, in a Card-Absent Environment, or at an ATM • Recurring Transactions • Installment Transactions ID# 0024350 Edition: Apr 2024 | Last Updated: Apr 2017
Billing Currency	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 2024 | Last Updated: Oct 2016

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BIN	Bank Identification Number. Either: • A 6-digit identifier assigned by ISO to Visa and then licensed by Visa to an Issuer before 22 April 2022 and that comprises the first 6 digits of an Account Number. • An 8-digit identifier assigned by ISO to Visa and then licensed by Visa to an Issuer and that comprises the first 8 digits of an Account Number. ID# 0024351 Edition: Apr 2024 | Last Updated: Oct 2019
BIN Attribute	Information that identifies the characteristics of a BIN and Visa products issued from that BIN. BIN Attributes include, but are not limited to, account funding source, account funding source subtype, product ID, Issuer name, Issuer country, and Issuer currency. ID# 0030648 Edition: Apr 2024 | Last Updated: Apr 2020
BIN Licensee	An Issuer 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 2024 | Last Updated: Oct 2019
BIN User	An Issuer authorized to use a BIN licensed to its Sponsor, as specified in the Visa Rules. ID# 0025530 Edition: Apr 2024 | Last Updated: Oct 2019
Board of Directors	One of the following, as applicable: • Visa Inc. Board of Directors • Visa International Board of Directors • Visa U.S.A. Board of Directors • Visa Canada Board of Directors • Visa Europe Board of Directors • Visa International Servicios de Pago España, S.R.L.U. Board of Directors • Visa Worldwide Board of Directors ID# 0024354 Edition: Apr 2024 | Last Updated: Oct 2016
Branch	The office of a Member where Manual Cash Disbursements may be made and Cards may be issued excluding drive-through windows providing reduced customer services, in-store counters, or service

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	centers that do not store cash on the premises. ID# 0024355 Edition: Apr 2024 | Last Updated: Oct 2016
C	
Campus Card – US Region	A Debit Card or Prepaid Card issued to a student, staff member, or faculty member of an educational organization in the US Region that both: • Bears the Visa Mark • 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 ID# 0024358 Edition: Apr 2024 | Last Updated: Apr 2020
Card	A payment card, digital application, or other device or solution that provides access to a Payment Credential and that is capable of conducting a Transaction, is issued by an Issuer, and may bear one of the Visa-Owned Marks. ID# 0024365 Edition: Apr 2024 | Last Updated: Apr 2020
Card Fronting	A product or solution that links two or more different Payment Credentials or cards together to complete a single Transaction using Back-to-Back Funding i.e., the "front" Payment Credential or card is funded or repaid, Transaction-by-Transaction, from one of the linked but unrelated Payment Credentials or cards. ID# 0030994 Edition: Apr 2024 | Last Updated: Apr 2023
Card Linked Offers Service – Europe Region	A service provided by Visa that associates a commercial offer with a Card. ID# 0030566 Edition: Apr 2024 | Last Updated: Apr 2018
Card Recovery Bulletin	**Effective through 12 April 2024** A directory of blocked Account Numbers, intended for distribution to Merchants. It may take one of the following forms: • National Card Recovery Bulletin (a special edition that lists domestic Account Numbers in addition to other applicable listings) • National Card Recovery File • Regional Card Recovery File

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	ID# 0024390 Edition: Apr 2024 | Last Updated: Oct 2023
Card Verification Service	A service where a Card Verification Value in an Authorization Request is validated on behalf of an Issuer. ID# 0024398 Edition: Apr 2024 | Last Updated: Oct 2016
Card Verification Value (CVV)	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. ID# 0024399 Edition: Apr 2024 | Last Updated: Apr 2010
Card Verification Value 2 (CVV2)	A unique check value generated using a secure cryptographic process that, when displayed, is displayed either statically or dynamically (referenced as dCVV2) on a Card or provided to a Virtual Account owner. ID# 0024400 Edition: Apr 2024 | Last Updated: Apr 2020
Cardholder	An individual who is issued a Card. ID# 0024372 Edition: Apr 2024 | Last Updated: Apr 2020
Cardholder Authentication Verification Value (CAVV)	A unique value transmitted in response to an Authentication Request. ID# 0024375 Edition: Apr 2024 | Last Updated: Apr 2013
Cardholder Inquiry Service	A service that assists Cardholders in obtaining information about Visa products, their Visa accounts, and the benefits associated with their Cards. ID# 0024379 Edition: Apr 2024 | Last Updated: Apr 2020
Cardholder Maintenance File – US Region	A file containing Cardholder names, addresses, and account information provided to Visa and used for various account-related activities. ID# 0024380 Edition: Apr 2024 | Last Updated: Oct 2014
Cardholder Verification	The process of validating a Cardholder's identity through verification of the Cardholder via methods specified in the Visa Rules (for example: PIN, Consumer Device Cardholder Verification Method [CDCVM]). ID# 0024381 Edition: Apr 2024 | Last Updated: Oct 2020
Cardholder Verification Limit – Europe Region	The Transaction amount for Contactless Transactions above which Cardholder Verification must be performed.

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	ID# 0029706 Edition: Apr 2024 | Last Updated: Oct 2016
Cardholder Verification Method	A means of verifying that the person presenting a Card is the legitimate Cardholder. For a Chip Card, the hierarchy of preferences for verifying a Cardholder's identity is encoded within the Chip. ID# 0024382 Edition: Apr 2024 | Last Updated: Oct 2015
Card-Absent Environment	**Effective through 12 April 2024** An environment in which a Transaction is completed under both of the following conditions: • Cardholder is not present • Card is not present **Effective 13 April 2024** An environment that meets any of the following criteria: • The Card and the Cardholder are not physically present at one of the following: – The premises of a Merchant or Member – A Merchant that does not trade in a fixed location – An Unattended Cardholder-Activated Terminal • The Transaction is not completed using an Acceptance Device or a Manual Imprint device • The Transaction is completed using a Stored Credential ID# 0024362 Edition: Apr 2024 | Last Updated: Apr 2024
Card-Present Environment	**Effective through 12 April 2024** An environment in which a Transaction is completed under all of the following conditions: • Card is present • Cardholder is present at the Merchant Outlet • Transaction is completed by either: – A representative of the Merchant or Acquirer – The Cardholder directly at an Unattended Cardholder-Activated Terminal **Effective 13 April 2024** An environment that meets all of the following criteria:

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	• The Card and the Cardholder are physically present at one of the following: – The premises of a Merchant or Member – A Merchant that does not trade in a fixed location – An Unattended Cardholder-Activated Terminal • The Transaction is completed using an Acceptance Device or a Manual Imprint device • The Transaction is not completed using Stored Credential ID# 0024363 Edition: Apr 2024 | Last Updated: Apr 2024
Cash Disbursement	Currency, including travelers cheques and excluding Cash-Back, provided to a Cardholder as follows: • As a Cash-Out • As a Manual Cash Disbursement • Through an ATM ID# 0024407 Edition: Apr 2024 | Last Updated: Oct 2018
Cash Disbursement Fee	A fee paid by an Issuer to an Acquirer for performing a Cash Disbursement. ID# 0024409 Edition: Apr 2024 | Last Updated: Apr 2010
Cash-Back	Cash obtained from a Merchant through use of a Card in conjunction with, and processed as, a Retail Transaction. ID# 0024406 Edition: Apr 2024 | Last Updated: Apr 2020
Cash-In	Cash deposited at a Merchant that supports Mobile Push Payment Transactions, for crediting a Payment Credential. ID# 0030582 Edition: Apr 2024 | Last Updated: Apr 2020
Cash-Out	Cash obtained by a Visa account holder from a Merchant that supports Mobile Push Payment Transactions. ID# 0030583 Edition: Apr 2024 | Last Updated: Oct 2018
CEMEA	Central and Eastern Europe, Middle East, and Africa. ID# 0024413 Edition: Apr 2024 | Last Updated: Apr 2010
Chargeback Reduction	A service that screens Presentments and Disputes and returns certain

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Service	invalid items to the Acquirer or Issuer, as appropriate. ID# 0024429 Edition: Apr 2024 | Last Updated: Apr 2018
Cheque	A traveler's cheque that a Member has issued and that bears the Visa-Owned Marks. ID# 0024431 Edition: Apr 2024 | Last Updated: Oct 2014
Chip	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. ID# 0024436 Edition: Apr 2024 | Last Updated: Oct 2015
Chip Specifications – Canada Region	All requirements set out in the EMV, VIS, VSDC, PCI, and Visa PIN Entry Device specifications. ID# 0024439 Edition: Apr 2024 | Last Updated: Oct 2014
Chip-initiated Transaction	An EMV-Compliant 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-Compliant and VIS-Compliant Plus applications. ID# 0024433 Edition: Apr 2024 | Last Updated: Apr 2020
Chip-Reading Device	An Acceptance Device capable of reading, communicating, and processing Transaction data from a Chip. ID# 0024435 Edition: Apr 2024 | Last Updated: Apr 2020
Clearing	A processing service for the validation and valuation of financial and non-financial records exchanged between Visa and Members. ID# 0024444 Edition: Apr 2024 | Last Updated: Oct 2021
Clearing Processor	A Member or its Visa-approved VisaNet Processor or Visa Scheme 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 *Visa International Certificate of Incorporation and By-Laws*, Article II, in the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*, Article II, in the *Visa Worldwide Supplementary Operating Regulations* (for Asia-Pacific), Section 1, or in the *Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations* (for Latin America & Caribbean), Section 1.

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	ID# 0026051 Edition: Apr 2024 | Last Updated: Oct 2016
Clearing Record	A record of a Presentment, Dispute, Dispute Response, Acquirer-initiated pre-Arbitration, Reversal, or Adjustment in the format necessary to clear the Transaction. ID# 0024446 Edition: Apr 2024 | Last Updated: Apr 2018
Click to Pay	Where available, a platform that enables a Click to Pay Account Holder to store and manage accounts in a secure centralized location, make purchases with Merchants that support Click to Pay, and use other forms of financial and non-financial services. ID# 0030727 Edition: Apr 2024 | Last Updated: Oct 2020
Click to Pay Account Holder	A user that has successfully enrolled in Click to Pay. A Click to Pay Account Holder may or may not be a Cardholder. ID# 0030728 Edition: Apr 2024 | Last Updated: Oct 2020
Client Directory	An online Visa directory that contains contact information for Visa, V PAY, Plus, and Interlink Members and processors and that is comprised of the Client Service Provider Directory module and the My Organization's Contacts module. ID# 0030015 Edition: Apr 2024 | Last Updated: Apr 2024
Client Organization	A company or organization that sponsors a Visa Corporate Card or Visa Purchasing Card (including Visa Fleet Card 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. ID# 0026020 Edition: Apr 2024 | Last Updated: Apr 2020
Client Portfolio Management Self-Service Tools	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: • Program Request Management (PRM) • Electronic Client Information Questionnaire (eCIQ) • Visa Client Support Application (VCSA)

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	ID# 0026479 Edition: Apr 2024 | Last Updated: Apr 2018
Client Service Provider Directory	A Client Directory module that contains BID, BIN, Acquiring Identifier, service provider and/or Member information and is used for Member-to-Member communication and problem resolution. ID# 0030656 Edition: Apr 2024 | Last Updated: Oct 2019
Closed Loop – Europe Region	An environment using a Visa Drive Card where the Acquirer and Issuer are the same. ID# 0029707 Edition: Apr 2024 | Last Updated: Oct 2016
Collateral Material	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. ID# 0027362 Edition: Apr 2024 | Last Updated: Oct 2015
Collection-Only	The reporting of data related to a Domestic Transaction that was processed outside of VisaNet and submitted only for informational purposes. ID# 0027828 Edition: Apr 2024 | Last Updated: Oct 2014
Commercial Payables	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. ID# 0026824 Edition: Apr 2024 | Last Updated: Oct 2017
Compelling Evidence	Information or documentation provided by a Merchant or an Acquirer in a Dispute Response or pre-Arbitration that attempts to prove that the Cardholder participated in the Transaction, received goods or services, or otherwise benefited from the Transaction, as specified in *Section 11.5.2, Use of Compelling Evidence*. Compelling Evidence does not mandate that Visa, the Issuer, or any other entity conclude that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction. ID# 0027268 Edition: Apr 2024 | Last Updated: Apr 2018

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Competitive Credit Card Brand – US Region and US Territories	In the US Region, 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. ID# 0027526 Edition: Apr 2024 | Last Updated: Oct 2014
Competitive Credit Card Cost of Acceptance – US Region and US Territories	In the US Region, 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 2024 | Last Updated: Oct 2014
Competitive Credit Card Product – US Region and US Territories	In the US Region, 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 2024 | Last Updated: Oct 2014
Competitive Credit Card Product Cost of Acceptance – US Region and US Territories	In the US Region, 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 2024 | Last Updated: Oct 2014
Completion Message	A Clearing Record that follows a preauthorization as part of Real-Time Clearing Processing. ID# 0024469 Edition: Apr 2024 | Last Updated: Oct 2014
Compliance	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 Dispute right is available. ID# 0024470 Edition: Apr 2024 | Last Updated: Apr 2018
Compliant Chip Card	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 2024 | Last Updated: Apr 2018
Compliant Chip Card Reading Device	An Acceptance Device (excluding an ATM) capable of reading, communicating, and processing full data Transactions[1] from a Compliant

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	Chip Card. [1] Processed by Acquirers certified by Visa to process full data. ID# 0024473 Edition: Apr 2024 | Last Updated: Apr 2018
Confidential Consumer Cardholder Information	A Payment Credential or other personally identifiable information relating to a consumer Cardholder. ID# 0026359 Edition: Apr 2024 | Last Updated: Apr 2020
Confidential Enhanced Merchant-Level Data – US Region	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. ID# 0024477 Edition: Apr 2024 | Last Updated: Oct 2015
Consumer Device Cardholder Verification Method (CDCVM)	An Issuer-approved, Visa-recognized method for verifying a Cardholder using the Cardholder's payment device. Examples include Mobile Payment Devices or Cards enabled with biometric elements (for example: requiring a fingerprint). ID# 0026877 Edition: Apr 2024 | Last Updated: Oct 2023
Consumer Lending Business Entity	Effective 15 January 2024 An entity that makes a point-of-sale personal loan to a consumer in order for the consumer to purchase a good or service from a Qualifying Merchant. ID# 0031038 Edition: Apr 2024 | Last Updated: New
Consumer Visa Check Card – US Region	A Visa Check Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account. ID# 0024481 Edition: Apr 2024 | Last Updated: Oct 2014
Contactless	A Visa-approved wireless interface used to exchange information between a Visa Card and an Acceptance Device. ID# 0029308 Edition: Apr 2024 | Last Updated: Oct 2015
Controller	An entity which alone or jointly with others determines the purposes and the means of the processing of Personal Data or as otherwise defined by any Applicable Data Protection Laws/Regulations. ID# 0030954 Edition: Apr 2024 | Last Updated: Oct 2022
Convenience Fee	A fee charged by a Merchant for a bona fide convenience to the Cardholder (for example: an alternative channel outside the Merchant's

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	customary payment channel) that is not charged solely for the acceptance of the Card. ID# 0027486 Edition: Apr 2024 | Last Updated: Apr 2020
Conversion Affiliate	**Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): An entity for which Visa Payment Services are provided by a Ramp Provider to provide payment services to convert Transactions from a fiat currency to a non-fiat currency (for example: cryptocurrency), or vice versa. Conversion Affiliates of Ramp Providers include but are not limited to retailers, cryptocurrency exchanges, non-fungible token (NFT) marketplaces, or decentralized applications (dApps). ID# 0031034 Edition: Apr 2024 | Last Updated: New
Counterfeit Card	One of the following: • 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 • An instrument that is printed with the authority of the Issuer and that is subsequently embossed or encoded without the authority of the Issuer • 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 ID# 0024495 Edition: Apr 2024 | Last Updated: Apr 2010
Country of Domicile	The country in which a Member has its principal place of business. ID# 0024499 Edition: Apr 2024 | Last Updated: Apr 2010
Credit Bureau – US Region	For purposes of Visa Advanced ID 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. ID# 0024524 Edition: Apr 2024 | Last Updated: Apr 2023
Credit Card	In the AP Region, CEMEA Region, Europe Region, LAC Region, US

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	Region: A Card linked to a secured or unsecured open-ended credit account, including revolving or non-revolving consumer, business, or commercial credit or charge accounts, or a credit account or equivalent as defined under applicable laws or regulations. An account is not a credit account if the credit results from the incidental extension of credit such as overdraft or minimum balance protection or similar services. In the Canada Region: A Card other than a Visa Debit Category Card. For the purpose of surcharging, Visa Prepaid Cards are not included. ID# 0027534 Edition: Apr 2024 | Last Updated: Apr 2022
Credit Card Application (CCA) – US Region	**Effective 1 November 2024** A centralized repository that consolidates, tracks and aggregates Credit Card Applications for use in identifying, preventing and mitigating fraud. ID# 0031000 Edition: Apr 2024 | Last Updated: Oct 2023
Credit Card Surcharge – Canada, US Region, and US Territories	In the Canada Region[1], US Region, and US Territories: A fee assessed to a Cardholder by a Merchant that is added to a Credit Card Transaction for the acceptance of a Credit Card. [1] This does not apply to a Visa Prepaid Card. ID# 0030945 Edition: Apr 2024 | Last Updated: Apr 2022
Credit Reporting Improvement Service – US Region	A service that supports an Issuer by monitoring the reporting and handling of credit bureau data. ID# 0024526 Edition: Apr 2024 | Last Updated: Oct 2014
Credit Transaction	**Effective through 19 January 2024** A Transaction representing a Merchant's refund or price adjustment credited to a Cardholder's account. **Effective 20 January 2024** A Transaction or a Faster Refund, representing a Merchant's refund or price adjustment credited to a Cardholder's account. ID# 0024527 Edition: Apr 2024 | Last Updated: Oct 2023
Credit Transaction Receipt	A Transaction Receipt evidencing a Merchant's refund or price adjustment to be credited to a Cardholder's account. ID# 0024528 Edition: Apr 2024 | Last Updated: Apr 2010
Cruise Line	A Merchant that sells tickets for, and provides, travel and overnight accommodations on a ship or boat.

