



# **PIN & PAY INITIATIVE**

## **PIN BY PASS / AVOIDANCE OF PIN BY CARDHOLDER/MERCHANT**

### ***FACTS***

- Please note that PIN By Pass which is the avoidance of PIN entry, will not be allowed after 30 JUNE 2017

### ***BEST PRACTICES***

- ✓ Cardholder to enter the PIN when completing transaction. Cashier **MUST NOT** ask for the PIN number to be entered on behalf of the Cardholder
- ✓ Cashier **MUST NOT “By Pass PIN-entry”** and complete the transaction with Signature unless PIN is not available. Please request Cardholder to contact the Card Issuer immediately if PIN is not known.
  - ✓ Ensure each counter is equipped with a PIN & PAY visuals/wobblers.
- ✓ Ensure PIN & PAY notices are clearly displayed at the counters/common areas to notify the public of PIN acceptance
  - ✓ Ensure terminals located conveniently for cardholder to complete the PIN entry transaction

### ***ASSISTANCE***

- ✓ We are always here to support merchants & cardholders; please contact your local account manager or let us know if Cashier/Terminal including PIN & PAY training is required.

***FOR MORE INFORMATION ON MERCHANT SERVICES, PLEASE CONTACT***

***GLOBAL PAYMENTS CARD PROCESSING MALAYSIA SDN BHD***

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