

VISA U.S.A. INC.  
CARD OPERATIONS ADVISORS MEETING  
Washington, DC  
March 31-April 2, 1993

P-0050

GOVERNMENT  
DEPOSITION  
EXHIBIT  
864

Fran Schall

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**AGENDA**

1. **Service Quality Programs**
2. **PaymentService 2000**
  - \* (a) PaymentService 2000 - Status Report
  - (b) PaymentService 2000 - Custom Payment Services
  - (c) Magnetic-Stripe Read Failure Analysis
3. **CVV Implementation Update**
4. **Corporate Risk**
  - (a) Capital Adequacy for Merchant Acquiring Activity
  - (b) Report on Ad Hoc Advisors for Payment System Risk Reduction
5. **Membership**
  - (a) Association/Group Member Issue
  - (b) Unique Member Identification
  - (c) Interchange Data Forms Document Restructuring
  - \* (d) Visa Notification of Member Merger
  - \* (e) Portfolio Sales - Card Reissuance Requirements
  - \* (f) BIN Licensing - Miscellaneous Operating Regulation Revisions

\*No presentation planned.

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6. **Operations**
  - (a) Self-Service Terminals
  - (b) Other Operating Issues
7. **Cruise Line Segmentation**
8. **Counterfeit**
  - (a) Counterfeit Activity Reduction Plan
  - (b) Terminal Utilization Program
  - (c) Compliance Liability for Cash Advances
  - \* (d) Liability for Data-Captured Transactions
9. **Visa International Issues**
  - \* (a) Travelers Cheque Refund Enhancement
  - \* (b) International Operating Regulations Rewrite Project
10. **Operating Regulations**
  - \* (a) Recurring Transactions
  - \* (b) Retention of Magnetic-Stripe Data
  - \* (c) Other Operating Regulations

\*No presentation planned.

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NOTES TO THE AGENDA

1. **Service Quality Programs.** Since late 1988, Visa Members have pursued a broad array of service quality initiatives designed to help eliminate unnecessary exception items, reduce related Member operating costs, and improve customer service. The initial strategy of setting standards, working with Members, and managing high chargeback merchants has been extremely successful. The entire system has realized major reductions in exception item volume. Based on results to date and pursuant to Card Operations Advisor recommendations, staff will present a new strategy for managing exception items. An Executive Summary is included.
  
2. **PaymentService 2000**
  - (a) **PaymentService 2000 - Status Report.** PaymentService 2000 is a new set of initiatives designed to increase Member profitability and reduce risk. An Executive Summary, which is included, describes the initial three phases of this service. No presentation is planned.
  
  - (b) **PaymentService 2000 - Custom Payment Services.** In April 1994, a series of Custom Payment Services developed for the mail order/telephone order market segment and the T&E market segment, including car rentals, hotels and airlines, are scheduled to be launched. Included is an Executive Summary which provides an overview of these custom payment services.
  
  - (c) **Magnetic-Stripe Read Failure Analysis.** In an effort to assure the quality and integrity of the payment system, high levels of magnetic-stripe readability must be achieved at the point of sale. An analysis has been undertaken to identify causes of magnetic-stripe read failure, establish performance standards for magnetic-stripe reading, and identify programs to assist Members in meeting those standards. Preliminary results of the magnetic-stripe read failure analysis will be presented. An Executive Summary is included.
  
3. **CVV Implementation Update.** Beginning April 1, 1993, participation in the Card Verification Value (CVV) program is a requirement for Issuers and Acquirers alike to avoid liability for some magnetic-stripe counterfeit losses. In addition, Acquirers must meet program requirements to qualify for the T1IF2 and PSIRF incentive interchange rates. A status of service implementation to date will be given, as well as an overview of the planned strategy to ensure that Acquirers claiming incentive interchange rates fully comply with these requirements. An Executive Summary is included.

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4. Corporate Risk

- (a) Capital Adequacy for Merchant Acquiring Activity. One of the priorities endorsed by the Ad Hoc Advisors on Payment System Risk Reduction was the financial standards which Visa has established for individual Members. To enhance those standards, measures have been developed to evaluate the adequacy of a Member's capital for exposure related to merchant acquiring. The presentation will review the enhanced procedures and the impact on the membership. An Executive Summary is included.
- (b) Report on Ad Hoc Advisors for Payment System Risk Reduction. At the last meeting, Advisors reviewed several long-term strategies to reduce payment system risk for Visa and its Members. These strategies had been developed as the result of a corporate-wide initiative to identify sources of risk to Visa and its Members. An Ad Hoc Advisory group was organized to focus on payment system risk reduction initiatives. A summary of the recent meeting of these Advisors is included.

5. Membership

- (a) Association/Group Member Issue. In order to establish an efficient mechanism to provide access to the corporation's products and systems, various changes to the By-Laws and Operating Regulations are recommended. These are intended to maximize potential access to Visa products and services while, simultaneously, minimizing the associated expenses to the Members and Visa associated with the operation of small card programs. A detailed Executive Summary is included and a presentation will also be made on this topic.
- (b) Unique Member Identification. The use of one BIN by multiple Principal- and Associate-type Members is very common today. As a result of BIN sharing, it is generally difficult to identify the financially responsible Members associated with any given VisaNet transaction. This has significant implications for service quality, risk control, financial reporting and in various other connections. Proposals for regulating and formalizing the BIN sharing process are discussed in the enclosed Executive Summary. A presentation is also planned.
- (c) Interchange Data Forms Document Restructuring. The Interchange Data Forms (IDF) directory is the primary reference source to facilitate communications between Member backroom operations. This document has not been fundamentally restructured for over twenty years. During that time, the credit card business has evolved considerably. In order to better meet the needs of Visa Members in the current

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environment, a major re-write of the IDF document is proposed. An Executive Summary is included and a presentation on this topic is planned.

- (d) Visa Notification of Member Merger. Visa By-Laws require that Members involved in a merger with another institution notify the corporation within thirty days after the consummation of the merger. Currently, there is no mechanism to facilitate this notification. Because the changes that result from mergers may affect the assignment of voting rights and assessment of service fees, it is proposed that an Exhibit to the Operating Regulations be created to facilitate the Member notification process. An Executive Summary is included, however no presentation is planned.
- (e) Portfolio Sales - Card Reissuance Requirements. The sale of card portfolios between Visa Members has become an almost routine activity. Because of the relative frequency of portfolio sales, issues related to the disposition and use of BINs arise regularly. The enclosed Executive Summary outlines several of these issues and some proposed solutions. No presentation is planned; however, Advisor comments will be solicited.
- (f) BIN Licensing - Miscellaneous Operating Regulation Revisions. In accordance with management's commitment to review possible changes in the Operating Regulations with the Advisors, several miscellaneous Operating Regulation revisions are proposed. An Executive Summary and the corresponding draft regulations are enclosed; however, no presentation is planned.

6. Operations

- (a) Self-Service Terminals. Technological advancements, coupled with a desire by merchants to provide enhanced customer service have resulted in an increase in the number of cardholder-activated terminals at the point of sale — particularly at gas stations. Since transactions at these self-service terminals occur in a non face-to-face environment, there is an increased propensity for fraud and gas station companies are seeing a dramatic increase in the number of chargebacks initiated by Issuers. This increase in chargebacks has prompted several oil companies to threaten to stop accepting Visa Cards at the gas pump islands. Due to the serious operational, fraud, and competitive issues involved should the oil companies decide to take this action, the Advisors will be asked to comment on several proposals which are being designed to address the current situation. An Executive Summary is included.

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- (b) **Other Operating Issues.** Changes to the Operating Regulations often are initiated as a result of input from Members. Two operating issues which are causing increasing concern among Members will be presented at the meeting. An Executive Summary is included.
7. **Cruise Line Segmentation.** Under current Operating Regulations, cruise lines fall under hotel services. Due to the growing importance of this market segment, it is proposed that regulations be established specifically for the cruise line industry. An Executive Summary, Operating Principles, and proposed Operating Regulations are included.
8. **Counterfeit**
- (a) **Counterfeit Activity Reduction Plan.** A dramatic increase in U.S. Members' counterfeit losses has focused significant attention on current trends. Advisors will review the current exposure of Members to counterfeit transactions and also will review several strategies to help combat the current trend. An Executive Summary is included.
- (b) **Terminal Utilization Program.** The Terminal Utilization Program (TUP) and the Terminal Placement Program (TPP) have identified over 2000 merchants and 500 cash advance locations for high-risk activity. Advisors will review the current status of these programs. Advisors will be asked to comment on the potential expansion of the TUP, which includes using the Address Verification Service as an option to the mandatory installation of terminals for cash advances. An Executive Summary is included.
- (c) **Compliance Liability for Cash Advances.** Members have expressed concern over the liability issues surrounding Section 4.1K of the Visa U.S.A. Operating Regulations. At the meeting, Advisors will be asked to discuss the appropriateness of these regulations. An Executive Summary is included.
- (d) **Liability for Data-Captured Transactions.** At the last meeting of this group, Advisors agreed with a recommendation that counterfeit insurance should be extended on a one-time basis to certain transactions occurring at merchants with data-capture terminals without a transaction record printer. This extension was communicated to Members in January. An Executive Summary is included.



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9. Visa International Issues

- (a) Travelers Cheque Refund Enhancement. A new and innovative way in which to effect travelers cheque refunds to Visa cardholders using the infrastructure and capabilities of the BASE II settlement system is currently being evaluated. While no presentation is planned, Advisor input is sought. An Executive Summary is included.
- (b) International Operating Regulations Rewrite Project. A status report on the International Operating Regulation Rewrite project is provided. An Executive Summary is included.

10. Operating Regulations

- (a) Recurring Transactions. The Operating Regulations currently restrict recurring transactions (i.e., preauthorized periodic transactions) to a constant transaction amount. In order to expand card usage in the recurring transaction market, it is proposed that varying transaction amounts be permitted as long as the cardholder is provided advance notice of the amount to be billed. An Executive Summary and draft Operating Regulations are included.
- (b) Retention of Magnetic-Stripe Data. In order to reduce the potential risk exposure associated with merchants who retain and store magnetic-stripe data from their transactions, it is proposed that the Operating Regulations be revised to explicitly prohibit this practice. An Executive Summary and draft Operating Regulations are included.
- (c) Other Operating Regulations. Several proposed Operating Regulation revisions are summarized in the Executive Summary and draft Operating Regulations follow the summary. Topics include data requirements for chargeback and retrieval records, the "Late Presentment" chargeback, the split sale compliance right, merchant requests for cardholder identification, secured card programs, and the risk management chargebacks.



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**EXECUTIVE SUMMARY**

**Service Quality Programs**

Since late 1988, Visa Members have pursued a broad array of service quality initiatives designed to help eliminate unnecessary exception items, reduce related Member operating costs, and improve customer service. The strategy employed included setting performance standards, working with Members on an individual basis, providing exception reports and analysis, and managing high chargeback merchants to eliminate abuse. Members have achieved remarkable results over the past four years: a 45 percent decline in the ratio of copy-requests-to-sales and a 70 percent drop in the ratio of chargebacks-to-sales. These percentages translate to hard dollar savings for Members:

- 4.7 million chargebacks and representments avoided;
- \$118 million in chargeback processing cost savings to Members;
- 2.2 million copy requests avoided;
- \$22 million in copy request processing cost savings to Members;
- Total: \$130 million cost savings to Members.

Chargeback and request-for-copy rates are at their lowest levels in Visa history. Members now process three million fewer exception items each year than they might have without these service quality activities.

The two merchant chargeback programs have been equally successful. Since their implementation, the number of merchants with excessively high chargeback rates has declined by more than 80 percent.

**Exception Item Management Strategy**

Based on results to date and pursuant to Card Operations Advisor recommendations at the last meeting, staff has reevaluated the current Service Quality initiatives and is proposing an entirely new exception item management strategy. The new strategy includes fundamental enhancements to the current dispute process, new performance standards, streamlined high chargeback merchant programs, the targeting of specific

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market segments to improve merchant performance and the promotion of the Visa Address Verification Service.

### **Enhancing the Dispute Process**

Despite improvements made to the present dispute system over the past several years and the significant reduction in the number of exception items flowing through the system, some inherent problems remain. The current dispute process is complex, labor intensive, highly paper-based, dependent on the U.S. Mail system, and contentious in nature. It tends to cause Members to work against each other, often to the detriment of cardholders and merchants.

To address these issues, the development of an enhanced dispute system strategy is under way. The objectives include:

- Simplified Operating Regulations
- Negotiated settlements where possible
- Resolution within Federal Reserve Regulation Z time frames
- Electronic processing of disputes
- Protection from abuse.

A fully electronic dispute system, while facilitating response, could also facilitate abuse. Monitoring for abuse through the use of performance standards will be key to the success of this new system. Progress to date will be reviewed.

### **New Performance Standards**

New performance standards will include more stringent Member standards for chargeback and request-for-copy rates, new standards for chargeback and representment effectiveness, and performance standards for merchants within key industries. Measuring the effectiveness of chargebacks and representments is a new approach to improving the dispute resolution process. The most effective chargeback is one which is never re-presented, just as the most effective representment is one which is never charged back a second or third time. New performance standards are proposed in the following areas:

- Chargeback effectiveness
- Representment effectiveness
- Market segment chargeback rates
- Overall chargeback rates

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- Market segment request-for-copy rates
- Overall request-for-copy rates

Measuring merchant performance is a key component of the new strategy. Merchant performance information will offer Acquirers valuable insight into major market segments as well as opportunities for more effective risk management and more accurate pricing.

**Streamlining High Chargeback Merchant Management Programs**

Over the past four years, two separate programs have been pursued to identify and control excessive chargeback behavior by merchants. The Merchant Chargeback Performance Management Program manages merchants to a 3 percent overall chargeback-to-sale threshold. The Consumer Dispute Chargeback Program manages merchants to a one percent threshold of consumer dispute chargebacks compared to sales volume.

These two programs were developed independently and have markedly different enforcement provisions. The similarity of purpose between the two programs, however, has caused some confusion among Members and merchants. Also, as the programs have matured, the overlap in merchants subject to both programs has grown, leading to a duplication of effort by Members, merchants, and Visa staff. Streamlining the programs with common enforcement provisions is proposed.

**Improving Merchant Performance**

The merchant business offers significant opportunities for service quality improvement. However, an innovative approach is necessary. To achieve the same level of progress by merchants that has been achieved by Members, reporting of merchant performance must be both more industry-specific and relatable to peer groups.

To facilitate this reporting, all current merchant category codes have been grouped into eight basic market segments allowing several key markets to be identified as having high service quality improvement potential. The strategy to address these high-potential segments includes:

- Improving merchant descriptors
- Correcting merchant category code assignments
- Establishing chargeback and request-for-copy performance standards
- Targeting high impact merchants and their Acquirers
- Educating Acquirers, their ISOs and merchants as to performance improvement opportunities.

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A good example of how this targeted approach can yield meaningful improvement is the direct marketing industry. Service quality initiatives undertaken by this industry over the past few years have produced excellent results. Improved merchant descriptors, expanded merchant category codes, and increased use of the Visa Address Verification Service have all helped to reduce chargebacks and the risk of doing business by mail and telephone. The chargeback rate for this industry today is 80 percent lower than it was four years ago while the industry's sales volume has increased almost 60 percent. The average chargeback rate is currently 0.20 percent, down from 1.0 percent in 1989. Many of these same initiatives can be employed to improve service in other market segments through this Industry Specialization Program.

There appears to be just one major issue remaining to be addressed in the direct marketing industry. The "Unauthorized Purchaser" chargeback (reason code 61) continues to be misused and abused by Issuers. To better understand this phenomenon, Visa enlisted the services of an independent research firm to conduct a cardholder survey regarding unauthorized purchaser chargebacks. In cooperation with four major Issuers, cardholders were contacted and asked questions concerning recent disputes. Subsequent interviews with merchants and Acquirers were conducted to complete the entire life-cycle analysis. The results of this study will be shared with Advisors. Modifications to the unauthorized purchaser chargeback regulations will be proposed.

**Promoting Address Verification Service (AVS)**

AVS has been key to improving performance within the direct marketing industry. Merchants using the service enjoy 75 percent fewer chargebacks than non-users. Issuers, too, may benefit from this service by tracking AVS "no-match" responses ("no match" means neither the address nor the ZIP code sent by the merchant matched the billing address and ZIP code on file with the Issuer). Case studies prove that accounts which receive a no-match response to an address verification request are ten times more likely to cause subsequent fraud losses, and five times more likely to result in credit losses. In fact, at the current rate of utilization, Issuers could save over \$80 million dollars each year by tracking accounts receiving no-match responses. Clearly it is in Members' best interest to increase their use of AVS.

Although the use of AVS has grown by more than 44 percent over the past few years, only 26 percent of eligible merchants use the service today. An area of immediate concern is improving AVS performance so that more merchants will use this valuable service. An action plan for improving AVS utilization, along with a proposal to set Member performance standards for "partial-match" AVS response rates are proposed (partial matches occur when either the address or the ZIP code match, but not both).

Each of these proposals will be discussed in detail. Advisors will be asked to comment on the new strategy and direction.

David Richey



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**EXECUTIVE SUMMARY**

**PaymentService 2000 - Status Report**

PaymentService 2000 is a new set of initiatives designed to ensure our Members' continued success into the 21st century. It will reexamine all aspects of the Visa payment service, from Operating Regulations to supporting systems for cardholders, merchants, Issuers, and Acquirers. The current paper-oriented rules will be expanded to encompass a broad range of electronic alternatives. Future growth will require moving to a primarily electronic standard that will increase Member profitability by reducing operating costs and risk through more efficient transaction processing. Four strategic thrusts have been established as the foundation of this effort.

1. Custom payment services are fundamental to this program. No longer can it be believed that the Visa Card, without changes, will work as well in other market segments as it does in the retail segment, with its straightforward transactions. While this has been dealt with in the past by creating special rules and procedures to fix problems, a fresh look is needed.
2. Increasingly involving the Issuer in the transaction process recognizes that the Issuer knows best what the cardholder is capable of doing with his or her card, such as in determining how much spending power remains or whether a PIN should be used.
3. Continuing to exploit automation at the point of sale and in the back office is also an essential strategy. Risk will be reduced and backoffice costs lowered through the use of new technologies such as fiber optics, neural networks, image workstations, large relational data bases, and smarter and cheaper terminals.
4. This must all be done with an eye on the worldwide payment system. While national needs will be addressed separately, there must be a significant level of consistency globally. In fact, there may be some merchant segments where an international view may happen first, such as airlines, building on the International Airline Program.



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Its first phase is on schedule for implementation in the United States on April 1, 1993, when the Retail Electronic Payment Service (REPS) will be introduced. For the first time, Issuers will be assured that these electronic transactions were initiated by a Visa Card's magnetic stripe being read at a terminal and that their authorization and clearing can be matched with certainty, allowing proper management of the cardholder's spending capability.

The second phase of PaymentService 2000, scheduled for August 28, 1993, will deliver the "life cycle control" feature, which will ensure that a new transaction identification code will be assigned to each clearing (that doesn't already have one as a result of participating in REPS) so that its data can be stored in a history data base. If that transaction is disputed, all information on its history will be used by an enhanced Chargeback Reduction Service to eliminate improper exceptions. Substantial Member savings will result.

The third phase, extending the REPS concept to create Custom Payment Services, is currently scheduled for April 1994. In addition, REPS requirements for Debit Card transactions are being increased to include Regulation E data and a postability indicator. Work is nearing completion on defining new electronic payment services for ATMs, hotels, car rental merchants, mail order/telephone order, and airlines. In defining these services, the following factors are fundamental:

- reading of magnetic stripe, if card is present
- use of Address Verification Service, for shipped goods
- defining the duration of the transaction
- better estimated authorizations
- adding clearing data to avoid cardholder queries
- matching authorizations and clearings with certainty
- examining representment and chargeback rights

This activity has been reviewed with several Member and merchant groups. Next month, a detailed review will be presented at an Ad Hoc Advisor meeting of U.S. Debit Card Issuers. In addition, Members in the United Kingdom, Canada, and Germany are working toward adapting these services to the unique needs of their market. Once in place, these will greatly enhance the ability of Issuers to manage open-to-buy and cardholder risk through higher levels of authorization and more accurate data. No presentation is planned.

Richard M. Lonergan

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**EXECUTIVE SUMMARY**

**PaymentService 2000 - Custom Payment Services**

The dramatic growth in Visa Card usage has been accompanied by an equally dramatic increase in the variety of card acceptance procedures at the point of sale. It is our goal to create a series of payment services to accommodate these different uses while decreasing both the fraud losses and operating expenses associated with each transaction.

The most familiar Visa transaction assumes that the cardholder presents the card directly to the merchant in exchange for goods and services. However, today's transactions may also originate over the phone, by mail, or through cardholder activated terminals. Customized payment services will balance good business practices at the point of sale with the need to reduce the overall cost and risk of Visa transaction processing.

In developing the payment services outlined in this presentation, five major processing components were considered. These components provided the framework for both the PaymentService 2000 (PS2000) business case and the payment service definitions.

**Authorization**

This area includes the additional data, required new edits, and timing considerations of the authorization message.

Authorizations for the traditional "face-to-face" retail transactions include the exact amount which will later be sent to the Issuer in the clearing message. Authorizations initiated by a variety of merchants, such as hotels, include estimated amounts which may vary significantly from the final transaction amount. In addition, supplemental authorization may be necessary. To allow better control over cardholder open-to-buy balances, the new payment services set limits on the difference between total authorized and clearing amounts.

The payment service definitions specify data elements which will assist the Issuer in making accurate authorization decisions. These new services limit the time frame between authorization and clearing and, where applicable, provide the Issuer with information needed to determine that time frame. In

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today's environment, the Issuer has no way to determine the length of time between the original authorization and the final clearing for a hotel or car rental transaction. By adding "length of stay" or "length of rental" to the authorization message, the Issuer can determine the number of days to hold cardholder funds.

### Card Authentication

The set of payment services outlined in this presentation all have the same card authentication criteria. If the card is present, the full contents of either track 1 or track 2 of the magnetic stripe must be transmitted, thus allowing appropriate processing of the Card Verification Value (CVV). As new technologies prove to be cost effective, use of other card authentication methods will become part of the service definitions.

### Cardholder Identification

Today, there are a wide variety of cardholder identification methods in use, ranging from examination of a driver's license to a fully electronic PIN. For now, the payment services which require the presence of a Visa Card also require the cardholder to sign a voucher, registration card or other form of agreement. Payment services defined to accommodate mail order/telephone order and airline ticket by mail include the use of an Address Verification Service as a means of better identifying the cardholder.

### Clearing

Like authorization, this area includes additional data, required edits and timing considerations.

In many payment services, the clearing message is required to provide additional information about the transaction. This enriched data will enable Visa Members to reduce the volume of exception items and improve the quality of service to cardholders. For example, airline transactions usually involve one authorization followed by multiple clearings. When a family or group travels together, the airline will request one authorization for all tickets; however, clearing messages are submitted by ticket. This practice leads to a number of service quality issues. It is proposed that the clearing message include the transaction identifier of the authorization, the total number of clearing messages, and a sequence number uniquely identifying the individual clearing message, thereby enabling Members and merchants to link all messages belonging to a single transaction. This linkage will improve the Issuer ability to manage the cardholders' open-to-buy balances, reduce the number of exception items, and shorten the dispute resolution timeframe.

Additional edits will be performed on clearing message data. As was stated earlier, the new payment service definitions require a narrow margin of difference between the authorization amount and the amount in the clearing message. When the clearing message is processed by Visa, this transaction

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amount will be edited to ensure that it falls within the specified tolerance. As with REPS, a validation code will be used to ensure accurate data about the authorizations are included in the clearing.

Each payment service specifies an acceptable time frame between the transaction date and the clearing date. This is evaluated at clearing time; transactions which do not meet the timing criteria will not be processed as PS2000 transactions when interchange rates are calculated.

Chargeback and Representment Rights

There are number of situations in which card acceptance procedures at the point of sale do not provide the greatest degree of Issuer protection against fraud or the most effective mechanism for reduction in exception item processing. Yet, they have been developed to provide customers with the greatest degree of convenience and service. For example, automobile rental companies do not ask their "club" customers to show their Visa Cards and sign rental agreements each time a car is rented. Consequently, to permit these special card authentication and cardholder identification procedures these companies will be required to forfeit certain representment rights.

The payment service, along with the associated interchange fee, is meant to provide an equitable balance among the needs of Visa constituents, the Member, the merchant and the Visa cardholder. By complementing the business practices merchants employ at the point of sale and establishing transaction criteria designed to reduce fraud and credit losses, eliminating costly exception items and making the card work better, continued growth in profitability of the Visa portfolio will be assured.

Attachment A describes each of the four proposed custom payment services in more detail. It is followed by a chart summarizing the major characteristics of each. These have been reviewed with numerous Members and merchants whose comments have been incorporated whenever possible. In addition, Members in Canada, the United Kingdom, and Germany have efforts under way to adapt these custom payment service definitions to fit their markets.

Advisors are encouraged to share this material with their staff. While a short presentation is planned, ample time will be available for discussion, with strategic questions such as those in Attachment B being raised.

Linda Gage

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ATTACHMENT A

CUSTOM PAYMENT SERVICES

1. Mail Order/Telephone Order

Industry Overview

The direct marketing segment differs from other retail segments in that transactions always occur without the physical presence of the card and the cardholder at the point of purchase. This characteristic eliminates the possibility of authenticating and verifying either the card or the cardholder using signature verification or the contents of the magnetic stripe. Fraud and non-recognition of a transaction by the cardholder account for a higher than average occurrence of retrieval requests and unauthorized purchaser chargebacks. These occurrences are likely to increase significantly with the predicted higher than average growth rate of this market segment.

Mail order and telephone order (MOTO) transaction processing and fraud detection capabilities vary by merchant. The more sophisticated merchants are able to check inventory prior to requesting an authorization, ship merchandise, and finally deposit transactions through one integrated system. They also have many fraud prevention tools in place.

Medium-sized and smaller merchants usually have less integrated systems in-house and often contract with service providers to manage some or all of the outbound calling or ordering, fulfillment, and clearing/settlement processes. Merchants or their service providers who check inventory prior to obtaining authorization are able to eliminate subsequent re-authorizations for the same item which was out of stock at the time of the initial authorization. This capability improves the accuracy of the cardholder's open to buy amount which can result in a reduction in declined authorizations and therefore a satisfied customer. Transaction clearing time frames also vary by merchant. Many merchants authorize and clear transactions within several days while others may take more than a week.

Issues and Opportunities

The mail order/telephone order industry has higher than average chargeback ratios due primarily to unauthorized use and non-receipt of merchandise. The volume and ratio of retrieval requests and chargebacks due to unauthorized use are increasing. In addition, cardholders are disputing some valid transactions because they do not have sufficient information on the statement to recognize the transaction. Cardholders call their Issuers with questions which could

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more readily be answered by the merchant. Fraudulent transactions are also high particularly among smaller merchants.

Cardholder open-to-buy balances are often inappropriately reduced when merchants submit multiple authorizations for split transactions. Recurring transactions, cancelled installment transactions, and transaction credits represent an especially difficult challenge for this segment. These characteristics require additional research to determine how a customized payment service can reduce problems. Forthcoming portions of PS2000 will address these opportunities.

### Qualification Criteria

The qualification criteria for a PS2000 mail order/telephone order transaction will address problems and opportunities important to the MOTO segment. While many of the smaller merchants and many medium-sized merchants may require significant changes in processing capabilities in order to participate in PS2000, the larger, more sophisticated merchants will be able to readily implement the processing criteria necessary to reap the benefits of PS2000. These merchants represent the baseline target of PS2000, which will provide the "best" electronic handling procedures.

### Cardholder Identification

How to handle transactions where neither the cardholder nor the card are present will be addressed through use of the Address Verification Service. By obtaining a positive match on addresses, merchants have a means of identifying potentially fraudulent transactions.

### Authorization

These PS2000 transactions will require a single authorization message per transaction. This will discourage multiple authorizations for out-of-stock or back ordered items, thereby maintaining an accurate open-to-buy amount on the cardholder's account.

### Clearing

At clearing, PS2000 transactions will have a single clearing message. The clearing amount must be within 15% of the authorized amount. This variance is large enough to allow for unanticipated tax, shipping and handling, but not large enough to cover backordered items. Finally, the time frame from transaction date to clearing date is shortened to two days as an additional measure of fraud prevention.

To improve customer service and reduce requests for copy and chargebacks, clearing messages for PS2000 transactions must include the merchant's customer service telephone number which Issuers will print on the cardholder statement. Then, should the customer not recognize a transaction or have a question about a transaction

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appearing on the statement, the customer may call the merchant directly. This will significantly reduce the volume of inquiries to Members and allow the customer to resolve inquiries more quickly. To further assist the Issuer in identifying a particular transaction, the order number will also be included in the clearing.

### 2. Automobile Rental

#### Industry Overview

Major car rental merchants have developed sophisticated systems to support their business. Although it is important to provide fast, convenient service to all customers, special procedures have been put in place to cater to the frequent traveler.

Customers are differentiated into two distinct groups: customers who do not have an ongoing relationship with the company and premier customers, who have applied for and been accepted into a "club" such as Hertz Gold. The non-club customers present their cards and sign the rental agreements at the agent's counter prior to being provided with a car.

The premier customers may be taken directly to their waiting automobile without following the traditional check out procedures. This means that the card is not always presented and the rental agreement is not always signed.

Because car rental agencies do not know the exact amount of a transaction until the car is returned, they estimate the total amount in the original authorization. The rental period as well as ancillary charges, such as gasoline, may change before the final clearing amount is determined. Additional authorizations are submitted if the contract is extended or to cover additional charges. Therefore, car rental transactions may have multiple authorizations for a single clearing message.

The risk the car rental merchant faces in loss or damage to the vehicle far outweighs the risk of not being paid for the rental transaction. For this reason these merchants have rigorous procedures to verify the identity and credit worthiness of their customers. While they do not wish to inconvenience their frequent customers by requesting a card or signature on each rental transaction, they have developed customer qualification procedures which have proven effective. As a result, major car rental companies experience very little fraud.

#### Issues and Opportunities

Major car rental agencies would like to move 85% to 90% of their transaction activity into the premier service category. Premier customers are pre-approved and are not asked for either a card or a signature.

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Because car rental agents cannot accurately determine the final transaction amount before the car leaves the lot, estimates and incremental authorizations are required. If the car is returned early, the merchant needs a means to reverse a portion of the authorization.

A car may be rented from one to thirty days before a new rental agreement is required. Therefore, Issuers do not know how many days will pass between the time a transaction is authorized and the time it is cleared. They usually delete authorization "holds" against a customer's open-to-buy amount after as little as four days. The cardholder open-to-buy balance is inaccurate from the time the authorization expires until the clearing transaction is received, perhaps weeks later.

Cardholders sometimes dispute car rental transactions because they do not recognize ancillary charges or membership fees. This results in unnecessary requests for copy and chargebacks which are subsequently successfully re-presented.

PS2000 Qualification Criteria

Car rental agencies will be offered two equivalent Payment Services. The Card Present Service will support the customers who do not belong to a "club" and must present their card to rent a car, while the Premier Service will support the traveler who has applied and been approved for a "club" type service.

Authorization

Additional data in the authorization message will indicate the anticipated length of the rental. When the car is returned early, authorization reversals may be submitted. This, along with the transaction identifier, will enable the Issuer to manage the cardholder's open-to-buy amount more accurately.

Clearing

Transactions must be submitted for clearing within three days of the date the car is checked in. Enriched clearing data will provide merchants and Issuers with more information, such as check out date, rental agreement number, and ancillary charge codes. This data will allow Issuers to offer higher levels of customer service including faster response to customer inquiries and more informative cardholder statements. Membership fees will be submitted separately from rental transactions. This additional information will decrease the number of exception items generated when customers do not recognize inadequately described charges.



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### Card Authentication

For the Card Present Service, the card will be read and the entire contents of track 1 or track 2 will be transmitted.

### Cardholder Identification

The cardholder's signature will identify non-Premier customers. Premier customers will provide a valid driver's license prior to leaving the agency's lot.

### Chargeback Rights

PS2000 transactions will be protected from authorization-related chargebacks. In addition, Premier Service merchants will forfeit yet-to-be-defined representment rights.

### Performance Standards

Merchants must first be certified to qualify for the Premier payment service. They must maintain a chargeback ratio that is 75% of the industry average, in order to demonstrate that their internal procedures are effective to screen their customers and to deter fraud and exception items.

## 3. Hotel (Lodging)

### Industry Overview

Hotels have guests who range from the casual traveler who stays for a night, to the business traveller using a company card, to the tour-package traveler who paid part of his or her room fee to a travel agent, to the honeymoon couple who received their stay as a wedding present. All of these guests have one thing in common - a Visa Card can be used to reserve the room and pay for all charges.

Upon check-in, the hotel either generates an estimated authorization based upon the price of the room, the length of stay, and anticipated add-on expenses (e.g., telephone) or chooses to "live under" the floor limit. The major hotels are very cognizant of the cardholder's open-to-buy limits and have developed estimation algorithms that prevent them from having to "over authorize." The hotel periodically compares the charges incurred against the amount authorized and submits additional card authorizations as required.

Upon check-out, either at the front desk or via express check-out, a guest's known charges are tallied and presented to him. Ancillary charges, such as breakfast, may be charged to his card after he has gone.

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When a hotel customer complains that his or her credit limit has been unduly decremented, the hotel will call the Issuer and ask that the cardholder open-to-buy balance be corrected.

Hotels are focusing on providing fast, convenient levels of service to their entire customer base. Express services are expanding into check-in (premier) services that enable a guest to pick up the key and go to the room without having to register at the front desk. Payment information will not be requested twice, once when the reservation is made and again when the customer checks in. PS2000 will satisfy both the hotels' requirements for customer service and the Issuers' requirements for more complete authorization and clearing information.

### Issues and Opportunities

Unlike most other industries, the hotel industry has few problems with counterfeit cards or fraudulent transactions. People with illegal cards do not generally stay in a "traceable" location overnight. The U.S. hotel industry's chargeback rate is 15% lower than the 0.27% industry-wide average. However, the nature of the hotel business, with its estimated authorizations and after check-out charges, still offers several opportunities for improving services and reducing costs.

- 1) *Accurate open-to-buy management is impossible with estimated and incremental authorizations.* PS2000 will provide the data necessary to link a clearing record to its corresponding authorizations. Issuers will know when authorizations have cleared and will also know if clearing records were fully authorized. This "life-cycle control" data will also link exception items with their original transactions. This will reduce unnecessary exception items by enabling full utilization of Visa's Chargeback Reduction Service.
- 2) *Large authorization amounts may unnecessarily tie up a cardholder's spending limits.* Amount tolerance levels can now be systematically monitored to ensure hotels submit clearing records within 15% of the total amount authorized. Additionally, hotels must be allowed to send partial reversals if a cardholder shortens his or her stay or chooses to pay with another form of tender.
- 3) *The unknown or lengthy time frame between authorizations and clearings make it difficult for Issuers to manage their cardholder's open-to-buy limits.* PS2000 authorizations will also indicate the cardholder's intended length of stay. With this information the Issuers may better estimate the number of days to maintain the open authorization.
- 4) *After check-out charges can result in cardholder confusion and subsequent inquiries.* Fifty percent of the lodging industry

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chargebacks are associated with copy requests. PS2000 clearing records will carry several new fields designed specifically to address customer support and inquiry needs. Among this enriched data are ancillary codes which will indicate the type and amount of charges booked to the cardholder after he checked out.

- 5) *Concessions within a hotel currently send authorizations using the hotel's merchant category code (MCC).* Concession transactions, completed by cardholders who are not staying in the hotel bear more risk than hotel transactions and should be uniquely identified. PS2000 will tighten the rules controlling the merchant category codes that hotel concessionaires may use. Hotel MCCs must not be used in concession transactions which are not posted to folio.

### Payment Services

Two PS2000 hotel payment service variations are proposed. The Card Present Service supports the transaction where the magnetic stripe is read and the cardholder's signature is required. The Premier Service accommodates the industry's migration toward express services where either the card, or the signature, is not present.

### Authorization

Both payment services require enriched data which will link multiple authorizations to a single clearing record and strengthen Issuer authorization decisions. Card Present authorizations will always contain the entire contents of either track 1 or track 2. Premier authorizations will always be uniquely identified.

### Clearing

In addition to the new data which will link the clearing records to all associated authorizations, new customer service information such as the folio number, cardholder check-in date, and ancillary charge codes will be required. Clearing records will be submitted within three days of the transaction, or check-out, date.

### Chargeback Rights and Performance

As with REPS, transactions processed under the Card Present Service will be protected from authorization-related chargebacks. Under the Premier Service, however, the merchant will forfeit representment rights for a yet-to-be-determined category of chargebacks. Premier Service merchants must also meet stringent chargeback and fraud performance guidelines.

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4. Airline (Passenger Transport)

Industry Overview

The U.S. Airline market segment can, for the most part, be classified into two categories: "airline direct sales" and "travel agent sales."

An airline direct sale is where the airline sells tickets at an airline ticket office (ATO) or a city ticket office (CTO). These are transactions where the cardholder and card are present at time of purchase. Airline ticket by mail (TBM) sales are also considered airline direct sales but these are exclusively cardholder and card-not-present types of transactions.

Travel agents acts as agents of the airline to book airline travel for their clients. Travel agency business policies dictate card authentication, cardholder identification, and authorization practices and may vary depending upon the degree of risk the agency is willing to assume.

Regardless of how the sale is initiated, airline direct or travel agent, use of computerized reservation systems (CRSs) is essential. CRSs provide flight scheduling information, book reservations, create tickets, and provide financial controls to the airlines and the travel agents.

Normal business practice requires one authorization per transaction; group or family travel is treated the same as an individual booking. Airline tickets are issued and cleared on a per ticket basis. Given that the average number of passengers per purchase is two, most transactions involve a single authorization followed by one or more clearing messages. If the transaction is declined the agent will follow exception procedures to continue the booking process.

It takes significantly longer for travel agents to clear transactions than for the airlines themselves. Tickets purchased through a travel agent in the U.S. are processed through airline reporting corporation (ARC). ARC acts as the clearing and settlement house for U.S. airline ticket transactions between the domestic airlines and the travel agent's network. Current business practice is that ARC operates on a weekly reporting and clearing cycle.

Issues and Opportunities

It is thought that a significant number of chargebacks are due to the inability to match one authorization with multiple clearing messages.

The airlines believe a significant number of copy requests (and ultimately disputed transactions) could be reduced if Issuers were required to print itinerary data on cardholders' statements.

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Returned or cancelled tickets are a major problem. Most of these disputes are resolved with airline credits but the credits are often not posted in time to avoid cardholder inquiry.

Bankruptcy of an airline and the processing of resultant disputes is very time consuming. The bank may better assess its liability and monitor outstanding exposure given improved information.

Qualification Criteria

There can be one or more clearing messages per transaction to accommodate group or family travel. For airlines the transaction date will be the ticketing date and authorizations must take place on that date. The transaction must be submitted for clearing no more than eight days after transaction date.

When the card and the cardholder are present, the contents of the full magnetic stripe must be read and transmitted and the cardholder signature is required. When the card and cardholder are absent or the magnetic stripe is not read, the Address Verification Service must be used.

In addition to the current required data, PS2000 clearing data includes ticket sequence number, total count of clearing messages, and final departure date. The ticket sequence number and total count of clearing messages support the requirement to link the single authorization to multiple clearing messages. The sequence number is a sequential number implying order and the total count designates the end of the series (e.g., 1 of 2, 2 of 2). Final departure date provides either the scheduled date of the final leg of the journey or the last date an open-ended ticket may be used. It will assist in the evaluation of exposure due to bankruptcy of an airline by providing the anticipated closure of the ticket travel obligation between airlines and cardholders.

To better track credit processing, airlines will be required to include the transaction identifier of the original transaction on all credits.

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ATTACHMENT B

DISCUSSION QUESTIONS

1. The Payment Service definitions address the following factors:
  - Integrity of authorized amount
  - Unknown or lengthy transaction duration
  - Presence or absence of card
  - Presence or absence of signature
  - Use of Address Verification
  - Enriched data
  - Forfeiture of representment rights
  - Chargeback protection
  - Direct contact between cardholder and merchant

Are there any items that need to be added to this list of "factors" to further reduce costs or avoid risk?
2. Should new requirements be added to REPS to validate that the authorized amount and cleared amount are equal (retail) or no more than 20% apart (restaurants)? If so, should this be done in 1994?
3. Should the airline payment service be introduced internationally in 1994, as part of the International Airline Program? This would allow international airline carriers to have one Visa payment process, rather than one international and another to support U.S. cardholders in the U.S.
4. Should the requirement to include the transaction identifier of the original in a credit (TC06) transaction be applied to merchant categories other than airlines in 1994?
5. Are there any additional chargeback or representment considerations (beyond those for hotel and car rental Premier) needed for 1994?
6. Given that custom payment services will be in place in 1994 for retail (including restaurants), MOTO, lodging, airlines (passenger transport), car rental companies, ATMs, and cardholder activated terminals, what should the next categories be? Some possibilities include branch cash, quasi-cash, recurring payments, installment payments and health care.

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VISA U.S.A INC.

CARD OPERATORS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Magnetic-Stripe Read Failure Analysis

In an effort to assure the quality and integrity of the payment system, high levels of magnetic stripe readability must be achieved at the point of sale. A task force has been established to address concerns surrounding the number of transactions which are currently key-entered. The objective of this project is to identify the frequency and causes of magnetic-stripe read failure, identify solutions to reduce magnetic-stripe read failure, establish an approach for improving magnetic-stripe performance rates, and establish a performance assessment and compliance methodology.

The importance of these efforts is heightened with the incentive interchange rates associated with PaymentService 2000. Visa transactions will qualify for these incentive rates on an individual transaction basis, i.e., key-entered or non-magnetic-stripe-read transactions will not qualify for incentive interchange rates.

The initial analysis completed makes use of multiple point-of-sale data sources and existing studies to determine the rate and source of magnetic-stripe read failures. To obtain an estimate of the number of transactions which experience magnetic-stripe read failures, rates of key entry were analyzed. At the individual Member level, rates of key entry vary widely. The differences in performance for individual Issuers, Acquirers, and merchants can be partially attributed to differences that were identified in performance levels across merchant category codes, terminal types, and card life cycles.

The next steps are to develop and analyze reports that reflect the performance of individual Issuers and Acquirers, and to initiate a Member education and support program to help reduce magnetic-stripe read failure rates. In support of these efforts, performance standards will be established, monitoring requirements and a performance review process will be defined, and mechanisms/incentives will be developed for Members to correct problems.

Brian Ruder

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VISA U.S.A. INC.

CARD OPERATORS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

CVV Implementation Update

In 1989, Visa announced implementation of the Card Verification Value (CVV) program. This program was designed to protect Members against the growing threat of magnetic-stripe counterfeiting by requiring Issuers to encode a CVV value on the magnetic stripe, and Acquirers to forward the entire, unaltered contents of the magnetic stripe in all magnetic-stripe read authorizations. Failure to comply with these requirements would expose Issuers and Acquirers to increasing liability over time for magnetic-stripe counterfeit transactions until March 31, 1993. After this date, liability for a magnetic-stripe counterfeit transaction would rest solely with either the Issuer or Acquirer, depending upon which entity had not complied with CVV requirements.

In addition to these liability issues, Acquirer transmission of the entire, unaltered magnetic stripe in the authorization request is a requirement to claim the T1IF2 and PSIRF incentive interchange rates. Beginning on April 1, 1993, Visa will begin enforcement of this requirement.

The CVV implementation process for an Acquirer involves three stages. In the certification stage, the Acquirer must demonstrate the capability of correctly indicating which transactions include the entire, unaltered magnetic-stripe information. In the monitoring stage, Acquirer authorization messages are reviewed by Visa to ensure that in those cases where indicated, the entire magnetic-stripe data is indeed sent. During this phase, Visa does not forward the indicator that the stripe is present to the Issuer. In the final, production stage, authorizations flow from the Acquirer to the Issuer, bearing the indicator that the entire, unaltered contents of the magnetic stripe are present. Issuers, where appropriate, may act on this information to detect potentially counterfeit cards.

Acquirers may only claim the T1IF2 or PSIRF rates for transactions authorized when the Acquirer is at least in the monitoring stage of CVV processing. From a service perspective, however, it is important that Acquirers do not simply reach the monitoring stage (to be eligible for PSIRF rates) and make no further progress in moving to the production stage, where

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the full benefits of the CVV program are realized. Therefore, rules and procedures have been developed to move Acquirers expeditiously through the CVV process.

An overview of these rules and procedures will be given, as well as an update of both Issuer and Acquirer participation and progress in implementing the CVV program.

Brian Ruder

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Capital Adequacy for Merchant Acquiring Activity**

Risk monitoring procedures review the financial condition of each Principal Member on a quarterly basis and assign a rating which reflects the financial capacity of the individual Member to support its obligations of membership. The rating methodology is based on Members' regulatory capital requirements. The ratings are assigned based on standards in excess of regulatory minimums.

Regulatory capital requirements have not addressed merchant acquiring exposure. As a result, the financial ratings assigned to Visa Members based on their balance sheet activity have not reflected capital adequacy for merchant acquiring exposure.

There are a limited number of Principal Members which report significant levels of merchant acquiring volume relative to their reported capital. Visa has imposed specific risk control measures on these high-volume Acquirers, regardless of the financial rating assigned to their balance sheet activity.

The Comptroller of the Currency recently issued examination procedures concerned with merchant acquiring activity. These procedures refer to the adequacy of capital for merchant acquiring exposure. Several different methods are being developed in the industry to establish appropriate levels of capital for merchant acquiring exposure.

Procedures have been developed to evaluate the capital adequacy of a Member for its acquiring activity. The procedures adapt the regulatory risk-based capital standards to merchant acquiring exposure. A notional asset value is computed based on merchant sales. The notional asset value is used to develop a balance sheet equivalent asset against which capital can be evaluated.

The presentation will review the methodology to evaluate capital adequacy for merchant acquiring exposure and will review the potential impact on Visa Members.

Ken Lieberman

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Report on Ad Hoc Advisors for Payment System Risk Reduction**

The Ad Hoc Advisory group was organized to provide Visa management with guidance and direction on issues related to payment system risk management. Advisors were asked to review the overall strategies which Visa has developed to reduce risk in the payment system for Visa and its Members, and to identify additional issues of concern and priority.

The summary of the initial meeting of this advisory group is attached. This summary was reported to the Executive/Planning Committee of the Visa U.S.A. Board of Directors, which has overall responsibility for policies related to Risk Management.

The listing of the Ad Hoc Advisors on Payment System Risk Reduction also is attached.

The next meeting of this advisory group is scheduled for the second quarter of 1993.

Ken Lieberman

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VISA U.S.A. INC.

AD HOC ADVISORS  
VISA PAYMENT SYSTEM RISK REDUCTION

January 12 - 13, 1993  
Dallas, Texas

MEETING SUMMARY

Background and Objectives

The Ad Hoc Advisors on Visa Payment System Risk Reduction conducted their first meeting on January 12-13, 1993 in Dallas, Texas. The meeting opened with a review of the purpose and scope of this group. As was explained in the Advance Materials, the Advisors will consult with management concerning the direction and scope of measures to reduce the payment system risk of Visa and its Members. Visa management convened this Ad Hoc Advisory group in coordination with the Executive/Planning Committee of the Visa U. S. A. Board of Directors, which has oversight responsibility for the risk management programs of Visa U. S. A.

The meeting agenda was presented in four parts. The first part covered background information for the benefit of the Advisors who were not familiar with the Visa organization or the operation of its settlement system. Background information reviewed the economics of the bankcard industry, the membership structure and associated liabilities, and the mechanics of the settlement system. In the second part of the agenda, Advisors reviewed several regulatory principles with potential application to Visa Members. Advisors were asked to consider the relevance of these regulatory principles to the Visa net settlement arrangement and to Visa Members. Next, Advisors were given an overview of Visa corporate risk management programs. Advisors were asked to comment on the scope and direction of these programs, as well as the schedule for the implementation of certain risk control measures. Lastly, the Advisors were invited to participate in an open discussion of issues related to the meeting's presentations. Advisors were asked for specific comment on risk control measures which are scheduled for presentation to the Executive/Planning Committee at its upcoming meeting in February 1993.

As part of the introduction, the overview of the Visa organization highlighted the structure of Visa International and its five Regions. The presentation reviewed the separate responsibilities of Visa International and Visa U. S. A. with respect to the net settlement arrangement. The presentation noted that Visa International is responsible for the operation of the hardware and software used to produce net settlement positions among the Members on a global basis, while Visa U. S. A. is responsible for managing settlement-related risks among the Members of Visa U. S. A.

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The introduction also reviewed the historical trends in the profitability of Members' Visa programs, and compared payment service volume generated by bankcard programs to other consumer payment systems. Data showed that bankcard programs have provided the Members with a significant source of profits over an extended period. At the same time, bankcard payment service volume remains low relative to large-dollar payment systems.

As further introduction, Advisors reviewed the goals of Visa's corporate risk management programs. These programs address the exposure of Visa and its Members resulting from the failure of a Member to settle its net settlement position in a timely and final manner. The emphasis in these programs on the financial capacity of individual Members distinguishes these programs from other Visa risk management programs, which generally address the risks to Members' programs from their merchants and cardholders.

The rights and obligations of Members were reviewed, and the financial responsibilities and liabilities of the various participants in the VisaNet Payments System were discussed in the context of the Membership Liability Restructuring.

With that background, Advisors reviewed the objectives for this and future meetings. Advisors were selected to represent a broad spectrum of responsibilities, including bankcard programs, corporate risk and treasury functions. Advisors will review potential changes in the operation of the Visa net settlement system to reduce the risk exposure of Visa and its Members. Advisors will evaluate these possible risk control measures in light of their potential impact on the operation of Members' programs.

### Overview of Bankcard Industry Economics

Advisors reviewed data which reflect long-term trends in the profitability of Visa programs and the extent of their contributions to the overall profitability of Visa Members. Data reported trends in outstanding balances, growth in numbers of accounts, and overall rates of return. Data also reflected sources of revenue and expense for issuing and acquiring programs.

### Rights and Responsibilities of Visa Members

The presentation reviewed the current membership structure of Visa U.S.A. and the rights, financial obligations and liabilities that are associated with institutions in each membership category. This information provided a basis for later discussion on the number of participants in the settlement process, the range in financial capacity among the participants, and the distinctions between participants which are assigned liability directly, those that avoid liability and those that take on secondary liability as a result of other business relationships or activities.

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The current membership structure relies on a distinction between three tiers of membership. The first tier is represented by Principal-type Members, which are liable for obligations resulting from the operation of their programs and the programs of Members which they sponsor. These Members have direct reporting obligations to Visa, may obtain voting and equity in the corporation, and are the only Members authorized to sponsor others for membership in Visa. The second tier is represented by Associate-type Members. These Members are liable for any obligations resulting from their Visa programs. In general, Principal-type Members take on no liability in connection with their sponsorship of Associate-type Members. Since their sponsor's obligation is limited, except in the case of BIN sharing, to the reporting of sales volumes and payment of service fees, Associate-type Members may essentially operate their programs independently. Participant-type Members represent the third tier of Visa membership. These Members must be sponsored by a Principal-type Member. Sponsors of Participant-type Members take on secondary liability (after the Participant itself) for the programs of their Participants and have, therefore, the right to impose restrictions and conditions on these Members in accordance with the By-Laws and Operating Regulations. Unlike Associates, Participant-type Members program activities are limited to those specifically authorized by their sponsor(s).

In the event that a Member is unable to meet its obligations of membership, liability for these obligations is assigned to those parties in the best position to have managed or controlled the risk associated with the activities of the failed Member. Under normal circumstances (i.e., where the loss was related to a normal business activity and not related to violations of Visa By-Laws), the liability for any Participant-type Member would be assigned to its sponsoring Principal-type Member. If the original loss was caused by an Associate or Principal-type Member, or if the sponsor was unable to cover the loss of its Participant, the loss would be assigned to the licensee of the BIN (Bank Identification Number) under which the associated transactions were issued or acquired. Should the failed Member and the BIN licensee be the same, the liability would then be transferred to any other Member which processed their transactions using the same BIN as that of the failed Member. Residual liability for losses would be assumed by Visa.

If any Member's failure to meet its obligations under the By-Laws were associated with violations of the By-Laws, financial responsibility for this unauthorized use of VisaNet would be assigned to that organization which submitted the transactions into Interchange (usually the Processor). Should that organization be unable to cover the loss, the liability for these unauthorized activities would be shared by those other Members which net settled their obligations with the failed Member through a common Processor.

The Advisors addressed the contingent liabilities which result from the assignment of liabilities and the order of precedence which has been established in determining the collection of any claim. In particular, it was noted that the By-Laws expressly provide that any Member which assumes



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liability for the obligations of another Member can exercise a claim against that Member, or its receiver.

There was a general discussion of the need for Members to be made aware of the risks associated with their sponsored Participants and to manage the resulting contingent liabilities in an active manner. The Advisors were made aware of the BIN Licensing Program and the Sponsored Member Registration Program, both of which are designed to identify the liabilities of Members associated with their processing and sponsorship activities. Other programs, including a new Processor Reporting project reviewed later in the agenda, provide processors with the ability to limit their own liability and that of their customers in connection with unauthorized transactions.

Overview of the Visa Settlement System

The overview of the settlement system focused on the number of participants in the settlement chain and the amount of float held by intermediaries. Generally, the Advisors supported efforts to manage the exposure resulting from the guarantee of settlement by reducing the number of participants in the settlement chain. Advisors discussed strategies to effect Member-level settlement, which might allow Visa to by-pass intermediaries in the settlement chain. Several Advisors who represented processing organizations suggested a phase-out of the role of third-party processors in the handling of settlement funds. At the same time, these Advisors also highlighted the need to address reconciliation issues if processors were not involved in both clearing and settlement.

Advisors also discussed measures to reduce float in the settlement system. Advisors made the distinction between reducing float carried by intermediaries which are appointed as Members' agents and reducing the float managed directly by Members in their relationship with customers. Advisors supported strategies to limit the float carried by intermediaries in the settlement system, but there was general agreement that restrictions should not be imposed on the relationship between Acquiring Members and their customers.

The presentation reviewed the mechanics of the settlement system for the benefit of Advisors without bankcard experience. Currently, transactions are deposited by Members and their agents according to a schedule of collection windows throughout a business day. Following a designated cut-off, the processing system will sort incoming files in order to create a net settlement position for each Member included in the processing cycle. Net settlement of positions occurs the day following the close of the processing cycle for intra-U.S. items. Settlement is due two days later for non-U.S. items, although Visa International advances their funds to ensure that all U.S. Members receive same day funds.

The presentation reported that Visa net settles with 122 end-points (representing 96 entities). Many of those end-points then conduct additional net settlements with the remainder of the Visa membership. In the U. S., approximately two-thirds of the end-points represent Member financial

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institutions; one-third represent non-Member agents appointed by Members for processing and settling their transactions. Current rules do not restrict an individual Member's settlement arrangements as long as the Member has properly designated its agents and has accepted liability for their actions. Intermediaries acting as agents for Members are not restricted in their use of Visa-related settlement funds. As a result, the Visa membership has an exposure to each Member's agent in the event that the agent's failure causes its sponsoring Member to fail to meet its obligations.

In addition to settling directly with Visa, Members can net settle their Visa-related obligations either through bilateral agreements or multi-lateral agreements operated by Members' processors. Practically, Visa is not aware of any current bilateral agreements in effect for the settlement of Visa-related obligations. However, multi-lateral net settlement arrangements which do not clear through Visa represent a not insignificant percentage of Visa sales volume. Because these transactions do not process through the Visa system, Visa cannot directly control authorization and settlement for these transactions. Regardless, the Visa guarantee for settlement includes those items. Advisors were concerned that risk exposure resulting from intra-processor interchange can be monitored and controlled only after-the-fact, based on intra-processor volumes reported by Members via Quarterly Operating Certificates.

Several Advisors were concerned with the financial risks which could result from a guarantee for settlement which could be extended to the merchant community in order to maintain the goodwill of the Visa brand. Advisors emphasized the need for merchants to do their own due diligence. Advisors suggested that Visa establish clear limits on the scope of any implied guarantee, so that a merchant could not expect to be compensated for the loss of funds left on deposit with its merchant Acquiring Member. Advisors recommended a formal program of merchant education on this point. Advisors also discussed the possibility of numeric limits on the amounts which would be deposited for individual merchants, to coincide with protection provided by federal deposit insurance.

### Regulatory Principles

The Advisors reviewed regulatory principles with potential application to Visa Members. Advisors from the larger institutions were already familiar with many of the regulatory principles reviewed in the presentation. These Advisors reported active programs to monitor and control the payment system risk exposure of their institutions. However, the majority of Advisors were not aware of similar programs at their institutions. There was sentiment that the regulatory principles would gain importance among a broader group of Members as payment system risks became more complex.

There were four regulatory guidelines reviewed in the presentation. These were examination procedures by the Office of the Comptroller which detailed the requirements on bank directors and management for the management of payment system risks, and, separately, merchant processing activities. In addition, the guidelines issued by the Bank for International

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Settlements concerning safe and sound practices for net settlement arrangements were reviewed, as was the Federal Reserve Regulation F on Inter-bank liabilities.

The presentation highlighted the common themes in these regulations. Generally, there is a requirement for the Directors of insured institutions to establish policies with respect to payment system risk and for the management of insured institutions to operate procedures in compliance with those policies. The regulatory principles establish minimum standards for safe and sound operations. Banks are encouraged to implement appropriate risk control measures, and failure to do so may be characterized as an unsafe and unsound banking practice.

### Risk Management Programs and Priorities

In the next four presentations, Advisors were introduced to the four major objectives which Visa has established to reduce payment system risk. The objectives are based on recommendations prepared by an internal risk reduction task force for Visa management and approved by the Executive/Planning Committee. The recommendations address the exposure of Visa and its Members from the guarantee of settlement. The Advisors reviewed specific risk control measures being developed to implement each of the four major objectives.

#### Reduce Operational Risks

The presentation identified the specific programs being considered to reduce the number of participants in the settlement chain, the exposure to float outstanding, and the commingling of Visa obligations with non-guaranteed items. Measures recently approved by the Board, which required processing and authorizing organizations to block or reroute transactions were also reviewed.

As background, the presentation reviewed the traditional clearing and settlement flow between two Members, and then went on to highlight the complications which exist in more realistic clearing and settlement arrangements. To illustrate the complications in Members' clearing and settlement arrangements, a case study was used to highlight the risk points being reviewed in the presentation. In the example, a small bank was the Acquiring Member for two national hotel chains in addition to other merchant relationships. The merchants were serviced by the Member's independent sales organizations and third-party processors. Settlement was routed through a number of intermediaries. The Member was put into receivership by the FDIC, which claimed the settlement funds due to the merchants as general assets of the receiver. Visa incurred a financial loss in order to protect its card acceptance with these merchants.

Advisors pointed out that the guarantee of settlement to merchants was potentially open-ended, and reiterated an earlier suggestion to define the scope of the implied guarantee. Advisors recommended that merchants be

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given some incentive to perform appropriate due diligence in establishing their merchant relationships.

The presentation reviewed the short-term measures to reduce operational risks which were endorsed by the Executive/Planning Committee at its last meeting. Advisors were asked to comment on the schedule for implementation of these measures. Advisors fully supported these actions and recommended that, wherever possible, these measures should be scheduled to coincide with other mandated changes in processing requirements.

Advisors also reviewed potential longer-term measures to address operational risks. Advisors discussed the relative merits of bypassing intermediaries through use of the automated clearinghouse to clear transactions between the Visa clearing account and the merchant signing Member. Advisors also discussed the merits of requirements to concentrate settlement accounts with the settlement agent, and potential limits on float. Advisors suggested that staff review Regulation CC to determine whether expedited funds availability requirements apply to bankcard-related processing.

As an alternative to by-passing intermediaries, Advisors discussed shifting liability to processing end-points. Comptroller of the Currency requirements on bank service providers were recommended as a potential model for Visa requirements on processing end-points. Advisors suggested that Visa requirements on end-points might emphasize liquidity requirements over capital standards. In the case of processing end-points, Advisors recommended that clearly defined procedures for the allocation of a loss among the participants might be an adequate surrogate for capital resources.

### Clarify Member Liabilities

The second objective for Visa's corporate risk program is to clarify Members' liabilities for their programs and the programs of their agents. Material presented earlier in the agenda reviewed the programs to define each Member's rights and associated liabilities. Under that structure, Members that use a common third-party processor may share some liability in connection with that processor's failure to prevent the unauthorized use of or access to VisaNet. There may be circumstances under which this liability might impact a Member's ability to meet its net settlement obligations.

To limit that exposure, the Processor Reporting Program will allow processors to verify key information with Visa in order to identify and prevent unauthorized transactions.

The Advisors reiterated their earlier suggestion for Visa to actively inform Members of their contingent liabilities, and for Visa to insist that Members which share a contingent liability also establish clearly defined procedures which allocate a loss among Members who net settle their obligations in a group. These procedures were considered necessary to ensure that Members

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which are assigned a liability also have the financial capacity to support that obligation.

Advisors endorsed the present timetable for the introduction of Processor Reporting. This envisions a phased approach, with the first phase being complete in approximately twelve months.

### Manage Member Risk

The third objective under the corporate risk management program is to evaluate the capacity of individual Members to meet their assigned liabilities and to protect against the risk of Member failure. Advisors reviewed current procedures and their results. Advisors also reviewed potential changes to Visa's institutional rating model which were developed to address the increased risk of Member failure among Members which emphasize merchant acquiring activity. The potential changes would reflect a Member's off-balance sheet exposure from Visa-related acquiring business as a balance sheet asset. A Member's capital adequacy would then be evaluated relative to total Visa-related sales volume. These procedures are scheduled to be reviewed with the Executive/Planning Committee at its next meeting.

Advisors supported the strategies used to protect against the risk of Member failure. However, issues were raised regarding the proposed new procedures to evaluate Member capital adequacy for merchant acquiring activity. Although Advisors generally supported the methodology and the need for Acquirers to demonstrate financial capacity, Advisors raised concerns that the recommended procedures could result in a requirement for an allocation of capital for merchant acquiring activity. Advisors recommended alternative procedures to protect against the risk of failure by Members which emphasize acquiring activity. These alternatives generally emphasized collateral requirements over Member capital. The alternative strategies will be evaluated.

### Support the Guarantee of Timely and Final Settlement

The prior three objectives are intended to reduce the exposure of Visa and its Members from its guarantee of settlement. Even with a reduction in operational risks and an equitable assignment of liabilities to Members who have the capacity to support those obligations, Visa and its Members still retain a residual liability for timely and final settlement. Advisors reviewed possible liquidity and credit facilities which might be available to manage that liability. For possible models, Advisors reviewed the types of arrangements which other payment systems use to guarantee settlement. Advisors discussed the applicability of those arrangements to the Visa net settlement.

### Working Session

The second day of the meeting was used for a working session. Advisors were asked to identify issues related to payment system risk which would be

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of particular importance for Members over a several year horizon. In addition, Advisors were asked specifically to comment on two issues which will be reviewed by the Executive/Planning Committee at its next meeting. These are potential capital standards for merchant acquiring activity and the levels and types of resources needed to support the guarantee of settlement.

The first issue highlighted by Advisors concerned strategies to reduce the number of settlement intermediaries, with an associated reduction in float exposure. Advisors recognized the need for Visa to have the ability to control its settlement exposure more directly. As a result, Advisors supported the short-term measures which require processors to block authorizations and settlement at a customer level upon notice by Visa. In addition, Advisors endorsed continued work to evaluate the practicality of Visa providing Members with the option of Member-level settlement. Advisors emphasized that any recommendations should ensure that reconciliation problems do not result from the separation of the clearing and settlement information. Also, Advisors reiterated their position that Visa should not put limits on the float relationship between acquiring Members and their merchants.

Advisors also emphasized the need for Visa to ensure that individual Members have the capacity to meet their assigned liabilities. Advisors recommended minimum capital requirements for Principal membership. Advisors also recommended other requirements for the liquidity of Principal Members. Along the same lines, Advisors urged Visa not to imply a reduction in the liability of individual Members by taking on the responsibility for the review of Members' agents and processors. Advisors reiterated the recommendation that Visa require Members which net settle through a processing end-point to establish clearly defined procedures for the allocation of a loss to ensure that all the participants are aware of their exposure and have the capacity to support that obligation.

Management reviewed current strategies to revise Visa membership categories. Present rules have the effect of forcing small Members into Principal membership categories because of sales volume limits for Associate Members and the current prohibition against direct credit card issuance by Participant Members. As a result, Visa takes on the residual liability for a large number of small programs. A revision in membership categories may allow Visa to assign liability for small banks' programs to Administrative Members that are willing, and financially able, to take on such an obligation.

Advisors recommended that Visa clarify the scope of the guarantee in order to encourage appropriate due diligence by merchants. Advisors suggested that the guarantee should not extend beyond the initial payment to the merchant-signing Member. Advisors suggested that the receivership of a merchant's acquiring bank should not necessarily result in a loss to Visa and its Members in the event that a receiver claims the settlement funds. Advisors recommended that Visa require Members to define the scope of the guarantee in their merchant contracts.

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Advisors were asked for specific comments on the measures to evaluate the adequacy of Members' capital for acquiring activities. Many of the comments were concerned with possible downside risks to the membership from the Association taking a public position on the issue. Conversely, an Advisor suggested that the industry might be better served by taking a position which could be supported economically, rather than waiting for imposed requirements. Without specific data, there was common sentiment that acquiring programs could not support a sizable allocation of capital. At the same time, Advisors agreed that new business entities which emphasize off-balance sheet activity should be required to meet predetermined financial standards as a basis for participation in the payment system. All Advisors agreed that while perfected collateral provided Visa more assurance than capital, an Acquirer's cash flow was equally important to consider. When asked to recommend either the imposition of capital requirements on Acquirers or a program which emphasized collateral, the Advisors stated that either approach would be acceptable and that there appeared to be little risk in using either method. Specific measurements were not resolved, but Advisors urged that these measurements reflect the economic viability of the activity.

Advisors also were asked for specific comment on the types and levels of resources needed to support the guarantee of timely and final settlement. Advisors reviewed the model presented earlier which identified several different types of liquidity and credit facilities, and discussed the feasibility of several of the facilities. Advisors familiar with the CHIPS rules on settlement finality discussed the mechanics of that arrangement and the potential applicability of those rules to the Visa arrangement. The ongoing discussion focused on the need for clearly defined procedures to support the guarantee of settlement. Advisors suggested that such procedures were needed to support Members' internal controls. In general, the Advisors emphasized the issue of liquidity over credit risk.

### Closing

In closing, Advisors were reminded that the initial findings from this meeting would be reported to the Executive/Planning Committee of the Visa U. S. A. Board of Directors. Advisors who represented Visa Directors were urged to review their findings with the Directors prior to their next meeting in February 1993.

The next meeting of the Ad Hoc Advisors on Visa Payment System Risk Reduction is scheduled for April 21-23, 1993. The location is still to be arranged. Advance Material will be sent to each of the Advisors prior to that meeting.

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VISA U.S.A. INC.

AD HOC ADVISORS

VISA PAYMENT SYSTEM RISK REDUCTION

Tempe, Arizona  
April 27 - 29, 1993

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VISA U.S.A. INC.

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Tempe, Arizona  
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VISA U.S.A. INC.

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VISA PAYMENT SYSTEM RISK REDUCTION

Tempe, Arizona  
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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Association/Group Member Issue

Historical Perspective

When Visa U.S.A. was formed in 1970, two unique classes of membership were established: Class A and Class B. Class A Members generally consisted of large banks having a direct contractual and liability relationship with the corporation for their activities. These organizations were authorized to perform all functions of membership (issue, acquire, sponsor, process) that existed at the time. Class B Members consisted primarily of smaller financial institutions sponsored by Class A Members. Class B Members were authorized to perform only limited functions (solicit cardholders on behalf of their sponsor and/or acquire) and their activities were largely controlled by their sponsors. According to Visa rules, any Class A Member that sponsored a Class B Member was required to take on financial responsibility for the activities of the Class B Member in the event that the Class B Member failed to meet any of its obligations of Visa membership.

During the mid-1970s, Class A Members were renamed "Proprietary Members," and Class B Members were renamed "Sponsored Members." In 1976, with the advent of duality, the traditional MasterCard Group Member Associations (WSBA, SEBA, SSBA, etc.) and other Member-owned organizations also joined Visa as Proprietary Members. In addition to banks, savings and loans and credit unions were gradually admitted to membership in the late 1970s and 1980s.

By the mid 1980s, a large number of small to mid-sized institutions applied for Proprietary membership. These institutions expressed the desire to operate their own programs independent of the restrictions of any sponsor and to maintain a relationship of direct communications with Visa. In 1986, the Associate class of membership was created to allow these smaller portfolio institutions to become direct Visa Card issuers without the financial guarantee of a sponsor.

In the intervening years, a number of Member associations have expressed an interest in either issuing cards, signing merchants or sponsoring other Members. With the exception of sponsoring Associate Members, for whom the sponsor was not required to take on liability, corporate policy prevented

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Member associations from engaging in these type of activities. Since no rules in the By-Laws specifically dealt with associations, this policy was occasionally the subject of dispute. In 1992, a new Administrative Member category was approved by the Board of Directors. This new category formalized the policies of the corporation which had existed since the advent of duality.

The Administrative Member category essentially formalized the role of Member associations as processors, service providers, administrative support and sponsoring entities. While this category may have some similarities to that of the MasterCard Group Member, there is a fundamental difference between these categories: the Administrative membership category was established to accommodate those organizations which do not wish or are not able to take on the financial responsibilities associated with providing a guarantee of the obligations of other Members. Unlike MasterCard's Group Member, Administrative Members may not sponsor Members for whom they must take on financial responsibility (i.e., Participant-type Members).

Because the Administrative membership category was created to formalize existing corporate policy, the creation of this category did not resolve the major issues which still confront the corporation. The first of these relates to the issue of BIN sharing. Because of the prevalence of BIN sharing among Members of associations, the joint and several liability associated with BIN use has confused the original intent underlying the creation of the Associate Member category (i.e., that the sponsor not take on liability). Because this issue is fully discussed in the Executive Summary entitled "Unique Member Identification," it will not be directly addressed here. The second major issue relates to the rapid rise in the demand for new Associate-type memberships on the part of ever smaller financial institutions. It is this latter issue which is the focus of the rest of this Executive Summary.

### Small Institutions and the Visa Association

Small institutions are valuable in that they often provide a unique and cost effective means for small, localized merchants to accept Visa Cards. In many cases, these institutions provide the only banking function in a given small town or rural area. There are circumstances where such institutions may provide steady and reliable customers that might not otherwise desire to obtain credit cards. With respect to debit cards, these institutions have a solid DDA base which can contribute to the overall market transformation from a manual paper-based to an electronic payments system. Visa's commitment to being a general service payments company is best served through the broad and nationwide participation of depository financial institutions of all sizes.

The merchants and cardholders signed in rural and isolated locations represent a difficult and costly market for competing products to tap. By providing expanded Visa access to these markets, the small institutions provide a marketing and cost advantage over that of competing systems. Small banks, thrifts and credit unions, in aggregate, contribute to generating incremental Visa sales volumes which can be both significant and beneficial

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to the system at large. Since one objective of the corporation is to establish and maintain a general payment system and not just a credit card base, it would be inconsistent with this philosophy to deny access to institutions solely on the basis of size.

On the other hand, these small depositories, when acting as Principal or Associate-type Members, often require a level of program monitoring and review which is not easily provided in a cost effective and efficient manner. Certain programs and systems must exist and be retained for all Principal and Associate Members in order to protect the quality and integrity of the Visa system.

Ongoing risk monitoring is required to minimize the exposure that any one Member might create not only to itself but to the membership at large. Large scale fraud and counterfeit losses could imperil the existence of an institution, cause losses to Visa, and impair the credibility of Visa's programs and products. In addition to risk monitoring, Visa communicates regularly with its Principal and Associate Members. These Members obtain mail and correspondence directly, are required to submit detailed quarterly information in connection with their Operating Certificates and are monitored for service quality. In order to maintain the high reputation and overall quality of its services, it is important that Visa monitor each Member's program to ensure that no one Member improperly impacts others with excessive chargebacks or other inadequate systems and controls.

### Goals and Objectives

In January of this year, the By-Laws of Visa U.S.A. were essentially rewritten to clarify the membership rules and policies of the corporation in the context of the current business environment. Although the number and extent of the changes were significant, the new By-Laws did not fundamentally alter the nature of any Member's relationship with Visa or its relationship with other Members, its processors and agents. Rather, the new rules recognized and accommodated existing needs in the industry. The reclassification of all Members into new membership categories with explicitly defined rights and obligations, generally referred to as Membership Restructuring, was successfully implemented concurrent with the publication of the new By-Laws. Because the primary intent of Membership Restructuring was to formalize existing policies and practices while minimizing the overall Member impact, a number of substantive issues were deliberately deferred. These issues can now be addressed in the context of the new rules.