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	ID# 0024532 Edition: Apr 2024 | Last Updated: Apr 2016
Cryptogram	A value resulting from a combination of specific key data elements that are used to validate the source and integrity of data. ID# 0024533 Edition: Apr 2024 | Last Updated: Apr 2010
Currency Conversion Rate	A rate set by Visa from the range of rates available in wholesale currency markets for the applicable Transaction, 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. 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. An Issuer shall set the conversion rate to its Cardholder and an Acquirer shall set the conversion rate to its Merchant, as specified in applicable laws and regulations. ID# 0024534 Edition: Apr 2024 | Last Updated: Apr 2021
Custom Payment Services (CPS)	A Visa payment service that accommodates specific payment environments with an identifier that remains with the Transaction throughout its life cycle. ID# 0024536 Edition: Apr 2024 | Last Updated: Apr 2010
D	
Data Processor	An entity that processes Personal Data on behalf of the Controller, or as otherwise defined by any Applicable Data Protection Law/Regulation, in the context of the Visa Rules on privacy and data protection. ID# 0030955 Edition: Apr 2024 | Last Updated: Oct 2022
Debit Card	A Card linked to a demand deposit account, checking account, current account, negotiable order of withdrawal account, or savings account held at a financial institution, or a debit account or equivalent as defined under applicable laws or regulations. ID# 0025287 Edition: Apr 2024 | Last Updated: Oct 2021
Debit Card Cost of	In the US Region, US Territory: The amount of the cap for debit card

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Acceptance – US Region and US Territories	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. ID# 0027530 Edition: Apr 2024 | Last Updated: Oct 2014
Debt	Money owed by one party (debtor) to another party (creditor). Debt includes, but is not limited to, any of the following: • The obligation to repay money in connection with loans, credit card balances • Money advanced on goods or services previously purchased • Repayments that include interest (expressly or implicitly) The following are not treated as Debt for the purpose of the Visa Rules: • Lease payments, where ownership of the goods does not automatically pass to the lessee at the end of the lease • Interest-free Partial Payment • Late payment fees that are incentives to pay on time and are not related to the amount owed are not considered interest • Repayment of an overdue obligation that has not been charged-off and transferred from the original owner to a third party and does not include interest (expressly or implicitly) ID# 0030649 Edition: Apr 2024 | Last Updated: Oct 2020
Decline Response	An Authorization Response where the Transaction was declined. ID# 0024548 Edition: Apr 2024 | Last Updated: Apr 2010
Deferred Clearing Transaction	A Transaction or process wherein Transactions are authorized, cleared, and settled in 2 separate messages. ID# 0024551 Edition: Apr 2024 | Last Updated: Oct 2016
Deferred Debit Card – Europe Region	A Card linked to an account whereby the Transactions are accumulated with other Transactions on a deferred basis, a statement is issued and the Cardholder is required to pay the outstanding balance in full. ID# 0029709 Edition: Apr 2024 | Last Updated: Oct 2016
Deferred Payment Transaction – US Region	A Transaction completed in a Card-Absent Environment for which the Cardholder is billed once, no more than 90 calendar days after the first shipment of merchandise.

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	ID# 0024552 Edition: Apr 2024 | Last Updated: Oct 2017
Deferred Settlement	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 2024 | Last Updated: Oct 2014
Delegated Authentication Program – Europe Region	In the Europe Region: A Visa program that supports the delegation of strong customer authentication by an enrolled Delegated Authentication Program Participant. ID# 0030621 Edition: Apr 2024 | Last Updated: Apr 2023
Delegated Authentication Program Participant – Europe Region	Merchants or Multi-Merchant Token Requestors that have been agreed by Visa to meet the Delegated Authentication Program requirements and are activated for the program by a registered Visa Merchant Identification Number (VMID) or Token Requestor Identification Number (TRID) ID# 0030995 Edition: Apr 2024 | Last Updated: Apr 2023
Deposit	The submission of a Transaction by a Merchant, Marketplace, Payment Facilitator, or Digital Wallet Operator to an Acquirer, resulting in a credit or debit to the Merchant's, Sponsored Merchant's, Marketplace's, Payment Facilitator's, or Digital Wallet Operator's account. ID# 0024556 Edition: Apr 2024 | Last Updated: Oct 2020
Deposit-Only Account Number	An Account Number established by an Issuer, used exclusively to receive an Original Credit Transaction on behalf of its Cardholder. ID# 0024554 Edition: Apr 2024 | Last Updated: Oct 2016
Diamond Design	A Visa-Owned Mark, used as an element of the Plus Symbol, consisting of 3 triangles with an open space in the lower right-hand corner, arranged to form an outline of the symbol "+." ID# 0024558 Edition: Apr 2024 | Last Updated: Apr 2010
Digital Certificate	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 2024 | Last Updated: Apr 2010
Digital Wallet Operator	A Member or non-Member that operates a Staged Digital Wallet or

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(DWO)	Stored Value Digital Wallet. ID# 0029530 Edition: Apr 2024 | Last Updated: Oct 2020
Direct (Immediate) Debit Card – Europe Region	A Card linked to a current (or deposit access) account to which a Transaction is debited immediately (in a maximum of two working days) on receipt of the Transaction by the Issuer. ID# 0029710 Edition: Apr 2024 | Last Updated: Oct 2016
Directory Manager	**Effective 22 February 2024** Licensee contact with overall operational responsibility for Visa, V PAY, Plus, or Interlink programs that other Members can contact about significant issuing or acquiring issues outside of day-to-day operations. The Directory Manager will be responsible in receiving Member inquiries should other service contacts (for example: Fraud Activity, Settlement, Dispute, Arbitration) become unavailable. ID# 0031040 Edition: Apr 2024 | Last Updated: New
Dispute	A Transaction that an Issuer returns to an Acquirer. ID# 0029463 Edition: Apr 2024 | Last Updated: Apr 2018
Dispute Response	A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Dispute. ID# 0029464 Edition: Apr 2024 | Last Updated: Apr 2018
Domestic Transaction	A Transaction where the Issuer of the Card used is located in the Transaction Country. ID# 0024568 Edition: Apr 2024 | Last Updated: Apr 2010
Domiciled Institution – LAC Region	A deposit-taking financial institution or a payment institution that is authorized by the Brazil Central Bank, and is used by a Merchant or a Sponsored Merchant for an Acquirer or a Payment Facilitator to deposit payments. ID# 0029506 Edition: Apr 2024 | Last Updated: Apr 2017
Dual-Issuer Branded Visa Commercial Card	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. ID# 0026028 Edition: Apr 2024 | Last Updated: Oct 2020
Dynamic Card Verification	A Card Verification Value dynamically generated by a contact or

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Value (dCVV)	Contactless Chip Card for inclusion in the Authorization message (for example: as part of the Magnetic-Stripe data). ID# 0025503 Edition: Apr 2024 | Last Updated: Oct 2015
Dynamic Currency Conversion (DCC)	**Effective through 12 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective through 18 October 2024** Canada Region, LAC Region (Brazil): One of the following: • The conversion of the purchase price of goods or services from the currency in which the price is displayed to another currency. That currency becomes the Transaction Currency. • An ATM Transaction in which the Transaction Currency is different to the currency disbursed or the currency inserted. • A Manual Cash Disbursement in which the Transaction Currency is different to the currency disbursed. **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): One of the following: • The conversion of the purchase price of goods or services from the fiat currency in which the price is displayed to another fiat currency. That currency becomes the Transaction Currency. • An ATM Transaction in which the Transaction Currency is different to the fiat currency disbursed or the fiat currency inserted. • A Manual Cash Disbursement in which the Transaction Currency is different to the fiat currency disbursed. **Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): DCC excludes Transactions converted from a fiat currency to a non-fiat currency (for example: cryptocurrency), or vice versa. ID# 0024574 Edition: Apr 2024 | Last Updated: Apr 2024
Dynamic Data Authentication	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 2024 | Last Updated: Apr 2010
E	

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Edit Package	The software that Visa supplies to VisaNet Processors to: • Validate Interchange data • Process Interchange data sent from the VisaNet Processor to Visa • Process incoming Transactions received from Visa ID# 0024577 Edition: Apr 2024 | Last Updated: Apr 2010
Effective Merchant Discount Rate – Canada Region	In the Canada Region: The total fees paid by the Merchant to an Acquirer, related to the processing of a specific type of payment card from a payment card network, divided by the total sales volume for that type of payment card. ID# 0030946 Edition: Apr 2024 | Last Updated: Apr 2022
Electronic Capability	Point-of-Transaction Capability where all of the following are true: • 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 or, in the AP Region, QR code) • Authorization Response is obtained Online, or as instructed by the Issuer • Authorization Response and Transaction Receipt data are captured electronically ID# 0024582 Edition: Apr 2024 | Last Updated: Apr 2020
Electronic Commerce Indicator	A value used in an Electronic Commerce Transaction to indicate the Transaction's level of authentication and security. ID# 0026401 Edition: Apr 2024 | Last Updated: Oct 2014
Electronic Commerce Merchant	A Merchant that conducts the sale of goods or services electronically over the internet and other networks. ID# 0024584 Edition: Apr 2024 | Last Updated: Oct 2014
Electronic Commerce Transaction	A Transaction between a Merchant and Cardholder over the internet or other networks using a terminal, personal computer, or other Cardholder device. ID# 0024587 Edition: Apr 2024 | Last Updated: Oct 2016
Electronic Documentation Transfer Method – Europe Region	An electronic documentation transfer method approved by Visa for use by Europe Members. This method may be either:

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	• A web-based application, such as Visa Resolve Online (VROL) • An approved, secure electronic method ID# 0029712 Edition: Apr 2024 | Last Updated: Oct 2016
Electronic Imprint	The reading and printing or capture of Card information at a Magnetic-Stripe Terminal or a Chip-Reading Device. In the AP Region: This also applies to a QR code Transaction with Full-Chip Data. ID# 0024593 Edition: Apr 2024 | Last Updated: Apr 2020
Emergency Card Replacement	A temporary Card that Visa Global Customer Assistance Services or the Issuer or its Agent provides to replace a Cardholder's damaged, lost, or stolen Card. ID# 0024610 Edition: Apr 2024 | Last Updated: Apr 2020
Emergency Cash Disbursement	A Cash Disbursement by a Member or its agent, including Visa Global Customer Assistance Services, to a Cardholder who needs emergency cash. ID# 0024605 Edition: Apr 2024 | Last Updated: Apr 2019
EMV Integrated Circuit Card Specifications for Payment Systems (EMV)	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 2024 | Last Updated: Oct 2014
EMV PIN-Compliant	A Chip-Reading Device that complies with the PIN requirements of the Payment Card Industry Security Standards Council. ID# 0024622 Edition: Apr 2024 | Last Updated: Oct 2014
EMV-Compliant	A Card or terminal application that complies with the requirements specified in the *EMV Integrated Circuit Card Specifications for Payment Systems (EMV)*. ID# 0024617 Edition: Apr 2024 | Last Updated: Oct 2016
Enhanced Data	Data provided through Visa to an Issuer. Such data may include either or both: • Enhanced Merchant-Level Data (including data for a Sponsored Merchant or a Payment Facilitator) • Enhanced Transaction-Level Data

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	ID# 0026463 Edition: Apr 2024 | Last Updated: Oct 2015
Enhanced Merchant-Level Data	Merchant- or Sponsored Merchant-related data (including Payment Facilitator data) provided through Visa to an Issuer. Such data includes: • Merchant street address • Merchant telephone number • Incorporation status • Owner's name ID# 0026464 Edition: Apr 2024 | Last Updated: Oct 2015
Enhanced Transaction-Level Data	Transaction-related data provided through Visa to an Issuer. Such data includes: • Accounting code • Sales tax or value-added tax • Description of items purchased, cost per unit, number of units • Vehicle fleet data (vehicle/driver ID, odometer reading) • Detailed itinerary information (Airline, origination/destination, class of travel) • For an Ancillary Purchase Transaction, all required data elements ID# 0024631 Edition: Apr 2024 | Last Updated: Oct 2015
Enumeration Attack	The systematic or routine submission of Card-Absent Environment Transactions into the Visa system to fraudulently obtain or validate payment information. ID# 0030894 Edition: Apr 2024 | Last Updated: Apr 2022
Estimated Authorization Request	An Authorization Request for the amount that a Merchant expects a Cardholder to spend in an individual Transaction and that is submitted before the final Transaction amount is known. ID# 0029521 Edition: Apr 2024 | Last Updated: Oct 2017
EU Passporting – Europe Region	A system which allows payment service providers legally established in one member state of the European Economic Area to provide their services cross-border in the other member states of the European Economic Area either directly or through a physical establishment subject to meeting formal notification and approval requirements of the

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	home and host regulator. ID# 0029715 Edition: Apr 2024 | Last Updated: Oct 2016
European Economic Area – Europe Region	The member states of the European Union, and Iceland, Liechtenstein, and Norway. ID# 0029716 Edition: Apr 2024 | Last Updated: Oct 2016
European Economic Area Transaction – Europe Region	In the Europe Region: A Transaction initiated using a Card issued within the European Economic Area (EEA) and accepted at a Merchant Outlet located within the European Economic Area. ID# 0030653 Edition: Apr 2024 | Last Updated: Oct 2019
European Union	The following: Austria; Belgium; Bulgaria; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Finland (including Aland Islands); France; Germany; Greece; Hungary; Republic of Ireland; Italy; Latvia; Lithuania; Luxembourg; Malta; Netherlands; Poland; Portugal (including Azores, Madeira); Romania; Slovakia; Slovenia; Spain (including Canary Islands, Ceuta, Melilla); Sweden. ID# 0030116 Edition: Apr 2024 | Last Updated: Apr 2020
Expired Card	A Card on which the embossed, encoded, printed, or otherwise applicable expiration date has passed. ID# 0024638 Edition: Apr 2024 | Last Updated: Oct 2019
F	
Face-to-Face Environment	**Effective through 12 April 2024** An environment in which a Transaction is completed under all of the following conditions: • Card or Contactless Payment Device used to complete the Transaction is present • Cardholder is present • Individual representing the Merchant or Acquirer is available to complete the Transaction **Effective 13 April 2024** A Card-Present Environment where an individual representing the Merchant or Acquirer is available to complete the Transaction. ID# 0024643 Edition: Apr 2024 | Last Updated: Apr 2024
Fallback Transaction	An EMV Chip Card Transaction initially attempted at a Chip-Reading

