

# Frequently asked questions - Visa payWave

## What is Visa payWave?

Visa payWave is a new contactless method of payment - the latest evolution in Visa payments. It is a simple, secure and quick payment method for transactions up to \$100. The technology enables cardholders to 'tap' their card on a contactless POS terminal to make transactions **up to \$100**, rather than 'swiping or dipping' their card into POS terminals.

The cards have a tiny antenna embedded into the chip which securely transmits payment instructions to and from a specially adapted card terminal.

payWave cards feature a distinctive contactless mark  and POS terminals for payWave cards will also feature a contactless symbol .

## Why have we introduced Visa payWave?

We have introduced Visa payWave on our Visa debit card so that our members can make quick and easy transactions. By introducing new and innovative products and features, we can ensure that our members have access to the latest features and benefits on their Visa debit card.

Visa debit cards will be issued to our members when:

- Members renew their cards
- Members apply for a new card
- Members need a replacement card.

## How do I use my Visa payWave card?

You can make payWave transactions by holding your card within 5cm of the secure contactless reader. Four green lights will appear. This takes no more than half a second. You can then remove your card and the transaction will be complete. You can choose to have a receipt, but this is optional.

Your Visa payWave card still has all the regular features of a non-payWave card, so you can still 'swipe or dip' your card.

## Where can I use my Visa payWave card?

You can use your Visa payWave-enabled card at any retailer displaying the contactless symbol  at the point of sale in Australia and overseas.

Some of the retailers who accept payWave functionality include McDonald's, Bunning's Warehouse, JB Hi-Fi, IGA, ANZ Stadium and FoodWorks.

Woolworths, Big W, Dick Smith and Dan Murphy will also be implementing payWave functionality over the next few months.

## **What are the benefits of payWave?**

A Visa payWave-enabled card is a quicker and more convenient way to pay with the following benefits:

- It saves time on both sides of the counter, due to shorter transaction times and shorter queue times.
- It's more convenient, as there is no need to worry about carrying around pockets of cash.
- The card doesn't leave your hand at the checkout when making a contactless purchase.
- There is no need to sign for transactions or enter a PIN for purchases to up \$100.

## **Can I still use my card the same way?**

- You can still use your payWave card at ATM's and make EFTPOS transactions by entering your PIN or signing for your transactions. The daily limit for ATM is \$1,000 and \$1,000 for EFTPOS transactions per card per day.
- payWave transaction limit is up to \$100 per transaction, however you can still use your payWave card for any transaction over \$100 by 'swiping or dipping' the card using PIN or signature.

## **When will payWave be effective?**

payWave functionality will be available from Monday, 16 September 2011.

## **Are Visa payWave transactions the same as Easy Visa Payment Services (previously known as Visa Small Ticket transactions)?**

No, they are not the same.

Visa Easy Payment Service allows merchants to accept Visa debit cards and Credit Cards without requiring a cardholder's signature or PIN for transactions **under \$35**. The Visa Easy Payment Service transaction is performed in the standard way by 'swiping or dipping' the card. The service is designed to increase transaction speed and cardholder convenience, whilst reducing cash handling and operating costs for merchants.

The major differences between payWave and Visa Easy Payment Services are summarised in the below list:

### Visa payWave:

- Transaction limit is up to \$100
- Transaction is performed by tapping the card at contactless terminals
- No PIN or signature is required to authorise the transaction
- Visa's Zero Liability Policy is available for members
- Members have a choice to either use payWave or make transactions by 'swiping or dipping' the card.

### Easy Visa Payment Services:

- Applies to transactions under \$35
- Transaction is performed by 'swiping or dipping' the card into the terminal
- No PIN or signature is required to authorise the transaction
- Visa's Zero Liability Policy is available for members
- Members do not choose the method of processing transaction as this is solely controlled by the merchant.

## **Can I choose not to have a payWave card?**

The option to elect a non-payWave card is not available as all new and renewal cards will be automatically issued with payWave. However, you have the option to not use the payWave functionality. You can still choose to 'swipe or dip' your card using a PIN or signature even if a payWave contactless terminal is available.