This proposal attempts to address the following objectives:

- to develop the appropriate structure to provide membership access to all viable and eligible insured depository financial organizations while retaining existing Members;

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- to create a plan to deter the further growth of small Principal- and Associate-type memberships in order to minimize both the corporation's risk from the failure of small Members and the cost to the corporation of maintaining direct ties to small Members; and
- to clarify the role and associated liabilities of associations in their role as Administrative and/or Group Members.

### Key Issues

One issue of immediate concern has to do with how to best provide access to the corporation's products and systems for small institutions that do not support programs of a substantial size. While there are a number of reasons that small institutions in the aggregate are valuable to the overall Visa program, there are also reasons why the direct participation of these institutions as Principal or Associate-type Members should be discouraged.

This document will consider primarily the Associate-type classes and will examine the nature of Associate-type Members including their size and support from Visa.

The number of new applicants in the Principal-type membership categories has not grown significantly in recent years. Due to ongoing merger/acquisition activity on the part of larger institutions, it is expected that the number of Members in the Principal-type categories will remain level. In contrast, the number of Associate-type Members continues to rise rapidly.

Over the past several years, the average size of new applicants for Associate-type membership has declined significantly. At the time the Associate membership class was created, most applicants for that form of membership consisted of institutions planning card programs having between 5,000 and 20,000 cardholders. The average size of new Associate Member programs has steadily declined in recent years to the point that card issuing programs of less than 500 cards are not uncommon. The Associate Member category was not designed to accommodate programs of such a small size.

The Associate membership was originally designed to provide a reduced cost mechanism to facilitate smaller Members in operating cost effective and profitable programs. Because most Associate-type Members utilize a processing system supplied by another Member's program, systems and processing can also be supplied cost effectively. However, there are certain minimum fixed costs required to set up any independent card program, regardless of its size. Despite the surge in the number of new Associates, participation in this category of membership is not generally as profitable for the smaller institutions, due to the disproportionately large share that Visa fees and processor costs make up for small portfolios.

The majority of small banks, savings & loans, and credit unions belong to industry associations. For the most part, smaller financial institutions that

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are insured depositories belong to various bankcard trade groups. Many of these trade organizations are Visa Members today. IBAA, PSCU, CUNA, and the U.S. League of Savings Banks are some of the largest, and each represents or processes for hundreds of financial organizations.

These associations, acting as Administrative Members, already sponsor Members for Associate and Acquiring Associate membership in Visa in many cases, though they are prohibited under current By-Laws from sponsoring Participant-type Members directly. Thus, the only alternative currently available to the associations for their small members is the Associate class. Generally speaking, the goal of the new rules would be to provide a viable business alternative to better serve the needs and enhance the profitability of these smaller Principal- and Associate-type Members.

Many new Members in the Associate classes represent institutions with existing Visa memberships in the Participant Member categories. There are several reasons why Members chose to change from Participant to Associate status:

- Participant Members are prohibited by Visa By-Laws from issuing credit cards directly (i.e., from signing the contracts with cardholders). Members desiring to issue must change to Associate or Principal Member status.
- Associate Member fees are relatively low. Associate Members are subject to a minimum quarterly service fee of \$50, or \$200 per year. This is only twice the \$100 amount charged to Participant-type Members through the annual registration program.
- Some prospective sponsors of Participants do not wish to take on the secondary liability associated with their sponsorship of Participants. A number of sponsors are concerned about their ability to manage and control this risk.
- Visa By-Laws prevent association-type Members from sponsoring Participants directly. This rule was originally established because these organizations generally had no capital or reserves and because they could not provide financial information in a format consistent with that used by depository institutions.
- Other than some minor incidental fees, there are no benefits to either the sponsor or the participant for either member to retain this form of relationship as opposed to a sponsor/Associate relationship.



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Proposal

It is anticipated that the enclosed proposal will contribute to improving the service levels and profitability of small Member programs. At the same time this will reduce the cost to Visa and the membership at large for maintaining direct ongoing relationships between these Members and Visa.

To meet these objectives, it is proposed that Visa establish a new category of Principal-type membership entitled a "Group Member."

Group Member Attributes

Any organization interested in the Group Member category would be subject to two basic requirements:

- Admissions criteria for Members in this category will be more stringent than those currently applied to Principal or Administrative Members. The proposed Group Member is intended for bankcard organizations operating in a multi-institutional framework; it is not intended for organizations interested in aggregating their volume primarily to minimize quarterly service fees.
- Participant-type Members sponsored by a Group Member would be subject to the same eligibility criteria as currently exist. However, some limitations on the size of individual (Participant-type Member) programs would be established.
- Group Members will be subject to risk controls appropriate to this category of membership. Group Members may also be required to institute a minimum risk assessment program to evaluate the activities of their Participants.

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FDR*

A Group Member would be permitted to sponsor Members in any category of Participant-type membership. Credit Participant Members sponsored by Group Members would be allowed, for the first time, to issue credit cards directly (i.e., contract directly with cardholders), subject to the approval of their sponsor.

- Only those Credit Participant Members sponsored by Group Members would obtain the right to issue directly. To do otherwise might be disruptive to existing traditional Participant programs. Allowing Credit Participants not sponsored by Group Members to issue cards could only increase the overall exposure of the Visa system to additional unwarranted risk. Except in the context of the Group Member, there is no business reason to allow Participant-type Members to issue cards.

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- Limits on the size of Participant programs would ensure that the new membership structure is not used as a way for large organizations to avoid the payment of service fees. In particular, it is not intended as a vehicle for large new Members to avoid higher non-Charter service fees and/or the surcharge on service fees for new Members. A limitation on the size of either the institution or the program would further ensure that the goals of the Group Member proposal (i.e., providing access to small institutions) are met.

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This proposal would also have some key benefits to the new Participant-type Members. The major benefits currently under consideration include: a) exemption from minimum quarterly service fees (on a per Member basis); b) avoidance of the surcharge on the service fees of new Members; c) the lower initial joining fees associated with Participant-type membership; d) avoidance of BIN licensing fees; e) easier and simplified membership acceptance criteria; and, f) the benefits of the sliding scale on service fees.

Because of the many changes which may be required for both Visa and the associations to effectively implement these new requirements (including the systems changes related to BIN sharing), a suitable timetable of approximately two years may be necessary to fully implement this proposal. This is especially critical since the majority of associations may be precluded by their charters from participating in Visa in this way and may require charter amendments. In addition, the application of the associated risk monitoring requirements, many of which have yet to be determined, will require some time to implement both at Visa and at the respective associations.

Membership Qualification Standards

In order to encourage small Principal- and Associate-type Members to migrate to Participant Member status and to reduce the demand for Participant Member upgrades, the following measures are suggested:

- After the Group Member structure has been fully implemented, raise the \$50 minimum quarterly service fee for Associate-type Members to between \$250 and \$500 for all credit card issuing and/or acquiring programs. While this would discourage new entrants and encourage existing Associate-type Members to change status, a fee-based incentive program would be less disruptive to the membership at large than any mandate.
- Once the principles underlying this proposal have been approved by the Board, an advance announcement of the new minimum quarterly service fees would be made.

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- Apply stricter risk standards to Associate-type Members in proportion to the greater risk Visa assumes to maintain them. Some minimum capital level and/or risk rating may be appropriate coincident with or subsequent to the establishment of a Group Member category.
- Some minimum program size parameter may be appropriate for institutions that have been Members for three or more years.

*Who would sponsor them*

In order to accommodate the corporation's objective to minimize reporting requirements and the related documentation required from Visa Members with small or medium sized programs, it may also be appropriate to encourage the Principal-type Members which fall in this category to change to Associate-type status. Accordingly, it is proposed that the minimum quarterly service fee for Principal-type Members also be increased, for example, from \$500 to \$1000 (representing a sales volume of approximately \$1.5 million per quarter). The fee change should have a minimal impact. Any affected Principal-type Member could change to Associate Member status and avoid the fee. The Member could actually benefit from this change because it would then be subject to less stringent Operating Certificate reporting requirements, it would be relieved from the obligation of doing income and expense reporting, and might also be exempted from the requirements of confirmed fraud reporting.

If the maximum size permitted for a Participant-type Member is set at a level greater than the \$3.5 million per quarter that currently exists for Associate-type Members, it may be appropriate to raise the size limits on Associate Member programs to \$5.0 million per quarter, as well. Though any increase in the program size limitation could potentially raise the absolute number of Associate-type Members, forcing these institutions to change to Principal-type membership would neither benefit Visa nor the associations. An increase in the maximum permitted size of Associate-type programs would be consistent with the desire of the corporation to minimize the amount of direct contact required on an ongoing basis between Visa and institutions of a medium or small size. If these proposals are implemented, Visa's costs for administering these small programs would be reduced.

Advantages of Group Membership

In order to encourage qualified associations to join as Group Members, several incentives are proposed:

- Group Members could be made eligible for the sliding scale with respect to the volume of all the Participant-type Members they sponsor.
- Any organization sponsored by a Group Member may be subject to a waiver on the Quarterly Service Fee Surcharge.

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- The Group Member might obtain voting rights in its home region for the aggregate volume of all of its Participant-type Members.
- Since Visa would generally correspond directly only with the Group Member, the Group Member could better control correspondence between its membership and Visa.
- The Group Member would be required to file only one Operating Certificate, in contrast to the multiple Certificates each Administrative Member usually prepares today.
- A final benefit that would meet an ongoing request of the Associations would be that service quality, operational performance/measurement, fees and fines could be aggregated at the association rather than the individual Member level. This would allow the association, rather than the small Issuer or Acquirer, to be subject to performance monitoring and would allow the association to manage and control its program more definitively.

### Why Establish a New Membership Category?

Establishing a new category of Group Member would be preferable to modifying the Administrative Member sponsorship rules for three basic reasons:

- No organization would automatically qualify as a Group Member; thus, the corporation could carefully evaluate the proposed plans and objectives of any non-traditional financial organization with an interest in sponsoring Participant-type Members.
- The creation of a separate membership category would allow the principles underlying the Administrative membership category to remain unaffected. Administrative Members could continue to process, provide administrative and support activities and facilitate Members' admission into the Visa system without having to assume the liabilities that they are not willing or able to assume.
- This would provide a framework for every Member to clearly understand the extent of its obligations and liabilities.

### Summary & Next Steps

Under the newly proposed structure, two categories of Principal-type membership would exist to support the needs of Members that belong to the

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various associations, Administrative and Group. The Administrative Member category, open to most associations, would allow financially sound, medium sized institutions to operate independent card programs with the administrative and processing support of an association. The Administrative Member would not be required to take on any financial responsibility with respect to the activities of the Members it sponsors.

The following summarizes the major aspects of the proposal with respect to the new "Group Member" category:

- Financially capable associations willing and able to sponsor Participant-type Members would be admitted into this category of Principal-type membership.
- Group Members would be authorized to sponsor Members in any of the three Participant membership categories (Credit, Debit, Cash).
- Credit Participant Members sponsored by Group Members would be authorized to issue credit cards directly, subject to the approval of the Group Member.
- Voting and/or service fee incentives would be provided in order to encourage the association-type organizations to join as Group Members.
- The minimum quarterly service fees for Principal-type Members would be increased to encourage their participation as Associate-type Members or as Participants within a Group Member structure. Similarly, the fees on Associate-type Members would also be increased to encourage their participation within the same structure.

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Small Members would benefit from this structure in that they would pay reduced initial fees, may avoid the BIN licensing fees, and would be subject to reduced reporting and administrative requirements.

This proposal is being reviewed with both the Risk Control and Card Operations Advisors. Depending on the comments from these two groups, a detailed financial analysis of the implications of this proposal will be undertaken. If the concept proves viable, the associated principles will be presented for consideration at the June meeting of the Board of Directors. In the interim, Member meetings and follow-up will continue. Assuming Board concurrence, a detailed implementation plan, including prospective By-Laws and Operating Regulations, will be reviewed with the Advisors in August. Updated By-Laws and Operating Regulations could be presented to the Board of Directors in October. These would take general effect in January and could be implemented by the various Member associations on some timetable after that.

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Because Risk Management would need time to formulate guidelines relevant to the new Group Member category, some additional Advisor and/or Board reviews may be required before the actual implementation of this concept.

A summary presentation on this topic is planned to solicit Advisors' direction and comments on the issues outlined above.

Ronald J. Schmidt

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Fran Schall

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Unique Member Identification

Background

Bank Identification Numbers (BINs) are the key numeric identifiers used to identify financial institutions within Visa and the BASE Systems. The concept that every Member has a BIN and is responsible for all paper that bears its BIN has been an operating principle underlying the licensing of BINs since the inception of the Visa Payment System. Visa rules and Operating Regulations were written from the perspective that BINs were unique to Members and that BIN sharing did not exist. While this premise was valid in the 1970s, the situation began to change in the 1980s with the rapid increase in the number of new Visa Members and the growth of nonmember processors.

Originally the concept of unique BINs also extended to the processing and use of BINs within the BASE processing systems. With the advent of duality and the admission of the original MasterCard associations into Visa membership, certain processing conventions used by these organizations began to be reflected in VisaNet processing. Gradually, both the BASE I (Authorization) and the BASE II (clearing and settlement) Systems were modified to accommodate the need to separately route and report on transactions for Members with imbedded BINs (i.e., account ranges unique to distinct Members within a BIN).

Because the changes to BASE were driven primarily by processing considerations, these two systems did not evolve identically. Even today, BASE II is capable of routing only at the 9-digit account range level, while BASE I is capable of separate routing at the 10-digit level. Other systems, such as the Risk Identification Service, did not formally take BIN sharing into account.

The premise of unique BINs was retained into early 1990, at which time the Member Registration program clearly indicated that BIN sharing was prevalent throughout the business. Nevertheless, the recognition of BIN sharing did not result in any concrete action. As one example, the Interchange Data Forms (IDF) directory, Visa's official public record of BINs assigned to Members, still does not identify which BINs are associated with which Members in BIN sharing situations.

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Over the past two years, a number of proposals have been implemented to deal with issues related to the administration and liability associated with BINs. The BIN Licensing Program was initiated in 1991 to establish a formal mechanism for informing Members of the BINs and account ranges for which they are responsible, the products and programs which each BIN is intended to support, what institutions are using these BINs and whether any given BIN has identifiable VisaNet activity. Effective January 1993, in the context of the Membership Restructuring, the indemnification section of the By-Laws was modified to formally incorporate rules on BIN usage.

With the information obtained from the BIN Licensing program, Visa has become better able to identify the extent to which BIN sharing has occurred and where such activity is most prevalent. This information has formed a starting point for detailed discussions with Members concerning their account numbering schemes and their purposes and goals with respect to BIN sharing. For the purpose of this document, the term BIN Sharing is defined to mean the use of one BIN by more than one financial institution in a Principal-or Associate-type class of membership. Because Participant-type Members are not permitted under Visa Operating Regulations to have separate BINs, the use of one BIN by multiple Participant-type Members is not considered BIN sharing in this context.

In order to minimize the impact of changes on the membership resulting from the recently implemented Membership Restructuring, no action has been taken to date with respect to BIN sharing. On the basis of the information currently available, this document is intended to outline a conceptual framework for restructuring BIN rules in order to meet three distinct business objectives:

- to recognize the prevalence and value of BIN sharing to a significant subset of the membership in terms of providing a cost effective means for Members to issue, acquire, and access VisaNet;
- to address the need of Members and the corporation to be able to uniquely identify Members within the VisaNet processing systems for risk monitoring, service quality, certificate reporting, and settlement purposes; and,
- to minimize the need for Members to reissue cards as they either change membership status within Visa (e.g., from Participant to Principal) or when they change from one processor to another.

### Associations and BIN Sharing

In excess of 4,000 Principal- and Associate-type Members are currently engaged in some form of BIN sharing. This represents approximately two-thirds of the number of Members in these respective categories.



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The majority of BIN sharing is associated with Members that belong to the various member associations, such as IBAA, CUNA, PSCU, etc. Approximately 70% of institutions engaging in BIN sharing are members of these types of associations. Most of the other cases of BIN sharing relate to situations where Members are sponsored by Member processors. The majority are smaller Members that routinely share BINs licensed to other institutions in order to both achieve certain economies of scale and to avoid high processing charges. In most cases, institutions that engage in BIN sharing do so under a BIN licensed to an organization that also provides Operating Certificate reporting and other administrative and support services to these Members.

A smaller number of cases, representing less than 10% of BIN sharing, is the result of portfolio sales, partial program acquisitions, Member restructurings, and situations where holding companies have multiple affiliates due to state unit banking laws. These types of BIN sharing generally affect the larger Members that regularly engage in these types of activities. While there are cases in which Members acquire partial BINs (i.e., specific account ranges) and choose not to reissue (primarily for portfolio performance tracking reasons), in most cases Members that acquire portfolios will automatically transfer the affected accounts to a new BIN upon card expiration. These issues will not be considered within the scope of this document but are discussed in the Executive Summary entitled "Portfolio Sales - Card Reissuance Requirements."

Under current Visa Operating Regulations, the Member to which a BIN is licensed (BIN licensee) is responsible for all the transactions processed under that BIN. In addition, all Principal-or Associate-type users of that BIN are jointly responsible for any financial liabilities that may arise in connection with any other users of the same BIN. Since Participant-type Members are not authorized to obtain BINs directly, they are exempt from this joint and several liability. These rules regarding the liability of Members with respect to their use of BINs are not new, but have existed for many years. First developed in connection with the establishment of the BASE II (clearing and settlement) System, the original formulation of the rule stated:

"Each Member is responsible for any amount due as appropriate under these Operating Regulations, for all Paper which bears its BIN and which resulted from a Merchant or another Member honoring a valid, properly presented Card."

Until the recent Membership Restructuring, many Members may have been unaware of liabilities for which they were responsible. Due to the fact that the associations form the largest BIN sharers, members of associations effectively have the greatest potential liability under Visa rules. This is somewhat ironic, however, in that, the majority of association members are not Participants (for which the assumption of liability would be expected) but Associate-type Members (for which the sponsor is generally not required to accept liability).

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With the creation of the Administrative Member category, associations have been provided with a formal option for sponsoring Associate-type Members without liability. However, the liability associated with BIN sharing clouds the otherwise administrative and operational function of the associations and causes the associations to take on liability similar to that taken on by sponsors of Participants. Furthermore, the Members of these associations, as Associates, also take on a greater liability as members in the associations than they would either as Participants (for whom only the sponsor is liable) or Principal-type Members.

While there were valid business reasons for retaining the joint and several liability associated with BIN sharing in the period prior to BIN licensing, the need for this liability is much reduced today. As stated earlier, there are a number of legitimate reasons why BIN sharing should be allowed or even encouraged. Primary among these is the fact that BIN sharing provides a cost effective mechanism for small Issuers to participate with credit and debit card programs. It is in the interest of the corporation to encourage small Issuers to remain with the associations, since the administrative and monitoring costs of tracking and facilitating the smaller programs is significant.

### Unique Identification of Members

As a result of BIN sharing, it is generally difficult to identify all the financially responsible Members associated with any given transaction in the VisaNet systems. There are several reasons why the unique identification of financially responsible parties is important. In order to provide a secure system for the benefit of the membership at large, it is critical that the activities of any one Member not unfairly impact the other Members. Thus, it is important that the transactions of any given Member are separable from those of other Members. At the same time, it is important that each Member's transactions can be aggregated across processors and BINs to support service quality and risk monitoring.

In the event of a Member failure, it is critical that Visa be able to restrict or curtail any given Member's activity without impacting other Members; under the current BIN sharing environment this could be difficult if not impossible. The ability to differentiate transactions by financial institution is also essential in order to validate a Member's reporting of sales on their Quarterly Operating Certificates.

The problem is not BIN sharing per se, but the implication of BIN sharing on Visa's ability to monitor and evaluate the activities of any given Member. The solution to this problem need not require the elimination of BIN sharing, but rather the establishment of guidelines and standards which would facilitate the unique identification of all Principal-and Associate-type Members.

Though the corporation has generally ignored the existence of BIN sharing from a business perspective, it is clear that Visa systems and processors already provide a means to accommodate it. As noted earlier, both of the

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major BASE Systems have the ability to identify Members beyond the BIN (six-digit) level with respect to issuing transactions. Both BASE I and BASE II are currently able to route transactions identified through the ninth digit to more than one BIN. It is also possible to delete specific account ranges identified through the first nine digits without deleting an entire BIN. Despite this, although the routing of BASE II transactions may occur beyond the six-digit BIN level, BASE II is able to actually identify Members and settle only at the level of a six-digit identifier, either at an "alias" (Member) or CIB (processor) level.

On the acquiring side, a six-digit acquirer BIN and an eight-digit Business ID are supported. Because there are no edits on the Business ID field, the integrity of this data is questionable at this time. Furthermore, in the common situation where the BIN represents a Member association and the Business ID represents a Participant-type Member, BASE II provides no mechanism to identify the sponsoring Principal Member.

All of the major organizations engaged in BIN sharing have schemes for identifying Members beyond the BIN level. On the issuing side, most identify their Members utilizing the 7th, 8th, and 9th digits of the account number. There is a small number of institutions that identify sharers through the tenth digit for part of their portfolio. A few Members cannot be identified on an account range basis at all, since their processor randomly assigns account numbers across institutions. On the acquiring side, no such convention exists. Most processors seem to utilize the microfilm reference number to identify the source batch of transactions that originated from a given Member. Several Members and processors utilize a nine-digit Member identifier within their own systems but truncate the low order (i.e., unique) digits prior to transmitting the transaction to Visa.

### Membership Status Changes and Processor Conversions

There are a number of business reasons why Members elect to change processors or change from one category of Visa membership to another. While it is beyond the scope of this document to outline the reasons for these changes, it is clearly within the scope of the BIN sharing issue to discuss the implications of these activities.

Many Participants are required by their sponsors to reissue cards if they elect to change to Principal or Associate Member status.

Because each processor has a different processing system, card reissuance is often required any time a Member moves from one processor to another. Processors are also unwilling to process a BIN that is also processed by another processor due to liability considerations. Needless to say, this is a source of increased cost and may be a source of unnecessary cardholder dissatisfaction.

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**Proposed BIN Sharing Principles**

In order to support the three key objectives for the proper identification of Members, as described above, it is recommended that Visa permit BIN sharing under the following conditions:

- Each BIN licensee establish a scheme for identifying all BIN sharers within the first nine or ten digits of the account number for issuing purposes. A four year implementation time frame should be considered for this requirement.
  - All Visa Card Issuers would be required to be identifiable within the first nine or ten digits, regardless of Visa membership status. Of the various Participant-type Members, only Debit Participant Members may issue cards directly; thus, they would form the only class of affected Participant-type Members.
- All multi-bank processors involved in BIN sharing should enhance or modify both their internal systems and their VisaNet interfaces to accommodate the unique identification of Visa Members at the 9th or 10th digit level.
  - This would have a side benefit of both facilitating and simplifying the requirements for processors to identify any "unauthorized use of VisaNet" for which they are responsible in the context of Visa Operating Regulations.
- The true Member Acquirer must be identified in the Acquirer BIN field of any transaction processed through the authorization, debit and clearing and settlement systems. Under no circumstances would the BIN of a processor be permitted except where that processor is also a Member that signs merchants and reports such acquiring activity on its Quarterly Operating Certificate. This requirement should become effective within a two-year time frame.
- Within some reasonable period of time, the clearing and settlement system would be modified to edit the Business ID field of the BASE II transaction. Member/processor use of the Business ID has been required by the Operating Regulations for almost three years.
- All Principal-type Members that sponsor Participants for acquiring should be required to obtain unique BINs for

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that purpose. In the absence of this requirement, there would be no way to uniquely identify the sponsors of Participants involved in BIN sharing.

- This requirement would not impact any existing Members that already have BINs unique to their institutions. Unlike Members in BIN sharing situations, Members with unique BINs could sponsor Participants under the BIN(s) they currently utilize.
- A two-year implementation time frame would also probably apply to this requirement.
- After April 1994, Visa would establish and enforce edits regarding the use of Business IDs on all acquiring transactions originated in the clearing and settlement system.
- All VisaNet systems should be modified in such a manner as to require that Members can consistently be identified at the 9th or 10th digit level. In particular, BASE II should be made capable of blocking or rerouting transactions for any given Member on this basis.
- Some maximum program size parameter should be established for Members engaged in BIN sharing. Beyond a certain volume threshold, Members should be required to obtain unique BINs.
- In the event that a BIN licensee opts to disallow the use of a BIN on the part of any Member, a 120-day time frame should be established wherein the BIN sharing Member will be required to discontinue the use of that BIN. The BIN licensee's liability in connection with the use of its BIN would automatically terminate in the same time frame.
- Because this is shorter than the maximum chargeback time frames, certain additional research may be required to specifically address the chargeback/representation issue.

At this point, it has not yet been determined whether a nine or a ten-digit standard would be the most appropriate BIN sharing scenario. Requiring that all Members be uniquely identifiable within the first nine digits would involve less systems changes at Visa and a reduced ongoing maintenance effort. On the other hand, the number of Members that could be required to reissue cards would be greater than would be the case under a ten-digit BIN sharing scenario.

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**Summary**

Due to the prevalence of BIN sharing throughout the industry, it would no longer be practical or reasonable to mandate a return to the requirement that each Member obtain a unique BIN. Properly managed, BIN sharing can provide a cost effective mechanism for small institutions to participate as direct Issuers and Acquirers within the context of the Visa program. In conjunction with the BIN Licensing program, the proposed rules will provide Visa with a mechanism to properly administer BIN sharing to meet the objectives of the membership and the corporation.

The following summarizes the major aspects of the proposal:

- All Visa Card issuing institutions, regardless of membership status, must be identified with the first nine or ten digits of each card number. This requirement would be implemented within a four-year period.
- Over a two-year period, the BIN of the actual Member Acquirer would be required in the transaction message for all authorization, debit, and clearing and settlement card transactions.
- Within two years, all Members that sponsor Participants for acquiring would be required to utilize a BIN uniquely assigned to their institution.
- In approximately one year, edits would be established within VisaNet to validate the accuracy of Business IDs.

A presentation on this topic will be made and the Advisors will be asked to provide comments.

Ronald J. Schmidt

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Interchange Data Forms Document Restructuring**

**Background**

Since the late 1970s, the Visa membership has increased dramatically. With this growth, the Interchange Data Forms (IDF) publication has increased tenfold in size. The first issue of the Interchange Data Forms Book, published in September of 1978, contained 160 pages. Today the IDF has expanded to more than 1600 pages. This growth has been compounded by Operating Regulation requirements mandating that each Member obtain a separate BIN (Bank/BASE Identification Number) for each program or product.

In its current format, all Member contacts identified within the IDF are listed on an individual BIN basis. This requires that Members with multiple BINs have multiple listings containing redundant information. This redundancy is the major factor contributing to the current size of the publication. In its existing format, the IDF can no longer be produced in one volume. At the same time, printing and distribution costs continue to rise.

While it is recognized that the IDF is used for multiple purposes, the primary reason for this publication is to support the ongoing communications needs of Members in their backroom operations. The IDF is not intended and has not been designed to serve as a Member directory. While it is recognized that there are legitimate reasons for such a directory, this business need should be accommodated in another manner. Similarly, the IDF is not intended to provide a listing of Members and processors performing or desiring to perform various bankcard services. In the U.S., this latter objective is accommodated through the use of the Agent Bank Referral Directory.

**Summary of Program Objectives**

The bankcard business has evolved considerably since the IDF was originally created. Much of the information which was appropriate for this publication in the mid-seventies has since become obsolete. At the same time, key information required to support the different methods of operation now used by Members and processors is not readily identifiable in the detailed listings. In order to accommodate the current business needs, the major objectives of the IDF restructuring are defined below:

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- Re-categorize the Member contact information to better reflect the functions performed, and contacts required, by Members and processors;
- Distinguish services provided by third parties from those provided by the Members themselves;
- Identify all parties utilizing any given BIN by providing contact information for any Member that "shares" the BIN of another organization;
- Reduce the size and cost of the publication;
- Improve the timeliness and accuracy of the IDF information by reducing the amount of time required to publish and distribute the book after the data updates have been completed and distributed to vendor; and,
- Improve the usefulness and Member acceptance of the IDF tape format.

### Member Detailed Listings (BIN Strips)

In order to improve the usefulness of this publication, Visa staff has undertaken a survey of the worldwide Membership. Of the 1500 Members that were contacted, over 600 written responses have been received. Based on the results of the questionnaire, it has become possible to determine what information in the current publication is being used and what enhancements Members feel would be most appropriate to improve its value as a communication tool. The prototype listed in Section II was designed in such a manner as to eliminate those elements which subscribers seldom use and to replace those contacts with the functional information requested by the respondents.

Twenty years ago, most backroom functions were performed by the Members themselves; this is no longer true today. Most backroom operations functions are currently performed by third parties, not directly by Members. In order to reflect this new reality, all service providers are specifically identified wherever they perform a function on behalf of any Member.

Several key changes are proposed to the individual Member contact listings, commonly known as the BIN strips:

- The first involves delineating specific backroom functions (e.g., merchant chargeback contact, cardholder chargeback contact) which are performed, instead of the organizational titles and positions (e.g., assistant manager) which no longer relate to Member backroom operations.



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- Because of the prevalence of third party service providers, it is important to identify the organization that actually provides the backroom support for each function. This will minimize the potential confusion caused when the Member name appears at the top of each BIN strip, but where the contact name and address associated with a given function belongs to another institution.
- It has been determined that the value of having individual person names is grossly disproportionate to both the work required to maintain them and the inherent inaccuracies associated with maintaining this information. As a result, the names of the individuals employed by Members in each function have been eliminated in the new IDF prototype.
- The current format and/or data fields of the IDF should accommodate recent developments in technology. Facsimile numbers should be provided in addition to the telex numbers, since facsimile numbers are more readily used today.
- The addresses of contacts corresponding to the various functions have been added to the detailed listings. At the same time, the Member's address and contact information has been moved from the top to the bottom of the listing. These two changes are intended to minimize the misrouting of mail in those cases where key functions are provided not at a Member location, but by a third party service provider. To further discourage contacting the Member center manager, other options would be to move the center manager contact information either to a separate listing at the back of the book or to a separate publication entirely.

Because the current format of the IDF is largely obsolete, much of the important information which it contains appears only in the "comments" section. Through this restructuring, an effort has been made to provide Members with standardized fields and formats to accommodate the data which was previously listed in the comments section.

Over the last twenty years, the issuing and acquiring businesses have evolved into essentially two separate businesses. Many Members have chosen to specialize in one or the other and, even among those Members that engage in both activities, the corresponding staff and functions are often segregated into separate business units. In order to recognize and reflect this change, all key functions listed in the IDF have been divided into distinct issuing and acquiring sections.

In its present form, a number of relevant functions do not exist to support the ongoing communications between Members. New fields have been added to

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accommodate contacts for arbitration and compliance, good faith/collections, settlement/accounting, security and lost/stolen card reporting. In each case, the relevant addresses and contacts have also been added.

### Member Sequential Listing

Currently, all Members are listed in the IDF in a numeric BIN order. In order to eliminate the redundancy and inefficiencies inherent in the sequential BIN listing methodology, some other mechanism for ordering Members within the publication must be established. Visa's migration to the use of the Business ID provides a natural progression for the restructure of the Interchange Data Forms book. Utilizing the Business ID, the corporation has established a mechanism whereby every legally separate corporate entity can be uniquely and singularly identified. Members that have multiple BINs will be able to consolidate their contacts under one listing utilizing one Business ID. All the corresponding BINs for which any Member has the same contacts may thus be included in the same listing.

Members that operate branches outside their home country (foreign licensees) and Group Members may have a need for multiple listings. These organizations, although they have only one Business ID, may require one listing for each country in which they do business. In this case, a Member would have one listing for each country printed in alphabetical order by country. The home country will appear as the first listing and the foreign branches would follow (i.e., Bank of America U.S.A., Hong Kong, Thailand, etc.). Group Members will have the option to appear in the IDF either at the Group Member level or with listings at the level of the individual members of the group.

Because of its BIN-driven orientation, the IDF is currently capable of identifying the name of only one institution per BIN. In most cases, the Member name that appears above the BIN strip represents the financially responsible party (e.g., BIN licensee). This is not always the case, however. In some Group Member situations, the financially responsible party has requested that the name of the institution actually using a BIN be listed instead. Since the BIN strips cannot currently accommodate multiple institutions, certain confusion has been created.

There are currently several thousand cases in which more than one Principal and/or Associate Members share the same BIN. Despite this, there is no way to properly identify these institutions. Because the relationship between the BIN licensee and the BIN user(s) is not maintained in the IDF, many Members have encountered difficulty in servicing cardholder inquiries. The lack of BIN sharing information has also created problems in those instances where cardholders attempt to report lost or stolen cards. Without the card number, a Member or processor that takes a lost/stolen card report or that attempts to provide (or connect a cardholder with) emergency services may be unable to locate the appropriate service providers.

In order to facilitate easier access to Member and processor information, the proposed IDF prototype contains three indexes. The first index lists all Visa

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BINs with the corresponding bank names in numeric BIN order. Every BIN contained in the index will also reference the corresponding Business ID of the institution and the page number where the Member information is found in the body of the IDF.

Because the names of Participant Members frequently appear on the cards, and because cardholders generally identify these organizations as their card issuer, the names of Participant-type Members should ultimately be included in the alphabetical listing. There are a number of cases, primarily with respect to Debit Card programs, where the Participant Members are the actual card issuers. Because these Members do not have BINs, they are not currently identified in the IDF. As a future enhancement, it is anticipated that Participant Members will eventually be included in the alphabetical index.

A second index will provide an alphabetical listing containing the names of all Principal and Associate Members of both Visa U.S.A. and Visa International. As with the first index, the corresponding Business IDs and page references will be provided.

The third index will contain a geographical listing of all Members and processors worldwide, sorted by country. In those cases where state and/or provinces are relevant, the listing could be further subdivided. Under each country/state heading, Members would be listed in alphabetical order.

In addition to the three Member indexes, an alphabetical index of processors will also be provided. This latter index will contain the names and Business ID's of all the clearing and settlement (BASE II), authorization (BASE I) and Debit System processors. Individual contact listings will be provided for all VisaNet endpoint processors within the body of the IDF text.

According to the proposed format for the Business ID/BIN strips, any Member function performed by a processor or other third party service provider would be identified under the strip of the Member. If a given processor were to perform chargeback processing for any given Member, the processor would be identified as the chargeback contact for that Member. Since a processor would not perform such a function on its own behalf, it is unclear of what value these functional contacts might have with respect to the processor itself. Staff recognizes that the contacts for Members may be different from those required of processors, however no specific Member requests for changes to the processor listings have yet been proposed. For the time being, therefore, no prospective changes to the contact listings for the various processors are suggested.

As proposed, the detailed processor listings have been integrated into the main body of the IDF text. One alternative to this would be to maintain the processor listings in a separate section following the detailed Member listings. While this would not maintain the continuity of the numeric sequence of the Business ID, it may be beneficial in that all the processors could be grouped together (as is the case today).

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### Publishing Constraints

Currently, the IDF is subject to two significant publishing constraints. The first, as mentioned earlier, is that the size of the book is now too great to publish in one volume. Understandably, a single volume publication would be easier and more convenient for Members to use. In order to publish the IDF even in the current two volumes, the text is printed in such a small type font and appears on such thin weight paper that very few vendors have the capability of producing this publication. The number of Member BIN strips is more than eight times greater than that of MasterCard. Because Visa is constrained in its choice of vendors, Visa does not have the flexibility to reduce publication costs through competitive bidding.

A second constraint has to do with the amount of data layout and typesetting work required to produce this publication by outside vendors. Because Visa does not have the capability of formatting any of the information, vendors must format all elements of the publication themselves. In general, the current IDF production cycle requires four to six weeks lead time between the transmission of data and the actual production and mailing of the publication. With the restructuring, staff is exploring various options for formatting and typesetting the various sections of the IDF in order to reduce the amount of time that vendors require to produce this publication.

### Changes to the IDF other than the Member Detail Listings (BIN Strips)

The current title of the IDF is, itself, indicative of the obsolescence of this publication. In place of the current "Interchange Data Forms" Publication name, a new title of "*The Visa Interchange Directory*" is proposed.

A number of minor revisions and improvements to the other sections of the publication have also been proposed. These are provided and explained within Section II of the attachments. Most notable of the changes is a proposed Visa Service Directory. The new service directory would list the relevant phone number of all Visa staff that provide specific support services to the membership for major products and programs. This list of contacts has been designed to facilitate a more efficient communication between Members and Visa staff.

In order to accommodate the requirements of multi-currency processing, ISO numeric country codes will be added to the BASE II country code listing.

### Conversion Criteria

In order to initially update the proposed new Member listings, a conversion matrix from the old to the new contacts has been provided in Section III of the attachments. This conversion matrix is intended to provide a basis for constructing new contact update forms which will be sent to Members. On the basis of the updated information received from that mailing, the first edition of the new Visa Interchange Directory is anticipated to be published

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by January 1994. Advisor input is requested as to the appropriateness and accuracy of the proposed conversion criteria.

### Organization of Attachments

Section I of the attachments describes the IDF in its current format. Section II describes in detail the proposed changes to the IDF, including the new formats for the detailed Member listings. Section III describes the methodology which is suggested for converting existing Member information from the current BIN strips to the new Business ID strips. Section IV is intended as a tentative implementation timetable, assuming that the relevant approval of the appropriate Regional offices and Member advisory groups have been obtained.

### Summary

The following items represent key issues related to the restructuring of the IDF publication:

- By sorting Members and processors in Business ID order, the size of the IDF could be significantly reduced. On the other hand, it would no longer be possible to find detailed listings without the use of an index.
- Three specific indexes are proposed for the front of the IDF for Members to access the detailed Member listings. These would be sorted in BIN order, in alpha order by Member legal name, and in a geographical order.
- Based on Member input, the contacts which are proposed for the new IDF have been changed significantly and a number of existing contacts have been deleted. Since this expands the number of contacts, and the size of the individual Member listings, Advisors will be asked to comment on the appropriateness of each contact (to potentially reduce the number).
- As proposed, each detailed listing would be divided into separate acquiring and issuing contacts. Another option would be to split these two business functions into separate strips, thereby eliminating blanks for those Members operating only one business.
- In order to minimize the incorrect routing of correspondence, the center manager contact has been moved to the bottom of each listing. An alternative would be to list the center manager contact separately from the detailed listings in the back of the publication.

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- The conversion criteria, described in detail in Section III, would form the basis for the preliminary new listings. Advisors will be asked to comment on the appropriateness of these criteria.
- The current IDF lists Member authorization parameters. Advisors will be asked to comment about the proposed elimination of this section.
- Under the proposed format, the detailed processor listings will be integrated into the body of the IDF according to Business ID. This is different from the current situation where the BASE II listings are integrated and the BASE I listings follow at the end of the BIN strips. An alternative would be to provide all the processor listings in a separate section following those of the Members (also in Business ID order).

A presentation will be made on this topic. The discussion will focus on soliciting input from the Advisors with respect to the key issues outlined above.

Peter R. Meffert

- 27 -

**Fran Schall**

**0714351**

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<b>Section I</b>	<b>Current Title and Contents</b>
<b>Section II</b>	<b>Proposed Title and Contents</b>
<b>Section III</b>	<b>Data Conversion Matrix</b>
<b>Section IV</b>	<b>Project Time Line</b>

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**SECTION I**

**Current Title & Contents**

**VISA Interchange Data Forms Book  
(abbreviated example)**

1. VISA Worldwide Emergency Services
2. BIN Sequence
3. Geographical Listing
4. BASE I / BASE II Processor Lists
5. Individual BIN Strips
6. Individual Authorizing Processor BIN Strips
7. Card Recovery Bulletin Service Directory
  - A. Card Recovery Bulletin Schedule
  - B. BASE II Country Codes
  - C. County/U.S. State Cross-Reference
8. VISA Corporate Directory



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BIN Index

4000-4099

4100-4199

Visa

4200-4299

Interchange Data Forms  
Card Recovery Bulletin  
Service Directory  
and Corporate Directory

4300-4399

DECEMBER 1991/JANUARY 1992  
No. 87

4400-4499

Members with clearing and authorization changes are responsible for notifying appropriate VISA departments prior to implementation. Refer to the VISA Corporate Directory section for specific contacts.

4500-4599

4600-4699

4700-4799

4800-4899

4900-4999

Card Recovery Bulletin  
Service Directory

Corporate Directory

## Visa Worldwide Emergency Services

You are advised to follow the procedures outlined here to help Visa cardholders and travellers cheque purchasers when an emergency situation arises while travelling. To assist Gold, Premier, Business, Classic, and Electron cardholders, please use the following card determine the correct emergency number to call. To help Visa travellers cheque purchasers, please refer to the information below.

These emergency services are available for all:

- Lost/Stolen Visa Card Reporting
- Lost/Stolen Visa Travellers Cheque Reporting/Refund Assistance

These and other services are available only to certain cardholders from participating issuing banks (call the appropriate number for more information):

- Lost/Stolen Visa Card Replacement
- Emergency Cash
- Emergency Legal Referral Assistance
- Emergency Medical Assistance/Evacuation
- Emergency Messages

### Asia, Australasia, & the Far East

Country in which the card was issued	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Japan	Reverse charges: (65) 345-3334 (Singapore)	Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Australia	<u>In Australia:</u> (008) 777-573 <u>In other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	<u>In Australia:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
New Zealand	<u>In New Zealand:</u> (0800) 448-888 <u>In other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	<u>In New Zealand:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Hong Kong	<u>In Hong Kong:</u> Call bank that issued card <u>In other countries:</u> Reverse charges: (882) 810-8226 (Hong Kong)	<u>In Hong Kong:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Singapore	<u>In Singapore:</u> Call bank that issued card <u>In other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	<u>In Singapore:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
All other Asia, Australasia and far Eastern countries	<u>In Australia:</u> (008) 777-573 <u>In New Zealand:</u> (0800) 448-888 <u>In Hong Kong:</u> (882) 810-8226 (Hong Kong) <u>In all other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Europe, Middle East, Africa	Reverse charges: (44-71) 938-1031 (UK) or (65) 345-1010 (Singapore) or (1-415) 574-7700 (USA)	Reverse charges: (44-71) 938-1031 (UK) or (65) 345-1010 (Singapore) or (1-415) 574-7700 (USA)
USA, Canada, Latin America	<u>USA Cardholders</u> Reverse charges: (1-214) 644-8472 (USA) <u>All others</u> Reverse charges: (1-214) 644-8472 (USA)	Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)

To report lost or stolen Visa travellers cheques: Reverse charges (1-415) 574-7111 (USA).  
(Additional telephone numbers available on the travellers cheque purchase receipt form.)

Please note: It may not be possible to reverse charges from all locations.

## Visa Worldwide Emergency Services

Country in which the card was issued	Latin America	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Latin America, USA, Canada	Call collect: (214) 644-8472 (USA) USA Cardholders Call collect: (214) 669-8888 (USA)	Call bank that issued card or Call collect: (415) 574-7700 (USA)
Europe, Middle East, Africa	Call collect: (44-71) 938-1031 (UK) or (214) 644-8472 (USA)	Call collect: (415) 574-7700 (USA)
Japan	Call collect: (65) 345-3834 (Singapore)	Call collect: (415) 574-7700 (USA)
All other Asian, Australasian and Far Eastern countries	Call collect: (65) 345-1010 (Singapore)	Call collect: (415) 574-7700 (USA)

Country in which the card was issued	Canada	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Canada	Call financial institution that issued card	Call financial institution that issued card
USA, Latin America	(1-800) VISA-911 (USA)	Call financial institution that issued card or call collect: (0-415) 574-7700 (USA)
Europe, Middle East, Africa	Call collect: (44-71) 938-1031 (UK)	Call collect: (0-415) 574-7700 (USA)
Japan	(1-800) 548-4165 or Call collect: (65) 345-3834 (Singapore)	Call collect: (415) 574-7700 (USA)
All other Asian, Australasian and Far Eastern countries	(1-800) 548-4166 or Call collect: (65) 345-1010 (Singapore)	Call collect: (415) 574-7700 (USA)

Country in which the card was issued	USA	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Canada	(1-800) VISA-911 (USA)	Call bank that issued card
USA, Latin America	(1-800) VISA-911 (USA)	Call bank that issued card or (1-800) 336-3386 (USA)
Europe, Middle East, Africa	Call collect: (44-71) 938-1031 (UK) or (1-800) VISA-911 (USA)	Call collect: (44-71) 938-1031 (UK) or (1-800) 336-3386 (USA)
Asia, Australasia, the Far East	(1-800) VISA-911 (USA)	(1-800) 336-3386 (USA)

Country in which the card was issued	Europe, Middle East, and Africa	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Europe, Middle East, Africa	Reverse charges: (44-71) 938-1031 (UK) (in the UK reverse charges (071) 938-1031)	Reverse charges: (44-71) 938-1031 (UK) (in the UK reverse charges (071) 938-1031)
USA	Reverse charges: (1-214) 669-8888 (USA)	Call bank that issued card or reverse charges: (1-415) 574-7700 (USA)
Canada, Latin America	Reverse charges: (1-214) 644-8472 (USA) or (44-71) 938-1031 or in the UK reverse charges: (071) 938-1031	Call bank that issued card or reverse charges: (1-415) 574-7700 (USA) or (44-71) 938-1031 or in the UK reverse charges: (071) 938-1031
Japan	Reverse charges: (65) 345-3834 (Singapore)	Reverse charges: (44-71) 938-1031 or in the UK reverse charges: (071) 938-1031
All other Asian, Australasian and Far Eastern countries	Reverse charges: (65) 345-1010 (Singapore) (in the UK reverse charges (0-800) 895-7961)	Reverse charges: (44-71) 938-1031 (in the UK reverse charges (071) 938-1031)

**To report lost or stolen Visa travellers cheques:**

In Canada: Call (1-800) 227-6811 or call collect (0-415) 574-7111 (USA)

In LAURAGUAY: (except Puerto Rico and USVI) call collect (415) 574-7111 (USA).

In Puerto Rico: Call (137-800) 227-6811

In the UK: Reverse charges (071) 937-8091

In USA: Call (1-800) 227-6811

In USVI: Call (1-800) 227-6811

In all other European, Middle Eastern, and African countries reverse charges (44-71) 937-8091 (UK)

Additional telephone numbers available on the travellers cheque purchase receipt (form.)

Please note: It may not be possible to reverse charges from all locations.



BIN Sequence

423377	Bank One, Youngstown, NA, Youngstown, Ohio	423757	Horseshoe Credit Union, Wheaton, Illinois
423378	Bank One, Cleveland, NA, Peninsula, Ohio	423758	Winthrop County Schools Credit Union, Wheaton, Illinois
423379	Bank One, Columbus, NA, Youngstown, Ohio	423759	Aurora Charter Credit Union, Oak Brook, Illinois
423380	Bank One, Akron, NA, Akron, Ohio	423760	Howe Bakery Credit Union, Southboro, Massachusetts
423382	Bank One, Milton, NA, Milton, Ohio	423761	New Hampshire Community Federal Credit Union, Southboro, Massachusetts
423384	Bank One, Akron, NA, Akron, Ohio	423762	Manchester Municipal Employees Credit Union, Manchester, New Hampshire
423385	Bank One, Athens, NA, Athens, Ohio	423763	Sackett Valley Federal Credit Union, Southboro, Massachusetts
423386	Bank One, Sidney, NA, Sidney, Ohio	423764	Somerset GE Employees Credit Union, Southboro, Massachusetts
423387	Bank One, Lafayette, NA, Lafayette, Indiana	423765	Contemporary Employees Federal Credit Union, Southboro, Massachusetts
423388	Bank One, Fremont, NA, Fremont, Ohio	423767	Highland Federal Credit Union, Southboro, Massachusetts
423389	Bank One, Ashland, NA, Ashland, Ohio	423768	St. Anthony of New Bedford Federal, Southboro, Massachusetts
423390	Bank One, Milford, NA, Milford, Ohio	423769	Herkata Community Federal Credit Union, Lunenburg, Massachusetts
423391	Bank One, Wooster, NA, Wooster, Ohio	423770	Blue Hill Federal Credit Union, Southboro, Massachusetts
423392	Bank One, Portsmouth, NA, Portsmouth, Ohio	423771	Rockledge Federal Credit Union, Rockledge, Massachusetts
423393	Bank One, Wadsworth, NA, Wadsworth, Ohio	423772	Marion R. Lane Federal Credit Union, Albany, New York
423394	Bank One, Dover, NA, Dover, Ohio	423773	Harco Federal Credit Union, Albany, New York
423395	Bank One, Middletown, NA, Middletown, Ohio	423774	Buffalo Metropolitan Federal Credit Union, Albany, New York
423396	Bank One, Cambridge, NA, Cambridge, Ohio	423775	4th Supervisory School District Federal, Albany, New York
423397	Bank One, Coshocton, NA, Coshocton, Ohio	423776	Dean Desser Clark Federal Credit Union, Albany, New York
423398	Bank One, Mansfield, NA, Mansfield, Ohio	423777	Ameco Federal Credit Union, Albany, New York
423399	Bank One, Columbus, NA, Columbus, Ohio	423778	1st General Employees Federal Credit Union, Albany, New York
423800	Glens Falls National Bank & Trust Co., Glens Falls, New York	423779	ACMG Federal Credit Union, Albany, New York
423801	Glens Falls National Bank & Trust Co., Glens Falls, New York	423780	1st Ramington Arms Employees Federal, Albany, New York
423802	Glens Falls National Bank & Trust Co., Glens Falls, New York	423781	Power-Tech Federal Credit Union, Vancouver, Washington
423804-423805	First National Bank of Scotia, Scotia, New York	423782	Role City of Oregon Federal Credit Union, Beaverton, Oregon
423806	Glens Falls Bank & Trust Co., Glens Falls, New York	423783	Western Cascade Federal Credit Union, Beaverton, Oregon
423808-423809	Schenectady Federal Savings & Loan, Schenectady, New York	423784	Metro-Medical Federal Credit Union, Beaverton, Oregon
423701	Lincoln Credit Union, Danville, Illinois	423785	Oregon Employees Federal Credit Union, Beaverton, Oregon
423702	Argonne Credit Union, Argonne, Illinois	423786	KaPom Northwest Federal Credit Union, Beaverton, Oregon
423703	Corporate America Federal Credit Union, Elmhurst, Illinois	423787	Continental Freightways Employees Federal, Portland, Oregon
423704	Rock Valley Federal Credit Union, Wheaton, Illinois	423788	Sidney Federal Credit Union, Sidney, New York
423705	Oil Employees Credit Union, Oak Brook, Illinois	423789	Trans Air Credit Union, St. Louis, Missouri
423706	AT&T Telephony Federal Credit Union, Skokie, Illinois	423790	Litchfield Federal Credit Union, Haverhill, Pennsylvania
423707	United Industries Credit Union, Wheaton, Illinois	423791	Selkirk Federal Credit Union, Stratford, Connecticut
423708	579 Credit Union, Wheaton, Illinois	423792	Seven Seasons Credit Union, Warren, Ohio
423709	Aurora Employee Credit Union, Wheaton, Illinois	423793	Credit Union 1, Rialto, Illinois
423710	Metro Federal Credit Union, Wheaton, Illinois	423794	MacDill Federal Credit Union, Tampa, Florida
423711	Armed Services Credit Union, Wheaton, Illinois	423795	Wright-Patterson Congressional Federal, Washington, District of Columbia
423712	American Employees Federal Credit Union, Wheaton, Illinois	423796	Michigan State University Federal CU, East Lansing, Michigan
423713	Union Central Credit Union, Wheaton, Illinois	423797	Lenore Tel-Corn Federal Credit Union, Sycamore, New York
423714	McHenry County Schools Federal Credit Union, Wheaton, Illinois	423798	USAir Federal Credit Union, Cortland, Pennsylvania
423715	Tri-County Credit Union, Wheaton, Illinois	423799	BP-AM Federal Credit Union, Harrisburg, Pennsylvania
423716	Lever Brothers (Employees Federal), Indianapolis, Indiana	423800	SOC Credit Union, Madison, Wisconsin
423717	Valparaiso University Federal Credit Union, Valparaiso, Indiana	423801	First Community Credit Union, Bemidji, North Dakota
423718	Zoller Federal Credit Union, Indianapolis, Indiana	423802	JCC Credit Union, Hls, Florida
423719	Federal Employees Federal Credit Union, Indianapolis, Indiana	423803	MacDill Federal Credit Union, MacDill AFB, Florida
423720	WGE Gear Federal Credit Union Credit Union, Indianapolis, Indiana	423804	Washtenaw Community Federal Credit Union, Okemos, Michigan
423721	ITT Employees (Fort Wayne Division) Federal, Indianapolis, Indiana	423805	Delta County Credit Union, Escanaba, Michigan
423722	H & W Federal Credit Union, Indianapolis, Indiana	423806	First Community Credit Union, Elkhart, Michigan
423723	Public Service Credit Union, Indianapolis, Indiana	423807	Dairy Community Federal Credit Union, Appleton, Wisconsin
423724	SMN Federal Credit Union, Indianapolis, Indiana	423808	Auto Accessories Credit Union, Inc., Evans, Ohio
423725	Gram-Blackford Community Federal, Gas City, Indiana	423809	Dart Industrial Employees Federal CU, First Michigan
423726	Vigo County Federal Credit Union, Indianapolis, Indiana	423810	Assens-Adams Area Credit Union, Albion, Michigan
423727	Arvin Employees Credit Union, Indianapolis, Indiana	423811	Dale Ore Credit Union, Monroe, Newse
423728	Ogden Government Employees Credit Union, Ogden, Utah	423812	609 Area Federal Credit Union, Moorestown, New Jersey
423729	Oregon State University Federal Credit Union, Corvallis, Oregon	423813	John Deere Community Credit Union, Winnetka, Iowa
423730	Amelia Credit Union, Farmington, New Mexico	423814	Michigan State University Federal CU, East Lansing, Michigan
423731	Columbia Community Credit Union, Vancouver, Washington	423815	Bellevue Federal Credit Union, Madison, Wisconsin
423732	Kuonshua Federal Credit Union, Santa Vea, Arizona	423816	B.F. Goodrich Alabama Employees Federal, Tuscaloosa, Alabama
423733	Credit Union Card Services, Inc., Madison, Wisconsin	423817	Big Island Educational Federal Credit Union, Hls, Hawaii
423734	Munichwau Community Federal Credit Union, Indianapolis, Indiana	423818	Jackson USDA Federal Credit Union, Jackson, Mississippi
423735	Honeywell Employees Credit Union, Littleton, Colorado	423819	Wynn Westland Federal Credit Union, Southfield, Michigan
423736	Bookler Federal Credit Union, Boulder, Colorado	423820	Credit Union Card Services, Inc., Madison, Wisconsin
423737	Santa Fe Employees Federal Credit Union, Clovis, New Mexico	423821	T & C Federal Credit Union, Pontiac, Michigan
423738	VABCU Federal Credit Union, Salt Lake City, Utah	423822	Credit Union Card Services, Inc., Madison, Wisconsin
423739	Wauna Federal Credit Union, Clatskanie, Oregon	423823	Armenian Base Federal Credit Union, Norfolk, Virginia
423740	Weber State Federal Credit Union, Ogden, Utah	423824	Direct Federal Credit Union, Waltham, Massachusetts
423741	Public Employees Federal Credit Union, Eugene, Oregon	423825	Mazama Schools & Government Credit Union Mt. Clemens, Michigan
423742	Southern Calashane Employees CU, Inc., Richmond, Virginia	423826	Members Credit Union, Winston-Salem, North Carolina
423743	Weber State Credit Union, Ogden, Utah	423827	San Isidro Federal Credit Union, Arroyo, Colorado
423744	New Hampshire State Federal Credit Union, Concord, New Hampshire	423828	West Side Auto Employees Federal CU, Flint, Michigan
423745	Hancock Federal Credit Union, Bedford, Massachusetts	423829	Educational Employees Credit Union, Biddeford, Maine
423746	Somerset Credit Union, St. Louis, Missouri	423830	IBM Mid America Employees Federal CU, Rochester, Minnesota
423747	Aurora Burlington Credit Union, Wheaton, Illinois	423831	Purdue Employees Federal Credit Union, West Lafayette, Indiana
423748	Sheraton Community Savings & Credit Union, Wheaton, Illinois	423832	Downer Community Federal Credit Union, Ecorse, Michigan
423749	Central Area Telephone Credit Union, Wheaton, Illinois	423833	Louis Federal Credit Union, Aurora, Colorado
423750	Highland Illinois Credit Union, Wheaton, Illinois	423834	Dolan Employees Credit Union, Hutchinson, Kansas
423751	Credit Union 1, Rialto, Illinois	423835	Francis First Central Federal Credit Union, Fremont, Nebraska
423752	Federal Credit Employees Credit Union, Wheaton, Illinois	423836	Amherst Federal Credit Union, Haverhill, Newse
423753	Northwest Financial Credit Union, Wheaton, Illinois		
423754	H-F Federal Credit Union, Wheaton, Illinois		
423755	East DuPage Schools Credit Union, Wheaton, Illinois		
423756	Redbrand Credit Union, Bartonville, Illinois		

CHANGE

DELETE

CHANGE

CHANGE

BIN Sequence

456056	Tokio Credit Services, Ltd. Tokyo, Japan	456321-456332	Overseas C.A., Caracas D.F., Venezuela	
456058	Overland Bank, 1211 Gableys J. Southampton	456333	Banco Comerciario, Caracas, Venezuela	
456060	Arab Financial Services, Manama, Bahrain	456334	Banco Comerciario BHD, SA, Santa Domingo, Dominican Republic	
456061	Banco de Asia Australia Ltd., Pittwater Rd., New South Wales, Australia	456335	Banco de Comercio, Bogota, Colombia	
456062	Bank of Credit and Commerce, Madrid, Spain	456336	Banco Internacional C.A., Caracas D.F., Venezuela	
456063	Banco Mar-West Marit, Madrid, Spain	456337-456338	Banco Nacional de Costa Rica, San Jose, Costa Rica	
CHANGE	456064	456339	Melijo & Cruz's Bank N.V., Curacao, Netherlands Antilles	
CHANGE	456065	456340	Club de Ah. Prox. de Alcantara Y Valencia, Alcantara, Spain	
456066	Wafabank, Casablanca, Morocco	456341	Club de Ahorros de Valencia, Valencia, Spain	
456067	Banco Central Popular, Casablanca, Morocco	456342	The Hongkong & Shanghai Banking Corporation, Bombay, India	
CHANGE	456068	456343	Hongkong & Shanghai Banking Corp. Ltd., Taipei, Taiwan, Republic of China	
456069	M.P. Y C. An. Juan Y Servis, Sevilla, Spain	456345-456346	Scotiabank de Puerto Rico, San Juan, Puerto Rico	
456071	Club de Ahorros de Navarra, Pamplona-Navarra, Spain	456347	Banco Nacional S/A, Rio de Janeiro, Brazil	
CHANGE	456072	456348	Banco Nacional S/A, Rio de Janeiro, Brazil	
CHANGE	456073	456351	Bank of China, Beijing, China, Peoples Republic of	
456074	Banco Mercantil de Terrazana, Barcelona, Spain	456352	YSB International B.V., 1000 BK Amsterdam, Holland, Netherlands	
456075	National Mutual Royal Bank Limited, Richmond, Victoria, Australia	456353-456355	Verenigde Spaarbank N.V., 1000 BK Amsterdam, Holland, Netherlands	
456076	Banco Catalana, Barcelona, Spain	456356	Club de Ah. Prox. de Terrassa, 8221 Terrassa, Spain	
456077	Bank Barmis Turk A.S., Istanbul, Turkey	456357	Club de Ah. Prox. de Terrassa, 8221 Terrassa, Spain	
456078	Credit Libanais S.A., Lebanon, Cyprus	456358	Club de Ah. Prox. de Terrassa, 8221 Terrassa, Spain	
456079	The Hongkong and Shanghai Banking Corp., Ltd. Kowloon, Hong Kong	456359	Banco del Azuero S.A., Guayaquil, Ecuador	
456080	M.P. Club de Ahorros de Ronda, Ronda (Málaga), Spain	456360	Banco Cafetero, Bogota D.E., Departamento, Colombia	
456081	M.P. Y Club de Ahorros de Ronda, Ronda (Málaga), Spain	456361	Linnegrossbank, D-7000 Stuttgart 1, Baden-Wuerttemberg, Germany	
456082	Club de Ahorros de Marina, Marina (Barcelona), Spain	456362	Linnegrossbank, D-7000 Stuttgart 1, Baden-Wuerttemberg, Germany	
456083	Club de Ahorros Municipales de Pamplona, Pamplona - Navarra, Spain	456363	Banco Bolivariano, Guayaquil, Ecuador	
456084	Club de Ahorros Vizcaina, Bilbao, Vizcaya, Spain	456364	Banco Nazionale del Lavoro, Rome, Italy	
456085	Banco Cassava S.A., Antigua La Vega, Antigua	456365-456368	Crédito, MA, Santiago, Chile	
456086	Banco Nacional de Pinar, Sagua, Sagua	456369-456371	Interbank Andes N.V., Oranjestad, Aruba	
456087	Banco Nacional de Pinar, Sagua, Sagua	456372	Club Banking Corporation N.V., Curacao, Netherlands Antilles	
CHANGE	456088	456373	AKBANK T.A.S., Ankara - Istanbul, Turkey	
456089	Banco Maritimo Para La Comercio, Casablanca, Morocco	456374	Club de Ahorros de la Rioja, Logrono, Spain	
456090	Abud Trust Bank, Amman, Essex, United Kingdom	456375	Malta Building Society, Malta, West Yorkshire, United Kingdom	
456090-456094	Clubbank Canada - Card Products, Toronto, Ontario, Canada	456376-456377	Clubbank, MA, Kuala Lumpur, Malaysia	
456095-456099	Clubbank Canada - Card Products, Toronto, Ontario, Canada	456378	Banco Latino, C.A., Caracas, Venezuela	
456100-456139	Credit Commercial De France, 75619 Paris Cedex 08, France	456379	Emergentia Casa Bancaria, Montevideo, Uruguay	
456140-456189	Socete Generale - Carte Bleue, 75484 Paris Cedex 08, France	456380	VSB Int'l. J. Plaza System Int'l. San Mateo, California	
456190-456199	Socete - Carte Bleue, 75009 Paris, France	456381	Quindaro Bank AG, Buenos Aires, Argentina	
456200-456209	Credit Lyonnais - Carte Bleue, 94481 Levallois Bretonnes, France	456382	Deutsche Bank, Buenos Aires, Argentina	
456210-456219	Credit Du Nord Carte Bleue, 75361 Paris Cedex 08, France	456383	Deutsche Bank, Buenos Aires, Argentina	
CHANGE	456220-456229	456384-456385	Banco Mercantil de La Plata, Buenos Aires, Argentina	
456230-456239	Socete - Carte Bleue, 75009 Paris, France	456386	Banco Union Castellana, Bogota, Colombia	
456240-456249	China Trust Company, Ltd., Taipei, Taiwan, Republic of China	456387	Bank of Bahrain and Kuwait B.S.C., Manama, Bahrain	
456250-456259	The International Commercial Bank of China, Taipei, Taiwan, Republic of China	456388	Banco Local Com. Ltda., Buenos Aires, Argentina	
456260-456269	456389	456389	Banco Local Com. Ltda., Buenos Aires, Argentina	
456270-456279	456390	456390	Banco Local Com. Ltda., Buenos Aires, Argentina	
456280-456289	456391	456391	Banco Local Com. Ltda., Buenos Aires, Argentina	
456290-456299	456392	456392	Banco Local Com. Ltda., Buenos Aires, Argentina	
456300-456309	456393	456393	Banco Local Com. Ltda., Buenos Aires, Argentina	
456310	United World Chinese Commercial Bank, Taipei, Taiwan, Republic of China	456394	456394	Banco Local Com. Ltda., Buenos Aires, Argentina
456311	Taiwan First Investment & Trust Co., Ltd., Taipei, Taiwan, Republic of China	456395-456396	456395	Melijo & Cruz's Bank N.V., Curacao, Netherlands Antilles
456312	Overseas Chinese Commercial Banking Corp., Taipei, Taiwan, Republic of China	456397	456397	Clubbank Belgium, Brussels, Belgium
CHANGE	456313	456398	456398	Grindlays Bank PLC, Bombay, Maharashtra, India
456314	456314	456399	456399	Grindlays Bank PLC, Dhaka 2, Bangladesh
456315	456315	456400	456400	Suncorp Building Society, Parramatta Valley, Queensland, Australia
456316	456316	456401	456401	Bank of Melbourne Limited, Melbourne, Victoria, Australia
456317	456317	456402	456402	State Bank of New South Wales, Sydney, New South Wales, Australia
456318	456318	456403	456403	Chunsheng Bank Limited, Perth, Western Australia, Australia
456319	456319	456404	456404	Challenge Bank Pty., Ltd., Melbourne, Victoria, Australia
456320	456320	456405	456405	NorthWest Australia Bank Limited, Sydney, New South Wales, Australia
CHANGE	456321	456406	456406	State Bank of Victoria, Melbourne, Victoria, Australia
456322	456322	456407	456407	Credit Union Financial Services, Sydney, New South Wales, Australia
456323	456323	456408	456408	Credit Union Financial Services, Sydney, New South Wales, Australia
456324	456324	456409	456409	Credit Union Financial Services, Sydney, New South Wales, Australia
456325	456325	456410	456410	Credit Union Financial Services, Sydney, New South Wales, Australia
456326	456326	456411	456411	Credit Union Financial Services, Sydney, New South Wales, Australia
CHANGE	456327	456412	456412	Credit Union Financial Services, Sydney, New South Wales, Australia
456328	456328	456413	456413	Credit Union Financial Services, Sydney, New South Wales, Australia
456329	456329	456414	456414	Credit Union Financial Services, Sydney, New South Wales, Australia
456330	456330	456415	456415	Association of New South Wales, Sydney, New South Wales, Australia
		456416	456416	Credit Union Financial Services, Sydney, New South Wales, Australia
		456417	456417	Credit Union Financial Services, Sydney, New South Wales, Australia
		456418	456418	Credit Union Financial Services, Sydney, New South Wales, Australia
		456419-456420	456419	Credit Union Financial Services, Sydney, New South Wales, Australia
		456421	456421	Credit Union Financial Services, Sydney, New South Wales, Australia
		456422	456422	Credit Union Financial Services, Sydney, New South Wales, Australia
		456423-456428	456423	Credit Union Financial Services, Sydney, New South Wales, Australia
		456429	456429	Credit Union Financial Services, Sydney, New South Wales, Australia
		456430	456430	Melway Bank Limited, Brisbane, Queensland, Australia
		456431	456431	Suncorp Building Society, Parramatta Valley, Queensland, Australia
		456432	456432	Town & Country W.A. Building Society, Perth, Western Australia, Australia
		456433	456433	Co-Operative Building Society, Adelaide, South Australia, Australia
		456434	456434	Advance Bank Australia, Perth, Western Australia, Australia
		456435	456435	Cardish Services Limited, Sydney, New South Wales, Australia
		456436	456436	State Bank of Victoria, Melbourne, Victoria, Australia
		456437	456437	Jewells Mutual Building Society Ltd., Wollongong, New South Wales, Australia
		456438	456438	State Bank of New South Wales, Sydney, New South Wales, Australia
		456439	456439	
		456440	456440	
		456441	456441	
		456442	456442	

BIN Sequence

	458441	Bendigo Seaboard Mutual Permanent, Bendigo, Victoria, Australia		458719	The Hong Kong and Shanghai Banking Company, India
CHANGE	458444	Rural & Industries Bank of, Northbrook, Western Australia, Australia		458720-458722	Primer Banco De America, S.A., Panama, Panama
	458445	ANZ Banking Group Limited, Richmond, Victoria, Australia	CHANGE	458723-458724	Krupp The Bank Limited, S.A., Panama, Panama
	458446	Tasmanian Bank, Launceston, Tasmania, Australia		458725	Westpac Building Society, Backingham, United Kingdom
CHANGE	458447	United Building Society, Visa Operations, Christchurch, New Zealand		458748	Banque Commerciale Du Maroc, Casablanca, Morocco
	458448	Bank of Queensland, Ltd., Brisbane, Queensland, Australia		458747	Hellenic Bank Limited, Nicosia, Cyprus
	458450	State Bank of South Australia Adelaide, South Australia, Australia		458748	Hellenic Bank Ltd., Nicosia, Cyprus
	458451	Canberra Permanent Co-Operative Building, Canberra, ACT, Australia		458749	Hellenic Bank Ltd., Nicosia, Cyprus
	458452	Standard Chartered Bank Australia Limited, Sydney, New South Wales, Australia	CHANGE	458750	Hellenic Bank Ltd., Nicosia, Cyprus
	458454	The Savings Bank of Tasmania, Hobart, Tasmania, Australia		458751	United Coconut Planters Bank, Manila, Philippines
	458456	Northern Building Society, Cairns, Queensland, Australia		458752-458753	Banco Invi S.A., L - 3005 Barroigo, Luxembourg
	458457	St. George Building Society Ltd., Kogin, New South Wales, Australia		458754-458760	Banco Popular Dominicano, Santo Domingo, Dominican Republic
	458458	Standard Chartered Bank, Hong Kong, Hong Kong		458775	The Gulf Bank K.S.C., Safat, Kuwait
	458461-458468	ANZ Banking Group Limited, Richmond, Victoria, Australia	CHANGE	458776-458778	Barclay & Bank PLC, Nicosia, Cyprus
	458469	ANZ Banking Group Limited, Richmond, Victoria, Australia		458779	Banco del Istmo, El Dorado, Panama
	458470	EFTEL Ltd., North Sydney, New South Wales, Australia		458780	Bank International Indonesia, Jakarta, Java, Indonesia
	458471	Westpac Banking Corporation, Sydney, New South Wales, Australia		458781	Banque Du Sud, Tunis-Belvedere 1002, Tunisia
	458472	Westpac Banking Corporation, Sydney, New South Wales, Australia		458782	Banco Ganadero, Bogota, Cundinamarca, Colombia
	458473	Newcastle Permanent Building Society Ltd., Newcastle, New South Wales, Australia	CHANGE	458783	Lloyds Bank PLC, Parisour, Amsterdam, Doto, Central, Paraguay
	458476	CCIATMI Services Pty Limited, Sydney, New South Wales, Australia		458784-458788	Banco Comercial de Maricao, P.R. Maricao, P.R., Ecuador
	458478	State Bank of New South Wales, Sydney, New South Wales, Australia		458789	Nacional Commercial Bank of Trinidad & Tobago, Port of Spain, Trinidad
	458479	Police Association Credit Co-op Ltd., Melbourne, Victoria, Australia		458790	Standard Chartered Bank Zimbabwe Ltd., Harare, Zimbabwe
	458480	ANZ Banking Group Limited, Richmond, Victoria, Australia		458791	East Commercial Bank Limited, Kingston, Jamaica
CHANGE	458481	Rural & Industries Bank of, Northbrook, Western Australia, Australia		458792-458793	Banco Agrario Comercial de El Salvador, S.A., San Salvador, El Salvador
	458482	State Bank of New South Wales, Sydney, New South Wales, Australia		458794-458796	Tobacco-Turkish Ozerimenter Bankers T.A.S. Istanbul, Turkey
	458483	Geelong Building Society, Geelong, Australia		458797	P.T. Bank Darussalam-Indonesia, Jakarta, Indonesia
	458484	Banking Bank of Zimbabwe, Harare, Zimbabwe		458798-458799	Banco Mercante S.A., La Paz, Bolivia
	458485	State Bank of South Australia, Adelaide, South Australia, Australia		458800-458801	Banco Mercante S.A., La Paz, Bolivia
	458487	Citibank Limited, Sydney, Australia		458802	Zincofinca Bank S.A., 113 BO Prague 1, Czechoslovakia
	458488	Citibank Ltd., Melbourne, Victoria, Australia		458803	Banco Capital C.A., Barquisimeta, Lara, Venezuela
	458489	Bendigo Seaboard Mutual Permanent, Bendigo, Victoria, Australia	CHANGE	458804	Servicio Interbancario SPA, 20123 Milan, Italy
	458490	Victorian Teachers Credit Union, Camberwell, Victoria, Australia		458805-458808	Equitas Card Network, Inc., Malabo, Sierra Leone, Philippines
	458491	ASB Bank Limited, Greenlane, Auckland, New Zealand		458809	Bank of America, NT & SA, Karachi, Saudi, Pakistan
	458492	ASB Bank Limited, Greenlane, Auckland, New Zealand		458810	Banque Bank PLC, Portugal, Lisbon, Portugal
	458493	Rural & Industries Bank of Western Australia, East Perth, Western Australia, Australia		458811-458812	Caja de Ahorro de Castellon de la Plana, Castellon, Spain
	458494	State Bank of South Australia, Adelaide, South Australia, Australia		458813	Interbanc-Banco Internacional del Para, Lima, Peru
	458495	St. George Building Society Ltd., Murrumbidgee, New South Wales, Australia		458814	Banco Comercial Antioqueño, Bogota, Colombia
	458496	St. George Building Society, Ltd., Murrumbidgee, New South Wales, Australia		458815-458818	Commercial Bank of Dubai Limited, Dubai, United Arab Emirates
	458497	The Savings Bank of Tasmania, Hobart, Tasmania, Australia		458819	Caja Rural Provincial de Asturias, Oviedo, Spain
	458498	IOOF Security Permanent Building Society, Melbourne, Victoria, Australia		458820-458821	Banco General, Madrid, Spain
	458499-458501	Banco Castellano, Barcelona, Spain		458822	Crédit, NA, Madras, Tamil Nadu, India
	458502	Financor Comercializadora, Tegucigalpa, Honduras		458823-458824	Credencia, Tegucigalpa, Honduras
	458503	Banco Castellano, Barcelona, Spain		458826	Guarantee Bank and Trust (Ceylon) Limited, Grand Cayman, British West Indies, Cayman Islands
	458504-458505	ABN Tarnier Bank, Santiago, Chile		458827	Multicredito, S.A., Guatemala, Guatemala
	458506	ABN Tarnier Bank, Santiago, Chile		458828	JCC Payment Systems Ltd., Nicosia, Cyprus
	458507	Demire Bankers A.S., Istanbul, Turkey		458829-458830	Multicredito, S.A., Guatemala, Guatemala
	458508	Banco Bradesco S/A, Sao Paulo, Brazil		458831	National and Provincial Building Society, Burnley, Lancashire, United Kingdom
CHANGE	458509	Banco La Previsora, Guayaquil, Ecuador		458832	Turkish Guaranty Bankers A.S., Istanbul, Turkey
CHANGE	458510-	Banco La Previsora, Guayaquil, Ecuador		458833-458835	Duba Islamic Bank, Dubai United Arab Emirates
NEW	458511	Banco La Previsora, Guayaquil, Ecuador		458836	Caja de Ahorros Provinciales de Orense, Orense, Spain
CHANGE	458512	Banco La Previsora, Guayaquil, Ecuador	CHANGE	458837	Via Island, Penzance, Ireland
	458513-458514	Banco de La Provincia de Santa Cruz, Santa Cruz, Argentina		458838	Tobacco-Turkish Ozerimenter Bankers T.A.S. Istanbul, Turkey
	458540	Veritas International, S.A. de C.V., Tegucigalpa, D.C., Honduras		458839	CJAH M.P. Cercado Catolico de Burgos, Burgos, Spain
	458541	Veritas International, S.A. de C.V., Tegucigalpa, D.C., Honduras		458840-	Caja Rural de Torrem, Valencia, Spain
	458542-458544	Credito Bergamesco S.P.A., Bergamo, Italy		458841	Caja Rural de Torrem, Valencia, Spain
	458545	Jamaica Citizens Bank Limited, Kingston, Jamaica		458842-458843	C.N. Credit Agricole Espana, Madrid, Spain
	458546	Bankers Limited, Johannesburg, South Africa		458844-458845	Bank of Cyprus Ltd., Athens, Greece
CHANGE	458547-458548	Citibank, NA Panama, Panama, Panama	CHANGE	458846	Systema Internacional, San Salvador, El Salvador
	458549	Barclays Bank PLC (in Cyprus), Nicosia, Cyprus		458847	Quelle Bank, Muenster 70, Germany
	458550	Promocion Y Operacion S.A., Mexico D.F., Mexico		458848	Via Austria, Vienna, Austria
	458551	Banco General de Credito, Madrid, Spain		458849	The Royal Bank of Scotland PLC, Essex, United Kingdom
	458552	BANMEDA, S.A., San Salvador, Guatemala, Spain		458850-458857	Banco Popular de Puerto Rico, San Juan, Puerto Rico
	458553	Fert National Bank of Southern Africa Ltd., Johannesburg, South Africa		458858	Banco Popular de Puerto Rico, San Juan, Puerto Rico
	4585600-4585620	Milcom Card Service Co., Ltd., Nagoya, Japan		458859	Banco Popular de Puerto Rico, San Juan, Puerto Rico
	4585621	Valencia Internacional, S.A., Guatemala, Guatemala		458860	IPS AB, S-102 45 Stockholm, Sweden
	4585622-4585689	Milcom Card Service Co., Ltd., Nagoya, Japan		458861	Banco Panamericano S.A., Santo Domingo, Dominican Republic
	458700-458701	Banco Credito Agrario de Cartago, San Jose, Costa Rica		458862	Banco de Machala S.A., Guayaquil, Ecuador
	458702-458703	National Federation of Fisheries Cooperatives, Seoul, Korea, Republic of	CHANGE	458863	Crédit, Belgium N.A., Brussels, Belgium
	458704	Banco de Colombia, Bogota, Colombia		458864	Banker Bank AG, D-1000 Berlin 12, Germany
CHANGE	458705-458706	Ahorro Paraguayo, S.A., Asuncion, Paraguay		458865	Robert Fleming & Company Ltd., Romberg, Essex, United Kingdom
	458707-458708	The National Commercial Bank of Trinidad, Port of Spain, Trinidad	CHANGE	458866	Landschaftsbank, 7000 Stuttgart 10, Baden-Wuerttemberg, Germany
	458709	The State Commercial Bank Limited, Port Louis, Mauritius		458867	Banco de Comercio de Puerto Rico, San Juan, Puerto Rico
	458710	Banka Jover, S.A., Barcelona, Spain		458868	Crédit, NA, Singapore, Singapore
	458711-458712	Banque Industrielle de Paris, Athens, Greece		458869	Mid-Med Bank Ltd., Cyprus, Malta
	458713	Powszechna Akcyjna Kasa Oszczednosci, Warszawa/Poznan, Poland		458870	Jyoti Bank (Gibraltar) Ltd., Gibraltar, Gibraltar
	458714	Banco Mercanti, S.A.C.A., Caracas, Venezuela		458871	Jyoti Bank (Gibraltar) Ltd., Gibraltar, Gibraltar
	458716-458718	Via Island, Penzance, Ireland		458872	Caja Rural Provincial de Alcala, Alcala, Spain
				458873	Caja Rural Provincial de Caceres, Caceres, Spain

GEOGRAPHICAL LISTING

New Jersey - Na.