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	Device, where the device's inability to read the Chip prevented the Transaction from being completed using the Chip data, and the Transaction is instead completed using an alternate means of data capture and transmission. ID# 0024645 Edition: Apr 2024 | Last Updated: Apr 2020
Fast Funds	A service that requires a participating Recipient Issuer to make funds available to a Cardholder within 30 minutes of receipt and approval of an incoming Original Credit Transaction initiated as an Online Financial Transaction. ID# 0026077 Edition: Apr 2024 | Last Updated: Oct 2021
Faster Refund	**Effective 20 January 2024** A refund of a prior purchase using an Original Credit Transaction associated with the Faster Refund Program approved by Visa, as specified in the *Visa Direct Original Credit Transaction (OCT) – Global Implementation Guide*. ID# 0031009 Edition: Apr 2024 | Last Updated: Oct 2023
Fee Collection Transaction	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. ID# 0024647 Edition: Apr 2024 | Last Updated: Oct 2015
Fee Schedule	One of the following: • *Visa Asia-Pacific Fee Schedule* • *Visa Canada Fee Schedule* • *Visa CEMEA Fee Schedule* • *Visa Europe Fee Schedule:* – *Visa Europe Fee Schedule – Non-EEA* – *Visa Europe Fee Schedule – Non-Regulated* – *Visa Europe Fee Schedule – Scheme* • *Visa LAC Fee Schedule* • *Visa U.S.A. Fee Schedule* • *Any domestic or local Visa fee schedule* ID# 0027310 Edition: Apr 2024 | Last Updated: Oct 2016

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Floor Limit	A currency amount that Visa has established for a Transaction, above which Online Authorization is required. ID# 0024654 Edition: Apr 2024 | Last Updated: Oct 2018
Franchise	A business where the owner licenses its operations and grants a franchisee access to the franchisor's proprietary product, branding, and trademarks in exchange for a fee. This allows the franchisee to sell a product or service under the franchisor's business name. ID# 0030951 Edition: Apr 2024 | Last Updated: Oct 2022
Fraud Activity	A Transaction that an Issuer reports as fraudulent when either a: • Fraudulent user used a Card or its Payment Credential • Card was obtained through misrepresentation of identification or financial status ID# 0024659 Edition: Apr 2024 | Last Updated: Apr 2020
Full Service	A V.I.P. processing service comprised of online functions, including Authorizations, financial Transactions, and Deferred Clearing Transactions. ID# 0030882 Edition: Apr 2024 | Last Updated: Oct 2022
Full-Chip Data	Data that complies with all of the following: • Conforms to EMVCo minimum requirements • Supports cryptographic validation online • Records the Card and terminal interactions completed during a Transaction ID# 0024662 Edition: Apr 2024 | Last Updated: Oct 2016
Functional Type	Any mixture of alphanumeric characters or graphics that denotes participation in a program or benefit (for example: a loyalty or rewards program, an identification number, a bar code, or a QR code that can be scanned or read by an electronic reader or application enabling access to a membership or website/application). ID# 0029512 Edition: Apr 2024 | Last Updated: Apr 2017
Funds Disbursement	A Transaction used by a Member or Visa to disburse funds to a Clearing Processor.

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	ID# 0024665 Edition: Apr 2024 | Last Updated: Oct 2016
Funds Transfer Settlement Reporting Entity	An endpoint within a Visa Settlement hierarchy associated with one or more Settlement Reporting Entities. ID# 0026048 Edition: Apr 2024 | Last Updated: Apr 2012
G	
General Member – Canada Region	A customer of Visa Canada in the category of "General Customer" as defined in *Appendix E to the Canada Regional Operating Regulations*. ID# 0024671 Edition: Apr 2024 | Last Updated: Oct 2014
Global Co-Branded Card	A Card that: • Is issued by one or more Issuers that has a contractual relationship with a Global Co-Branding Partner • Bears the Trade Name or Mark of the Global Co-Branding Partner on the front of the Card • May offer a Cardholder tangible benefits for Card usage and loyalty (for example: rebates, discounts, airline miles) ID# 0024675 Edition: Apr 2024 | Last Updated: Oct 2014
Global Co-Branding Partner	A Member or non-Member that has a contractual relationship for the issuance of Global Co-Branded Cards in one or more Visa Regions and countries. ID# 0024676 Edition: Apr 2024 | Last Updated: Oct 2018
Global Compromised Account Recovery	A Visa program by which Visa allocates to affected Issuers a portion of the operating expenses that are associated with an Account Data Compromise Event involving a compromise of either: • In a Card-Absent Environment, a Chip Card's Account Number and expiration date • In a Card-Present Environment, a Chip Card's Account Number and Card Verification Value ID# 0026034 Edition: Apr 2024 | Last Updated: Oct 2023
Global Customer Assistance Services	Services, including customer and emergency services, provided by Visa Client Care to Cardholders and Issuers. ID# 0024678 Edition: Apr 2024 | Last Updated: Apr 2023

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Group Member	In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Member as defined under the *Visa International Certificate of Incorporation and By-Laws*, Section 2.21. ID# 0024685 Edition: Apr 2024 | Last Updated: Oct 2016
Guaranteed Reservation	A reservation made by a Cardholder who provides a Payment Credential, 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 2024 | Last Updated: Apr 2020
H	
Health Care Merchant – US Region	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 2024 | Last Updated: Oct 2014
Health Reimbursement Arrangement (HRA) – US Region	An employer-funded 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 2024 | Last Updated: Apr 2020
Health Savings Account (HSA) – US Region	A 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 2024 | Last Updated: Apr 2020
Healthcare Auto-Substantiation – US Region	A process that enables an Issuer to automatically substantiate the dollar amount of qualifying medical purchases in the Authorization Request for a Visa Flexible Spending 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. ID# 0024696 Edition: Apr 2024 | Last Updated: Oct 2016
High-Integrity Risk Conversion Affiliate	**Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Conversion Affiliate of a Ramp

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	Provider classified by Visa as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*. ID# 0031035 Edition: Apr 2024 | Last Updated: New
High-Integrity Risk Merchant	A Merchant classified by Visa as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*. ID# 0030984 Edition: Apr 2024 | Last Updated: Apr 2023
High-Integrity Risk Ramp Provider	**Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Ramp Provider that does both: • Enters into a contract with an Acquirer to provide payment services to High-Integrity Risk Conversion Affiliates • Includes one or more Conversion Affiliates classified by Visa as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants* ID# 0031032 Edition: Apr 2024 | Last Updated: New
High-Integrity Risk Sponsored Merchant	A Sponsored Merchant classified by Visa as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*, that contracts with a Payment Facilitator to obtain payment services. ID# 0030985 Edition: Apr 2024 | Last Updated: Apr 2023
High-Integrity Risk Transaction	A Transaction performed by a High-Integrity Risk Merchant, High-Risk Internet Payment Facilitator, High-Integrity Risk Sponsored Merchant, or Digital Wallet Operator, classified by Visa as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants*. ID# 0030986 Edition: Apr 2024 | Last Updated: Apr 2023
High-Risk Internet Payment Facilitator	A Payment Facilitator that both: • Enters into a contract with an Acquirer to provide payment services to High-Risk Merchants, High-Integrity Risk Merchants, High-Risk Sponsored Merchants, or High-Integrity Risk Sponsored Merchants • Includes one or more Sponsored Merchants classified by Visa as high-integrity risk, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants* ID# 0026392 Edition: Apr 2024 | Last Updated: Apr 2023

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Home Country – Europe Region	The country in which a Member has its principal place of business and is authorized under applicable laws or regulations to provide payment services. ID# 0029719 Edition: Apr 2024 | Last Updated: Oct 2016
Host Country – Europe Region	A country, other than a Home Country, in which a Member has satisfied the requirements of the competent domestic authority to provide payment services. ID# 0029720 Edition: Apr 2024 | Last Updated: Oct 2016
I	
ID Score – 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 2024 | Last Updated: Oct 2023
Imprint	Cardholder data transferred from a Card to a Transaction Receipt to complete a Transaction. There are 2 kinds of imprints: • Electronic Imprint • Manual Imprint ID# 0024713 Edition: Apr 2024 | Last Updated: Apr 2010
Incremental Authorization Request	An Authorization Request that both: • Follows an approved Estimated Authorization Request • Is for an additional amount that a Merchant expects a Cardholder to spend or that the Cardholder has incurred in an individual Transaction ID# 0029522 Edition: Apr 2024 | Last Updated: Oct 2023
Indemnification	The act of indemnifying, defending, and holding harmless (see Indemnify). ID# 0030548 Edition: Apr 2024 | Last Updated: Apr 2018
Indemnify	To indemnify, defend, and hold harmless (see Indemnification). ID# 0030549 Edition: Apr 2024 | Last Updated: Apr 2018

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Independent Sales Organization – Europe Region	An entity that is not eligible for Membership, has no direct connection to Visa, and provides a Member with bank card-related support services, such as: • Merchant solicitation • Point-of-Transaction Acceptance Device installation and service • Transaction Receipt data capture and transmission • Cardholder solicitation ID# 0029721 Edition: Apr 2024 | Last Updated: Oct 2016
Initial Authorization Request	An Authorization Request for a capped amount or an amount based on an interim purchase or order and that is submitted before the final Transaction amount is known. ID# 0029523 Edition: Apr 2024 | Last Updated: Oct 2017
Installment Transaction	A Transaction in a series of Transactions that represents Cardholder agreement for the Merchant to initiate one or more future Transactions over a fixed period of time (not to exceed one year between Transactions) for a single purchase of goods or services, or the repayment of a single Debt. ID# 0024724 Edition: Apr 2024 | Last Updated: Apr 2020
Instant Card Personalization	The ability to instantly personalize Cards at a location other than a Member's card manufacturing facility to allow any of the following: • Immediate delivery of the Card at the Branch • Respond immediately to a request for an emergency replacement of a Cardholder's lost or stolen Card ID# 0025525 Edition: Apr 2024 | Last Updated: Apr 2020
Instant Card Personalization Issuance Agent	A Third Party Agent that performs instant Card personalization and issuance for an Issuer. ID# 0025526 Edition: Apr 2024 | Last Updated: Oct 2014
Integrated Card Verification Value (iCVV)	An alternate Card Verification Value that an Issuer must encode in the Magnetic-Stripe Image on a Chip instead of the Card Verification Value contained in the Magnetic Stripe of the Chip Card. ID# 0024710 Edition: Apr 2024 | Last Updated: Oct 2017
Interchange	The exchange of Clearing Records between Members. The Visa Rules

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	refer to the following types of Interchange: • Domestic Interchange • International Interchange ID# 0024729 Edition: Apr 2024 | Last Updated: Oct 2014
Interchange File	An electronic file containing a Member's Interchange data. ID# 0024732 Edition: Apr 2024 | Last Updated: Apr 2010
Interchange Reimbursement Fee (IRF)	A fee between Acquirers and Issuers in the Clearing and Settlement of an Interchange Transaction. ID# 0024733 Edition: Apr 2024 | Last Updated: Oct 2017
Interlink Program	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 *Interlink Network, Inc. Bylaws*, *Interlink Core Rules and Interlink Product and Service Rules*, and the Visa Rules. ID# 0024737 Edition: Apr 2024 | Last Updated: Oct 2014
Interlink Program Marks	The combination of the Interlink Wordmark, the Network Design Mark, or any other service Marks that Visa adopts for use with the Interlink Program. ID# 0024738 Edition: Apr 2024 | Last Updated: Oct 2015
Intermediary Bank	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. ID# 0024741 Edition: Apr 2024 | Last Updated: Apr 2010
International Airline	Either: • 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 • Its authorized agent that sells airline tickets on behalf of the Airline (except in the Europe Region) ID# 0024742 Edition: Apr 2024 | Last Updated: Oct 2016
International Settlement	A Settlement Service used to settle all Transactions that do not

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Service	participate in a National Net Settlement Service, an Area Net Settlement Service, or other Settlement Services. ID# 0029723 Edition: Apr 2024 | Last Updated: Oct 2016
International Transaction	A Transaction where the Issuer of the Card used is not located in the Transaction Country. In the US Region, US Territory: This does not apply for US Covered Visa Debit Card Transactions in the US Region or a US Territory for routing and Interchange Reimbursement Fee (IRF) purposes. ID# 0024752 Edition: Apr 2024 | Last Updated: Oct 2017
Interregional Transaction	A Transaction where the Issuer of the Card is not located in the Visa Region where the Transaction takes place. ID# 0024762 Edition: Apr 2024 | Last Updated: Oct 2017
Intraregional Transaction	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 2024 | Last Updated: Oct 2017
In-Transit Transaction	A Transaction reflecting the purchase of merchandise, services, or gambling on board a ship, boat, bus, aircraft, ferry, or train. ID# 0024717 Edition: Apr 2024 | Last Updated: Apr 2016
IRF Compliance	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 2024 | Last Updated: Oct 2017
Issuer	In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: A Member that enters into a contractual relationship with a Cardholder for the issuance of one or more Card products. In the Europe Region: A Member that issues a Card to a Cardholder and maintains the contractual privity relating to the Card with that Cardholder. ID# 0024768 Edition: Apr 2024 | Last Updated: Oct 2016
Issuers' Clearinghouse	A service developed jointly by Visa and Mastercard Worldwide that is

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Service – US Region	designed to reduce Member losses from excessive credit applications and unauthorized use. ID# 0024769 Edition: Apr 2024 | Last Updated: Oct 2014
J	
No glossary terms available for J.	ID# 0025512 Edition: Apr 2024 | Last Updated: Apr 2010
K	
Known Fare Transaction	A Contactless Transaction at an Unattended Cardholder-Activated Terminal at the turnstile, fare gate, or point of access to an Urban Mobility Merchant's service where the Transaction amount is known before travel. ID# 0030047 Edition: Apr 2024 | Last Updated: Oct 2020
L	
LAC	Latin America and Caribbean. ID# 0024774 Edition: Apr 2024 | Last Updated: Apr 2010
Large Market Enterprise Card	A Visa Corporate Card issued in the European Economic Area (EEA) or Andorra and that attracts an Interchange Reimbursement Fee (IRF) subject to the consumer credit cap determined by interchange fee regulation for Transactions initiated in the EEA or Andorra. ID# 0030704 Edition: Apr 2024 | Last Updated: Oct 2021
Lead Bank	A Visa Multinational Program participant that initiates a relationship with a Partner Bank on behalf of a Multinational Company client. ID# 0026026 Edition: Apr 2024 | Last Updated: Oct 2020
Level II Enhanced Data – US Region	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&E Transactions. ID# 0024778 Edition: Apr 2024 | Last Updated: Oct 2017
Liability	Any and all damages (including lost profits or savings, indirect, consequential, special, exemplary, punitive, or incidental), penalties, fines, expenses and costs (including reasonable fees and expenses of legal and other advisers, court costs and other dispute resolution costs), or other losses.

