



# CARD INDUSTRY NEWS



## ZERO FLOOR LIMITS FOR VISA CONTACTLESS TRANSACTIONS FROM 13<sup>TH</sup> OCTOBER 2017

To help prevent fraud on lost or stolen cards and to give cardholders a clearer view of their account balance, Visa has mandated that from 13<sup>th</sup> October 2017, Contactless transactions performed on their cards must be authorised. These transactions must have a zero floor limit.

### Who's Affected By This Change?

If you trade in the card present, face to face trading environment and accept Contactless card payments from your customers, then you'll be affected. Contactless card payments accepted through unattended terminals in the following Merchant Category Codes (MCC) only, are exempt from this change.

- 4111 - Commuter Transport
- 4112 – Passenger Railways
- 4131 – Bus Companies
- 4784 Toll/Bridge Fees
- 7523 – Parking

Also exempt are Charitable Organisations with an MCC of 8398, whether they accept Contactless payments through attended or unattended terminals.

### What Does This Change Mean?

This means that Contactless transactions will take a little longer to complete, but how long will depend on the type and speed of your communications infrastructure.

It also means that Visa card issuers will have the ability to decline their Contactless transactions. Currently, these are either approved or the issuer requests that the transaction is performed as chip and PIN.

Once you've implemented the new zero floor limit for Visa Contactless transactions, it's important that you don't hand over any goods to your customers until you've received the 'approved/authorised' response back



**“Contactless transactions performed on Visa cards must be authorised.”**

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to your terminal. The terminal will still 'beep' to show that the card has been successfully read, but this shouldn't be taken as indication that the transaction has completed successfully.

### **Are Any Other Types Of Contactless Transactions Affected?**

There's no change to the floor limits for either Mastercard or American Express Contactless transactions. They're remaining at the £20 floor limit, so you'll see no difference to the way these are processed. Apple Pay, Android pay, Samsung pay, or any other mobile phone based Contactless transactions, will continue to be authorised as they are now regardless of the transaction amount.



### **What Do I Need To Do?**

If you rent your terminals from us, you don't need to worry about making this change, we'll automatically update them so you meet Visa's requirement and timescales.

**If you own your own terminals or rent them from a third party, you'll need to contact your supplier and request that they make the necessary changes for you on or before 13<sup>th</sup> October 2017. Not updating your equipment could see your Visa Contactless transactions being rejected as they haven't been authorised.**

If you have any queries regarding this mandate, please contact your Relationship Manager or call us on 0345 702 3344\*, selecting the option for 'all other enquiries'.

\*Lines are open between 9am – 6pm Monday to Friday, excluding public holidays. To help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property. We also provide a Textphone service on 0345 602 4818.