****	Southern Ocean State Bank, Tuckerton	461379	Averett Employees Federal Credit Union, Albany
484323	State Credit Union, Trenton	****	BAC NY Corporation, Rochester
****	Sussex County State Bank, Franklin	413683	Bahama Employees Federal Credit Union, Albany
480494	Trenton Auto Workers Federal Credit Union, West Trenton	****	Balston Sea National Bank, Balston Sea
411200-411209	Trust Company of New Jersey, Jersey City	424636	Banco de Bogota Trust Company, New York
473150	Trust Company of New Jersey, Jersey City	****	Bank of Alton, Alton
****	Union County Teachers Federal Credit Union, Roselle Park	****	Bank of Castle, Castle
411000-411039	United Counties Trust Company, Cranford	418000	Bank of Lake Placid, Lake Placid
410400-410499	United Jersey Bank, Hackensack	417800	Bank of Long Island, N. Babylon
419900-419999	United Jersey Bank, Hackensack	****	Bank of Millbrook, Millbrook
431300	United Jersey Bank, Hackensack	401727	Bank of the Marston, East Hampton
438851	United Jersey Bank, Hackensack	****	Bankers Trust Co., New York
****	United Savings Bank SLA, Paterson	401782	Barclays Bank of New York, NA, Farmingville
411300-411399	Valley National Bank, Fair Lawn	407111	Barclays Bank of New York, NA, Farmingville
410984	Wenatch Federal Credit Union, Scotch Plains	418838	Barclays Bank of New York, NA, Farmingville
****	Whippany Federal Credit Union, Parsippany	418498	Bard Employees Federal Credit Union, Albany
412155	Yorkwood Savings and Loan Association, Maplewood	****	Bath National Bank, Bath
<b>New Mexico</b>			
411252	Albuquerque U.S. Employee Federal, Albuquerque	428802	BCT Federal Credit Union, Binghamton
****	ALO Employees Federal Credit Union, Albuquerque	482082	Bacon Federal Credit Union, E. Syracuse
423730	Amesha Credit Union, Farmington	412127	Bathpage Federal Credit Union, Bathpage
****	Bank of Santa Fe, Santa Fe	431007	Bathpage Federal Credit Union, Bathpage
****	Citizens Bank, Tucuman	422882	Binghamton Savings Bank, Binghamton
431739	First National Bank in Albuquerque, Albuquerque	481019	Binghamton Savings Bank, Binghamton
433202	First National Bank in Albuquerque, Albuquerque	****	Bridgeman National Bank, Bridgeman
438726	First National Bank in Albuquerque, Albuquerque	481387	British Airways Employees Federal, Albany
473211	First National Bank in Albuquerque, Albuquerque	****	Brookway National Bank, New York
****	First National Bank of Clovis, Clovis	****	Brooklyn Savings Bank, Brooklyn
431034	First National Bank of Dona Ana, Las Cruces	413870	BT Credit Co., Inc., New York
****	First National Bank of Grants, Grants	423774	Buffalo Fire Department Federal Credit Union, Albany
429916	JC Penny Company-Albuquerque CPC, Albuquerque	473631	Buffalo Metropolitan Federal Credit Union, Albany
****	Kerland Federal Credit Union, Albuquerque	481992	Buffalo Postal Community Federal, Buffalo
****	Los Alamos National Bank, Los Alamos	418480	Buffalo Service Credit Union, Albany
475877	Los Alamos/Goldenwest Credit Union, Los Alamos	440860	C. & E.D. Credit Union, Albany
482086	New Mexico Educators Federal Credit Union, Albuquerque	****	Canastota National Bank & Trust Co., Canastota
438757	Sandoz Area Federal Credit Union, Albuquerque	409437	Canastota V.A. Employees Federal C. U., Canastota
482577	Sandoz Area Federal Credit Union, Albuquerque	423848	Capital Communications Federal Credit Union, Albany
409558	Santa Fe Employees Federal Credit Union, Clovis	****	Capital Communications Federal Credit Union, Albany
423737	Santa Fe Employees Federal Credit Union, Clovis	481331	Capital National Bank, New York
409552	State Employees Credit Union, Santa Fe	482567	Capital Teachers Federal Credit Union, Albany
461240-461241	Sunset Bank of Albuquerque, NA, Albuquerque	442809-442810	Carthage Federal Savings & Loan Association, Carthage
461242	Sunset Bank of Albuquerque, NA, Albuquerque	482670	Caruth Savings Bank, Auburn
461243-461245	Sunset Bank of Albuquerque, NA, Albuquerque	480488	CBSNY Employees Federal Credit Union, Albany
****	Western Bank, Las Cruces	403906	CCS Federal Credit Union, Albany
410846	White Sands Federal Credit Union, Las Cruces	480211	CCSD Federal Credit Union, Elmer Heights
<b>New York</b>			
423778	1st General Employees Federal Credit Union, Albany	418700-419701	Central National Bank, Canajoharie
423775	4th Supervisory School District Federal, Albany	419705-419709	Central Savings Bank, New York
****	A.C. IA Community Federal Credit Union, Schererville	488187	Central Trust Company, Rochester
411288	ABCO Public Employees Federal Credit Union, Albany	423100-423179	Central Vermont Teachers Credit Union, Albany
460433	Academy Federal Credit Union, Albany	423180-423189	Chase Lincoln First Bank, NA, Rochester
411295	Academy Federal Credit Union, Brucetown Manor	423190-423199	Chase Lincoln First Bank, NA, Rochester
423779	ACMG Federal Credit Union, Albany	423200-423245	Chase Lincoln First Bank, NA, Rochester
481378	Actus Federal Credit Union, New York	423246-423247	Chase Lincoln First Bank, NA, Rochester
488255	Adirondack Regional Federal Credit Union, Albany	423248-423297	Chase Lincoln First Bank, NA, Rochester
****	Adirondack Trust Company, Saratoga Springs	423299	Chase Lincoln First Bank, NA, Rochester
****	Advantage School Employees Federal C.U., Rochester	430181	Chase Lincoln First Bank, NA, Rochester
420288	AA, Employees Federal Credit Union, Albany	422624-422699	Chase Manhattan Bank (USA), Garden City
430186	Albany Savings Bank, FSB, Albany	422800-422822	Chase Manhattan Bank, NA, Garden City
480855	Albany Savings Bank, FSB, Albany	422820-422839	Chase Manhattan Bank, NA, Garden City
****	Alden State Bank, Alden	422840-422849	Chase Manhattan Bank, NA, New Hyde Park
407085	Alternatives Federal Credit Union, Ithaca	422823	Chase Manhattan Bank, NA, New Rochelle
****	American Broadcast Employees Federal C.U., New York	423298	Chase Manhattan Bank, NA, New Rochelle
407188	American National Bank of New York, Fleischmanns	481010	Chemical Bank Delaware, Jersey
407120	American National Bank of New York, Larchmont	411400-411499	Chemical Bank Delaware, Jersey
412108	American National Bank of New York, Larchmont	421150-421152	Chemung Canal Trust Company, Elmira
418888	Anchor Savings Bank, FSB, Huntington	481018	Chemung Canal Trust Company, Elmira
428245	Anchor Savings Bank, FSB, Huntington	482666	Chesapeake American Bank, New York
407172	Apple Bank for Savings, Bathpage	431731	****
440843	Apple Bank for Savings, Bathpage	****	Cicero Bank, Cicero
440868	Apple Bank for Savings, Bathpage	493853	Citibank (New York State) NA, Melville
442817	Apple Bank for Savings, Bathpage	412700-412708	Citibank (New York State) NA, Melville
478830	Apple Bank for Savings, Bathpage	412709	Citibank (New York State) NA, Melville
442853	Asia Bank, NA, Flushing	408806	Citibank (South Dakota), NA, Long Island City
420785	Associated Press Employees Federal, Albany	411910-411913	Citibank (South Dakota), NA, Long Island City
438714	Astoria Federal Savings & Loan Association, Jackson Heights	411915	Citibank (South Dakota), NA, Long Island City
480893	AT&T Community Federal Credit Union, New York	413700	Citibank (South Dakota), NA, Long Island City
429810	Atlantic Bank of New York, Astoria	413723-413784	Citibank (South Dakota), NA, Long Island City
408040	Atlantic Bank of New York, New York	413901	Citibank (South Dakota), NA, Long Island City
		413702	Citibank (South Dakota), NA, Melville
		413720-413721	Citibank (South Dakota), NA, Melville
		438802	Citibank New York
		430187	Citibank Corporation, Lake Success

\*\*\* = Card issuing and/or merchant signing members which do not have a separate ID#.



****	Citizens National Bank of Malone, Malone	418481	Maritime Employees Federal Credit Union, Albany
407178	Columbia Banking Federal Savings & Loan, Rochester	420281	Henry B. Carwell Credit Union, Albany
431761	Columbia Banking Federal Savings & Loan, Rochester	****	Herkimer County Trust Company, Little Falls
****	Commercial Bank of New York, New York	423773	Hilltop Federal Credit Union, Albany
418454	Cornell Federal Credit Union, Ithaca	420246	Hilton Federal Credit Union, Albany
480272	Corning Federal Credit Union, Corning	442877	Home & City Savings Bank, East Greenbush
475881	Corning Federal Credit Union, Corning	438873	Hongkong & Shanghai Banking Corporation, New York
****	Cortland Savings Bank, Cortland	438871	Hongkong & Shanghai Banking Corporation, New York
420994	Credit Card Funding, Inc., Garden City	412105	Hudson City Savings Institution, Hudson
461619	Credit Card Funding, Inc., Garden City	449827	Hudson City Savings Institution, Hudson
430191	Crossland Savings Bank, F.S.B., Brocton	410926	Hudson Heritage Federal Credit Union, Newburgh
****	Delaware National Bank of Delhi, Delhi	445758	Hudson River Federal Credit Union, Albany
434300-434350	Dime Savings Bank of New York, FSB, Port Washington	423889	Hvfn Credit Union, Brooklyn
434352-434384	Dime Savings Bank of New York, Port Washington	460881	IAG Federal Credit Union, Rye
434386-434399	Dime Savings Bank of New York, Port Washington	428275	IBM Endicott Owego Employees, Endicott
472197	Dollar Dry Dock Bank, White Plains	471212	IBM Endicott Owego Employees, Endicott
410500-410509	Dutchess Bank & Trust Company, Poughkeepsie	473472	IBM Hudson Valley Employees Federal, Poughkeepsie
429811	East New York Savings Bank, New York	416844	IBM Kingston Employees Federal Credit Union, Kingston
482620	Eastern Commercial Institution Employees, Albany	430125	IBM Kingston Employees Federal Credit Union, Kingston
430189	Eastern States Monetary Services, Inc., Lake Success	486653	IBM Kingston Employees Federal Credit Union, Kingston
481329	Elmes Reformatory Employees Federal, Albany	445757	IBM New Jersey Employees Federal Credit Union, Albany
****	Elmira Savings Bank, Elmira	****	IBM Owego Employees Federal Credit Union, Owego
414730	Empire Savings Bank, New York	423780	Hon Remington Arms Employees Federal, Albany
431020-431029	Empire of America, F.S.B., Amherst	449891	Independence Savings Bank, Garden City
407127	Empire of America, F.S.B., Buffalo	413887	International Airline Employees Federal, Albany
409407	Empire Tel-Corn Federal Credit Union, Syracuse	410901	Interstate Industrial & Professional FCU, Albany
423797	Empire Tel-Corn Federal Credit Union, Syracuse	481994	IRCO Community Federal Credit Union, Albany
445254	Empire Tel-Corn Federal Credit Union, Syracuse	416901-416908	Iving Trust Company, New York
419800	Endicott Trust Company, Endicott	****	Jefferson National Bank, Watertown
****	Erie County Employees Credit Union, Buffalo	480435	Jenaco Federal Credit Union, Albany
460498	ESM Federal Credit Union, Albany	463028	Keas Lithuanian Federal Credit Union, Albany
412122	European American Bank, New York	480496	Kenmore Teachers Federal Credit Union, Albany
429717	European American Bank, New York	401711	Key Bank of Central New York, Syracuse
482591	European American Bank, Unione	406054	Key Bank of Central New York, Syracuse
****	Evans National Bank of Angola, Angola	440865	Key Bank of Central New York, Syracuse
412187	Estabank, Hudson	401710	Key Bank of Eastern New York, NA, Albany
485841	Farrington Bank, Garden City	423324	Key Bank of Eastern New York, NA, Albany
425040	FCC National Bank, Unione	423343	Key Bank of Eastern New York, NA, Albany
425041-425099	FCC National Bank, Unione	430104	Key Bank of Eastern New York, NA, Albany
420232	Financial Assurance Federal Credit Union, Albany	430118	Key Bank of Eastern New York, NA, Albany
403822	Finger Lakes Federal Credit Union, Geneva	432100	Key Bank of Eastern New York, NA, Albany
****	First American Bank of New York, Albany	438825	Key Bank of Eastern New York, NA, Albany
406080	First Card - FCC National Bank, Unione	442859	Key Bank of Eastern New York, NA, Albany
425000-425039	First Card-FCC National Bank, Unione	****	Key Bank of Northern New York, NA, Watertown
431783	First Federal Savings & Loan Association, Rochester	401709	Key Bank of Western New York, NA, Buffalo
409428	First Heritage Federal Credit Union, Parnass Post	440887	Key Bank of Western New York, NA, Buffalo
****	First National Bank of Cortland, Cortland	485649	Key Bank of Western New York, NA, Buffalo
****	First National Bank of Dryden, Dryden	442811	Key Bank, NA, Albany
429800	First National Bank of Glens Falls, Glens Falls	460495	Korean American Catholics Federal, Albany
418700-418709	First National Bank of Hancock, Hancock	420282	Lakshmi Naval Federal Credit Union, Albany
418900-418909	First National Bank of Hancock, Hancock	****	Lincoln Savings Bank, Brooklyn
****	First National Bank of Jeffersonville, Jeffersonville	****	Luzerne Express Federal Credit Union, East Meadow
438796	First National Bank of Long Island, Glen Head	****	Lyons National Bank, Lyons
****	First National Bank of North Tarrytown, North Tarrytown	****	M. R. C. Federal Credit Union, Jamestown
401720	First National Bank of Rochester, Rochester	425800-425899	Manufacturers and Traders Trust Company, Buffalo
412115	First National Bank of Rochester, Rochester	410200-410299	Manufacturers Hanover Trust Company, Hicksville
465830	First National Bank of Rochester, Rochester	411100-411199	Manufacturers Hanover Trust Company, Hicksville
423604-423605	First National Bank of Scotia, Scotia	419200-419209	Manufacturers Hanover Trust Company, Hicksville
****	First New York Bank for Business, New York	419300-419308	Manufacturers Hanover Trust Company, Hicksville
****	First State Bank Canisota, NY, Canisota	426277	Manufacturers Hanover Trust Company, Hicksville
****	Franklin National Bank, Beacon	426290	Manufacturers Hanover Trust Company, Hicksville
413668	Flower City Federal Credit Union, Albany	431000	Manufacturers Hanover Trust Company, Hicksville
418200-418209	Fulton County National Bank & Trust, Gloversville	431001	Manufacturers Hanover Trust Company, Hicksville
****	Fulton Savings Bank, Fulton	442807	Manufacturers Hanover Trust Company, Hicksville
414867	G.P.O. Federal Credit Union, Albany	479880	Manufacturers Hanover Trust Company, Hicksville
****	Genes Chh School District Federal C.U., Rochester	419309	Manufacturers Trust Company, Hicksville
482054	General Foods Federal Credit Union, White Plains	428286	Manufacturers Trust Company, Hicksville
438775	Georgia Federal Bank F.S.B., Melville	425400	Marine Midland Bank, NA, Buffalo
409422	GHS Federal Credit Union, Binghamton	425451-425452	Marine Midland Bank, NA, Buffalo
423806	Glens Falls Bank & Trust Co., Glens Falls	428493	The Mary Imogene Bassett Hospital Federal, Albany
423800	Glens Falls National Bank & Trust Co., Glens Falls	420283	Mattawan Federal Credit Union, Albany
423601	Glens Falls National Bank & Trust Co., Glens Falls	460436	McGraw-Hill Employees Federal Credit Union, New York
423602	Glens Falls National Bank & Trust Co., Glens Falls	484358	Mechanics Exchange Savings Bank, Albany
423603	Glens Falls National Bank & Trust Co., Glens Falls	****	Medical Center Hospital of Vermont, Albany
****	Golden City Commercial Bank, New York	445765	Melrose Credit Union, Albany
488000	Golden Pacific National Bank, New York City	413882	Middletown Savings Bank, Goshen
407081	Gotham Area Federal Credit Union, Albany	423316	Middletown Savings Bank, Middletown
482846	Graphic Communications Credit Union, Albany	426281	Mobil Federal Credit Union #1187, Albany
****	Great Eastern Bank, Flushing	488183	Morv Federal Credit Union, Syracuse
481985	Green Mountain Power Employees Credit Union, Albany	445229	Morrisman Federal Credit Union, Albany
****	Hamilton Federal Savings & Loan Association, Brooklyn	418482	Morton R. Lane Federal Credit Union, Albany
480490	Hanbury Central Federal Credit Union, Albany	423772	Municipal Credit Union, Brooklyn
418300-418309	Haves National Bank, Clinton	403926	
418600-418609	Haves National Bank, Clinton		

\*\*\*\* = Card issuing and/or merchant signing members which do not have a separate ID#

GEOGRAPHICAL LISTING

Wisconsin - Argentin

418405	U.S. Employee O.C. Federal Credit Union, Madison	****	Hales National Bank, Casper
411228	U.S. Senate Employee Federal Credit Union, Madison	****	Jackson State Bank, Jackson
411291	U.S. Senate Federal Credit Union, Madison	461041-461042	Key Bank of Wyoming, Cheyenne
414812	U.S.E. Federal Credit Union, Madison	461689	Key Bank of Wyoming, Cheyenne
****	Union Bank of Blair, Blair	****	Loyal National Bank, Loyal
403079	United Employees Credit Union, Madison	****	Lusk State Bank, Lusk
445711	United Health Services Credit Union, Madison	****	Mountain Plaza National Bank, Casper
402602	United People's Federal Credit Union, Madison	****	North Side State Bank of Rock Springs Wyoming, Rock Springs
414872	United Service Credit Union, Madison	****	Northwest Bank Cheyenne, N.A., Rawlins
414834	United Service Federal Credit Union, Madison	****	Oregon Trail Bank, Guernsey
446780	United Sound Community Credit Union, Madison	****	Rawlins National Bank, Rawlins
411233	United Stevedores (Cleveland) Federal C.U., Madison	****	Riverton State Bank, Riverton
461210	University of Idaho Federal Credit Union, Madison	****	Rocky Mountain Federal Savings, Cheyenne
413641	University of Minnesota Federal Credit Union, Madison	****	Security First Savings & Loan Association, Cheyenne
485152	University of Nebraska Federal Credit Union, Madison	****	Shenandoah National Bank, Shenandoah
463017	University of VA Employees Credit Union, inc., Madison	****	Shoshone First National Bank, Cody
****	University of Wisconsin Credit Union, Madison	****	Shoshone-First National Bank, Cody
482049	University of Wisconsin Credit Union, Madison	****	Stockgrowers State Bank, Worland
420204	UT-MCO Federal Credit Union, Madison	****	Sundance State Bank, Sundance
461358	Utah Associations Credit Union, Madison	418468	Trona Valley Federal Credit Union, Green River
462669	Utah C.V. Federal Credit Union, Madison	****	Western Bank of Cody, Cody
446288	Utelco Credit Union, Inc., Madison	473520	Wy Hy Federal Credit Union, Cheyenne
420234	VA United Methodist Conference Credit Union, Madison	476852	Wyoming Employees Federal Credit Union, Cheyenne
481910	VAC Federal Credit Union, Madison	475850	Wyoming Employees Federal Credit Union, Cheyenne
418442	VacCas Federal Credit Union, Madison	****	Wyoming National Bank of East Casper, Casper
413819	Vacation Owners Credit Union, Madison	****	Wyral Federal Credit Union, Cheyenne
468009	Valley Bankers, Inc., Madison	****	Yellowstone State Bank, Lander
411232	Valley Medical Center Federal Credit Union, Madison		
420825	VAMC Employee Credit Union, Madison		
409546	VAMCU Federal Credit Union, Madison		
420206	Veterans Administration Central Federal C.U., Madison		
418427	Vickers Employees Credit Union, Madison	454414	Credit Poissure D'Algerie, Algiers
445273	Vint Hill Federal Credit Union, Madison		
461389	Virginia Beach Schools Federal Credit Union, Madison		
445268	Virginia Co-op Credit Union, Madison		
410934	Virginia League Central Credit Union, Madison		
445714	Wadsworth Federal Credit Union, Madison	450876	Banc Agricol i Comercial D'Andorra S.A., Andorra La Vella
481919	Wagon-Whee Republic Employees Federal C.U., Madison	453294	Banc Agricol i Comercial d'Andorra, S.A., Andorra La Vella
****	Waikaha Credit Union, Waikaha	452511	Banc Internacional, Andorra La Vella
****	Waikaha Insurance Employees Credit Union, Waikaha	453982	Banc Internacional, Andorra La Vella
407060	Waunakee Municipal Credit Union, Madison	493775	Banc Internacional, Andorra La Vella
463005	Wayne County School Employees Federal C.U., Madison	468085	Banca Casany S.A., Andorra La Vella
414832	Wenatchee Valley Federal Credit Union, Madison	452610	Banca Mera, Andorra La Vella
442879	West Alle Savings Bank, SA, West Alle	463981	Banca Mera, Andorra La Vella
460520	West Bend Employee Credit Union, West Bend	460609	Banca Mera, Los Escalons
461355	West Ohio United Methodist Credit Union, inc., Madison	453991	Banca Reig, S.A., Sant Jula de Lora
418423	West Virginia League Central Credit Union, Madison	469081	Banca Reig, S.A., Sant Jula de Lora
****	Westvir Co-op Credit Union, Westvir	488825	Credit Andorra, Andorra La Vella
****	Wisconsin Credit Union, Menomonee	464805	Credit Andorra, Sant Jula de Lora
445707	Wisconsin State Federal Credit Union, Madison		
410988	Wisco Credit Union, Madison		
463068	Whitcomb Educational Credit Union, Madison		
407040	White House Federal Credit Union, Madison	****	Barclays Bank PLC - Branch, St. John's
418406	White Oak Federal Credit Union, Madison	455135-455139	Swiss American Bank Ltd., St. John's
413633	White-Knighton Federal Credit Union, Madison		
413616	Winston-Salem City Employee Credit Union, Madison		
407033	Wisland Credit Union, Madison		
418404	Wiscote Federal Credit Union, Madison		
445791	Wisconsin Federal Credit Union, Madison		
446709	Wisner Federal Credit Union, Madison		
445243	Yellow Springs Community Federal Credit Union, Madison		
413825	YSU Federal Credit Union, Madison		
418425	ZCM Employee Federal Credit Union, Madison		

Algeria

Andorra

Antigua

Argentina

Wyoming

****	American National Bank of Laramie, Laramie
****	American National Bank, Cheyenne
****	American National Bank, Rock Springs
****	Bank of Commerce, Rawlins
478817	Cheyenne Schools Federal Credit Union, Cheyenne
****	Citizens National Bank & Trust Co., Torrington
****	Converse County Bank, Douglas
****	Equality State Bank, Cheyenne
****	First Interstate Bank of Laramie, N.A., Laramie
****	First National Bank at Thermopsis, Thermopsis
****	First National Bank at Worland, Worland
****	First National Bank of Buffalo, Buffalo
****	First National Bank of Powell, Powell
****	First State Bank of Newcastle, Newcastle
****	First State Bank of Wheatland, Wheatland
****	First Wyoming Bank N.A., Cheyenne
****	First Wyoming Bank, N.A.-Laramie, Laramie
****	First Wyoming Bank, N.A.-Torrington, Torrington

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GEOGRAPHICAL LISTING

454461	Banco de La Pampa, Santa Rosa, La Pampa	450996	Banco Santander S.A., Buenos Aires
454832	Banco de la Pcia. de BS. Aires, Buenos Aires	454709	Banco Shaw S.A., Buenos Aires
454850	Banco de la Pcia. de BS. Aires, Buenos Aires	454710	Banco Shaw S.A., Buenos Aires
493747-493748	Banco de La Provincia de Formosa, Formosa	484708	Banco Shaw S.A., Buenos Aires
454846	Banco de la Provincia de Buenos Aires, Buenos Aires	450759	Banco Social de Cordoba, Cordoba
853700	Banco de la Provincia de Buenos Aires, Buenos Aires	480764	Banco Social de Cordoba, Cordoba
492169	Banco de la Provincia de Corrientes, Corrientes	456196-456198	Banco Superwelle Societe Generale, Buenos Aires
492180	Banco de la Provincia de Corrientes, Corrientes	450989	Banco Torquecrist S.A., Buenos Aires
454822	Banco de la Provincia de la Rioja, La Rioja	450990	Banco Torquecrist S.A., Buenos Aires
456124-456125	Banco de la Provincia de Misiones, Misiones	484072	Banco Torquecrist S.A., Buenos Aires
456513-456514	Banco de La Provincia de Santa Cruz, Santa Cruz	484084	Bank of America S.A., Buenos Aires
450972	Banco de la Provincia de Tucuman, Tucuman	454085	Bank of America S.A., Buenos Aires
450997	Banco de la Provincia de Tucuman, Tucuman	480754	Caixa Popular de Ahorros de Tucuman, San Miguel de Tucuman, Tucuman
450750	Banco de la Provincia del Neuquen, Neuquen	450755	Caixa Popular de Ahorros de Tucuman, San Miguel de Tucuman, Tucuman
450751	Banco de la Provincia del Neuquen, Neuquen	496608	The Chase Manhattan Bank, Buenos Aires
450610	Banco de Mendoza, Mendoza	496636	The Chase Manhattan Bank, Buenos Aires
450835	Banco de Mendoza, Mendoza 5600	496609	The Chase Manhattan Bank, Buenos Aires
484821	Banco de Provincia De La Rioja, La Rioja	490688	Citibank N.A., Buenos Aires
492206	Banco de San Juan S.A., San Juan	490697	Citibank N.A., Buenos Aires
492307	Banco de San Juan S.A., San Juan	490698	Citibank NA, Buenos Aires
450851	Banco del Buen Ayre, Buenos Aires	486381	Deutsche Bank AG, Buenos Aires
450852	Banco del Buen Ayre, Buenos Aires	456382	Deutsche Bank, Buenos Aires
492025	Banco del Chaco, Resistencia, Chaco	486383	Deutsche Bank, Buenos Aires
492000	Banco del Chaco, Resistencia, Chaco	464643	Lloyds Bank (BLSA) Ltd., Buenos Aires
450843	Banco del Sud S.A., Buenos Aires	454644	Lloyds Bank (BLSA) Ltd., Buenos Aires
450844	Banco del Sud S.A., Buenos Aires	454645	Lloyds Bank (BLSA) Ltd., Buenos Aires
455899	Banco del Sud S.A., Buenos Aires	450799	Viea Argentina S.A., Buenos Aires
450785	Banco del Territorio Nacional de la Tierra, Ushuaia, Tierra Del Fuego	851900	Viea Argentina S.A., Buenos Aires
450784	Banco del Territorio Nacional de la Tierra, Ushuaia, Tierra Del Fuego		
455193-455195	Banco el hogar de Pasajes Patricios, Buenos Aires		
450987-450988	Banco Exterior S.A., Buenos Aires		
454052	Banco Exterior S.A., Buenos Aires		
454882	Banco Federal Argentino S.A., Buenos Aires		
455205	Banco Federal Argentino S.A., Buenos Aires		
454078	Banco Federal Argentino S.A., Buenos Aires, Buenos Aires	492027	Aruba Bank Ltd., Oranjestad
450651	Banco Financiero Argentino SA, Buenos Aires	492032	Aruba Bank Ltd., Oranjestad
450723	Banco Financiero Argentino SA, Buenos Aires	456367-456368	Interbank Aruba N.V., Oranjestad
454074	Banco Francés del Rio de La Plata S.A., Buenos Aires		
454075	Banco Francés del Rio de La Plata S.A., Buenos Aires		
454073	Banco Francés del Rio de La Plata, Buenos Aires		
450981	Banco Ganadero Argentino S.A., Buenos Aires		
450982	Banco Ganadero Argentino S.A., Buenos Aires		
454145	Banco Lovers S.A., Buenos Aires		
454146	Banco Lovers S.A., Buenos Aires		
454147	Banco Lovers S.A., Buenos Aires		
486392	Banco Local Coop. Ltda., Buenos Aires		
456393	Banco Local Coop. Ltda., Buenos Aires		
456394	Banco Local Coop. Ltda., Buenos Aires		
454055	Banco Marplatense Coop. Ltda., Buenos Aires		
454056	Banco Marplatense Coop. Ltda., Buenos Aires		
450809	Banco Mayo Coop. Ltda., Buenos Aires		
450810	Banco Mayo Coop. Ltda., Buenos Aires		
450893	Banco Mayo Coop. Ltda., Buenos Aires		
450832	Banco Mercaderes Argentino S.A., Buenos Aires		
450833	Banco Mercaderes Argentino S.A., Buenos Aires		
450994	Banco Mercaderes Argentino S.A., Buenos Aires		
456384-456385	Banco Municipal de La Plata, Buenos Aires		
450912	Banco Nour Coop. Ltda., San Miguel de Tucuman, Tucuman		
450913	Banco Nour Coop. Ltda., San Miguel de Tucuman, Tucuman		
453287	Banco Nueva Era Coop. Ltda., Buenos Aires		
454444	Banco Nueva Era Coop. Ltda., Buenos Aires		
454445	Banco Nueva Era Coop. Ltda., Buenos Aires		
450976	Banco Popular Argentino S.A., Buenos Aires		
450977	Banco Popular Argentino S.A., Buenos Aires		
454087	Banco Popular Argentino S.A., Buenos Aires		
450752	Banco Provincia de Rio Negro, Viedma, Rio Negro		
450753	Banco Provincia de Rio Negro, Viedma, Rio Negro		
498827-498828	Banco Provincial de Salta, Salta, de Salta		
450757	Banco Provincial de Santa Fe, Rosario, Santa Fe		
450758	Banco Provincial de Santa Fe, Rosario, Santa Fe		
454471	Banco Quilmes S.A., Buenos Aires		
454472	Banco Quilmes S.A., Buenos Aires		
454473	Banco Quilmes S.A., Buenos Aires		
455635	Banco Regional de Cuyo S.A., Mendoza		
455636	Banco Regional de Cuyo S.A., Mendoza		
455637	Banco Regional de Cuyo S.A., Mendoza		
450978	Banco Rio de la Plata S.A., Buenos Aires		
450980	Banco Rio de la Plata S.A., Buenos Aires		
450995	Banco Rio de la Plata S.A., Buenos Aires		
450910	Banco Roberto S.A., Buenos Aires		
450911	Banco Roberto S.A., Buenos Aires		
455349	Banco Roberts S.A., Buenos Aires		
450954	Banco Santander S.A., Buenos Aires		
450955	Banco Santander S.A., Buenos Aires		

Aruba

Australia

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BASE I PROCESSORS

<u>PCR</u>	<u>VIC</u>	<u>CENTER NAME</u>	<u>CITY</u>	<u>STATE/COUNTY</u>
3700	E	AMERICAN EXPRESS COMPANY	SAN FRANCISCO	CALIFORNIA
3701	W	AMERICAN EXPRESS COMPANY	PHOENIX	ARIZONA
4000	W	VISA U.S.A. INC. - WESTERN OPERATIONS CENTER	SAN FRANCISCO	CALIFORNIA
4001	W	VISA U.S.A. INC. - WESTERN OPERATIONS CENTER	SAN FRANCISCO	CALIFORNIA
4002	E	VISA U.S.A. INC. - EASTERN OPERATIONS CENTER	WASHINGTON	DIST. COLUM
4003	E	NATIONAL DATA CORPORATION	ATLANTA	GEORGIA
4004	E	SERVICE CENTER, INCORPORATED	BALTIMORE	MARYLAND
4005	E	VISA U.S.A. INC. - EASTERN OPERATIONS CENTER	MCLEAN	VIRGINIA
4006	W	BANCARD ASSOCIATION OF HAWAII, INC.	HONOLULU	HAWAII
4008	W	FIRST DATA RESOURCES	OMAHA	NEBRASKA
4012	W	VISA U.S.A. INC. - WESTERN OPERATIONS CENTER	SAN MATEO	CALIFORNIA
4013	E	ATLANTIC STATES BANKCARD ASSOCIATION	RALEIGH	NORTH CARO
4015	E	VISA INTL - EUROPEAN OPERATIONS CENTRE	LONDON	UNITED KING
4016	W	CREDIT SYSTEMS INC.	ST. LOUIS	MISSOURI
4019	W	BANK OF AMERICA CARD CENTER	SAN FRANCISCO	CALIFORNIA
4024	W	BANK OF AMERICA CARD CENTER	PASADENA	CALIFORNIA
4032	W	HOUSEHOLD BANK	SALINAS	CALIFORNIA
4037	W	WELLS FARGO BANK, N.A.	CONCORD	CALIFORNIA
4070	W	SECURITY PACIFIC NATIONAL BANK	WOODLAND HILLS	CALIFORNIA
4085	W	CALIFORNIA FIRST BANK	SAN DIEGO	CALIFORNIA
4114	E	CHEMICAL BANK	JERICHO	NEW YORK
4127	E	CITICORP CREDIT SERVICES, INC.	MELVILLE	NEW YORK
4128	W	CITIBANK (SOUTH DAKOTA), N.A.	SIOUX FALLS	SOUTH DAKO
4131	E	STATE STREET BANK & TRUST	BOSTON	MASSACHUS
4141	E	VERMONT NATIONAL BANK	BRATTLEBORO	VERMONT
4146	E	KEY BANK OF CENTRAL MAINE	AUGUSTA	MAINE
4185	W	FIRST INTERSTATE SERVICES COMPANY	EL SEGUNDO	CALIFORNIA
4188	E	OHIO SAVING BANK	WICKLIFFE	OHIO
4190	W	FIRST BANK SYSTEMS	MINNEAPOLIS	MINNESOTA
4194	W	CONTROL DATA CORP.	LAKEWOOD	OHIO
4205	W	NORWEST	MINNEAPOLIS	MINNESOTA
4211	E	CHEMICAL BANK	CHICAGO	ILLINOIS
4225	E	THE CHASE MANHATTAN BANK, N.A.	NEW HYDE PARK	NEW YORK
4232	E	CHASE LINCOLN FIRST BANK	ROCHESTER	NEW YORK
4236	E	GLENS FALLS NATIONAL BANK & TRUST	GLENS FALLS	NEW YORK
4241	E	NATIONAL WESTMINSTER BANK U.S.A.	MELVILLE	NEW YORK
4254	E	MARINE MIDLAND BANK, N.A.	BUFFALO	NEW YORK
4258	E	MANUFACTURERS AND TRADERS TRUST	BUFFALO	NEW YORK
4261	E	CORESTATES BANK	PHILADELPHIA	PENNSYLVAN
4265	E	MERIDIAN BANK	READING	PENNSYLVAN
4299	W	J. C. PENNEY COMPANY, INC.	COLUMBUS	OHIO
4312	E	BARNETT CREDIT SERVICES, INC.	JACKSONVILLE	FLORIDA
4319	E	CITIZENS & SOUTHERN NATIONAL BANK	ST. PETERSBURG	FLORIDA
4321	E	MELLON BANK	WILMINGTON	DELAWARE
4324	E	TOTAL SYSTEMS, INC.	COLUMBUS	GEORGIA
4327	E	WACHOVIA	ATLANTA	GEORGIA

BASE II PROCESSORS

<u>PCR</u>	<u>VIC</u>	<u>CENTER NAME</u>	<u>CITY</u>	<u>STATE/COUNTY</u>
419002	W	FIRST NATIONAL BANK OF MINNEAPOLIS	MINNEAPOLIS	MINNESOTA
420999	W	DISCOVER	ARLINGTON HEIGHTS	ILLINOIS
422500	E	THE CHASE MANHATTAN BANK, N.A.	NEW HYDE PARK	NEW YORK
423200	E	CHASE LINCOLN FIRST BANK	ROCHESTER	NEW YORK
423337	W	NABANCO	SUNRISE	FLORIDA
423600	E	GLENS FALLS NATIONAL BANK & TRUST COMPANY	GLENS FALLS	NEW YORK
425300	E	THE BANK OF NEW YORK	NEWARK	DELAWARE
425400	E	MARINE MIDLAND BANK, N.A.	BUFFALO	NEW YORK
425804	E	M & T BANK	TONAWANDA	NEW YORK
426100	E	CORESTATES BANK	WILMINGTON	DELAWARE
426506	E	MERIDIAN BANK	READING	PENNSYLVAN
426800	E	PITTSBURGH NATIONAL BANK	PITTSBURGH	PENNSYLVAN
429800	E	FIRST NATIONAL BANK OF GLENS FALLS	GLEN FALLS	NEW YORK
429900	E	J. C. PENNEY COMPANY, INC.	COLUMBUS	OHIO
429906	W	J. C. PENNEY COMPANY, INC.	LENEXA	KANSAS
429910	W	J. C. PENNEY COMPANY, INC.	DALLAS	TEXAS
429913	W	J. C. PENNEY COMPANY, INC.	RENO	NEVADA
430103	E	SIGNET BANK	RICHMOND	VIRGINIA
430117	W	WELLS FARGO BANK, N.A.	WALNUT CREEK	CALIFORNIA
430128	E	MELLON BANK WEST	PITTSBURGH	PENNSYLVAN
431612	E	STANDARD FEDERAL BANK	TROY	MICHIGAN
431900	E	CITIZENS & SOUTHERN NATIONAL BANK	ST. PETERSBURG	FLORIDA
432400	E	TOTAL SYSTEMS, INC.	COLUMBUS	GEORGIA
432401	W	TOTAL SYSTEMS, INC.	COLUMBUS	GEORGIA
432402	E	TOTAL SYSTEMS, INC.	COLUMBUS	GEORGIA
432700	E	WACHOVIA	ATLANTA	GEORGIA
434000	E	FIRST UNION BANK OF NORTH CAROLINA	CHARLOTTE	NORTH CARO
434300	E	DIME SAVINGS BANK OF NEW YORK	VALLEY STREAM	NEW YORK
435500	E	THE SOUTH CAROLINA NATIONAL BANK	COLUMBIA	SOUTH CARO
436100	E	DOMINION BANKSHARES	ROANOKE	VIRGINIA
437800	E	AMSOUTH BANK, N.A.	BIRMINGHAM	ALABAMA
438556	E	THE CENTRAL TRUST COMPANY, N.A.	CINCINNATI	OHIO
438710	W	BANCOHIO NATIONAL BANK	COLUMBUS	OHIO
438731	B	MECHANICS BANK	HERCULES	CALIFORNIA
438775	E	NATIONAL BANCARD CORP. (NABANCO)	FORT LAUDERDALE	FLORIDA
438783	E	MERRILL LYNCH BANK AND TRUST COMPANY	SOMERSET	NEW JERSEY
438799	E&W	DATA CAPTURE - EASTERN OPERATIONS		
438889	W	MERCHANTS NATIONAL BANK	INDIANAPOLIS	INDIANA
		CENTER	VIRGINIA	
439700	W	COMPUTER COMMUNICATIONS OF AMERICA	TROY	MICHIGAN
439900	E&W	FIRST NATIONAL BANK OF LOUISVILLE	LOUISVILLE	KENTUCKY
440140	W	NATIONAL BANCARD CORP. (NABANCO)	FORT LAUDERDALE	FLORIDA
440802	B	SUMITOMO BANK OF CALIFORNIA	SAN FRANCISCO	CALIFORNIA
440809	W	PLUS SYSTEMS INC.	DENVER	COLORADO
441800	W	FIRST NATIONAL BANK OF OMAHA	OMAHA	NEBRASKA
442100	W	INDIANA NATIONAL BANK	INDIANAPOLIS	INDIANA
442500	E&W	CITIZENS FIDELITY BANK & TRUST COMPANY	LOUISVILLE	KENTUCKY
442532	W	NABANCO	SUNRISE	FLORIDA
442598	E	CITIZENS FIDELITY BANK	LOUISVILLE	KENTUCKY

422405	422406	422500-422522	422600-422522	422523	422524-422589
NBD Delaware Bank 251 Chapman Road Delaware Bldg. Ste 700 Newark, Delaware 19702 United States Mac OE 1800	Northern Trust Bank/Lake Forest Dempsh & Berk Lane Lake Forest, Illinois 60031 United States Mac IL0300	Chase Manhattan Bank, NA C/O Chase Manhattan Bank (USA) 900 Stewart Avenue Garden City, New York 11530 United States Mac NY0800	Chase Manhattan Bank, NA C/O Chase Manhattan Bank (USA) 900 Stewart Avenue Garden City, New York 11530 United States Mac NY0800	Chase Manhattan Bank, NA Electronic Banking Division 1985 Marcus Avenue New Hyde Park, New York 11042 United States Mac NY0800	Chase Manhattan Bank (USA) Attn: West 900 Stewart Avenue Garden City, New York 11530 United States Mac DE0500
<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>COMMENTS Continued</b> USA/International WUI 6852105; Aspen Deck CMIBKS	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>
Control Manager Erwin W. Meyer 302 453 6890 Asst. Manager Mary Jane Clapperton 302-453-6890 Operations Leonard Ciockajlo 313 680 2500 Collections Linda Kissaw 313 680-2564 Cash Erwin W. Meyer 302-453-6890 Accounting Richard L. Cross 313 680-2602 Security Fred Guddel 313 680-2589  Customer Service Mario Visconti 313 682 2728 Merchant Service Frank Gorenzki 313 682 2180 Request for Copy/Original Cherita Anderson 313 680 2618 Authorizations Joyce M. LaBelle 313 957-2607 Dorina Mykita 313-957-2835	Control Manager Sharon M. Bender 312-234-6100x5018 Asst. Manager Sharon M. Bender 708 234 5 100x5018 Cash Sharon M. Bender 708-234 5 100x5018 Accounting Sharon M. Bender 708-234 5 100x5018 Security Sharon M. Bender 708-234 5 100x5018  Customer Service Judith Crockett 708-234 6 100x5019 Merchant Service Judith Crockett 708-234 6 100x5019 Request for Copy/Original Judith Crockett 708-234 5 100x5019 Authorizations Joyce M. LaBelle 313-957-2607 Dorina Mykita 313-957-2835	Control Manager Asst. Manager Ronald Kesicki 516 745 3532 Operations N/A Collections Cash Mark Hristov 302 575 6295 Accounting Keith Schirck 302 575-5450 Security Ronald Cicala 516-745 4628  Customer Service Kevin Reilly 813-342 3686 Merchant Service Ann Knight 813-881-8423 Request for Copy/Original Ann Knight 813 681-8423 Authorizations Supervisor 516-745-4670 Supervisor 516-745-4670	Control Manager Asst. Manager Ronald Kesicki 516 745 3532 Operations Patricia Spalinski 516 326 5458 Collections Peter P. Helinski 516 574 7834 Cash Patricia Spalinski 516 326 5458 Accounting Peter P. Helinski 516 574 7834 Security Ronald Cicala 516 745 4628  Customer Service Peter P. Helinski 516 574 7834 Merchant Service N/A Request for Copy/Original Peter P. Helinski 516 574 7834 Authorizations Supervisor 516 745 4570 Supervisor 516 745 4570	Control Manager Asst. Manager Peter P. Helinski 516 574 7834 Operations Supervisor 516 745 4570 Supervisor 516 745 4570 Request for Copy/Original Peter P. Helinski 516 574 7834 Authorizations Supervisor 516 745 4570 Supervisor 516 745 4570	
<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>
Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions No Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes
<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>
International Interchange Authorization Required for Sales Over US\$ 250 Cash Over US\$ 150 Max Cash US\$ 150 Max Cash US\$ 250 (All Loc) Authorizing Member BIN NBD Service Corporation 439700 Hours of Operation MT SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes Phone Number for Referral Inquiries *(800) 788-1160 Toll Number Answer Back # 235708 CCA4397 DEL	International Interchange Authorization Required for Sales Over US\$ 250 Cash Over US\$ 150 Max Cash US\$ 150 Max Cash US\$ 250 (All Loc) Authorizing Member BIN NBD Service Corporation 439700 Hours of Operation MT SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes Phone Number for Referral Inquiries *(800) 788-1160 Toll Number Answer Back # 235708 CCA4397 DEL	International Interchange Authorization Required for Sales Over US\$ 250 Cash Over US\$ 150 Max Cash US\$ 150 Max Cash US\$ 250 (All Loc) Authorizing Member BIN The Chase Manhattan Bank, NA 427500 Hours of Operation MT SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes Phone Number for Referral Inquiries 800-854-9234 Toll Number Answer Back # 4758037 4758037	International Interchange Authorization Required for Sales Over US\$ 250 Cash Over US\$ 150 Max Cash US\$ 150 Max Cash US\$ 250 (All Loc) Authorizing Member BIN Chase Manhattan Bank, NA 422500 Hours of Operation MT SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface EST -5 Yes Phone Number for Referral Inquiries *(800) 854-9234 Toll Number Answer Back # 4758037 4758037	International Interchange Authorization Required for Sales Over US\$ 250 Cash Over US\$ 150 Max Cash US\$ 150 Max Cash US\$ 250 (All Loc) Authorizing Member BIN Chase Manhattan Bank, NA 422500 Hours of Operation MT SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface EST -5 Yes Phone Number for Referral Inquiries *(800) 854-9234 Toll Number Answer Back # 4758037 4758037	International Interchange Authorization Required for Sales Over US\$ 250 Cash Over US\$ 150 Max Cash US\$ 150 Max Cash US\$ 250 (All Loc) Authorizing Member BIN Chase Manhattan Bank, NA 422500 Hours of Operation MT SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface EST -5 Yes Phone Number for Referral Inquiries *(800) 854-9234 Toll Number Answer Back # 4758037 4758037
<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>
Michigan & South Counties 810-745-6617 All Other States 800-632-3300	Michigan & South Counties 810-745-6617 All Other States 800-632-3300	Michigan & South Counties 810-745-6617 All Other States 800-632-3300	Michigan & South Counties 810-745-6617 All Other States 800-632-3300	Michigan & South Counties 810-745-6617 All Other States 800-632-3300	Michigan & South Counties 810-745-6617 All Other States 800-632-3300
<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>
Clearing Member BIN NBD Service Corporation 439700 Address for Interchange Documentation P.O. Box 7074 Troy, Michigan 48007-7074 Phone Number for Charge Back Inquiries 313-680-2630	Clearing Member BIN NBD Service Corporation 439700 Address for Interchange Documentation P.O. Box 7074 Troy, Michigan 48007-7074 Phone Number for Charge Back Inquiries 313-680-2630	Clearing Member BIN Chase Manhattan Bank (USA) Address for Interchange Documentation P.O. Box 31142 Tampa, Florida 33610 Phone Number for Charge Back Inquiries 813-881-6586	Clearing Member BIN Chase Manhattan Bank, NA 422500 Address for Interchange Documentation P.O. Box 31142 Tampa, Florida 33610 Phone Number for Charge Back Inquiries 813-881-6586	Clearing Member BIN Chase Manhattan Bank, NA 422500 Address for Interchange Documentation P.O. Box 31142 Tampa, Florida 33610 Phone Number for Charge Back Inquiries 813-881-6586	Clearing Member BIN Chase Manhattan Bank, NA 422500 Address for Interchange Documentation P.O. Box 31142 Tampa, Florida 33610 Phone Number for Charge Back Inquiries 813-881-6586
<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>
P.O. Box 7073 Troy, Michigan 48007-7073	P.O. Box 7073 Troy, Michigan 48007-7073	N/A	N/A	N/A	N/A
<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>
Compliance/Arbitration: Computer Communications of America, P.O. Box 7051, Troy, Michigan, 48007-7051, Attn: Chargeback Department.  VISA GOLD PROGRAM	Closed: New Year's Day, Washington's Birthday, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Columbus Day, Thanksgiving, Christmas.  Compliance/Arbitration: SEE 439700  Check Guarantee Contact: Sharon M. Bender, 312-234-5100  VISA GOLD PROGRAM	Lost/Stolen: 800-632-3300 Durable USA Call Center, 516-745-3710.  Interchange Documentation: Chase Money Card 1985 Marcus Avenue New Hyde Park, NY 11042 Phone: 516-574-7728  USA/International ITT Telex 475-8037 Answer Back 475 8037. Comments Continued Next Column	SEE 422600  ELECTRON CARD PROGRAM	SEE 422600  ELECTRON CARD PROGRAM	SEE 422600  ELECTRON CARD PROGRAM

422405	422406	422500-422522	422500-422522	422523	422524-422589
NBD Delaware Bank 752 Chapman Road, Christiana Bldg. Ste 200 Newark, Delaware 19707 United States MC DE 1800	Northern Trust Bank/Lake Forest Deerpath & Bank Lane Lake Forest, Illinois 60031 United States MC IL 0300	Chase Manhattan Bank, NA C/O Chase Manhattan Bank (USA) 900 Stewart Avenue Garden City, New York 11530 United States MC NY 0800	Chase Manhattan Bank, NA C/O Chase Manhattan Bank (USA) 900 Stewart Avenue Garden City, New York 11530 United States MC NY 0800	Chase Manhattan Bank, NA Electric Building (Upper Level) 1985 Marcus Avenue New Hyde Park, New York 11042 United States MC NY 0800	Chase Manhattan Bank (USA) Ave West 900 Stewart Avenue Garden City, New York 11530 United States MC DE 0500
<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>COMMENTS</b> Continued	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>
<b>Circle Manager</b> Erwin W. Meyer 302-453-5890 <b>Asst Manager</b> Mary Jane Clapperton 302-453-5890 <b>Operations</b> Leonard Cokajko 313-680-2500 <b>Collection</b> Linda Kissner 313-680-2564 <b>Check</b> Erwin W. Meyer 302-453-5890 <b>Accounting</b> Richard L. Goss 313-680-2502 <b>Security</b> Fred Goedtel 313-680-2589 <b>Customer Service</b> Mario Vaccaro 313-828-2728 <b>Merchant Service</b> Frank Goversali 313-828-2180 <b>Request for Copy/Original</b> Chenita Anderson 313-680-2618 <b>Authorization</b> Joyce M. LaBelle 313-957-2607 Donna Meyla 313-957-2635	<b>Circle Manager</b> Sharon M. Bender 312-234-5100X5018 <b>Asst Manager</b> Sharon M. Bender 708-234-5100X5018 <b>Check</b> Sharon M. Bender 708-234-5100X5018 <b>Accounting</b> Sharon M. Bender 708-234-5100X5018 <b>Customer Service</b> Judith Cockell 708-234-5100X5019 <b>Merchant Service</b> Judith Cockell 708-234-5100X5019 <b>Request for Copy/Original</b> Judith Cockell 708-234-5100X5019 <b>Authorization</b> Joyce M. LaBelle 313-957-2607 Donna Meyla 313-957-2635	<b>Circle Manager</b> Ronald Kesicki 516-745-3537 <b>Operations</b> N/A <b>Check</b> Mark Trelis 302-575-6295 <b>Accounting</b> Keith Schuck 302-575-5450 <b>Security</b> Ronald Cicala 516-745-4628 <b>Customer Service</b> Kevin Reilly 813-342-3686 <b>Merchant Service</b> Ann Knight 813-881-8423 <b>Request for Copy/Original</b> Ann Knight 813-881-8423 <b>Authorization</b> Supervisor 516-745-4570 Supervisor 516-745-4570	USA/International WUI 685-7165; Answer Back CMBIKS	<b>Circle Manager</b> Ronald Kesicki 516-745-3537 <b>Operations</b> Pamela Squitieri 516-326-9458 <b>Collection</b> Peter P. Hehrlich 516-574-1834 <b>Check</b> Pamela Squitieri 516-326-9458 <b>Accounting</b> Peter P. Hehrlich 516-574-1834 <b>Security</b> Ronald Cicala 516-745-4628 <b>Customer Service</b> Peter P. Hehrlich 516-574-1834 <b>Merchant Service</b> N/A <b>Request for Copy/Original</b> Peter P. Hehrlich 516-574-1834 <b>Authorization</b> Supervisor 516-745-4570 Supervisor 516-745-4570	<b>Circle Manager</b> Supervisor 516-745-4570 Supervisor 516-745-4570
<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>		<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>
Card Valid Outside Country of Issue for: Retail Transactions Yes <input type="checkbox"/> Cash Yes <input type="checkbox"/>	Card Valid Outside Country of Issue for: Retail Transactions Yes <input type="checkbox"/> Cash Yes <input type="checkbox"/>	Card Valid Outside Country of Issue for: Retail Transactions Yes <input type="checkbox"/> Cash Yes <input type="checkbox"/>		Card Valid Outside Country of Issue for: Retail Transactions Yes <input type="checkbox"/> Cash Yes <input type="checkbox"/>	Card Valid Outside Country of Issue for: Retail Transactions Yes <input type="checkbox"/> Cash Yes <input type="checkbox"/>
<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>		<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>
International Interchange Authorization Requested for Sales Over US\$ 2500 Cash Over US\$ 1150 Min Cash US\$ 320 Max Cash US\$ 6611.00	International Interchange Authorization Requested for Sales Over US\$ 2500 Cash Over US\$ 1150 Min Cash US\$ 320 Max Cash US\$ 6611.00	International Interchange Authorization Requested for Sales Over US\$ 2500 Cash Over US\$ 1150 Min Cash US\$ 320 Max Cash US\$ 6611.00		International Interchange Authorization Requested for Sales Over US\$ 2500 Cash Over US\$ 1150 Min Cash US\$ 320 Max Cash US\$ 6611.00	International Interchange Authorization Requested for Sales Over US\$ 2500 Cash Over US\$ 1150 Min Cash US\$ 320 Max Cash US\$ 6611.00
<b>Authorizing Member</b> BIK NBD Service Corporation 439700 <b>Hours of Operation:</b> M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes <b>Phone Number for Retail Inquiries</b> *1800-768-1180 <b>Telex Number</b> Answer Back # CCA4397 DE1 235708	<b>Authorizing Member</b> BIK NBD Service Corporation 439700 <b>Hours of Operation:</b> M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes <b>Phone Number for Retail Inquiries</b> *1800-768-1180 <b>Telex Number</b> Answer Back # CCA4397 DE1 235708	<b>Authorizing Member</b> BIK The Chase Manhattan Bank, NA 422500 <b>Hours of Operation:</b> M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes <b>Phone Number for Retail Inquiries</b> 800-654-9234 <b>Telex Number</b> Answer Back # 4758037 4758037		<b>Authorizing Member</b> BIK Chase Manhattan Bank, NA 422500 <b>Hours of Operation:</b> M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface EST -5 Yes <b>Phone Number for Retail Inquiries</b> *1800-654-9234 <b>Telex Number</b> Answer Back # 4758037	<b>Authorizing Member</b> BIK Chase Manhattan Bank (USA) 422500 <b>Hours of Operation:</b> M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface Eastern -5 Yes <b>Phone Number for Retail Inquiries</b> *1800-654-9234 <b>Telex Number</b> Answer Back # 4758037
<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>		<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>
		Nassau & Suffolk Counties 516-745-6417 All Other States 800-632-3300			
<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>		<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>
<b>Clearing Member</b> BIK NBD Service Corporation 439700 <b>Address for Interchange Documentation</b> P.O. Box 7074 Troy, Michigan 48007-7074 <b>Phone Number for Charge Back Inquiries</b> 313-680-2830	<b>Clearing Member</b> BIK NBD Service Corporation 439700 <b>Address for Interchange Documentation</b> P.O. Box 7074 Troy, Michigan 48007-7074 <b>Phone Number for Charge Back Inquiries</b> 313-680-2830	<b>Clearing Member</b> BIK Chase Manhattan Bank (USA) <b>Address for Interchange Documentation</b> P.O. Box 31142 Tampa, Florida 33610 <b>Phone Number for Charge Back Inquiries</b> 813-841-8588		<b>Clearing Member</b> BIK Chase Manhattan Bank, NA 422500 <b>Address for Interchange Documentation</b> P.O. Box 31142 Tampa, Florida 33610 <b>Phone Number for Charge Back Inquiries</b>	<b>Clearing Member</b> BIK Chase Manhattan Bank (USA) <b>Address for Interchange Documentation</b> P.O. Box 31142 Tampa, Florida 33610 <b>Phone Number for Charge Back Inquiries</b>
<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>		<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>
P.O. Box 7073 Troy, Michigan 48007-7073	P.O. Box 7073 Troy, Michigan 48007-7073	N/A		Use Legal Address	Use Legal Address
<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>		<b>COMMENTS</b>	<b>COMMENTS</b>
Compliance/Arbitration: Computer Communications of America, P.O. Box 1051, Troy, Michigan 48007-7051, Attn: Chargeback Department.	Closed: New Year's Day, Washington's Birthday, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Columbus Day, Thanksgiving, Christmas.	Lost/Stolen: 800-632-3300. Outside USA Call Collect: 516-745-3710		SEE 422600	
VISA GOLD PROGRAM	Compliance/Arbitration: SEE 439700  Check Guarantee Contact: Sharon M. Bender, 312-234-5100  VISA GOLD PROGRAM	Moneycard Documentation Chase Money Card 1985 Marcus Avenue New Hyde Park, NY 11042 Phone: 516-574-7729		ELECTRON CARD PROGRAM	
		USA/International ITT Telex 475-8037 Answer Back 475-8037			

456410-456412	456413	456414	456415-456416	456417	456418-456420
<b>Credit Union Financial Services (Australia) Ltd</b> Level 4, 51 Great Street Sydney, New South Wales 2000 Australia MIC AU2400	<b>Credit Union Financial Services (Australia) Ltd</b> Level 4, 51 Great Street Sydney, New South Wales 2000 Australia MIC AU2400	<b>Credit Union Financial Services (Australia) Ltd</b> Level 4, 51 Great Street Sydney, New South Wales 2000 Australia MIC AU2400	<b>Credit Union Financial Services (Australia) Ltd</b> Level 4, 51 Great Street Sydney, New South Wales 2000 Australia MIC AU2400	<b>Credit Union Financial Services (Australia) Ltd</b> Level 4, 51 Great Street Sydney, New South Wales 2000 Australia MIC AU2400	<b>Credit Union Financial Services (Australia) Ltd</b> Level 4, 51 Great Street Sydney, New South Wales 2000 Australia MIC AU2400
<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>
Centre Manager Philip Timms 02 3337777 Asst Manager Pauline Randle 02 3337777 Operations Pauline Randle 02 3337777 Collections Pauline Randle 02 3337777 Credit Accounting John Clark 02 3337777 Security	Centre Manager Philip Timms 02 3337777 Asst Manager Pauline Randle 02 3337777 Operations Pauline Randle 02 3337777 Collections Pauline Randle 02 3337777 Credit Accounting John Clark 02 3337777 Security	Centre Manager Philip Timms 02 3337777 Asst Manager Pauline Randle 02 3337777 Operations Pauline Randle 02 3337777 Collections Pauline Randle 02 3337777 Credit Accounting John Clark 02 3337777 Security	Centre Manager Philip Timms 02 3337777 Asst Manager Pauline Randle 02 3337777 Operations Pauline Randle 02 3337777 Collections Pauline Randle 02 3337777 Credit Accounting John Clark 02 3337777 Security	Centre Manager Philip Timms 02 3337777 Asst Manager Pauline Randle 02 3337777 Operations Pauline Randle 02 3337777 Collections Pauline Randle 02 3337777 Credit Accounting John Clark 02 3337777 Security	Centre Manager Philip Timms 02 3337777 Asst Manager Pauline Randle 02 3337777 Operations Pauline Randle 02 3337777 Collections Pauline Randle 02 3337777 Credit Accounting John Clark 02 3337777 Security
Customer Service Merchant Service Request for Copy/Original Pauline Randle 02 3337777 Authentication Duty Operator 02 9544249 Duty Operator 02 9544249	Customer Service Merchant Service Request for Copy/Original Pauline Randle 02 3337777 Authentication Duty Operator 02 9544249 Duty Operator 02 9544249	Customer Service Merchant Service Request for Copy/Original Pauline Randle 02 3337777 Authentication Duty Operator 02 9544249 Duty Operator 02 9544249	Customer Service Merchant Service Request for Copy/Original Pauline Randle 02 3337777 Authentication Duty Operator 02 9544249 Duty Operator 02 9544249	Customer Service Merchant Service Request for Copy/Original Pauline Randle 02 3337777 Authentication Duty Operator 02 9544249 Duty Operator 02 9544249	Customer Service Merchant Service Request for Copy/Original Pauline Randle 02 3337777 Authentication Duty Operator 02 9544249 Duty Operator 02 9544249
<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>
Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes	Card Valid Outside Country of Issue for: Retail Transactions Yes Cash Yes
<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>
International Interchange Authorization Request for Sales Over US\$ 3150 Cash Over US\$ 1150 Min Cash US\$ 350 Max Cash US\$ 1500 Authorizing Member BIN EFTEL Ltd. 456470 Hours of Operation M F SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface GMT +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104	International Interchange Authorization Request for Sales Over US\$ 3150 Cash Over US\$ 1150 Min Cash US\$ 350 Max Cash US\$ 1500 Authorizing Member BIN EFTEL Ltd. 456470 Hours of Operation M F SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface GMT +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104	International Interchange Authorization Request for Sales Over US\$ 3150 Cash Over US\$ 1150 Min Cash US\$ 350 Max Cash US\$ 1500 Authorizing Member BIN EFTEL Ltd. 456470 Hours of Operation M F SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface GMT +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104	International Interchange Authorization Request for Sales Over US\$ 3150 Cash Over US\$ 1150 Min Cash US\$ 350 Max Cash US\$ 1500 Authorizing Member BIN EFTEL Ltd. 456470 Hours of Operation M F SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface GMT +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104	International Interchange Authorization Request for Sales Over US\$ 3150 Cash Over US\$ 1150 Min Cash US\$ 350 Max Cash US\$ 1500 Authorizing Member BIN EFTEL Ltd. 456470 Hours of Operation M F SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface GMT +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104	International Interchange Authorization Request for Sales Over US\$ 3150 Cash Over US\$ 1150 Min Cash US\$ 350 Max Cash US\$ 1500 Authorizing Member BIN EFTEL Ltd. 456470 Hours of Operation M F SAT SUN 24 Hours 24 Hours 24 Hours Time Zone GMT Hours Computer Interface GMT +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104
<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>
SEE 456470	SEE 456470	SEE 456470	SEE 456470	SEE 456470	SEE 456470
<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>
Clearing Member BIN Assoc of N.S.W. Credit Unions Ltd 456410 Address for Interchange Documentation G.P.O. Box 4720 Sydney, New South Wales 2001 Phone Number for Charge Back Inquiries 02 333 7777	Clearing Member BIN Victorian Credit Co-op Assn. Address for Interchange Documentation P.O. Box 1039 Windsor, Victoria 3181 Phone Number for Charge Back Inquiries 03-6228668	Clearing Member BIN Queensland Coop CH League Ltd Address for Interchange Documentation P.O. Box 21 Indooroopilly, Queensland 4068 Phone Number for Charge Back Inquiries	Clearing Member BIN Association of N.S.W. Address for Interchange Documentation G.P.O. Box 4720 Sydney, New South Wales 2001 Phone Number for Charge Back Inquiries 02-2902188	Clearing Member BIN Association of New South Wales CU Address for Interchange Documentation G.P.O. Box 4720 Sydney, New South Wales 2001 Phone Number for Charge Back Inquiries 02-333 7777	Clearing Member BIN Association of New South Wales CU Address for Interchange Documentation G.P.O. Box 4720 Sydney, New South Wales 2001 Phone Number for Charge Back Inquiries 02-333 7777
<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>	<b>COPY/ORIGINAL ADDRESS</b>
G.P.O. Box 4720 Sydney, New South Wales Australia 2001	P.O. Box 1039 Windsor Victoria, Australia 3181	P.O. Box 21 Indooroopilly Queensland, Australia 4068	G.P.O. Box 4720 Sydney, New South Wales Australia 2001	G.P.O. Box 4720 Sydney, New South Wales Australia 2001	G.P.O. Box 4720 Sydney, New South Wales Australia 2001
<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>
Collection items accepted only 2 over \$25 and no more than 12 months old. Handling fee subject to re-occupation, maximum \$10.	SEE 456410.	SEE 456470	SEE 456410	SEE 456410	SEE 456410



456404	456405	456406	456407	456408	456409
<b>State Bank of New South Wales</b> Level 21, No 1 Oxford Street Sydney, New South Wales 2010 Australia MIC AU0300	<b>Challenge Bank Limited</b> 95 Wilham Street Perth, Western Australia 6000 Australia MIC AU1500	<b>Challenge Bank Pty. Ltd</b> 455 Con-1 Street Melbourne, Victoria 3001 Australia MIC AU1700	<b>NatWest Australia Bank Limited</b> Quantas International Centre Level 391 Sydney, New South Wales 2000 Australia MIC AU1000	<b>Banco Manager</b> Paseo de Recoletos 29 E-28004 Madrid Spain MIC	<b>State Bank of Victoria</b> P.O. Box 405C G.P.O. Melbourne, Victoria 3001 Australia MIC AU0900
<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>	<b>KEY CONTACTS</b>
Centre Manager Greg Monaghan 02 266 3358 Asst Manager Lyn Akers 02-266 3300 Collections Walter Bannister 02-798 1819 Credit Mick Sedgers 02-798 1887 Accounting Brian Adams 02-266 3983 Security Peter Mahistori 02 266 3986 Customer Service Linda Gossage 02 266 3901 Merchant Service Request for Copy/Original Linda Gossage 02-266 3901 Authorisation 02 264 6077 02-264-6077	Centre Manager Mr. Doug A. Newman 09 320 8581 Asst Manager M. Lee H. Wolfe 09 320 8704 Operations Miss Sandra Mendello 09 320 8593 Collections Mrs. Jacky Ramm 09 320 8586 Credit Mr. Lee H. Wolfe 09 320 8704 Accounting Mrs. Jacky Ramm 09 320 8586 Security Mr. Lee H. Wolfe 09 320 8704 Customer Service Miss Sandra Mendello 09 320 8593 Merchant Service Miss Maria Ulanza *09 320 8581 Request for Copy/Original Mrs. Jacky Ramm 09 320 8585 Authorisation Duty Operator 02 9544249 Duty Operator 02 9544249	Centre Manager Mr. Doug A. Newman 09 320 8581 Asst Manager Operations Collections Credit Accounting Louis Azopardi 02 250 8500 Security Louis Azopardi 02 250 8245 Customer Service Louis Azopardi 02 250 8500 Merchant Service Request for Copy/Original Louis Azopardi 02 250 8500 Authorisation Duty Operator 02 9544249 Duty Operator 02 9544249 Computer Operations 02 241 3043 Computer Operations 02 241 3043	Centre Manager Louis Azopardi 02 250 8500 Asst Manager Operations Louis Azopardi 02 250 8500 Collections Credit Accounting Louis Azopardi 02 250 8500 Security Louis Azopardi 02 250 8245 Customer Service Louis Azopardi 02 250 8500 Merchant Service Request for Copy/Original Louis Azopardi 02 250 8500 Authorisation Computer Operations 02 241 3043 Computer Operations 02 241 3043	Centre Manager Joanne Swerley 014 5874 Asst Manager Operations Haydn Leebberg 694 5934 Collections Michael Scull 694 5943 Credit Kevin Wells 694 5945 Accounting Alan Pitts 694 5924 Security Peter Worrell 694 5959 Customer Service Frank Fitzgerald 694 5970 Merchant Service Les Flower 694 5978 Request for Copy/Original Frank Fitzgerald 694 5970 Authorisation Carlink Services Ltd. 456439 Carlink Services Ltd. 456439	
<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>	<b>CARD ISSUANCE RESTRICTIONS</b>
Card Valid Outside Country of Issue for: Retail Transactions Yes No Cash Yes No International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 857800 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface +10 Yes Phone Number for Referral Inquiries 02 264-6077 Telex Number Answer Back # 27370 SBNSWG REGIONAL AUTHORIZ. NUMBERS	Card Valid Outside Country of Issue for: Retail Transactions Yes No Cash Yes No International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 458470 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104 REGIONAL AUTHORIZ. NUMBERS	Card Valid Outside Country of Issue for: Retail Transactions Yes No Cash Yes No International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 456410 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface Australian EST +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104 REGIONAL AUTHORIZ. NUMBERS	Card Valid Outside Country of Issue for: Retail Transactions Yes No Cash Yes No International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 456476 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface No Phone Number for Referral Inquiries 02 241 3043 Telex Number Answer Back # AA 127 041 CCAATM REGIONAL AUTHORIZ. NUMBERS	Card Valid Outside Country of Issue for: Retail Transactions Yes No Cash Yes No International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 456439 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface +10 Yes Phone Number for Referral Inquiries 02 546 4875 Telex Number Answer Back # AAB010 CRKLNK REGIONAL AUTHORIZ. NUMBERS	
<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>	<b>AUTHORIZATION DATA</b>
International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 857800 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface +10 Yes Phone Number for Referral Inquiries 02 264-6077 Telex Number Answer Back # 27370 SBNSWG REGIONAL AUTHORIZ. NUMBERS	International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 458470 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface Australian EST +10 Yes Phone Number for Referral Inquiries 02 9544249 Telex Number Answer Back # 75104 AUSTNET 75104 REGIONAL AUTHORIZ. NUMBERS	International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 456410 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface No Phone Number for Referral Inquiries 02 241 3043 Telex Number Answer Back # AA 127 041 CCAATM REGIONAL AUTHORIZ. NUMBERS	International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 456476 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface No Phone Number for Referral Inquiries 02 241 3043 Telex Number Answer Back # AA 127 041 CCAATM REGIONAL AUTHORIZ. NUMBERS	International Interchange Authorisation Required for: Sales Over US\$ Cash Over US\$ Min Cash US\$ 100 Max Cash US\$ 250000 Authorising Member BIN 456439 Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone GMT Hours Computer Interface +10 Yes Phone Number for Referral Inquiries 02 546 4875 Telex Number Answer Back # AAB010 CRKLNK REGIONAL AUTHORIZ. NUMBERS	
<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>	<b>REGIONAL AUTHORIZ. NUMBERS</b>
<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>	<b>CHARGE-BACK DATA</b>
Charging Member BIN 456404 State Bank of New South Wales Address for Interchange Documentation P.O. Box 1067 Darlinghurst, New South Wales 2010 Phone Number for Charge Back Inquiries 02-266-3932 COPY/ORIGINAL ADDRESS P.O. Box 1067 Darlinghurst, New South Wales 2010 COMMENTS VISA BUSINESS CARD PROGRAM	Charging Member BIN 456408 Challenge Bank Limited Address for Interchange Documentation 95 Wilham Street Perth, Western Australia 6000 Phone Number for Charge Back Inquiries 09 320 8586 COPY/ORIGINAL ADDRESS 95 Wilham Street Perth, Western Australia 6000 COMMENTS Administrative Telex: AA92386 CBLWA (Not for Authorizations) Fax: 09 320 8070	Charging Member BIN 456406 Challenge Bank Ltd Address for Interchange Documentation 95 Wilham Street Perth, Western Australia 6000 Phone Number for Charge Back Inquiries COPY/ORIGINAL ADDRESS 95 Wilham Street Perth, Western Australia 6000 COMMENTS Administrative Telex: AA 92386 CBLWA (Not for Authorizations) Fax: 09 320 8070	Charging Member BIN 456407 NatWest Australia Bank Ltd Address for Interchange Documentation 9-13 Bigh Street Sydney, New South Wales 2000 Phone Number for Charge Back Inquiries 02-250 8500 COPY/ORIGINAL ADDRESS 9-13 Bigh Street Sydney, New South Wales Australia 2000 COMMENTS Administrative Telex: AA 21848 ANSWABICK: LOMBANK Administrative Fax: 02 251 2163 PREMIER CARD PROGRAM	Charging Member BIN 456409 State Bank of Victoria Address for Interchange Documentation Box 405C, G.P.O. Melbourne, Victoria 3001 Phone Number for Charge Back Inquiries 694 5122 COPY/ORIGINAL ADDRESS Box 405C G.P.O. Melbourne, Victoria Australia 3001 COMMENTS Admin Telex: AA 154754 ANSWABICK: SBANK Fax: 03 690 5975 VISA GOLD PROGRAM	
<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>	<b>COMMENTS</b>
<b>PREMIER CARD PROGRAM</b>			<b>PREMIER CARD PROGRAM</b>		

**VISA<sup>®</sup>**

**CARD RECOVERY  
BULLETIN SERVICE  
DIRECTORY**

**DECEMBER 1991/JANUARY 1992**

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**Fran Schall**

**Highly Confidential -- Outside Counsel Eyes Only**

**0714371**

## Foreword to Visa Card Recovery Service Directory

This Directory is published to assist Affiliates in identifying countries within a CRB region and the effective date for the Service in that country. Please refer to the Operating Regulations and Card Recovery Bulletin Service User's Guide for detailed information about the Service.