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	ID# 0024779 Edition: Apr 2024 | Last Updated: Apr 2018
Licensee	An entity licensed to participate in the Visa or Visa Electron Program that is either a: • Member • Member or owner of a Group Member ID# 0024780 Edition: Apr 2024 | Last Updated: Apr 2024
Limited Acceptance – Europe, LAC (Chile), and US Regions	In the Europe Region: A term describing the option to accept one or more, but not all, Product Categories by a Merchant located within the European Economic Area. In the LAC Region (Chile): A term describing the option of a Merchant in Chile to not accept all Visa products. In the US Region: A term describing a Merchant's option to accept one category of Visa Cards and not another. Categories consist of both: • Visa Credit and Business Category • Visa Debit Category This definition does not apply to Visa Business Check Cards accepted as specified in *Section 5.8.13.1, Repayment of a Debt or an Overdue Receivable*. ID# 0024784 Edition: Apr 2024 | Last Updated: Apr 2023
Limited Acceptance Merchant – Europe, LAC (Chile), and US Regions	In the Europe Region: A Merchant located within the European Economic Area or United Kingdom that chooses to accept one or more, but not all, Product Categories. In the LAC Region (Chile): A Merchant in Chile that chooses to not accept all Visa products. In the US Region: A category of Merchant that accepts either, but not both: • Visa Credit and Business Category Cards • Visa Debit Category Cards ID# 0024785 Edition: Apr 2024 | Last Updated: Apr 2023
Liquid and Cryptocurrency Assets	**Effective 20 January 2024** Items purchased in a Card-Absent Environment that are considered convertible to cash, such as:

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	• Cryptocurrency • Foreign currency • Additional items approved by Visa ID# 0030982 Edition: Apr 2024 | Last Updated: Oct 2023
Load Device – Europe Region	An ATM or stand-alone device that a Cardholder uses to add or remove value from a stored value application on a Chip Card. ID# 0029724 Edition: Apr 2024 | Last Updated: Oct 2016
Load Partner	A Merchant, Member, or Third Party Agent that has a contract with an Issuer or Acquirer to sell/activate Cards and/or perform Load Transaction processing. ID# 0024998 Edition: Apr 2024 | Last Updated: Oct 2021
Load Partner Agreement	A contract between an Issuer or Acquirer and a Member, Merchant, or Third Party Agent containing respective rights, duties, and obligations for the sale/activation of Cards and/or for Load Transaction processing. ID# 0024999 Edition: Apr 2024 | Last Updated: Oct 2021
Load Transaction	A means of adding monetary value to a Card via the Visa Prepaid Load Service (in the Europe Region, only at a Point-of-Transaction Acceptance Device) or Visa ReadyLink. ID# 0024791 Edition: Apr 2024 | Last Updated: Oct 2021
Lodging Merchant	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 are hotels, motels, inns, bed and breakfast establishments, resorts, cabins, cottages, hostels, and apartments, condominiums, and houses rented as a short-term accommodation. ID# 0024794 Edition: Apr 2024 | Last Updated: Oct 2017
Lost/Stolen Card Reporting	**Effective through 13 October 2023** A service that adds an Account Number to the exception file. ID# 0024798 Edition: Apr 2024 | Last Updated: Oct 2023
M	
Magnetic Stripe	A magnetic stripe on a Card that contains the necessary information to complete a Transaction.

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	ID# 0024808 Edition: Apr 2024 | Last Updated: Apr 2010
Magnetic-Stripe Data	Data contained in a Magnetic Stripe and replicated in a Chip. ID# 0024802 Edition: Apr 2024 | Last Updated: Apr 2010
Magnetic-Stripe Image	The minimum Chip payment data replicating the Magnetic Stripe information required to process an EMV-Compliant Transaction. ID# 0024803 Edition: Apr 2024 | Last Updated: Apr 2010
Magnetic-Stripe Terminal	A terminal that reads the Magnetic Stripe on a Card. ID# 0024806 Edition: Apr 2024 | Last Updated: Apr 2010
Mail/Phone Order	Purchase in a Card-Absent Environment where a Cardholder orders goods or services from a Merchant by telephone, mail, or other means of telecommunication. ID# 0029309 Edition: Apr 2024 | Last Updated: Oct 2015
Manual Cash Disbursement	A Cash Disbursement obtained with a Card in a Face-to-Face Environment. ID# 0024814 Edition: Apr 2024 | Last Updated: Apr 2020
Manual Imprint	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 2024 | Last Updated: Oct 2015
Mark	A word, name, design, symbol, distinctive sign, animation, sound, haptic, other designation, or any combination thereof, that Visa or any entity adopts to identify its goods or services. ID# 0024818 Edition: Apr 2024 | Last Updated: Apr 2020
Marketplace	An entity that brings together Cardholders and retailers on an electronic commerce website or mobile application and processes Transactions and receives Settlement on behalf of those retailers. ID# 0030075 Edition: Apr 2024 | Last Updated: Oct 2019
Maximum Surcharge Cap – Canada Region	In the Canada Region: The maximum Credit Card Surcharge that a Merchant may assess on a Visa Credit Card Transaction must be 1% plus

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	Visa's average annual effective rate of Interchange for Credit Card Transactions in Canada as set out in any voluntary or mandatory commitment to a Canadian governmental entity or otherwise reasonably determined by Visa if not so regulated, as expressed as a percentage of Transaction value. ID# 0030943 Edition: Apr 2024 | Last Updated: Apr 2022
Maximum Surcharge Cap – US Region and US Territories	In the US Region or a US Territory, the maximum 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, *www.visa.com*. ID# 0027531 Edition: Apr 2024 | Last Updated: Apr 2022
Member	A client of Visa U.S.A., Visa International, Visa Worldwide, Visa Europe Limited, 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 2024 | Last Updated: Oct 2016
Merchant	In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: An entity that accepts a Card for the sale of goods/services or to originate funds transfers to another Visa or non-Visa account, 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, including franchisees in a Franchise arrangement. In the Europe Region: An entity that enters into an agreement with an Acquirer for the acceptance of Cards for purposes of originating either payment Transactions or funds transfer Transactions under the Visa-Owned Marks. For the purpose of the Visa Rules, transfer of title or ownership from a retailer to another entity momentarily before the goods/services are sold to the Cardholder ("flash title transfer") does not qualify the entity as a Merchant.

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	ID# 0024828 Edition: Apr 2024 | Last Updated: Oct 2022
Merchant Agreement	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. ID# 0024830 Edition: Apr 2024 | Last Updated: Apr 2015
Merchant Category Code (MCC)	A code designating the principal trade, profession, or line of business in which a Merchant is engaged. ID# 0024834 Edition: Apr 2024 | Last Updated: Oct 2016
Merchant Corporation	An enterprise, corporation, holding company, organization or other entity consisting of single or multiple Merchant brands. ID# 0030993 Edition: Apr 2024 | Last Updated: Apr 2023
Merchant Discount Rate – US Region and US Territories	In the US Region, 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: • 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 • Any other services for which the Acquirer is paid via the mechanism of the per transaction merchant discount fee. 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. ID# 0027532 Edition: Apr 2024 | Last Updated: Oct 2014
Merchant Outlet	The Merchant location at which a Transaction is completed, for example: • Retail store • Stand-alone UCAT that is not located within a Merchant's premises

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	• Electronic Commerce Merchant's website • Transit vehicle, such as a bus or ferry • Airplane ID# 0024842 Edition: Apr 2024 | Last Updated: Apr 2019
Merchant Service Charge – Europe Region	A fee that is set, and charged, by an Acquirer to a Merchant under a Merchant Agreement. ID# 0029726 Edition: Apr 2024 | Last Updated: Oct 2016
Merchant Verification Value (MVV)	A 10-character identifier used to identify Transactions originating from a specific Merchant. The first 6 positions are assigned by Visa. A MVV is used for all of the following: • To determine qualification for specific Interchange fee programs • To assess specific Visa fees • For participation in select acceptance programs • For unique processing criteria If a Merchant has been assigned a MVV, its Acquirer must include that MVV in Transactions originating from such Merchant as instructed by Visa. ID# 0026121 Edition: Apr 2024 | Last Updated: Apr 2020
Merchant Wallet	A digital wallet that can only be used within a single Merchant Corporation. A Merchant Wallet may qualify as either a Stored Value Wallet or Staged Digital Wallet, depending on the functionality the Merchant Wallet supports. ID# 0030992 Edition: Apr 2024 | Last Updated: Apr 2023
Merger	A term used to describe any of the following: • Purchase of a Member organization by another organization where the acquired Member's charter is dissolved • Merging of two or more organizations into a single entity requiring a new charter ID# 0025531 Edition: Apr 2024 | Last Updated: Oct 2011
MIF – Europe Region	Multilaterally agreed interchange fee(s) paid by an Acquirer to a separate Issuer or vice versa.

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	ID# 0029727 Edition: Apr 2024 | Last Updated: Oct 2016
MIF Plus Plus – Europe Region	Pricing in a Merchant Agreement where the Merchant Service Charge for Transactions referred to in the Merchant Agreement and on invoices is broken down into separate components comprising the MIF, all other fees applicable to Transactions, and the Acquirer's fee (including the margin). ID# 0029728 Edition: Apr 2024 | Last Updated: Oct 2016
Minimum Spending Limit	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. ID# 0025673 Edition: Apr 2024 | Last Updated: Oct 2015
Mobile Acceptance Device – Europe Region	**Effective through 12 April 2024** A Point-of-Transaction Acceptance Device that consists of a hardware accessory and any mobile device (including, but not limited to, mobile phones and tablets) owned or operated by a Merchant. ID# 0029729 Edition: Apr 2024 | Last Updated: Apr 2024
Mobile Money Agent – AP, CEMEA, and LAC Regions	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. ID# 0027166 Edition: Apr 2024 | Last Updated: Oct 2014
Mobile Money Consumer Authentication – AP, CEMEA, and LAC Regions	A 2-part authentication process conducted by a Mobile Money Operator to verify a Visa Mobile Prepaid account holder. ID# 0027678 Edition: Apr 2024 | Last Updated: Oct 2014
Mobile Money Operator – AP, CEMEA, and LAC Regions	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. ID# 0027167 Edition: Apr 2024 | Last Updated: Oct 2014
Mobile Payment Acceptance Solution	**Effective through 12 April 2024** A payment acceptance application that uses a portable electronic device. The portable electronic device must exhibit both of the following characteristics:

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	• Not solely dedicated to point-of-sale functions • The ability to wirelessly communicate across open networks The solution may also include a hardware attachment for the purpose of card reading and/or PIN entry. ID# 0027382 Edition: Apr 2024 | Last Updated: Apr 2024
Mobile Payment Device	**Effective through 12 April 2024** A Contactless Payment Device that resides in a portable electronic device that can access a wireless network. **Effective 13 April 2024** A portable electronic device that both: • Is issued to or owned by the Cardholder • Accesses the Cardholder's Payment Credential to conduct a Contactless Transaction ID# 0026785 Edition: Apr 2024 | Last Updated: Apr 2024
Mobile Push Payment Transaction	An Original Credit Transaction initiated by a Visa account holder using a mobile device (for example: mobile phone, tablet) for the payment of goods or services, Cash-In, or Cash-Out. In the AP Region (Australia, New Zealand), Canada Region, Europe Region (except Romania), US Region: This is not available. ID# 0030586 Edition: Apr 2024 | Last Updated: Apr 2019
Mobility and Transport Transaction	A Contactless Transaction at an Unattended Cardholder-Activated Terminal at the turnstile, fare gate, or point of access to an Urban Mobility Merchant's service that uses the data derived from one or more taps of a Contactless Payment Device during a Travel Period to calculate the Transaction amount. ID# 0030053 Edition: Apr 2024 | Last Updated: Oct 2020
Money Transfer Original Credit Transaction	A funds transfer Transaction initiated by a Member that results in a credit to a Payment Credential for a purpose other than refunding a Visa purchase (for example: overseas remittances, gift transfers, Card payments). ID# 0026081 Edition: Apr 2024 | Last Updated: Apr 2020
Multinational Company	A commercial organization with operations and subsidiaries 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 *Visa*

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	Multinational Program Guide. ID# 0024854 Edition: Apr 2024 | Last Updated: Oct 2020
Multi-Currency Pricing (MCP) Transaction	A Transaction in which the Merchant displays the price of goods or services in a currency(ies) other than the Merchant's local currency and the Transaction Currency is one of those displayed foreign currencies. No Dynamic Currency Conversion is conducted. ID# 0030764 Edition: Apr 2024 | Last Updated: Oct 2021
My Organization's Contacts	A Client Directory module that contains Member contact information used by Visa for the delivery of critical corporate and operational email communications to Members. ID# 0030655 Edition: Apr 2024 | Last Updated: Apr 2024
N	
National Card Recovery File	**Effective through 12 April 2024** A weekly file of all Account Numbers listed on the Visa Account Screen with a Pickup Response. ID# 0024857 Edition: Apr 2024 | Last Updated: Oct 2023
National Organization	In the AP Region, Canada Region, CEMEA Region, LAC Region, US Region: An organization as defined under the *Visa International Certificate of Incorporation and By-Laws*, Section 16.01. In the Europe Region: An organization to which Visa delegates, in whole or in part, its responsibility for the development, operation, and administration of Card programs and/or Card products in any country or countries in the Europe Region, including the following: • The development and implementation of products, services, systems, programs, and strategies to address unique market conditions within such country or countries • Coordination of Member activities (as relevant) • The promulgation of rules, regulations, and policies applicable to Members operating within such country or countries ID# 0024863 Edition: Apr 2024 | Last Updated: Apr 2020
New Channel	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.

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	ID# 0024868 Edition: Apr 2024 | Last Updated: Oct 2015
Non-Authenticated Security Transaction	An Electronic Commerce Transaction that uses data encryption for security but is not authenticated using an Authentication Method. ID# 0024871 Edition: Apr 2024 | Last Updated: Apr 2010
Non-Confidential Enhanced Merchant-Level Data – US Region	Merchant-related data provided through Visa to an Issuer in connection with a Visa Commercial Card, comprising only the following data elements: • Merchant name • Merchant street address • Merchant city, state, and ZIP code • Merchant telephone number ID# 0024872 Edition: Apr 2024 | Last Updated: Oct 2015
Non-Member Administrator – US Region	A VisaNet Processor permitted to sponsor Associate-type Members as specified in the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*. ID# 0029313 Edition: Apr 2024 | Last Updated: Oct 2016
Non-Reloadable Prepaid Card	A Prepaid Card that is funded with monetary value only once. ID# 0024880 Edition: Apr 2024 | Last Updated: Apr 2020
Non-Secure Transaction	An Electronic Commerce Transaction that has no data protection. ID# 0024881 Edition: Apr 2024 | Last Updated: Apr 2010
Non-Standard Card	A Card that does not comply with the plastic specifications in the *Visa Product Brand Standards*, requires Visa approval, and must both: • Provide the designated level of utility promised to the Cardholder • Contain the physical elements and data components required to complete a Transaction ID# 0024883 Edition: Apr 2024 | Last Updated: Apr 2020
Non-Visa Debit Transaction – US Region	An act between a Visa Check Card or 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 2024 | Last Updated: Apr 2020

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Non-Visa-Owned Marks	The Marks used in conjunction with a program sponsored by Visa, but owned by a third party. ID# 0024884 Edition: Apr 2024 | Last Updated: Apr 2010
Notification	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 2024 | Last Updated: Oct 2014
No-Show Transaction	A Transaction resulting from a Cardholder's failure to cancel or claim a Guaranteed Reservation. ID# 0024869 Edition: Apr 2024 | Last Updated: Apr 2016
Numeric ID	Any identifier, other than a BIN or an Acquiring Identifier, assigned by Visa to a Member, VisaNet Processor, or Third Party Agent, including, but not limited to, processor control records (PCR), station IDs, issuing identifiers, alternate routing identifiers, Visa Resolve Online (VROL) identifiers, and encryption rule identifiers used to facilitate transaction processing. ID# 0026475 Edition: Apr 2024 | Last Updated: Oct 2019
O	
Offline Authorization	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. ID# 0024898 Edition: Apr 2024 | Last Updated: Oct 2018
Offline PIN Verification	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. ID# 0024902 Edition: Apr 2024 | Last Updated: Apr 2010
Online	A method of requesting an Authorization through a communications network. ID# 0024910 Edition: Apr 2024 | Last Updated: Oct 2021
Online Card Authentication Cryptogram	A cryptogram generated by a Chip Card during a Transaction and used to validate the authenticity of the Card. ID# 0024912 Edition: Apr 2024 | Last Updated: Apr 2011

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Online Financial Transaction	A Transaction that is authorized, cleared, and settled in a single online financial message. ID# 0024915 Edition: Apr 2024 | Last Updated: Oct 2021
Online Gambling	Any form of gambling provided over the internet or other networks by an Electronic Commerce Merchant, including, but not limited to, the following: • Betting • Lotteries • Casino-style games • Funding an account established by the Merchant on behalf of the Cardholder for the purpose of gambling • Purchase of value for proprietary payment mechanisms, such as electronic gaming chips ID# 0029310 Edition: Apr 2024 | Last Updated: Apr 2018
On-Us Transaction	A Domestic Transaction where an individual Member, represented by one Visa Business ID (BID), both: • Holds an issuing license and has issued the Card used in the Transaction • Holds an acquiring license and acquired the corresponding volume ID# 0024907 Edition: Apr 2024 | Last Updated: Oct 2021
Operating Certificate	A report that a Member or Non-Member Administrator submits and certifies to Visa at a pre-determined time specified by Visa, detailing its issuing and/or acquiring statistics. ID# 0027826 Edition: Apr 2024 | Last Updated: Oct 2021
Operating Expense Recovery	The recovery amount provided to Issuers through the Global Compromised Account Recovery (GCAR) program associated with an Account Data Compromise Event. ID# 0026064 Edition: Apr 2024 | Last Updated: Apr 2018
Optional Issuer Fee	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.

