

# Visa Debit payWave - FAQs

## What is Visa payWave?

Visa payWave is a new contactless method of payment, the latest evolution in Visa payments.

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

## What are the benefits?

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

- It saves time on both sides of the counter due to shorter transaction times and shorter queue times.
- It's more convenient as you no longer need to worry about carrying around lots of cash.
- The card doesn't leave your hand at checkout when making a contactless purchase.
- You don't have to sign anything or enter a PIN for purchases under \$100.

## How do I use my Visa payWave enabled card?

Look out for a retailer displaying the contactless symbol  at the point of sale – in Australia and overseas. Hold 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.

## How close does the card need to be near the reader?

You should hold your Visa payWave enabled card within 5cm of the card reader.

## Is there a limit on the value of goods you can purchase with Visa payWave technology?

You can use your Visa payWave enabled card for any amount in Australia. For purchases under A\$100 you can wave and go. For purchases over A\$100 a signature or PIN is required.

## What happens if I try to purchase goods over \$100?

For purchases exceeding \$100 you can still use your Visa payWave enabled card by signing or entering your PIN to authorise the transaction.

## Is there a daily limit on payWave transactions?

Yes. Members are limited to a maximum number of 15, or total value of \$250, in payWave transactions per day - whichever comes first. Once you've reached your daily limit, a PIN is required.

## Will I receive a receipt for transactions I make?

A Visa payWave payment is designed to let you make low value transactions quickly and conveniently. The retailer will ask if you require a receipt. If you do not require a receipt, please advise the retailer and a receipt will not be given. For purchases over A\$100 a signature or PIN is required and a receipt will be provided.

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

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?**

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

### **Could I unknowingly make a purchase if I walk past the reader?**

Your card has to be waved within 5 centimetres of the card reader for more than half a second and the retailer must have first entered the amount for you to approve. Terminals can only process one payment transaction at a time therefore reducing transaction errors.

### **How do I know that my transaction information is secure?**

The 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 stripe transactions.

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

Visa payWave enabled cards are just as secure as any other Visa chip card and carry the same multiple layers of security protection, including Zero Liability, which ensures you are not responsible for fraudulent or unauthorised transactions. In addition, with Visa payWave, you retain control of your card during the transaction, which reduces the risk of fraud.

### **Which retailers will accept my card?**

Your card will be accepted for Visa payWave transactions wherever you see the contactless symbol  in Australia or around the world. You can still use your Visa payWave enabled card for traditional transactions at millions of locations worldwide wherever you see the Visa sign\*, including over the internet, telephone or via mail order.

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

The card's chip and magnetic stripe also allows the card to be used in the same way a traditional Visa card is used wherever Visa is accepted\* (using a signature or PIN).

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

No. With Visa payWave the transaction is automatically routed through the credit button, whether you're making the purchase on a Visa Credit, Debit or Prepaid card. So there's no need to press any buttons. The transaction will automatically be routed to the transaction account or line of credit linked to your card.

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

Yes. You can get cash out simply by swiping or dipping your card in the standard way.

\* Cards can be used for purchases where Visa is accepted and processed electronically (excluding cash and cash equivalent transactions at ATMs and over the counter at Financial Institutions, as well as gambling merchants and a small number of merchants displaying the Visa logo who elect not to accept the cards).