### CRB Service Cutoff Schedule

For Affiliates designating cardholder account numbers to be listed in any regional CRB, the BASE I Exception File cutoff is Monday at 12:00 noon Pacific Time.

### Effective Dates

Except for selected countries in the Asia-Pacific and Latin America regions, Card Recovery Bulletins become effective every other Saturday. Countries/U.S. states and their corresponding effective date are listed in this Directory.

### CRB Service Directory Contents

#### Section I CRB Production Schedule Cutoff Dates

This schedule contains the production deadlines and the cutoff dates for listing accounts and CRB publication.

#### Section II BASE II Country Codes

The alphabetical listing by country identifies the corresponding two-character BASE II country code.

#### Section III Country/U.S. States Cross Reference

Using the BASE II country code, a list is provided which gives the country/U.S. state, its corresponding effective date and its CRB region.

6-1991 - 5-1993 PRODUCTION SCHEDULE

<u>CRB/CWB ISSUE NO.</u>	<u>EFFECTIVE ON OR AFTER (SATURDAY)</u>	<u>MERCHANT MAILING FILE UPDATE DEADLINE (WEDNESDAY)</u>	<u>----EXCEPTION FILE---- BASE I ONLINE DEADLINE (MONDAY)</u>	<u>MAILED TAPE DEADLINE (FRIDAY)</u>
48	06-01-91	05-22-91	05-27-91	05-24-91
48A	06-08-91	05-29-91	06-03-91	05-31-91
49	06-15-91	06-05-91	06-10-91	06-07-91
49A	06-22-91	06-12-91	06-17-91	06-14-91
50	06-29-91	06-19-91	06-24-91	06-21-91
50A	07-06-91	06-26-91	07-01-91	06-28-91
51	07-13-91	07-03-91	07-08-91	07-05-91
51A	07-20-91	07-10-91	07-15-91	07-12-91
52	07-27-91	07-17-91	07-22-91	07-19-91
52A	08-03-91	07-24-91	07-29-91	07-26-91
53	08-10-91	07-31-91	08-05-91	08-02-91
53A	08-17-91	08-07-91	08-12-91	08-09-91
54	08-24-91	08-14-91	08-19-91	08-16-91
54A	08-31-91	08-21-91	08-26-91	08-23-91
55	09-07-91	08-28-91	09-02-91	08-30-91
55A	09-14-91	09-04-91	09-09-91	09-06-91
56	09-21-91	09-11-91	09-16-91	09-13-91
56A	09-28-91	09-18-91	09-23-91	09-20-91
57	10-05-91	09-25-91	09-30-91	09-27-91
57A	10-12-91	10-02-91	10-07-91	10-04-91
58	10-19-91	10-09-91	10-14-91	10-11-91
58A	10-26-91	10-16-91	10-21-91	10-18-91
59	11-02-91	10-23-91	10-28-91	10-25-91
59A	11-09-91	10-30-91	11-04-91	11-01-91
60	11-16-91	11-06-91	11-11-91	11-08-91
60A	11-23-91	11-13-91	11-18-91	11-15-91
61	11-30-91	11-20-91	11-25-91	11-22-91
61A	12-07-91	11-27-91	12-02-91	11-29-91

\* Please note that the cut-off time for mailed tapes is 12:00 noon Pacific time on Fridays.

6-1991 - 5-1993 PRODUCTION SCHEDULE

CRB/CWB ISSUE NO	EFFECTIVE ON OR AFTER (SATURDAY)	MERCHANT MAILING FILE UPDATE DEADLINE (WEDNESDAY)	--EXCEPTION FILE--	
			BASE I ONLINE DEADLINE (MONDAY)	MAILED TAPE DEADLINE (FRIDAY)
62	12-14-91	12-04-91	12-09-91	12-06-91
62A	12-21-91	12-11-91	12-16-91	12-13-91
63	12-28-91	12-18-91	12-22-91**	12-20-91
63A	01-04-92	12-25-91	12-29-91**	12-27-91
64	01-11-92	01-01-92	01-06-91	01-03-91
64A	01-18-92	01-08-92	01-13-92	01-10-92
65	01-25-92	01-15-92	01-20-92	01-17-92
65A	02-01-92	01-22-92	01-27-92	01-24-92
66	02-08-92	01-29-92	02-03-92	01-31-92
66A	02-15-92	02-05-92	02-10-92	02-07-92
67	02-22-92	02-12-92	02-17-92	02-14-92
67A	02-29-92	02-19-92	02-24-92	02-21-92
68	03-07-92	02-26-92	03-02-92	02-28-92
68A	03-14-92	03-04-92	03-09-92	03-06-92
69	03-21-92	03-11-92	03-16-92	03-13-92
69A	03-28-92	03-18-92	03-23-92	03-20-92
70	04-04-92	03-25-92	03-30-92	03-27-92
70A	04-11-92	04-01-92	04-06-92	04-03-92
71	04-18-92	04-08-92	04-13-92	04-10-92
71A	04-25-92	04-15-92	04-20-92	04-17-92
72	05-02-92	04-22-92	04-27-92	04-24-92
72A	05-09-92	04-29-92	05-04-92	05-01-92
73	05-16-92	05-06-92	05-11-92	05-08-92
73A	05-23-92	05-13-92	05-18-92	05-15-92
74	05-30-92	05-20-92	05-25-92	05-22-92
74A	06-06-92	05-27-92	06-01-92	05-29-92
75	06-13-92	06-03-92	06-08-92	06-05-92
75A	06-20-92	06-10-92	06-15-92	06-12-92

\* Please note that the cut-off time for mailed tapes is 12:00 noon Pacific time on Friday.

\*\* NOTE: Cut-off is one day earlier on these two issues only.

BASE II Country Codes

Country	Code	Country	Code
Alghanistan.....	AF	Costa Rica.....	CR
Albania.....	AL	Cuba.....	CU
Algeria.....	DZ	Cyprus.....	CY
American Samoa.....	AS	Czechoslovakia.....	CS
Andorra.....	AD		
Angola.....	AO	Denmark.....	DK
Anguilla.....	LL	Djibouti.....	DJ
Antarctica.....	AQ	Dominica.....	DM
Antigua.....	AG	Dominican Republic.....	DO
Argentina.....	AR	Dronning Maud Island.....	NO
Australia.....	AU		
Austria.....	AT	East Timor.....	TP
Aruba.....	AW	Ecuador.....	EC
Bahamas.....	BS	Egypt.....	EG
Bahrain.....	BH	El Salvador.....	SV
Bangladesh.....	BD	Equatorial Guinea.....	GQ
Barbados.....	BB	Ethiopia.....	ET
Belgium.....	BE		
Belize.....	BZ	Faeroe Islands.....	FO
Benin.....	BJ	Falkland Islands (Malvinas).....	FK
Bermuda.....	BM	Fiji.....	FJ
Bhutan.....	BT	Finland.....	FI
Bolivia.....	BO	France.....	FR
Botswana.....	BW	French Southern and	
Bouvet Island.....	BV	Antarctica.....	FQ
Brazil.....	BR	French Guiana.....	GF
British Antarctic Terr.....	BQ	French Polynesia.....	PF
British Indian			
Ocean Territory.....	IO	Gabon.....	GA
British Solomon Islands.....	SB	Gambia.....	GM
British Virgin Islands.....	VG	German Democratic Rep.....	DD
Brunei.....	BN	Germany, Federal Rep.....	DE
Bulgaria.....	BG	Ghana.....	GH
Burma.....	BU	Gibraltar.....	GI
Burundi.....	BI	Greenland.....	GL
Byelorussian SSR.....	BY	Greece.....	GR
		Grenada.....	GD
Cambodia.....	KH	Guadaloupe.....	GP
Cameroon, United Republic of.....	CM	Guam.....	GU
Canada.....	CA	Guatemala.....	GT
Canton and Enderbury Is.....	KI	Guinea.....	GN
Cape Verde.....	CV	Guinea-Bissau.....	GW
Cayman Islands.....	KY	Guyana.....	GY
Central African Rep.....	CF		
Chad.....	TD	Haiti.....	HT
Chile.....	CL	Heard and McDonald Is.....	HM
China.....	CN	Honduras.....	HN
Christmas Island.....	CX	Hong Kong.....	HK
Cocos (Keeling) Island.....	CC	Hungary.....	HU
Colombia.....	CO		
Comoros.....	KM	Iceland.....	IS
Congo.....	CG	India.....	IN
Cook Islands.....	CK	Indonesia.....	ID

**Country/U.S. State Cross-Reference**

Country Code	Country or U.S. State	Effective Date	CRB Region	Country Code	Country or U.S. State	Effective Date	CR Reg
AR	Argentina	Wednesday	F	DC	District of Columbia (U.S.)	Saturday	6
AL	Albania	Saturday	E	DD	German Democratic Republic	Saturday	E
AD	Andorra	Saturday	E	DE	Delaware (U.S.)	Saturday	8
AE	United Arab Emirates	Saturday	B	DE	Germany, Federal Republic	Saturday	E
AF	Afghanistan	Wednesday	A	DJ	Djibouti	Saturday	B
AG	Antigua	Saturday	F	DK	Denmark	Saturday	E
AK	Alaska (U.S.)	Saturday	2	DM	Dominica	Saturday	E
AL	Alabama (U.S.)	Saturday	6	DO	Dominican Republic	Wednesday	F
AN	Netherlands Antilles	Saturday	F	DZ	Algeria	Saturday	B
AO	Angola	Saturday	B	EC	Ecuador	Wednesday	F
AQ	Antarctica	Wednesday	F	EG	Egypt	Saturday	E
AR	Arkansas (U.S.)	Saturday	6	EH	Western Sahara	Saturday	E
AS	American Samoa	Wednesday	A	ES	Spain	Saturday	F
AT	Austria	Saturday	E	ET	Ethiopia	Saturday	E
AU	Australia	Sunday	A	FI	Finland	Saturday	F
AZ	Arizona (U.S.)	Saturday	2	FJ	Fiji	Wednesday	A
AW	Aruba	Saturday	F	FK	Falkland Islands (Malvinas)	Wednesday	F
BB	Barbados	Saturday	F	FL	Florida (U.S.)	Saturday	C
BD	Bangladesh	Wednesday	A	FO	Faeroe Islands	Saturday	F
BE	Belgium	Saturday	E	FQ	Faeroe Islands and Antarctic Territory	Wednesday	F
BG	Bulgaria	Saturday	E	FR	France	Saturday	F
BH	Bahrain	Saturday	B	GA	Georgia (U.S.)	Saturday	F
BJ	Burundi	Saturday	B	GB	United Kingdom	Saturday	F
BJ	Benin	Saturday	B	GD	Grenada	Saturday	F
BM	Bermuda	Saturday	F	GF	French Guiana	Wednesday	F
BN	Brunei	Wednesday	A	GH	Ghana	Saturday	F
BO	Bolivia	Wednesday	F	GI	Gibraltar	Saturday	F
BQ	British Antarctic Territory	Wednesday	F	GL	Greenland	Saturday	F
BR	Brazil	Wednesday	F	GM	Gambia	Saturday	F
BS	Bahamas	Saturday	F	GN	Guinea	Saturday	F
BT	Bhutan	Wednesday	A	GA	Gabon	Saturday	F
BU	Burma	Wednesday	A	GP	Guadeloupe	Saturday	F
BV	Bouvet Island	Saturday	B	GQ	Equatorial Guinea	Saturday	F
BW	Botswana	Saturday	E	GR	Greece	Saturday	F
BY	Byelorussian SSR	Saturday	E	GT	Guatemala	Wednesday	F
BZ	Belize	Wednesday	F	GU	Guam	Wednesday	F
CA	California (U.S.)	Saturday	1	GW	Guinea-Bissau	Saturday	F
CO	Columbia	Wednesday	F	GY	Guyana	Wednesday	F
CC	Cocos (Keeling) Island	Wednesday	A	HI	Hawaii (U.S.)	Saturday	F
CA	Canada	Saturday	C	HK	Hong Kong	Sunday	F
KI	Canton and Enderbury Islands	Wednesday	A	HM	Heard and McDonald Islands	Wednesday	F
CF	Central African Republic	Saturday	B	HN	Honduras	Wednesday	F
CG	Congo	Saturday	B	HT	Haiti	Saturday	F
CH	Switzerland	Saturday	E	HU	Hungary	Saturday	F
CI	Ivory Coast	Saturday	B	HV	Upper Volta	Saturday	F
CK	Cook Islands	Wednesday	A	IA	Iowa (U.S.)	Saturday	F
CL	Chile	Wednesday	F	ID	Idaho (U.S.)	Saturday	F
CM	Cameroon, United Republic of	Saturday	B	IE	Ireland	Saturday	F
CN	China	Wednesday	A	IN	India	Wednesday	F
CO	Colorado (U.S.)	Saturday	3	ID	Indonesia	Sunday	F
CR	Costa Rica	Wednesday	F	IL	Illinois (U.S.)	Saturday	F
CS	Czechoslovakia	Saturday	E	IN	Indiana (U.S.)	Saturday	F
CT	Connecticut (U.S.)	Saturday	7	IO	British Indian Ocean Territory	Wednesday	F
CU	Cuba	Saturday	F				
CV	Cape Verde	Saturday	B				
CX	Christmas Island	Wednesday	A				
CY	Cyprus	Saturday	E				



**VISA INTERNATIONAL  
WORLD HEADQUARTERS  
SAN MATEO, CALIFORNIA, U.S.A.**

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P.O. Box 8999  
San Francisco, CA 94128-8999  
Phone: (415) 570-3200  
Telex: 470644 (outside U.S.)  
172313 (within U.S.)  
FAX: (415) 570-3400

**Location**  
3125 Clearview Way  
San Mateo, CA 94402-3798

**REGIONAL OFFICES**

	Mailing Address	Location	Mailing Address	Location
<b>ASIA-PACIFIC REGION</b>				
Headquarters Tokyo, Japan	Imperial Tower 11th Floor 1-1 Uchisaiwaicho 1 Chome Chiyoda-Ku, Tokyo 100 Telex: J29420 (VISATQJA) Phone: 81-3-3503-6981 81-3-3503-6951 Fax: 81-3-3503-0480	Same		
Australia Office Sydney, Australia	P.O. Box N387 Grosvenor Place Sydney, NSW 2000 Phone: 61-2-256-2400 Fax: 61-2-241-5264	Level 27, Grosvenor Place 225 George Street Sydney, NSW 2000		
Hong Kong Office Hong Kong	Room 702 EIE Tower Bond Centre 89 Queenway Central Hong Kong Phone: 852-5238-082 Fax: 852-8450131	Same		
Korea Office Seoul, Korea	Oriental Chemical Building 11th Floor 50, Sokoug-Dong, Chung-Ku Seoul, Korea 100-070 Phone: 82-2-752-6995 82-2-752-7267 Fax: 82-2-752-7268	Same		
Singapore Office Singapore	Maxwell Road P.O. Box 697 Singapore 9011 Telex: RS20726 (APVISA) RS28342 (VISAOP) Phone: 65-224-9033 Fax: 65-224-2776	105 Cecil Street #15-01/02 The Odagon Singapore 0106		
Taiwan Office Taipei, Taiwan	Rm 7H, 168 Tun Hua North Rd Taipei, Taiwan ROC Phone: 886-2-548-3456 Fax: 886-2-719-8133	Same		
Tokyo Office Tokyo, Japan	Imperial Tower — 11th Floor 1-1 Uchisaiwaicho 1 Chome Chiyoda-Ku, Tokyo 100 Phone: 81-3-3503-6951 Fax: 81-3-3503-0480 Telex: J29420 (VISATQJA)	Same		
<b>CANADA REGION</b>				
Headquarters Toronto, Canada	P.O. Box 124 Suite 3710 40 King Street West Toronto, Ontario Canada M5H 3Y2 Phone: (416) 357-8472 Fax: (416) 357-9111	Scotia Plaza 37th Floor, Suite 3710 40 King Street West Toronto, Ontario Canada M5H 3Y2		
			<b>EUROPE/MIDDLE EAST/ AFRICA REGION</b> Headquarters and European Operations Centre London, England	P.O. Box 253 London W8 5TE Telex: 8952956 Phone: 71-937-8111 Fax: 1-937-0877
			Visa International Frankfurt	Untermainkai 31 6000 Frankfurt/Main/ Germany Phone: 49-69-230117 Fax: 49-69-230197
			Visa International Milan	Piazza F. Meda 3 3° Piano, 20121 Milano Phone: 39-2-76015801 Fax: 39-2-76015556
			<b>LATIN AMERICA REGION</b> Headquarters Miami, FL, U.S.A.	P.O. Box 026098 Miami, Florida 33102 Telex: ITT 441768 Phone: (305) 551-5900 Fax: (305) 551-5994 (305) 551-5995
			Visa do Brasil Empreendimentos LTDA, Rio de Janeiro, Brazil	Av. Rio Branco 134 17° Andar 20040 Rio de Janeiro Brazil Phone: 55-21-507-3132 Fax: 55-21-221-5332
			Visa International Mexico S.A. de C.V. Mexico D.F., Mexico	Insurgentes Sur Num. 1226 Torre Piso Colonia del Valle Mexico D.F. 03210, Mexico Phone: 525-559-0323 Fax: 525-975-0329
			Visa International Venezuela S.A. Caracas, Venezuela	Edificio Parque Cristal Torre Este, Piso 15, Ofic. Num. 8 Ave. FCO de Miranda Caracas 1060, Venezuela Phone: 58-2-285-2947 58-2-283-7256 Fax: 58-2-283-3432
			<b>U.S.A. REGION</b> Visa U.S.A. Headquarters and Western Operations Center San Mateo, CA, U.S.A.	P.O. Box 8999 San Francisco, CA 94128-8999 Telex: 349356 331469 Phone: (415) 570-3200 Fax: (415) 570-3400
			Visa U.S.A. and Eastern Operations Center McLean, VA, U.S.A.	P.O. Box 17404 Washington, D.C. 20041-0404 Telex: 89676 89691 Phone: (703) 827-8400 Fax: (703) 827-1898

**OCTOBER / NOVEMBER 199:**



# VISA INTERNATIONAL

## EXECUTIVE OFFICES

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Jean-Jacques Desbons, President  
Europe/Middle East/Africa Region  
71-937-8111 (London)

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VISA U.S.A.  
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Bennett R. Katz, Executive Vice President,  
General Counsel and Secretary  
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Latin America Region  
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Carl F. Pascarella, President  
Asia-Pacific Region  
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Roger L. Pelrca, Executive Vice President  
Delivery Systems  
(415) 570-3519

Roger F. Woodward, President  
Visa Canada  
(416) 367-8472 (Toronto)

## CONSUMER PRODUCTS

FAX: (415) 378-8136

### PRODUCT DEVELOPMENT

Debit Products

Emergency Services

Product Profitability

Operations Support

Member Inquiries:

Arbitration, Dispute Resolution and Chargebacks  
Operating Regulations Interpretations

### MARKET DEVELOPMENT & TRAVELLERS CHEQUES

Product Standards

Refund Services

Travellers Cheques

Travel and Entertainment Marketing

Travel and Entertainment Operations

VisaPhone

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\*Based in London  
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(415) 570-3242

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Vice President  
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Mark Wheeler  
Vice President  
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Michael E. Smith  
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## CORPORATE PLANNING

J. Pino Francini  
Executive Vice President  
(415) 570-3183  
FAX: (415) 378-8136

BUSINESS PLANNING  
New Market Evaluations  
New Product Planning  
Retail Market Strategy

### INTERNATIONAL MEMBER VISITS

RESEARCH AND DEVELOPMENT  
Cards and Point-of-Sale Technology  
Standards and Cooperative Activities  
Trends in Technology

STRATEGIC PLANNING  
Competitive Analysis  
International Corporate Plan  
Long Range Business Strategy

TRACKING AND SPECIAL PROJECTS  
Marketshare Tracking  
Card Protection

Jeanne Althous,  
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Patty Greenhall,  
(415) 570-3424

Einar Asbo  
Senior Vice Pre-  
(415) 570-3343

Stephanie Dalf,  
Vice President  
(415) 570-3987

Victor Dolcourt  
(415) 570-3530

## CORPORATE RELATIONS

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Senior Vice President  
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FAX: (415) 378-8136

International Corporate Communications

Management Communications

Public Relations

Publications

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Vice President  
(415) 358-2469

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(415) 570-3290

Dave Brancoli  
Vice President  
(415) 570-3830

Mary Coady  
(415) 358-2517

**SECTION II**

**Proposed Title & Contents**

***VISA Interchange Directory***  
(abbreviated example)

1. VISA Worldwide Emergency Services
2. **Member/Processor Alphabetical Sequence Listing**
3. **Member/Processor BIN Sequence Listing**
4. **Member/Processor Geographical Listing**
5. **Authorization / Debit Processor Listing** (formerly:  
BASE I Processor Listing)
6. **Clearing / Settlement Processor Listing** (formerly:  
BASE II Processor Listing)
7. **Individual Member & Processor Contact Listing** (in  
Business ID order)
8. Card Recovery Bulletin Service Directory
  - A. Card Recovery Bulletin Schedule
  - B. BASE II Country Codes**
  - C. Country / U.S. State Cross-Reference
9. VISA Corporate Directory
10. VISA Service Directory
11. **VISA Staff Alphabetical Sequence Listing**

\* Bold indicates new or changed information

## Visa Worldwide Emergency Services

You are advised to follow the procedures outlined here to help Visa cardholders and travellers cheque purchasers when an emergency situation arises while travelling. To assist Gold, Premier, Business, Classic, and Electron cardholders, please use the following chart determine the correct emergency number to call. To help Visa travellers cheque purchasers, please refer to the information below.

These emergency services are available for all:

- Lost/Stolen Visa Card Reporting
- Lost/Stolen Visa Travellers Cheque Reporting/Refund Assistance

These and other services are available only to certain cardholders from participating issuing banks (call the appropriate number for information):

- Lost/Stolen Visa Card Replacement
- Emergency Cash
- Emergency Legal Referral Assistance
- Emergency Medical Assistance/Evacuation
- Emergency Messages

### Asia, Australasia, & the Far East

Country in which the card was issued	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Japan	Reverse charges: (65) 345-3834 (Singapore)	Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Australia	<u>In Australia:</u> (008) 777-573 <u>In other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	<u>In Australia:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
New Zealand	<u>In New Zealand:</u> (0800) 448-888 <u>In other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	<u>In New Zealand:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Hong Kong	<u>In Hong Kong:</u> Call bank that issued card <u>In other countries:</u> Reverse charges: (852) 810-8228 (Hong Kong)	<u>In Hong Kong:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Singapore	<u>In Singapore:</u> Call bank that issued card <u>In other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	<u>In Singapore:</u> Call bank that issued card <u>In other countries:</u> Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
All other Asian, Australasian and far Eastern countries	<u>In Australia:</u> (008) 777-573 <u>In New Zealand:</u> (0800) 448-888 <u>In Hong Kong:</u> (852) 810-8228 (Hong Kong) <u>In all other countries:</u> Reverse charges: (65) 345-1010 (Singapore)	Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)
Europe, Middle East, Africa	Reverse charges: (44-71) 938-1031 (UK) or (65) 345-1010 (Singapore) or (1-415) 574-7700 (USA)	Reverse charges: (44-71) 938-1031 (UK) or (65) 345-1010 (Singapore) or (1-415) 574-7700 (USA)
USA, Canada, Latin America	<u>USA Cardholders:</u> Reverse charges: (1-214) 669-8888 (USA) <u>All others:</u> Reverse charges: (1-214) 644-8472 (USA)	Call bank that issued card or Reverse charges: (1-415) 574-7700 (USA)

To report lost or stolen Visa travellers cheques: Reverse charges (1-415) 574-7111 (USA).  
(Additional telephone numbers available on the travellers cheque purchase receipt form.)

Please note: It may not be possible to reverse charges from all locations.

## Visa Worldwide Emergency Services

Country in which the card was issued	Latin America	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Latin America, USA, Canada	Call collect: (214) 644-8472 (USA) <b>USA Cardholders</b> Call collect: (214) 669-8888 (USA)	Call bank that issued card or Call collect: (415) 574-7700 (USA)
Europe, Middle East, Africa	Call collect: (44-71) 938-1031 (UK) or (214) 644-8472 (USA)	Call collect: (415) 574-7700 (USA)
Japan	Call collect: (65) 345-3834 (Singapore)	Call collect: (415) 574-7700 (USA)
All other Asian, Australasian and Far Eastern countries	Call collect: (65) 345-1010 (Singapore)	Call collect: (415) 574-7700 (USA)

Country in which the card was issued	Canada	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Canada	Call financial institution that issued card (1-800) VISA-911 (USA)	Call financial institution that issued card (1-800) 336-3386 (USA)
USA, Latin America	Call collect: (44-71) 938-1031 (UK)	Call collect: (0-415) 574-7700 (USA)
Europe, Middle East, Africa	Call collect: (1-800) 548-4165 or Call collect: (65) 345-3834 (Singapore)	Call collect: (415) 574-7700 (USA)
Japan	Call collect: (1-800) 548-4166 or Call collect: (65) 345-1010 (Singapore)	Call collect: (415) 574-7700 (USA)
All other Asian, Australasian and Far Eastern countries	Call collect: (65) 345-1010 (Singapore)	Call collect: (415) 574-7700 (USA)

Country in which the card was issued	USA	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Canada	(1-800) VISA-911 (USA)	Call bank that issued card
USA, Latin America	(1-800) VISA-911 (USA)	Call bank that issued card or (1-800) 336-3386 (USA)
Europe, Middle East, Africa	Call collect: (44-71) 938-1031 (UK) or (1-800) VISA-911 (USA)	Call collect: (44-71) 938-1031 (UK) or (1-800) 336-3386 (USA)
Asia, AUSTRALASIA, the Far East	(1-800) VISA-911 (USA)	(1-800) 336-3386 (USA)

Country in which the card was issued	Europe, Middle East, and Africa	
	Visa Gold/ Premier/Business Cardholders	Visa Classic/Electron Cardholders
Europe, Middle East, Africa	Reverse charges: (44-71) 938-1031 (UK) (in the UK reverse charges (071) 938-1031)	Reverse charges: (44-71) 938-1031 (UK) (in the UK reverse charges (071) 938-1031)
USA	Reverse charges: (1-214) 669-8888 (USA)	Call bank that issued card or reverse charges: (1-415) 574-7700 (USA)
Canada, Latin America	Reverse charges: (1-214) 644-8472 (USA) or (44-71) 938-1031 or in the UK reverse charges: (071) 938-1031	Call bank that issued card or reverse charges: (1-415) 574-7700 (USA) or (44-71) 938-1031 or in the UK reverse charges: (071) 938-1031
Japan	Reverse charges: (65) 345-3834 (Singapore)	Reverse charges: (44-71) 938-1031 or in the UK reverse charges: (071) 938-1031
All other Asian, Australasian and Far Eastern countries	Reverse charges: (65) 345-1010 (Singapore) (in the UK reverse charges (0-800) 896-7961)	Reverse charges: (44-71) 938-1031 (in the UK reverse charges (071) 938-1031)

**To report lost or stolen Visa travellers cheques:**

In Canada: Call (1-800) 227-6811 or call collect (0-415) 574-7111 (USA)  
 In Latin America: (except Puerto Rico and USVI) call collect (415) 574-7111 (USA).  
 In Puerto Rico: Call (137-800) 227-6811

In the UK: Reverse charges (071) 937-8091  
 In USA: Call (1-800) 227-6811  
 In USVI: Call (1-800) 227-6811  
 In all other European, Middle Eastern, and African countries reverse charges (44-71) 937-8091 (UK)

(Additional telephone numbers available on the travellers cheque purchase receipt form.)  
 Please note: It may not be possible to reverse charges from all locations.

**MEMBER / PROCESSOR  
ALPHABETICAL SEQUENCE LISTING**

The new Alphabetical Sequence does not display the BIN number(s). The Business ID and the page number corresponding to the Member listing will enable the user to locate the appropriate record based on the institution's name.

MEMBER/PROCESSOR ALPHABETICAL SEQUENCE LISTING

BANK NAME	BID	PAGE NO
** ACISO BANCO COOPERATIVO LIMITADO	10026007	55
** AKITA INTERNATIONAL CARD CO., LTD.	10025946	54
ALLIED IRISH BANKS LMT.	10020936	41
ANZ BANKING GROUP LIMITED	10020287	35
ATLANTIC STATES BANKCARD ASSOCIATION	10000125	3
B OF A - PASADENA	10000429	15
B OF A - S.F.	10000429	15
** BANCO TORNQUIST S.A.	10020613	40
** BANCOMERCIO	10021430	48
** BANK CARD COMPANY	10023445	51
* BANK OF LINCOLN, LINCOLN, NB	SEE 10000125	3
BK OF STOCKTON	10000062	2
** CAISSE NATIONALE DE CREDIT AGRICOLE	10025944	53
** CAJA DE CREDITO AGRARIO	10021123	47
CANADIAN IMPERIAL BANK OF COMMERCE	10021033	45
CMBANK	10000135	4
CITIZENS & NORTHERN BK	10001125	21
CITY BK	10002695	27
COAST BK FSB	10001769	24
CONTINENTAL BK - A MIDLANTIC BK	10000971	20
** CREDIT DU NORD	10020104	34
EXCHANGE BK	10009876	33
FIRST ILLINOIS BK	10003073	29
FIRST INTERBANK - CA	10000016	1
FIRST NAT'L BK OF PORTSMOUTH	10000454	16
* FIRST NATIONAL BK OF HOLT, HOLT, CA	SEE 10000125	3
FLEET CARD SERVICES	10000338	11
FNB OF ROCHESTER NY	10003045	28
GLEN FALLS NAT'L BK	10000266	10
GROSSMONT BK	10001685	23
GROUPEMENT CARTE BLEUE	10020984	43
HARRIS BK	10000725	18
IBAA, INC	10003166	30
JOHNSTOWN BK & TRUST CO	10000412	14
LORAIN NAT'L BK	10000369	12
* LOS ALTOS SAVINGS BANK, LOS ALTOS, CA	SEE 10003166	30
MAGNA BK OF ST CLAIR CO	10002174	25
MANUFACTURERS & TRADERS TRUST	10000155	5
* MARINERS BANK & TRUST, SEATTLE, WA	SEE 10003166	30
MERIDIAN BK	10000234	9
MID-STATE BK	10000764	19
MUTUAL SAVINGS BK	10001653	22
NAPA VALLEY BK	10002481	26
* NATIONAL BK OF WYOMING, CODY, WY	SEE 10000125	3

\* = Issuing/Acquiring Member utilizing BIN of another Member

\*\* = Issuing/Acquiring Member utilizing BIN of International Group Member

MEMBER/PROCESSOR ALPHABETICAL SEQUENCE LISTING

BANK	BID	PAGE NO
NEW ERA BK	10004629	32
NORWEST CARD SERVICES	10000159	6
* PACIFIC BANK, CODY, WY	SEE 10003166	30
SERVIZI INTERBANCARI S.P.A.	10020543	39
** SIBES	10025545	52
* SILVER STATE BANK, RENO, NV	SEE 10000125	3
* STAAR BANK, FARR, TX	SEE 10003166	30
SUMISEI CARD SERVICE CO., LTD.	10020972	42
SUNBANK	10000570	17
THE HONGKONG & SHANGHAI BANKING CORP	10021007	44
THE TORONTO-DOMINION BANK	10021519	49
TRANSWORLD BK	10000373	13
TRUST BANK	10026735	56
UNION BK	10000229	8
US TRUST	10019419	34
VALLEY NAT'L BK	10000200	7
VISA ARGENTINA S.A.	10020325	36
VISA BELGIUM	10021602	50
VISA JAPAN KYOKAI	10021041	46
VISA-COLUMBIA	10020500	37
W SUBURBAN BK	10003337	31

- \* = Issuing/Acquiring Member utilizing BIN of another Member
- \*\* = Issuing/Acquiring Member utilizing BIN of International Group Member

**MEMBER / PROCESSOR  
BIN SEQUENCE LISTING**

As with the Alphabetical Sequence, the Business ID and the corresponding page number appear in the listing in addition to the BIN number. Product and program information has also been added to this listing. A legend is provided at the bottom of each page to explain the codes used to identify the product/program.



MEMBER/PROCESSOR BIN SEQUENCE LISTING

BIN	PROGRAM PRODUCT	BANK NAME	BID	PAGE NO
401300	CC, PB	ATLANTIC STATES BANKCARD ASSOCIATION	10000125	3
401300		*BANK OF LINCOLN, LINCOLN, NB	SEE 10000125	3
401300		*FIRST NATIONAL BK OF HOLT, HOLT, CA	SEE 10000125	3
401300		*NATIONAL BK OF WYOMING, CODY, WY	SEE 10000125	3
401300		*SILVER STATE BANK, RENO, NV	SEE 10000125	3
401704	CP	HARRIS BK	10000725	18
401900	CC	B OF A - S.F.	10000429	15
402400	CC	B OF A - PASADENA	10000429	15
402800	CC	BK OF STOCKTON	10000062	2
404900	CC	TRANSWORLD BK	10000373	13
405000	CC	FIRST INTERBANK - CA	10000016	1
408502	CC	UNION BK	10000229	8
409900	CC	MAGNA BK OF ST CLAIR CO	10002174	25
411300	CC	VALLEY NAT'L BK	10000200	7
412115	CC	FNB OF ROCHESTER NY	10003045	28
412121	CC	FIRST ILLINOIS BK	10003073	29
412125	CC,	IBAA, INC	10003166	30
412125		*LOS ALTOS SAVINGS BANK, LOS ALTOS, CA	SEE 10003166	30
412125		*MARINERS BANK & TRUST, SEATTLE, WA	SEE 10003166	30
412125		*PACIFIC BANK, CODY, WY	SEE 10003166	30
412125		*STAAR BANK, FARR, TX	SEE 10003166	30
412148	CC	W SUBURBAN BK	10003337	31
412400	CC	FLEET CARD SERVICES	10000338	11
412700	A	CITIBANK	10000135	4
424694	CG	FIRST NAT'L BK OF PORTSMOUTH	10000454	16
416830	CC	MUTUAL SAVINGS BK	10001653	22
416845	DC	COAST BK FSB	10001769	24
416895	CC	GROSSMONT BK	10001685	23
420500	CC	NORWEST CARD SERVICES	10000159	6
420968	CC	NEW ERA BK	10004629	32
421767	CC	EXCHANGE BK	10009876	33
423320	CC	LORAIN NAT'L BK	10000369	12
423600	CC	GLEN FALLS NAT'L BK	10000266	10
424500	CC	CONTINENTAL BK - A MIDLANTIC BK	10000971	20
424687	A	US TRUST	10019419	34
424688	CC	NAPA VALLEY BK	10002481	26
425127	CC	CITY BK	10002695	27
425800	CC	MANUFACTURERS & TRADERS TRUST	10000155	5

\* = Issuing/Acquiring Member utilizing BIN of another Member

\*\* = Issuing/Acquiring Member utilizing BIN of International Group Member

A = Acquirer Only; CC = Credit Classic; CG = Credit Gold/Premier; CP = Credit Proprietary

DC = Debit Classic; DE = Debit Electron; DG = Debit Gold/Premier; DP = Debit Proprietary

PC = Clearing Processor; PA = Authorization/Debit Processor; PB = Authorization/Debit Clearing Processor;

I = Interlink; R = Restricted to Country of Issuance

MEMBER/PROCESSOR BIN SEQUENCE LISTING

BIN	PROGRAM PRODUCT	BANK NAME	BID	PAGE NO
426507	DC	MERIDIAN BK	10000234	9
426900	CC	JOHNSTOWN BK & TRUST CO	10000412	14
427200	CC	MID-STATE BK	10000764	19
428900	CC	SUNBANK	10000570	17
429801	CC	CITIZENS & NORTHERN BK	10001125	21
450603	DP	CANADIAN IMPERIAL BANK OF COMMERCE	10021033	45
450756	CC	VISA ARGENTINA S.A.	10020325	36
450779	DE	VISA-COLUMBIA	10020500	37
450779		**CAJA DE CREDITO AGRARIO	10021123	47
450990	CC, R	VISA ARGENTINA S.A.	10020325	36
450990		**BANCO TORNQUIST S.A.	10020613	40
452515	DC	VISA-COLUMBIA	10020500	37
452515		**BANCOMERCIO	10021430	48
454380	CG	VISA JAPAN KYOKAI	10021041	46
454727	CC	SERVIZI INTERBANCARI S.P.A.	10020543	39
455141	CC, R	VISA ARGENTINA S.A.	10020325	36
455141		**ACISO BANCO COOPERATIVO LIMITADO	10026007	55
455227	CC	THE HONGKONG & SHANGHAI BANKING CORP	10021007	44
455263	A	ALLIED IRISH BANKS LMT.	10020936	41
455752	CB	VISA BELGIUM	10021602	50
455752		**BANK CARD COMPANY	10023445	51
455800	DG	GROUPEMENT CARTE BLEUE	10020984	43
455800		**CAISSE NATIONALE DE CREDIT AGRICOLE	10025944	53
456453	CC	ANZ BANKING GROUP LIMITED	10020287	35
456454	CC	TRUST BANK	10026735	56
492239		**SUMISEI CARD SERVICE CO., LTD.	10020972	42
492239	CB	VISA JAPAN KYOKAI	10021041	46
492246	CB	VISA JAPAN KYOKAI	10021041	46
492246		**AKITA INTERNATIONAL CARD CO., LTD.	10025946	54
497000	A	GROUPEMENT CARTE BLEUE	10020984	43
497670		**CREDIT DU NORD	10020104	34
497670	CG	GROUPEMENT CARTE BLEUE	10020984	43
455119	CC	THE TORONTO-DOMINION BANK	10021519	38
455120	CG	THE TORONTO-DOMINION BANK	10021519	49
455121-455122	CC	THE TORONTO-DOMINION BANK	10021519	
455660-455674	DC	GROUPEMENT CARTE BLEUE	10020984	43
455660-455674		**SIBES	10025545	52

\* = Issuing/Acquiring Member utilizing BIN of another Member  
 \*\* = Issuing/Acquiring Member utilizing BIN of International Group Member

A = Acquirer Only; CC = Credit Classic; CG = Credit Gold/Premier; CP = Credit Proprietary  
 DC = Debit Classic; DE = Debit Electron; DG = Debit Gold/Premier; DP = Debit Proprietary  
 PC = Clearing Processor; PA = Authorization/Debit Processor; PB = Authorization/Debit Clearing Processor;  
 I = Interlink; R = Restricted to Country of Issuance

**MEMBER / PROCESSOR  
GEOGRAPHICAL SEQUENCE LISTING**

This listing contains the elements of the BIN sequence with the exception of the product/program information. Institutions are sorted alphabetically within their geographic location.

**MEMBER/PROCESSOR GEOGRAPHICAL SEQUENCE LISTING**

**ARIZONA**

423320	LORAIN NATL BK	10000369	12
428900	SUNBANK	10000570	17

**CALIFORNIA**

402400	B OF A - PASADENA	10000429	3
401900	B OF A - S.F.	10000429	30
402800	BK OF STOCKTON	10000062	15
425127	CITY BK	10002695	15
405000	FIRST INTERBANK - CA	10000016	2
401300	*FIRST NATIONAL BK OF HOLT, HOLT, CA	SEE 10000125	27
412125	*LOS ALTOS SAVINGS BANK, LOS ALTOS, CA	SEE 10003166	1
424688	NAPA VALLEY BK	10002481	26
408502	UNION BK	10000229	8

**DISTRIC OF COLUMBIA**

412125	IBAA, INC	10003166	30
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**GEORGIA**

401300	ATLANTIC STATES BANKCARD ASSOCIATION	10000125	3
425800	MANUFACTURERS & TRADERS TRUST	10000155	5

**IOWA**

420500	NORWEST CARD SERVICES	10000159	6
411300	VALLEY NATL BK	10000200	7

**ILLINOIS**

412121	FIRST ILLINOIS BK	10003073	29
426507	MERIDIAN BK	10000234	9
424687	US TRUST	10019419	34

**NEBRASKA**

401300	*BANK OF LINCOLN, LINCOLN, NB	SEE 10000125	3
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**SOUTH DAKOTA**

412700	CITIBANK	10000135	4
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\* = Issuing/Acquiring Member utilizing BIN of another Member  
 \*\* = Issuing/Acquiring Member utilizing BIN of International Group Member

**MEMBER/PROCESSOR GEOGRAPHICAL SEQUENCE LISTING**

<b>ARGENTINA</b>			
455141	**ACISO BANCO COOPERATIVO LIMITADO	10026007	55
450990	**BANCO TORNQUIST S.A.	10020613	40
450756	VISA ARGENTINA S.A.	10020325	36
<b>BELGIUM</b>			
455752	**BANK CARD COMPANY	10023445	51
497670	**CREDIT DU NORD	10020104	34
<b>CANADA</b>			
450603	CANADIAN IMPERIAL BANK OF COMMERCE	10021033	45
455119-455145	THE TORONTO-DOMINION BANK	10021519	38
<b>COLUMBIA</b>			
452515	**BANCOMERCIO	10021430	48
450779	**CAJA DE CREDITO AGRARIO	10021123	47
<b>FRANCE</b>			
455800	**CAISSE NATIONALE DE CREDIT AGRICOLE	10025944	53
497000	GROUPEMENT CARTE BLEUE	10020984	43
455660-455674	**SIBES	10025545	52
<b>HONGKONG</b>			
455227	THE HONGKONG & SHANGHAI BANKING CORP	10021007	44
<b>JAPAN</b>			
492246	**AKITA INTERNATIONAL CARD CO., LTD.	10025946	54
492239	**SUMISEI CARD SERVICE CO., LTD.	10020972	42
454380	VISA JAPAN KYOKAI	10021041	46
<b>NEW ZEALAND</b>			
456453	ANZ BANKING GROUP LIMITED	10020287	35
456454	TRUST BANK	10026735	56

\* = Issuing/Acquiring Member utilizing BIN of another Member  
 \*\* = Issuing/Acquiring Member utilizing BIN of International Group Member

AUTHORIZATION / DEBIT PROCESSOR LISTING

PCR	VIC	NAME	BUSINESS ID	PAGE
3700	W	FIRST FLORIDA, TAMPA, FL	10002481	12
3701	W	CHASE MANHATTAN, WILMINGTON, DE	10000132	13
4000	W	HARRIS TRUST, BUFFALO GROVE, IL	10000562	25
4001	W	WACHOVIA, ATLANTA, GA	10005432	58
4002	E	VISA U.S.A. INC., MCLEAN, DC	10004275	79
4003	W	CITICORP, HAGERSTOWN, MD	10021467	12
4004	W	WELLS FARGO BANK, CONCORD, CA	10000421	26
4005	W	NATIONAL PROCESSING CO., PHOENIX, AZ	10006545	24
4006	W	COLORADO NATIONAL BANK, DENVER, CO	10000321	63
4008	W	ASSOCIATES NATIONAL BANK, SOUTHBEND, IN	10020007	60
4012	W	BANK OF AMERICA, PASADENA, CA	10000422	27
4013	W	ROCKY MOUNTAIN BANKCARD, DENVER, CO	10000211	19
4015	E	NATIONAL DATA CORPORATION, ATLANTA, GA	10021687	22
4016	W	BANCARD ASSOCIATION OF HAWAII, HONOLULU, HI	10023578	85
4019	E&W	FIRST DATA RESOURCES, OMAHA, NE	10000219	51
4024	E	ATLANTIC STATES BANKCARD ASSOCIATION, RALEIGH, NC	10007888	23
4032	W	VISA U.S.A., INC. WESTERN OPERATIONS CTR, SAN MATEO, CA	10006588	13
4037	W	CREDIT SYSTEMS INC., ST. LOUIS, MO	10009912	10
4070	L	VISA INTL-EUROPEAN OPERATIONS CENTRE, LONDON, UK	10022777	32
4085	W	BANK OF AMERICA, SAN FRANCISCO, CA	10000378	4
4114	E	TELECREDIT SERVICE CENTER, INC., TAMPA, FL	10000954	43
4127	W	BANK OF AMERICA CARD CENTER, PASADENA, CA	10000111	62
4128	W	BANK OF AMERICA, PASADENA, CA	10000248	28
4131	W	HOUSEHOLD BANK, SALINAS, CA	10000110	16
4141	W	COMPUTAB, INC., HONOLULU, HI	10007745	21
4146	W	SUMMIT BANK, FORT WAYNE, IN	10000912	38
4185	W	SECURITY PACIFIC BANK, N.A., BREA, CA	10000999	87
4188	E	NABANCO, FORT LAUDERDALE, FL	10027456	77
4190	W	NABANCO, FORT LAUDERDALE, FL	10020007	24
4194	W	CALIFORNIA FIRST BANK, SAN DIEGO, CA	10006455	32
4205	W	ASSOCIATES NATIONAL BANK, SOUTHBEND IN	10007898	56
4211	W	MERCHANTS NATIONAL BANK, INDIANAPOLIS, IN	10007958	78
4225	E	WEST SUBURBAN BANK, LOMBARD, IL	10020041	91
4232	E	CITICORP CREDIT SERVICES, INC. MELVILLE, NY	10020195	35
4236	E&W	CITIBANK (SOUTH DAKOTA), N.A., SIOUX FALLS, SD	10007458	48
4241	W	HOUSEHOLD BANK, SALINAS, CA	10009812	35
4254	E	BANK OF NEW HAMPSHIRE, N.A., SIOUX FALLS, SD	10000871	95
4258	E	VERMONT NATIONAL BANK, BRATTLEBORO, VT	10020088	16
4261	W	COMPUTER SYSTEMS INTERNATIONAL, INC., HONOLULU, HI	10027118	75
4265	W	AMERICAN SAVINGS BANK, HONOLULU, HI	10000633	22
4299	E&W	NATIONAL PROCESSING COMPANY, PHOENIX, AZ	10000344	52
4312	W	FIRST INTERSTATE SERVICES COMPANY, EL SEGUNDO, CA	10000348	64
4319	W	FIRST BANK SYSTEM CARD SERVICE, MINNEAPOLIS, MN	10020007	48
4321	W	FIRST NATIONAL BANK OF MINNEAPOLIS, MINNEAPOLIS, MN	10009519	26

CLEARING / SETTLEMENT PROCESSOR LIST

PCR	VIC	NAME	BUSINESS ID	PAGE
400136	W	FIRST FLORIDA, TAMPA, FL	10002481	12
400137	W	CHASE MANHATTAN, WILMINGTON, DE	10000132	13
400140	W	HARRIS TRUST, BUFFALO GROVE, IL	10000562	25
400142	W	WACHOVIA, ATLANTA, GA	10005432	58
400200	E	VISA U.S.A. INC., MCLEAN, DC	10004275	79
400203	W	CITICORP, HAGERSTOWN, MD	10021467	12
400204	W	WELLS FARGO BANK, CONCORD, CA	10000421	26
400205	W	NATIONAL PROCESSING CO., PHOENIX, AZ	10006545	24
400206	W	COLORADO NATIONAL BANK, DENVER, CO	10000321	63
400207	W	ASSOCIATES NATIONAL BANK, SOUTHBEND, IN	10020007	60
400208	W	BANK OF AMERICA, PASADENA, CA	10000422	27
400209	W	ROCKY MOUNTAIN BANKCARD, DENVER, CO	10000211	19
400301	E	NATIONAL DATA CORPORATION, ATLANTA, GA	10021687	22
400600	W	BANCARD ASSOCIATION OF HAWAII, HONOLULU, HI	10023578	85
400800	E&W	FIRST DATA RESOURCES, OMAHA, NE	10000219	51
401300	E	ATLANTIC STATES BANKCARD ASSOCIATION, RALEIGH, NC	10007888	23
401500	W	VISA U.S.A., INC. WESTERN OPERATIONS CTR, SAN MATEO, CA	10006588	13
401600	W	CREDIT SYSTEMS INC., ST. LOUIS, MO	10009912	10
401700	L	VISA INTL-EUROPEAN OPERATIONS CENTRE, LONDON, UK	10022777	32
401900	W	BANK OF AMERICA, SAN FRANCISCO, CA	10000378	4
402001	E	TELECREDIT SERVICE CENTER, INC., TAMPA, FL	10000954	43
402400	W	BANK OF AMERICA CARD CENTER, PASADENA, CA	10000111	62
402401	W	BANK OF AMERICA, PASADENA, CA	10000248	28
403200	W	HOUSEHOLD BANK, SALINAS, CA	10000110	16
406045	W	COMPUTAB, INC., HONOLULU, HI	10007745	21
406052	W	SUMMIT BANK, FORT WAYNE, IN	10000912	38
407000	W	SECURITY PACIFIC BANK, N.A., BREA, CA	10000999	87
407189	E	NABANCO, FORT LAUDERDALE, FL	10027456	77
407190	W	NABANCO, FORT LAUDERDALE, FL	10020007	24
408502	W	CALIFORNIA FIRST BANK, SAN DIEGO, CA	10006455	32
412106	W	ASSOCIATES NATIONAL BANK, SOUTHBEND IN	10007898	56
412111	W	MERCHANTS NATIONAL BANK, INDIANAPOLIS, IN	10007958	78
412148	E	WEST SUBURBAN BANK, LOMBARD, IL	10020041	91
412700	E	CITICORP CREDIT SERVICES, INC. MELVILLE, NY	10020195	35
412800	E&W	CITIBAND (SOUTH DAKOTA), N.A., SIOUX FALLS, SD	10007458	48
413160	W	HOUSEHOLD BANK, SALINAS, CA	10009812	35
413400	E	BANK OF NEW HAMPSHIRE, N.A., SIOUX FALLS, SD	10000871	95
414100	E	VERMONT NATIONAL BANK, BRATTLEBORO, T	10020088	16
416805	W	COMPUTER SYSTEMS INTERNATIONAL, INC., HONOLULU, HI	10027118	75
416864	W	AMERICAN SAVINGS BANK, HONOLULU, HI	10000633	22
416867	E&W	NATIOANL PROCESSING COMPANY, PHOENIX, AZ	10000344	52
418500	W	FIRST INTERSTATE SERVICES COMPANY, EL SEGUNDO, CA	10000348	64
419000	W	FIRST BANK SYSTEM CARD SERVICE, MINNEAPOLIS, MN	10020007	48
419002	W	FIRST NATIONAL BANK OF MINNEAPOLIS, MINNEAPOLIS, MN	10009519	26

**PROPOSED FORMAT:**  
**INDIVIDUAL MEMBER / PROCESSOR**  
**CONTACT LISTING**  
**(IN BUSINESS ID ORDER)**



BID #1000000	Time Entry	DATE	BID #1000263	Time Entry	DATE	BID #1000638	Time Entry	DATE
<b>BANK OF VISA</b>			<b>BANK OF HOMETOWN</b>			<b>BANK OF SOUTH FORK</b>		
BANK ADDRESS: 410000, 420000, 440000			BANK ADDRESS: 400001, 400002			BANK ADDRESS: 444111, 444100		
<b>AUTHORIZATION</b>			<b>AUTHORIZATION</b>			<b>AUTHORIZATION</b>		
SERVICE PROVIDER FIRST DATA RESOURCES PO BOX 8887 OMAHA, NEBRASKA 68100	PH: (418) 666-1212 FAX: (418) 666-1212 TELEX: VISA-4444		SERVICE PROVIDER FIRST DATA RESOURCES PO BOX 8887 OMAHA, NEBRASKA 68100	PH: (418) 666-1212 FAX: (418) 666-1212 TELEX: VISA-4444		SERVICE PROVIDER BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212 TELEX: VISA-4444	
REFERRAL PHONE NUMBER ONLY TELEX: VISA-4444	PH (not free): (800) 666-1212 PH (direct dial): (418) 666-1212		REFERRAL PHONE NUMBER ONLY TELEX: VISA-4444	PH (not free): (800) 666-1212 PH (direct dial): (418) 666-1212		REFERRAL PHONE NUMBER ONLY TELEX: VISA-4444	PH (not free): (800) 666-1212 PH (direct dial): (418) 666-1212	
NAME & ADDRESS VERIFICATION	PH: (418) 666-1212 FAX: (418) 666-1212		NAME & ADDRESS VERIFICATION	PH: (418) 666-1212 FAX: (418) 666-1212		NAME & ADDRESS VERIFICATION	PH: (418) 666-1212 FAX: (418) 666-1212	
GENERAL AUTH QUESTIONS	PH: (418) 666-3333		GENERAL AUTH QUESTIONS	PH: (418) 666-3333		GENERAL AUTH QUESTIONS	PH: (418) 666-3333	
HOURS OF OPERATION: M-F SAT SUN 24HRS 24HRS 24HRS			HOURS OF OPERATION: M-F SAT SUN 24HRS 24HRS 24HRS			HOURS OF OPERATION: M-F SAT SUN 24HRS 24HRS 24HRS		
CLOSED:			CLOSED:			CLOSED:		
<b>SECURITY - LOST / STOLEN</b>			<b>SECURITY - LOST / STOLEN</b>			<b>SECURITY - LOST / STOLEN</b>		
SECURITY CONTACT BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		SECURITY CONTACT BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		SECURITY CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212	
LOST/STOLEN REPORTS	PH (not free): (800) 666-1212 PH (direct dial): (418) 666-1212		LOST/STOLEN REPORTS	PH (not free): (800) 666-1212 PH (direct dial): (418) 666-1212		LOST/STOLEN REPORTS	PH (not free): (800) 666-1212 PH (direct dial): (418) 666-1212	
AFTER HOURS REPORTS	PH: (510) 666-1212 FAX: (510) 666-1212		AFTER HOURS REPORTS	PH: (510) 666-1212 FAX: (510) 666-1212		AFTER HOURS REPORTS	PH: (510) 666-1212 FAX: (510) 666-1212	
RECOVERED CARDS / REWARD ADDRESS BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212		RECOVERED CARDS / REWARD ADDRESS BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212		RECOVERED CARDS / REWARD ADDRESS BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212	
<b>SETTLEMENT / ACCOUNTING</b>			<b>SETTLEMENT / ACCOUNTING</b>			<b>SETTLEMENT / ACCOUNTING</b>		
BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		BANK OF HOMETOWN PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212	
<b>COPY/ORIGINAL</b>			<b>COPY/ORIGINAL</b>			<b>COPY/ORIGINAL</b>		
C/M COPY/ORIGINAL CONTACT BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		C/M COPY/ORIGINAL CONTACT BANK OF HOMETOWN PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		C/M COPY/ORIGINAL CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212	
MERCH COPY/ORIGINAL CONTACT BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		MERCH COPY/ORIGINAL CONTACT BANK OF HOMETOWN PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		MERCH COPY/ORIGINAL CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212	
<b>CHARGEBACK</b>			<b>CHARGEBACK</b>			<b>CHARGEBACK</b>		
C/M CHARGEBACK CONTACT BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		C/M CHARGEBACK CONTACT BANK OF HOMETOWN PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		C/M CHARGEBACK CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212	
MERCH CHARGEBACK CONTACT BANK OF VISA PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		MERCH CHARGEBACK CONTACT BANK OF HOMETOWN PO BOX 1112 SAN FRANCISCO, CA 94128	PH: (418) 666-1212 FAX: (418) 666-1212		MERCH CHARGEBACK CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (418) 666-1212 FAX: (418) 666-1212	
<b>ARBITRATION/COMPLIANCE</b>			<b>ARBITRATION/COMPLIANCE</b>			<b>ARBITRATION/COMPLIANCE</b>		
C/M ARB/COMP CONTACT BANK OF VISA PO BOX 6789 ANYTOWN, MONTANA 33660	PH: (800)000-0000 FAX: (800)000-0000		C/M ARB/COMP CONTACT BANK OF HOMETOWN PO BOX 6789 ANYTOWN, MONTANA 33660	PH: (800)000-0000 FAX: (800)000-0000		C/M ARB/COMP CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (800)000-0000 FAX: (800)000-0000	
MERCH ARB/COMP CONTACT BANK OF VISA PO BOX 9876 ANYTOWN, MONTANA 33660	PH: (800)000-0000 FAX: (800)000-0000		MERCH ARB/COMP CONTACT BANK OF HOMETOWN PO BOX 9876 ANYTOWN, MONTANA 33660	PH: (800)000-0000 FAX: (800)000-0000		MERCH ARB/COMP CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (800)000-0000 FAX: (800)000-0000	
<b>GOOD FAITH/ COLLECTION</b>			<b>GOOD FAITH/ COLLECTION</b>			<b>GOOD FAITH/ COLLECTION</b>		
C/M GOOD FAITH/COLL CONTACT BANK OF VISA PO BOX 7777 NEW YORK, NEW YORK 11111	PH: (800)000-0000 FAX: (800)000-0000		C/M GOOD FAITH/COLL CONTACT BANK OF VISA PO BOX 7777 NEW YORK, NEW YORK 11111	PH: (800)000-0000 FAX: (800)000-0000		C/M GOOD FAITH/COLL CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (800)000-0000 FAX: (800)000-0000	
MERCH GOOD FAITH/COLL CONTACT BANK OF VISA PO BOX 1111 PORTLAND, OR 11112	PH: (800)000-0000 FAX: (800)000-0000		MERCH GOOD FAITH/COLL CONTACT BANK OF VISA PO BOX 1111 PORTLAND, OR 11112	PH: (800)000-0000 FAX: (800)000-0000		MERCH GOOD FAITH/COLL CONTACT BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	PH: (800)000-0000 FAX: (800)000-0000	
COLLECTION POLICY No older than 12 months and/or no less than \$100. Handling fee: \$15 or % (whichever is greater). Yes X No			COLLECTION POLICY No older than 12 months and/or no less than \$100. Handling fee: \$15 or % (whichever is greater). Yes X No			COLLECTION POLICY No older than 18 months and/or no less than \$50. Handling fee: \$10 or % (whichever is greater). Yes X No		
<b>PROCESSOR INFORMATION</b>			<b>PROCESSOR INFORMATION</b>			<b>PROCESSOR INFORMATION</b>		
AUTHORIZATION PROCESSOR: BID #1000000 CLEARING PROCESSOR: BID #1000000 DEBIT PROCESSOR:			AUTHORIZATION PROCESSOR: BID #1000000 CLEARING PROCESSOR: BID #1000000 DEBIT PROCESSOR:			AUTHORIZATION PROCESSOR: BID #1000000 CLEARING PROCESSOR: BID #1000000 DEBIT PROCESSOR:		
<b>GENERAL BUSINESS INFORMATION</b>			<b>GENERAL BUSINESS INFORMATION</b>			<b>GENERAL BUSINESS INFORMATION</b>		
BANK OF VISA PO BOX 8999 SAN FRANCISCO, CA 94128	GEN C/M PH: (418) 666-1000 GEN C/M FAX: (418) 666-1001 GEN MERCH PH: (418) 666-1100 GEN MERCH FAX: (418) 666-1101 TELEX: VISA-4444		BANK OF HOMETOWN PO BOX 8999 SAN FRANCISCO, CA 94128	GEN C/M PH: (418) 666-1000 GEN C/M FAX: (418) 666-1001 GEN MERCH PH: (418) 666-1100 GEN MERCH FAX: (418) 666-1101 TELEX: VISA-4444		BANK OF SOUTH FORK PO BOX 2338 SOUTH FORK, ID 84339	GEN C/M PH: (418) 666-1000 GEN C/M FAX: (418) 666-1001 GEN MERCH PH: (418) 666-1100 GEN MERCH FAX: (418) 666-1101 TELEX: VISA-4444	
<b>CENTER MANAGER</b>			<b>CENTER MANAGER</b>			<b>CENTER MANAGER</b>		
MR. QUINCY ADAMS EXEC. VICE PRESIDENT	PH: (418) 666-1111 FAX: (418) 666-1112		MR. JENNIFER SMITH EXEC. VICE PRESIDENT	PH: (418) 666-1111 FAX: (418) 666-1112		MR. JOHN SMITH SR. VICE PRESIDENT	PH: (418) 666-1111 FAX: (418) 666-1112	
<b>MISC COMMENTS</b>			<b>MISC COMMENTS</b>			<b>MISC COMMENTS</b>		

PROPOSED FORMAT:

INDIVIDUAL MEMBER / PROCESSOR  
CONTACT LISTING FOR MEMBERS  
OPERATING IN  
MULTIPLE COUNTRIES

- 71 -

Fran Schall

Highly Confidential -- Outside Counsel Eyes Only

0714395

BID #10000429	Time Zone	CMT	BID #10000429	Time Zone	CMT	BID #10000429	Time Zone	CMT
BANK OF AMERICA NT & SA - USA			BANK OF AMERICA, NT & SA - INDIA			BANK OF AMERICA - THAILAND		
BIN#: 401800			BIN#: 450717			BIN#: 450719		
<b>AUTHORIZATION</b>			<b>AUTHORIZATION</b>			<b>AUTHORIZATION</b>		
SERVICE PROVIDER BANK OF AMERICA PO BOX 8887 PHOENIX, AZ 85077			SERVICE PROVIDER BANK OF AMERICA, NT & SA PO BOX 8887 NEW DELHI, INDIA			SERVICE PROVIDER BANK OF AMERICA PO BOX 8887 BANGKOK, THAILAND		
FAX: (000) 000-0000 TELE: (000) 000-0000 VISA-4444			FAX: (000) 000-0000 TELE: (000) 000-0000 VISA-4444			FAX: (000) 000-0000 TELE: (000) 000-0000 VISA-4444		
INTERNET PHONE NUMBER ONLY TELE: VISA-4444			INTERNET PHONE NUMBER ONLY TELE: VISA-4444			INTERNET PHONE NUMBER ONLY TELE: VISA-4444		
NAME & ADDRESS VERIFICATION PH: (000) 000-0000 FAX: (000) 000-0000			NAME & ADDRESS VERIFICATION PH: (000) 000-0000 FAX: (000) 000-0000			NAME & ADDRESS VERIFICATION PH: (000) 000-0000 FAX: (000) 000-0000		
GENERAL AUTH QUESTIONS PH: (000) 000-0000			GENERAL AUTH QUESTIONS PH: (000) 000-0000			GENERAL AUTH QUESTIONS PH: (000) 000-0000		
HOURS OF OPERATION: M-F 24HRS, SAT 24HRS, SUN 24HRS			HOURS OF OPERATION: M-F 24HRS, SAT 24HRS, SUN 24HRS			HOURS OF OPERATION: M-F 24HRS, SAT 24HRS, SUN 24HRS		
CLOSED:			CLOSED:			CLOSED:		
<b>SECURITY - LOST / STOLEN</b>			<b>SECURITY - LOST / STOLEN</b>			<b>SECURITY - LOST / STOLEN</b>		
SECURITY CONTACT BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			SECURITY CONTACT BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			SECURITY CONTACT BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
LOST/STOLEN REPORTS FAX: (000) 000-0000			LOST/STOLEN REPORTS FAX: (000) 000-0000			LOST/STOLEN REPORTS FAX: (000) 000-0000		
AFTER HOURS REPORTS PH: (000) 000-0000 FAX: (000) 000-0000			AFTER HOURS REPORTS PH: (000) 000-0000 FAX: (000) 000-0000			AFTER HOURS REPORTS PH: (000) 000-0000 FAX: (000) 000-0000		
RECOVERED CARDS / RETURN ADDRESS BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			RECOVERED CARDS / RETURN ADDRESS BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			RECOVERED CARDS / RETURN ADDRESS BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
PH: (000) 000-0000			PH: (000) 000-0000			PH: (000) 000-0000		
<b>SETTLEMENT / ACCOUNTING</b>			<b>SETTLEMENT / ACCOUNTING</b>			<b>SETTLEMENT / ACCOUNTING</b>		
BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
<b>COPY/ORIGINAL</b>			<b>COPY/ORIGINAL</b>			<b>COPY/ORIGINAL</b>		
C/M COPY/ORIGINAL CONTACT BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			C/M COPY/ORIGINAL CONTACT BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			C/M COPY/ORIGINAL CONTACT BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
MERCHANT COPY/ORIGINAL CONTACT BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			MERCHANT COPY/ORIGINAL CONTACT BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			MERCHANT COPY/ORIGINAL CONTACT BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
<b>CHARGEBACK</b>			<b>CHARGEBACK</b>			<b>CHARGEBACK</b>		
C/M CHARGEBACK CONTACT BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			C/M CHARGEBACK CONTACT BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			C/M CHARGEBACK CONTACT BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
MERCHANT CHARGEBACK CONTACT BANK OF AMERICA PO BOX 1112 PHOENIX, AZ 85077			MERCHANT CHARGEBACK CONTACT BANK OF AMERICA, NA & SA PO BOX 1112 NEW DELHI, INDIA			MERCHANT CHARGEBACK CONTACT BANK OF AMERICA PO BOX 1112 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
<b>ARBITRATION/COMPLIANCE</b>			<b>ARBITRATION/COMPLIANCE</b>			<b>ARBITRATION/COMPLIANCE</b>		
C/M ARB/COMP CONTACT FIRST DATA RESOURCES PO BOX 6799 PHOENIX, AZ 85077			C/M ARB/COMP CONTACT BANK OF AMERICA, NA & SA PO BOX 6799 NEW DELHI, INDIA			C/M ARB/COMP CONTACT BANK OF AMERICA PO BOX 6799 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
MERCHANT ARB/COMP CONTACT BANK OF AMERICA PO BOX 6876 PHOENIX, AZ 85077			MERCHANT ARB/COMP CONTACT BANK OF AMERICA, NA & SA PO BOX 6876 NEW DELHI, INDIA			MERCHANT ARB/COMP CONTACT BANK OF AMERICA PO BOX 6876 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
<b>GOOD FAITH/ COLLECTIONS</b>			<b>GOOD FAITH/ COLLECTIONS</b>			<b>GOOD FAITH/ COLLECTIONS</b>		
C/M GOOD FAITH/COLL CONTACT FIRST DATA RESOURCES PO BOX 7777 PHOENIX, AZ 85077			C/M GOOD FAITH/COLL CONTACT BANK OF AMERICA, NA & SA PO BOX 7777 NEW DELHI, INDIA			C/M GOOD FAITH/COLL CONTACT BANK OF AMERICA PO BOX 7777 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
MERCHANT GOOD FAITH/COLL CONTACT FIRST DATA RESOURCES PO BOX 1111 PHOENIX, AZ 85077			MERCHANT GOOD FAITH/COLL CONTACT BANK OF AMERICA, NA & SA PO BOX 1111 NEW DELHI, INDIA			MERCHANT GOOD FAITH/COLL CONTACT BANK OF AMERICA PO BOX 1111 BANGKOK, THAILAND		
FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000			FAX: (000) 000-0000 PH: (000) 000-0000		
<b>COLLECTION POLICY</b> No order than 18 months and/or no less than 60 days Handling fee: \$10 or % (see program policy) - Yes X No			<b>COLLECTION POLICY</b> No order than 18 months and/or no less than 60 days Handling fee: \$10 or % (see program policy) - Yes X No			<b>COLLECTION POLICY</b> No order than 18 months and/or no less than 60 days Handling fee: \$10 or % (see program policy) - Yes X No		
<b>PROCESSOR INFORMATION</b>			<b>PROCESSOR INFORMATION</b>			<b>PROCESSOR INFORMATION</b>		
AUTHORIZATION PROCESSOR: BID #10000429 CLEARING PROCESSOR: BID #10000429 DEBIT PROCESSOR:			AUTHORIZATION PROCESSOR: BID #10000429 CLEARING PROCESSOR: BID #10000429 DEBIT PROCESSOR:			AUTHORIZATION PROCESSOR: BID #10000429 CLEARING PROCESSOR: BID #10000429 DEBIT PROCESSOR:		
<b>GENERAL BUSINESS INFORMATION</b>			<b>GENERAL BUSINESS INFORMATION</b>			<b>GENERAL BUSINESS INFORMATION</b>		
BANK OF AMERICA P.O. BOX 1111 PHOENIX, AZ 85077			BANK OF AMERICA, NA & SA P.O. BOX 1111 NEW DELHI, INDIA			BANK OF AMERICA P.O. BOX 1111 BANGKOK, THAILAND		
GEN C/M PH: (000) 000-0000 GEN C/M FAX: (000) 000-0000 GEN MERCHANT PH: (000) 000-0000 GEN MERCHANT FAX: (000) 000-0000 TELE: VISA - 0000			GEN C/M PH: (000) 000-0000 GEN C/M FAX: (000) 000-0000 GEN MERCHANT PH: (000) 000-0000 GEN MERCHANT FAX: (000) 000-0000 TELE: VISA - 0000			GEN C/M PH: (000) 000-0000 GEN C/M FAX: (000) 000-0000 GEN MERCHANT PH: (000) 000-0000 GEN MERCHANT FAX: (000) 000-0000 TELE: VISA - 0000		
<b>CENTER MANAGER</b>			<b>CENTER MANAGER</b>			<b>CENTER MANAGER</b>		
MR. JOAN KENI SR. VICE PRESIDENT			MR. STEPHEN LONG SR. VICE PRESIDENT			MR. JEFF JOHNSTON SR. VICE PRESIDENT		
PH: (000) 000-0000 FAX: (000) 000-0000			PH: (000) 000-0000 FAX: (000) 000-0000			PH: (000) 000-0000 FAX: (000) 000-0000		
<b>MISC COMMENTS</b>			<b>MISC COMMENTS</b>			<b>MISC COMMENTS</b>		

**VISA**

**CARD RECOVERY  
BULLETIN SERVICE  
DIRECTORY**

**DECEMBER 1991/JANUARY 1992**

- 73 -

**Fran Schall**

**Highly Confidential -- Outside Counsel Eyes Only**

**0714397**

## Foreword to Visa Card Recovery Service Directory

This Directory is published to assist Affiliates in identifying countries within a CRB region and the effective date for the Service in that country. Please refer to the Operating Regulations and Card Recovery Bulletin Service User's Guide for detailed information about the Service.