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	ID# 0029314 Edition: Apr 2024 | Last Updated: Apr 2016
Order Form	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: • Mail order form • Recurring Transaction form • Preauthorized Healthcare Transaction form • Email or other electronic record ID# 0024923 Edition: Apr 2024 | Last Updated: Apr 2018
Original Adjustment – US Region	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 2024 | Last Updated: Apr 2016
Original Credit Transaction	**Effective through 19 January 2024** A Transaction initiated directly by an Acquirer, a Merchant, or an agent, or by an Acquirer on behalf of its Merchant or agent, that results in a credit to either a Payment Credential or a bank account (push-to-account payout) for a purpose other than refunding a purchase. **Effective 20 January 2024** A Transaction initiated directly by an Acquirer, a Merchant, or an agent, or by an Acquirer on behalf of its Merchant or agent, that results in a credit to either a Payment Credential or a bank account (push-to-account payout). An Original Credit Transaction does not require a prior purchase except when used for a Faster Refund. ID# 0024925 Edition: Apr 2024 | Last Updated: Oct 2023
Originating Acquirer	An Acquirer that initiates an Original Credit Transaction. ID# 0024926 Edition: Apr 2024 | Last Updated: Oct 2018
Overdue Receivable	A receivable that is not classified as a Debt and is one of the following: • 120 days past the payment due date • Classified by the receivable owner as non-collectable • Subject to a court order as the result of a bankruptcy or insolvency • Written off and/or sold to a third party

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	ID# 0030959 Edition: Apr 2024 | Last Updated: Apr 2023
P	
Partial Authorization	An approval response for an amount less than the amount requested by a Merchant for a Transaction. ID# 0024929 Edition: Apr 2024 | Last Updated: Oct 2023
Partial Payment	A Transaction in a series of Installment Transactions for the purchase of goods and services with both of the following characteristics: • There is no charge to the Cardholder, by the Merchant, for interest or imputed interest. • The agreement between the Cardholder and Merchant is completed before or at the time of first Transaction. ID# 0030638 Edition: Apr 2024 | Last Updated: Apr 2020
Participant-Type Member	A Member of Visa characterized as a Participant, as defined in the applicable Visa Charter Documents. ID# 0024930 Edition: Apr 2024 | Last Updated: Apr 2019
Partner Bank	Within the Visa Multinational Program, a bank located in a country that is different from a Lead Bank and issues Visa Commercial Card products on behalf of the Lead Bank. ID# 0026029 Edition: Apr 2024 | Last Updated: Oct 2020
Pass-Through Digital Wallet	Functionality that does all of the following: • Can be used at more than one Merchant • Stores and transmits a Payment Credential • Is used to complete a Transaction by directly transferring the Payment Credential to the Merchant ID# 0029533 Edition: Apr 2024 | Last Updated: Oct 2020
Payment Account Reference (PAR)	A non-financial reference assigned to each Visa payment account that uniquely identifies that payment account and links activity related to that underlying payment account. ID# 0030036 Edition: Apr 2024 | Last Updated: Oct 2017
Payment Application	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for

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	processing a Transaction. ID# 0024933 Edition: Apr 2024 | Last Updated: Apr 2010
Payment Card Industry Data Security Standard (PCI DSS)	A set of comprehensive requirements that define the standard of due care for protecting sensitive Cardholder information. ID# 0024934 Edition: Apr 2024 | Last Updated: Apr 2010
Payment Card Industry (PCI) Software Security Framework (SSF)	A collection of standards and programs for the secure design and development of payment software. ID# 0024935 Edition: Apr 2024 | Last Updated: Apr 2024
Payment Credential	A number or other credential that identifies an account of a Cardholder for use in a Transaction. ID# 0030658 Edition: Apr 2024 | Last Updated: Apr 2020
Payment Facilitator	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 *Section 5.3.2.2, Qualification as a Marketplace, Merchant, Payment Facilitator, Digital Wallet Operator, or Ramp Provider*. ID# 0028921 Edition: Apr 2024 | Last Updated: Apr 2015
Payment Facilitator Agreement	An agreement between a Payment Facilitator and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer's Visa Program. ID# 0026430 Edition: Apr 2024 | Last Updated: Oct 2014
Payment Services Directive (PSD) – Europe Region	The European Parliament and Council directive 2007/64/EC and any subsequent changes. ID# 0029731 Edition: Apr 2024 | Last Updated: Oct 2016
Personal Data	Information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person, or as otherwise defined by any Applicable Data Protection Laws/Regulations.

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	ID# 0030567 Edition: Apr 2024 | Last Updated: Oct 2022
Personal Data Breach	A breach as defined in the Applicable Data Protection Laws/Regulations or any other event that compromises the security, confidentiality, or integrity of any Personal Data in connection with Visa's services or products. For example: incidents that involve unauthorized, unlawful, or accidental use, disclosure, loss, alteration, destruction of, or access to, any Personal Data. ID# 0030956 Edition: Apr 2024 | Last Updated: Oct 2022
Pickup Response	An Authorization Response where the Transaction is declined and confiscation of the Card is requested. ID# 0024945 Edition: Apr 2024 | Last Updated: Apr 2010
PIN	A personal identification alpha or numeric code that identifies a Cardholder in an Authorization Request originating at a Terminal with electronic capability. ID# 0024948 Edition: Apr 2024 | Last Updated: Apr 2010
PIN Entry Device (PED)	A device used for secure PIN entry and processing, as specified in the *Payment Card Industry PED Security Requirements*. ID# 0029732 Edition: Apr 2024 | Last Updated: Oct 2016
PIN Management Requirements Documents	A suite of PIN security documents that includes: • *Payment Card Industry (PCI) – PIN Security Requirements and Testing Procedures* • *Payment Card Industry (PCI) PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements* ID# 0027348 Edition: Apr 2024 | Last Updated: Apr 2016
PIN Verification	A procedure used to verify Cardholder identity when a PIN is used in an Authorization Request. ID# 0024951 Edition: Apr 2024 | Last Updated: Apr 2010
PIN Verification Service	A service that Visa provides for the verification of Cardholder PINs transmitted with Authorization Requests. ID# 0024953 Edition: Apr 2024 | Last Updated: Apr 2010
PIN Verification Value	A 4-digit value derived with an algorithm using portions of the Account

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	Number, PIN, and a single digit key indicator that is encoded for PIN verification on a Magnetic Stripe or a Chip. ID# 0024954 Edition: Apr 2024 | Last Updated: Apr 2020
PIN-Authenticated Visa Debit Transaction – US Region	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 2024 | Last Updated: Oct 2014
PIN-Preferring Chip Card	An EMV-Compliant and VIS-Compliant Chip Card containing a 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 2024 | Last Updated: Apr 2020
Plus ATM	An ATM that displays the Plus Symbol and not the Visa Brand Mark. ID# 0024956 Edition: Apr 2024 | Last Updated: Apr 2010
Plus Card	A card that bears the Plus Symbol. ID# 0024958 Edition: Apr 2024 | Last Updated: Oct 2015
Plus Program	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 2024 | Last Updated: Apr 2010
Plus Program Marks	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 *Visa Product Brand Standards*. ID# 0024964 Edition: Apr 2024 | Last Updated: Oct 2015
Plus Symbol	The Visa-Owned Mark that represents the Plus Program and that complies with the specifications in the *Visa Product Brand Standards*. ID# 0024966 Edition: Apr 2024 | Last Updated: Oct 2016
Plus System, Inc.	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 2024 | Last Updated: Apr 2010

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Point-of-Sale Balance Inquiry	A Cardholder request for a Prepaid Card account balance that is initiated at the Point-of-Transaction and processed as a separate, non-financial transaction. ID# 0025553 Edition: Apr 2024 | Last Updated: Apr 2020
Point-of-Sale Balance Return	An Authorization Response in which an Issuer of Prepaid Cards provides the remaining balance for participating Merchants to print on the Transaction Receipt. ID# 0025554 Edition: Apr 2024 | Last Updated: Apr 2020
Point-of-Transaction	The physical location or online address where a Merchant or Acquirer completes a Transaction. ID# 0024974 Edition: Apr 2024 | Last Updated: Oct 2015
Point-of-Transaction Capability – Europe Region	The capability of a Merchant, Acquirer, or Unattended Cardholder-Activated Terminal to process electronic data, obtain an Authorization, and provide Transaction Receipt data. ID# 0029733 Edition: Apr 2024 | Last Updated: Oct 2016
POS	Point of sale. ID# 0029311 Edition: Apr 2024 | Last Updated: Oct 2016
POS Entry Mode	An International Organization for Standardization-defined Authorization or Online Financial Transaction 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 2024 | Last Updated: Oct 2016
Post-Issuance Application Change – Europe Region	A method that enables an Issuer to modify or block an application already residing on a Chip. ID# 0029734 Edition: Apr 2024 | Last Updated: Oct 2016
Post-Issuance Application Load – Europe Region	A method that enables an Issuer to add an application or service to the contents of a Chip without reissuing a Card. ID# 0029735 Edition: Apr 2024 | Last Updated: Oct 2016
Post-Issuance Updates	A method that enables an Issuer to do either of the following without requiring reissuance of a Chip Card:

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	• Add an application or service to a Chip (in the Europe Region, Post-Issuance Application Load) • Modify or block an existing application on a Chip (in the Europe Region, Post-Issuance Application Change) ID# 0024987 Edition: Apr 2024 | Last Updated: Oct 2016
Preauthorized Health Care Transaction – US Region	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 2024 | Last Updated: Oct 2014
Prepaid Account	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 2024 | Last Updated: Apr 2010
Prepaid Card	A Card linked to a reloadable or non-reloadable pre-funded account, or a Prepaid Account or equivalent as defined under applicable laws or regulations. ID# 0024996 Edition: Apr 2024 | Last Updated: Apr 2020
Prepaid Clearinghouse Service	A centralized repository that consolidates, tracks, and aggregates Prepaid Card enrollments, Load Transactions, reloads, unauthorized Transaction requests, and fraud, for use in identifying, preventing and mitigating fraud. ID# 0029068 Edition: Apr 2024 | Last Updated: Oct 2023
Presentment	A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Dispute (a Dispute Response or pre-Arbitration). ID# 0025001 Edition: Apr 2024 | Last Updated: Apr 2018
Primary Center Manager	**Effective 22 February 2024** Primary operational contact who receives all critical corporate and operational email communications from Visa that may be urgent or require a response, including the Visa Business News, and must distribute appropriately within the Member institution. ID# 0031041 Edition: Apr 2024 | Last Updated: New
Primary Mark	A Visa-Owned Mark on a Card that identifies the primary Payment Credential when multiple Brand Marks (including both Visa-Owned and

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	Non-Visa-Owned Marks) are contained on a Chip Card. ID# 0025004 Edition: Apr 2024 | Last Updated: Apr 2020
Principal Place of Business	The fixed location at which a Merchant's or Payment Facilitator's executive officers direct, control, and coordinate the entity's activities. ID# 0029549 Edition: Apr 2024 | Last Updated: Apr 2017
Principal-Type Member	A Member of Visa characterized as one of the following: • Principal Member, as defined in the Visa Charter Documents • Acquirer Member, as defined in the applicable Visa Charter Documents • Administrator Member, as defined in the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*, Article II, Section 2.04(c) • Group Member, as defined in the applicable Visa Charter Documents • Merchant Acquirer Member, as defined in the applicable Visa Charter Documents • Cash Disbursement Member, as defined in the applicable Visa Charter Documents ID# 0025005 Edition: Apr 2024 | Last Updated: Apr 2018
Private Agreement	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 2024 | Last Updated: Apr 2010
Private Arrangement	In the Canada Region, US Region: An agreement where Authorization Requests or Transactions involving 2 different Members are not processed through VisaNet. Private Arrangements are prohibited. ID# 0025014 Edition: Apr 2024 | Last Updated: Apr 2017
Private Label Card	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 2024 | Last Updated: Oct 2011
Privately Contracted Agreement – Europe Region	An agreement between an Issuer of Visa Drive Cards that are "extra" Cards and a Merchant that is not part of a Closed Loop, under which the Merchant agrees to accept and process Transactions on Visa Drive Cards

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	that are "extra" Cards. ID# 0029736 Edition: Apr 2024 | Last Updated: Oct 2016
Processing Date	The date (based on Greenwich Mean Time) on which the Member submitted, and Visa accepted, Interchange data. Equivalents to the Processing Date are: • In BASE II, the central processing date • In the V.I.P. System, the Settlement Date (for financial Transactions) or date the Transaction is entered into the V.I.P. System (for non-financial Transactions) • If cleared under a Private Agreement, the date on which a Member processes outgoing Interchange • Endorsement date, if the Interchange data was accepted by Visa on the same date on which it was first submitted by the Acquirer • The date on which Visa accepted an action processed through Visa Resolve Online (VROL) ID# 0025017 Edition: Apr 2024 | Last Updated: Oct 2021
Product Category – Europe Region	Any of the following: • Debit • Credit • Commercial • Prepaid ID# 0029738 Edition: Apr 2024 | Last Updated: Oct 2016
Proprietary Card	A Card that does not bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier, but may be either or both: • Plus-enabled • Interlink-enabled ID# 0025020 Edition: Apr 2024 | Last Updated: Apr 2017
Proprietary Network	A network owned and operated by a single Plus ATM Member that passes Transactions between its network and other networks, but operates all of the ATMs in its network. ID# 0030602 Edition: Apr 2024 | Last Updated: Apr 2019

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Public Key	The non-secret portion of the cryptographic method used for verification during a Transaction. ID# 0025028 Edition: Apr 2024 | Last Updated: Oct 2014
Q	
Qualifying Merchant	Effective 15 January 2024 A Merchant that has a written agreement with a Consumer Lending Business Entity whereby the Merchant both: • Is informed about the use of a Visa Commercial Credential by the Consumer Lending Business Entity to pay for a good or service that the Merchant is providing to a consumer, by which the consumer is receiving a point-of-sale personal loan from the Consumer Lending Business Entity at the Merchant's point-of-sale. • Consents to such use of the Visa Commercial Credential ID# 0031039 Edition: Apr 2024 | Last Updated: New
Qualifying Purchase – US Region	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: • Balance transfers • Convenience checks • Cash Disbursements • Finance charges • Quasi-Cash Transactions • Any Transaction not authorized by the Cardholder ID# 0025031 Edition: Apr 2024 | Last Updated: Oct 2014
Quasi-Cash Transaction	A Transaction representing a Merchant's or Member's sale of items that are directly convertible to cash, such as: • Gaming chips • Money orders • Deposits • Wire Transfers • Travelers cheques • Prepaid Cards with cash access

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	• Foreign currency • Additional Transactions approved by Visa ID# 0025033 Edition: Apr 2024 | Last Updated: Apr 2020
R	
Ramp Provider	**Effective 13 April 2024** In the AP Region, CEMEA Region, Europe Region, LAC Region (except Brazil), US Region, and **effective 19 October 2024** Canada Region, LAC Region (Brazil): A Third Party Agent that provides payment services to convert Transactions from a fiat currency to a non-fiat currency (for example: cryptocurrency), or vice versa, and is classified as, a Ramp Provider, as specified in *Section 5.3.2.2, Qualification as a Marketplace, Merchant, Payment Facilitator, Digital Wallet Operator, or Ramp Provider*. Ramp Providers may sell non-fiat currency to Cardholders directly or provide their services under a contract to Conversion Affiliates. ID# 0031030 Edition: Apr 2024 | Last Updated: New
Rapid Dispute Resolution	A pre-dispute resolution service that provides the ability for Merchants and Payment Facilitators to automate the acceptance of liability for a disputed Transaction. ID# 0030735 Edition: Apr 2024 | Last Updated: Oct 2020
Real-Time Clearing	A program for Acquirers and Merchants that allows an Automated Fuel Dispenser Merchant to send through the V.I.P. System an Estimated Authorization Request followed by a Completion Message for the final Transaction amount. ID# 0025034 Edition: Apr 2024 | Last Updated: Oct 2021
Receiving Member	A Member receiving a Transaction through Interchange. ID# 0025038 Edition: Apr 2024 | Last Updated: Apr 2010
Recipient Issuer	An Issuer that receives an Original Credit Transaction. ID# 0025039 Edition: Apr 2024 | Last Updated: Oct 2021
Recurring Transaction	A Transaction in a series of Transactions that use a Stored Credential and that are processed at fixed, regular intervals (not to exceed one year between Transactions), representing Cardholder agreement for the Merchant to initiate future Transactions for the purchase of goods or services provided at regular intervals.