## **Why do I not have a choice to select a payWave card or a non-payWave card?**

Unfortunately, the option to choose is not available for members. However, there are many benefits associated with using payWave card in terms of ease of payment and its convenience. You can still choose to use your card in the way you are most comfortable with – whether by payWave, PIN or signature.

All payWave Visa cards carry Visa's Zero Liability Policy, which ensures that you are not responsible for unauthorised transactions in the rare instances they occur. If you suspect any unauthorised charges on your card, please call us immediately.

## **Can I use my payWave card overseas?**

Yes, you can use your payWave card wherever the contactless symbol  is displayed in Australia or overseas. The Visa payWave-enabled card can be used for traditional transactions at millions of locations worldwide wherever the Visa logo is displayed, including over the internet, telephone or via mail order.

## **Can I use my payWave card at retailers that do not have Visa payWave terminals?**

Yes, you can still use your payWave card, as the card's chip and magnetic stripe also allows the card to be used in the same way a traditional Visa card is used, by using a signature or PIN.

## **Do I need to select credit, savings, or cheque buttons when I make a transaction?**

No, you do not need to make any selection as Visa payWave transactions are automatically routed through the credit button.

## **What is the difference between payWave and PayPass?**

payWave is the name of this technology for Visa cards, whereas PayPass is for MasterCard.

## **Can PayPass terminals accept payWave card payment?**

Yes, you can use payWave cards on PayPass terminals.

## **Is there any chance that payments may be taken twice from my account?**

No, Visa payWave terminals are designed to only make one transaction per card at a time. All Visa payWave terminals are tested and certified to confirm that a card is only read once, before the transaction is concluded. As a safeguard, each transaction must be complete or void before another one can take place.

## **How do I know when a payment has been made?**

The transaction is confirmed by illumination of four green indicator lights and a display message confirming that the transaction has been successful.

## **Is the transaction information secure?**

Yes, the transaction information is secure because Visa payWave platform is based on secure EMV chip technology which provides both data protection and transaction security via the use of keys and the latest encryption technology. Transactions are processed through the same, reliable payment network as magnetic strip and chip transactions.

## **Is this technology as secure as my current Visa card?**

Visa payWave-enabled cards are just as secure as your current Visa debit card and carry the same multiple layers of security protection, including Zero Liability, which ensures members

are not responsible for fraudulent or unauthorised transactions. The card never leaves your hands when making transactions, which reduces the risk of fraud.

### **Can I get cash out with a Visa payWave transaction?**

No, but if you would like to get cash out, you can obtain cash via the ATM or EFTPOS network using the payWave card.

### **What is Visa's Zero Liability Policy?**

This policy is Visa's guarantee that Visa cardholders will not have to bear any liability for an unauthorised transaction, which includes transactions done through theft of the card or card fraud.

### **How does Visa's Zero Liability Policy work?**

You are protected by this policy when you do the following:

- When you select **credit** option and enter PIN or signature
- When you make payWave transactions
- When you do online transactions
- When you conduct phone transactions
- When you make overseas and/or domestic transactions and select the **credit** option.

However, ATM and EFTPOS transactions are **not covered** by Visa's Zero Liability Policy.

You should review your monthly statement and report any fraudulent activity as soon as possible, as there is a reasonable time period as to when you can make a claim on fraudulent activity that has taken place.

### **Can I request a payWave card prior to the renewal of my existing card?**

Yes, you can request a Visa debit payWave card prior to the expiry of your existing card – however, a replacement card fee will apply. The same card number and PIN will be issued. You will be automatically issued with a Visa debit payWave card in the case of a lost or stolen card, where you will be issued with a new card number and PIN.

### **Can my identity be stolen through the chip in my hand?**

Only minimal account and information is stored on a Visa payWave card, which is no more than traditional magnetic stripe cards or contact chip cards. Our Visa payWave cards do not transmit the cardholder name or other personal details such as address or contact details, hence such information cannot be accessed by unauthorised methods.