### CRB Service Cutoff Schedule

For Affiliates designating cardholder account numbers to be listed in any regional CRB, the BASE I Exception File cutoff is Monday at 12:00 noon Pacific Time.

### Effective Dates

Except for selected countries in the Asia-Pacific and Latin America regions, Card Recovery Bulletins become effective every other Saturday. Countries/U.S. states and their corresponding effective date are listed in this Directory.

### CRB Service Directory Contents

#### Section I CRB Production Schedule Cutoff Dates

This schedule contains the production deadlines and the cutoff dates for listing accounts and CRB publication.

#### Section II BASE II Country Codes

The alphabetical listing by country identifies the corresponding two-character BASE II country code.

#### Section III Country/U.S. States Cross Reference

Using the BASE II country code, a list is provided which gives the country/U.S. state, its corresponding effective date and its CRB region.

6-1991 - 5-1993 PRODUCTION SCHEDULE

<u>CRB/CWB ISSUE NO.</u>	<u>EFFECTIVE ON OR AFTER (SATURDAY)</u>	<u>MERCHANT MAILING FILE UPDATE DEADLINE (WEDNESDAY)</u>	<u>----EXCEPTION FILE---- BASE I ONLINE DEADLINE (MONDAY)</u>	<u>MAILED TAPE DEADLINE (FRIDAY)</u>
48	06-01-91	05-22-91	05-27-91	05-24-91
48A	06-08-91	05-29-91	06-03-91	05-31-91
49	06-15-91	06-05-91	06-10-91	06-07-91
49A	06-22-91	06-12-91	06-17-91	06-14-91
50	06-29-91	06-19-91	06-24-91	06-21-91
50A	07-06-91	06-26-91	07-01-91	06-28-91
51	07-13-91	07-03-91	07-08-91	07-05-91
51A	07-20-91	07-10-91	07-15-91	07-12-91
52	07-27-91	07-17-91	07-22-91	07-19-91
52A	08-03-91	07-24-91	07-29-91	07-26-91
53	08-10-91	07-31-91	08-05-91	08-02-91
53A	08-17-91	08-07-91	08-12-91	08-09-91
54	08-24-91	08-14-91	08-19-91	08-16-91
54A	08-31-91	08-21-91	08-26-91	08-23-91
55	09-07-91	08-28-91	09-02-91	08-30-91
55A	09-14-91	09-04-91	09-09-91	09-06-91
56	09-21-91	09-11-91	09-16-91	09-13-91
56A	09-28-91	09-18-91	09-23-91	09-20-91
57	10-05-91	09-25-91	09-30-91	09-27-91
57A	10-12-91	10-02-91	10-07-91	10-04-91
58	10-19-91	10-09-91	10-14-91	10-11-91
58A	10-26-91	10-16-91	10-21-91	10-18-91
59	11-02-91	10-23-91	10-28-91	10-25-91
59A	11-09-91	10-30-91	11-04-91	11-01-91
60	11-16-91	11-06-91	11-11-91	11-08-91
60A	11-23-91	11-13-91	11-18-91	11-15-91
61	11-30-91	11-20-91	11-25-91	11-22-91
61A	12-07-91	11-27-91	12-02-91	11-29-91

Please note that the cut-off time for mailed tapes is 12:00 noon Pacific time on Fridays.

COUNTRY AND CURRENCY CODES

Country Name	Country Code	Currency Name	Currency Codes	
			Numeric	Alpha
Burma	BU	Kyat	104	BUK
Burundi	BI	Burundi Franc	108	BIF
Byelorussian S.S.R.	BY	Rouble	810	SUR
Cameroon, United Rep. of	CM	CFA Franc BEAC	950	XAF
Canada	CA	Canadian Dollar <sup>1</sup>	124	CAD
Canton and Enderbury Is.	KI			
Cape Verde Is.	CV	Cape Verde Escudo	132	CVE
Cayman Is.	KY	Cayman Is. Dollar	136	KYD
Central African Rep.	CF	CFA Franc BEAC	950	XAF
Chad	TD	CFA Franc BEAC	950	XAF
Chile	CL	Chilean Peso	152	CLP
China	CN	Yuan Renminbi	156	CNY
Christmas Is.	CX	Australian Dollar <sup>1</sup>	036	AUD
Cocos (Keeling) Is.	CC	Australian Dollar <sup>1</sup>	036	AUD
Colombia	CO	Colombian Peso	170	COP
Comoros	KM	Comoros Franc	174	KMF
Congo	CG	CFA Franc BEAC	950	XAF
Cook Is.	CK	New Zealand Dollar <sup>1</sup>	554	NZD
Costa Rica	CR	Costa Rican Colon	188	CRC
Cuba	CU	Cuban Peso	192	CUP
Cyprus	CY	Cyprus Pound	196	CYP
Czechoslovakia	CS	Koruna	200	CSK
Denmark	DK	Danish Krone	208	DKK
Djibouti	DJ	Djibouti Franc	262	DJF
Dominica	DM	E. Caribbean Dollar	951	XCD
Dominican Rep.	DO	Dominican Peso	214	DOP
Dronnig Maud Land	NQ	Norwegian Krone <sup>1</sup>	578	NOK
East Timor	TP	Timor Escudo	626	TPE
Ecuador	EC	Sucre	218	ECS
Egypt	EG	Egyptian Pound	818	EGP

<sup>1</sup> Indicates a settlement currency.

### Country/U.S. State Cross-Reference

Code	Country or U.S. State	Effective Date	CRB Region	Code	Country or U.S. State	Effective Date	CR Region
AR	Argentina	Wednesday	F	DC	Distrc of Columbia (U.S.)	Saturday	6
AL	Albania	Saturday	E	DD	German Democratic Republic	Saturday	E
AD	Andorra	Saturday	E	DE	Delaware (U.S.)	Saturday	8
AE	United Arab Emirates	Saturday	B	DE	Germany, Federal Republic	Saturday	E
AF	Afghanistan	Wednesday	A	DJ	Djibouti	Saturday	B
AG	Antigua	Saturday	F	DK	Denmark	Saturday	E
AK	Alaska (U.S.)	Saturday	2	DM	Dominica	Saturday	E
AL	Alabama (U.S.)	Saturday	6	DO	Dominican Republic	Wednesday	F
AN	Netherlands Antilles	Saturday	F	DZ	Algeria	Saturday	B
AO	Angola	Saturday	B	EC	Ecuador	Wednesday	F
AQ	Antarctica	Wednesday	F	EG	Egypt	Saturday	B
AR	Arkansas (U.S.)	Saturday	6	EH	Western Sahara	Saturday	E
AS	American Samoa	Wednesday	A	ES	Spain	Saturday	E
AT	Austria	Saturday	E	ET	Ethiopia	Saturday	B
AU	Australia	Sunday	A	FI	Finland	Saturday	E
AZ	Arizona (U.S.)	Saturday	2	FJ	Fiji	Wednesday	A
AW	Aruba	Saturday	F	FK	Falkland Islands (Malvinas)	Wednesday	F
BB	Barbados	Saturday	F	FL	Florida (U.S.)	Saturday	9
BD	Bangladesh	Wednesday	A	FO	Faeroe Islands	Saturday	E
BE	Belgium	Saturday	E	FO	French Southern and Antarctic Territory	Wednesday	F
BG	Bulgaria	Saturday	E	FR	France	Saturday	E
BH	Bahrain	Saturday	B	GA	Georgia (U.S.)	Saturday	9
BI	Burundi	Saturday	B	GB	United Kingdom	Saturday	E
BJ	Benin	Saturday	B	GD	Grenada	Saturday	F
BM	Bermuda	Saturday	F	GF	French Guiana	Wednesday	F
BN	Brunei	Wednesday	F	GH	Ghana	Saturday	B
BO	Bolivia	Wednesday	F	GI	Gibraltar	Saturday	E
BQ	British Antarctic Territory	Wednesday	F	GL	Greenland	Saturday	E
BR	Brazil	Wednesday	F	GM	Gambia	Saturday	B
BS	Bahamas	Saturday	F	GN	Guinea	Saturday	B
BT	Bhutan	Wednesday	A	GO	Gabon	Saturday	B
BU	Burma	Wednesday	A	GP	Guadeloupe	Saturday	F
BV	Bouvet Island	Saturday	B	GQ	Equatorial Guinea	Saturday	B
BW	Botswana	Saturday	E	GR	Greece	Saturday	E
BY	Byelorussian SSR	Saturday	E	GT	Guatemala	Wednesday	F
BZ	Belize	Wednesday	F	GU	Guam	Wednesday	A
CA	California (U.S.)	Saturday	1	GW	Guinea-Bissau	Saturday	B
CO	Columbia	Wednesday	F	GY	Guyana	Wednesday	F
CC	Cocos (Keeling) Island	Wednesday	A	HI	Hawaii (U.S.)	Saturday	1
CA	Canada	Saturday	C	HK	Hong Kong	Sunday	A
KI	Canton and Enderbury Islands	Wednesday	A	HM	Heard and McDonald Islands	Wednesday	A
CF	Central African Republic	Saturday	B	HN	Honduras	Wednesday	F
CG	Congo	Saturday	B	HT	Haiti	Saturday	F
CH	Switzerland	Saturday	E	HU	Hungary	Saturday	E
CI	Ivory Coast	Saturday	B	HV	Upper Volta	Saturday	B
CK	Cook Islands	Wednesday	A	IA	Iowa (U.S.)	Saturday	3
CL	Chile	Wednesday	F	ID	Idaho (U.S.)	Saturday	2
CM	Cameroon, United Republic of	Saturday	B	IE	Ireland	Saturday	E
CN	China	Wednesday	A	IN	India	Wednesday	A
CO	Colorado (U.S.)	Saturday	3	ID	Indonesia	Sunday	A
CR	Costa Rica	Wednesday	F	IL	Illinois (U.S.)	Saturday	5
CS	Czechoslovakia	Saturday	E	IN	Indiana (U.S.)	Saturday	5
CT	Connecticut (U.S.)	Saturday	E	IO	British Indian Ocean Territory	Wednesday	A
CU	Cuba	Saturday	F				
CV	Cape Verde	Saturday	B				
CX	Christmas Island	Wednesday	A				
CY	Cyprus	Saturday	E				





**VISA INTERNATIONAL  
WORLD HEADQUARTERS  
SAN MATEO, CALIFORNIA, U.S.A.**

<b>Mailing Address</b>	<b>Location</b>
P.O. Box 8999	3125 Clearview Way
San Francisco, CA 94128-8999	San Mateo, CA 94402-3798
Phone: (415) 570-3200	
Telex: 470644 (outside U.S.)	
172313 (within U.S.)	
FAX: (415) 570-3400	

**REGIONAL OFFICES**

	<b>Mailing Address</b>	<b>Location</b>		<b>Mailing Address</b>	<b>Location</b>
<b>ASIA-PACIFIC REGION</b>			<b>EUROPE/MIDDLE EAST/ AFRICA REGION</b>		
<b>Headquarters</b>	Imperial Tower 11th Floor 1-1 Uchisawabacho 1 Chome Chiyoda-Ku, Tokyo 100 Telex: J29420 (VISATQJA) Phone: 81-3-3503-6981 81-3-3503-6951 Fax: 81-3-3503-0480	Same	<b>Headquarters and European Operations Centre</b>	P.O. Box 253 London W8 5TE Telex: 6952956 Phone: 71-837-8111 Fax: 1-937-0877	99 Kensington High St 3rd Floor London W8 5TE
<b>Tokyo Office</b>	Wako Bldg — 7th Floor 12-1 Toranomon 5 Chome Minato-Ku, Tokyo 105 Phone: 81-3-5470-4450 Fax: 81-3-5470-4468	Same	<b>Visa International, Frankfurt</b>	Untermainstr 31 6000 Frankfurt/Main Germany Phone: 49-69-230117 Fax: 49-69-230197	
<b>Australia Office</b>	39th Level Narraconn Tower 100 Miller Street North Sydney, NSW 2060 Telex: AUSVIS AA 75250 Phone: 61-2-957-6133 Fax: 61-2-957-3221	Same	<b>LATIN AMERICA REGION</b>		
<b>Singapore Office</b>	Maxwell Road P.O. Box 597 Singapore 9011 Telex: RS20726 (APVISA) RS28342 (VISAOP) Phone: 65-224-9033 Fax: 65-224-2778	105 Cecil Street #15-01/02 The Octagon Singapore 0106	<b>Headquarters</b>	P.O. Box 026098 Miami, Florida 33102 Telex: ITT 441788 Phone: (305) 551-5900 Fax: (305) 551-5904 (305) 551-5995	700 N.W. 107th Ave. Miami, FL 33172
<b>Hong Kong Office</b>	Room 702 West Tower Bong Centre 89 Queenway Central Hong Kong Phone: 852-5238-082 Fax: 852-8450131	Same	<b>Visa do Brasil Emersonamentos LTDA</b>	Av. Rio Branco 134 17º Andar 20040 Rio de Janeiro Brazil Phone: 55-21-232-0201 55-21-232-0975 Fax: 55-21-221-5332	Same
<b>Korea Office</b>	Oriental Chemical Building 11th Floor 50, Sokoung-Dong, Chung-Ku Seoul, Korea 100-070 Phone: 82-2-752-6986 82-2-752-7267 Fax: 82-2-752-7268	Same	<b>Visa International (Venezuela) S.A.</b>	Edificio Parque Cristal Torre Oeste, Piso 14, Ofic. 4 Avenida Francisco Miranda Los Palos Grandes Caracas, Venezuela Phone: 58-2-283-7258 58-2-285-2947 Fax: 58-2-283-3432	Same
<b>CANADA REGION</b>			<b>U.S.A. REGION</b>		
<b>Visa Canada Headquarters</b>	P.O. Box 124 Suite 3710 40 King Street West Toronto, Ontario Canada M5H 3Y2 Phone: (416) 367-8472 Fax: (416) 367-9111	Scoti's Plaza 37th Floor, Suite 3710 40 King Street West Toronto, Ontario Canada M5H 3Y2	<b>Visa U.S.A. Headquarters and Western Operations Center</b>	P.O. Box 8999 San Francisco, CA 94128-8999 Telex: 349356 331469 Phone: (415) 570-3200 Fax: (415) 570-3400	3125 Clearview Way San Mateo, CA 94402
			<b>Visa U.S.A. and Eastern Operations Center</b>	P.O. Box 17404 Washington, DC, 20041-0404 Telex: 89676 39891 Phone: (703) 827-8400 Fax: (703) 827-1898	1764 Old Meadow McLean, VA 22102

**DECEMBER 1991 / JANUARY 19**

# VISA INTERNATIONAL

## EXECUTIVE OFFICES

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(415) 570-3200 (San Mateo)  
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Consumer Products  
(415) 570-3130

Joseph P. Francini, Executive Vice President  
Corporate Planning  
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VISA U.S.A.  
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General Counsel and Secretary  
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Jacques Kosciusko, Managing Director  
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71-937-8111 (London)

James F. Partridge, President  
Latin America Region  
(305) 551-5901 (Miami)

Carl F. Pascarella, President  
Asia-Pacific Region  
3-3503-6981 (Tokyo)

Roger L. Pearce, Executive Vice President  
Delivery Systems  
(415) 570-3519

Roger F. Woodward, President  
Visa Canada  
(416) 367-8472 (Toronto)

## CONSUMER PRODUCTS

Jean-Jacques Desbons  
Executive Vice President  
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FAX: (415) 378-8136

### PRODUCT DEVELOPMENT

ATM Network

Emergency Services

Product Profitability

Operating Support

Member Inquiries:  
Arbitrations, Dispute Resolution and Chargebacks

### MARKET DEVELOPMENT

Travel and Entertainment Marketing

Travel and Entertainment Operations

VisaPhone

### TRAVELLERS CHEQUES

Product Development

Refund Services

Product Standards

Jeremy Oaks  
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Edward Kuni  
Vice President  
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Kathy Knutson  
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Pamela Mallett  
Director  
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Vice President  
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Mark Wheeler  
Vice President  
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Charles ...  
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Vice President  
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Ross Holmgren  
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Murdoch Henratty  
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STRATEGIC PLANNING  
Long Range Business Strategy  
Competitive Analysis  
International Corporate Plan

BUSINESS PLANNING  
Retail Market Strategy  
New Market Evaluations  
New Product Planning

RESEARCH AND DEVELOPMENT  
Standards and Cooperative Activities  
Cards and Point-of-Sale Technology  
Trends in Technology

TRACKING AND SPECIAL PROJECTS  
Marketshare Tracking  
Supermarket Pilot

INTERNATIONAL MEMBER VISITS

Steenha ...  
Vice Presi ...  
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Jeanne All ...  
Vice Presid ...  
(415) 570-3...

Einar Asbo  
Senior Vice ...  
(415) 570-3...

Victor Dok ...  
(415) 570-3...

Patty Grog ...  
(415) 570-3...

## CORPORATE PLANNING

J. Pino Francini  
Executive Vice President  
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## CORPORATE RELATIONS

Linda Baker  
Senior Vice President  
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International Corporate Communications

Public Affairs

Public Relations

Management Communications

Product and Systems PR

Christoon ...  
Vice Presi ...  
(415) 358-...

Jeanne All ...  
(415) 570-...

Dave Bran ...  
Vice Presi ...  
(415) 570-...

Brooks JO ...  
(415) 570-...

Svanev R ...  
(415) 358-...

# VISA SERVICE DIRECTORY

Contact Phone Number

<b>Automated Check Clearinghouse (ACH)</b>	
Marketing	(xxx) ### - ####
Member Services/Support	(xxx) ### - ####
<b>Accounting</b>	
Accounts Payable	(xxx) ### - ####
Accounts Receivable	(xxx) ### - ####
<b>Address Changes/Updates</b>	
Visa Corporate Mailings	(xxx) ### - ####
IDF Updates	(xxx) ### - ####
AVS Address Verification	(xxx) ### - ####
<b>Affinity Programs</b>	
General Information	(xxx) ### - ####
Program Applications	(xxx) ### - ####
<b>Agents</b>	
Agent Bank Referral Program/Directory	(xxx) ### - ####
Agent (ISO) Registration	(xxx) ### - ####
Sponsored Member Registration Program	(xxx) ### - ####
Member Change of Sponsorship	(xxx) ### - ####
<b>Arbitration</b>	(xxx) ### - ####
<b>Automated Teller Machines (ATM)</b>	
Directories	(xxx) ### - ####
Visa ATM Network	(xxx) ### - ####
General Questions/Inquiries	(xxx) ### - ####
<b>Authorizations</b>	
Cardholder Bank - See IDF	
Merchant Bank - See IDF	
Member Inquiries -> Member Services	(xxx) ### - ####
<b>Automated Referral Service (ARS)</b>	
Address/Telephone Number Updates	(xxx) ### - ####
Help Desk	(xxx) ### - ####
Merchant Inquiries	(xxx) ### - ####

## VISA Staff Alphabetical Sequence Listing

Riaco, Jorge Miami ..... 6(820)3723  
 Rlaser, Janet San Mateo 20-3C ..... \*6(720)1242  
 Rivas, Luz Mary Venezuela ..... 6(830)5015  
 Rivera, Myrna San Mateo 3055-3C ..... \*6(720)3961  
 Rivera, Myrta San Mateo 1825-8C ..... \*6(720)1176  
 Roberto, Michael McLean ..... \*6(730)8467  
 Roberts, David San Mateo 3155-1D ..... \*6(720)3490  
 Roberts, Nancy San Mateo 1825-3A ..... \*6(720)1120  
 Roberts, Tracey London ..... 6(620)5413  
 Robertson, Dawn Basingstoke ..... 6(621)5828  
 Robinow, Franz (c) San Mateo 3125-1A ..... 6(720)8111  
 Robins, Jill San Mateo 1825-9D ..... 6(720)1180  
 Robins, Rob San Mateo 1825-4G ..... \*6(720)2901  
 Robins, Steven San Mateo 3125-3L ..... 6(720)4160  
 Robinson, Cathy San Mateo 3000-1E ..... \*6(720)2533  
 Robinson, Stewart (c) San Mateo 3000-2D ..... \*6(720)2530  
 Robledo, Paula Miami ..... 6(820)3715  
 Robles, Zoilo Miami ..... 6(820)5954  
 Robson, Matthew London ..... 6(620)8402  
 Rodgers, Jason San Mateo 1825-9F ..... 6(720)2895  
 Rodgerson, Susan London ..... 6(620)5433  
 Rodighiero, Lisa San Mateo 3000-3H ..... \*6(720)3855  
 Rodriguez, Benjamin San Mateo 3000-2A ..... 6(720)3281  
 Rodriguez, Anthony Miami ..... 6(820)3722  
 Rodriguez, Jeannette San Mateo 20-2P ..... 6(720)1426  
 Rodriguez, Jose A. Miami ..... 6(820)5982  
 Rodriguez, Magdiel Miami ..... 6(820)5950  
 Rodriguez, Mauro (t) San Mateo 1825-3A ..... 6(720)1043  
 Rodriguez, Rafael San Mateo 3000-2A ..... \*6(720)3462  
 Rodriguez, Rom San Mateo 1-2H ..... \*6(720)1661  
 Rodriguez, Tom San Mateo 20-3P ..... \*6(720)1266  
 Roe, Ken (c) San Mateo 1-2F ..... \*6(720)1876  
 Roe, Tim (t) London ..... 6(620)5272  
 Rogers, Gary Basingstoke ..... 6(621)5800  
 Rogens, Georgianne San Mateo 3055-3C ..... \*6(720)2460  
 Rogers, Jane London ..... 6(620)5552  
 Rogers, Jeanie San Mateo 3055-1D ..... \*6(720)3313  
 Rogers, Steve San Mateo 3155-2G ..... \*6(720)3279  
 Roh, Brenda San Mateo 3055-2A ..... \*6(720)3234  
 Rohlf, David San Mateo 3000-2A ..... \*6(720)3850  
 Rohlf, Linda San Mateo 1825-3A ..... \*6(720)1133  
 Rohr, Laurie San Mateo 20-2P ..... \*6(720)1329  
 Rojas, Robert San Mateo 3000-2A ..... 6(720)3281  
 Rollings, Brian London ..... 6(620)5411  
 Rollings, Paul London ..... 6(620)5577  
 Rollolazo, Anita San Mateo 1825-3A ..... \*6(720)1015  
 Rolston, Siobain (t) London ..... 6(620)5201  
 Romero, Nulbia Venezuela ..... 6(830)5006  
 Romeu, Laudelina Miami ..... 6(820)3729  
 Romley, Kristine San Mateo 20-3R ..... \*6(720)1480  
 Ronne, Sharon San Mateo 3155-3E ..... \*6(720)3543  
 Rooke, Paul (c) London ..... 6(620)3617  
 Root, Tom San Mateo 3155-1C ..... \*6(720)3134  
 Rosales, Ronald San Mateo 1825-2E ..... \*6(720)1107  
 Rosenberg, David (c) San Mateo 20-2P ..... \*6(720)1436  
 Ross, Ryan San Mateo 3055-3C ..... \*6(720)3669  
 Ross, Susanna (c) San Mateo 20-2C ..... \*6(720)1699  
 Roselli, Alfonso Miami ..... 6(820)5950

Roth, Doug San Mateo 1-2F ..... \*6(720)15  
 Roth, Henry San Mateo 2600-1E ..... 6(720)27  
 Roth, Janet San Mateo 20-2C ..... \*6(720)17  
 Rothschild, Bobby (c) San Mateo 1875-5A ..... \*6(720)85  
 Roullier, Rachel (c) London ..... 6(620)54  
 Roush, Jacqueline San Mateo 3125-2K ..... 6(720)3e  
 Rousseau, Roberta (c) San Mateo 1-1A ..... \*6(720)19  
 Rowe, Dolly McLean ..... 6(730)8e  
 Rowe, Kate London ..... 6(620)57  
 Rowell, Raffaella London ..... 6(620)55  
 Royce-Lewis, Christine London ..... 6(620)52  
 Roye, Sheldon San Mateo 20-3R ..... \*6(720)14  
 Rubinstein, Seth San Mateo 3155-3H ..... \*6(720)24  
 Ruder, Brian San Mateo 20-2P ..... \*6(720)14  
 Ruff, Henri London ..... 6(620)56  
 Ruiz, Gregorio (c) Miami ..... 6(820)59  
 Ruiz, Odalys Luzbel Miami ..... 6(820)55  
 Runnels, Randy San Mateo 3055-3C ..... \*6(720)3e  
 Rush, Stephen San Mateo 3055-1D ..... \*6(720)32  
 Rushin, Corine San Mateo 3055-3L ..... \*6(720)81  
 Rushton, Paul Basingstoke ..... 6(621)5e  
 Russell, Charles San Mateo 3125-3J ..... 6(720)34  
 Russo, Victoria San Mateo 1-2A ..... \*6(720)1E  
 Ruwe, Steve San Mateo 2800-1A ..... 6(720)23  
 Ryan, Cheryl Singapore ..... [011-65] 224-90  
 Ryan, Patrick San Mateo 2800-1A ..... \*6(720)23  
 Ryder, Pat San Mateo 3000-3E ..... 6(720)34

### S

Saams, George (c) San Mateo 3055-3C ..... \*6(720)3e  
 Sabala, Charles San Mateo 3000-2H ..... \*6(720)32  
 Sacasa, Ramiro Miami ..... 6(820)57  
 Sahetapy, Pauline Singapore ..... 6(931)58  
 Saito, Hideko Tokyo ..... 6(921)06  
 Sakamoto, Kiyoshi Yokohama ..... 6(920)24  
 Sakkestad, Ole San Mateo 3155-2D ..... \*6(720)1e  
 Sallot, Anne San Mateo 20-1A ..... \*6(720)17  
 Salter, Nicola London ..... 6(620)55  
 Sammons, Jean San Mateo 1-1D ..... \*6(720)19  
 Sanders, Barbara London ..... 6(620)56  
 Sanders, Julie London ..... 6(620)54  
 Sandlin, Michael San Mateo 1-2D ..... \*6(720)16  
 Sandow, Sheila San Mateo 3125-2K ..... \*6(720)24  
 Sandstrom, Pamela San Mateo 20-3F ..... \*6(720)17  
 Sanson, Dinah London ..... 6(620)55  
 Santamiera, Miguel London ..... 6(620)54  
 Santiago, Severino San Mateo 3000-1E ..... \*6(720)3e  
 Santiago-Sepulveda, Cruz Miami ..... 6(820)55  
 Saragosa, Silvana (t) London ..... 6(620)57  
 Sarsfield, Sinead Canada ..... 6(520)86  
 Sarshar, Ahmad (c) San Mateo 3000-2A ..... \*6(720)24  
 Sato, Etsuko Tokyo ..... 6(921)06  
 Savage, Lucy London ..... 6(620)55  
 Savastio, Marina London ..... 6(620)52  
 Sax, Philip London ..... 6(620)54  
 Say, Steven Singapore ..... 6(931)58  
 Scannell, Danny (c) San Mateo 3000-1C ..... \*6(720)2c  
 Scannell, Julia San Mateo 3155-1C ..... \*6(720)38  
 Scarlett, Bill London ..... 6(620)53

**SECTION III**

**DATA CONVERSION MATRIX**

These diagrams demonstrate how we can populate the proposed listing using the existing information contained in the BIN listings. Information contained in the comment section will be distributed to the appropriate sections of the Business ID listings.

Members will be solicited for any information which cannot be derived from the existing listings.

**CURRENT STRIP**

**-421150-421152**

**Chemical Bank**  
100 Duffy Avenue  
Hicksville, New York 11801  
United States MIC NY4700

**KEY CONTACTS**

Carrier Manager <b>Harry F. DiSimone</b>	516-934-3699
Asst. Manager <b>Patricia O. Reilly</b>	516-934-3659
Operations <b>John J. Wolfe</b>	516-934-3452
Collections <b>Jim Ternacca</b>	516-934-3635
Credit <b>Laura D'Onofrio</b>	516-934-3624
Accounting <b>Karin DeMano</b>	516-934-3690
Security <b>Steve Pecorini</b>	516-934-3321
Customer Service <b>*Karen Pisseri</b>	*516-937-7221
Merchant Service <b>Arlene Dobbs</b>	516-934-3758
Request for Copy/Original <b>Woodley Moyse</b>	516-937-4095
Authorization <b>Steve Pecorini</b>	516-934-3321
<b>Steve Pecorini</b>	516-934-3321

**CARD ISSUANCE RESTRICTIONS**

Card Valid Outside Country or Issue for:  
Retail Transactions Yes Cash Yes

**AUTHORIZATION DATA**

International Interchange Authorization Required for:  
Sales Over US\$ \_\_\_\_\_ Cash Over US\$ \_\_\_\_\_  
Min Cash US\$ \$25 Max Cash US\$ Acct Limit

Authorizing Member **BRN**  
**Chemical Bank**  
Hours of Operation  
M-F SAT SUN  
24 Hours 24 Hours 24 Hours  
Time Zone GMT Hours Computer Interface  
Eastern 5  
Phone Number for Referral Inquiries  
\*(800) 431-6678  
Telex Number Answer Back #  
6852101

**REGIONAL AUTHORIZ. NUMBERS**

**CHARGE-BACK DATA**

Clearing Member **BRN**  
**Chemical Bank**  
Address for Interchange Documentation  
PO Box 1094  
Hicksville, New York 11802-1094  
Phone Number for Charge Back Inquiries  
516-937-7221

**COPY/ORIGINAL ADDRESS**

PO Box 1094  
Hicksville, New York 11802-1094

**COMMENTS**

Collection items assessed if over US\$50 and no older than 12 months. Members missing restrictive collection policies subject to reciprocity and handling fees.  
C/H Collections, Arbitration & Compliance:  
Susan M. Sapirman (516) 937-7750  
Fax: (516) 937-5570.  
Lost/Stolen: (800) 648-9911  
Fax: (516) 934-3493.  
Skip Tracing: (516) 934-6350.  
Address Verification:  
New Applications: (800) 243-6010;  
All Other: (800) 648-7944.  
\* Indicates change Revision Date: 8-Nov-92

**PROPOSED STRIP**

**BID #** \_\_\_\_\_ **Time Zone** \_\_\_\_\_ **CMB** \_\_\_\_\_

**BIN#** \_\_\_\_\_

**AUTHORIZATION**

**SERVICE PROVIDER**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_  
TELEX: \_\_\_\_\_

**REFERRAL PHONE NUMBER ONLY** PH (Not Fresh) \_\_\_\_\_  
PH (Direct Dial) \_\_\_\_\_

**NAME & ADDRESS VERIFICATION** PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**GENERAL AUTH QUESTIONS** PH: \_\_\_\_\_

**HOURS OF OPERATION: M-F SAT SUN**

**CLOSURE:** \_\_\_\_\_

**SECURITY - LOST / STOLEN**

**SECURITY CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**LOST/STOLEN REPORTS** PH (Not Fresh) \_\_\_\_\_  
FAX: \_\_\_\_\_ PH (Direct Dial) \_\_\_\_\_

**AFTER HOURS REPORTS** PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**RECOVERED CARDS / REWARDS ADDRESS** PH: \_\_\_\_\_

**SETTLEMENT / ACCOUNTING**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**COPY/ORIGINAL**

**C/H COPY/ORIGINAL CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**MERCH COPY/ORIGINAL CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**CHARGEBACK**

**C/H CHARGEBACK CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**MERCH CHARGEBACK CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**ARBITRATION/COMPLIANCE**

**C/H ARB/COMP CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**MERCH ARB/COMP CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**GOOD FAITH/ COLLECTION**

**C/H GOOD FAITH/COLL CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**MERCH GOOD FAITH/COLL CONTACT**

PH: \_\_\_\_\_  
FAX: \_\_\_\_\_

**COLLECTION POLICY**  
No older than \_\_\_\_\_ months and/or no less than \$ \_\_\_\_\_  
Handling fee: \$ \_\_\_\_\_ or % Backstop policy: Yes No

**PROCESSOR INFORMATION**

**AUTHORIZATION PROCESSOR:** \_\_\_\_\_  
**CLEARING PROCESSOR:** \_\_\_\_\_  
**DEBIT PROCESSOR:** \_\_\_\_\_

**GENERAL BUSINESS INFORMATION**

GEN C/H PH: \_\_\_\_\_  
GEN C/H FAX: \_\_\_\_\_  
GEN MERCH PH: \_\_\_\_\_  
GEN MERCH FAX: \_\_\_\_\_  
TELEX: \_\_\_\_\_

**CENTER MANAGER**

PHONE: \_\_\_\_\_  
FAX: \_\_\_\_\_

**MISC COMMENTS**

FIELDS BEING REMOVED

<b>-421150-421152</b>	
Chemical Bank 100 Duffv Avenue Hicksville, New York 11801 United States <span style="float: right;">-MC-NY4200-</span>	
<b>KEY CONTACTS</b>	
Center Manager	
Harry F. DiSimone	516-934-3699
<del>Asst. Manager</del>	
<del>Patricia O. Reilly</del>	<del>516-934-3659</del>
<del>Supervisor</del>	
<del>John J. Wolfe</del>	<del>516-934-3452</del>
<del>Collection</del>	
<del>Jim Tomase</del>	<del>516-934-3635</del>
<del>Greer</del>	
<del>Louis D'Orsno</del>	<del>516-934-3624</del>
Accounting	
Karin DeMena	516-934-3690
Security	
Steve Peccorini	516-934-3321
<del>Customer Service</del>	
<del>Karen Pissen</del>	<del>516-937-7221</del>
<del>Merlene Corvo</del>	
<del>Arlene Dobbe</del>	<del>516-934-3758</del>
Request for Copy/Original	
Woodley Mayse	516-937-4095
Authorization	
Steve Peccorini	516-934-3321
<del>Steve Peccorini</del>	<del>516-934-3321</del>
<b>CARD ISSUANCE RESTRICTIONS</b>	
Card Held Outside Country of Issuance _____ Retail Transactions <del>Yes</del> <input type="checkbox"/> <del>Cash</del> <input type="checkbox"/> <del>Yes</del> <input type="checkbox"/>	
<b>AUTHORIZATION DATA</b>	
International Independence Authorization Required for _____ Sales Over US\$ _____ Cash Over US\$ _____ Min. Cash US\$ <u>25</u> Max. Cash US\$ <u>Asst. Lmt.</u>	
Authorizing Member	BIN
Chemical Bank	
Hours of Operation	
M-F	SAT
24 Hours	24 Hours
	SUN
	24 Hours
Time Zone	GMT Hours
Eastern	5
Computer Interface	
5	
Phone Number for Retail Inquiries	
* (800) 431-6678	
Telex Number	Answer Booklet
8852101	
<b>REGIONAL AUTHORIZ. NUMBERS</b>	
<b>CHARGE-BACK DATA</b>	
Clearing Member	BIN
Chemical Bank	
Address for Interchange Documentation	
PO Box 1094	
Hicksville, New York 11802-1094	
Phone Number for Charge Back Inquiries	
516-937-7221	
<b>COPY/ORIGINAL ADDRESS</b>	
PO Box 1094	
Hicksville, New York 11802-1094	
<b>COMMENTS</b>	
Collection items accepted if over US\$50 and no older than 12 months. Members choosing restrictive collection policies subject to reciprocity and handling fees. C/H Collections, Arbitration & Conciliation: Susan M. Saarman (516) 937-7750 Fax: (516) 937-5570. Lost/Stolen: (800) 648-9911 Fax: (516) 934-3493. Skip Tracing: (516) 934-6350. Address Verification: New Applications: (800) 243-6010; All Other: (800) 648-7944. * Indicates change <span style="float: right;">Revision Date: 6-Nov-92</span>	

**421150-421152**

Chemical Bank  
100 Duffy Avenue  
Hicksville, New York 11801  
United States

**KEY CONTACTS**

Center Manager Harry F. DiSimone	516-934-3699
Accounting	516-934-3690
Security	516-934-3321
Request for Copy/Original Authorization	516-937-4095 516-934-3321

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<b>BID #</b>		Time Limit	OMV
<b>CHEMICAL BANK</b>			
BIN# 421150-421152			
<b>AUTHORIZATION:</b>			
<b>SERVICE PROVIDER</b>		PH: (516) 934-3321	
	FAX:		
	TELEX:		
<b>REFERRAL PHONE NUMBER ONLY</b>		PH (Not Free): (800) 431-4478	
		PH (direct dia):	
<b>NAME &amp; ADDRESS VERIFICATION</b>		PH:	
		FAX:	
<b>GENERAL AUTH QUESTIONS</b>		PH:	
<b>HOURS OF OPERATION</b>		M-F	SAT
		SUN	
CLOSED			
<b>SECURITY - LOST / STOLEN</b>			
<b>SECURITY CONTACT</b>		PH: (516) 934-3321	
		FAX:	
<b>LOST/STOLEN REPORTS</b>		PH (Not Free):	
FAX:	TELEX:	PH (direct dia):	
<b>AFTER HOUR REPORTS</b>		PH:	
		FAX:	
<b>RECOVERED CASH / REWARDS ADDRESS</b>		PH:	
<b>SETTLEMENT / ACCOUNTING</b>			
		PH: (516) 934-3690	
		FAX:	
<b>COPY/ORIGINAL:</b>			
<b>C/M COPY/ORIGINAL CONTACT</b>		PH: (516) 937-4095	
		FAX:	
<b>MERCH COPY/ORIGINAL CONTACT</b>		PH: (516) 937-4095	
		FAX:	
<b>CHARGEBACK:</b>			
<b>C/M CHARGEBACK CONTACT</b>		PH:	
		FAX:	
<b>MERCH CHARGEBACK CONTACT</b>		PH:	
		FAX:	
<b>ARBITRATION/COMPLIANCE:</b>			
<b>C/M ARB/COMP CONTACT</b>		PH:	
		FAX:	
<b>MERCH ARB/COMP CONTACT</b>		PH:	
		FAX:	
<b>GOOD FAITH/ COLLECTION:</b>			
<b>C/M GOOD FAITH/ COLL CONTACT</b>		PH:	
		FAX:	
<b>MERCH GOOD FAITH/ COLL CONTACT</b>		PH:	
		FAX:	
<b>COLLECTOR POLICY</b>			
No clear man. ___ months and/or no less than \$ ___			
Handling fee \$ ___ or % (attach policy): Yes No			
<b>PROCESSOR INFORMATION:</b>			
AUTHORIZATION PROCESSOR:			
CLEARING PROCESSOR:			
DEBIT PROCESSOR:			
<b>GENERAL BUSINESS INFORMATION:</b>			
CHEMICAL BANK		GEN B/H PH:	
100 DUFFY AVENUE		GEN C/M FAX:	
HICKVILLE, N.Y. 11801		GEN MERCH PH:	
UNITED STATES		GEN MERCH FAX:	
		TELEX:	
<b>CENTER MANAGER</b>			
HARRY F. DISIMONE		PHONE:	(516) 934-3699
		FAX:	
<b>MISC COMMENTS</b>			



AUTHORIZATION DATA	
Authorizing Member Chemical Bank	BIN
Hours of Operation M-F 24 Hours SAT 24 Hours SUN 24 Hours Time Zone Eastern GMT Hours 5 Computer Interface	
Phone Number for Retail Inquiries *(800) 431-6678 Telex Number 6852101	
CHARGE-BACK DATA	
Clearing Member Chemical Bank	BIN
Address for Interchange Documentation PO Box 1094 Hicksville, New York 11802-1094 Phone Number for Charge Back Inquiries 516-937-7221	
COPY/ORIGINAL ADDRESS	
PO Box 1094 Hicksville, New York 11802-1094	

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BID #	Time Zone: GMT	GMN -S
BINs		
AUTHORIZATION		
SERVICE PROVIDER CHEMICAL BANK	PH FAX TELEX	0652101
RETRIAL PHONE NUMBERS ONLY TELEX: 6852101	PH (not final) PH (direct dial)	(800) 431-6678
MAKER'S ADDRESS VERIFICATION	PH FAX	
GENERAL AUTH QUESTIONS	PH:	
HOURS OF OPERATION	5-9 24HRS SAT 24HRS SUN 24HRS	
CLOSURE	PH:	
SECURITY - LOST / STOLEN		
SECURITY CONTACT	PH FAX	
LOST/STOLEN REPORTS FAX	TELEX	PH (not final) PH (direct dial)
AFTER HOURS REPORTS	PH FAX	
RECOVERED CARDS / REWARD ADDRESS	PH:	
SETTLEMENT / ACCOUNTING		
	PH FAX	
COPY/ORIGINAL		
C/M COPY/ORIGINAL CONTACT	PH FAX	
P.O. BOX 1094 HICKSVILLE, N.Y. 11802-1094	PH FAX	
P.O. BOX 1094 HICKSVILLE, N.Y. 11802-1094	PH FAX	
CHARGEBACK		
C/M CHARGEBACK CONTACT	PH FAX	(516) 937-7221
P.O. BOX 1094 HICKSVILLE, N.Y. 11802-1094	PH FAX	
P.O. BOX 1094 HICKSVILLE, N.Y. 11802-1094	PH FAX	(516) 937-7221
ARBITRATION/COMPLIANCE		
C/M ARB/COMP CONTACT	PH FAX	
MERCH ARB/COMP CONTACT	PH FAX	
GOOD FAITH/ COLLECTION		
C/M GOOD FAITH/COLL CONTACT	PH FAX	
MERCH GOOD FAITH/COLL CONTACT	PH FAX	
COLLECTION POLICY		
No claim that ... months and/or no less than 3 ... Handling fee A or B. Reciprocal delay: Yes No		
PROCESSOR INFORMATION		
AUTHORIZATION PROCESSOR CLEARING PROCESSOR DEBIT PROCESSOR		
GENERAL BUSINESS INFORMATION:		
GEN C/M PH GEN C/M FAX GEN MERCH PH GEN MERCH FAX TELEX		
CENTER MANAGER		
PH FAX		
MISC COMMENTS		

**COMMENTS**  
 Collection items accepted if over US\$50 and no older than 12 months. Members imposing restrictive collection policies subject to reciprocity and handling fees.  
 C/H Collections, Arbitration & Compliance:  
 Susan M. Saperman (516) 937-7750  
 Fax: (516) 937-5570.  
 Lost/Stolen: (800) 648-9911  
 Fax: (516) 934-3493.  
 Skip Tracing: (516) 934-6350.  
 Address Verification:  
 New Applications: (800) 243-6010.  
 All Other: (800) 648-7944.  
 \* Indicates change      Revision Date: 6-Nov-92

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<b>BID #</b>		Three Lines:	GMF:
<b>AUTHORIZATION</b>			
<b>SERVICE PROVIDER</b>		PH:	
		FAX:	
		TELEX:	
<b>FEDERAL PHONE NUMBER ONLY</b>		PH (Dist Free):	
TELEX:		PH (direct dial):	
<b>NAME &amp; ADDRESS VERIFICATION</b>		PH:	(800) 243-6010
		FAX:	
<b>GENERAL AUTH QUESTIONS</b>		PH:	
<b>HOUSE OF OPERATION: M-F SAT SUN</b>			
<b>CLOSED:</b>			
<b>SECURITY - LOST / STOLEN</b>			
<b>SECURITY CONTACT</b>		PH:	
		FAX:	
<b>LOSS/DUPLICATION REPORTS</b>		PH (Dist Free):	(800) 648-9911
FAX: (516) 934-3493		PH (direct dial):	
<b>AFTER HOURS REPORTS</b>		PH:	
		FAX:	
<b>RECOVERED CARDS / RETURNED ADDRESSES</b>		PH:	
<b>SETTLEMENT / ACCOUNTING</b>			
		PH:	
		FAX:	
<b>COPY/ORIGINAL</b>			
<b>C/H COPY/ORIGINAL CONTACT</b>		PH:	
		FAX:	
<b>MERCH COPY/ORIGINAL CONTACT</b>		PH:	
		FAX:	
<b>CHARGEBACK</b>			
<b>C/H CHARGEBACK CONTACT</b>		PH:	
		FAX:	
<b>MERCH CHARGEBACK CONTACT</b>		PH:	
		FAX:	
<b>ARBITRATION/COMPLIANCE</b>			
<b>C/H ARB/COMP CONTACT</b>		PH:	(516) 937-7750
		FAX:	(516) 937-5570
<b>MERCH ARB/COMP CONTACT</b>		PH:	(516) 937-7750
		FAX:	(516) 937-5570
<b>GOOD FAITH/ COLLECTION</b>			
<b>C/H GOOD FAITH/COLL CONTACT</b>		PH:	(516) 937-7750
		FAX:	(516) 937-5570
<b>MERCH GOOD FAITH/COLL CONTACT</b>		PH:	(516) 937-7750
		FAX:	(516) 937-5570
<b>COLLECTION POLICY</b>			
No older than 12 months and/or no less than 250.			
Handling fee: \$ or %      Reciprocity policy: Yes X No			
<b>PROCESSOR INFORMATION</b>			
AUTHORIZATION PROCESSOR:			
CLEARING PROCESSOR:			
DEBIT PROCESSOR:			
<b>GENERAL BUSINESS INFORMATION</b>			
GEN C/H PH:			
GEN C/H FAX:			
GEN MERCH PH:			
GEN MERCH FAX:			
TELEX:			
<b>CENTER MANAGER</b>			
PH:			
FAX:			
<b>MISC COMMENTS</b>			
SKIP TRACING: (516) 934-6350			

DATA CONVERSION COMPLETE

BID # 10000500		Disc Enter:	ONS
CHEMICAL BANK			
BIN# 421150-421162			
AUTHORIZATION DATA			
SERVICE PROVIDER	PH:	(516) 934-3321	
CHEMICAL BANK	FAX:		
	TELEX:	6862101	
REFERRAL PHONE NUMBER ONLY	PH(direct/dial):	(800) 457-6478	
TELEX 6862101	PH(direct dial):		
NAME & ADDRESS VERIFICATION	PH:	(800) 934-3321	
	FAX:		
GENERAL AUTH QUESTIONS	PH:	(516) 745-6670	
HOURS OF OPERATION:	M-F	9-5	
	TU-TH	9-5	
	SA	9-5	
	SA	9-5	
CLOSED:			
SECURITY - LOST / STOLEN DATA			
SECURITY CONTACT	PH:	(516) 934-3321	
	FAX:		
LOST/STOLEN REPORTS	PH(direct/dial):	(800) 648-9911	
FAX (516) 934-3493	TELEX:	PH(direct dial):	
AFTER HOURS REPORTS	PH:		
	FAX:		
RECOVERED CARDS / REWARDS ADDRESS	PH:		
SETTLEMENT / ACCOUNTING DATA			
	PH:	(816) 934-3690	
	FAX:		
COPY/ORIGINAL DATA			
C/M COPY/ORIGINAL CONTACT	PH:	(516) 937-4096	
	FAX:		
P.O. BOX 1094			
HICKSVILLE, NY 11802-1094			
MERCH COPY/ORIGINAL CONTACT	PH:	(516) 937-4096	
	FAX:		
P.O. BOX 1094			
HICKSVILLE, NY 11802-1094			
CHARGEBACK DATA			
C/M CHARGEBACK CONTACT	PH:	(516) 937-7221	
	FAX:		
P.O. BOX 1094			
HICKSVILLE, NY 11802-1094			
MERCH CHARGEBACK CONTACT	PH:	(516) 937-7221	
	FAX:		
P.O. BOX 1094			
HICKSVILLE, NY 11802-1094			
ARBITRATION/COMPLIANCE DATA			
C/M ARB/COMP CONTACT	PH:	(516) 937-7750	
	FAX:	(516) 937-6670	
MERCH ARB/COMP CONTACT	PH:	(516) 937-7750	
	FAX:	(516) 937-6670	
GOOD FAITH/ COLLECTION DATA			
C/M GOOD FAITH/COLL CONTACT	PH:	(516) 937-7750	
	FAX:	(516) 937-6670	
MERCH GOOD FAITH/COLL CONTACT	PH:	(516) 937-7750	
	FAX:	(516) 937-6670	
COLLECTION POLICY			
No older than 12 months and/or no less than 250.			
Honoring fee: \$ ___ or ___% Reciprocal policy: Yes X No			
PROCESSOR DATA			
AUTHORIZATION PROCESSOR:			
CLEARING PROCESSOR:			
DEBT PROCESSOR:			
GENERAL BUSINESS INFORMATION			
CHEMICAL BANK	GEN C/M PH:		
100 DUFFY AVENUE	GEN C/M FAX:		
HICKSVILLE, NY 11801	GEN MERCH PH:		
UNITED STATES	GEN MERCH FAX:		
	TELEX:		
CENTER MANAGER			
HARRY F. DESIMONE	PH:	(516) 934-3690	
	FAX:		
MISC COMMENTS			
SIP TRACKING: (516) 934-6330			

Fran Schall

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**SECTION IV**

Proposed

Interchange Data Form Restucture Time Line

<u>1993</u> February 1- May 1	Review proposed changes and revisions with all regional offices and regional advisors.
March 5,	Distribute to all Regions documentation of proposed revisions for comment and direction
March 25-26	U.S. Risk Control Advisors Meeting
March	Technical document for new specifications
March 31 - April 2	U.S. Card Operations Advisors Meeting
April 21-23	International Card Operations Advisors Meeting
May 1	Complete selection of vendor
May 5	Finalize formats and specifications to produce paper publication
June 1	Changes due for Operation Regulation Exhibit A
July 1	Member letter describing the new publication and conversion information distributed
June	International Board Meeting
July 1	Notification of new tape layouts distributed to those Members currently receiving magnetic tape
July 1	Begin test conversion
August 1-30	Produce a test publication
August 31	Distribution of 93-94 subscription letters to membership (cost TBD)

September 1	Perform data conversion to new format
September 1	Prepare contact update forms
September 1	Cut-off date for input to old format which will produce the Oct/Nov/Dec issue of the IDF
September 10	Mail date for contact update forms
October 1	Possible receipt date for new contact update forms
October 15	Distribute test tapes for new data to membership mag tape users
October 15	Mailing of final 92-93 edition of IDF
November 1	Due date for members submitting changes for new format
November 15	Cut-off date for input to old format to produce December mag tape
November 30	Last date to input information submitted by members to new format
December 31	Distribution of the new publication to the membership (Paper = Jan/Feb: Tape = Jan)

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Visa Notification of Member Merger

Background

Visa By-Laws require Visa Members that are involved in a merger with another institution to notify the corporation within thirty days of the consummation of the merger transaction. Unfortunately, there is no mechanism in place to facilitate this Member notification. The lack of such a mechanism has contributed to many instances in which an unlicensed or improperly licensed Visa Program has not been discovered until months or years after a merger. In addition to proper program licensing, the accuracy of membership records and statistical reporting is dependent upon the timely tracking of membership changes related to mergers. The assignment of voting rights and equity, and assessment of the surcharge and other fees, is based upon Visa's record of which Member or nonmember survives a merger. Similarly, the assignment of financial liabilities is often dependent on this information.

Operating Principles

The following form (Exhibit A) would provide the framework necessary to ensure the proper notification of mergers between Visa Members or mergers between Members and nonmembers. It is proposed that the responsibility for completing the proposed Exhibit should reside with the survivor of the merger, whether a Member or nonmember.

If the surviving organization is a nonmember that wishes to continue the Visa Program of the original Member, the nonmember will be required to submit the appropriate Visa membership application materials along with the Exhibit. Both the Exhibit and the application materials would be required within thirty days of the consummation of the merger transaction or within thirty days of Visa's notification to the nonmember regarding its unlicensed Visa activity.

It is anticipated that Operating Regulation changes to support the use of this Exhibit will be proposed for adoption by the Visa U.S.A. Board of Directors at its June meeting.

No presentation is planned; however, staff will be available to answer any questions.

Peter R. Meffert

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**EXHIBIT A**

**Member Notification of Merger**

Effective Date of Merger: \_\_\_\_\_

Merging Member's Name \_\_\_\_\_

VISA Business ID Number \_\_\_\_\_

Address \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Name of Holding Co. Affiliation \_\_\_\_\_

Visa U.S.A. Membership Class(es): \_\_\_\_\_

Officer Signature: \_\_\_\_\_ Phone: \_\_\_\_\_

Officer Title: \_\_\_\_\_ Date: \_\_\_\_\_

Surviving Institution's Name \_\_\_\_\_

Survivor's Name Changed to \_\_\_\_\_

VISA Business ID Number \_\_\_\_\_

Address \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Name of Holding Co. Affiliation \_\_\_\_\_

Visa U.S.A. Membership Class(es): \_\_\_\_\_

Non-Member (check if applicable): \_\_\_\_\_

Officer Signature: \_\_\_\_\_ Phone: \_\_\_\_\_

Officer Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Documents Attached:**

- \_\_\_\_\_ State or Federal regulatory approval of merger (letter, certificate, affidavit)
- \_\_\_\_\_ VISA U.S.A. Exhibit YY to document any (partial or entire) portfolio sale or transfer
- \_\_\_\_\_ VISA U.S.A. Exhibit EE-1 to release merging Member's BIN(s)
- \_\_\_\_\_ VISA U.S.A. Exhibit EE-2 to transfer merging Member's BIN(s) to another Member

Visa U.S.A. Inc., Membership & Records Administration  
P.O. Box 8999, San Francisco, CA 94128-8999 Tel: (800) 452-5777

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Portfolio Sales - Card Reissuance Requirements**

**Background**

Since their early development, the Visa Operating Regulations have been written from the perspective that BINs were unique to Members and that BIN sharing did not exist to any significant extent. It was also assumed that any sale or transfer of a portfolio between Members also involved the transfer of any related BINs. The rapid increase in the incidence of portfolio sales over the last decade has required the development of a formalized process for dealing with related membership issues. Concurrently, the implementation of the BIN Licensing program has resulted in an increased knowledge and understanding of BIN sharing as it relates to portfolio sales.

There are a number of circumstances in which portfolio sales among Members have created problems with respect to the licensing and use of Visa BINs. No guidelines have been established to date to regulate the disposition of shared BINs that result from portfolio sales. Unlike the situation with respect to Member associations, the BIN sharing that results from a portfolio sale is not usually motivated by attempts to minimize processing costs or the administrative overhead associated with operating a small bankcard program. In the past, such sales were generally made without regard to the liability issues related to the disposition of BINs. However, this situation is rapidly changing with the restructuring of liability and the increased Member awareness of the importance of this issue.

**Recommendations**

Portfolio sales generally result in three kinds of BIN sharing arrangements. The following addresses each type and includes specific recommendations as to how they should be handled.

**BIN Sharing Within Holding Company Affiliates**

In this situation, several financial institutions within the same holding company may choose to share a BIN for operating convenience. If Member affiliates that elect to share BINs understand and accept the joint indemnity provisions of Visa By-Laws and Operating Regulations, this scenario should be of no concern. While this would apply both to Members operating under unit banking state regulations and to multistate, multibank holding



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companies, some additional research may be required to ensure that the provisions of Visa By-Laws will be considered binding in the latter scenario.

Partial Portfolio Sales

This involves Members that sell partial portfolios that do not consist of all the cardholder accounts contained in a given BIN. In this case one Member will become the BIN Licensee and the other Member will become an "authorized user" of the BIN. Many Members prefer to do this instead of converting the accounts to their own BIN because it enables them to easily track the new portfolio. If the accounts can be split within the first nine or ten digits, this should present no problem, as this numbering scheme would be consistent with the resolution to the BIN sharing issue described in the Executive Summary entitled "Unique Member Identification."

In the common situation where portfolio sales generate an account-number structure not identifiable in a unique nine or ten-digit basis, VisaNet would be unable to distinguish the affected Members. The following proposal would address this situation:

- Any Members involved in a portfolio sale that involves the creation of a shared BIN would be required to identify how they split the accounts between the respective Members.
- In the event that the individual card Issuers can be identified within the first nine or ten digits of the account numbers, the two Issuers would be allowed to retain this numbering convention according to their mutual agreement.
- In the event that the individual card Issuers cannot be identified within the first nine or ten digits, the Issuer that did not retain the BIN would be required to reissue cards under a new BIN upon expiration. In no case would a Member be allowed to continue this BIN sharing arrangement beyond four years from the date of the portfolio sale (to accommodate three-year card issuance and one year for chargebacks/disputes).
- In all cases, the BIN Licensee would retain the right to disallow the use of its BIN by any other Member. In the event that the BIN Licensee elects to terminate its authorization for another Member to use its BIN, that other Member would be required to discontinue all original card activity on that BIN within 120 days from the date of notification.

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Split Usage - Issuing/Acquiring

The third circumstance under which BIN sharing is the result of a portfolio sale relates to the situation where one Member utilizes a BIN for acquiring purposes and another Member retains use of the BIN for card issuing purposes. This situation has resulted in a number of disputes between Members with respect to which institution should retain primary responsibility for the BIN (i.e., the BIN Licensee). This problem is further compounded in cases where there are multiple purchasers of a portfolio or where a purchaser resells part or all of a portfolio to a third party. Both because of the potential for disputes and because of the confusion that these situations cause to other Members (i.e., those that are not a party to the transaction), it is proposed that the Member which does not retain the BIN should be required to obtain and use another BIN within 120 days from the date of the portfolio sale. In the event that the contract between the affected Members does not specify which party should retain the BIN, and that the affected Members cannot agree on its proper disposition, the institution that originally licensed the BIN would retain control unless otherwise specified by Visa.

In those situations where the selling Member utilized a BIN licensed to another institution (where it was not the original BIN Licensee), it is proposed that the affected cardholder accounts would have to be reissued within 120 days of the portfolio sale date. This requirement would not apply if both the selling and the purchasing institution were users of the same BIN, in which case the rules related to partial portfolio sales would apply.

**Summary**

Because of the relative frequency of Member portfolio sales, issues related to the disposition and use of the associated BINs arise regularly. The Advisors are requested to provide comments on the reasonableness of the proposed principles as outlined above.

The above referenced proposals may have implications on Member or Visa systems and processes that have not yet been fully explored. For example, the High Risk Merchant file utilizes the Acquirer BIN field as a key. If, as a result of some arrangement between Members, the acquiring BIN were to be changed, this could potentially eliminate the historical information maintained on any given Acquirer. The Risk Identification Service may be similarly affected. As a result, further research may be required before the principles are formalized and implemented as Operating Regulations.

No presentation is planned; however, staff will be available to answer any questions.

Peter R. Meffert

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**BIN Licensing - Miscellaneous Operating Regulation Revisions**

In accordance with management's commitment to review possible changes in Visa Operating Regulations with the Advisors, several miscellaneous Operating Regulation revisions are proposed.

**Required Use of Visa BINs**

Section 2.05 of the By-Laws (Indemnification) currently places the BIN Licensee in third order of precedence for financial losses, following the Member that caused the loss and the Member (if any) that sponsored the Member that caused the loss. In order to avoid any potential confusion for Members circumventing responsibility under this provision, it is proposed that the Operating Regulations explicitly require that any cards bearing the Visa trademarks be subject to the By-Laws and their corresponding Operating Regulations - irrespective of whether the cards are actually issued utilizing a Visa BIN. The Operating Regulations would further specify that Members use a Visa BIN for the issuance of cards bearing the Visa service marks or for acquiring of Visa transactions, unless an exception is clearly warranted by unusual business conditions and where this exception has been authorized in writing by Visa U.S.A.

**Time Period for Annual BIN Licensing Fee Related to New BIN Assignments**

The Operating Regulations currently state that Members with new BIN assignments have until the end of the current licensing cycle to activate a new program before the BIN is considered "inactive" for purposes of the annual BIN licensing fee. In order to clarify the intent of this provision, and to parallel language that is being recommended for inclusion in the Visa International Operating Regulations, it is proposed that the language be changed to state that Members have eighteen months to activate a new program before the BIN is considered "inactive."

**BIN Recall Period**

Exhibit EE-1 of the Operating Regulations (Release of BIN Form) currently states that a BIN which has been released to Visa by a Member will be deleted from the VisaNet Systems one year after its last use on cards or for acquiring, after which time the BIN may be reassigned to another Member.

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For clarification, it is proposed that this time frame for deletion of the BIN from the VisaNet Systems and eventual reassignment to another Member also be stated in Chapter 20.

**Processor Notification of Member Release of BIN(s)**

At present, the Operating Regulations require that a Member no longer needing or using a BIN release it to Visa U.S.A. by completing an Exhibit EE-1 (Release of BIN Form). To avoid confusion and ensure that all relevant parties have the same information, it is proposed that the Operating Regulations be modified to require a Member releasing a BIN to notify its processor(s) of the BIN release, as well.

No presentation is planned; however, staff will be available to answer any questions.

Peter R. Meffert

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Fran Schall

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**BIN Licensing**

**Miscellaneous Operating Regulation Revisions:**

**Required Use of Visa BINs**

**CHAPTER 10  
MARKS AND PRODUCT NAMES**

- 10.1 General
- 10.2 Use of the Mark "BankAmericard"
- 10.3 Use of Olympic Marks and Authenticating Statements
- 10.4 Use of Other Marks
- 10.5 Prohibition of Adhesive Material on Cards
- 10.6 Member Identification and Use of Agents, and Solicitations
- 10.7 Telephone Listings
- 10.8 Restricted Use of the Visa Card Program Marks
- 10.9 Rules Apply to All Supplies and Materials
- 10.10 Use of the Visa Card Program Marks and Product Names
- 10.11 License Agreement for the Visa Card Program Marks
- 10.12 Denotation of Registration and Ownership of the Visa Card Program Marks

**10.1 General**

- A.** The Marks used in connection with the Visa Card Program include only:
  - Visa and Bands Symbol
  - Visa Wordmark
  - Bands Design
  - Bankline
  - Classic
  - Electron
  - Stylized "é"
  - Dove Design
  - VisaPhone
  - Such other Marks as may be adopted by Visa International or Visa U.S.A. for use in connection with the Visa Card Program.
- B.** The protection of these Marks is vital to everyone involved in the Visa Card Program as they identify the source of the services being supplied. The Cardholder identifies the service by decals and signs displayed by the Merchant. The Merchant identifies the service by the Card presented by the Cardholder.
- C.** In all communications regarding any Member's credit Card program, including solicitations, advertising, and promotions, the product must be prominently referred to as a "Visa Card" and the product may not be positioned as something other than a Visa Card. Furthermore, the Member's Trade Name or Mark may

- 10.1C. (cont.) not be positioned as adding superior acceptability of the Visa Card at the point of Transaction.
- D. The Visa Card Program Marks are owned by Visa International and are licensed through Visa U.S.A. It is an essential responsibility of all Members that the nature and quality of services identified by the Visa Card Program Marks be maintained consistent with the standards established by Visa U.S.A., and that the Marks be used only in accordance with the provisions of these Operating Regulations.
- E. No Member Visa Card Program materials, including Affinity Card materials, or other Member materials using any Visa Card Program Mark(s), shall contain any matter which would tend to infringe, dilute, or denigrate the 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. No Member shall adopt any Mark or market, either directly or indirectly, any Visa Card Program or Visa Product or service, to consumers, Merchants, or other Members in a manner which 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.
- F. Each Member using the Visa Card Program Marks in conjunction with Card Issuance and Transaction acquiring must comply with all requirements as specified in the Visa U.S.A. By-Laws and these Operating Regulations.
- G. Each Member indemnifies Visa U.S.A. from all claims, liabilities, losses and expenses, including reasonable attorney fees, arising from the Member's use of any of the Visa Card Program Marks on any materials which promote Visa Products and services and are produced and/or distributed under the direction of the Member.

## 10.2 Use of the Mark "BankAmericard"

Only (i) the Bank of America NT & SA ("the Bank"), (ii) any Member which is the parent or a subsidiary or an affiliate of the Bank or its parent and (iii) any Sponsored Member in California which is sponsored by the Bank, its parent, a subsidiary or an affiliate, may use the Mark "BankAmericard" in conjunction with the Visa Card Program Marks. In accordance with these Operating Regulations, "BankAmericard" will be considered a proprietary Mark of a Member and may be used by such Member in conjunction with the Visa Card Program Marks in the same manner as other Members use their own proprietary Marks.

## 10.3 Use of Olympic Marks and Authenticating Statements

**CHAPTER 20  
MEMBERSHIP PROGRAMS**

- 20.1 Bank Identification Number (BIN) Licensing and Administration Program
- 20.2 Sponsored Member Registration Program
- 20.3 Liabilities

**20.1 Bank Identification Number (BIN) Licensing and Administration Program**

**A. BIN Licensing and Usage**

1. A BIN may be licensed by Visa U.S.A. to a Processor or to a Member in any of the following classes of membership as defined in Section 2.04 of the By-Laws:

- Principal Member
- Acquirer Member
- Administrative Member
- ATM Group Member
- Associate Member
- Acquiring Associate Member

2. A Member must use a Visa-assigned BIN for (i) the issuance of Cards bearing the Visa Service Marks and/or (ii) for acquiring Transactions. A Member may request an exception to this requirement where the exception is clearly warranted by unusual business conditions. Such requests must be submitted in writing to Visa U.S.A. and subsequently approved in writing by Visa U.S.A.

3. A Principal-Type Member or an Associate-Type Member must submit an Exhibit EE-3 (BIN Usage Form) to Visa U.S.A. prior to the use of the BIN for acquiring, or issuance of any Visa Card bearing the requested BIN. By completing the Exhibit EE-3, the Member acknowledges that the requested BIN will be used only for the purpose noted on the BIN Usage Form and no other. A revised Exhibit EE-3 must be submitted to reflect any change in usage.

(a) The use of a Visa BIN by a Member other than the Member to which Visa U.S.A. licensed that BIN, or by that Member's designee on behalf of that Member, is prohibited.



**BIN Licensing**

**Miscellaneous Operating Regulation Revisions:**

**Time Period for Annual BIN Licensing Fee  
Related to New BIN Assignments**

**CHAPTER 20  
MEMBERSHIP PROGRAMS**

- 20.1 Bank Identification Number (BIN) Licensing and Administration Program
- 20.2 Sponsored Member Registration Program
- 20.3 Liabilities

Chapter 20

**20.1 Bank Identification Number (BIN) Licensing and Administration Program**

**A. BIN Licensing and Usage**

1. A BIN may be licensed by Visa U.S.A. to a Processor or to a Member in any of the following classes of membership as defined in Section 2.04 of the By-Laws:

- Principal Member
- Acquirer Member
- Administrative Member
- ATM Group Member
- Associate Member
- Acquiring Associate Member

2. A Principal-Type Member or an Associate-Type Member must submit an Exhibit EE-3 (BIN Usage Form) to Visa U.S.A. prior to the use of the BIN for acquiring, or issuance of any Visa Card bearing the requested BIN. By completing the Exhibit EE-3, the Member acknowledges that the requested BIN will be used only for the purpose noted on the BIN Usage Form and no other. A revised Exhibit EE-3 must be submitted to reflect any change in usage.

(a) The use of a Visa BIN by a Member other than the Member to which Visa U.S.A. licensed that BIN, or by that Member's designee on behalf of that Member, is prohibited.

(b) BINs licensed to nonmember Processors must be used exclusively for processing activities and may not be used for issuing or acquiring purposes unless authorized in writing by Visa U.S.A.

(c) Members using Visa BINs for non-Visa purposes must identify those uses by submitting to Visa U.S.A. an Exhibit EE-3 (BIN Usage Form).

3. Changes to the VisaNet system associated with mergers and acquisitions, portfolio sales, and program transfers will be implemented only after Visa U.S.A. has received an Exhibit EE-2 (Change of BIN Licensee Form) and an

2. No later than January 1, 1995, all Members' processing systems must be able to accommodate sixteen-digit Primary Account Numbers as specified in Section 14.10A.
3. Effective September 1, 1992, all new Point-of-Transaction Terminals are prohibited from utilizing four-digit or six-digit sequential BIN logic programming. Effective January 1, 1995, all Point-of-Transaction Terminals programmed for four-digit or six-digit sequential BIN logic, are prohibited from utilizing such programming logic.
4. A Member, as described in Section 2.04(c) of the By-Laws, must report, on an annual basis, those Members on whose behalf they are engaged as a Processor. Such Member will be subject to reporting requirements as determined by Visa U.S.A.

#### C. BIN Program Fees

1. An annual BIN licensing fee of \$100 will be assessed for each BIN in active use for a Visa-defined activity. This fee will be assessed to each user of the BIN.
2. Effective for the current licensing cycle ending August 31, 1993, the maximum annual BIN licensing fee that may be assessed to a Member will be \$100,000.
3. Effective May 1, 1992, Members and/or Processors that obtain new BIN assignments will be assessed a one-time fee of \$100 per BIN. Members with new BIN assignments will have ~~until the end of the current licensing cycle~~ 18 months from the date of assignment to activate a new program before the BIN will be considered "inactive" for purposes of the annual licensing fee as specified in Section 20.1 of these Operating Regulations.
4. Effective May 1, 1992, any Member obtaining a BIN licensed to another Member will be assessed a one-time fee of \$250 for each BIN or account range which is transferred.
5. A Member that uses a BIN that has been licensed to another Member will be subject to the same fee structure as the Member to which the license was issued. Until January 1, 1994, any Member that has a four-digit BIN (assigned prior to 1978) used on Cards with 13-digit Primary Account Numbers, will be assessed at a rate of \$1,000 or \$100, as specified in Section 20.1A.4.(b) or Section 20.1C.1, as appropriate for each four-digit BIN.
6. All BIN program fees will be collected through VisaNet using a Fee Collection transaction (Reason Code 5190).

#### D. Liabilities and Indemnification

1. Except as specified in Section 20.1D.2, each BIN Licensee is responsible for all activities associated with any BIN that it licenses. Any Member that uses a BIN licensed to another Member will be responsible for all activities processed under or associated with the use of the BIN.

**BIN Licensing**

**Miscellaneous Operating Regulation Revisions:**

**BIN Recall Period**

**CHAPTER 20  
MEMBERSHIP PROGRAMS**

- 20.1 Bank Identification Number (BIN) Licensing and Administration Program
- 20.2 Sponsored Member Registration Program
- 20.3 Liabilities

Chapter 20

**20.1 Bank Identification Number (BIN) Licensing and Administration Program**

**A. BIN Licensing and Usage**

1. A BIN may be licensed by Visa U.S.A. to a Processor or to a Member in any of the following classes of membership as defined in Section 2.04 of the By-Laws:

- Principal Member
- Acquirer Member
- Administrative Member
- ATM Group Member
- Associate Member
- Acquiring Associate Member

2. A Principal-Type Member or an Associate-Type Member must submit an Exhibit EE-3 (BIN Usage Form) to Visa U.S.A. prior to the use of the BIN for acquiring, or issuance of any Visa Card bearing the requested BIN. By completing the Exhibit EE-3, the Member acknowledges that the requested BIN will be used only for the purpose noted on the BIN Usage Form and no other. A revised Exhibit EE-3 must be submitted to reflect any change in usage.

(a) The use of a Visa BIN by a Member other than the Member to which Visa U.S.A. licensed that BIN, or by that Member's designee on behalf of that Member, is prohibited.

(b) BINs licensed to nonmember Processors must be used exclusively for processing activities and may not be used for issuing or acquiring purposes unless authorized in writing by Visa U.S.A.