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	ID# 0025041 Edition: Apr 2024 | Last Updated: Oct 2017
Reference Card	An item containing relevant account information, such as a Payment Credential or expiration date, that is provided to a Virtual Account owner. ID# 0025043 Edition: Apr 2024 | Last Updated: Apr 2020
Registered Program Identification Number	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. ID# 0025587 Edition: Apr 2024 | Last Updated: Oct 2014
Reloadable Prepaid Card	A Prepaid Card that may be funded more than once. ID# 0025059 Edition: Apr 2024 | Last Updated: Apr 2020
Retail Merchant	A Merchant that is not one of the following: • Mail/Phone Order Merchant • Merchant that processes Recurring Transactions for the sale of recurring services • T&E Merchant (except in the Europe Region) ID# 0025068 Edition: Apr 2024 | Last Updated: Oct 2016
Retail Transaction	A Transaction at a Retail Merchant outlet. ID# 0025069 Edition: Apr 2024 | Last Updated: Apr 2010
Return Foreign Currency Service	An optional international service that allows Cardholders of participating Issuers to deposit local fiat currency at participating Acquirers' ATMs with the funds applied to the Visa Card. ID# 0030968 Edition: Apr 2024 | Last Updated: Apr 2023
Revenue Inspection	An inspection undertaken by an Urban Mobility Merchant's revenue inspectors, using a device that digitally verifies a Cardholder's right to travel on a service. ID# 0030911 Edition: Apr 2024 | Last Updated: Apr 2022
Reversal	A Deferred Clearing or Online Financial Transaction used to negate or cancel a transaction that has been sent through Interchange in error.

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	ID# 0025072 Edition: Apr 2024 | Last Updated: Oct 2016
Rewards Currency – US Region	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 2024 | Last Updated: Oct 2014
S	
Sample Card Design	A background design provided by Visa that is unique for each Card product and that an Issuer may use on the front of a Card. ID# 0025077 Edition: Apr 2024 | Last Updated: Apr 2020
Scrip	A 2-part paper receipt that is redeemable at a Merchant Outlet for goods, services, or cash. ID# 0025079 Edition: Apr 2024 | Last Updated: Apr 2010
Secure Electronic Commerce Transaction	An Electronic Commerce Transaction that has been authenticated using an Authentication Method. ID# 0025084 Edition: Apr 2024 | Last Updated: Oct 2019
Secure Remote Commerce	A set of specifications developed by EMVCo that allows an Electronic Commerce Transaction to be processed more securely. ID# 0030716 Edition: Apr 2024 | Last Updated: Oct 2020
Secured Card – US Region	A Card for which the Issuer requires a cash deposit as collateral before issuing the Card. ID# 0029453 Edition: Apr 2024 | Last Updated: Apr 2022
Sending Member	A Member entering a Transaction into Interchange. ID# 0025092 Edition: Apr 2024 | Last Updated: Apr 2010
Senior Officer	**Effective 22 February 2024** Role assigned to an officer of the Member institution. The Senior Officer receives the same email communications as the Primary Center Manager, including the weekly Visa Business News. ID# 0031042 Edition: Apr 2024 | Last Updated: New
Sensitive Personal Data	Personal Data which has been classified by the Applicable Data Protection Law/Regulation(s) as deserving special or additional privacy and security protections.

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	ID# 0030957 Edition: Apr 2024 | Last Updated: Oct 2022
Service Code	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). ID# 0025094 Edition: Apr 2024 | Last Updated: Oct 2014
Service Fee	A fee assessed to a Cardholder that uses a Card to pay for goods and services in a permitted Merchant category. ID# 0030125 Edition: Apr 2024 | Last Updated: Apr 2020
Settlement	The reporting and funds transfer of Settlement Amounts owed by one Member to another, or to Visa, as a result of Clearing. ID# 0025095 Edition: Apr 2024 | Last Updated: Apr 2011
Settlement Amount	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. ID# 0025096 Edition: Apr 2024 | Last Updated: Apr 2011
Settlement Bank	A bank, including a Correspondent Bank or Intermediary Bank, that is both: • Located in the country where a Member's Settlement Currency is the local currency • Authorized to execute Settlement of Interchange on behalf of the Member or the Member's bank ID# 0025097 Edition: Apr 2024 | Last Updated: Oct 2014
Settlement Currency	A currency that Visa uses to settle Interchange. ID# 0025098 Edition: Apr 2024 | Last Updated: Oct 2016
Settlement Date	The date on which Visa initiates the transfer of Settlement Amounts in the Settlement of Interchange. See Processing Date.

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	ID# 0025099 Edition: Apr 2024 | Last Updated: Apr 2010
Settlement Loss – Europe Region	The amounts actually payable by one Member to another Member pursuant to the provisions of any drafts or other instruments processed in accordance with the Visa Rules and not any consequential damages or expenses incurred in attempting to settle such drafts or other instruments, or any interest expenses, whether actually incurred or imputed, associated with delays in settlement. ID# 0029743 Edition: Apr 2024 | Last Updated: Oct 2016
Settlement Reporting Entity	A name or number of an entity assigned by Visa and authorized by the Member that is used by Visa for Settlement reporting. ID# 0026049 Edition: Apr 2024 | Last Updated: Oct 2019
Settlement Service	A service that allows Members to consolidate the Settlement functions of the Visa systems into one centralized function and benefit from flexible reporting options. ID# 0029744 Edition: Apr 2024 | Last Updated: Oct 2016
SIGIS – US Region	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 Internal Revenue Service (IRS) regulations and responsible for licensing and certifying Merchants, Members, and Agents that process such Transactions. ID# 0025102 Edition: Apr 2024 | Last Updated: Oct 2014
Small Market Expense Card	A Visa Business Card issued in the European Economic Area (EEA) or Andorra and that attracts an Interchange Reimbursement Fee (IRF) subject to the consumer credit cap determined by interchange fee regulation for Transactions initiated in the EEA or Andorra. ID# 0030705 Edition: Apr 2024 | Last Updated: Oct 2021
Sponsor	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. ID# 0025120 Edition: Apr 2024 | Last Updated: Apr 2016
Sponsored Member	A Member of Visa whose right to participate in Visa is dependent upon another Member, as specified in the applicable Visa Charter Documents.

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	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 *Appendix E to the Canada Regional Operating Regulations* and the *Visa U.S.A. Inc. Certificate of Incorporation and By-Laws*, Article II. ID# 0025118 Edition: Apr 2024 | Last Updated: Oct 2016
Sponsored Merchant	An entity for which Visa payment services are provided by a Payment Facilitator. ID# 0025119 Edition: Apr 2024 | Last Updated: Apr 2015
Sponsorship Marks	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. ID# 0026242 Edition: Apr 2024 | Last Updated: Apr 2011
Staged Digital Wallet	Functionality that does all of the following: • Can be used at more than one retailer • Uses both: – An account or accounts assigned to the Cardholder to complete a purchase – A Payment Credential to fund or reimburse the account assigned to the Cardholder • Is used to complete a Transaction, in any order, as follows: – Purchase: Uses the account assigned to the Cardholder to pay the retailer – Funding: Uses the Payment Credential to fund or reimburse the Staged Digital Wallet. The Digital Wallet Operator deposits the Transaction for the funding amount with its Acquirer using the Payment Credential. • Is capable of purchases using Back-to-Back Funding ID# 0029532 Edition: Apr 2024 | Last Updated: Oct 2023
Stand-In Processing (STIP)	The component (including Visa Smarter Stand-In Processing) that provides Authorization services on behalf of an Issuer when the Issuer, its VisaNet Processor, or a Visa Scheme Processor is unavailable, when Issuer responses exceed the maximum response time, or when the Issuer has instructed Visa to process a Transaction on behalf of the Issuer. ID# 0025121 Edition: Apr 2024 | Last Updated: Apr 2021

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Stand-In Processing Account	An Issuer-supplied valid Account Number (established and activated in the Issuer's Authorization system) that is securely maintained by Visa Client Care and used for Emergency Cash Disbursements and Emergency Card Replacements. ID# 0025122 Edition: Apr 2024 | Last Updated: Apr 2023
Status Check Authorization	An Authorization Request for one currency unit submitted by an Automated Fuel Dispenser Merchant. ID# 0025130 Edition: Apr 2024 | Last Updated: Apr 2016
Stop Payment Service	A service that allows an Issuer, upon Cardholder request, to place a stop instruction against a Transaction completed in a Card-Absent Environment. ID# 0030697 Edition: Apr 2024 | Last Updated: Oct 2023
Stored Credential	Information (including, but not limited to, a Payment Credential) that is stored by a Merchant or its agent, a Payment Facilitator, or a Digital Wallet Operator to process future Transactions. ID# 0029547 Edition: Apr 2024 | Last Updated: Oct 2020
Stored Value Digital Wallet	Functionality that does all of the following: • Can be used at more than one retailer • Uses both: – A Payment Credential – A separate account or accounts assigned to the Cardholder • Is used to complete a Transaction or transaction, in any order, as follows: – Purchase: Uses the account assigned to the Cardholder to pay the retailer – Funding: Uses the Payment Credential to fund or reimburse, automatically or in real time, the Stored Value Digital Wallet for an amount that is not directly connected to a specific purchase. The Digital Wallet Operator deposits the Transaction for the funding amount with its Acquirer using the Payment Credential. – Does not conduct Back-to-Back Funding ID# 0030713 Edition: Apr 2024 | Last Updated: Oct 2023

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Summary of Interchange Entries	Data required to accompany domestic Interchange processed under a Private Agreement. ID# 0029745 Edition: Apr 2024 | Last Updated: Oct 2016
Surcharge – AP Region	A fee assessed to a Cardholder by a Merchant in Australia that is added to a Transaction for the acceptance of a Card. ID# 0027588 Edition: Apr 2024 | Last Updated: Apr 2020
T	
T&E	Travel and entertainment. All of the following Merchants and Merchant segments: • Airlines • Cruise Lines • Lodging Merchants • Passenger railways located in the US Region • Travel agencies • Vehicle Rental Merchants ID# 0025141 Edition: Apr 2024 | Last Updated: Apr 2018
Tap to Phone Solution	**Effective through 12 April 2024** A multi-functional mobile device (for example, a smartphone, tablet, or portable wireless device) that is near field communication (NFC)-enabled and utilizes an application to act as an Acceptance Device. A device that is primarily manufactured or used to accept Transactions does not qualify as a Tap to Phone Solution. **Effective 13 April 2024** A device that meets all of the following: • Is owned or controlled by the Merchant • Is a multi-functional, mobile device (for example, a smartphone, tablet, or portable wireless device) • Is Near field communication (NFC)-enabled • Utilizes an application to act as an Acceptance Device A device that is primarily manufactured or used as an Acceptance Device does not qualify as a Tap to Phone Solution. ID# 0031003 Edition: Apr 2024 | Last Updated: Apr 2024

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Telephone Service Transaction	A Transaction in which a Cardholder uses a Card to purchase a telephone call. ID# 0025153 Edition: Apr 2024 | Last Updated: Apr 2020
Terminal Risk Management	A process performed by a Chip-Reading Device to protect a Member from fraud by: • Initiating Online Issuer Authorization for above-Floor Limit Transactions • Ensuring random Online processing for below-Floor Limit Transactions • Performing Transaction velocity checking ID# 0025154 Edition: Apr 2024 | Last Updated: Apr 2010
Terminated Merchant File – US Region	A file (currently known as "MATCH") maintained by Mastercard Worldwide that identifies Merchants and principals of Merchants that Acquirers have terminated for specified reasons. ID# 0025159 Edition: Apr 2024 | Last Updated: Oct 2014
Third Party Agent	An entity, not defined as a VisaNet Processor or Visa Scheme Processor, that provides payment-related services, directly or indirectly, to a Member and/or its Merchants or Sponsored Merchants or their agents. ID# 0025921 Edition: Apr 2024 | Last Updated: Apr 2020
Third-Party Personalizer	A third party that Visa certifies or approves to personalize Cards for Issuers. ID# 0029746 Edition: Apr 2024 | Last Updated: Oct 2016
Token	A type of Payment Credential issued in accordance with the *EMV Payment Tokenisation Specification – Technical Framework*. ID# 0029108 Edition: Apr 2024 | Last Updated: Apr 2024
Token Requestor	An entity registered with a Token Service Provider to initiate requests for payment Tokens in accordance with the *EMV Payment Tokenisation Specification*. ID# 0029519 Edition: Apr 2024 | Last Updated: Apr 2017
Token Service Provider	An entity that provides a Token to a Token Requestor. ID# 0029747 Edition: Apr 2024 | Last Updated: Oct 2016

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Trade Name	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. ID# 0025172 Edition: Apr 2024 | Last Updated: Apr 2010
Trailing Dispute Activity	Dispute activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant. ID# 0030555 Edition: Apr 2024 | Last Updated: Apr 2018
Transaction	The use of a Payment Credential to make a payment or otherwise exchange value between a Cardholder (or an Issuer) and a Merchant (or an Acquirer). ID# 0025175 Edition: Apr 2024 | Last Updated: Apr 2020
Transaction Country	The country in which a Merchant Outlet is located. ID# 0025179 Edition: Apr 2024 | Last Updated: Oct 2016
Transaction Currency	The fiat currency in which a Transaction is completed. ID# 0025180 Edition: Apr 2024 | Last Updated: Apr 2018
Transaction Date	The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs. ID# 0025181 Edition: Apr 2024 | Last Updated: Apr 2010
Transaction Identifier	A unique value assigned to each Transaction and returned 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 Disputes. ID# 0025182 Edition: Apr 2024 | Last Updated: Apr 2018
Transaction Information	Information necessary for processing Transactions, as specified in the *Payment Card Industry Data Security Standard (PCI DSS)*. ID# 0025183 Edition: Apr 2024 | Last Updated: Oct 2014
Transaction Receipt	An electronic or paper record of a Transaction (or a copy), generated at the Point-of-Transaction. ID# 0025184 Edition: Apr 2024 | Last Updated: Apr 2011
Travel Period	A fixed period of time within which an Urban Mobility Merchant

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	accumulates journey data for a Cardholder using their network. ID# 0030052 Edition: Apr 2024 | Last Updated: Oct 2020
Trusted Beneficiary – Europe Region	In the Europe Region: An entity listed as trusted by a Cardholder in line with applicable laws or regulations. ID# 0030624 Edition: Apr 2024 | Last Updated: Apr 2019
U	
Unable-to-Authenticate Response	A message from a Visa Secure 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 2024 | Last Updated: Apr 2019
Unattended Cardholder-Activated Terminal (UCAT)	**Effective through 12 April 2024** An Acceptance Device that dispenses goods and/or provides services under all of the following conditions: • Card is present • Cardholder is present • Individual representing the Merchant or Acquirer is not physically present • Authorization, if required is obtained electronically **Effective 13 April 2024** An Acceptance Device that accepts payments for the dispensing of goods and/or for providing services in a Card-Present Environment when an individual representing the Merchant or Acquirer is not physically present at the time the Transaction is completed. ID# 0025720 Edition: Apr 2024 | Last Updated: Apr 2024
Unattended Transaction	A Transaction conducted at an Unattended Cardholder-Activated Terminal. ID# 0025721 Edition: Apr 2024 | Last Updated: Oct 2012
Unauthorized Use	A Transaction that meets one of the following criteria: • Is not processed on behalf of a Member • Is processed on behalf of a Member by a VisaNet Processor or Visa Scheme Processor not designated for processing activities • Is processed on behalf of a Member but not within the scope of the Member's category or categories of membership