(c) Members using Visa BINs for non-Visa purposes must identify those uses by submitting to Visa U.S.A. an Exhibit EE-3 (BIN Usage Form).

3. Changes to the VisaNet system associated with mergers and acquisitions, portfolio sales, and program transfers will be implemented only after Visa U.S.A. has received an Exhibit EE-2 (Change of BIN Licensee Form) and an

20.1A.3. (cont.) Exhibit YY (Member Portfolio Sale Notification), as appropriate. Rights and responsibilities under the Visa By-Laws and Operating Regulations, including, but not limited to financial responsibility for all fees and charges, will remain with the original Member until all documentation required is received complete.

(a) The sale or other exchange of BINs by the Member to which the BIN was licensed is specifically prohibited. However, Visa U.S.A. will accommodate, at its sole discretion, requests for the transfer of BINs in connection with a portfolio sale as specified in Section 9.20 and Exhibits EE-2 and EE-4.

4. BINs that are no longer needed or used by a Member or Processor must be released to Visa U.S.A. by completing an Exhibit EE-1 (Release of BIN Form). BINs that have been recalled by Visa U.S.A. cannot be used by the Member after the effective date of the recall. A BIN which has been recalled by Visa U.S.A. will be deleted from the VisaNet System one year after (i) the expiration date on the last Card issued or (ii) acquiring activities have ceased. A BIN that has been recalled and deleted from VisaNet may subsequently be assigned to another Member by Visa U.S.A.

(a) An Exhibit EE-1 must also be used by Members to request cancellation of a previously requested BIN release.

(b) Member and/or Processor BIN Licensees that fail to return unused BINs or BINs not used for a Visa-defined activity will be assessed an annual \$1,000 fee per BIN, until the BIN is removed from VisaNet. This fee will be collected through VisaNet using a Fee Collection transaction (Reason Code 5190).

(c) Principal-Type Members and Associate-Type Members that change to a membership category other than those specified in Section 20.1A.1., must either return their licensed BINs to Visa U.S.A. by completing an Exhibit EE-1 (Release of BIN Form) prior to the effective date of the status change request or transfer the BIN to the Sponsor by completing an Exhibit EE-2 (Change of BIN Licensee form).

(d) A Member not categorized in Section 20.1A.1. must use a BIN licensed to its Sponsor, as appropriate for its membership category, or a BIN licensed to another Member with the prior approval of such other Member and its Sponsor.

5. Each BIN Licensee is responsible for all activities associated with any BIN that it licenses. Every BIN Licensee and associated users will be provided, on an annual basis, with a BIN usage report listing each BIN licensed and/or used of record. BIN Licensees must review such report and advise Visa U.S.A. of any inaccuracies in accordance with the instructions provided with the report. In addition, all BIN Licensees must immediately notify Visa U.S.A. of any change in status which would affect relationships in accordance with this Section 20.1 and the By-Laws.

**BIN Licensing**

**Miscellaneous Operating Regulation Revisions:**  
**Processor Notification of Member Release of BIN(s)**

**CHAPTER 20  
MEMBERSHIP PROGRAMS**

- 20.1 Bank Identification Number (BIN) Licensing and Administration Program
- 20.2 Sponsored Member Registration Program
- 20.3 Liabilities

Chapter 20

**20.1 Bank Identification Number (BIN) Licensing and Administration Program**

**A. BIN Licensing and Usage**

1. A BIN may be licensed by Visa U.S.A. to a Processor or to a Member in any of the following classes of membership as defined in Section 2.04 of the By-Laws:
  - Principal Member
  - Acquirer Member
  - Administrative Member
  - ATM Group Member
  - Associate Member
  - Acquiring Associate Member
2. A Principal-Type Member or an Associate-Type Member must submit an Exhibit EE-3 (BIN Usage Form) to Visa U.S.A. prior to the use of the BIN for acquiring, or issuance of any Visa Card bearing the requested BIN. By completing the Exhibit EE-3, the Member acknowledges that the requested BIN will be used only for the purpose noted on the BIN Usage Form and no other. A revised Exhibit EE-3 must be submitted to reflect any change in usage.
  - (a) The use of a Visa BIN by a Member other than the Member to which Visa U.S.A. licensed that BIN, or by that Member's designee on behalf of that Member, is prohibited.
  - (b) BINs licensed to nonmember Processors must be used exclusively for processing activities and may not be used for issuing or acquiring purposes unless authorized in writing by Visa U.S.A.
  - (c) Members using Visa BINs for non-Visa purposes must identify those uses by submitting to Visa U.S.A. an Exhibit EE-3 (BIN Usage Form).
3. Changes to the VisaNet system associated with mergers and acquisitions, portfolio sales, and program transfers will be implemented only after Visa U.S.A. has received an Exhibit EE-2 (Change of BIN Licensee Form) and an



Chapter 20

20.1A.3. (cont.)

Exhibit YY (Member Portfolio Sale Notification), as appropriate. Rights and responsibilities under the Visa By-Laws and Operating Regulations, including, but not limited to financial responsibility for all fees and charges, will remain with the original Member until all documentation required is received complete.

(a) The sale or other exchange of BINs by the Member to which the BIN was licensed is specifically prohibited. However, Visa U.S.A. will accommodate, at its sole discretion, requests for the transfer of BINs in connection with a portfolio sale as specified in Section 9.20 and Exhibits EE-2 and EE-4.

4. BINs that are no longer needed or used by a Member or Processor must be released to Visa U.S.A. by completing an Exhibit EE-1 (Release of BIN Form). BINs that have been recalled by Visa U.S.A. cannot be used by the Member after the effective date of the recall.

**NOTE: A Member requesting the release of a BIN must notify its Processor(s) of the BIN release, in addition to submitting an Exhibit EE-1 (Release of BIN Form) to Visa U.S.A.**

(a) An Exhibit EE-1 must also be used by Members to request cancellation of a previously requested BIN release.

(b) Member and/or Processor BIN Licensees that fail to return unused BINs or BINs not used for a Visa-defined activity will be assessed an annual \$1,000 fee per BIN, until the BIN is removed from VisaNet. This fee will be collected through VisaNet using a Fee Collection transaction (Reason Code 5190).

(c) Principal-Type Members and Associate-Type Members that change to a membership category other than those specified in Section 20.1A.1., must either return their licensed BINs to Visa U.S.A. by completing an Exhibit EE-1 (Release of BIN Form) prior to the effective date of the status change request or transfer the BIN to the Sponsor by completing an Exhibit EE-2 (Change of BIN Licensee form).

(d) A Member not categorized in Section 20.1A.1. must use a BIN licensed to its Sponsor, as appropriate for its membership category, or a BIN licensed to another Member with the prior approval of such other Member and its Sponsor.

5. Each BIN Licensee is responsible for all activities associated with any BIN that it licenses. Every BIN Licensee and associated users will be provided, on an annual basis, with a BIN usage report listing each BIN licensed and/or used of record. BIN Licensees must review such report and advise Visa U.S.A. of any inaccuracies in accordance with the instructions provided with the report. In addition, all BIN Licensees must immediately notify Visa U.S.A. of any change in status which would affect relationships in accordance with this Section 20.1 and the By-Laws.



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VISA U.S.A. INC.  
CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Self-Service Terminals

Technological advancements, coupled with a desire by merchants to provide enhanced customer service, have resulted in an increase in the number of cardholder-activated terminals at the point of sale.

During the past few years, oil companies, in particular, have installed thousands of self-service terminals at gasoline stations. These terminals permit cardholders to consummate transactions at the gas pump island rather than at the station's cashier's booth.

Since transactions at self-service terminals occur in a non-attended environment, there is an increased propensity for fraud and Issuers routinely chargeback these transactions using the "No Signature" (reason code 84) chargeback. In fact, chargebacks for the "No Signature" reason code increased five-fold during the fourth quarter of 1992 compared to the same period a year earlier.

This dramatic increase in chargebacks has resulted in several oil companies threatening to stop accepting Visa Cards at the gas pump islands. The oil companies state they plan to have the terminal display a message which would instruct Visa cardholders to proceed to the station's attended cashier's booth. The transaction would then be completed in a face-to-face environment, and since a signature will be obtained, the "no signature" chargeback can't be exercised by Issuers.

However, based on information from the oil companies, only Visa cardholders will be asked to go into the booth; many cardholders may view this as an inconvenience and will use another card to complete the transaction at the "island" terminal. Clearly, if this threat materializes, Visa could be perceived as having a non-competitive product.

Due to the serious operational, fraud, and competitive issues involved, these issues will be discussed at the meeting. Additional information is provided in this summary.

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### Background

Historically, a comparison of the cardholder signature on the signature panel of the Visa Card to the cardholder signature on the draft has been the method used for cardholder identification for Visa transactions at the point of sale and cash advance locations. The introduction of customer-activated terminals such as Automated Teller Machines (ATMs) and Automated Dispensing Machines (ADMs) required Visa to broaden the option for cardholder identification to include a verified Personal Identification Number (PIN) as a substitute for the cardholder's signature.

While the PIN satisfied the requirements of certain customer-activated terminals, the growing use of the Visa Card in situations where the use of a signature or PIN is technically not possible, caused a change to the rules to support low-value purchases with no signature. The evolution of card usage for road tolls and parking fees led to the development of a customer-activated terminal called a limited-amount terminal.

The limited-amount terminal reads the magnetic stripe, requires no PIN, has limited or no authorization capability and is limited to purchases below \$25. Each limited-amount terminal application must be approved by Visa. Generally, approval for these terminals is tightly controlled and given only when an authorization may be difficult to obtain (e.g., parking garages). A chargeback right exists only for transactions exceeding the maximum amount.

With the proliferation of self-service terminals at gas stations, some thought was given to including them in the Limited Amount category. However, because of the anticipated transaction volumes and the propensity for fraud, it was decided to add another cardholder-activated category — self-service terminals.

Transactions which originate at self-service terminals are currently governed by the following operating principles:

- Prior to installing the terminals, the merchant's Acquirer must submit a proposed operational plan to Visa.
- Terminal must read and transmit complete track 1 or 2 data.
- Authorization must be obtained; however, the merchant may use a \$1 status check.
- A special indicator in the authorization and clearing records will be required as of April 1, 1993.
- Normal chargeback rights, including "No Signature," are applicable.

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Current Situation

Over the past few years, self-service terminals have proliferated at many of the major oil company stations. We estimate that there are approximately 150,000 gas stations in the U.S. — approximately ten percent of these stations have self-service pumps and the number is increasing daily. Of the \$5 billion-plus in gas station Visa sales each year, approximately one-fifth are consummated at self-service terminals.

As the number of self-service terminals increases, there is a corresponding increase in the number of chargebacks and amount of fraud.

Since the Visa system is predicated on obtaining a signature for transactions (except for mail or phone order transactions), many Issuers routinely use this chargeback if they suspect a signature was not obtained and fraud is suspected.

During the fourth quarter of 1991, Issuers initiated 5,729 "No Signature" chargebacks against oil companies; 35,383 "No Signature" chargebacks were processed during the fourth quarter of 1992 — a 518% increase for this chargeback reason code. All other chargebacks actually declined slightly when the two periods are compared.

Issuers claim that these are fraud-related chargebacks; the oil companies believe the Issuers are using a technicality (absence of a signature) to off-load credit losses on the oil companies. We have no evidence to support either position; further analysis will be necessary. However, it should be noted that we have seen an appreciable increase in reported fraud in the oil industry segment.

During the fourth quarter of 1992, reported fraud in the gas station market segment represented .19 percent of all gas transactions compared to the system average of .09 percent for all transactions. The gas station fraud transaction volume for the fourth quarter 1992 represented an increase of 31 percent over the corresponding period a year earlier.

We have launched a project to examine all of the issues related to the problems associated with self-service terminals and will review them at the meeting.

Robert H. Miller

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Other Operating Issues

The development of new Operating Regulations, and revisions to existing regulations, often is initiated as a result of input from Members. Two operating issues have recently caused increasing comment from both Issuers and Acquirers. The following attempts to objectively examine both sides of the issues to determine whether any changes may be warranted.

"No Imprint" Chargeback

Visa has recently received increased numbers of complaints from Acquirers regarding what they feel is abuse of the "No Imprint" chargeback. Incidents have been reported wherein the Issuer allegedly does not attempt to validate whether or not the magnetic stripe was read, but instead improperly puts the burden of investigation and proof on the Acquirer. In addition, merchants have complained that if the magnetic stripe cannot be read by their terminals, and the transaction is key-entered, they receive chargebacks even though an authorization was obtained. Issuers, on the other hand, object to key-entered transactions because there is no proof that the card was present.

In our attempt to move to a 100% electronic environment, Visa does not want to require back-up manual imprinters. Neither do we want to encourage the merchant to request an alternate means of payment if the magnetic stripe of the Visa Card cannot be read. However, the Visa philosophy maintains that card presence can only be proven with a card imprint or reading of the magnetic stripe. The fraud potential without one of these is significant. The multiple facets of this issue will be presented at the meeting for discussion by advisors.

Cardholder Dispute Documentation

Acquirers and merchants have initiated complaints to Visa regarding the use of form letters for cardholder dispute documentation. When disputing a transaction, a cardholder is often sent a form letter with a series of boxes to be checked, to indicate the nature of the dispute. Merchants feel disadvantaged by this practice.

Reasons most commonly quoted by merchants indicate that these form letters do not allow for details of the dispute to be specified by the cardholder,

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leaving the merchant with little understanding of the alleged problem. Furthermore, following an initial telephone call to the Issuer regarding a dispute, the cardholder may actually be instructed as to which box on the forthcoming form letter to check.

On the other hand, Issuers feel that the form letters provide a genuine service to their customers, eliminating the need to write out a formal complaint letter. Visa understands the need for clarity in cardholder documentation, but can also sympathize with the Issuer's attempt to provide good customer service. Both the Issuers' and Acquirers' perspectives on this issue will be presented for discussion with the Advisors.

Vincent La Paglia

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Fran Schall

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Cruise Line Segmentation

Over the past several years Visa has made substantial efforts to tailor its Operating Regulations to meet the unique needs of the various travel and entertainment market segments such as airlines, hotels, and car rentals. Recognizing the growing importance of the cruise industry, it is appropriate to continue these earlier efforts in order to clarify rules which address the unique operating environment of cruise lines.

The cruise line industry is the fastest growing segment of the travel and entertainment (T&E) industry. The aggregate sales volume for the cruise lines is estimated at \$6 billion for 1992. The growth rate for the industry in 1990 was 13% and in 1991 slightly under 10%. In 1992 it is estimated that 4.4 million passengers cruised. In the year 2000, Cruise Lines International Association (CLIA) projects that 8 million passengers will take a cruise vacation. In 1991, Visa sales volume for cruise lines (not including on-us transactions) was \$816 million; in 1992, \$846 million.

Under current Operating Regulations, cruise lines fall under hotel services. This is analogous to saying that cruise lines are floating hotels. While some similarities exist between the two market segments, there are characteristics which are unique to cruise lines which should be addressed. To clarify, it is proposed that Operating Regulations be established specifically for the cruise line industry, thereby separating them completely from hotel programs.

For example, during meetings with representatives of the cruise line industry over the last six months, it became apparent that there is a consumer trend to book cruises on a shorter cycle than in the past. This parallels the change in vacation planning seen in the overall T&E industry. There is also a consumer perception in regard to cruises that they will receive a larger discount the longer they wait to book. This leaves the cruise industry unable to manage yields and leaves them at risk regarding no-shows, as the current Visa Reservation Service (VRS) description is exclusive to hotels and does not include cruises. The proposed modifications to the Operating Regulations recognize the way cruise lines are now doing business and attempt to balance the industry's needs with our cardholders' needs.

The enclosed Operating Principles and proposed Operating Regulations establish cruise lines as a separate market segment, and clarify existing

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procedures as they relate to the cruise line industry. While most regulations remain unchanged, clarification has occurred in the areas of authorizations and merchant responsibility for overbookings. In addition, procedures for On-Board Ship Expense Programs have been introduced. By addressing the unique operating requirements of the cruise industry, Visa will establish itself as a leader in this market segment.

At the meeting, a presentation will be made regarding these proposed changes.

Lois Shore

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Fran Schall

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**CRUISE LINE INDUSTRY**

**Operating Principles**

**Definition of Cruise Lines**

A cruise line shall be defined as a merchant whose primary business is the selling of recreational travel on water, where overnight accommodations are included, the principle intent of which is to provide leisure or vacation activities for individuals or groups.

**Accepting Reservations**

Cruise lines participating in advance deposits must:

- Accept all cards for advance deposit if the cardholder has agreed to the terms of the Advance Deposit.
- Determine the amount of the Advance Deposit transaction based on the guest's intended length of stay. The amount of the Advance Deposit must be applied to the cardholder's total obligation.
- Make sure the cardholder understands the Advance Deposit requirements, as well as the cancellation policy requirements.
- Obtain the cardholder's account number, expiration date, and name embossed on the card as well as the cardholder's telephone number, mailing address, and scheduled date of embarkation.
- Inform the cardholder that, if any changes in the reservation are requested, written confirmation of such changes will be provided at the cardholder's request.
- Inform the cardholder that all of the Advance Deposit will be forfeited if the cardholder has:
  - Not checked in by departure time, or
  - Not cancelled the reservation by the specified date and time.
- Inform the cardholder of the:
  - Rate for the reserved accommodations
  - Amount of the Advance Deposit transaction,
  - Name and complete address of the port,
  - Reservation confirmation code, and

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- Date and time cancellation privileges expire.
- Complete a sales draft for the amount of the advance deposit. The sales draft must include:
  - cardholder account number, expiration date, and name embossed on the card,
  - cardholder's telephone number and mailing address,
  - the words, "advance deposit" on the signature line,
  - reservation confirmation code,
  - scheduled arrival date, and
  - date and time cancellation privileges expire.
- Follow standard authorization procedures for hotel transactions. If the authorization request is accepted, deposit the sales draft. Mail the cardholder his or her copy of the sales draft and the written cruise line cancellation policy within three business days from the transaction date. In the authorization request is declined, inform the cardholder and do not deposit the sales draft.

**Cancelling Reservations**

The cruise line must:

- Honor all cancellations made prior to the specified cancellation date and time.
- Provide the cardholder with a cancellation code, and advise the cardholder to retain this code.
- Create a credit voucher for the applicable amount of the Advance Deposit transaction as defined by the terms and conditions disclosed to the cardholder. The credit voucher must include:
  - cardholder account number, expiration date, and name embossed on the card,
  - cardholder's mailing address,
  - cancellation code, and
  - the words "ADVANCE DEPOSIT" on the signature line.

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### Visa Reservation Service

Cruise lines may accept Visa cards to guarantee reservations. When accepting a guaranteed reservation, the accommodations must be held until the time of disembarkation. The cardholder must be advised that if he/she has not checked in by the time of disembarkation, and the reservation has not been properly cancelled, the cardholder will be responsible for the full cost of the cruise. Proper disclosure of the terms and conditions of the guaranteed reservation must be given to cardholder.

### Proper Disclosure

For mail order/telephone order transactions, proper disclosure of the cancellation requirements must be given, and acknowledged by, the cardholder in writing.

### Authorizations

When multiple cruise line tickets are purchased at the same time using the same primary account number, the cruise line may obtain authorization for, and process a sales draft for each ticket individually. However, the cruise lines may also obtain one authorization for multiple cruise line tickets purchased at the same time using the same primary account number, and process a sales draft for each ticket individually, using the single authorization as the authorization of record for each transaction.

### Overbookings

If accommodations that were reserved with the cruise line are unavailable, and no comparable accommodations are available on the ship, the cruise line may, at its discretion, offer a cruise of a similar itinerary within the same approximate sailing dates and the same approximate number of sailing days at no additional cost to the passenger. Should extra nights' accommodations or air fare to a different port city be necessary, it shall be provided at no charge to the cardholder.

If similar accommodations are not available, or the cardholder elects not to accept the substitute cruise, the cardholder shall receive a credit voucher for the entire amount of the cruise, if applicable. In addition, the cruise line shall provide the following services at no charge to the cardholder:

- one night's hotel accommodation, if required;
- transportation to the hotel as well as the airport;
- airline tickets to the airport nearest to the cardholder's residence.
- any reasonable out-of-pocket expenses incurred by the cardholder.

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Gambling Casinos

Casinos operating onboard cruise ships must operate under the rules currently outlined in the Visa Operating Regulations.

Cash Advances/Check Guarantees

At the request of a Visa Gold cardholder, cruise lines may make manual cash disbursements to Visa Gold cardholders for a maximum of \$250 per cruise.

Visa Gold cardholders may receive up to \$250 per cruise with a qualified check if the cruise line holds a qualified Check Guarantee Service contract with a Member.

On-Board Ship Expense Program

Due to cardholders limited cash availability aboard ship, cruise lines may offer a Sign and Sail program, enabling cardholders to purchase any goods or services offered aboard ship. The following special authorization procedures will be available for cruise lines who choose to utilize a Sign and Sail program.

The cruise line must obtain an authorization for the transaction based on the cardholder's signed stated intent to purchase goods or services aboard ship for an amount estimated by the cardholder.

If necessary, the cruise line may obtain additional authorizations for additional amounts at any time on or between the cardholder's embarkation date and disembarkation date. Additional authorizations must be disclosed to the cardholder.

A final authorization is not necessary if the actual transaction amount does not exceed the sum of the authorized amounts plus 15% of the sum of the authorized amounts.

**Cruise Lines**

(Included for Reference)

## CHAPTER 1 DEFINITIONS

Chapter 1

**NOTE:** Throughout the Operating Regulations, you will notice that selected words bear an initial capital letter. The purpose of the initial capital letter is to alert the reader that the word has a specific, limited meaning rather than its ordinary meaning as found in a dictionary. For example, "Card" (initial capital letter) refers solely to the financial service card bearing the Visa Marks that is issued by a Visa Member; whereas "card" (no capital letter) refers to any unspecified financial service card. Knowing the restricted meaning of words bearing an initial capital letter is essential to Member understanding of the Operating Regulations. This Chapter constitutes the Visa dictionary of words used in these Operating Regulations.

**Accepted Loss** — The amount of an Insured's Counterfeit Losses after audit by Visa U.S.A. and before the application of deductibles.

**Account Number Verification** — A process by which an Authorizing Member determines if there is negative information on a Cardholder account number in the BASE I Exception File for Transactions which do not require Authorization. If Account Number Verification is requested in conjunction with a request for address verification as specified in Chapter 3, such Account Number Verification may be performed by the Issuer using the Issuer's internal exception file.

**Acquirer** — A Member, in one or more categories of membership authorized to perform those functions as described in Section 2.04 of the By-Laws, which (i) enters into a Merchant Agreement or an Electron Merchant Agreement or (ii) disburses currency in a Cash Disbursement, and directly or indirectly enters such Paper into Interchange.

**Acquirer's Processing Date** —

- For Transactions processed through BASE II, the Edit Package Run Date of Paper for the Clearing Member first entering such Paper into Interchange, which must appear as part of the Acquirer's Reference Number.
- For Transactions processed through the Debit System, the date the Transaction is settled.

**Acquirer's Reference Number** —

- For Transactions processed through BASE II, an identification number consisting of 23 digits as follows:
  - Format code - 1 digit
  - Bank Identification Number (BIN) - 6 digits
  - Acquirer's Processing Date - 4 digits (YDDD)
  - Document locator number - 11 digits
  - Check digit - 1 digit



- For Transactions processed through the Debit System, an identification number consisting of 24 digits as follows:
  - Bank Identification Number (BIN) – 6 digits
  - Transaction Date – 4 digits (YDDD)
  - Locator number – 8 digits
  - Systems trace audit number – 6 digits

**Activity File** — A file maintained at a VisaNet Interchange Center (VIC) which contains a record of the account numbers for which the Stand-In Processor (STIP) has generated Authorization approval Responses within a specified time period in accordance with the appropriate VisaNet User's Manual.

**Activity Limits** — Maximum Transaction limits established in accordance with the appropriate VisaNet User's Manual by an Issuer pertaining to the number and dollar amount of Transactions which the STIP may authorize on behalf of an Issuer when authorizing with the Positive Cardholder Authorization Service (PCAS) or when the Issuer's Authorizing Member is unavailable.

**Address Verification Service (AVS)** — A VisaNet service through which a Merchant may verify a Cardholder's billing address prior to completing a mail/telephone order Transaction wherein (i) the merchandise will be shipped or delivered or (ii) airline tickets will be mailed to the Cardholder or the Cardholder's designee. Specifications for Address Verification Service participation are contained in the VisaNet Standards Manual and the appropriate VisaNet User's Manual.

**Adjustment** — A transaction submitted through Interchange by a Clearing Member to correct a Visa ATM Network Transaction when an out-of-balance situation is identified during the settlement process.

**Advance Lodging/Cruise Deposit Service** — A Visa service provided by ~~lodging Lodging and Cruise Line Merchants under the Visa Hotel Services (VHS) Program or by cruise line Merchants, which~~ that allows a Cardholder to use his/her Card for payment of an advance deposit required by a ~~VHS or cruise line~~ **Lodging or Cruise Line Merchant** in order to reserve accommodations in accordance with these Operating Regulations.

**Advance Lodging/Cruise Deposit Transaction** — A Transaction completed by a ~~VHS or cruise line~~ **Lodging or Cruise Line Merchant** participating in the Advance Lodging/Cruise Deposit Service resulting from the Cardholder's agreement to use his/her Card for payment of an advance deposit in order to reserve accommodations. The Sales Draft evidencing such Transaction must bear the words "Advance Deposit" on the signature line.

**Advance Order Transaction** — A mail order type Transaction for which written permission has been granted by a Cardholder to a Merchant to periodically charge the Cardholder's Visa account for recurring goods or services, as specified in Section 6.21. (See "Recurring Transaction.")

**Advice File** — A file maintained at a VisaNet Interchange Center (VIC) which lists Responses issued by the Stand-In Processor (STIP) on behalf of Issuers.

**Blue, White and Gold Card Program** — The name used when referring to the Visa Card Program in countries where cards issued there do not bear the Visa Wordmark and are limited to use only in that country.

**Business I.D.** — A unique Member identification number assigned by Visa U.S.A. and used in accordance with these Operating Regulations.

**Call Detail Report** — A Paper record evidencing a VisaPhone Service Transaction.

**Car Rental Merchant** — A Merchant whose primary business is the rental of passenger vehicles at either a corporate or franchise location, or at locations of licensees bearing the name of the corporate entity.

**Card** — A financial service card which is issued by a Member pursuant to these Operating Regulations and which bears (i) the Marks Panel or (ii) a Marks Area.

**Card Manufacturing Agreement** — The agreement provided by Visa U.S.A. detailing security procedures to be followed by any Card manufacturer which is to become a Certified Card Manufacturer.

**Card Recovery Bulletin Microfiche (CRB Microfiche)** — A composite file containing all listings in all regions of the Card Recovery Bulletin and Visa listings in the Combined Warning Bulletin in the United States for a given bulletin publication. The CRB Microfiche may be used to verify a CRB or CWB Listing in order to substantiate an Issuer's right to exercise a Chargeback in accordance with Section 5.1D.1.(b). The file is issued weekly to requesting Members, and previous copies should be retained for reference purposes.

**Card Recovery Bulletin User's Guide** — A guide containing policies, procedures and instructions for operation of the Combined Warning Bulletin service.

**Card Verification Value (CVV)** — A unique check value which is encoded on the magnetic stripe of a Card for purposes of validating Card information during the Authorization process. The CVV is calculated from the data encoded on the magnetic stripe using a secure cryptographic process.

**Card Verification Value Specifications Guide** — A guide containing instructions for Card Verification Value (CVV) encoding, and transmission and verification of the CVV during the Authorization process.

**Cardholder** — One to whom a Card has been issued or one authorized to use such Card.

**Cardholder-Activated Terminal** — An unattended, customer-activated Magnetic-Stripe-Reading Terminal which is either (i) an Automated Dispensing Machine, (ii) a Self-Service Terminal, or (iii) a Limited-Amount Terminal, and dispenses a product or provides a service. Effective April 1, 1993, a Cardholder-Activated Terminal may be used for any activity, provided the Acquirer has received approval from Visa U.S.A., in accordance with Chapter 6 of these Operating Regulations. A Cardholder-Activated Terminal may not dispense Scrip.

**Cash Disbursement** — Currency, including travelers cheques, paid out in accordance with these Operating Regulations to a Cardholder through the use of a Card or an Electron Card.

- **Manual Cash Disbursement** — Either (i) a Cash Disbursement for which the Cardholder signature is obtained on a Cash Disbursement Draft, (ii) a Cash Disbursement effected at a Member location, other than an ATM, with an Electron Card in accordance with Chapter 18 or (iii) an Emergency Travelers Cheque Refund provided in accordance with Chapter 4.
- **Automated Cash Disbursement** — A Cash Disbursement which occurs at an ATM participating in the Visa ATM Network and for which the Personal Identification Number (PIN) is accepted as a substitute for the Cardholder signature or the Electron Cardholder signature.
- **Emergency Cash Disbursement** — A Cash Disbursement by a Member to a Cardholder who has reported a lost or stolen Card in accordance with Chapter 7, Chapter 13 or Chapter 16, as appropriate.
- **Travel & Entertainment Cash Disbursement (T&E Cash Disbursement)** — A Manual Cash Disbursement by a Merchant to a Visa Gold Cardholder as one of the T&E Services provided in accordance with Section 6. of these Operating Regulations.

**Cash Disbursement Draft** — A form which evidences a Cash Disbursement. (Exhibits F and I)

**CDW** — See "Collision/Loss Damage Waiver."

**Center** — A Member's prime location for the operation of its Visa Card Program or a central location providing identical processing services (e.g., Authorization, Interchange) for more than one Member.

**Central Processing Date** —

- For transactions processed through BASE II, the date (based on Greenwich Mean Time) on which Base II Interchange Data is input by the Clearing Member into a VisaNet Interchange Center (VIC) and accepted by the VIC.
- For transactions processed through the Debit System, either (i) the date the transaction is settled (for financial transactions) or (ii) the date the transaction is entered into the Debit System (for non-financial transactions, such as requests for Copy/Originals).

**Central Reservation Service** — An entity holding operating agreements with various geographically contiguous lodging establishments to act as a reservations resource for such establishments.

**Certified Card Manufacturer** — A manufacturer of plastic cards certified by Visa U.S.A. to produce (i) one or more Card products and/or (ii) Electron Cards, on behalf of an Issuer pursuant to these Operating Regulations.

**Chargeback** — Paper returned through Interchange by an Issuer to a (i) Member or (iii) VisaPhone Service provider, after a Presentment.

**Chargeback Period** — The number of calendar days from the Central Processing Date, during which period the Issuer may exercise a Chargeback right.

**Chargeback Record** — A VisaNet transaction through which Paper is returned to a Clearing Member by an Issuer in accordance with these Operating Regulations and the appropriate VisaNet User's Manual.

For example, an account number listed in three CWB Regions is considered three CWB Listings.

**Combined Warning Bulletin Region (CWB Region)** — A geographical area, determined by Visa U.S.A. and MasterCard International, comprised of U.S. states as specified in Chapter 5, in which a given set of CWB Listings is effective for a specified period of time.

**Compliance** — A process in accordance with Chapter 2 which resolves a complaint between Members arising from a violation of these Operating Regulations when (i) the complaining Member can certify that a financial loss was or will be incurred for a specific amount and (ii) no right of Chargeback was available.

**Confirmed Fraud Transaction** — A Transaction reported by an Issuer in accordance with Chapter 9 of these Operating Regulations. Refer to the appropriate VisaNet User's Manual for the various types of Transactions that must be reported.

**Copy/Original** — Original Paper, or copy thereof requested by a Member to be provided by a Clearing Member. An Order Form, Call Detail Report, Substitute Draft or T&E Document provided in accordance with Section 2.2 is considered a Copy/Original.

**Copyright** — A form of protection provided by the laws of various countries for original literary, dramatic, musical, artistic and certain other intellectual works.

**Counterfeit Card** — A device or instrument which has been printed, embossed or encoded so as to purport to be a Card of the Visa Card Program, but which is not a Card because an Issuer did not authorize the printing, embossing or encoding of such card; or a card which has been printed with the authority of the Issuer and which has been subsequently embossed or encoded without the authority of the Issuer; or a Card which has been validly issued by an Issuer and which has been altered or refabricated, except Cards upon which the only alteration or refabrication consists of modification of the signature panel or Cardholder's signature. Such Counterfeit Card, if recovered, must bear the Visa and Bands Symbol, unless the counterfeiting relates to the encoding only.

**Counterfeit Card Insurance Year** — A 12-month period commencing April 1 and ending the following March 31.

**Counterfeit Loss** — The amount paid or credited by a Member for Counterfeit Paper. Such loss shall be deemed incurred on the Central Processing Date. Whenever the Central Processing Date is unavailable, the loss shall be deemed incurred on the Transaction Date. If the Counterfeit Paper is being reviewed by Visa U.S.A. as part of an Arbitration, Compliance, or Resolution request, the loss shall be deemed incurred on the date of the ruling. If the Card is recovered and responsibility is reassigned, the loss shall be deemed incurred upon the date of reassignment to the responsible Member.

**Counterfeit Paper** — Paper arising from the use of a Counterfeit Card, evidencing the purchase of goods and/or services from a Merchant or a Cash Disbursement.

**Credit Voucher** — Paper evidencing a refund or price adjustment by a Merchant to be credited to a Cardholder's account.

**Cruise Line Merchant** — A Merchant whose primary business is the selling of recreational travel on water, where overnight accommodations are included, the principal intent of which is to provide leisure or vacation activities for individuals or groups.

through March 31, 1992, permitted Merchant Category Codes for EPS are: 5814 (fast food Merchant), 7833 (motion picture theater Merchant), and 7524 (parking lot Merchant). Effective October 1, 1991, an EPS Merchant may be identified by either the unique EPS Merchant Category Code as specified above or by the appropriate industry code for restaurants (5812), motion picture theaters (7832), or parking lots (7523). Effective April 1, 1992, permitted Merchant Category Codes for EPS are: 5812 (eating places, restaurants), 5814 (fast food restaurants), 7832 (motion picture theaters), and 7523 (automobile parking lots and garages).

**Express Payment Service (EPS) Merchant** — A Merchant location participating in the Express Payment Service in accordance with Chapter 6 of these Operating Regulations.

**Express Payment Service (EPS) Transaction** — A Transaction which (i) originated at a Merchant location participating in the Express Payment Service, (ii) was effected for an amount of \$25 or less, (iii) is identified in the Clearing Record with a Reimbursement Attribute of "3," and (iv) was processed in accordance with the procedures specified in Chapter 6 of these Operating Regulations.

**Facsimile Draft** — See "Substitute Draft."

**Fedwire** — A telecommunications payment transfer service operated by the Federal Reserve System for subscribers to the service.

**Fee Collection** — A VisaNet transaction through which a Member or Visa U.S.A. collects from a Clearing Member fees which are authorized under these Operating Regulations.

**Fictitious Account Number** — A Cardholder account number which has never existed. (A Fictitious Account Number does not include an account which was cancelled by the Issuer.)

**Floor Limit** — A dollar amount established for a single Transaction over which Authorization must be obtained by the Merchant from its Authorizing Member.

**Foreign Branch** — A Visa U.S.A. Member's branch banking facility located outside the 50 United States which issues Cards and/or accepts deposits of Paper from Merchants in accordance with the Visa International By-Laws.

**Foreign Branch Paper** — Paper originated at a Merchant outlet located outside the 50 United States and delivered to a Foreign Branch of a Visa U.S.A. Member.

**Fraud Advice** — A VisaNet transaction through which an Issuer may report a Confirmed Fraud Transaction in accordance with Chapter 9 of these Operating Regulations and the appropriate VisaNet User's Manual.

**Funds Disbursement** — A VisaNet transaction through which a Member or Visa U.S.A. may disburse funds to a Clearing Member as authorized under these Operating Regulations.

**Guaranteed Check** — A Qualified Check which has been used in a Check Guarantee in accordance with these Operating Regulations.

**Guest Folio** — A lodging or cruise line Lodging or Cruise Line Merchant's guest file which must contain a Cardholder's Transaction information including the check-in date, the check-out date, the room rate, the intended length of stay at check-in time, applicable tax

**Limited-Amount Terminal Transaction** — A Transaction which originated at a Limited-Amount Terminal through the use of a Card which was encoded with a valid Service Code for the Transaction.

**Local Paper** — Paper which evidences a Transaction in which the Issuer of the Card used is located in the same country as the Merchant Outlet.

**Location Code** — A code or number which identifies either a Point-of-Transaction Terminal or a Merchant location at which a Transaction originates.

**Lodging Merchant** — A Merchant that sells overnight accommodations, intended for a limited period of time, at a fixed location.

**Loss Control Service (LCS)** — Positive Cardholder Authorization Service (PCAS)."

**Lost/Stolen Card Reporting Service** — A service provided by VisaNet staff for an Issuer's Authorizing Member when Cards are reported lost or stolen to VisaNet Authorization operators.

**Lower Marks Area** — The designated block on the front of a Card composed of the Visa and Bands Symbol positioned below the Dove Design hologram as specified in Figure 14.1B of these Operating Regulations.

**Magnetic-Stripe Accepted Loss** — The amount of an Insured's Magnetic-Stripe Counterfeit Losses after audit by Visa U.S.A. and before the application of deductibles.

**Magnetic-Stripe Counterfeit Loss** — The amount paid or credited by a Member for Magnetic-Stripe Counterfeit Paper. Such loss shall be deemed incurred on the Central Processing Date. Whenever the Central Processing Date is unavailable, the loss shall be deemed incurred on the Transaction Date. If the Magnetic-Stripe Counterfeit Paper is being reviewed by Visa U.S.A. as part of an Arbitration, Compliance, or Resolution request, the loss shall be deemed incurred on the date of the ruling. If the Card is recovered and responsibility is reassigned, the loss shall be deemed incurred upon the date of reassignment to the responsible Member.

**Magnetic-Stripe Counterfeit Paper** — Paper arising from the use of a Counterfeit Card at a Merchant with a Magnetic-Stripe-Reading Terminal which read the magnetic stripe of the card and (i) transmitted encoded account information to the V.I.P. System for an Authorization or (ii) transmitted encoded information to the V.I.P. System for an Authorization and captured draft data information for submission to Interchange.

**Magnetic-Stripe-Reading Telephone** — A Limited-Amount Terminal which accepts a Card as payment for a public telephone call. The Clearing Record for such Transactions must (i) contain the appropriate Merchant Category Code as specified in the VisaNet Merchant Data Standards Handbook and (ii) comply with the minimum standards set forth in Section 6.33D. for Limited-Amount Terminals.

**Magnetic-Stripe-Reading Terminal** — A Point-of-Transaction Terminal which is capable of reading the magnetic stripe on a Card or on an Electron Card.

**Mail/Telephone Order Transaction Indicator** — A VisaNet code assigned in accordance with these Operating Regulations and the appropriate VisaNet User's Manual and which identifies a Transaction as a mail order, telephone order, Recurring Transaction, install-

**Merchant Qualification Standards** — Those minimum standards as set forth in Chapter 6 by which an Acquirer ascertains that a person, firm, or corporation wishing to become a Merchant is financially responsible and of good repute. (Effective for Merchant Agreements executed subsequent to May 1, 1984.)

**Message Processing Service** — Authorization service provided by the V.I.P. System to an Issuer's Authorizing Member in response to an Authorization request which was entered into the V.I.P. System by another Member, an Authorizing Merchant, or a VisaNet Authorization center.

**Misembossed Card** — A valid Card which has been inadvertently embossed with erroneous information, e.g., name and/or account number and/or expiration date.

**Misencoded Card** — A valid Card which has been inadvertently encoded with erroneous information, e.g., account number and expiration date.

**National Card Recovery File (NCRF)** — A magnetic tape listing of Cardholder account numbers appearing on the Exception File with (i) a "pick-up" Response code of "04," "07," "41" or "43" and (ii) any CWB Region designation, or (iii) a "no region" designation, created in accordance with Chapter 5 of these Operating Regulations.

**No Show Transaction** — A Transaction completed by a ~~lodging~~ Lodging, Cruise Line, Merchant or, effective April 1, 1993, a Car Rental Merchant resulting from the Cardholder's failure to cancel or use the ~~hotel, cruise,~~ or Specialized Vehicle reservation. The Sales Draft evidencing such Transaction must bear the words "No Show" on the signature line.

**Olympic Marks** — The Marks described in Section 10.3 when used in conjunction with the Visa Card Program.

**Operator Assistance Service** — Authorization service provided by Visa or its agent to a Merchant or a Merchant's Authorizing Member.

**Optional Design** — A background design provided by Visa U.S.A. and unique for each Card product, which may be used at the option of an Issuer for the front of any Card bearing a Marks Area, as specified in Chapter 14.

**Order Form** — May be either a mail order form, Recurring Transaction form, or Pre-authorized Healthcare Transaction form, which bears the Cardholder's signature authorizing goods or services to be charged to the Cardholder's account.

**Paper** — (May be any of the following):

- **Original Paper** — may be either a Sales Draft, Transaction Record, Order Form, Credit Voucher, Cash Disbursement Draft, Call Detail Report, electronic record or other obligation arising from the use of a Card or an Electron Card, and bearing either the imprint or other reproduction of embossed or encoded information contained on such Card or Electron Card.

- **Electronic Data** — Data, describing Original Paper, transmitted through VisaNet.

**Participant-Type Member** — A Member of Visa U.S.A. categorized as (i) a Credit Participant as defined in Article II, Section 2.04(h) of the By-Laws, or (ii) a Debit Participant as defined in Article II, Section 2.04(i) of the By-Laws, or (iii) a Cash Disbursement Participant as defined in Article II, Section 2.04(j) of the By-Laws.

**Prepaid Card** — A Card which represents the prepayment of goods or services such as telephone, public transportation, or vending machine services. Prepaid Cards may not be redeemed for cash.

**Prepaid Card Transaction** — A Transaction that (i) represents the retail purchase of a Prepaid Card, (ii) is limited to a maximum of \$50, and (iii) is processed in accordance with these Operating Regulations.

**Presentment** — Paper presented initially or after Chargeback by a Member to an Issuer through Interchange.

**Primary Account Number (PAN)** — A 13-digit or 16-digit Cardholder account number which is embossed on a Card in a 4-3-3-3 grouping (i.e., 4XXX XXXX XXXX XXXX) or a 4-4-4-4 grouping (i.e., 4XXX XXXX XXXX XXXX). For Cards issued or reissued on or after January 1, 1995, a 16-digit Cardholder account number which is embossed on a Card in a 4-4-4-4 grouping (i.e., 4XXX XXXX XXXX XXXX).

**Principal-Type Member** — A Member of Visa U.S.A. categorized as (i) a Principal Member as defined in Article II, Section 2.04(a) of the By-Laws, or (ii) an Acquirer Member as defined in Article II, Section 2.04(b) of the By-Laws, or (iii) an Administrative Member as defined in Article II, Section 2.04(c) of the By-Laws, or (iv) a Cheque Issuer as defined in Article II, Section 2.04(f) of the By-Laws, or (v) an ATM Group Member as defined in Article II, Section 2.04(g) of the By-Laws.

**Priority Check-Out Agreement** — A written agreement which, when signed by the Cardholder, authorizes the participating ~~VHS or cruise line~~ Lodging or Cruise Line Merchant to deposit a Sales Draft without the Cardholder's signature for the total amount of his/her obligation. Such an agreement must conform to the minimum requirements set forth in Section 14.9K.

**Priority Check-Out Service** — A Visa service provided by ~~ledging~~ Lodging or Cruise Line Merchants ~~under the Visa Hotel Services (VHS) program or by cruise line Merchants, which~~ that allows a Cardholder to authorize the use of his/her Card for payment of his/her total obligation to the ~~VHS or cruise line~~ Merchant, with or without prior knowledge of the total amount, by signing a completed Priority Check-Out Agreement in accordance with these Operating Regulations.

**Priority Check-Out Transaction** — A Transaction completed by a ~~VHS or cruise line~~ Lodging or Cruise Line Merchant participating in the Priority Check-Out Service resulting from a Cardholder's written authorization as represented by a Priority Check-Out Agreement. To qualify as Original Paper, the Sales Draft evidencing such Transaction must bear the words "Priority Check-Out" on the signature line and must be supported by a signed Priority Check-Out Agreement.

**Private Label Card** — A Merchant's proprietary card which is accepted only at its own locations. A Merchant whose cards are considered Private Label Cards must be Member-sponsored and also accept Visa Cards.

**Processor** — An organization, which (i) is connected to VisaNet and (ii) provides Authorization and/or clearing and settlement services on behalf of a Member.



**Product Identifier Area** — The bottom portion of the Marks Panel which contains the stylized symbol and Card Product Name.

**Product Name** — A Mark or descriptive product identifier used on Cards to identify the Card product. Examples: Classic (Mark), Business (descriptive product identifier), Premier (descriptive product identifier), Electron (Mark), and Visa Gold (Mark).

**PSIRF** — See "Payment Service Interchange Reimbursement Fee."

**Qualified Cash Disbursement Merchant** — A ~~lodging~~ Lodging or Cruise Line Merchant participating in the Visa Hotel Services or a cruise line Merchant which that has a Merchant Agreement to make a Travel and Entertainment (T&E) Cash Disbursement as specified in Chapter 6.

**Qualified Check** — A negotiable draft which (i) is drawn on the account of a Visa Gold Cardholder with a commercial bank, savings bank, savings association, or credit union; (ii) is completed as to date, amount, payee and maker's signature on which the Visa Gold Cardholder is the maker; (iii) is not stale, post-dated, or a money order or equivalent; (iv) is payable in the currency of the account at the drawee institution; (v) includes the drawee institution name and address; and (vi) includes the signature of the Visa Gold Cardholder which is the same as the signature on the signature panel of the Visa Gold.

**Qualified Check Guarantee Merchant** — A Merchant ~~which that~~ disburses cash to a Visa Gold Cardholder who presents a Visa Gold and a Qualified Check in accordance with the procedures specified in Chapter 6. A Qualified Check Guarantee Merchant may be (i) a ~~lodging~~ Lodging or Cruise Line Merchant participating in the Visa Hotel Services (VHS); (ii) ~~any lodging Merchant, (iii) a cruise line Merchant;~~ or (iv) an airline, as specified in Chapter 6.

**Quasi-Cash Transaction** — A Transaction representing a Merchant's sale of items (such as gaming chips and wire transfer money orders) that are directly convertible to cash. Refer to Section 6.13 for a complete list of, and processing requirements for, Quasi-Cash Transactions.

Note: Transactions representing the purchase of Scrip are not permitted.

**Questionable Merchant Activity (QMA) Merchant** — A Merchant or Merchant location from which an abnormally high number of Confirmed Fraud Transactions have been generated for at least four semimonthly Risk Identification Service (RIS) reporting periods within a consecutive six-month period. Designation by Visa U.S.A. of such Merchant requires mandatory action by the Acquirer in accordance with Chapter 9.

**Reason Code** — A VisaNet code used to provide additional information to the receiving Clearing Member regarding the nature of a Chargeback, subsequent Presentment, Fee Collection, Funds Disbursement, or request for a Copy/Original or Substitute Draft.

**Recurring Transaction** — A mail order type Transaction for which written permission has been granted by a Cardholder to a Merchant to periodically charge the Cardholder's Visa account for recurring goods or services, as specified in Chapter 6.

**Travel & Entertainment Chargeback (T&E Chargeback)** — A Chargeback for a T&E Transaction processed in accordance with the applicable sections in Chapter 2 of these Operating Regulations.

**Travel & Entertainment Document (T&E Document)** — One or more documents such as a Guest Folio or car rental agreement which evidences a Cardholder's participation in a lodging, cruise line or car rental Transaction, contains a Card imprint and signature, and which is supplied in response to a retrieval request made in accordance with the applicable sections of these Operating Regulations.

**Travel & Entertainment Merchant (T&E Merchant)** — A Merchant whose primary function is to provide travel-related services, and which has contracted with a Member to originate Paper through acceptance of Cards in accordance with these Operating Regulations, and which is one of the following types:

- An Airline
- A passenger railway
- A car rental company
- A lodging establishment (hotel, motel, resort or inn)
- A cruise line
- A Central Reservation Service
- A travel agency, but only to the extent that it acts as an agent of an Airline, passenger railway, car rental company, lodging establishment or cruise line, and is not primarily engaged in the sale of transportation or travel-related arrangement services by mail or telephone order.

**Travel & Entertainment Services (T&E Services)** — Travel-related services provided to Cardholders in accordance with these Operating Regulations. Such T&E Services include:

- Visa Reservation Service
- Advance Lodging/Cruise Deposit Service
- Priority Check-Out Service
- Check Guarantee Service
- T&E Cash Disbursement

**Travel & Entertainment Transaction (T&E Transaction)** — An act between a Cardholder and a T&E Merchant wherein the Cardholder has consented to pay for travel-related services through use of a Card.

**Travel Insurance Service** — A service which allows a Visa Gold Cardholder to obtain travel insurance as specified in Chapter 13.

**Travel Service Category** — A category established by Visa U.S.A. for the purpose of providing customized services and procedures for Lodging, Cruise Line, and Car Rental Merchants, Lodging Merchants, and Cruise Line Merchants.

**Travelers Cheque** — A travelers cheque issued by a Member which bears the Marks specified in the Visa Travelers Cheque Operating Regulations.

**Visa Gold** — A Card which is issued by a Member pursuant to gold services specified in Chapter 13 and standards and specifications required in Chapter 14, is embossed with the symbol "PV," and bears a Marks Area.

**Visa Gold Cardholder** — An individual to whom a Visa Gold has been issued or an individual authorized to use such a Visa Gold.

**Visa Gold Electron Card** — A Visa Gold which bears the Electron Mark and provides access primarily to funds on deposit with the Issuer.

**Visa Hotel Services (VHS)** — ~~Services provided by lodging Merchants to Cardholders in accordance with these Operating Regulations. Such services may include participation in the Visa Reservation Service, Advance Lodging Deposit Service, Priority Check-Out Service, Check-Guarantee Service and/or disbursement of cash as described in Chapter 6. (See "Travel & Entertainment Services.")~~

**Visa International** — Visa International Service Association is a nonstock membership corporation formed to administer, promote, and further develop the Visa Card Program throughout the world.

**VISA Mark** — See "Visa Wordmark."

**Visa Olympic Sponsorship Manual** — A manual published by Visa U.S.A. which describes the Visa Olympic sponsorship program and sets forth the rights, restrictions, and approved use of Olympic Marks, Olympic symbols, Visa/Olympic composite logos, and various designs and artwork, as provided to Visa and its Members under the current Olympic sponsorship agreement.

**Visa Products** — Visa Cards and Visa Travelers Cheques.

**Visa Reservation Service (VRS)** — A Visa service provided (i) by ~~lodging Lodging or Cruise Line Merchants which that~~ allows a Cardholder to use a Card to guarantee accommodations or (ii) effective April 1, 1993, by Car Rental Merchants ~~which that~~ allows a Cardholder to use a Card to guarantee a Specialized Vehicle reservation, in accordance with these Operating Regulations.

**Visa Support Authorization Service** — The operator-assistance service provided by Visa when a Merchant's Authorizing Member is temporarily unavailable due to system overload or failure.

**Visa Travel Service Center (VTSC)** — A fulfillment center maintained by Visa U.S.A. which provides certain types of travel or emergency assistance to traveling Cardholders in accordance with Chapter 7, Chapter 13, or Chapter 16, as appropriate. The VTSC may be accessed by a Cardholder by calling the Visa Assistance Center telephone number.

**Visa Travelers Cheque** — See "Travelers Cheque."

**Visa U.S.A.** — Visa U.S.A. Incorporated.

**Visa U.S.A. Arbitration Committee** — A committee of Visa U.S.A. staff members authorized by the President to decide disputes between Members for (i) Paper presented and charged back through Interchange and submitted for Arbitration or (ii) financial liability in cases of violations of these Operating Regulations submitted for Compliance, in accordance with Chapter 2.

2. The Transaction is a mail or phone order and the total amount of such Transaction is in excess of the then current and applicable Floor Limit in the agreement between the Merchant and Member.
3. The Transaction, other than a mail or phone order, involves (i) a handwritten Sales Draft which does not contain the imprint of the Merchant plate or the Card; (ii) an unsigned Card; or (iii) an Expired Card is presented. When requesting Authorization in such circumstances, the Merchant must advise the Authorizing Member of the specific reason(s) Authorization is requested. (If an Expired Card is presented for a Transaction at a Point-of-Transaction Terminal that is incapable of capturing the Card expiration date, the Merchant must contact its Authorizing Member by telephone.)
  - (a) A Merchant which completes a Transaction when (i) the Cardholder is present and does not have his/her Card, (ii) the Cardholder does not sign the Sales Draft or (iii) the signature on the Paper is unauthorized as compared to the signature appearing on the panel of the Card shall be responsible for such Paper regardless of any Authorization.
4. The Transaction involves suspicious or unusual circumstances. The Merchant shall request a "Code 10" Authorization from its Authorizing Member.
  - (a) If a Merchant which normally obtains Authorization through the use of a Point-of-Transaction Terminal is suspicious of a Transaction, the Merchant shall call its Authorizing Member and request a "Code 10" Authorization.

**C. Special Authorization Procedures for Lodging, Cruise Line, or Car Rental Merchants**

1. The following special Authorization procedures are available for use by Merchants which are solely engaged in (i) providing lodging accommodations, (ii) providing cruises where overnight accommodations are included, or (iii) the car rental industry. When these procedures are used by ~~lodging, cruise line, Lodging, Cruise Line,~~ Lodging, Cruise Line, or Car Rental Merchants, at least the substance of the provisions set forth in this section must be included in the Merchant Agreement.
  - (a) A ~~lodging or cruise line~~ Lodging Merchant choosing to utilize these procedures must estimate the amount of the Transaction based on the Cardholder's intended length of stay at check-in ~~or embarkation~~ time, the room ~~or cabin~~ rate, applicable tax and/or service charge rates and the Merchant's procedure for estimating additional ancillary charges.
  - (b) A Cruise Line Merchant may choose to utilize these procedures for purchases of goods and services offered aboard ship during the duration of the cruise.
    - The Cruise Line Merchant's initial Authorization request shall be based on the Cardholder's signed statement of intent to purchase goods or services aboard ship for an amount estimated by the Cardholder.

- The Cruise Line Merchant may obtain additional Authorizations for additional amounts at any time on or between the Cardholder's embarkation date and disembarkation date. Such additional Authorizations must be disclosed to the Cardholder.
- (c) A Car Rental Merchant choosing to utilize these procedures must estimate the Transaction amount based on the Cardholder's intended rental length at the time the vehicle is rented, the applicable rental rate, tax and/or mileage rates and any additional ancillary charges. Under no circumstances may the estimated Transaction amount include ancillary charges which represent (i) a standard amount to cover potential vehicle damages or (ii) the insurance deductible amount when the Cardholder waives insurance coverage at the time of rental.
2. If the estimated Transaction amount is equal to or below the applicable Floor Limit, the Merchant need only (i) check the applicable Combined Warning Bulletin on the Cardholder's check-in date or car rental date or (ii) for hotel Transactions, request a Status Check on the Cardholder's check-in date in accordance with the permission received from Visa U.S.A. If the estimated Transaction amount is above the applicable Floor Limit, the Merchant must obtain an Authorization approval code for the estimated Transaction amount. The Merchant must record on the Guest Folio and/or Sales Draft the date, amount and Authorization approval code(s) obtained.
- (a) If Authorization is obtained for the estimated amount of the car rental Transaction, the Merchant shall disclose such amount authorized to the Cardholder on the rental date.
3. If no Authorization or a Status Check has been obtained because the initial estimated Transaction amount was equal to or below the applicable Floor Limit, or a Status Check was obtained, and the Merchant subsequently estimates that the Transaction amount will exceed that Floor Limit (based on the Cardholder's actual charges), the Merchant may obtain an Authorization approval code for the new estimated Transaction amount. The Merchant must record on the Guest Folio and/or Sales Draft the date, amount and Authorization approval code(s) obtained.
4. If necessary, the Merchant may obtain additional Authorizations for additional amounts (not cumulative of previous amounts) at any time on or between (i) the Cardholder's check-in/embarkation date and check-out/~~debarcation~~ disembarkation date or (ii) the car rental check-out date and check-in date. The Merchant must record on the Guest Folio and/or Sales Draft the date, amount and approval code for each additional Authorization so obtained.
5. A final or additional Authorization is not necessary if the actual Transaction amount does not exceed (i) the applicable Floor Limit or (ii) the sum of the authorized amounts plus 15% of the sum of the authorized amounts.

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6. A Transaction which originates at a ~~lodging, cruise line~~ **Lodging, Cruise Line**, or Car Rental Merchant location where the special Authorization procedures are followed may qualify for the Transition Incentive Interchange Fee (TIF) provided (i) the Merchant's Floor Limit is zero, (ii) each estimated Transaction amount is authorized using the LCS, and (iii) the Transaction is processed in accordance with Sections 8.5 or 8.6, as appropriate. A Transaction which originates at a ~~lodging~~ **Lodging** Merchant location where Visa U.S.A. has permitted the Status Check Procedure to be used may qualify for the TIF provided the respective Interchange processing requirements are met.

(a) For the purpose of determining the processing requirement specified in Sections 8.5C, or 8.6B., (i) the Cardholder's check-out/~~disembarkation~~ **disembarkation** date at the ~~lodging or cruise line~~ **Lodging or Cruise Line** Merchant location or (ii) the date the Cardholder returns the car to the Car Rental Merchant location is considered to be the Transaction Date and is the date which should be included in the Clearing Record.

D. For mail/telephone order Transactions wherein merchandise is to be shipped or delivered to the Cardholder or the Cardholder's designee, an Authorization is considered to be valid if (i) the Authorization is obtained on any day up to seven calendar days prior to the Transaction Date and (ii) the Transaction amount does not exceed the authorized amount plus 15% of the Authorized amount and the additional amount represents shipping costs. Such Transactions may qualify for the Transition Incentive Interchange Fee (TIF) provided that the Merchant's Floor Limit is zero, and the Transaction is processed in accordance with Section 8.6.

E. An Authorization obtained by a restaurant Merchant is considered to be a valid Authorization if the Transaction amount is within a range from (i) the Authorization amount minus 20% to (ii) the Authorization amount plus 20%. (The 20% variance is calculated on the Authorization amount.) Such Transactions may qualify for the Transition Incentive Interchange Fee provided (i) the Merchant's Floor Limit is zero, (ii) each Transaction is authorized through the V.I.P. System, and (iii) the Transaction is processed in accordance with Section 8.6.

F. A provider of the VisaPhone Service may attempt to obtain an Authorization no more than five times, over a period of no more than 30 calendar days after the Transaction Date of the VisaPhone Service Transaction, in accordance with the VisaPhone Service Description and Marketing Guide. An Authorization is considered to be valid if the service provider received no more than four negative or referral Authorization Responses within the 30-calendar-day period and obtained a positive Authorization Response within the 30-calendar-day period.

G. **Automated Gasoline Dispensers** — For Transactions effected at an automated gasoline dispenser, the Merchant must obtain an Authorization for the exact amount of the Transaction or use the Status Check Procedure. Merchants are prohibited from using an arbitrary Transaction amount estimate for Authorization purposes. A Status Check may be requested, in lieu of an Authorization, provided that (i) the Merchant has a zero Floor Limit and (ii) the Transaction

4. A Merchant may, if permitted by applicable law, stipulate special circumstances agreed to by the Cardholder (e.g., late delivery, delivery charges, or insurance charges) as terms of the Transaction, but under no circumstance shall a surcharge be assessed for the use of a Card. The wording to appear on the Sales Draft shall be any special terms of the Transaction(s).

## 6.12 Cash Payment and Cash Disbursements

- A. A Merchant shall not receive any payments from a Cardholder with respect to charges for merchandise or services which are included on a Sales Draft resulting from the use of a Card.
- B. Except as noted below, a Cash Disbursement by a Merchant to a Cardholder is not allowed.

1. ~~At the request of a Visa Gold Cardholder, hotels participating in the Visa Hotel Services or cruise line Merchants; Lodging and Cruise Line Merchants participating in the Visa T&E Services may make Manual T&E Cash Disbursements to Visa Gold Cardholders in accordance with Section 6. of these Operating Regulations, under the following conditions:~~

- ~~(a) The Visa Gold Cardholder must be a registered guest at the hotel (or a registered passenger on the cruise ship) and must have indicated that the hotel or cruise obligation will be paid with a Card.~~
- ~~(b) Manual Cash Disbursements shall be limited to \$250 during the Visa Gold Cardholder's stay at the hotel or aboard ship. Such Cash Disbursements may be further limited by cash availability.~~
- ~~(c) All Manual Cash Disbursements must be made at par with no fee or charges added except taxes or other charges imposed by applicable law.~~
- ~~(d) All Manual Cash Disbursements must be completed using a Cash Disbursement Draft (Exhibit F or I).~~
- ~~(e) All Manual Cash Disbursements must be made only after reviewing positive identification such as a passport or driver's license to determine that the recipient is the Visa Gold Cardholder. Such positive identification must be indicated on the Cash Disbursement Draft in the space provided.~~

~~Such Manual Cash Disbursements must be identified in the related Clearing Record in accordance with Exhibit NN.~~

2. Manual Cash Disbursements representing the sale of travelers cheques or foreign currency may be made by Merchants provided that the amount of the Manual Cash Disbursement is limited to the value of the travelers cheques or foreign currency plus any commission or fee charged by the Merchant. Such Manual Cash Disbursements must be identified in the related Clearing Record in accordance with Exhibit NN.

- C. All Manual Cash Disbursements must be:
- made at par with no fee or charges added except taxes or other charges imposed by applicable law;
  - made only after reviewing positive identification such as a passport or driver's license to determine that the recipient is the Visa Gold Cardholder. Such positive identification must be indicated on the Cash Disbursement Draft in the space provided; and
  - completed using a Cash Disbursement Draft (Exhibit F or J).
- D. A Merchant may not accept Visa Cards for the purchase of Scrip.

### 6.13 Quasi-Cash Transactions

- A. The following Transactions are considered to be Quasi-Cash Transactions and must be processed through VisaNet as a "purchase" Transaction:
- Casino gaming chips
  - Money orders
  - Opening deposits
  - Wire Transfer Money Orders

Additional Transactions will be considered upon Member request.

1. The purchase of a Prepaid Card is not considered to be a Quasi-Cash Transaction.

Note: A Visa Card may not be accepted for the purchase of Scrip.

2. In cases where a Merchant's sale of travelers cheques or foreign currency is not processed as a Cash Disbursement, the resultant purchase must be processed as a Quasi-Cash Transaction.
3. The following Quasi-Cash Transaction types shall be completed only after reviewing and recording on the Paper, positive identification such as a passport or driver's license to determine that the Cardholder is the recipient when (i) the Cardholder is the receiver of the funds and (ii) both the Card and the Cardholder are present at the point of sale.
- Casino gaming chips
  - Foreign currency
  - Money orders
  - Travelers cheques
  - Wire Transfer Money Orders
4. Quasi-Cash Transactions must be identified in the Clearing Record as indicated in Exhibit NN.



obligations for goods or services which are not being refinanced (i.e., they have not yet been paid by any means of payment and have not been deemed to be uncollectable) are not considered to be a violation of this section.

- E. The government may complete Transactions representing loan payments as Quasi-Cash Transactions provided that, except for the final payment due, under no circumstances may the Transaction amount be equal to the balance of the loan.

### 6.14 Cash Deposit

A Merchant shall not accept monies from a Cardholder for the purpose of preparing and depositing a Credit Voucher that will effect a deposit to the Cardholder's account. Under no circumstances may a Merchant process a Credit Voucher without having completed a previous purchase Transaction with the same Cardholder.

### 6.15 Multiple Sales Drafts and Partial Consideration

- A. The Merchant shall include all items of goods and services purchased in a single Transaction in the total amount on a single Sales Draft or Transaction Record except under any of the following conditions:

1. For purchases in separate departments of a multiple-department store.
2. For a partial payment, installment payment, delayed delivery or an advance deposit as described in this section.
3. For delayed or amended charges for a T&E Transaction where (i) the Cardholder consented to be liable for such charges, (ii) such charges consist of ancillary or corrected charges which may include room charges, food or beverage charges, taxes, fuel, insurance and rental fees, as applicable, but may not consist of any charges for loss, theft, damage or traffic violations, and (iii) the T&E Merchant sends the Cardholder copy of the amended or add-on Sales Draft to the Cardholder at the address shown on the Guest Folio or rental contract. Sales Drafts for such delayed or amended charges may be deposited without the Cardholder signature provided that the Merchant has the Cardholder signature on file, and the words "SIGNATURE ON FILE" are entered onto the signature panel of the Sales Draft.
4. For individual airline, or passenger railway, or cruise line tickets issued to each passenger, when required by carrier policy.

- B. The Merchant shall not effect a Transaction when only a part of the amount due is included on a single Sales Draft or Transaction Record except:

- When the balance of the amount due is paid by the Cardholder at the time of sale in cash, by check, with another card or Card, or any combination thereof, or

- When the Cardholder executes two separate Sales Drafts or Transaction Records in a Delayed Delivery Transaction. In such a case, a deposit is made by completion of one Sales Draft or Transaction Record and payment of the balance is tendered by completion of a second Sales Draft or Transaction Record, the latter Sales Draft or Transaction Record being conditioned upon delivery of merchandise or performance of services. Authorization is required if the total amount of both Sales Drafts or Transaction Records exceeds the applicable Floor Limit and, if obtained, shall be assigned separate Authorization Numbers for each Sales Draft or Transaction Record. The Merchant shall note on the Sales Drafts or Transaction Records (i) the words "Delayed Delivery," (ii) the words "deposit" or "balance" as appropriate, and (iii) the respective Authorization date and approval code, when applicable. The Sales Draft or Transaction Record labeled "balance" shall not be presented to the Member until the goods are delivered or services performed, or
  - When the Cardholder executes two separate Sales Drafts by participating in an Advance Lodging Deposit Transaction as described in Section 6.26 or
  - When the Cardholder elects to use the installment payment option offered by a direct marketer (mail/telephone order Merchant) in accordance with Section 6.21.
- C. The Merchant shall not use two or more Sales Drafts originated by the use of a single Card to avoid Authorization calls to its Authorizing Member.

**6.16 Delivery of Copy of Sales Draft, Transaction Record, or Credit Voucher**

- A. Except for Express Payment Service Transactions, the Merchant shall deliver to the Cardholder a true and completed copy of the Sales Draft(s) or Transaction Record(s), or suitable receipt, evidencing a Transaction involving use of a Card. For Express Payment Service Transactions, a Transaction Record must be provided upon Cardholder request. Such copy shall be delivered at the time of the delivery of the goods or performance of the services covered thereby, or, for Transactions initiated at Point-of-Transaction Terminals, at the time of the Transaction. The Merchant shall deliver to the Cardholder a true and complete copy of each applicable Credit Voucher at the time of the Transaction giving rise thereto.
1. If a ~~Lodging~~ Lodging, Cruise Line, or Car Rental Merchant alters a Sales Draft or prepares an additional Sales Draft in order to add delayed or add-on charges previously consented to by the Cardholder, the Merchant will deliver an explanation of the change to the Cardholder (e.g., mail a copy of the amended Sales Draft to the Cardholder).
- B. For Transactions which originate at and are data-captured using Point-of-Transaction Terminals, the Merchant must include the following information on the Cardholder's copy of the Sales Draft or Transaction Record.
- The Cardholder account number

**6.24 Visa Hotel Services (VHS) Travel & Entertainment Services**

- A. At its option and as specified in the applicable sections of these Operating Regulations, a T&E Merchant may participate in one or more of the following Travel & Entertainment Services:
  - Visa Reservation Service
  - Advance Lodging Deposit Service
  - Priority Check-Out Service
  - Check Guarantee Service
  - T&E Cash Disbursement
- B. Any Merchant participating in any of the Visa Hotel Services (VHS) T&E Services must hold a valid contract for such service(s) with a Member, either as part of the Merchant Agreement or as an addendum to it.
  - 1. ~~At its option, a lodging Merchant may participate in the Advance Lodging Deposit Service, Priority Check Out Service, Check Guarantee Service and/or make Cash Disbursements as specified in Section 6.12.~~
  - 2. ~~If requested by its Merchant, each Acquirer must provide such Merchant with any of the Visa Hotel Services.~~
    - (a) ~~Each Acquirer must make available both of the cash services (Cash Disbursement and Check Guarantee Service) to the VHS Merchant and provide either or both services as the Merchant chooses.~~
  - 3. ~~The Acquirer indemnifies and holds harmless Visa U.S.A. from any loss, damage, claim, or suit (including reasonable attorney's fees) arising out of the use of a Card for the Visa Hotel Services.~~
- C. If requested by its T&E Merchant and in accordance with the applicable sections of these Operating Regulations, each Acquirer must provide such Merchant with any of the T&E Services.
- D. The Acquirer indemnifies and holds harmless Visa U.S.A. from any loss, damage, claim, or suit (including reasonable attorney's fees) arising out of the use of a Card for the Visa T&E Services.

**6.25 Visa Reservation Service**

- A. ~~Visa Reservation Service for Lodging Accommodations~~ — Any lodging Merchant which accepts Visa Cards to guarantee reservations must do so in accordance with requirements in this section. Each Acquirer must incorporate these requirements in all Merchant Agreements for each of its lodging Merchants as an addendum to or part of the Merchant Agreement. In any case, such contract shall contain at least the substance of the provisions set forth below and shall obligate the Merchant to follow such procedures if the Merchant accepts Visa Cards to guarantee reservations.

Chapter 6

## 1. Reservation Procedures

- (a) ~~Accept all Cards for reservations requested under the Visa Reservation Service.~~
- (b) ~~Inform the Cardholder that the accommodations will be held until check-out time the following day unless cancelled by 6:00 p.m. establishment time on the scheduled arrival date. For resort establishments requiring cancellation prior to 6:00 p.m. establishment time on the scheduled arrival date, the cancellation time and date may vary but must not exceed 72 hours prior to the scheduled arrival date. In these cases, the Cardholder must be provided with the specific written cancellation policy including the date and time the cancellation privileges expire. If a reservation for such an establishment is made less than 72 hours before scheduled arrival, the cancellation procedure of 6:00 p.m. establishment time on the scheduled arrival date applies.~~
- (c) ~~Obtain the Cardholder's account number, expiration date and name embossed on the Card.~~
- (d) ~~Advise the Cardholder that if he/she has not checked in by check-out time the following day after his/her scheduled arrival date and the reservation was not properly cancelled, the Cardholder will be billed for one night's lodging plus applicable tax.~~
- (e) ~~Quote the rate of the reserved accommodations, the exact physical address of the establishment including name, street address, city and state and provide the Cardholder a confirmation code advising that it be retained. If requested, provide a written confirmation of the reservation including the Cardholder account number, expiration date and name embossed on the Card, the reservation confirmation code, the exact physical address of the establishment, the provisions of the Visa Reservation Service relating to the Cardholder's obligation, and any other details related to the accommodations reserved.~~

## 2. Cancellation Procedures

- (a) ~~Accept all cancellation requests from Cardholders provided the cancellation request is made prior to the specified cancellation time.~~
- (b) ~~Provide the Cardholder a cancellation code and advise the Cardholder that it must be retained to preserve his/her rights in case of dispute. If requested, provide the Cardholder written confirmation of the cancellation including the Cardholder account number, expiration date and name embossed on the Card, the cancellation code, and the details related to the accommodations cancelled.~~

## 3. Scheduled Arrival Date Procedures

- (a) ~~If accommodations reserved under the Visa Reservation Service have not been claimed or cancelled prior to the specified cancellation time, the room(s) must be held available in accordance with the reservation.~~

- (b) If the Cardholder does not cancel the reservation or does not check in within the prescribed time, deposit a Sales Draft for one night's lodging plus applicable tax indicating the Cardholder account number, expiration date and name embossed on the Card, and the words "No Show" on the Cardholder signature line.
- (c) Follow required Authorization procedures for hotel Transactions.

#### 4. Alternate Accommodations

- (a) If accommodations which were guaranteed under the Visa Reservation Service are unavailable, provide the Cardholder with at least comparable accommodations for one night at another establishment.
- (b) Provide transportation for the Cardholder to the location of the alternate establishment.
- (c) If requested, provide the Cardholder with a three minute telephone call.
- (d) If requested, forward all messages and calls for the Cardholder to the location of the alternate establishment.
- (e) Provide all services of Section 6.25A.4. at no charge to the Cardholder.

**B. Visa Reservation Service for Specialized Vehicles** — Effective April 1, 1993, any Car Rental Merchant that accepts Visa Cards to guarantee reservations for Specialized Vehicles must do so in accordance with the requirements in this section. No later than April 1, 1993, each Acquirer must incorporate these requirements in all new and existing Merchant Agreements for each of its Car Rental Merchants that accept such reservations, as an addendum to or part of the Merchant Agreement. In any case, such contract shall contain at least the substance of the provisions set forth below and shall obligate the Merchant to follow such procedures if the Merchant accepts Visa Cards to guarantee Specialized Vehicle reservations.

#### 1. Reservation Procedures

- (a) Accept all Cards for reservations requested under the Visa Reservation Service.
- (b) Inform the Cardholder that the Specialized Vehicle will be held until the scheduled pick up time unless the reservation is cancelled by the specified cancellation time. The cancellation time and date may vary but must not exceed 72 hours prior to the scheduled rental time. If the reservation is made less than 72 hours prior to the scheduled rental, the cancellation period must not exceed 12 hours prior to the scheduled rental time.
- (c) Obtain the Cardholder's account number, expiration date, and name embossed on the Card.
- (d) Advise the Cardholder that if the Specialized Vehicle has not been rented by the scheduled time and the reservation was not properly cancelled, his/her account will be billed for a No Show Transaction. The amount of

the No Show Transaction may vary, but may not exceed the value of two days' rental (including tax). If the Cardholder's account is charged for a No Show Transaction for a reserved Specialized Vehicle, the Car Rental Merchant must hold the Specialized Vehicle available for the period of time represented by the No Show Transaction.

(c) The Car Rental Merchant must provide the Cardholder with a written confirmation of the reservation which must include the following information:

- Cardholder account number, expiration date, and name embossed on the Card as provided by the Cardholder
- Name and exact physical address, including street, city, and state of the Car Rental Merchant
- Reservation confirmation code
- Rate and any other details relating to the reserved Specialized Vehicle
- Provisions of the guaranteed reservation relating to the Cardholder's obligations and any other cancellation details related to the reserved Specialized Vehicle

For reservations made less than 72 hours prior to the scheduled rental time, written confirmation is required only upon Cardholder request.

## 2. Cancellation Procedures

- (a) Accept all cancellation requests from Cardholders provided the cancellation request is made by the specified cancellation time.
- (b) Provide the Cardholder with a cancellation code and advise the Cardholder that it must be retained to preserve his/her rights in case of dispute. If requested, provide the Cardholder with written confirmation of the cancellation, including the Cardholder account number, expiration date and name embossed on the Card, the cancellation code, and the details related to the cancelled Specialized Vehicle.

## 3. Scheduled Rental Date Procedures

- (a) If the Specialized Vehicle reserved under the Visa Reservation Service has not been rented or cancelled by the specified cancellation time, the Specialized Vehicle must be held in accordance with the reservation.
- (b) If the Cardholder does not cancel the reservation or rent the Specialized Vehicle within the prescribed time, the Merchant shall deposit a Sales Draft for the applicable No Show Transaction (including tax) indicating the Cardholder account number, expiration date and name embossed on the Card, and the words "No Show" on the Cardholder signature line.
- (c) Follow required Authorization procedures for Car Rental Merchant Transactions.

## 4. Alternate Specialized Vehicle

- (a) ~~If the Specialized Vehicle that was guaranteed under the Visa reservation Service is unavailable, provide the Cardholder with at least a comparable Specialized Vehicle from another Car Rental Merchant for the period of time represented by the No Show Transaction.~~
  - (b) ~~Provide transportation for the Cardholder to the location of the alternate Car Rental Merchant.~~
  - (c) ~~Provide all services specified in Section 6.25D.4. at no charge to the Cardholder.~~
- C. ~~The Acquirer indemnifies and holds harmless Visa U.S.A. from any and all losses, damages, claims, or suits (including reasonable attorney's fees) arising out of the use of a Card for the Visa Reservation Service.~~

## 6.26 Visa Reservation Service

The following T&E Merchants are eligible to participate in offering this service.

- Lodging Merchants
- Cruise Line Merchants
- Car Rental Merchants (for Specialized Vehicles only)

### A. General Requirements

1. Any eligible T&E Merchant that accepts Visa Cards to guarantee reservations must do so in accordance with requirements in this section. Each Acquirer must incorporate these requirements into all Merchant Agreements, as an addendum to or part of the Merchant Agreement, for each of its T&E Merchants that guarantees reservations. In any case, such contract shall contain at least the substance of the provisions set forth below and shall obligate the Merchant to follow such procedures if the Merchant accepts Visa Cards to guarantee reservations.
2. The Acquirer indemnifies and holds harmless Visa U.S.A. from any and all losses, damages, claims, or suits (including reasonable attorney's fees) arising out of the use of a Card for the Visa Reservation Service.

### B. Reservation Procedures

1. Accept all Cards for reservations requested under the Visa Reservation Service.
2. Inform the Cardholder of the specific conditions for holding the reserved accommodations or Specialized Vehicle, as specified below.
  - (a) Lodging Merchant
    - 1) Inform the Cardholder that the accommodations will be held until check-out time the following day unless cancelled by 6:00 p.m. establishment time on the scheduled arrival date.

- 2) For resort establishments requiring cancellation prior to 6:00 p.m. establishment time on the scheduled arrival date, the cancellation time and date may vary but must not exceed 72 hours prior to the scheduled arrival date. In these cases, the Cardholder must be provided with the specific written cancellation policy including the date and time the cancellation privileges expire. If a reservation for such an establishment is made less than 72 hours before scheduled arrival, the cancellation procedure of 6:00 p.m. establishment time on the scheduled arrival date applies.

**(b) Cruise Line Merchant**

- 1) Inform the Cardholder that the accommodations will be held until the time of disembarkation unless the reservation is cancelled by the Cardholder in accordance with the Cruise Line Merchant's cancellation requirements.
- 2) Inform the Cardholder in writing of the date and time cancellation privileges expire prior to the conclusion of the allowable cancellation period.
  - For mail/telephone order Transactions, receipt of the cancellation requirements must be acknowledged by the Cardholder in writing.

**(c) Car Rental Merchant**

- 1) Inform the Cardholder that the Specialized Vehicle will be held until the scheduled pick-up time unless the reservation is cancelled by the specified cancellation time. The cancellation time and date may vary but must not exceed 72 hours prior to the scheduled rental time.
  - 2) If the reservation is made less than 72 hours prior to the scheduled rental, the cancellation period must not exceed 12 hours prior to the scheduled rental time.
3. Obtain the Cardholder's account number, expiration date and name embossed on the Card.
  4. Confirm the reservation by providing the following information verbally to the Cardholder:
    - Cardholder account number, expiration date, and name embossed on the Card as provided by the Cardholder
    - Name and exact physical address, including street, city, and state of the location of the hotel check-in, port of disembarkation, or Specialized Vehicle pick-up.
    - Reservation confirmation code
    - Rate and any other details relating to the reservation
    - Provisions of the guaranteed reservation relating to the Cardholder's obligations and any other cancellation details related to the reservation.

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5. Provide the Cardholder with a written confirmation, as specified below.
- (a) Lodging Merchant — If requested, provide a written confirmation to the Cardholder, including the information specified in Section 6.26B.4.
  - (b) Cruise Line Merchant — Provide a written confirmation to the Cardholder, including the information specified in Section 6.26B.4.
  - (c) Car Rental Merchant — Provide a written confirmation to the Cardholder, including the information specified in Section 6.26B.4. For reservations made less than 72 hours prior to the scheduled rental time, written confirmation is required only upon Cardholder request.
6. Advise the Cardholder of the billing for a No Show Transaction, as specified below.
- (a) Lodging Merchant — If the Cardholder has not checked in by check-out time the following day after his/her scheduled arrival date and the reservation was not properly cancelled, the Cardholder will be billed for one night's lodging plus applicable tax.
  - (b) Cruise Line Merchant — If the Cardholder has not checked in by the departure time and the reservation was not properly cancelled, the Cardholder will be responsible for the full cost of the cruise.
  - (c) Car Rental Merchant — If the Specialized Vehicle has not been rented by the scheduled time and the reservation was not properly cancelled, his/her account will be billed for a No Show Transaction. The amount of the No Show Transaction may vary, but may not exceed the value of two days' rental (including tax). If the Cardholder's account is charged for a No Show Transaction for a reserved Specialized Vehicle, the Car Rental Merchant must hold the Specialized Vehicle available for the period of time represented by the No Show Transaction.

**C. Cancellation Procedures**

1. Accept all cancellation requests from Cardholders provided the cancellation request is made prior to the specified cancellation time.
2. Provide the Cardholder with a cancellation code and advise the Cardholder that it must be retained to preserve his/her rights in case of dispute. If requested, provide the Cardholder with written confirmation of the cancellation, including the Cardholder account number, expiration date and name embossed on the Card, the cancellation code, and the details related to the cancelled reservation.

**D. Scheduled Reservation Date Procedures**

1. If the reserved accommodations or Specialized Vehicle have not been claimed/rented or cancelled by the specified cancellation time, the accommodations or Specialized Vehicle must be held available in accordance with the reservation.

2. If the Cardholder does not cancel or claim the reservation within the prescribed time, deposit a Sales Draft for the applicable No Show Transaction (including tax) indicating the Cardholder account number, expiration date and name embossed on the Card, and the words "No Show" on the Cardholder signature line.
3. Obtain an Authorization approval code for the No Show Transaction in accordance with these Operating Regulations.

**E. Alternate Accommodations or Alternate Specialized Vehicle**

1. If the accommodations or Specialized Vehicle that was guaranteed under the Visa Reservation Service is not available, alternate accommodations or an alternate Specialized Vehicle must be provided, as specified below.

**(a) Lodging Merchants**

- 1) If accommodations that were guaranteed under the Visa Reservation Service are unavailable, provide the Cardholder with at least comparable accommodations for one night at another establishment.
- 2) Provide transportation for the Cardholder to the location of the alternate establishment.
- 3) If requested, provide the Cardholder with a three-minute telephone call.
- 4) If requested, forward all messages and calls for the Cardholder to the location of the alternate establishment.
- 5) Provide all services in this Section 6.26E.1.(a) at no charge to the Cardholder.

**(b) Cruise Line Merchants**

- 1) If accommodations that were guaranteed under the Visa Reservation Service are unavailable, and no comparable accommodations are available on the ship, the Cruise Line Merchant may, at its discretion, offer a cruise of a similar itinerary within the same approximate sailing dates and the same approximate number of sailing days at no additional cost to the Cardholder.
- 2) Any extra nights' accommodations or air fare to a different port city necessitated by the Cardholder's acceptance of alternate accommodations shall be provided at no cost to the Cardholder.
- 3) If comparable accommodations are not available, or the Cardholder elects not to accept the offered alternate accommodations, the Cruise Line Merchant shall provide the following at no charge to the Cardholder:
  - one night's hotel accommodation, if required;
  - transportation to the hotel as well as the airport;

- airline transportation to the airport nearest the Cardholder's residence; and
- reasonable out-of-pocket expenses incurred by the Cardholder as a result of the unavailability of the guaranteed accommodations.

**(c) Car Rental Merchants**

- 1) If the Specialized Vehicle that was guaranteed under the Visa reservation Service is unavailable, provide the Cardholder with at least a comparable Specialized Vehicle from another Car Rental Merchant for the period of time represented by the No Show Transaction.
- 2) Provide transportation for the Cardholder to the location of the alternate Car Rental Merchant.
- 3) Provide all services specified in Section 6.26E.1.(c) at no charge to the Cardholder.

## 6.27 Advance Lodging/Cruise Deposit Service

A. In addition to a Merchant Agreement, any Merchant participating in the Visa Advance Lodging/Cruise Deposit Service must hold a valid Advance Lodging/Cruise Deposit Service contract with a Member. ~~For VHS Merchants, each~~ Each Acquirer may incorporate this service as an addendum to the ~~VHS contract~~ Lodging or Cruise Line Merchant Agreement or complete a separate contract. In any case, such contract must contain at least the substance of the provisions set forth below and the contract must obligate the ~~VHS or cruise line~~ Lodging or Cruise Line Merchant to follow such procedures.

### 1. Reservation Procedures

- (a) Accept all Cards for advance deposit when the Advance Lodging/Cruise Deposit Service is agreed to by the Cardholder.
- (b) Determine the amount of an Advance Lodging/Cruise Deposit Transaction by the intended length of stay. Such amount which must not exceed the following: the cost for 14 nights' accommodation. The amount of the Advance Lodging Deposit Transaction must be applied to the total obligation.
  - for lodging accommodations, the cost for 14 nights' accommodation;  
or
  - for cruises, the cost of the cruise.
- (c) Apply the amount of the Advance Lodging/Cruise Deposit to the total obligation.
- (d) Inform the Cardholder (i) of the advance deposit requirements and (ii) of the cancellation policy requirements, ~~and (iii) that the accommodations will be held for the number of nights used to determine the amount of the Advance Lodging Deposit Transaction.~~ For lodging accommodations,

inform the Cardholder that the accommodations will be held for the number of nights used to determine the amount of the Advance Lodging/Cruise Deposit Transaction.

- (e) Obtain the Cardholder's account number, Card expiration date, the name embossed on the Card, telephone number, mailing address, scheduled date of arrival or embarkation and, for lodging accommodations, the intended length of stay.
- (f) Inform the Cardholder that if changes in the reservation are requested, written confirmation of such changes will be provided at the Cardholder's request.
- (g) Advise the Cardholder that ~~(i) if he/she has not checked in by check-out or debarkation time the day following the last night of accommodation used to determine the amount of the Advance Lodging Deposit Transaction or (ii) the reservation was not cancelled by the specified time and date, the Cardholder will forfeit the entire amount of the Advance Lodging Deposit Transaction or a portion of that amount. Under no circumstances is an additional deposit of a No Show Transaction allowed under the Advance Lodging Deposit Service.~~ of the conditions for forfeiture of the amount of the Advance Lodging/Cruise Deposit Transaction, as specified below.
  - Lodging Merchants — If the Cardholder has not checked in by check-out time the day following the last night of accommodation used to determine the amount of the Advance Lodging/Cruise Deposit Transaction or if the reservation was not cancelled by the specified time and date, the Cardholder will forfeit the entire amount of the Advance Lodging/Cruise Deposit Transaction or a portion of that amount.
  - Cruise Line Merchants — If the Cardholder has not checked in by the departure time or if the reservation was not cancelled by the specified time and date, the Cardholder will forfeit the entire amount of the Advance Lodging/Cruise Deposit Transaction.

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**Note:** Under no circumstances is an additional deposit of a No Show Transaction allowed under the Advance Lodging/Cruise Deposit Service.

- (h) Quote the rate of the reserved accommodations, the amount of the Advance Lodging/Cruise Deposit Transaction and the exact Merchant location or, in the case of cruise lines, the exact name and complete address of the point of embarkation. Provide the Cardholder with a confirmation number (advising that it must be retained) and with the actual date and time the cancellation privileges expire.
- (i) Complete a Sales Draft for the amount of the advance deposit, indicating The Sales Draft must include: the Cardholder account number, Card expiration date, the name embossed on the Card, telephone number, mailing address, and the words "Advance Deposit" on the signature line.

~~The Cardholder's confirmation number, scheduled arrival or embarkation date and the last day and time the cancellation privileges expire without forfeiture of the deposit if the accommodations are not used must also be indicated on the Sales Draft.~~

- ~~the words "Advance Deposit" on the signature line;~~
  - ~~the Cardholder account number, Card expiration date and the name embossed on the Card;~~
  - ~~The Cardholder's telephone number and mailing address;~~
  - ~~the Cardholder's confirmation code;~~
  - ~~the scheduled arrival or embarkation date; and~~
  - ~~the date and time the cancellation privileges expire without forfeiture of the deposit if the accommodations are not used.~~
- (j) ~~Follow normal Authorization procedures for hotel or cruise line Transactions. If the Authorization request results in a decline, so advise the Cardholder and do not deposit the Sales Draft. If the Authorization request results in an approval:~~
- ~~Mail the Cardholder copy of the Sales Draft and the written hotel or cruise cancellation policy to the address indicated by the Cardholder within three business days from the Transaction Date; and~~
  - ~~Deposit the Sales Draft in accordance with usual procedures as specified in Section 6.20.~~
- (k) ~~If the Authorization request results in a decline, advise the Cardholder and do not deposit the Sales Draft.~~

## 2. Cancellation Procedures

- (a) ~~Accept all cancellation requests from Cardholders provided the cancellation request is made prior to the specified cancellation date and time.~~
- (b) ~~Provide a cancellation number and advise the Cardholder that it must be retained to preserve his/her rights in the case of a dispute.~~
- (c) ~~Complete a Credit Voucher for the entire amount of the Advance Lodging Deposit Transaction. Include on the Credit Voucher, the Cardholder account number, Card expiration date, the name embossed on the Card, mailing address, the cancellation number and the words "Advance Deposit" on the signature line. For the cancellation of a lodging accommodations reservation, complete a Credit Voucher for the entire amount of the Advance Lodging/Cruise Deposit. For the cancellation of a cruise reservation, complete a Credit Voucher for the applicable amount, as defined by the cancellation terms and conditions disclosed to the Cardholder. Include the following on the Credit Voucher:~~
- ~~the words "Advance Deposit" on the signature line;~~

- the Cardholder account number, Card expiration date, and the name embossed on the Card;
- the Cardholder's mailing address; and
- the cancellation code.

(d) Mail the Cardholder copy of the Credit Voucher to the address indicated by the Cardholder within three business days from the Transaction Date.

### 3. Alternate Accommodations

#### (a) Lodging Merchants

- 1) If accommodations ~~which~~ that were reserved under the Advance Lodging/Cruise Deposit Service are unavailable, complete and deliver to the Cardholder a Credit Voucher for the entire amount of the Advance Lodging/Cruise Deposit Transaction.
- 2) Provide the following services at no charge to the Cardholder: (~~applicable to VHS Merchants only~~):
  - At least comparable accommodations at an alternate establishment (i) for the number of nights used to determine the amount of the Advance Lodging/Cruise Deposit Transaction, not to exceed 14 nights, or (ii) until the reserved accommodations are made available at the original establishment, whichever occurs first.
  - Transportation to the location of the alternate establishment and return transportation to the original establishment. If requested, transportation to and from the alternate establishment must be provided on a daily basis.
  - If requested, two three-minute telephone calls.
  - If requested, forwarding of all messages and calls to the location of the alternate establishment.

#### (b) Cruise Line Merchant

- 1) If accommodations that were guaranteed under the Advance Lodging/Cruise Deposit Service are unavailable, and no comparable accommodations are available on the ship, the Cruise Line Merchant may, at its discretion, offer a cruise of a similar itinerary within the same approximate sailing dates and the same approximate number of sailing days at no additional cost to the Cardholder.
- 2) Any extra nights' accommodations or air fare to a different port city necessitated by the Cardholder's acceptance of alternate accommodations shall be provided at no cost to the Cardholder.
- 3) If comparable accommodations are not available, or the Cardholder elects not to accept the offered alternate accommodations, the Cardholder shall receive a Credit Voucher for the entire cost of the cruise.

The Cruise Line Merchant shall provide the following at no charge to the Cardholder:

- one night's hotel accommodation, if required;
  - transportation to the hotel as well as the airport;
  - airline transportation to the airport nearest the Cardholder's residence; and
- 4) reasonable out-of-pocket expenses incurred by the Cardholder as a result of the unavailability of the guaranteed accommodations.

**4. Liabilities and Indemnification** — The Acquirer indemnifies and holds harmless Visa U.S.A. from any loss, damage, claim, or suit (including reasonable attorney's fees) arising out of the use of a Card for the Advance Lodging/Cruise Deposit Service.

B. Central Reservation Service Merchants may participate in the Advance Lodging/Cruise Deposit Service in accordance with the provisions and procedures set forth in Sections 6.26A. and 6.26B.

**1. Registration and Certification Requirements**

(a) An Acquirer must complete the following certification requirements prior to entering into a Merchant Agreement with a Central Reservation Service.

- Ascertain from available records, independent reports, and other appropriate means that the prospective Central Reservation Service Merchant is financially responsible and that there is no significant derogatory background information about any of the principal(s) of the business.
- Conduct an inspection of the actual business premises of the Central Reservation Service, including review of solicitation or sales materials and operating procedures for lodging establishments to be serviced.

(b) Submit a written request (including the documentation specified in Section 6.26B.1.) to Visa U.S.A. to register the Central Reservation Service. Such request must be approved by Visa U.S.A. prior to commencement of contracted services. The Acquirer shall mail the registration request, certifying that the above requirements have been met, to the following address:

Director, Travel Industry Support Administration  
Mail Stop 1825-9F  
Visa U.S.A. Inc.  
P.O. Box 8999  
San Francisco, CA 94128

Subsequent corrections of errors related to the registration information shall be made in writing to Visa U.S.A. at the above address and shall contain all pertinent information.

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- (c) Notify Visa U.S.A. of any change in the principal(s) of, or relationship with, the Central Reservation Service (including discontinuance) within three business days of such change or knowledge thereof.
  - (d) Maintain a file on the Central Reservation Service which includes all applicable documentation. The file shall be retained for a minimum of two years following discontinuance of the relationship and shall include the reasons for discontinuance.
- 2. Merchant Agreement** — Each Merchant Agreement entered into with a Central Reservation Service must include all the required provisions of a Merchant Agreement in addition to the substance of the requirements as stated in Sections 6.26A. and 6.26B.
- 3. Central Reservation Service Responsibilities**
- (a) Any contract between a Central Reservation Service and a lodging establishment must be executed by an officer or manager of the lodging establishment.
  - (b) Only a Central Reservation Service that (i) is registered with Visa U.S.A. and (ii) has a written contract with a lodging establishment, may perform services on behalf of the establishment. The Central Reservation Service shall not use an agent to perform such services.
  - (c) The Central Reservation Service shall (i) follow the procedures for reservations, cancellations, alternate accommodations, and Chargebacks detailed in these Operating Regulations and (ii) accept full responsibility for resolving any Cardholder problems related to the Advance Lodging/Cruise Deposit Service.
- 4. Chargeback, Compliance, and Resolution Rights** — All Chargeback, Compliance, and Resolution rights specified in these Operating Regulations apply to Central Reservation Service Merchants participating in the Advance Lodging/Cruise Deposit Service.
- 5. Liabilities and Indemnification** — The Acquirer shall be responsible for and indemnify and hold harmless Visa U.S.A. from any and all losses, damages, claims, or liabilities (including reasonable attorney's fees) arising out of the Member's signing of a Central Reservation Service.

## 6.28 Priority Check-Out Service

- A.** Any ~~Lodging or Cruise Line~~ Merchant participating in the ~~Visa-Hotel Travel & Entertainment (T&E) Services~~ under Section 6.24 ~~or any cruise line Merchant~~ may participate in the Priority Check-Out Service. If requested by the Merchant, each Acquirer must provide such Merchant with the Priority Check-Out Service and may, if the Merchant is participating in the ~~Visa-Hotel T&E Services~~, incorporate this service as an addendum to the ~~VHS contract Merchant Agreement~~ or complete a separate contract. In any case, such contract shall



contain at least the substance of the provisions set forth below and shall obligate the participating VHS T&E Merchant to follow such procedures.

#### 1. Priority Check-Out Procedures

- (a) Accept all Cards when a Cardholder requests the Priority Check-Out Service.
  - (b) Provide the Cardholder with a Priority Check-Out Agreement which must contain, but is not limited to, the information required in Section 14.9K.
  - (c) Inform the Cardholder that the Priority Check-Out Agreement must be completed and signed; the mailing address must be included to receive a copy of the hotel or cruise bill supporting the final Transaction amount.
  - (d) Obtain the completed Priority Check-Out Agreement and ensure the Cardholder account number identified is identical to the account number imprinted on the Sales Draft.
  - (e) Complete the Sales Draft indicating the total amount of the Cardholder's obligation and the words "Priority Check-Out" on the signature line.
  - (f) Follow normal Authorization procedures for hotel or cruise line Transactions.
  - (g) Mail the Cardholder copy of the Sales Draft, the itemized hotel or cruise bill, and the signed Priority Check-Out Agreement if requested to the address provided by the Cardholder on the Priority Check-Out Agreement within three business days of the Cardholder's departure.
2. The itemized hotel or cruise bill and the signed Priority Check-Out Agreement supporting a Priority Check-Out Transaction must be retained for a minimum of six months from the Transaction Date.
  3. The Acquirer indemnifies and holds harmless Visa U.S.A. from any loss, damage, claim, or suit (including reasonable attorney's fees) arising out of the use of a Card for the Priority Check-Out Service.

### 6.29 Responsibility for Merchant Compliance

The Acquirer shall take such actions as are reasonably required to assure that its Merchants are conversant and comply with the requirements of the Operating Regulations regarding use of the Visa Card Program Marks.

### 6.30 Variations

Any Member's failure to include the substance of any of the provisions set forth in this Chapter, or such Members granting a waiver or variation with respect thereto shall not relieve such Member from Chargeback rights resulting therefrom.

6.31 Acceptance and Payment of Paper

- A. A Member may not accept for processing or entry into Interchange, directly or indirectly, any Paper from any source other than a Merchant with whom it or another Member has a currently valid Merchant Agreement or Paper received from another Member.
- B. An Acquirer must reimburse its Merchants directly for Paper. Such reimbursement shall be effected by (i) direct payment or (ii) credit to an account owned by and in the name of such Merchant. A Member may not waive, release, abrogate or otherwise assign to a nonmember its obligation to guarantee and ensure payment for all Transactions in which the Merchant duly honored, in accordance with these Operating Regulations, a valid, properly presented Card.
- C. Any funds held as security to ensure proper performance of a Merchant with respect to Transactions must be held by the Acquirer in an account in the name of the Merchant.

6.32 Check Guarantee Service

- A. In addition to a Merchant Agreement, a Qualified Check Guarantee Merchant ~~which that is a lodging Lodging or Cruise Line Merchant~~ may hold a valid Check Guarantee Service contract with the Member, ~~with which it has a Visa Hotel Services contract~~ as specified in Section 6.24. ~~An Airline or a cruise line which that is a Qualified Check Guarantee Merchant~~ may hold a valid Check Guarantee Service contract with any Member. The Check Guarantee Service contract ~~may shall~~ contain at least the substance of the following provisions.
  - 1. The Qualified Check Guarantee Merchant shall disburse cash to a Visa Gold Cardholder who presents a Visa Gold and a Qualified Check.
    - (a) To qualify for the Check Guarantee Transaction, a Qualified Check must meet the following requirements:
      - Negotiable draft drawn on the account of a Visa Gold Cardholder with a commercial bank, savings bank, savings association, or credit union.
      - Complete with current date, amount, payee and maker.
      - Not stale, post-dated or a money order or equivalent.
      - Includes drawee institution name and address.
      - Includes signature of the Visa Gold Cardholder which is the same as the signature used on the signature panel of the Visa Gold.
      - Amount not to exceed \$250 at hotels and aboard cruise ships or \$50 at Airlines which are Qualified Check Guarantee Merchants.
    - (b) Basic procedures for Check Guarantee are listed below. Additional procedures in Sections 6.31A.1.(c) and 6.31A.1.(d) are required depending on the Merchant category of the Qualified Check Guarantee Merchant.

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- 1) Visa Gold Cardholder must present a Visa Gold along with a Qualified Check for encashment.
- 2) The signature on the Visa Gold signature panel must be the same signature as that on the Qualified Check.
- 3) The Visa Gold account number and expiration date must be hand-written or imprinted on the Qualified Check, unless the Merchant is prohibited from doing so under applicable law.
- 4) A Qualified Check Guarantee Merchant may limit the amount of the Check Guarantee based on cash availability.
- 5) No fee may be charged to a Visa Gold Cardholder for the service.

(c) In addition to the basic procedures, additional procedures for Check Guarantee at qualified ~~lodging and cruise line~~ Lodging and Cruise Line Merchants are as follows:

- 1) The Visa Gold Cardholder must be a registered guest aboard ship or at the ~~lodging~~ Lodging Merchant location.
- 2) The Visa Gold Cardholder must have indicated that the Merchant obligation will be paid with a Card.
- 3) Positive identification such as a passport or driver's license must be obtained from the Visa Gold Cardholder, if permitted by applicable law, and recorded on the back of the Qualified Check.
- 4) The total amount of Qualified Checks cashed during the Visa Gold Cardholder's stay must not exceed \$250.
- 5) Checks used to pay for accommodations are not guaranteed.

(d) In addition to the basic procedures, additional procedures for Check Guarantee at qualified Airlines are as follows:

- 1) The Visa Gold Cardholder must have (i) a valid Airline ticket for passage with the qualified Airline Merchant or (ii) a passenger coupon showing passage was provided by the qualified Airline Merchant.
- 2) Check Guarantees may take place only within 48 hours of departure or arrival time.
- 3) The amount of the Qualified Check cashed must not exceed \$50.

B. If a Guaranteed Check is returned to a Qualified Check Guarantee Merchant, the procedures of this section must be followed to obtain reimbursement.

- 1. If a Guaranteed Check is returned for insufficient funds (NSF), the Merchant is required to redeposit the check. If the check was drawn on a financial institution outside the United States, this Section 6.31B.1. does not apply.
- 2. If the Guaranteed Check is returned for any other reason, or it is returned a second time for insufficient funds, the Merchant may, within 14 calendar days of receipt of the check, submit the check to Visa U.S.A. or to its Acquirer

for reimbursement. The Merchant must retain a copy of the front and back of the check.

- (a) If the Merchant submits the check to Visa U.S.A., the original check and a Returned Guaranteed Check Submission Form (Exhibit M-2) must be mailed to:

Visa U.S.A., Inc.  
 P.O. Box 8999  
 San Francisco, CA 94128-8999  
 Attn: Returned Guaranteed Check

A copy of the Cardholder's completed ~~lodging~~ Lodging Merchant registration form must also be provided if the check was cashed at a ~~lodging~~ Lodging Merchant location.

- (b) Visa U.S.A. may reject a request for reimbursement for failure to provide the required documentation.

**6.33 T&E Cash Disbursements**

A. Lodging and Cruise Line Merchants participating in the Visa Travel & Entertainment (T&E) Services may make T&E Cash Disbursements to Visa Gold Cardholders under the following conditions:

1. The Visa Gold Cardholder must be a registered guest at the hotel or a registered passenger on the cruise ship and must have indicated that the miscellaneous hotel or shipboard expenses will be paid with a Card.
2. T&E Cash Disbursements shall be limited to \$250 during the Visa Gold Cardholder's stay at the hotel or aboard ship. Such T&E Cash Disbursements may be further limited by cash availability.
3. All T&E Cash Disbursements must be made only after reviewing positive identification such as a passport or driver's license to determine that the recipient is the Visa Gold Cardholder. Such positive identification must be indicated on the Cash Disbursement Draft in the space provided.

B. All T&E Cash Disbursements must be made at par with no fee or charges added except taxes or other charges imposed by applicable law.

C. All T&E Cash Disbursements must be completed using a Cash Disbursement Draft (Exhibit F or I). Such T&E Cash Disbursements must be identified in the related Clearing Record in accordance with Exhibit NN.

**6.34 Express Payment Service (EPS)**

- A. A fast food, motion picture theater, or parking lot Merchant may participate in the Express Payment Service (EPS).
- B. In addition to a Merchant Agreement, an EPS Merchant must hold a valid contract for such service with a Member. Such contract shall contain at least

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Counterfeit Activity Reduction Plan**

**Background**

During the Counterfeit Insurance Year ended March 31, 1992, U.S. counterfeit activity affecting Visa Members grew over 200 percent from the previous period, to \$26.7 million. Based on reports received from Members to date, it appears that U.S. counterfeit activity could increase by 200 to 300 percent in the year ending March 31, 1993. If this occurs, the U.S. Region could account for more than 60 percent of worldwide counterfeit.

The dramatic increase in U.S.A. counterfeit losses has focused significant attention on this problem over the past few months. Intelligence developed from industry and law enforcement sources around the world indicates that what has been seen to date could be the beginning of a new era in counterfeit bank cards, especially by organized criminal groups. Despite new technologies being developed and increased law enforcement efforts, there remains a clear requirement for an immediate and meaningful anti-counterfeit campaign by both Visa and its Members.

During the past few months, staff has addressed the problem through the use of additional resources, special warning bulletins, and increased training and investigative coordination efforts. During several meetings and discussions with interested law enforcement and industry personnel—including an ad hoc advisory group—suggestions were solicited on what immediate actions could be taken to suppress counterfeit. Using this industry and law enforcement input, Visa U.S.A. has developed a proposed set of actions to be taken over the immediate and near term.

The preliminary proposals listed below are still being analyzed by staff and are subject to senior management review. If substantial additional resources are required, the proposals will be submitted to the Board at its June meeting. The Advisors will be asked to comment on the general approach of the plan, as well as to suggest any further additions or deletions.

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### Existing Programs

#### Magnetic Stripe Protection

Current countermeasures in place or under way to assist in reducing counterfeit activity include the Card Verification Value (CVV), designed to authenticate the account number encoded on the stripe; the Terminal Placement Program (TPP) and Terminal Utilization Program (TUP), which are designed to identify high counterfeit loss locations and require terminal placement at those locations.

#### Education

Education of Members, merchants, and law enforcement is a keystone of Visa's efforts against counterfeit. Through education, staff responds to needs identified by analysis and by Visa U.S.A. Members. In addition to Fraud Awareness Seminars held across the country, a number of materials have been produced:

- Two series of flyers on magnetic-stripe fraud and counterfeit cards, with remarkable results in prevention and arrests. Members and merchants continue to request more.
- A durable card-security-features guide—in English or in Spanish—produced for merchants and tellers.
- A "Counterfeit Cards" video produced available for Members and law enforcement.
- A *Community Crime Prevention Manual*, which includes information about fraud schemes, Visa programs, and a scripted slide show for presentation to merchant groups.

Staff also utilizes the Visa Information Line to alert and inform Member subscribers regarding counterfeit schemes, arrests, and countermeasures.

### Proposed Expansion of Existing Programs

#### Terminal Utilization Program (TUP) Expansion Proposal

Visa U.S.A. introduced the TUP to reduce re-encoded magnetic stripe counterfeit. Terminals are placed at bank branches and merchants that have experienced designated levels of counterfeit activity. The terminals prompt for manual key-entry of the last four embossed account digits. Staff proposes to expand TUP to place or reprogram terminals at merchants not yet identified but at high risk because of their business or geographic location.

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### Address Verification via Telephone

To supplement TUP, it is also recommended that use of the Address Verification Service (AVS) via automated response unit (ARU) be required for all quasi-cash locations and at cash advance locations when the magnetic stripe is unreadable or when no TUP-qualifying terminal is in place. The service would be offered to other high-risk locations on an optional basis.

AVS via ARU is presently being studied and a pilot program is underway to determine the logistics of implementation. It requires only a touch-tone telephone for input. Staff believes this would stop a large portion of the counterfeit that Issuers experience, because the address on the identification used by perpetrators does not match the true account-holder information.

This option would have the ability to stop the use of lost/stolen cards, which account for 48.5% of U.S. Members' fraud losses, at merchants using AVS via ARU.

### Proposed New Initiatives

#### Counterfeit Analysis

Using the Confirmed Fraud data reported by Issuers, staff will analyze counterfeit activity at various levels, including state, city, merchant category code, to target and develop programs to assist Members' in investigating and controlling their losses, and to track program effectiveness. Not only does this involve analysis, but also communication and coordination with, and education of, Members.

#### Investigative Support

Local direction and support to law enforcement in high-loss areas, such as Los Angeles, has been strongly recommended by Visa Members. Members currently work with law enforcement in high loss areas on an individual basis. However, by coordinating on behalf of the membership, Visa can concentrate attention on major activity and create a unified front. This effort includes obtaining and disseminating information on counterfeit perpetrators and maintaining a close relationship with local law enforcement, to encourage and ensure major cases are actively pursued. To carry out such a recommendation and work with law enforcement and Members in Los Angeles, staff and contract personnel would be utilized.

#### Law Enforcement Terminal Program

Special "BIN-checker" terminals have been used successfully by law enforcement officers in Canada to assist in identifying counterfeit cards. Staff proposes to expand this program to the U.S. Through analysis, staff would identify high-risk cities, international airports, and border control points. Specialized terminals would be placed at these locations to display the bank name when card is swiped through the reader. These "BIN-checkers" would identify altered and bogus cards by indicating the disparity



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between encoded bank information, i.e. six-digit BIN, and the bank name printed on the card.

### Video Training Program

- Develop a series of videos for merchant training. These would be scripted and produced by Visa U.S.A. but would use input from MasterCard about their card security features. Areas to be covered: cash advance procedures, card security features, suspicious cardholder behavior, code 10 procedures, and schemes that victimize merchants.
- On a quarterly basis, develop a video describing current fraud trends and Visa's related fraud control efforts. A portion of the video would be consistent from quarter to quarter, while the trends would be newly described based on fraud reporting and operating certificate data. The videos would be made available on a loan-only basis, with the caveat that the material be neither copied nor made available to the media. Staff are currently unable to respond to the numerous requests from Members for presentations on fraud trends and control methods. This program would allow Visa to provide Members current information with minimal impact on staff travel and time.

### Fraud Bulletin Program

Staff would maintain an on-going communication program to produce monthly bulletins for mass distribution to Members and law enforcement. One flyer, produced in a quantity of 300,000, was responsible for the apprehension and arrest of a major organized crime figure responsible for counterfeit Visa cards. Members are supportive of such efforts and have asked for more.

### Community Crime Prevention Program

To provide law enforcement and security representatives of large retail organizations the resources necessary to train merchants about bank card fraud, staff would expand the current program. This would include seminars (ten per year in top cities by fraud loss), development and distribution of manuals, a scripted slide presentation, and timely fraud bulletins.

### Conclusion

The above proposals recognize that Visa's primary purpose in combating counterfeit is that of coordination and education.

A presentation on the current counterfeit situation and this proposed set of actions will be made to the Risk Control Advisors, who will be asked to comment.

Allan Trosclair

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VISA U.S.A. INC.  
CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Terminal Utilization Program

Background

The Visa International Terminal Placement Program (TPP), in effect since March 1992, identifies and requires terminal placement at merchants with reports of excessive counterfeit activity. TPP-qualifying terminals must be programmed with a zero floor limit and the ability to pass the full, unaltered contents of the magnetic stripe, thereby enabling Issuers to verify the Card Verification Value (CVV) encoded on their cards. Since its inception, over 2000 U.S. merchants have been identified through TPP.

The Visa U.S.A. Terminal Utilization Program (TUP) expands on TPP by requiring that the embossed and encoded account numbers be compared by manual key-entry of the last four embossed digits. In addition, because the greatest counterfeit loss merchant category in the U.S. is cash or quasi-cash, TUP requires terminal placement at any such location that has experienced one or more counterfeit transactions on or after October 1, 1992. Over 500 cash advance and quasi-cash locations were identified in the first two reporting periods.

Program Status

Most Members and merchants have readily complied with the program, either by placing terminals or reprogramming those already on site. At issue are ECR merchants identified by TPP who often have central-download systems, and who can be granted variances until April 1, 1993.

Among the benefits of these programs are increased authorizations, chargeback rights for counterfeit transactions at non-compliant merchants, and account number verification. Perhaps the greatest benefit, however, is the passing of the entire magnetic stripe contents, giving Issuers the opportunity to verify the account number with the CVV encoded on their cards.

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Proposed Program Enhancements

Staff proposes to expand TUP to place or reprogram terminals at merchants not identified but at high risk because of their business or geographic location, for example, high-risk merchant categories in Los Angeles. Since the program requires the passing of the full, unaltered contents of the stripe, this will have the effect of providing Issuers with CVV information from those high-risk merchants.

To supplement TUP, use of the Address Verification Service (AVS) via automated response unit (ARU) is under review. A pilot program is presently underway to determine the logistics of implementation. AVS via ARU requires only a touch-tone telephone for input. Staff believes this would stop a large portion of the counterfeit that Issuers experience, because the identification used by perpetrators does not match the true account-holder information.

It is recommended that AVS via ARU be required for all quasi-cash locations; required at cash advance locations when the magnetic stripe is unreadable or when no TUP-qualifying terminal is in place; and offered to other high-risk locations on an optional basis. It is proposed that this be required in place of the currently established requirement that all cash advance and quasi-cash locations place TUP-qualifying terminals by October 1, 1993. The requirement for terminal placement at any such location that has experienced one or more counterfeit transactions would remain in effect.

An added benefit of the AVS via ARU option would be the potential to stop the use of lost/stolen cards (which account for 48.5% of U.S. Members' fraud losses) at merchants using the service. AVS via ARU was supported by the Fraud Working Group members at their meeting earlier this month.

A status report of the program will be presented, with input on the proposed TUP expansion being solicited from the Advisors.

Allan Trosclair

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Compliance Liability for Cash Advances**

Over time, Visa has initiated steps to reduce Members' exposure to counterfeit and fraud. In 1983, faced with the threat of substantial losses resulting from traditional forms of card counterfeiting, a series of anti-counterfeit design elements were introduced. Among these was the requirement that the leading four digits of the account number be printed on the front of the card.

In addition, since a primary use of counterfeit cards is to obtain cash, the requirements of Section 4.1K of the Visa U.S.A. Operating Regulations covering manual cash disbursements were implemented. This section requires the disbursing location to compare the four-digit printed number to the first four digits of the embossed account number and to write the printed four digits on the cash disbursement draft. If the four digits are not the same, the disbursing location should retain the card.

Failure to perform this comparison exposes Issuers to unnecessary risk and therefore cannot be considered only a technical violation of the Operating Regulations. Given the continued use of counterfeit cards to obtain cash, this requirement is considered an important weapon in controlling counterfeit transactions and thereby counterfeit losses to both Issuers and Visa. Issuers may come to file a compliance case if they believe that a disbursing location violated this regulation.

Since 1983, only a small number of compliance cases have been filed each year regarding Section 4.1K. However, due to a sharp increase in counterfeit card use for cash advances, last September a major Visa Issuer recognized that substantial losses had been experienced due to the apparent neglect of disbursing locations to conform to the requirements of this section. As a result, well over 100 compliance cases have been filed with Visa in the last six months.

The Visa Compliance Committee found that failure to record the numbers on the cash advance sales draft in accordance with Section 4.1K is a violation of the Operating Regulations. Therefore, the disbursing Member may be liable for such counterfeit transactions under the compliance rights provided by the Operating Regulations. Such compliance cases are subject to Issuer certification and proof of loss requirements. Disbursing locations can avoid

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liability for these transactions through the simple act of matching and recording the printed digits and by obtaining a proper authorization.

Members have expressed concern over this policy, in light of the fact that it is a Visa-only procedural requirement. At the meeting, Advisors will be asked to discuss the effectiveness of this requirement. Enclosed for your reference is a copy of Section 4.1 of the Visa U.S.A. Operating Regulations.

Vincent La Paglia

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Fran Schall

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(Included for Reference)

## CHAPTER 4 CASH DISBURSEMENT

- 4.1 Cash Disbursement Requirements
- 4.2 Manual Cash Disbursement Reimbursement Fees
- 4.3 Visa ATM Network
- 4.4 Plus Program
- 4.5 Manual Cash Disbursement Security Program
- 4.6 Travelers Cheque Encashment Requirements and Procedures
- 4.7 Emergency Travelers Cheque Refunds

### 4.1 Cash Disbursement Requirements

- A.** All Members, authorized to provide Cash Disbursements as described in Section 2.04 of the By-Laws, will make Manual Cash Disbursements to other Issuers' Visa Classic Cardholders, Visa Business Cardholders, and Visa Gold Cardholders, limited only by applicable law and the Issuer's Cash Disbursement policy as set forth on the Interchange Data Form (Exhibit A) for the Authorizing Member. A Member may make Manual Cash Disbursements to other Issuers' Electron Cardholders provided the Electron Member meets the requirements outlined in Section 18.4A.
- 1.** Participant-Type Members authorized to provide Cash Disbursements only, as described in Section 2.04(j) of the By-Laws, (whether manual or through an ATM) must be separately approved for each type of Cash Disbursement by Visa U.S.A. prior to providing such Cash Disbursements.
- B.** Foreign branches of Members licensed to use the Visa Card Program Marks will make Manual Cash Disbursements to Members' Visa Classic Cardholders, Visa Business Cardholders and Visa Gold Cardholders to a maximum Cash Disbursement limit assigned to these foreign branches by Members. Such Cash Disbursements will be made upon presentation of a valid Visa Classic, Visa Business, or Visa Gold. No Authorization for such Cash Disbursements will be requested from the Authorizing Member unless the Cash Disbursement request is over the limit set by the Issuer. Such over-limit requests will be made to the Authorizing Member by cable, telephone or telex and the charges for such collected from the Issuer in accordance with Section 2.04F of the Visa International Operating Regulations.
- C.** With the prior approval of Visa U.S.A., Members may make Manual Cash Disbursements through the offices of Members which are wholly owned by either the Member or the Member's holding company, provided the Members are primarily engaged in providing financial services to the public.
- D.** Qualified Cash Disbursement Merchants may make Manual Cash Disbursements to Visa Gold Cardholders in accordance with Section 6.12B.1. Such Cash




- 4.1D. (cont.) Disbursements shall not exceed \$250 during the Visa Gold Cardholder's stay at the hotel.
- E. Merchants may make Manual Cash Disbursements representing the sale of travelers cheques or foreign currency in accordance with Section 6.12B.2. Such Cash Disbursements shall be limited to the value of the travelers cheques or foreign currency plus any commission or fee charged by the Merchant.
- F. Except as specified below, all Manual Cash Disbursements will be made at par with no fees or charges assessed to the Cardholders by the Acquirer or the Merchant completing such disbursements in accordance with these Operating Regulations. Issuers may assess Cash Disbursement fees or set-up charges to their Cardholders as permitted by applicable law. The Manual Cash Disbursement Draft (Exhibit F or I) must disclose to the Cardholder the possibility of the Issuer assessing such fees or charges.
1. Taxes or other charges imposed by applicable law.
  2. Commissions or fees on the sale of travelers cheques or foreign currency (see Section 6.12B.2. for Manual Cash Disbursements).
- G. The minimum Manual Cash Disbursement that may be made on Interchange Transactions is \$25.
- H. Manual Cash Disbursements which exceed \$5,000 shall not be subject to Chargeback under Chapter 2 except for the reasons "Incorrect Account Number" (Section 2.4G.2.), "Credit Posted as a Debit or Debit Posted as a Credit" (Section 2.4G.3.), "Incorrect Transaction Amount" (Section 2.4G.4.), "Duplicate Processing" (Section 2.4G.7.) or "Counterfeit Transaction" (Section 2.4E.3.). An Issuer shall have no other Chargeback rights under the Operating Regulations with respect to Manual Cash Disbursements exceeding \$5,000, except that the Issuer may, within 180 days of the Central Processing Date, make a written request under Section 2.5 for Arbitration or, Compliance, limited to the following issues:
- Whether the Transaction was authorized through the V.I.P. System.
  - Whether the failure of the Acquirer to provide, in a timely manner, a requested copy of the signed and imprinted Cash Disbursement Draft or Transaction Record resulted in any loss or damage to the Issuer.
1. Members making Manual Cash Disbursements on Interchange Transactions may establish a maximum Cash Disbursement amount of not less than \$5,000 per day per Cardholder account.
- I. All Manual Cash Disbursements will be made only after reviewing positive identification to determine that the recipient is the Cardholder. Such identification must consist of a current, official government identification document (such as a passport or driver's license) which bears the Cardholder's signature.
1. Such positive identification must be indicated on the Cash Disbursement Draft in the space provided.

2. Such positive identification is not required if the Cash Disbursement is made at an ATM.
- J. At the request of Visa U.S.A., to accommodate special situations or unusual circumstances, the Member shall examine one or more Card security features before completing a Manual Cash Disbursement.
- K. In each case in which a Cardholder presents a Visa Classic, Visa Business or Visa Gold, the Member must (i) compare the first four digits of the embossed account number to the four digits printed above the account number and (ii) write the printed four digits on the Cash Disbursement Draft in the space provided before completing the Manual Cash Disbursement. If the printed four digits and the first four digits of the embossed account number are not the same, the Member should retain the Card by reasonable and peaceful means.
- L. In each case in which (i) a Cardholder presents a Card that bears an embossed "valid from" date and (ii) the Transaction Date is prior to the "valid from" date, the Acquirer shall not complete the Transaction. When a Card is embossed with a "valid from" date in a month/year format, the Card is considered to be valid on the first day of the embossed month and year. When a Card is embossed with a "valid from" date in a month/day/year format, the Card is considered to be valid on the embossed date.
- M. Each Member participating in the Manual Cash Disbursement Security Program will be required to install and authorize all Transactions at the specified location via a magnetic-stripe-reading and account-number-verifying terminal in accordance with Section 9.10B.
1. Whenever the embossed account number is not the same as the encoded account number, the Member should telephone the Issuer to advise it of the discrepancy. If the Issuer is unavailable, decline the Transaction until contact with the Issuer can be established.
    - (a) Whenever the account numbers indicate two different Issuers, the Issuer of the embossed account number should be contacted. If that Issuer is unavailable, the Issuer of the encoded account number should be contacted. If both Issuers are unavailable, retain the Card by reasonable and peaceful means and note the physical description of the user.
  2. Whenever the encoded account number cannot be read from the magnetic stripe, the Member should telephone the Issuer identified by the embossed account number to advise it that the magnetic stripe cannot be read. If the Issuer is unavailable, decline the Transaction until contact with the Issuer can be established.
  3. Whenever the embossed account number is the same as the encoded account number, follow normal Authorization procedures.
- N. The Issuer whose account number is embossed on a Card which an Acquirer retained pursuant to the Manual Cash Disbursement Security Program shall indemnify and hold harmless Visa U.S.A. and the Acquirer with respect to all

Chapter 4



**Exhibit F  
80-COLUMN CASH DISBURSEMENT DRAFT —  
MEMBER**

7005999											
<b>CASH DISBURSEMENT DRAFT</b>			BRANCH OR MEMBER NO.			TELLER		PRINTED DIGITS			
CARDHOLDER'S STREET ADDRESS						CITY		STATE			
IDENTIFICATION				NOTE: A fee or set-up charge may be added to the cardholder's account by the card issuer subject to the terms of the issuer's agreement with the cardholder.							
DATE			AUTHORIZATION CODE			AMOUNT					
TRANSACTION CONFIRMED AND DRAFT ACCEPTED						TOTAL					
 <b>X</b>			CARDHOLDER'S SIGNATURE						MEMBER COPY		
RETAIN THIS COPY FOR STATEMENT VERIFICATION											
DATE			AUTHORIZATION CODE			TOTAL					
TRANSACTION CONFIRMED AND DRAFT ACCEPTED						TOTAL					
 <b>X</b>			CARDHOLDER'S SIGNATURE						CARDHOLDER COPY		
DATE			AUTHORIZATION CODE			TOTAL					
TRANSACTION CONFIRMED AND DRAFT ACCEPTED						TOTAL					
 <b>X</b>			CARDHOLDER'S SIGNATURE						MERCHANT COPY		

**NOTICE**  
As substantial variations in state law exist, the exhibit drafts set forth herein are not appropriate for use by all Members of Visa U.S.A. Before adopting these exhibits for use, Members should confirm the propriety of such use with their counsel.

E-12 VISA U.S.A. Operating Regulations

\*\*CONFIDENTIAL\*\*

January 1, 1993

Fran Schall  
Highly Confidential — Outside Counsel Eyes Only

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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Liability for Data-Captured Transactions

At the last meeting, a report was given regarding an unforeseen problem with counterfeit liability for data-captured transactions. When a data-capture terminal without a transaction record printer is used, the Acquirer is unable to fulfill a copy request to support its electronic record if a counterfeit card was used with different embossed and encoded account numbers.

The Advisors concurred with a recommendation to encourage Acquirers to install printers at these locations to alleviate the problem. In addition, Advisors agreed that staff should consider extending counterfeit insurance protection for this situation through the current insurance year (ending March 31, 1993), thereby providing Acquirers ample time for the installation of printers.

In support of an insurance extension, a Member letter addressing this topic was included in the January 1993 *Systems & Operations Edition* of the *Visa Business Review*. The letter provided information to Acquirers regarding the reporting requirements and claim procedures for qualified transactions occurring through March 31, 1993.

The letter noted that this was a one-time adjustment to the 1992-1993 insurance program and that no claims of this type would be considered in subsequent insurance years. For your reference, enclosed is a copy of the Member Letter.

While no presentation is planned at the meeting, time will be allotted to respond to any questions Advisors may have.

Vincent La Paglia

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# The Counterfeit Card Insurance Program, 1992-1993—Additional Coverage

Linda Mock, Senior Vice President, Member Relations

**In Brief:** *The Counterfeit Card Insurance Program for the insurance year 1992-1993 has been expanded to allow Acquirer claims for counterfeit transactions where the account number embossed on the supporting paper sales draft does not match the encoded account number used for the data-captured transaction.*

The Visa U.S.A. Operating Regulations assign responsibility for disputed transactions to either the Issuer or the Acquirer through the chargeback process. One of the fundamental obligations inherent in the process is the Acquirer's obligation to substantiate the existence of a transaction upon request by the Issuer. For most transactions, this substantiation consists of the paper document signed by the cardholder. This obligation ensures the integrity of the BASE II Clearing and Settlement System's support for Issuers' descriptive billing on cardholder statements.

In some cases where a magnetic stripe counterfeit transaction has occurred, a request for copy for an electronically data-captured transaction authorized and cleared on the same account is supported by a copy of an embossed sales draft with an account number that differs from the account number in the original presentment. This can occur when a data-capture terminal without a transaction record printer was used. In these cases, the Operating Regulations permit the Issuer to charge the transaction back for "Incorrect Account Number" or "Nonreceipt of Requested Item." Either chargeback results in the Acquirer having responsibility for the transaction.

#### COUNTERFEIT INSURANCE EXPANSION

In recognition of this exposure, the Visa U.S.A. Counterfeit Insurance Program for the insurance year ending March 31, 1993 will be expanded to include counterfeit transactions that were cleared and settled using a data-capture terminal without a printer and were charged back when the account number embossed on the sales draft did not match the electronically data-captured account number on the magnetic stripe.

These claims must be supported by documentation indicating that the paper receipt corresponds with the authorization and clearing records in every way except the

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account number and expiration date. Submitted documentation must show identical amounts, transaction dates, and authorization approval codes. For complete documentation requirements, please refer to the attachment.

This is a one-time adjustment to the 1992-1993 insurance program. No claims of this type will be considered in subsequent insurance years. Visa will collect all claims of this type and, depending on the amount of the claims submitted, make the appropriate funds distribution by January 1994. The existing deductible structure remains in place for all Acquirer counterfeit losses. Please refer to Chapter 15 of the Visa U.S.A. Operating Regulations for this information.

### **REPORTING REQUIREMENTS**

Normally, all accepted counterfeit transactions must be reported to Visa within 60 days of the chargeback. As many Acquirers have not reported this type of counterfeit activity during the insurance year, Visa will allow transactions that have occurred throughout the insurance year to be reported until March 31, 1993.

After March 31, 1993, all counterfeit transactions must be reported within 60 days of the chargeback.

All Acquirer counterfeit losses are required to be reported via BASE II (TC40) using fraud type 9. For more information regarding reporting, please refer to the *Visa International Fraud Reporting Programme and Counterfeit Card Insurance User's Manual*.

### **CLAIM PROCEDURES**

Potential claimants should maintain counterfeit claim files (Exhibit B-2s) at their location throughout the claim year. An Exhibit B-3 (Summary Statement of Losses) must be received by Visa International no later than August 31, 1993.

If losses of this type have already been charged back to a merchant, counterfeit transactions claimed and funded by this expansion of the Counterfeit Card Insurance Program must be used to reimburse such merchants.

The installation of a printer on data capture terminals is strongly recommended, as it is the only way to avoid these chargebacks in the future. By using a printer, the electronically produced sales draft will have the same account number as the transaction that was authorized and cleared.

### **IN-BOUND ATTACHMENTS**

Required Documentation for Acquirer Magnetic Stripe Counterfeit Claims

FOR MORE INFORMATION, CONTACT:

Edgar Cruz, Visa U.S.A. Risk Management, at (415) 358-2309.

ARTICLE REFERENCE NUMBER: S019301

ATTACHMENT

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**Required Documentation for Acquirer  
Magnetic Stripe Counterfeit Claims**

**COUNTERFEIT LOSS CLAIM (B-2)**

Use Exhibit B-2, a copy of which is located in the Visa U.S.A. Operating Regulations. Attach the items listed below, along with a summary calculator tape totaling the U.S. dollar amounts of all fraudulent transactions claimed on the account.

**OUTGOING TRANSACTION LOG**

The interchange records should reflect the date of the transaction(s).

**MERCHANT STATEMENT**

The statement must declare that (i) the merchant generated a legitimate sale, (ii) the transaction(s) were magnetic stripe read, and (iii) the terminal was unable to display the encoded account number for the merchant's comparison.

**COPY OF TRANSACTION DRAFT(S)**

For transactions \$200 and above, a legible copy of the draft must be submitted with the claim. For all transactions less than \$200, the merchant billing statement or its approved substitute is required. For transactions that are not in U.S. dollars, the U.S. dollar equivalent must be written next to the draft.

**AUTHORIZATION LOG**

As all magnetic stripe counterfeit claims require authorizations, the applicable authorization log(s) must be submitted. The log must display the account number, authorization date, transaction amount, authorization code, and a POS Entry Mode code matching those found in field 22 of the BASE I authorization request.

**CHARGEBACK TRANSACTION RECORD**

All Acquirer claims must include the BASE II chargeback record.



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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Travelers Cheque Refund Enhancement**

Since its launch in November 1979, the Visa Travelers Cheque program has become a major market success with global sales in 1992 reaching almost \$17 billion. Visa is the second largest selling brand of travelers cheques in the world, the leading brand sold outside the United States, and the fastest growing globally.

The essence of any travelers cheque is its refundability. In this critical and extremely competitive post sale service, Visa continuously strives to upgrade and enhance its global refund capability. Currently, refunds are provided to Visa Travelers Cheque customers in a number of ways, the most common of which are: (i) directing the customer to a Visa Travelers Cheque sales location where the refund is effected in new Visa Travelers Cheques, (ii) directing the customer to a non Visa Travelers Cheque selling Member office where a local currency refund is effected by means of the existing manual cash disbursement process (Visa U.S.A. Operating Regulation Section 4.7), and (iii) providing the refund via special courier delivery.

Building on the success of the manual cash disbursement refund, Visa is evaluating a new and innovative way in which to effect travelers cheque refunds, using the infrastructure and capabilities of the BASE II settlement system. Essentially, this would involve crediting the customer's Visa Card account for the amount of refund due. This, of course, would only be possible when the customer is a Visa cardholder and when this refund method was acceptable to the customer. From a fraud control perspective, a refund by this means reduces the likelihood of fraud, allowing the Cheque Issuer to focus investigative resources on the more traditional refund methods where fraud opportunities are greater. From a customer service and competitive standpoint, this would represent a significant enhancement to our refund capability and would, we believe, become an important option for qualified customers.

In order for such an enhancement to be implemented, a new transaction type would be required in the BASE II System. This transaction, priced appropriately, would be posted as an "at par credit" to the cardholder's account. The transaction would be initiated by Visa's Global Refund Service (GRS), provided under contract to Visa by State Street Bank/Maryland (SSB), and entered into BASE by SSB's processor, NaBanco.

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A number of questions and issues must be resolved, including transaction fees and chargeback rights, before a decision is made to move forward with this enhancement. While a presentation is not planned on this topic at the meeting, Advisors' comments and questions are encouraged.

Thomas J. Gallagher

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Fran Schall

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VISA U.S.A. INC.  
CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

International Operating Regulations Rewrite Project

In June 1992, Visa International initiated a major project to rewrite and restructure the Visa International Operating Regulations with the goal of publication in July 1993. The objective is to significantly enhance the usability and communication value of the manual and to update its structure to reflect the payment services of the future.

Since that time, an international task force composed of regional and Visa International headquarters staff has met several times to provide input on various aspects of the project and review work in progress.

In order to meet the aggressive schedule, the task force was temporarily expanded to include Member representatives from each of the five Visa Regions and a meeting was held in January 1993 to review the first draft of the rewritten and restructured document.

Prior to the January International meeting, Visa U.S.A. held a regional Member meeting to ensure that the four Members representing the U.S. Region at the international meeting were prepared to convey the opinion of the U.S. membership at large.

Although a rather lengthy and technical list of areas requiring additional work was developed, the U.S. Members generally felt that the revised document was an improvement over the current version. That sentiment was echoed by other Members at the International Working Group meeting that followed.

In response to staff and Member comments, a second draft was created. Additional comments have been solicited and another review will take place at the next staff International Working Group meeting in mid-March.

The project plan currently calls for a third and final version to be drafted after the March meeting. The third version is scheduled for review by the International Card Products Advisors in April and Board adoption in June. The rewritten document will be published in June but not effective until October so that Members can familiarize themselves with the new terminology and structure.

Elaine Baum



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VISA U.S.A. INC.

CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Recurring Transactions

The recent expansion of electronically accessed services represents a growing opportunity for Visa Card use. Many services, such as utility companies, cable television services, and computer information services are billed to the cardholder on a monthly basis. A review of recurring types of services has shown that cardholder convenience would be significantly enhanced by permitting recurring transactions of varying transaction amounts.

The current Operating Regulations state that the transaction amount, frequency of charges, and duration of agreement must be set forth on the order form which the cardholder signs to authorize recurring transactions. Effectively, this prohibits transactions of varying amounts to be charged periodically to the cardholder's Visa account.

Operating Regulation revisions are proposed to permit recurring transactions of varying amounts, provided certain procedures, required under Federal Reserve Regulation E, are followed. At least ten days before the scheduled transaction date, the cardholder must be provided written notification of the amount and date of the next charge. However, the cardholder may elect to receive the written notice only when (i) the transaction amount does not fall within a specified range of amounts, or (ii) the transaction amount will differ from most recent charge by more than an agreed-upon amount.

In addition, it is proposed that the "Cancelled Recurring or Preauthorized Health Care Transaction" chargeback (reason code 41) be renamed "Cancelled Recurring Transaction." Revisions are also proposed to provide the Issuer with a right of chargeback if the transaction amount exceeds the parameters preauthorized by the cardholder and either the merchant did not notify the cardholder of the charge in advance or the cardholder denied consent for the charge to be posted to his/her account upon receiving such notification. The Acquirer would be permitted to represent the paper if documentation could be provided evidencing ten days' prior written notification of the charge, and including merchant certification that the cardholder did not respond denying consent for the charge to be posted to his/her account.

Draft Operating Regulations reflecting this revision follow this Executive Summary.

Elaine Baum

**Recurring Transactions**

**TABLE 2.4A.  
CHARGEBACK REASON CODES**

CHARGEBACK REASON (TIME LIMIT)	CODE	PAGE
T&E — No Authorization (45 days)	20	69
T&E — Late Presentment (120 days)	21	71
T&E — Expired Card (120 days)	22	72
T&E — Invalid Transaction (120 days)	23	73
T&E — Merchant Service Error (120 days)	24	76
T&E — Processing Error (120 days)	25	79
T&E — Copy Fulfillment (45 days)	26	82
T&E — Document Fulfillment (60 days)	27	84
T&E — Warning Bulletin (45 days)	28	86
T&E — Declined Authorization (45 days)	29	88
Services Not Rendered (120 days)	30	21
Error in Addition (120 days)	31	56
Fraudulent Transaction Prior to Embossed Valid Date (120 days)	32	39
Incorrect Account Number (120 days)	36	57
Cancelled Recurring or Preauthorized Health Care Transaction (120 days)	41	23
Unauthorized Transaction Exceeds Floor Limit (120 days)	47	47
Credit Posted as a Debit or Debit Posted as a Credit (120 days)	50	58
Incorrect Transaction Amount (120 days)	51	59
Mail/Telephone Order on Expired or Never Issued Account Number (120 days)	52	40
Not as Described (120 days)	53	25
Claim or Defense (120 days)	54	26
Defective Merchandise (120 days)	56	28
Imprinting of Multiple Drafts (120 days)	57	29
Negative Account Number Verification (90 days)	59	48
Requested Item Illegible (45 days)	60	65
Mail/Telephone Order — Unauthorized Purchaser (120 days)	61	34
Counterfeit Transaction (180 days)	62	42
Warning Bulletin (45 days)	70	49
Declined Authorization (45 days)	71	51
Transaction Exceeds Floor Limit (45 days)	72	53
Expired Card (120 days)	73	44
Late Presentment (120 days)	74	60
Non-Matching Account Number (45 days)	77	61
Nonreceipt of Requested Item (45 days)	79	67
No Imprint (120 days)	81	45
Duplicate Processing (120 days)	82	63
No Signature (120 days)	84	37
Credit Not Processed (120 days)	85	30
Altered Amount (120 days)	86	32
Nonreceipt of Merchandise (120 days)	90	33
Questionable Merchant Activity (QMA) (45 days)	93	38
T&E — Cancelled Guaranteed Reservation (120 days)	94	90
T&E — Advance Lodging Deposit (120 days)	95	92
Transaction Exceeds Limited Amount (45 days)	96	64

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**TABLE 2.4A (continued)  
CHARGEBACK REASON CODES (By Category)**

CHARGEBACK REASON (TIME LIMIT)	CODE	PAGE
<b>Cardholder Disputes Paper — Section 2.4C.</b>		
Services Not Rendered (120 days)	30	21
Cancelled Recurring or Preauthorized Health Care Transaction (120 days)	41	23
Not as Described (120 days)	53	25
Claim or Defense (120 days)	54	26
Defective Merchandise (120 days)	56	28
Imprinting of Multiple Drafts (120 days)	57	29
Credit Not Processed (120 days)	85	30
Altered Amount (120 days)	86	32
Nonreceipt of Merchandise (120 days)	90	33
<b>Identification of Cardholder — Section 2.4D.</b>		
Mail/Telephone Order — Unauthorized Purchaser (120 days)	61	34
No Signature (120 days)	84	37
Questionable Merchant Activity (QMA) (45 days)	93	38
<b>Validity of Card — Section 2.4E.</b>		
Fraudulent Transaction Prior to Embossed Valid Date (120 days)	32	39
Mail/Telephone Order on Expired or Never Issued Account Number (120 days)	52	40
Counterfeit Transaction (180 days)	62	42
Expired Card (120 days)	73	44
No Imprint (120 days)	81	45
<b>Authorization Errors — Section 2.4F.</b>		
Unauthorized Transaction Exceeds Floor Limit (120 days)	47	47
Negative Account Number Verification (90 days)	59	48
Warning Bulletin (45 days)	70	49
Declined Authorization (45 days)	71	51
Transaction Exceeds Floor Limit (45 days)	72	53
<b>Processing Errors — Section 2.4G.</b>		
Error in Addition (120 days)	31	56
Incorrect Account Number (120 days)	36	57
Credit Posted as a Debit or Debit Posted as a Credit (120 days)	50	58
Incorrect Transaction Amount (120 days)	51	59
Late Presentment (120 days)	74	60
Non-Matching Account Number (45 days)	77	61
Duplicate Processing (120 days)	82	63
Transaction Exceeds Limited Amount (45 days)	96	64

2.4 (cont.) **B.** Chargeback rights are listed in Reason Code order within the following categories:

1. Cardholder Disputes Paper (Section 2.4C.) — includes Transactions in which the Cardholder acknowledges participation but is disputing the charge.
2. Identification of Cardholder (Section 2.4D.) — includes Transactions in which the Cardholder denies participation.
3. Validity of Card (Section 2.4E.) — includes Transactions in which the validity of the Card used is in question.
4. Authorization Errors (Section 2.4F.) — includes Transactions in which the validity of an Authorization is in question.
5. Processing Errors (Section 2.4G.) — includes Transactions in which an error in processing has allegedly occurred.
6. Retrieval (Section 2.4H.) — includes disputes regarding requests for Copy/Original.
7. Travel & Entertainment (T&E) (Section 2.4I.) — includes T&E Transactions. Refer to Table 2.4A. for a list of Chargebacks for each category.

**C. Cardholder Disputes Paper**

If the Chargeback right is exercised for one of the following reasons:

- "Services Not Rendered" — Reason Code 30
- "Cancelled Recurring or Preauthorized Health Care Transaction" — Reason Code 41
- "Not As Described" — Reason Code 53
- "Claim or Defense" — Reason Code 54
- "Defective Merchandise" — Reason Code 56
- "Nonreceipt of Merchandise" — Reason Code 90

then the following three conditions shall apply.

- Prior to exercising any of the Cardholder dispute Chargeback rights listed above, the Issuer must obtain written Cardholder certification stating that an attempt was made to resolve the dispute with the Merchant (i.e., the Cardholder contacted the Merchant and the Merchant refused to make a price adjustment, replace the goods or services or other things of value, or issue a Credit Voucher to the Cardholder). A copy of this written Cardholder certification must be provided as supporting documentation.
- For Transactions concerning goods or services contracted for on or before the Central Processing Date, the 120-calendar-day Chargeback Period for the Cardholder dispute rights listed above may be calculated from the date the Cardholder actually received the goods or services or, in cases where the goods or services were for any reason not provided (including but not limited to the bankruptcy of the Merchant or a legal constraint imposed upon the Merchant), the applicable Chargeback right may be exercised at any time between the Central Processing Date up to 120 calendar days after the date

**2) Acquirers**

The Acquirer must return the same indicator in the first three positions of the Member Message Field of the subsequent Presentment as present in the incoming Chargeback Record and the subsequent Presentment shall also contain the following, or equivalent language, as appropriate for the subsequent Presentment:

- CRED MMDDYY and ARN X . . . X (23 digits)

**2. Cancelled Recurring or Preauthorized Health Care Transaction (Reason Code 41; 120 Days)****(a) Conditions for this Chargeback**

The Paper resulted from a Recurring Transaction or Preauthorized Health Care Transaction and:

- 1) the Issuer receives a complaint from the Cardholder that payment of a Recurring Transaction or Preauthorized Health Care Transaction was cancelled; or
- 2) a previous Transaction, resulting from the same written authorization, was charged back and such authorization was not expressly renewed by the Cardholder; or
- 3) the Issuer receives a complaint from the Cardholder that the Recurring Transaction amount was not within the range of amounts preauthorized by the Cardholder on the Recurring Transaction Order Form, and
  - the Cardholder did not receive written notification of the charge from the Merchant postmarked 10 days prior to the Transaction date, or
  - the Merchant sent written notification of the charge 10 days prior to the Transaction date but the Cardholder responded denying consent for the charge to be posted to his/her account; or
- 4) the Cardholder's account was cancelled and/or is closed and previous notice was provided to the Acquirer or the Merchant that the account number was not to be honored.

Note: For mail or telephone order Transactions representing payment of a membership fee, cancellation may occur at any time prior to the commencement of the membership or during the membership period.

**(b) Transactions not Eligible for this Chargeback**

- 1) A T&E Transaction
- 2) A Visa ATM Network Transaction
- 3) Effective April 1, 1993, a REPS Transaction



RC 41  
2.4C.2.(c)  
(cont.)

Chapter 2

(c) Chargeback Processing Procedures

- 1) This Chargeback right may be exercised within 120 calendar days from the Central Processing Date of the Transaction.
- 2) If the goods or services are not received on or before the Central Processing Date, 120-calendar-day Chargeback Period may be calculated in accordance with Section 2.4C.
- 3) The amount of this Chargeback is limited to the equivalent portion of the Transaction amount which was unused by the Cardholder or other authorized person. If the cancellation occurred during a membership period, the amount of the Chargeback is limited to the unused portion of said membership.
- 4) The Issuer must state in the Member Message Field of the Chargeback Record the condition under which the Chargeback is exercised, using the language specified in subsection (e) of this Chargeback right.
- 5) The Issuer or Cardholder certification is required as supporting documentation under the following circumstances.
  - For cases in which the Cardholder cancelled payment, a copy of the Cardholder's written certification stating that the Transaction was cancelled.
  - For cases where in which a previous Transaction was cancelled, a written certification from the Issuer must certify that such Transaction was charged back and was not expressly renewed.
  - For cases in which the Transaction amount exceeds the maximum amount preauthorized on the Recurring Transaction Order Form, the Cardholder's written certification stating that such is the case and that (i) the Merchant did not provide 10 days prior written notice of the charge, or (ii) the Merchant provided 10 days prior written notice of the charge, but the Cardholder responded denying consent for the charge to be posted to his/her account.
  - For cases in which the Cardholder's account was cancelled, a written certification from the Issuer that notice was previously provided that the account number was not to be honored may be substituted for the Cardholder's certification provided that the Recurring Transaction or Preauthorized Health Care Transaction was cancelled by the Issuer or Cardholder prior to receiving the Paper which is to be charged back.
- 6) No Cardholder certification is required as supporting documentation if:
  - previous notice was provided to the Acquirer or Merchant that the account number was not to be honored because such account was cancelled or closed, or

Chapter 2

- the initial membership Transaction was charged back and not expressly renewed by the Cardholder.

**(d) Subsequent Presentment Processing Procedures**

1) The Acquirer may present the Transaction a second time within 45 calendar days from the Central Processing Date of the incoming Chargeback, only:

- if evidence can be supplied that the Chargeback was invalid (see Section 2.3), or
- if the Chargeback was exercised under the conditions specified in Section 2.4C.2(a)3, and the Acquirer can supply (i) evidence that 10 days prior written notification of the charge was supplied to the Cardholder and (ii) Merchant certification that the Cardholder did not respond denying consent for the charge to be posted to his/her account.

**(e) Member Message Field Requirements**

1) Issuers

The Member Message Field shall contain the following text, or equivalent language, as appropriate for the Chargeback:

- CARDHOLDER CANCELLED
- NOT RENEWED
- TX AMT EXCEEDS CH PREAUTHD RANGE
- ACCOUNT CLOSED
- PREVIOUS CB MMDDYY, ARN X . . . X (23 digits)

2) Acquirers

There is no required text for subsequent Presentments.