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	• Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa • Is processed using a BIN or an Acquiring Identifier that has not been designated by the BIN Licensee or Acquiring Identifier Licensee for that Member's use ID# 0025922 Edition: Apr 2024 | Last Updated: Oct 2019
Unscheduled Credential-on-File Transaction	A Transaction using a Stored Credential for a fixed or variable amount that does not occur on a scheduled or regularly occurring Transaction Date, where the Cardholder has provided consent for the Merchant to initiate one or more future Transactions. ID# 0029548 Edition: Apr 2024 | Last Updated: Oct 2017
Urban Mobility Merchant	A Merchant that is assigned MCC 4111, 4112, or 4131 and completes a Mobility and Transport Transaction, Known Fare Transaction, or another method of fare collection using a Card. ID# 0030054 Edition: Apr 2024 | Last Updated: Oct 2020
US Covered Visa Debit Card – US Region and US Territories	A 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 Prepaid Card and Consumer Visa Deferred Debit Card, but solely to the extent any such Card is a "debit card" as defined in Federal Reserve Board Regulation II, 12 CFR Part 235. ID# 0026512 Edition: Apr 2024 | Last Updated: Apr 2020
US Domestic Transaction	A Transaction that 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 ID# 0003684 Edition: Apr 2024 | Last Updated: Apr 2019
US Territory	One of the following: • American Samoa • Guam • Commonwealth of the Northern Mariana Islands • Puerto Rico

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	• US Minor Outlying Islands • U.S. Virgin Islands ID# 0026422 Edition: Apr 2024 | Last Updated: Oct 2014
V	
V Distribution Program	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 2024 | Last Updated: Oct 2015
V.I.P. System	VisaNet Integrated Payment System. The online component of VisaNet that provides routing and processing of Authorizations and financial Transactions. ID# 0025201 Edition: Apr 2024 | Last Updated: Oct 2021
Vehicle Rental Merchant	A Merchant that rents cars, vans, trucks, trailers, and other similar vehicles (MCCs 3351 – 3500, 7512, 7513). ID# 0029520 Edition: Apr 2024 | Last Updated: Apr 2018
Vehicle-Specific Fleet Card	A Visa Commercial Card with Visa Fleet service enhancement that is assigned to a specific vehicle and limited to purchases of fuel and vehicle maintenance. ID# 0025208 Edition: Apr 2024 | Last Updated: Apr 2019
Virtual Account	Either: • An account established for an individual or a commercial entity primarily for completing Electronic Commerce Transactions and for which no physical Card is required. • For a Visa Commercial Choice Travel Product or a Visa Commercial Choice Omni Product, a dynamic Payment Credential generated in connection with a Card-Absent Environment Transaction initiated by a commercial entity. This does not include the accounts established for facilitating Mobile Push Payment Transactions. ID# 0025211 Edition: Apr 2024 | Last Updated: Oct 2023
Visa	Visa International Service Association and all of its subsidiaries and affiliates, and subsidiaries and affiliates of Visa Inc. When used within the

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	Visa Rules, Visa refers to any Visa Inc. subsidiary, affiliate, regional office, management, or committee as applicable. ID# 0025217 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Account Screen	A listing of Account Numbers that require special handling including accounts reported by the Issuers as lost, stolen, compromised, or closed and should not be accepted for payment. This includes VIP accounts that require a higher level of approvals during Stand-in. ID# 0031025 Edition: Apr 2024 | Last Updated: Oct 2023
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 2024 | Last Updated: Oct 2014
Visa Agro Card – LAC Region	A Card issued to commercial entities in the public and private sector for commercial purchases associated with the agribusiness sector. ID# 0026526 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Alias Directory Service – Europe Region	A service that allows an alias, for example a mobile phone number or email address, to be used to initiate a payment transfer ID# 0031008 Edition: Apr 2024 | Last Updated: Oct 2023
Visa ATM	**Effective through 31 October 2023** An ATM that displays the Visa Brand Mark or the Visa Flag Symbol, but not the Plus Symbol. **Effective 1 November 2023** An ATM that displays the Visa Brand Mark but not the Plus Symbol. ID# 0025241 Edition: Apr 2024 | Last Updated: Apr 2022
Visa Brand Mark	A Visa-Owned Mark that represents the Visa organization and its product and service offerings. ID# 0025245 Edition: Apr 2024 | Last Updated: Apr 2018
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 2024 | Last Updated: Oct 2013

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Visa Business Card	A Card issued to employees or sole proprietors of small businesses for the payment of employees' business travel and general business expenses. In the US Region: This does not apply to Visa Business Check Cards used to pay Debt. ID# 0025248 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Business Check Card – US Region	A Visa Business Card issued as a Visa Check Card. ID# 0025250 Edition: Apr 2024 | Last Updated: Oct 2014
Visa Business Debit Card – Canada Region	A Card that accesses a business deposit account or equivalent account, excluding Prepaid Cards and Prepaid Accounts. ID# 0027282 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Business Electron Card	A Visa Electron Card intended for the small business market and used to pay for employee business travel and general business expenses. ID# 0025252 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Buxx – US Region	A Prepaid Card designed for teenagers, with account ownership by a parent or guardian. ID# 0025255 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Canada	Visa Canada Corporation. ID# 0025257 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Card	A Card that bears the Visa Brand Mark. ID# 0025258 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Card Account Program Enrollment Service	A file or API submitted to Visa by an Issuer with Cardholder information for participation in Account Level Processing. ID# 0030929 Edition: Apr 2024 | Last Updated: Apr 2022
Visa Cargo Card – LAC Region	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: • Visa Commercial Prepaid Product • Visa Business Electron Card

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	ID# 0026071 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Cash-Back Service	A service whereby cash may be obtained from a qualifying Merchant through use of a Card in conjunction with, and processed as, a domestic Retail Transaction. In the Europe Region: The Cash-Back Service. In the US Region: The service is accessed with a Debit Card or Visa Business Check Card and processed as a PIN-Authenticated Visa Debit Transaction. ID# 0026046 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Central Travel Account	A Visa Commercial Card, issued as a Virtual Account or Payment Credential, used by a commercial entity for travel-related purchases. ID# 0026400 Edition: Apr 2024 | Last Updated: Oct 2021
Visa Charge Card – AP and US Regions	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. ID# 0026358 Edition: Apr 2024 | Last Updated: Apr 2016
Visa Check Card – US Region	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. ID# 0025268 Edition: Apr 2024 | Last Updated: Oct 2014
Visa Clearing Exchange	The software that Visa supplies to VisaNet Processors to: • Validate Interchange data • Process Interchange data sent from the VisaNet Processor to Visa • Process incoming Transactions received from Visa ID# 0030952 Edition: Apr 2024 | Last Updated: Oct 2022
Visa Client Care	The 24-hour-a-day, 7-day-a-week centers that provide multilingual emergency assistance services to Cardholders. ID# 0025343 Edition: Apr 2024 | Last Updated: Apr 2023
Visa Commercial Cards	A physical or virtual Card intended for business expense use and comprising: • Visa Business Card[1]

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	• Visa Business Electron Card • Visa Corporate Card • Visa Purchasing Card, including Visa Fleet Card • Visa Agro (This only applies in the LAC Region) • V Distribution Program Card • Large Market Enterprise Card • Small Market Expense Card [1] In the CEMEA Region: Including Visa Fleet Card ID# 0025272 Edition: Apr 2024 | Last Updated: Oct 2020
Visa Commercial Format (VCF)	**Effective 30 September 2024** A Visa structured file format for the exchange of business data, that supports multiple record types, including but not limited to organization, Account Number, billing period, Transaction, and enables data delivery to end systems through VisaNet and external data source connections. ID# 0031050 Edition: Apr 2024 | Last Updated: New
Visa Commercial Prepaid Product	A Visa Commercial Card product, issued as a Prepaid Card, in which the corporation depositing the funds remains the owner of the funds in the Prepaid 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. ID# 0024463 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Confidential	A classification label assigned to information created by Visa and shared with Members under non-disclosure agreements, the use and Member handling of which is subject to certain minimum standards of diligence and care to prevent unauthorized disclosure or business harm to Visa. ID# 0026799 Edition: Apr 2024 | Last Updated: Apr 2018
Visa Consumer Card	A Card other than a Visa Commercial Card issued to individuals for the purchase of goods and services used for personal consumption. ID# 0025276 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Contactless Application	A Visa application contained on a Chip that enables a *Visa Contactless Payment Specification*-compliant Contactless Payment Transaction to be performed.

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	ID# 0027792 Edition: Apr 2024 | Last Updated: Apr 2018
Visa Corporate Card	A Visa Commercial Card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses. ID# 0025280 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Corporate Prepaid Card	A 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. ID# 0026742 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Credit Acceptor – Canada Region	A Merchant that accepts Credit Cards issued by Canadian Issuers. ID# 0025971 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Credit and Business Category – US Region	A Card category that consists of all of the following: • Consumer Card, other than a Debit Card, issued by a US Issuer • Visa Commercial Card product • Card issued by a non-US Issuer ID# 0025283 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Credit Card Cost of Acceptance – US Region and US Territories	In the US Region, US Territory: One of the following: • The average effective Interchange Reimbursement Fee (IRF) 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 Credit Card Transactions at the Merchant for the preceding one or 12 months, at the option of the Merchant • If a Merchant cannot determine its Visa Credit Card Cost of Acceptance, the Credit Card cost of acceptance for the Merchant's category as communicated via the Visa public website, *www.visa.com* ID# 0027535 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Credit Card Product Cost of Acceptance – US Region and US Territories	For a Merchant in the US Region or a US Territory, one of the following: • The average effective Interchange Reimbursement Fee (IRF) rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount,

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	applicable to Credit Card Transactions of a product type at the Merchant for the preceding one or 12 months, at the option of the Merchant. • 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, *www.visa.com* ID# 0027536 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Credit Card Surcharge Cap – Canada Region	In the Canada Region: The Merchant's average Effective Merchant Discount Rate for a brand (if surcharging on the brand level) or product within a brand (if surcharging on a product level) during the last 1 month or 12 months. ID# 0030944 Edition: Apr 2024 | Last Updated: Apr 2022
Visa Credit Card Surcharge Cap – US Region and US Territories	The average Merchant Discount Rate that a Merchant in the US Region or a US Territory pays to its Acquirer for Credit Card Transactions completed with a specific Visa product type. The average Merchant Discount Rate is either: • Calculated based on Credit Card Transactions conducted by the Merchant for the preceding 12 months • 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 Credit Card Transactions ID# 0027537 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Debit Acceptor – Canada Region	A Merchant that accepts Visa Debit Category Cards issued by Canadian Issuers. ID# 0025286 Edition: Apr 2024 | Last Updated: Oct 2012
Visa Debit Category – Canada Region	A category of Cards issued by Canadian Issuers that consists of the following: • Debit Cards • Visa Business Debit Cards ID# 0027281 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Debit Category – US Region	A Card category that consists of the following: • Debit Card issued by a US Issuer

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	• Prepaid Card issued by a US Issuer • Card issued by a non-US Issuer ID# 0025289 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Debit Transaction – Canada Region	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. ID# 0025290 Edition: Apr 2024 | Last Updated: Oct 2012
Visa Digital Commerce Program (VDCP)	A Visa program (which may include Visa tokenization services and Visa's implementation of Secure Remote Commerce) for Acquirers, VisaNet Processors, Visa Scheme Processors, and other approved participants seeking to develop and offer products and services to support Visa digital commerce experiences. ID# 0030680 Edition: Apr 2024 | Last Updated: Oct 2020
Visa Digital Commerce Program (VDCP) Documentation	A suite of documents that govern participation and implementation requirements for the Visa Digital Commerce Program (VDCP), that comprises all of the following: • *Visa Digital Commerce Program Data Privacy and Security Terms and Role Requirements* • *Visa Digital Solutions API Reference Guide* • *Visa Ready Program for VDCP Digital Terminal Qualification and Solution Approval Process Guide* • *Visa Secure Remote Commerce Digital Acceptance Gateway API Reference* • *Visa Secure Remote Commerce Digital Acceptance Gateway Implementation Guide* • *Visa Secure Remote Commerce SDK Reference* • *Visa Secure Remote Commerce Digital Terminal Implementation Guide* • *Visa Token Service e-Commerce/Card-on-File Implementation Guide for Token Requestors*

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	ID# 0030686 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Digital Enablement Program (VDEP)	A Visa program that provides a commercial framework to enable Issuers, Token Requestors, Token Service Providers, VisaNet Processors, Visa Scheme Processors, and other approved participants to access the Visa Token Service and other digital capabilities. ID# 0030886 Edition: Apr 2024 | Last Updated: Oct 2021
Visa Digital Enablement Program (VDEP) Documentation	A suite of documents that governs participation and implementation requirements for the Visa Digital Enablement Program (VDEP), that includes all of the following: • *Visa Token Service – Implementation Guide for Issuer/I-TSP Participation in VDEP Solutions* • *Visa Token Service – Implementation Guide for Participant-Branded Solutions (Host Card Emulation – Issuer Wallet)* • *Visa Token Service – Service Description Guide for Issuer Participation in VDEP Third-Party Solutions* • *Visa Token Service – Service Description Guide for Participant-Branded Solutions (Issuer Wallet)* • *Visa Token Service – Tokenization Information Guide for Basic Issuer/I-TSP Participation* ID# 0030884 Edition: Apr 2024 | Last Updated: Oct 2021
Visa Direct Connect	A direct connection between a Merchant and VisaNet that uses Visa Merchant Direct Exchange or a Visa-approved API-based access method for authorized access for Authorization or Online Financial Transaction processing in the V.I.P. System. ID# 0030559 Edition: Apr 2024 | Last Updated: Apr 2018
Visa Drive Card – Europe Region	A Card that is used for the purchase of fuel and vehicle maintenance services and issued as a Visa Business Card, Visa Corporate Card, or Visa Purchasing Card. ID# 0029755 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Easy Payment Service (VEPS)	A service that permits qualified Merchants to process Transactions in a Card-Present Environment without requiring Cardholder Verification. ID# 0025697 Edition: Apr 2024 | Last Updated: Oct 2020

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Visa Electron Acquirer	A Member that both: • Signs a Visa Electron Merchant or disburses currency to a Cardholder using a Visa Electron Card in a Manual Cash Disbursement • Directly or indirectly enters the resulting Transaction Receipt into Interchange ID# 0025294 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Electron Card	A Card that bears the Visa Brand Mark with the Electron Identifier. ID# 0025295 Edition: Apr 2024 | Last Updated: Oct 2013
Visa Electron Merchant	A Merchant that both: • **Effective through 31 October 2023** Displays the Visa POS graphic with the Electron Identifier or the Visa Brand Mark with the Electron Identifier • **Effective 1 November 2023** Displays the Visa Brand Mark with the Electron Identifier • 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 ID# 0025299 Edition: Apr 2024 | Last Updated: Apr 2022
Visa Electron Payment Application	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 2024 | Last Updated: Oct 2015
Visa Electron Program	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 2024 | Last Updated: Apr 2010
Visa Employee Benefit Card	A 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.