**3. Not as Described (Reason Code 53; 120 Days)**

**(a) Conditions for this Chargeback**

The Issuer receives a written complaint from its Cardholder which states that the goods, services or other things of value described on the Paper or other record do not conform to such documented characterization and the Cardholder attempted to cancel the service(s) or return the merchandise to the Merchant.

- For Transactions completed by mail or telephone order, the written Cardholder complaint is sufficient basis for the Chargeback in the absence of a written description of the purchase from the Merchant.

**(b) Transactions not Eligible for this Chargeback**

- 1) A T&E Transaction
- 2) A Visa ATM Network Transaction

time for delivery (such maximum period is now nine calendar days). Permissible time periods shall include the Transaction Date and receipt date.

- G. An Acquirer must include a provision in its Merchant Agreement which permits its Merchant to designate a third party (which does not have a direct agreement with the Acquirer) as its agent for the purpose of delivering Visa Transactions data-captured at the point of sale by such agent. This provision must specify that if the Merchant elects to use such third party as its agent for the direct delivery of data-captured Visa Transactions to VisaNet for clearing and settlement, the Merchant agrees to the following conditions.
1. The Merchant must provide satisfactory notice to the Acquirer that it chooses to exercise the option specified in this provision.
  2. The Merchant understands and agrees that the obligation of the Acquirer to the Merchant to reimburse it for Visa Transactions is limited to the amount (less the appropriate discount fee) delivered by that agent to VisaNet.
  3. The Merchant is responsible for any failure by its agent to comply with Visa Operating Regulations including but not limited to any violation which results in a Chargeback.

### 6.21 Mail Order, Telephone Order, and Recurring Transactions

- A. The Merchant shall make an attempt to obtain the expiration date of the Card for telephone and mail order type Transactions and to forward the expiration date as part of the Authorization inquiry when Authorization is required.
- B. If the Merchant agrees to accept a Recurring Transaction from a Cardholder for the purchase of goods or services which are delivered or performed periodically, the Cardholder shall complete and deliver to the Merchant an Order Form containing a written request for such goods or services to be charged to the Cardholder's account. The Order Form must at least specify the following:
- Transaction amount(s) charged to the Cardholder's account, unless the Recurring Transactions are to be for varying amounts.
  - the frequency of the recurring charges, and
  - the duration of time for which such Cardholder's permission is granted.

In the event that a Recurring Transaction is renewed, the Cardholder shall complete and deliver to the Merchant a subsequent Order Form for continuation of such goods or services to be charged to the Cardholder's account. A Recurring Transaction may include the payment of recurring charges such as insurance premiums, subscriptions, membership fees, tuition or utility charges. Except as allowed in Section 6.15, a Recurring Transaction may not include partial payments made to the Merchant for goods or services purchased in a single Transaction, nor may it be used for periodic payments of goods or services on which the Merchant assesses additional finance charges.

- 6.21B. (cont.)
1. If the Recurring Transactions are to be for varying amounts, the following additional conditions apply:
    - (a) The Order Form must allow space for the Cardholder to specify a minimum and maximum Transaction amount to be charged periodically to his/her account.
    - (b) The Merchant must inform the Cardholder that he/she has the right to receive, at least ten days prior to each scheduled Transaction Date, written notification of the amount and date of the next charge. The Cardholder may elect to receive the notice:
      - for every charge, or
      - only when the Transaction amount does not fall within the range of amounts specified on the Order Form, or
      - only when the Transaction amount will differ from the most recent charge by more than an agreed-upon amount.
  2. A microfilm copy of the Order Form must be retained for the duration of the recurring charges and provided in response to an Issuer's request for Original Paper.
  3. A Merchant must not complete an initial or subsequent Recurring Transaction after receiving a cancellation notice from the Cardholder, its Acquirer or a Response that the Card is not to be honored.
- C. For the Transactions specified below, the Merchant shall type or print legibly on the "signature line" of the Sales Draft such information as described below.
- For telephone order Transactions, the letters "TO"
  - For mail order Transactions, the letters "MO"
  - For Recurring Transactions, the words "Recurring Transaction"
  - For No Show Transactions, the words "NO SHOW"
  - For Advance Lodging Deposit Transactions, the words "ADVANCE DEPOSIT"
  - For Priority Check-Out Transactions, the words "PRIORITY CHECK-OUT."
- D. A mail/telephone order Merchant may offer Cardholders an installment payment option for its mail/telephone order merchandise under the following conditions.
1. The Merchant's material must clearly disclose the installment terms including but not limited to (i) the availability of the plan for selected items or the total amount of the order and (ii) the handling of the shipping and handling charges and any applicable tax. The material must also advise Cardholders who are not billed in the Transaction currency of the Merchant that the installment billing amounts may vary due to the fluctuation of the currency conversion rates between the Transaction currency and the billing currency at the time each installment is processed.

- 41 Canceled Recurring or Preauthorized Health-Care Transaction

**Issuer:**  
 CARDHOLDER CANCELLED  
 CARDHOLDER NOT RENEWED  
TX AMT EXCEEDS CH PREAUTHD RANGE  
 ACCOUNT CLOSED  
 PREVIOUS CB MMDDYY, ARN X . . . X (23 digits)
- 47 Unauthorized Transaction Exceeds Floor Limit

**Acquirer:**  
 TRANS AUTHORIZED MMDDYY CODE XXXXX AMT \$XXXX  
 MERCH IS RESTAURANT MMDDYY CODE XXXXX AMT \$XXXX  
 MO/TO ORDER DATE MMDDYY CODE XXXXX AMT \$XXXX
- 50 Credit Posted as Debit or Debit as Credit

**Issuer:**  
 RETV RQ DATE MMDDYY
- 52 Mail/Telephone Order, Recurring Transaction, Preauthorized Health Care Transaction, or Magnetic-Stripe-Reading Telephone Transaction on Expired or Never Issued Account Number

**Issuer:**  
 EXP MM/YY  
 FICT ACCT NO.
- 53 Not as Described

**Acquirer:**  
 CRED MMDDYY and ARN X . . . X (23 digits)
- 54 Claim or Defense

**Acquirer:**  
 CRED MMDDYY AND ARN X . . . X (23 digits)
- 56 Defective Merchandise

**Acquirer:**  
 CRED MMDDYY AND ARN X . . . X (23 digits)
- 59 Negative Account Number Verification

**Issuer:**  
 NEG VERIF DATE MMDDYY
- 60 Requested Item Illegible

**Issuer:**  
 DATE MMDDYY, REASON XX CTL # XXXXXXXXXX, IL CD XX  
 (for "Reason XX" see Table 2.2B.; for "IL CD XX" see below)  
 XX = 01 — Cardholder account number  
 02 — Transaction Date  
 03 — Transaction amount  
 04 — Card expiration date  
 05 — Merchant name/location  
 06 — Other (must specify)

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VISA U.S.A. INC.  
CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

**EXECUTIVE SUMMARY**

**Retention of Magnetic-Stripe Data**

Recently, inquiries have been received from Acquirers regarding the retention of magnetic-stripe data by merchants for use in authorizing and clearing subsequent transactions where the card may not be present. Although the Operating Regulations require that Members maintain the integrity and security of all materials containing Cardholder account information, they do not expressly prohibit the retention or storage of magnetic-stripe data.

This practice clearly places the security of cardholder account information at risk, increasing the possibility of fraudulent use of, and unauthorized access to, such account information. To reduce the potential risk exposure to Members and the corporation in cases where the security and integrity of magnetic-stripe data may be compromised, it is proposed that a prohibition against the retention or storage of magnetic-stripe data subsequent to the authorization of the original transaction be added to the Operating Regulations. Draft Operating Regulation language for the proposed revision follows this Executive Summary.

Elaine Baum

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Fran Schall

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Retention of Magnetic-Stripe Data

Records, (ii) Transactions originating at Limited-Amount Terminals, or (iii) Express Payment Service Transactions.

### 6.18 Disclosure and Storage of Cardholder Information

- A. The Merchant shall not disclose a Cardholder's account information nor other personal information to third parties other than to the Merchant's agents for the purpose of assisting the Merchant in completing the Transaction or as specifically required by law.
- B. The Merchant or any agent of a Merchant shall store in an area limited to selected personnel and, prior to discarding, shall destroy in a manner rendering data unreadable, all material containing Cardholder account numbers, Card imprints, such as Sales Drafts and Credit Vouchers, car rental agreements and carbons.
- C. The Merchant or any agent of a Merchant shall not retain or store magnetic-stripe data subsequent to the Authorization of a Transaction.

### 6.19 Legends

- A. The Merchant shall use a suitable imprinter to imprint legibly on each Sales Draft and Credit Voucher the embossed legends from the Card and from the Merchant plate. If either or both of such legends are not so imprinted, the information appearing thereon shall be reproduced legibly on the Sales Draft in sufficient detail to identify the parties to such sale and the Issuer. Such detail shall include at least the Cardholder's name and account number and the Merchant's name and place of business. This requirement does not apply to (i) Paper resulting from Transactions involving Magnetic-Stripe-Reading Terminals which produce Transaction Records provided the Paper complies with the identification requirements of Section 3.4G., or (ii) Express Payment Service Transactions. Merchants completing Transactions with Magnetic-Stripe-Reading Terminals which produce Transaction Records must ensure that the Cardholder account number encoded on the magnetic stripe and the Merchant's name and place of business are included on the Transaction Record.
- B. The Merchant shall notify its Member in the event that the information on the Merchant plate is changed.

### 6.20 Delivery of Sales Drafts or Transaction Records and Credit Vouchers

- A. Unless otherwise specified in Section 6.20B., the Merchant shall deliver all Sales Drafts or Transaction Records to its Member or designated Agent within five calendar days after the applicable Transaction Date with the following exceptions:
  - 1. In cases in which the Merchant requests and receives Authorization for a Delayed Delivery Transaction, delivery of the draft shall then be made within



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VISA U.S.A. INC.  
CARD OPERATIONS ADVISORS MEETING

Washington, D.C.  
March 31-April 2, 1993

EXECUTIVE SUMMARY

Other Operating Regulations

The Advisors are asked to review and endorse the following proposed Operating Regulation revisions.

Chargeback and Retrieval Record Requirements

In order to facilitate monitoring associated with the various cardholder-activated terminal programs, it is proposed that Chapter 2 (Exception Item Processing) and Exhibit NN (VisaNet Clearing Message Content Standards) be revised to designate the cardholder-activated terminal indicator as a required data element for all retrievals, chargebacks, and subsequent presentments, effective April 1, 1994.

"Late Presentment" Chargeback

Currently, if a transaction is processed more than 30 days from the transaction date, the Issuer may only charge back the item for "Late Presentment" (reason code 74) if the account is in a "blocked" condition or closed. In addition, the Issuer must note the status of the account in the Member message field of the chargeback record. If the account is open and in good standing, the Issuer may file a compliance case, but must show that a financial loss will be sustained.

Complaints have been received from Issuers that items that are posted after an inordinately long period of time (e.g., more than six months) are causing customer service problems and expense in proving to cardholders that they were not previously billed.

To address these concerns, it is proposed that the "Late Presentment" chargeback be modified to apply if (i) the transaction date is between 30 and 180 days prior to the central processing date, in which case the account must be blocked or closed, or (ii) the transaction date is more than 180 days prior to the central processing date regardless of the status of the account.

Discussions were held with MasterCard regarding the late presentment issue, and the associations agreed to this approach.

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### "Split Sale" Compliance Right

In 1987, as part of the Visa/MasterCard alignment effort, the chargeback right for "split sale" was converted to a compliance right. This compliance right addresses the circumstance where the merchant prepared two or more sales drafts in an attempt to avoid authorization for a single transaction amount.

In response to Member requests for clarification of the submission criteria, it is proposed that the following criteria, which generally parallels criteria from the chargeback right, be added to the "split sale" compliance right. Specifically, the sales drafts must be:

- imprinted, printed, or written with the same primary account number and expiration date;
- dated with the same date;
- prepared at the same merchant location;
- initialed by the same sales clerk or, in the absence of initials of a sales clerk, coded with the same department number; and
- printed with consecutive sequential numbers.

In addition, the total sum of all related sales drafts must not have been authorized.

### Merchant Requests for Cardholder Identification

Several cardholder complaints have been received regarding mail/telephone order merchants requiring that cardholders provide copies of the front and back of their Visa Cards and driver's licenses prior to the processing of their orders.

Staff is concerned about this practice for a variety of reasons. A requirement that the cardholder copy his or her Visa Card and driver's license constitutes a significant inconvenience to cardholder. This inconvenience is, however, overshadowed by the considerable risk associated with mailing the card and driver's license copies to the merchant. In the wrong hands, this information could be used to initiate fraudulent applications, or even to produce counterfeit cards and identification. In addition, this practice does not protect the merchant from chargeback liability, and Visa offers a fraud-control alternative for mail and telephone order merchants, in the form of the Address Verification Service.

Although this practice violates the current prohibition against requesting supplementary cardholder identification as a condition of Visa Card

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acceptance, it is proposed that the regulations be clarified to specifically prohibit requiring a cardholder to provide a copy of the Visa Card, or any other personal identification, as a condition for completing the transaction.

Secured Card Programs

The current Operating Regulations contain requirements for handling of a cash deposit accepted as security for issuance of a secured Visa Card, but do not contain any other provisions specific to secured card programs. To address growing fraud concerns associated with unauthorized secured card solicitations, and enable Visa to better monitor secured card programs, a requirement that Issuers notify Visa U.S.A. of all secured card programs is proposed.

Fraudulent solicitations also frequently contain application processing fees, without the Issuer's knowledge. For a fee, the misled consumer trying to establish credit for the first time, or perhaps reestablish credit, is supplied with nothing more than a "take-one" application collected from a Member's branch location, or at best, a list of secured card Issuers. To address this aspect of the unauthorized secured card solicitation problem, language is proposed to require that cardholder application processing fees be made payable only to the Issuer.

Risk Management Chargebacks

To align with recently revised Visa International Operating Regulations, the following revisions to the Visa U.S.A. Operating Regulations are proposed:

- Currently, chargeback reason code 93, "Questionable Merchant Activity" is only available for transactions that appear on an "Issuer QMA Exception Report." However, Questionable Merchant Activity transactions constitute only a portion of all eligible transactions that the Risk Identification Service may identify. To support transactions eligible for chargeback from a variety of Visa risk management programs, it is proposed that the name of the chargeback be changed to "Risk Identification Service." In addition, revisions are proposed specifying that the chargeback may apply to any transaction that appears on the "Risk Identification Service Chargeback Exception Report."
- To clarify the fraud reporting requirements of the "Counterfeit Transaction" chargeback (reason code 62), it is proposed that language be added to require that the Issuer report such transactions specifically as counterfeit.

Elaine Baum

**Chargeback and Retrieval Record Requirements**

**CHAPTER 2  
EXCEPTION ITEM PROCESSING**

Chapter 2

- 2.1 Copy/Original Retention Periods
- 2.2 Member Requests for Copy/Original and Substitute Drafts
- 2.3 Chargeback and Presentment Procedures
- 2.4 Chargeback and Presentment Rights
- 2.5 Additional Rights
- 2.6 Compliance Rights
- 2.7 Arbitration and Compliance Procedures and Fees
- 2.8 Direct Arbitration Request Procedures and Fees
- 2.9 Travel and Entertainment (T&E) Resolution Request Procedures

**2.1 Copy/Original Retention Periods**

- A. **Original Paper** — May be destroyed provided that a microfilm copy is maintained.
- B. **Microfilm of Original Paper** — Must be retained for three years from the Acquirer's Processing Date.
- C. **T&E Documents** — Must be retained for a minimum of 180 calendar days from the Acquirer's Processing Date.

**2.2 Member Requests for Copy/Original and Substitute Drafts**

NOTE: This section does not apply to (i) Transactions completed with an Electron Card, (ii) Express Payment Service (EPS) Transactions, or (iii) Visa ATM Network Transactions. Refer to Section 6.32E. for exceptions related to an airport parking test.

- A. A Copy/Original or Substitute Draft, if appropriate, must be provided by the Clearing Member to the requesting Member during the required retention periods specified in Section 2.1. The retention period for Paper representing a Recurring Transaction or Preauthorized Health Care Transaction is calculated from the Acquirer's Processing Date of the latest Transaction and thenceforth from the Acquirer's Processing Date of each subsequent Transaction, for the duration of the recurring or preauthorized charges. For a lodging, car rental, or cruise line Transaction, a Clearing Member must supply the requesting Member with a T&E Document(s) whenever such request is made in accordance with applicable sections of these Operating Regulations.
  - 1. A fee of \$2 per request for photocopy of Original Paper, \$6 per request for Original Paper and \$25 per request for a T&E Document will be assessed to the requesting Member and reimbursed to the Clearing Member through VisaNet as specified in the appropriate VisaNet User's Manuals.

## 2.2A. 1. (cont.)

Note: Members are not required to retain or provide the Original Paper. At its option, the Clearing Member may provide (i) the Original Paper or (ii) a photocopy of the Original Paper in response to a request for Original Paper. In either case, the requesting Member will be assessed \$6 if Original Paper was requested.

At its option, a Clearing Member may respond to a request for Copy/Original of a T&E Transaction with either a photocopy of Original Paper or a Substitute Draft in accordance with Section 2.2D.

2. Fees may be recovered by the Issuer when (i) the Copy/Original, Substitute Draft or T&E Document requested was not properly supplied; (ii) the Substitute Draft does not include required data as specified in Section 2.2D.; or (iii) the request for Copy/Original or Substitute Draft resulted from an incorrect Merchant description or a zero-filled or incorrect Transaction Date in the Clearing Record. The fee may only be recovered in accordance with Section 8.10A., "Member Fee Collection."
  3. A handling fee of \$25 may be collected by the Issuer in accordance with Section 8.10A. when the request resulted from a significantly different Merchant name or from an incorrect city, state, foreign country, and/or Transaction Date in the Clearing Record. For lodging and car rental Transactions, this handling fee may not be collected for an incorrect Transaction Date if the Clearing Record contained (i) the date the Card was first presented or (ii) the date the Transaction was completed.
- B.** A request for a Copy/Original, Substitute Draft or T&E Document may be made by telephone or through VisaNet, using the appropriate transaction code (see Exhibit NN). Requests must also include at least the following data elements as transmitted in the original Presentment: (i) Acquirer's Reference Number, (ii) Acquirer's Business I.D., (iii) Cardholder account number, (iv) Transaction Date, (v) Merchant city and state, (vi) Merchant Category Code, and (vii) Transaction amount, and (viii) effective April 1, 1994, the Cardholder-Activated Terminal indicator.
- A telephone request shall be made only in an emergency or when the Acquirer's Processing Date of the Paper is more than 12 months prior to the date of the request. Such requests must include the Acquirer's Reference Number, Cardholder account number, Transaction amount and the appropriate request reason code (Table 2.2B.) and must be confirmed through VisaNet within three calendar days.
  - A VisaNet request or VisaNet confirmation of a telephone request shall be in a format consistent with the appropriate VisaNet User's Manuals and must include the request reason code (Table 2.2B.) in the Reason Code field.
1. A VisaNet request for retrieval may contain a unique nine-digit control number assigned by the Issuer to identify the internal source of the outgoing request. The same Issuer control number must be returned by the receiving

## 2.3C.6. (cont.)

- the Acquirer's Reference Number and/or Cardholder account number was invalid or not the same as originally presented and can be correctly provided.

Appropriate documentation which must be provided to support the Arbitration Chargeback must be mailed using a method that supplies proof of delivery. A Visa ATM Network Transaction may not be charged back a third time.

- (a) If the Acquirer believes the Arbitration Chargeback was improper or required documentation was incomplete or not received, it may appeal to Visa U.S.A. using the procedures described in Section 2.7.
- D. Under no circumstances may an Acquirer exercise a fourth Presentment or process a first Presentment representing a Transaction which has been previously charged back in accordance with these Operating Regulations.
- E. Unless otherwise specified, an Issuer may exercise an Initial Chargeback within the applicable time limit specified in Sections 2.4C., 2.4D., 2.4E., 2.4F., 2.4G., 2.4H., or 2.4I. and such time limit shall be measured from the Central Processing Date of the Presentment.

Note: The Central Processing Date of the Presentment is not counted as one day. The Central Processing Date of the Chargeback is counted as one day.

1. If a Copy/Original is necessary for (i) information to determine the availability of a Chargeback right or (ii) required documentation in accordance with Section 2.4, the Issuer may exercise a Chargeback right within 45 days of the receipt date of the Copy/Original, provided such Copy/Original was requested within 120 days from the Central Processing Date of the Transaction. In such case, the Issuer must include the Copy/Original receipt date in the Member Message Field of the Clearing Record using the following or equivalent language — "COPY RECEIVED MMDDYY."

Note: The Copy/Original receipt date is not counted as one day. The Central Processing Date of the Chargeback is counted as one day.

2. Each Chargeback must be transmitted through Interchange in accordance with the appropriate VisaNet User's Manuals. Message content standards are described in Exhibit NN and include the following Chargeback Record data requirements.
- (a) The Transaction Date as shown in the original Presentment.
- (b) The Merchant name, city, state or foreign country and Merchant Category Code as shown in the original Presentment.
- (c) The appropriate Usage Code which identifies the Chargeback processing cycle in accordance with either Section 2.3C.2., 2.3C.4., or 2.3C.6.

(d) The appropriate Documentation Indicator which identifies the status of supporting documentation in accordance with the Chargeback right and processing cycle. Acceptable values are:

- Space = No documentation required.
- 0 = No Chargeback documentation provided.
- 1 = Supporting documentation is to follow.

(e) The standard message text in accordance with Chargeback requirements must be included in the Member Message Field. For required texts for T&E Transactions, refer to Section 2.4I. For all Chargebacks, including Chargebacks of T&E Transactions, when circumstances require that more than one message be contained in the Member Message Field, any informational message (e.g., "EXP MMY," "FICT ACCT NO.") must precede any time limit-related message (e.g., "C/O RECD MMDDYY"). A list of preformatted messages is included in Exhibit TT, "Member Message Field."

(f) The appropriate Reimbursement Attribute as specified in Exhibit NN.

(g) Effective April 1, 1994, the appropriate Cardholder-Activated Terminal indicator as specified in Exhibit NN.

3. If for any reason, multiple installment Transactions as permitted in Section 6.21 are eligible to be charged back, the Issuer must charge back each installment Transaction independently. Under no circumstances may the Issuer charge back multiple installment Transactions in a single Chargeback Record.
  4. If required, a Cardholder's certification shall consist of a statement (describing the complaint) signed by the Cardholder. If a Cardholder asserts fraudulent use of his/her account number (for example, due to loss, theft or non-receipt of the Card or unauthorized use of the account number for mail or telephone orders), an "affidavit of fraud," or a general certification (i) denying participation in such Transactions and (ii) signed by the Cardholder asserting such fraudulent use, is acceptable as supporting documentation (as required by the Chargeback exercised) for all unauthorized Transactions related to the fraudulent misuse of the Card or account number. A separate affidavit or certification for each Transaction(s) charged back is not required after such assertion of fraud use by the Cardholder.
  5. For Electron Card Chargebacks, refer to Section 18.5.
  6. If requested by the Acquirer, the Issuer should, if possible, provide the Cardholder's address for Paper which has been charged back.
- F. When documentation is required to support a Chargeback or a subsequent Presentment, the Member shall include legible photocopies of all previous documentation with any new information provided and shall mail such



**VisaNet Clearing Message Content Standards**

The information contained in this Exhibit represents only a portion of the required fields applicable to Interchange transactions submitted to a VisaNet Interchange Center (VIC). Refer to the appropriate VisaNet User's Manuals for a complete description of required fields and information on format and editing. For airline, hotel, car rental, and cruise line Transactions, Members who submit inaccurate Transaction Dates or Merchant information (name, city, state or foreign country, or Merchant Category Code) shall be subject to special fines and penalties as determined by the Board of Directors from time to time.

Transaction Codes	BASE II Codes	Debit System Equivalents*
Sales Draft	05	02XX 00
Credit Voucher	06	02XX 20
Cash Disbursement — Member	07	02XX 01
Cash Disbursement (Representing the Sale of Travelers Cheques or Foreign Currency) — Merchant	07	02XX 01
Cash Disbursement — Qualified Merchant	07	02XX 01
Fee Collection to Issuer	10	0220 19
Fee Collection to Acquirer	10	0422 19
Chargeback (Sales Draft)	15	0422 00
Chargeback (Credit Voucher)	16	0422 20
Chargeback (Cash Disbursement)	17	0422 01
Funds Disbursement to Issuer	20	0220 29
Funds Disbursement to Acquirer	20	0422 29
Reversal (Fee Collection)	20	0220 19
Reversal (Sales Draft)	25	0220 22
Reversal (Credit Voucher)	26	0220 02
Reversal (Cash Disbursement)	27	0220 22
Reversal (Chargeback of Sales Draft)	35	0422 22
Reversal (Chargeback of Credit Voucher)	36	0422 02
Reversal (Chargeback of Cash Disbursement)	37	0422 22
Fraud Advice Transaction	40	N/A
Merchant Mailing File Transaction	42	N/A
Merchant Mailing File Transaction	43	N/A
Free-Text Message	50	0620 N/A
Request for Original Paper	51	0620 N/A
Request for Copy or Substitute Draft	52	0620 N/A
Confirmation of Mailing Copy/Original	53	0620 N/A

\* Debit System equivalents consist of two elements. The first four digits comprise the message type and the last two digits are the processing code.

BASE II Data Element	Debit System Equivalent	Description																				
Card Acceptor Terminal Identification	Card Acceptor Terminal Identification	This field contains a code assigned by the Acquirer to identify a Point-of-Transaction Terminal at a Merchant location. Required for (i) T1IF2 Transactions (ii) Supermarket Incentive Program Transactions, and (iii) REPS Transactions, as specified in the appropriate VisaNet User's Manuals. (If the card acceptor identification code (described above) includes identification of the terminal, this code is not required.)																				
Cardholder-Activated Terminal	See "POS Entry Mode Code" and "POS Entry Capability Code".	Effective April 3, 1993, this field must contain the appropriate Cardholder-Activated Terminal indicator value listed below. <u>Effective April 1, 1994, the Cardholder-Activated Terminal indicator as shown in the original Presentment must be included in the Chargeback Record.</u> <table border="1" data-bbox="633 672 1136 840"> <thead> <tr> <th>Value</th> <th>Terminal Type</th> </tr> </thead> <tbody> <tr> <td>Space</td> <td>Not applicable to this Transaction</td> </tr> <tr> <td>1</td> <td>Limited-Amount Terminal</td> </tr> <tr> <td>2</td> <td>Automated Dispensing Machine</td> </tr> <tr> <td>3</td> <td>Self-Service Terminal</td> </tr> </tbody> </table>	Value	Terminal Type	Space	Not applicable to this Transaction	1	Limited-Amount Terminal	2	Automated Dispensing Machine	3	Self-Service Terminal										
Value	Terminal Type																					
Space	Not applicable to this Transaction																					
1	Limited-Amount Terminal																					
2	Automated Dispensing Machine																					
3	Self-Service Terminal																					
Prepaid Card Indicator	Not Supported in Debit	Effective April 3, 1993, this field must contain the appropriate value listed below. The presence of a "P" indicates the purchase of a Prepaid Card. <table border="1" data-bbox="633 945 1136 1050"> <thead> <tr> <th>Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Space</td> <td>Not applicable to this Transaction</td> </tr> <tr> <td>P</td> <td>Prepaid Card</td> </tr> </tbody> </table>	Value	Description	Space	Not applicable to this Transaction	P	Prepaid Card														
Value	Description																					
Space	Not applicable to this Transaction																					
P	Prepaid Card																					
Transaction Amount	Amount Transaction	The total amount of the Transaction as recorded on the Sales Draft or Transaction Record.																				
Reimbursement Attribute	Set by Debit Offline	This field must contain the appropriate reimbursement value listed below. <table border="1" data-bbox="633 1239 1250 1627"> <thead> <tr> <th>Value</th> <th>Reimbursement Schedule</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Standard Interchange Reimbursement Fee or Cash Disbursement Reimbursement Fee</td> </tr> <tr> <td>2</td> <td>Visa Automated Cash Disbursement</td> </tr> <tr> <td>3</td> <td>Express Payment Service</td> </tr> <tr> <td>4</td> <td>Supermarket Incentive Program Interchange Reimbursement Fee</td> </tr> <tr> <td>5</td> <td>T1IF1</td> </tr> <tr> <td>6</td> <td>Electron Card Transaction</td> </tr> <tr> <td>7</td> <td>T1IF2</td> </tr> <tr> <td>8</td> <td>JCPenney</td> </tr> <tr> <td>A</td> <td>PSIRF</td> </tr> </tbody> </table>	Value	Reimbursement Schedule	0	Standard Interchange Reimbursement Fee or Cash Disbursement Reimbursement Fee	2	Visa Automated Cash Disbursement	3	Express Payment Service	4	Supermarket Incentive Program Interchange Reimbursement Fee	5	T1IF1	6	Electron Card Transaction	7	T1IF2	8	JCPenney	A	PSIRF
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4	Supermarket Incentive Program Interchange Reimbursement Fee																					
5	T1IF1																					
6	Electron Card Transaction																					
7	T1IF2																					
8	JCPenney																					
A	PSIRF																					

**"Late Presentment" Chargeback**

RC 51  
2.4G.4.(c)  
(cont.)

- 2) The Issuer must obtain a Copy/Original of the Transaction prior to exercising this Chargeback right.
- 3) The Chargeback will be limited to the amount of the processing error.
- 4) No documentation is required to support this Chargeback.

**(d) Subsequent Presentment Processing Procedures**

The Acquirer may present the Transaction a second time within 45 calendar days from the Central Processing Date of the Incoming Chargeback, only if evidence can be supplied that the Chargeback was invalid (see Section 2.3).

**(e) Member Message Field Requirements**

There is no required text for this Chargeback or subsequent Presentments.

**5. Late Presentment (Reason Code 74; 120 Days)**

**(a) Conditions for this Chargeback**

- 1) The Transaction Date on Paper completed using a Visa Classic, Visa Business, or Visa Gold is more than 30 calendar days prior to the Central Processing Date, and the Cardholder account number is in a "blocked" condition or closed status.

OR

- 2) ~~The Transaction Date on Paper completed using a Visa Classic, Visa Business, or Visa Gold is more than 180 calendar days prior to the Central Processing Date.~~
  - ~~Before exercising this Chargeback right every possibility of honoring the Paper must be explored and the Cardholder account number must be in a "blocked" condition or closed.~~

Note: For Visa ATM Network Transactions, refer to Section 4.3A.11.

**(b) Transactions not Eligible for this Chargeback**

- 1) A T&E Transaction

This Chargeback right may not be exercised for an amount less than \$10.

**(c) Chargeback Processing Procedures**

- 1) This Chargeback right may be exercised within 120 calendar days from the Central Processing Date of the Transaction.
- 2) The Issuer must identify the account condition in the Member Message Field of the Chargeback Record using the language specified in subsection (e) of this Chargeback right.
- 3) No documentation is required to support this Chargeback.

**(d) Subsequent Presentment Processing Procedures**

- 1) A subsequent Presentment may be processed within 45 calendar days from the Central Processing Date of the incoming Chargeback.
- 2) The Acquirer may present the Transaction a second time to the Issuer
  - by providing a Copy/Original which bears a different Transaction Date and disproves the late Presentment, and
  - the Acquirer must state the correct Transaction Date in the Member Message Field of the Chargeback Record using the language specified in subsection (e) of this Chargeback right.

**(e) Member Message Field Requirements****1) Issuers**

If the Chargeback is exercised under the conditions specified in Section 2.4G.5(a)(1), the Member Message Field shall contain the following text, or equivalent language, as appropriate for the Chargeback:

- ACCOUNT STATUSED CODE \_\_\_ (supply the appropriate code indicator in the last position in the text)
  - C = Credit Problem
  - F = Other Fraud (lost, stolen, not received)
  - X = Counterfeit
  - O = Account Closed

**2) Acquirers**

The Member Message Field shall contain the following text, or equivalent language, as appropriate for the subsequent Presentment:

- CORRECT TRANS DATE MMDDYY

**6. Non-Matching Account Number (Reason Code 77: 45 Days)****(a) Conditions for this Chargeback**

The Cardholder account number transmitted through VisaNet does not match an account number on the Issuer's Cardholder master file as of the Central Processing Date on which such Paper was received by the Issuer.

**(b) Transactions not Eligible for this Chargeback**

- 1) A T&E Transaction
- 2) A Visa ATM Network Transaction
- 3) Effective April 1, 1993, a REPS Transaction

**(c) Chargeback Processing Procedures**

- 1) This Chargeback right may be exercised within 45 calendar days from the Central Processing Date of the Transaction.

**"Split Sale" Compliance Right**

- 2.6D. (cont.)
- (a) The remedies that may be available include, but are not limited to, the exercising of a valid Chargeback or subsequent Presentment right, or filing of a Compliance or Arbitration case.
  - (b) The Member requesting Resolution of a disputed T&E Transaction must do so in accordance with Section 2.9 (T&E Resolution Request Procedures), within 45 calendar days of date of the final determination that no remedy other than Resolution is available, (for example, the Central Processing Date of the applicable Chargeback or subsequent Presentment). Note: Such date is not counted as one day.

## 2.6 Compliance Rights

- A. A Compliance request may be made by a Member in accordance with the procedures described in Section 2.7 when a financial loss resulted or will result from a violation of these Operating Regulations for which no Chargeback or Presentment right was available.
- B. A Member may appeal to Visa U.S.A. for Compliance within 180 calendar days from the following dates:

- 1. For violations involving a Transaction, the Central Processing Date.

(Note: The Central Processing Date is not counted as one day.)

- 2. For violations involving nonreceipt of a retrieval request which was made in excess of the Chargeback Period described in Section 2.4H., the Central Processing Date of the electronic request through VisaNet or the date appearing on the written request.

(Note: The Central Processing Date of the electronic request is not counted as one day.)

- 3. For all other violations, the date on which the violation occurred.
- C. A Member requesting Compliance must first be able to provide such documentation as is necessary to substantiate that (i) a financial loss was or will be incurred as a result of the violation(s) and (ii) no financial loss would have occurred if the Operating Regulation(s) had been followed.
- D. In addition to violations of current and applicable Operating Regulations, a Member may request Compliance for the following reasons:
  - 1. The Acquirer did not electronically transmit minimum Transaction data as required by the standards established in Exhibit NN of these Operating Regulations. (Minimum Transaction data does not include wrong data. See Section 2.2A.3. for transmission of significantly different data.) A copy of the Interchange report and the Paper must be provided to support the discrepancy. (Replaces "Inadequate Message Content" Chargeback.)

2. The Merchant failed to compare the signature on the Card to the signature on the Sales Draft and
- the first initial or first letter of the first name on the Sales Draft is not the same as that on the signature panel of the Card used in the Transaction, or
  - the surname signed on the Sales Draft is not spelled the same as the surname on the signature panel of the Card used in the Transaction, and the Card used in the Transaction has been reported lost or stolen.
- (a) Members filing Compliance cases for this reason must complete and forward the form in Exhibit D. (Replaces "Unauthorized Signature" Chargeback.)

NOTE: In accordance with the above requirements, this Compliance complaint would apply if the signature panel is signed "Pat A. Finley" and the Sales Draft "George Finley," "H. Finley," or "Pat Finly" although "Pat A. Finley," "Pat Finley," "P.A. Finley" and "P. Finley" are acceptable signatures and do not constitute a violation. This would not apply on the basis of differences in preceding or succeeding titles such as Mr., Mrs., Ms., Rev., Dr., Jr., Sr., III, M.D., D.D.S., or D.V.M.

3. In an attempt to avoid Authorization for a single Transaction amount, the Merchant prepared two or more Sales Drafts and no Authorization was obtained for the total value of such Sales Drafts. Each of the drafts must be at or below the Merchant's Floor Limit and the total of such drafts must exceed the Floor Limit. Multiple airline or passenger railway tickets issued at the same time using the same Primary Account Number are considered to be a single Transaction; see Section 3.4A.4.(a). (Replaces "Split Sale" Chargeback.) Sales Drafts submitted for this right must bear all of the following characteristics to qualify:
- Imprinted or written with the same Primary Account Number and expiration date;
  - Dated with the same date (Undated Sales Drafts are presumed to be dated with the same date.);
  - Prepared at the same Merchant location;
  - Initialed by the same sales clerk or, in the absence of initials of a sales clerk, coded with the same department number (Sales Drafts which do not bear initials or department numbers are presumed to be completed by the same clerk or in the same department.); and
  - Printed with consecutive sequential numbers (if one or more of the Sales Drafts do not bear printed sequential numbers, they are presumed to be consecutively numbered.) A Merchant's cash register imprint showing the Transactions in question were consummated consecutively takes precedence over preprinted numbers on Sales Drafts.



**Merchant Requests for Cardholder Information**

- B. An Acquirer may not prohibit a Merchant, by Merchant Agreement or policy, from using terminal processing services offered by competitors for the direct delivery of Visa Transactions data-captured at the point of sale to VisaNet for clearing and settlement.
- C. An Acquirer may not, as a regular practice, require a Merchant, by Merchant Agreement or policy, to request supplementary Cardholder information (e.g., address, telephone number) or identification (e.g., drivers license, other credit cards) when a valid Card is presented unless such information is required as specified in these Operating Regulations.
- D. Each Acquirer should instruct its Merchants to compare the first four digits of the embossed account number to the four digits printed above the account number on any Visa Classic, Visa Business or Visa Gold which is presented as payment. If the numbers are not the same, the Merchant should recover the Card by reasonable peaceful means. (This procedure need not be included in the Merchant Agreement.)
- E. Additional requirements, applicable to International Airlines, are set forth in Section 6.37.

### 6.5 Honor All Cards

- A. The Merchant shall promptly honor all valid Visa Classic, Visa Business and Visa Gold when properly presented as payment from Cardholders for Transactions. If any Merchant does not deal with the public at large, (for example, a private club) such Merchant shall be deemed to have complied with this rule if it honors valid Cards of Cardholders who have purchasing privileges with such Merchant.
- B. The Merchant shall not establish minimum or maximum Transaction amounts as a condition for honoring Cards.
- C. The Merchant shall not impose any surcharge on Transactions.
- D. Any tax required to be collected by the Merchant must be included in the total Transaction amount and not collected separately in cash.
- E. The Merchant shall not impose a requirement on Cardholders to provide any personal information such as:
- a home or business telephone number,
  - a home or business address, or
  - a driver's license number, or
  - a photocopy of a driver's license

as a condition for honoring Cards unless such information is required under specific circumstances cited in these Operating Regulations. The Merchant may not make a photocopy of the Visa Card under any circumstances, nor require that the Cardholder provide a photocopy of the Visa Card as a condition for

6.5F. (cont.) ~~honoring the Card. The substance of this provision must be incorporated into all Merchant Agreements no later than April 30, 1991.~~

- F. An Affiliated-merchant shall be deemed to be a Merchant for the purposes of this section and all other applicable provisions of these Operating Regulations. A Member shall ensure that any Affiliated-merchant which is affiliated with that Member honors as a Merchant in accordance with this section all valid Visa Cards when properly presented as payment for Transactions involving the Affiliated-merchant. The Member also shall ensure that the Affiliated-merchant does not offer any preferential treatment at the point of the Transaction, such as in the price, quality, or quantity of the goods or services being provided or in the handling of the Transaction, to Visa Cardholders of that Member.

## 6.6 Use of the Visa Card Program Marks

- A. The Merchant which is a party to a valid unexpired Merchant Agreement shall adequately display the appropriate Visa Card Program Marks specified in Section 6.6B. on promotional materials provided by its Member to inform the public which Cards will be honored at the Merchant's place(s) of business. However, such display need not be part of a Merchant Agreement entered into with a private club, or other Merchants who do not deal with the public at large, car rental company with respect to an airport location, transportation company subject to Federal or Foreign Regulations or any other Merchant or class of Merchant which the Board of Directors of Visa U.S.A. may, from time to time, consider appropriate.
- B. All uses by Merchants of decals, signs, printed and broadcast materials and other similar renditions of the Bands Design must bear the Visa Wordmark in the white band and comply with the specifications in Chapters 10 and 14 except that such Merchants may indicate in a single advertisement, display or notice that the Visa Card Program services and other card services are available.
- C. The Merchant may use the Bands Design with the Visa Wordmark on promotional, printed or broadcast materials only to indicate that Cards are accepted for payment and shall not indicate, directly or indirectly, that Visa endorses any goods or services other than Visa services.
- D. The Merchant may not refer to Visa in stating eligibility for its products, services, or membership.
- E. Use of the Olympic Marks, logos, designations and authenticating statements in conjunction with the Service Marks must be in accordance with Section 10.3 of these Operating Regulations and the Visa Olympic Sponsorship Manual.

## 6.7 Card Security Features

An Acquirer may require a Merchant to examine one or more Card security features prior to completing a Transaction. Also, at the request of Visa U.S.A., to accommodate special situations or unusual circumstances, an Acquirer shall require that

- The Transaction Date
- D. The Cardholder shall not be required to sign a Sales Draft until the final Transaction amount is known and indicated in the "Total" column.

**6.17 Date and Identification**

- A. The Merchant must date each Sales Draft, Transaction Record, or suitable receipt resulting from the use of a Card with the Transaction Date and should include thereon a brief description of the merchandise and/or services sold and the price thereof (including any applicable taxes) in detail sufficient to identify the Transaction. The Merchant must date each Credit Voucher resulting from the use of a Card with the Transaction Date and should include thereon a brief description of the merchandise returned, services cancelled or adjustment made and the amount of the credit in sufficient detail to identify the Transaction.
- B. In each case in which a Cardholder presents a Card, the Merchant will complete the Transaction only if the signature on the draft or Transaction Record appears to be the same as the signature appearing on the Card (which signature may, but need not be, the name embossed or printed on such Card) or if the Cardholder resembles the person depicted in any picture which appears on the Card. This requirement does not apply to Express Payment Service Transactions. If such identification is uncertain or if the Merchant otherwise questions the validity of the Card, the Merchant shall contact its Authorizing Member for instructions.
- C. In each case in which (i) a Cardholder presents a Card that bears an embossed "valid from" date and (ii) the Transaction Date is prior to the "valid from" date, the Merchant shall not complete the Transaction. When a Card is embossed with a "valid from" date in a month/year format, the Card is considered to be valid on the first day of the embossed month and year. When a card is embossed with a "valid from" date in a month/day/year format, the Card is considered to be valid on the embossed date.
- D. In each case in which a Transaction is completed by a Merchant without the imprinting of a Visa Classic, Visa Business or Visa Gold on a Sales Draft (including, without limitation, when an Expired Card is presented whether or not it is imprinted) the Merchant shall be deemed to warrant the true identity of the Cardholder as the authorized holder of such Card unless he/she has obtained independent evidence of the Cardholder's true identity and has noted such evidence on the applicable draft. An airline Merchant is deemed to have warranted the Cardholder's true identity if it receives a positive match to an AVS inquiry and the ticket(s) is mailed to the address indicated on the Issuer's file. The fact that the Visa Merchant has obtained Authorization for the Transaction does not alter such warranty of identity or the need for such independent identification. This requirement does not apply to (i) Transactions originating at Magnetic-Stripe-Reading Terminals which provide Transaction

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6.20A (cont.) Records, (ii) Transactions originating at Limited-Amount Terminals, or (iii) Express Payment Service Transactions.

1. Under no circumstances may the Merchant require a photocopy of the Cardholder's Identification (i.e., a driver's license) or of the Visa Card as a condition for honoring the Card.

## 6.18 Disclosure and Storage of Cardholder Information

- A. The Merchant shall not disclose a Cardholder's account information nor other personal information to third parties other than to the Merchant's agents for the purpose of assisting the Merchant in completing the Transaction or as specifically required by law.
- B. The Merchant or any agent of a Merchant shall store in an area limited to selected personnel and, prior to discarding, shall destroy in a manner rendering data unreadable, all material containing Cardholder account numbers, Card Imprints, such as Sales Drafts and Credit Vouchers, car rental agreements and carbons.

## 6.19 Legends

- A. The Merchant shall use a suitable imprinter to imprint legibly on each Sales Draft and Credit Voucher the embossed legends from the Card and from the Merchant plate. If either or both of such legends are not so imprinted, the information appearing thereon shall be reproduced legibly on the Sales Draft in sufficient detail to identify the parties to such sale and the Issuer. Such detail shall include at least the Cardholder's name and account number and the Merchant's name and place of business. This requirement does not apply to (i) Paper resulting from Transactions involving Magnetic-Stripe-Reading Terminals which produce Transaction Records provided the Paper complies with the identification requirements of Section 3.4G., or (ii) Express Payment Service Transactions. Merchants completing Transactions with Magnetic-Stripe-Reading Terminals which produce Transaction Records must ensure that the Cardholder account number encoded on the magnetic stripe and the Merchant's name and place of business are included on the Transaction Record.
- B. The Merchant shall notify its Member in the event that the information on the Merchant plate is changed.

## 6.20 Delivery of Sales Drafts or Transaction Records and Credit Vouchers

- A. Unless otherwise specified in Section 6.20B., the Merchant shall deliver all Sales Drafts or Transaction Records to its Member or designated Agent within five calendar days after the applicable Transaction Date with the following exceptions:

Secured Card Programs

- H. The Member shall maintain a file on the ISO/nonmember agent which includes all applicable documentation. This file shall be retained for a minimum of two years following discontinuance of the ISO or nonmember agent relationship and shall include the reason for discontinuance.
- I. The Member warrants that it and the ISO, nonmember agent or nonmember Processor will comply with all the requirements in Section 10.6 and other applicable sections of these Operating Regulations.
- J. Visa U.S.A. reserves the right to permanently prohibit an ISO or a nonmember agent or nonmember Processor and/or its principal(s) from providing services with respect to Visa Products for good cause, such as (i) fraudulent activity, (ii) activity which causes the Member to repeatedly violate the Visa U.S.A. Operating Regulations, (iii) operating in an unsound, unsafe manner, and/or (iv) any other activities which may result in undue economic hardship and/or damage to the goodwill of the Visa system, if such ISO/nonmember agent fails to take corrective action.
- K. The Member shall be responsible for and indemnify and hold Visa U.S.A. and Visa International harmless against any and all claims, losses, damages or liabilities arising out of the Member's use of nonmember Processors, Independent Sales Organizations and/or nonmember agents for Cardholder solicitation, Card issuance, Merchant solicitation, sales and service, Merchant Transaction processing solicitation or Merchant Transaction processing, or the Member's use of the Agent Reference File.

**9.18 Secured Card Programs**

- A. An Issuer which accepts a cash deposit as security for issuance of a Visa Card must notify Visa U.S.A. in writing of its existing secured Visa Card programs no later than January 1, 1994. Visa U.S.A. must be notified in writing of all new secured Visa Card programs no later than 30 days from the commencement of the program.
- B. Any cash deposit accepted as security for issuance of a Visa Card must be held by the Issuer in a federally insured account in the name of the Cardholder.
  - I. An Issuer may not assign an interest in a deposit accepted as security for issuance of a Visa Card to any Independent Sales Organization or nonmember agent.

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disclosure that the fee is only for processing the application and is in addition to Cardholder fees or charges payable if the Visa Card is issued.

1. The disclosure must be given to the potential Cardholder at a time and in such a manner that it can be avoided if the cardholder does not wish to pursue the application.
  2. A Member or its Agent may not charge a fee for the purpose of providing an application to a potential Cardholder.
  3. A Member or its Agent may not use a "900" area code, "976" telephone exchange, or any similar telephone number, to charge a fee for inquiries about obtaining a Visa Card.
- E.** No Visa Classic Issuer or its Agent may state or infer in any correspondence, supplies, materials, and/or oral solicitations directed to Cardholders or prospective Cardholders that a Visa Classic Program is a "gold" Card program.
- F.** Visa Card Program solicitation material may not include any language that references bankruptcy, insolvency, or any similar circumstance.
- G. Secured Card Solicitations** — Each Member or its Agent that solicits a secured Visa Card account must specify in its solicitation material that the potential Cardholder must open a deposit account to obtain the Card.
1. The solicitation material must clearly state that the deposit account will serve as collateral for the Visa Card account.
  2. The Member or its Agent must indicate the portion of the deposit that will be allocated as the line of credit accessed by the Visa Card.
  3. Any secured Visa Card application processing fees accepted from the Cardholder must be made payable to the Issuer, not the Agent.
- H.** Each Member shall enter into a written agreement with each and every Agent which the Member uses for either Cardholder solicitation or Merchant solicitation and/or Transaction processing. Each such Agent agreement, to the extent permitted by applicable law, shall contain at least the substance of the following provisions.
1. The Agent will not use any of the Visa Card Program Marks on any material unless the Member is prominently identified by name and city adjacent to the Visa Marks. All such material may not identify the Agent unless the Agent is prominently identified as an Agent or representative of the Member.
  2. The Agent shall have no authority to permit use of the Visa Card Program Marks by any of its own Agents.
  3. Any solicitation material used by the Agent must clearly disclose that the subsequent Cardholder or Merchant Agreement is between the Member and the individual Cardholder or Merchant. In addition, all Cardholder solicitation materials must clearly state that the Member and not the Agent is the Issuer of the Visa Card.



**Risk Management Chargebacks**

accordance with the provisions of Section 6.37 of the Visa U.S.A. Operating Regulations and Chapters 2 and 15 of the Visa International Operating Regulations.

**International Paper** — Paper which evidences a Transaction in which the Issuer of the Card used is not located in the Transaction Country.

**Interregional Paper** — International Paper which evidences a Transaction in which the Issuer of the Card used is not located in the Transaction Region.

**Issuer** — A Member performing those functions as described in Section 2.03 of the By-Laws, which enters into direct contractual relationships with (i) Cardholders for the issuance of Cards or (ii) Electron Cardholders for the issuance of Electron Cards.

**Issuer Limit** — An Issuer-selected dollar amount at or above which Authorization requests for Transactions entering BASE I are forwarded to the Issuer's Authorizing Member. Transactions for a dollar amount below the Issuer Limit are processed by the STIP using the Positive Cardholder Authorization Service (PCAS).

**Issuer QMA Exception Report** — ~~A weekly report which reflects Transactions eligible for the "Questionable Merchant Activity" Chargeback. Such report is generated by Visa U.S.A. and provided to an Issuer in accordance with Chapter 9. See "Risk Identification Service Chargeback Exception Report."~~

**Issuers' Clearinghouse Service (ICS)** — A service developed jointly by Visa U.S.A. and MasterCard International which is designed to reduce Member losses from excessive credit applications and unauthorized use as specified in the applicable sections in Chapter 9. The service is only available for use in connection with applications for credit Cards or Transactions conducted with Cards that access a line of credit.

**Issuers' Clearinghouse Service (ICS) User's Manual** — A manual containing procedures, requirements and instructions for the day-to-day use of the Issuers' Clearinghouse Service.

**Key Management Service** — A service provided by Visa U.S.A. to process, store and transmit Member keys associated with the security algorithm used in the V.I.P. System to protect the Personal Identification Number.

**Late Settlement Fee** — The fee paid to Visa U.S.A. by a Clearing Member for failure to transfer the Settlement Amount to the Visa U.S.A. account at the Settlement Bank.

**Licensee** — An organization licensed by Visa International to participate in the Visa Card Program in a foreign country. Such organization is neither a member of Visa International nor a Member of Visa U.S.A., but has the privileges and obligations of Interchange in the Visa Card Program.

**Limited-Amount Terminal** — A Cardholder-Activated Terminal which (i) is capable of reading the magnetic stripe on a Card, (ii) possesses limited or no Authorization capabilities, (iii) does not accept Personal Identification Numbers (PINs), and (iv) limits the maximum amount for a single Transaction to \$25. Effective through March 31, 1993, the only permissible uses of such terminals are (a) the collection of road tolls and parking garage fees, (b) payment of telephone calls through the use of Magnetic-Stripe-Reading Telephones, and (c) purchase of motion picture theater tickets. A Limited-Amount Terminal may not dispense Scrip.

- Refund Referral Service (RRS)** — A facility operated by Visa U.S.A. which provides assistance to Visa Travelers Cheque purchasers whose Cheques have been lost or stolen.
- Reimbursement Attribute** — A VisaNet code assigned in accordance with these Operating Regulations and the appropriate VisaNet User's Manual to designate the Reimbursement Fee applicable to a Transaction.
- Reimbursement Fee** — A fee paid or received by a Member as compensation for services performed and expenses incurred on behalf of other Members with respect to matters essential to Merchant service and Interchange.
- Report Distribution Service** — A Visa U.S.A. service for requesting Members which consists of the distribution of the reports generated by the Report Service.
- Report Service** — A service provided by Visa U.S.A. for requesting Members consisting of computer produced reports on various aspects of V.I.P. System processing.
- REPS** — See "Retail Electronic Payment Service."
- REPS Transaction** — A Transaction that is authorized and processed in accordance with the Retail Electronic Payment Service requirements specified in Section 8.7 of these Operating Regulations.
- Research Service** — A service provided by VisaNet staff for requesting Members generally consisting of research into various aspects of historical V.I.P. System transactions.
- Resolution** — A process which determines responsibility for disputed T&E Transactions.
- Response** — An affirmative or negative reply to an Authorization request or Account Number Verification inquiry received from an Authorizing Member or Authorizing Merchant.
- Retail Electronic Payment Service (REPS)** — Effective April 1, 1993, a component service of PaymentService 2000 that requires Authorization and clearing of Transactions in accordance with Section 8.7 of these Operating Regulations. Cash Disbursements and Quasi-Cash Transactions are not eligible for the Retail Electronic Payment Service. Transactions meeting REPS criteria are eligible for the Payment Service Interchange Reimbursement Fee (PSIRF) provided that PSIRF criteria are met.
- Returned Item** — A financial item which is returned as a transaction code 01 or 02 to the transmitting Clearing Member by BASE II.
- Risk Identification Service (RIS)** — A service provided by Visa U.S.A. which (i) compares BASE II Interchange data with BASE I Exception File data and/or (ii) compiles Confirmed Fraud Transactions reported in accordance with Chapter 9 to identify Merchant locations generating a higher than normal ratio of Suspect Transactions. The designation by RIS of a Merchant as a Highly Suspect Merchant or a Questionable Merchant Activity (QMA) Merchant requires mandatory action by the Acquirer in accordance with Chapter 9.
- Risk Identification Service (RIS) Chargeback Exception Report** — A weekly report which reflects Transactions eligible for the "Risk Identification Service" Chargeback. Such report is generated by Visa U.S.A. and provided to an Issuer in accordance with Chapter 9.

**TABLE 2.4A.  
CHARGEBACK REASON CODES**

CHARGEBACK REASON (TIME LIMIT)	CODE	PAGE
T&E — No Authorization (45 days)	20	69
T&E — Late Presentment (120 days)	21	71
T&E — Expired Card (120 days)	22	72
T&E — Invalid Transaction (120 days)	23	73
T&E — Merchant Service Error (120 days)	24	76
T&E — Processing Error (120 days)	25	79
T&E — Copy Fulfillment (45 days)	26	82
T&E — Document Fulfillment (60 days)	27	84
T&E — Warning Bulletin (45 days)	28	86
T&E — Declined Authorization (45 days)	29	88
Services Not Rendered (120 days)	30	21
Error in Addition (120 days)	31	56
Fraudulent Transaction Prior to Embossed Valid Date (120 days)	32	39
Incorrect Account Number (120 days)	36	57
Cancelled Recurring or Preauthorized Health Care Transaction (120 days)	41	23
Unauthorized Transaction Exceeds Floor Limit (120 days)	47	47
Credit Posted as a Debit or Debit Posted as a Credit (120 days)	50	58
Incorrect Transaction Amount (120 days)	51	59
Mail/Telephone Order on Expired or Never Issued Account Number (120 days)	52	40
Not as Described (120 days)	53	25
Claim or Defense (120 days)	54	26
Defective Merchandise (120 days)	56	28
Imprinting of Multiple Drafts (120 days)	57	29
Negative Account Number Verification (90 days)	59	48
Requested Item Illegible (45 days)	60	65
Mail/Telephone Order — Unauthorized Purchaser (120 days)	61	34
Counterfeit Transaction (180 days)	62	42
Warning Bulletin (45 days)	70	49
Declined Authorization (45 days)	71	51
Transaction Exceeds Floor Limit (45 days)	72	53
Expired Card (120 days)	73	44
Late Presentment (120 days)	74	60
Non-Matching Account Number (45 days)	77	61
Nonreceipt of Requested Item (45 days)	79	67
No Imprint (120 days)	81	45
Duplicate Processing (120 days)	82	63
No Signature (120 days)	84	37
Credit Not Processed (120 days)	85	30
Altered Amount (120 days)	86	32
Nonreceipt of Merchandise (120 days)	90	33
Questionable Merchant Activity (QMA) Risk Identification Service (RIS) (45 days)	93	38
T&E — Cancelled Guaranteed Reservation (120 days)	94	90
T&E — Advance Lodging Deposit (120 days)	95	92
Transaction Exceeds Limited Amount (45 days)	96	64

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**TABLE 2.4A (continued)  
CHARGEBACK REASON CODES (By Category)**

CHARGEBACK REASON (TIME LIMIT)	CODE	PAGE
<b>Cardholder Disputes Paper — Section 2.4C.</b>		
Services Not Rendered (120 days)	30	21
Cancelled Recurring or Preauthorized Health Care Transaction (120 days)	41	23
Not as Described (120 days)	53	25
Claim or Defense (120 days)	54	26
Defective Merchandise (120 days)	56	28
Imprinting of Multiple Drafts (120 days)	57	29
Credit Not Processed (120 days)	85	30
Altered Amount (120 days)	86	32
Nonreceipt of Merchandise (120 days)	90	33
<b>Identification of Cardholder — Section 2.4D.</b>		
Mail/Telephone Order — Unauthorized Purchaser (120 days)	61	34
No Signature (120 days)	84	37
Questionable Merchant Activity (QMA) Risk Identification Service (RIS) (45 days)	93	38
<b>Validity of Card — Section 2.4E.</b>		
Fraudulent Transaction Prior to Embossed Valid Date (120 days)	32	39
Mail/Telephone Order on Expired or Never Issued Account Number (120 days)	52	40
Counterfeit Transaction (180 days)	62	42
Expired Card (120 days)	73	44
No Imprint (120 days)	81	45
<b>Authorization Errors — Section 2.4F.</b>		
Unauthorized Transaction Exceeds Floor Limit (120 days)	47	47
Negative Account Number Verification (90 days)	59	48
Warning Bulletin (45 days)	70	49
Declined Authorization (45 days)	71	51
Transaction Exceeds Floor Limit (45 days)	72	53
<b>Processing Errors — Section 2.4G.</b>		
Error in Addition (120 days)	31	56
Incorrect Account Number (120 days)	36	57
Credit Posted as a Debit or Debit Posted as a Credit (120 days)	50	58
Incorrect Transaction Amount (120 days)	51	59
Late Presentment (120 days)	74	60
Non-Matching Account Number (45 days)	77	61
Duplicate Processing (120 days)	82	63
Transaction Exceeds Limited Amount (45 days)	96	64

RC 90  
2.4C.9.(c)3  
(cont.)

- If the Cardholder states payment was rendered using another method, supporting documentation must include such written certification and any other available records evidencing the alternate payment method (e.g., cash receipt, cancelled travelers cheque or personal check).

**(d) Subsequent Presentment Processing Procedures**

- 1) A subsequent Presentment may be processed within 45 calendar days from the Central Processing Date of the incoming Chargeback.
- 2) The Acquirer may present the Transaction a second time only if evidence can be provided that the merchandise was received by the Cardholder or other authorized person.

**(e) Member Message Field Requirements**

There is no required text for this Chargeback or subsequent Presentments.

**D. Identification of Cardholder**

The Chargebacks listed in this Section 2.4D. apply to Transactions in which the Cardholder denies participation.

"Mail/Telephone Order, Recurring Transaction, Preauthorized Health Care Transaction or Magnetic-Stripe-Reading Telephone Transaction — Unauthorized Purchaser" — Reason Code 61

"No Signature" — Reason Code 84

"~~Questionable Merchant Activity (QMA)~~ Risk Identification Service (RIS)" — Reason Code 93

**1. Mail/Telephone Order, Recurring Transaction, Preauthorized Health Care Transaction or Magnetic-Stripe-Reading Telephone Transaction — Unauthorized Purchaser (Reason Code 61; 120 Days)**

**(a) Conditions for this Chargeback**

Paper resulted from one of the following Transaction types, and the Issuer receives a written complaint from the Cardholder that he/she neither participated in nor authorized the Transaction.

- Mail order
- Telephone order
- Recurring Transaction
- Preauthorized Health Care Transaction
- Magnetic-Stripe-Reading Telephone Transaction

This Chargeback may be used whether or not the Transaction was properly authorized by the Issuer.

RC 84  
2.4D.2.(d)2)  
(cont.)

Draft provided that such records are directly related to the Transaction charged back.

**(e) Member Message Field Requirements**

There is no required text for this Chargeback or subsequent Presentments.

**3. ~~Questionable Merchant Activity (QMA) Risk Identification Service (RIS)~~  
(Reason Code 93; 45 Days)**

**(a) ~~Conditions for this Chargeback~~**

Paper resulted from a Transaction which appears on an ~~Issuer QMA a~~ RIS Chargeback Exception Report and the Paper has not been previously charged back for a different reason.

**(b) ~~Transactions not Eligible for this Chargeback~~**

- 1) A Visa ATM Network Transaction

**(c) ~~Chargeback Processing Procedures~~**

- 1) This Chargeback right may be exercised within 45 calendar days from the Issuer ~~QMA RIS Chargeback~~ Exception Report date.
- 2) The Issuer must include the Issuer ~~QMA RIS Chargeback~~ Exception Report date in the Member Message Field using the language specified in subsection (e) of this Chargeback right.
- 3) No documentation is required to support this Chargeback.

**(d) ~~Subsequent Presentment Processing Procedures~~**

- 1) A subsequent Presentment may be processed within 45 calendar days from the Central Processing Date of the incoming Chargeback.
- 2) The Acquirer may exercise a second Presentment if the Paper has been previously charged back.
- 3) The Acquirer must indicate the Central Processing Date and Reason Code of the previous Chargeback in the Member Message Field using the language specified in subsection (e) of this Chargeback right.
- 4) No documentation is required to support this subsequent Presentment.

**(e) ~~Member Message Field Requirements~~**

**1) Issuers**

The Member Message Field shall contain the following text, or equivalent language, as appropriate for the Chargeback:

- ~~QMA RIS RPT DATE~~ MMDDYY

**2) Acquirers**

The Member Message Field shall contain the following text, or equivalent language, as appropriate for the subsequent Presentment:

RC 52  
2.4E.2.  
(cont.)

Chapter 2

**(e) Member Message Field Requirements**

**1) Issuers**

The Member Message Field shall contain one of the following text, or equivalent language, as appropriate for the Chargeback:

- EXP MM/YY
- FICT ACCT NO.

**2) Acquirers**

There is no required text for subsequent Presentments.

**3. Counterfeit Transaction (Reason Code 62; 180 Days)**

For Transactions with a Central Processing Date on or after April 1, 1993, the timeframe for exercising this Chargeback right is 120 days.

**(a) Conditions for this Chargeback**

- 1) The Issuer receives written notification from Visa U.S.A. stating that the suspected counterfeit Manual Cash Disbursement (which the Issuer had previously reported to Visa U.S.A. in accordance with Chapter 15) occurred at a Member location which was required to participate in the Manual Cash Disbursement Security Program and is eligible for this Chargeback.
- 2) The Transaction was:
  - effected at a Merchant location where the Merchant is required to use a terminal capable of reading and verifying the account number encoded on the magnetic stripe,
  - identified in the Special Condition Indicators field of the Clearing Record with a RIS indicator of "2" or "3,"
  - effected with a Counterfeit Card, and
  - not authorized by the Issuer or its Authorizing Member as a result of a "Code 10" Authorization request.
- 3) Effective April 1, 1993, the Issuer determines that a counterfeit Transaction occurred in which:
  - the magnetic stripe on the Card, for the account in question, was read and
  - the associated Authorization was obtained without including the entire unaltered contents of the data on the selected track in the request.

The Issuer must report such Counterfeit Card Transactions to Visa's fraud reporting system in accordance with requirements specified in Chapter 9 (Risk Management and Security).



**(b) Transactions not Eligible for this Chargeback**

- 1) Effective through March 31, 1993, a T&E Transaction
- 2) A Visa ATM Network Transaction
- 3) Effective April 1, 1993, a Transaction in which the POS entry mode code field of the Authorization request includes the value "90."

**(c) Chargeback Processing Procedures**

- 1) Effective through March 31, 1993, this Chargeback right may be exercised within 180 calendar days from the Central Processing Date of the Transaction. Effective April 1, 1993, this Chargeback right may be exercised within 120 calendar days from the Central Processing Date of the Transaction.
- 2) This Chargeback must be supported by written certification from the Cardholder which states that:
  - the Cardholder's Card was not used in the Transaction;
  - the Cardholder's Card was within his/her possession or in the possession of one duly authorized on the date of its alleged use; and
  - the Cardholder neither made nor authorized the Transaction.
- 3) If the account number used is not assigned to a Cardholder, the Issuer must provide written certification stating such was the case.
- 4) For counterfeit Manual Cash Disbursements, this Chargeback must be supported by written notification from Visa U.S.A. advising the Issuer that it may exercise this Chargeback right.
- 5) For counterfeit Transactions effected under the conditions specified in Section 2.4E.3.(a)2), this Chargeback must also be supported by written certification from the Issuer that no "Code 10" Authorization was granted for the specified Transaction.
- 6) For counterfeit Transactions effected under the conditions specified in Section 2.4E.3.(a)3), this Chargeback must also be supported by:
  - written certification from the Issuer that a Card Verification Value (CVV) was encoded on the magnetic stripe of the Card for the account number identified in the Clearing Record;
  - a copy of the Issuer's written certification from Visa U.S.A. that it has successfully met the requirements for CVV processing by its Authorizing Member as well as the BASE I Stand-In Processor (STIP); and
  - the Issuer's written certification that the Counterfeit Card Transaction has been reported to Visa's fraud reporting system in accordance with requirements specified in Chapter 9 (Risk Management and Security).

RC 62  
2.4E.3.  
(cont.)

Chapter 2

**(d) Subsequent Presentment Processing Procedures**

- 1) For Chargebacks effected under Sections 2.4E.3.(a)1) and 2.4E.3.(a)2) the Acquirer may present the Transaction a second time within 45 calendar days from the Central Processing Date of the Chargeback, only if evidence can be supplied that the Chargeback was invalid (see Section 2.3).
- 2) For Chargebacks effected under the conditions specified in Section 2.4E.3.(a)3) the Acquirer may present the Transaction a second time within 45 calendar days from the Central Processing Date of the Chargeback, provided the Acquirer supplies (i) a legible copy of the Merchant's Authorizing Member's Authorization log, or (ii) a substitute document containing the same information as on the actual Authorization log, which clearly shows that the value "90" was transmitted in the POS entry mode code field.

Note: V.I.P. System records will prevail in substantiation of the Authorization and it shall be the responsibility of the Acquirer to obtain such records.

**(e) Member Message Field Requirements**

There is no required text for this Chargeback or subsequent Presentments.

**4. Expired Card (Reason Code 79; 120 Days)**

**(a) Conditions for this Chargeback**

Paper, other than mail or telephone order Paper, resulted from a Transaction in which:

- the Visa Classic, Visa Business, or Visa Gold expired prior to the Transaction Date, and
- there is no Authorization approval code on the Paper.

Note: An Authorization must have been requested using the proper transaction data as specified in Exhibit OO in order to be a valid Authorization.

- 1) For purposes of this Chargeback, the Transaction Date will be considered the date on which the Card was first presented to the Merchant in connection with the Transaction.
- 2) If the Clearing Record for a Transaction did not have a Transaction Date, the Issuer may exercise this Chargeback right if the Card expired on any date within the 15 days prior to the Central Processing Date.

- 9.10B.2. (cont.)
- Identify all Transactions generated by the Merchant with the appropriate RIS Merchant Indicator in the Special Condition Indicators field of the Clearing Record. If so required, the Acquirer must comply with such requirements or notify Visa U.S.A. of its intention to appeal in accordance with Section 9.10B.5. on or before the effective date prescribed by Visa U.S.A.
3. A Member or Merchant will be designated a High Risk Location if it meets one or more of the High Risk Location criteria established by Visa U.S.A. Such criteria includes, but is not limited to the following:
- Any Merchant location identified as "Highly Suspect" by the Risk Identification Service.
  - Any Merchant location identified as "QMA" by the Risk Identification Service.
  - Any location at which abnormally high numbers of Suspect Transactions, Confirmed Fraud Transactions, or fraud-related Chargebacks occur.
  - Effective October 1, 1992, any location that processes Manual Cash Disbursements or Quasi-Cash Transactions, and which has in the past processed at least one counterfeit Transaction.
  - Effective October 1, 1993, any location which processes Manual Cash Disbursements or Quasi-Cash Transactions.
- (a) Confirmed Fraud Transactions effected at a QMA Merchant location within a 120-day time period shall be eligible for the "~~Questionable Merchant Activity~~" "Risk Identification Service" Chargeback (Section 2.4D.3.). The 120-day time period shall be calculated from the beginning of the RIS reporting period which caused the Merchant to be designated as a QMA Merchant. The 120-day time period shall be extended by an additional 120 days each time a QMA Merchant exceeds the QMA thresholds.
4. Visa U.S.A. may designate certain geographic areas and Merchant categories in which unusually high fraud losses have occurred as "High Frequency Loss Areas/Categories" and require more timely imposition of loss control measures. At Visa U.S.A.'s discretion, the requirement that a Merchant in such area/category be identified as Highly Suspect for at least four semi-monthly reporting periods within a consecutive six-month period may be waived.
5. If the Acquirer has reason to believe that the imposition of such requirements as described in Section 9.10B.2. or 9.10B.3. is unreasonable, it may appeal to the Visa U.S.A. Board of Directors. In such an appeal, the Acquirer bears the burden of proof to demonstrate that such requirements are impracticable or unwarranted. The decision of the Board is final.
6. Acquirers required to impose loss control procedures at Highly Suspect or QMA Merchant locations must instruct such Merchant in appropriate loss

control measures, including, but not limited to, proper Authorization procedures such as use of "Code 10" Authorization for suspicious circumstances.

7. Failure to comply with the requirements of the Risk Identification Service may qualify for Compliance as provided in Chapter 2 of these Operating Regulations.

#### C. Issuer Rights

1. Transactions with the RIS identifier "1" or "3" in the Special Condition Indicators field of the Clearing Record may be charged back in accordance with Sections 2.4F.1., 2.4F.5., or 2.4I.1. if an Authorization was not obtained in accordance with these Operating Regulations.
2. Transactions with the RIS identifier "2" or "3" in Special Condition Indicators field of the Clearing Record may be charged back in accordance with Section 2.4E.3. if the Transaction was effected with a Counterfeit Card and a "Code 10" Authorization was not obtained.
3. Paper representing a Transaction appearing on an ~~Issuer-GMA~~ a Risk Identification Service Chargeback Exception Report may be charged back in accordance with Section 2.4D.3., if such Paper has not been previously charged back.

### 9.11 Combined Terminated Merchant File (CTMF)

#### A. General

1. The Combined Terminated Merchant File (CTMF) is a file containing the business name and the names and identification of principals of Merchants which have been terminated for one or more of the reasons specified in Section 9.11B.1.

#### B. Reporting Acquirer Responsibilities

1. Acquirers must add to the file as soon as possible, but no later than close of business of the business day following the date of termination, the business name and the names and identification of principals of Merchants terminated due to one or more of the following reasons:
  - Merchant was convicted of credit or debit card fraud.
  - Merchant deposited excessive Counterfeit Paper.
  - Merchant deposited excessive transactions unauthorized by the Cardholders.
  - Merchant deposited Paper representing sales of goods or services generated by another merchant (laundering).
  - Acquirer received an excessive number of Chargebacks due to Merchant's business practices or procedures.
  - Merchant was identified as suspected of fraudulent activity as a result of an investigation or audit by Visa U.S.A. or MasterCard International.

Exhibit TT (Cont'd)

R/C Chargeback/Presentation Reason

Member Message Text

93 Questionable Merchant Activity Risk  
Identification Service

Issuer:  
GMA BIS RPT DATE MMDDYY  
Acquirer:  
PREV CB MMDDYY, CD XX

Miscellaneous Messages

Missorts

MISSORTED TO WRONG MEMBER

Invalid Acquirer's Reference Numbers

INCOMPATIBLE/INVALID REFERENCE NUMBER

Missing Documentation

SUPPORTING DOCUMENTATION NOT RECEIVED

Cardholder Disputes Paper Chargebacks  
(Delayed Delivery Transactions)

DEPOSIT ARN X . . . X (23 digits)

Copy/Original needed for Chargeback  
(Providing Date for Time Limit Extension)

COPY RECEIVED MMDDYY