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	ID# 0025307 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Flag Symbol – US Region	**Effective through 31 October 2023** A Visa-Owned Mark consisting of the Bands Design with the Visa logo centered in the middle band. A Card must not bear the Visa Flag Symbol. ID# 0025316 Edition: Apr 2024 | Last Updated: Apr 2022
Visa Fleet Card	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. ID# 0025317 Edition: Apr 2024 | Last Updated: Apr 2024
Visa Fleet Card Application Identifier – Canada and CEMEA Regions	A Visa Fleet EMV compliant identifier used for Visa Fleet Cards that specifies a unique payment application contained in a compliant Chip Card. ID# 0029232 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Fleet Merchant Discount Program – US Region	**Effective 13 April 2024** An opt-in fuel discount program that enables real-time fuel discounts for Visa Fleet Card Transactions. Discounts are negotiated between fuel Merchants, Issuers, the Issuer's agent/partner, or participating clients and are maintained/enforced via the Visa discount portal to be applied during VisaNet Transaction processing. ID# 0031017 Edition: Apr 2024 | Last Updated: Oct 2023
Visa Flexible Spending Account (FSA) – US Region	A 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. ID# 0025320 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Gift Card	A Prepaid Card designed for consumer gift-giving. ID# 0025321 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Global ATM Network	The network through which an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both. ID# 0025322 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Global Billing	The primary billing system used by Visa.

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Platform	ID# 0024680 Edition: Apr 2024 | Last Updated: Apr 2021
Visa Higher Priority Payment Application – Europe Region	The Payment Application with the highest priority on a Visa Multichoice Card and a Visa SimplyOne Card. ID# 0029759 Edition: Apr 2024 | Last Updated: Oct 2016
Visa ICS Prescreen Service – US Region	**Effective through 31 October 2024** 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 2024 | Last Updated: Oct 2023
Visa Inc.	A Delaware stock corporation. ID# 0025328 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Incentive Card	A 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 2024 | Last Updated: Apr 2020
Visa Infinite Business Card	A Visa Business Card that is targeted to small businesses, has the highest value in an Issuer's business product portfolio, and has attributes equal to or exceeding those of a Visa Infinite Card (in the US Region, a Visa Signature Business Card). ID# 0030687 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Infinite Card	A product name for a Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum Card. ID# 0025331 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Infinite Exclusive Privileges	Exclusive privileges made available to Visa Infinite Cardholder through Merchant partnerships. ID# 0025332 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Infinite Privilege Card – Canada Region	A Card targeted to the high-affluent consumer that has attributes exceeding those of a Visa Infinite Card. ID# 0027720 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Innovation Center	Any of the Visa Innovation Centers (or studios) located anywhere

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	worldwide, including any of the Visa personnel thereof, regardless of where such personnel perform their work. ID# 0030675 Edition: Apr 2024 | Last Updated: Oct 2020
Visa Installment Credential	A Payment Credential used to facilitate Transactions that are repaid in multiple, equal payments over a predetermined period of time for a single purchase of goods or services or, in the case of Prepaid Cards, the creation of a unique load for a single purchase of goods or services. ID# 0030962 Edition: Apr 2024 | Last Updated: Apr 2024
Visa Installment Solutions (VIS)	A set of services, features, or functionality, including APIs, provided by Visa, that enable Issuers to offer installment plans to Cardholders, and Merchants to display any such installment plans to the Cardholders. ID# 0030980 Edition: Apr 2024 | Last Updated: Apr 2023
Visa Integrated Circuit Card Specification (VIS)	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 2024 | Last Updated: Oct 2014
Visa Integrity Risk Program (VIRP)	A global program that monitors Acquirers, Merchants, Marketplaces, Payment Facilitators, Sponsored Merchants, and Digital Wallet Operators to ensure that these entities do not do any of the following: • Process illegal Transactions • Engage in potentially deceptive marketing practices, as specified in the *Visa Integrity Risk Program Guide* • Process Transactions that may adversely affect the goodwill of the Visa system ID# 0030983 Edition: Apr 2024 | Last Updated: Apr 2023
Visa Intellilink Data Solutions Simplified Format (VIDS SF)	**Effective 30 September 2024** A comma-separated values (CSV) file format used by an Issuer to send business and Transaction data to Visa with minimal required attributes. ID# 0031051 Edition: Apr 2024 | Last Updated: New
Visa Large Purchase Advantage	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.

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	ID# 0027089 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Lower Priority Payment Application – Europe Region	The Payment Application(s) with a lower priority on a Visa Multichoice Card and a Visa SimplyOne Card. ID# 0029760 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Meetings Card	A Card issued to commercial entities in the public and private sector for commercial purchases associated with business meetings and events. ID# 0025350 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Merchant Direct Exchange	A direct link between a Merchant and VisaNet that uses Visa hardware and commercially available software or other Visa-approved means for authorized access for Authorization or Online Financial Transaction processing in the V.I.P. System. ID# 0027068 Edition: Apr 2024 | Last Updated: Apr 2018
Visa Merchant Screening Service	A database of Merchants and Third Party Agents whose contracts with their Acquirers have been terminated for cause. ID# 0029609 Edition: Apr 2024 | Last Updated: Apr 2021
Visa Mini Card	A miniaturized version of a Card that must both: • Provide the designated level of utility promised to the Cardholder • Contain the physical elements and data components required to complete a Transaction ID# 0025355 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Mobile	Effective 19 October 2024 A platform, leveraging Click to Pay technology, that enables Cardholders to make purchases with Electronic Commerce Merchants that support Visa Mobile. ID# 0031026 Edition: Apr 2024 | Last Updated: New
Visa Mobile Payment Application	The payment application that resides in a Mobile Payment Device. ID# 0026786 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Mobile Prepaid – AP, CEMEA, and LAC Regions	A mobile-optimized, Visa virtual prepaid product where the Payment Credential 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 2024 | Last Updated: Apr 2020

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Visa Multichoice Card – Europe Region	A Chip Card that includes a combination of two or more Payment Applications on the same account. ID# 0029761 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Multinational Program	A Visa program that enables a Visa Commercial Card Issuer to support Multinational Companies' commercial spend in countries where the Issuer may not hold a Visa license. ID# 0026030 Edition: Apr 2024 | Last Updated: Oct 2020
Visa Multi-Currency Solution	A Visa solution added to a Charge Card, Debit Card, deferred Debit Card, Prepaid Card, or secured Credit Card that allows an Issuer to settle with Visa in multiple currencies and its Cardholders to transact internationally in a range of selected currencies. ID# 0030593 Edition: Apr 2024 | Last Updated: Oct 2021
Visa Online	A password-protected website that provides Members, VisaNet Processors, and other authorized users with access to Visa information. ID# 0025360 Edition: Apr 2024 | Last Updated: Oct 2014
Visa Payables Automation	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 2024 | Last Updated: Oct 2012
Visa Payment Application	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. ID# 0025361 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Payment Controls	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). ID# 0027235 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Payroll	A Prepaid Card that enables employers to offer employees a Card as an alternative to the disbursement of employment wages or salary via a check.

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	ID# 0025363 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Platinum	A Card product that has attributes equal to or exceeding those of a Visa Gold Card. ID# 0025366 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Platinum Business Card	A Visa Business Card targeted to small businesses that has attributes equal to or exceeding those of a Visa Platinum Card. ID# 0030688 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Premium Corporate Card – LAC Region	A Visa Corporate 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 2024 | Last Updated: Apr 2020
Visa Products	Cards, components, or secure features that relate to Card production, manufacture, personalization, or fulfillment by a Visa-approved manufacturer, Third-Party Personalizer, or Visa-approved fulfillment vendor. ID# 0029645 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Program	A program through which a Member provides product- or payment-related services to Cardholders or Merchants by acting as an Issuer, an Acquirer, or both. In the Canada Region: A Visa Program may be an aggregation of individual Card programs. ID# 0025377 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Provisioning Intelligence Service – Europe Region	In the Europe Region: A Token provisioning service that provides Members with risk scoring metrics. ID# 0031072 Edition: Apr 2024 | Last Updated: New
Visa Purchasing Card	A Card issued to commercial entities (public and private) that is used for commercial purchases. ID# 0025380 Edition: Apr 2024 | Last Updated: Apr 2020
Visa ReadyLink – US Region	A Visa processing service that enables the Authorization and Settlement, through VisaNet, of funds associated with an Issuer-approved Load Transaction to any of the following:

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	• A Visa Classic Card issued as a Prepaid Card or Debit Card • A Visa Business Card issued as a Prepaid Card or Debit Card • A Private Label Card ID# 0025384 Edition: Apr 2024 | Last Updated: Oct 2021
Visa Region	Any of the 6 national or multinational geographic areas, as follows: • Asia-Pacific (AP) Region • Canada (CAN) Region • Central and Eastern Europe, Middle East and Africa (CEMEA) Region • Europe Region • Latin America and Caribbean (LAC) Region • United States of America (US) Region ID# 0025386 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Resolve Online	An online Visa service for the retrieval and transmission of dispute resolution information and documentation. In the Europe Region: See Electronic Documentation Transfer Method. ID# 0025388 Edition: Apr 2024 | Last Updated: Oct 2017
Visa Restricted	A classification label assigned to Visa proprietary information (highly sensitive business or technical information) or personal data that requires the highest degree of protection and the strictest standards of diligence and care to prevent unauthorized disclosure or business harm to Visa. Visa Restricted information that contains identifiable Cardholder data or personally identifiable information and is subject to regulatory requirements or industry compliance standards is further classified as "Visa Restricted – Personal Data." ID# 0030035 Edition: Apr 2024 | Last Updated: Apr 2018
Visa Rewards Business Card	In the AP Region (Australia): A Visa Business Card targeted to small businesses which facilitates Visa-only debit Transactions and has attributes equal to or exceeding those of a Visa Business Card. ID# 0030930 Edition: Apr 2024 | Last Updated: Apr 2022
Visa SavingsEdge – US	A program designed for small businesses to enable enrolled

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Region	Cardholders to receive discounts in the form of statement credits for qualifying purchases made at participating Merchants. ID# 0026272 Edition: Apr 2024 | Last Updated: Oct 2022
Visa Scheme Processor – Europe Region	A Member or a third party that provides Authorization, Clearing, Settlement, or payment-related processing services for Merchants or Members. ID# 0029764 Edition: Apr 2024 | Last Updated: Oct 2016
Visa Secure	A Visa-approved Authentication Method based on the 3-D Secure Specification. ID# 0030615 Edition: Apr 2024 | Last Updated: Oct 2019
Visa Settlement Bank	A bank where Visa maintains its Settlement accounts and performs funds transfer for Settlement. ID# 0025391 Edition: Apr 2024 | Last Updated: Apr 2010
Visa Signature Business – CEMEA Region	A Card that is issued as specified in *Section 4.17, Visa Signature Business*. ID# 0029188 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Signature Business Card – LAC Region	A Visa Business Card that has attributes equal to or exceeding those of a Visa Signature Card and that is targeted to small businesses. ID# 0029980 Edition: Apr 2024 | Last Updated: Apr 2017
Visa Signature Card	A product name for a Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum Card. ID# 0025394 Edition: Apr 2024 | Last Updated: Apr 2020
Visa SimplyOne Card – Europe Region	A Chip Card that includes a combination of two Payment Applications, including duplications of application instances, on two different Payment Credentials. ID# 0029766 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Smart Payment	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 2024 | Last Updated: Apr 2013
Visa Surcharge Cap – US Region and US Territories	For a Merchant in the US Region or a US Territory, the average Merchant Discount Rate that a Merchant pays to its Acquirer for Credit Card

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	Transactions. The average Merchant Discount Rate is calculated based on Credit Card Transactions conducted by the Merchant for the preceding one or 12 months, at the Merchant's option. ID# 0027538 Edition: Apr 2024 | Last Updated: Apr 2020
Visa Token Service Active Issuer Participant	An Issuer that has performed the onboarding process with Visa to participate in the Visa Token Service. ID# 0030569 Edition: Apr 2024 | Last Updated: Oct 2018
Visa Token Service Basic Issuer Participant	An Issuer that has been enrolled by Visa to participate in the Visa Token Service for Card-Absent Environment Transactions. ID# 0030570 Edition: Apr 2024 | Last Updated: Apr 2021
Visa Traditional – US Region	A Visa Consumer Credit Card, excluding Visa Signature, Visa Signature Preferred, and Visa Infinite. ID# 0025399 Edition: Apr 2024 | Last Updated: Oct 2015
Visa Traditional Rewards Card – US Region	A consumer credit product that enables Cardholders, based on their qualifying purchases, to earn units of rewards currency consisting of either: • 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 • Air miles that are redeemable for air travel ID# 0025400 Edition: Apr 2024 | Last Updated: Oct 2014
Visa Transaction Information	Any Transaction information or data that is contained in either the Authorization message or Clearing Record. ID# 0025402 Edition: Apr 2024 | Last Updated: Oct 2016
Visa US Common Debit Application Identifier – US Region and US Territories	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 2024 | Last Updated: Oct 2014
Visa US Regulation II Certification Program – US Region and US Territories	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

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	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 2024 | Last Updated: Oct 2014
Visa Workplace Benefits Card – Europe Region	A 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 transit, fuel, and meal expenses. ID# 0031014 Edition: Apr 2024 | Last Updated: Oct 2023
Visa Worldwide Pte. Ltd.	The organization operating the Visa Network in the AP Region. ID# 0025416 Edition: Apr 2024 | Last Updated: Apr 2010
Visa-Administered Bilateral Agreement	A Visa-administered agreement between an Issuer and a Merchant where the bilaterally-agreed Interchange Reimbursement Fee (IRF) is assessed using the VisaNet Settlement Service. ID# 0030999 Edition: Apr 2024 | Last Updated: Oct 2023
VisaNet	The platform through which Visa delivers to Members online Authorization and processing, Clearing and Settlement, and reporting services. ID# 0025218 Edition: Apr 2024 | Last Updated: Oct 2021
VisaNet Interchange Center	A Visa facility that operates the VisaNet data processing systems and support networks. In the Europe Region: This rule does not apply. Where a Member uses Visa for processing, as specified in *Section 1.1.1.2, Applicability of Processing Rules – Europe Region*, it must refer to *Visa Europe Operating Regulations – Processing*. ID# 0025229 Edition: Apr 2024 | Last Updated: Oct 2016
VisaNet Processor	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. In the Europe Region: See also Visa Scheme Processor. ID# 0025230 Edition: Apr 2024 | Last Updated: Oct 2016

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VisaNet Settlement Service	The VisaNet system that provides the net Settlement position and Settlement reporting services to BASE II Clearing Processors and Full Service Members. ID# 0025232 Edition: Apr 2024 | Last Updated: Oct 2021
Visa-Owned Marks	All trademarks and other brand assets (for example: animation, sound, haptic) owned by Visa. ID# 0025216 Edition: Apr 2024 | Last Updated: Apr 2022
Visa/Plus ATM	An ATM that: • Displays the Visa Brand Mark and the Plus Symbol • May also display the Visa Brand Mark with the Electron Identifier ID# 0025368 Edition: Apr 2024 | Last Updated: Apr 2010
VIS-Compliant	A Card application that complies with either: • The *Visa Integrated Circuit Card Specification (VIS)* and has been approved by Visa Approval Services • In the US Region, a Card application that complies with the *Visa Integrated Circuit Card Specification (VIS)* ID# 0025214 Edition: Apr 2024 | Last Updated: Apr 2017
W	
Waiver	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. ID# 0026498 Edition: Apr 2024 | Last Updated: Oct 2016
Wire Transfer Money Order – US Region	A check or money order purchased by a Cardholder from a Wire Transfer Money Order Merchant. ID# 0025434 Edition: Apr 2024 | Last Updated: Oct 2014
Wire Transfer Money Order Merchant – US Region	A Merchant that sells money orders by electronic funds transfer. ID# 0025435 Edition: Apr 2024 | Last Updated: Oct 2014
Wire Transfer Money Order Transaction – US Region	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.

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Workout Period	As a part of the Visa Dispute Monitoring Program (VDMP) 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 Dispute or Fraud Activity within acceptable levels. The Workout Period is not applicable to any of the following: • High-Integrity Risk Merchants, as specified in *Section 10.4.6.1, High-Integrity Risk Merchants* • Merchants that exceed the excessive Dispute or Fraud Activity thresholds • Merchants that are escalated to the VDMP 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 ID# 0025701 Edition: Apr 2024 | Last Updated: Apr 2023
X	
No glossary terms available for X.	ID# 0025513 Edition: Apr 2024 | Last Updated: Apr 2010
Y	
No glossary terms available for Y.	ID# 0025514 Edition: Apr 2024 | Last Updated: Apr 2010
Z	
No glossary terms available for Z.	ID# 0030575 Edition: Apr 2024 | Last Updated: Oct 2018

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