

Meeting with Merchant Associations

Group Central Merchant, GCUB

19 May 2017





Retailer Incentivisation program

Campaign period: 25th March to 24th April 2017

A rebate is given for each approved domestic MasterCard and Visa credit card transaction at your POS terminal(s) where a PIN is entered by the customer

Bank's campaign to drive PIN usage

Campaign period: 1st May to 30th June 2017

If achieve <10% of PIN bypass rate in the month of May, Cash Prize will be rewarded to merchant;
If achieve <1% of PIN bypass rate in the month of June, additional Cash Prize will be rewarded to merchant

PIN & PAY

CREDIT. DEBIT. CHARGE. PREPAID



Merchant helpdesk
03-2171 5555/5091/3250

- Available every Monday to Thursday from 8.45am to 5.45pm, Friday from 8.45am to 4.45pm except for Public holidays

Merchant authorization
03-2162 6388

- Available 24 hours everyday including public holidays and weekends

Paysys (M) Sdn Bhd (03 9200 8001/ 03 9282 7420)
Ingenico Solutions (M) Sdn Bhd (03 5569 0322)
Cardbiz Solutions Sdn Bhd (03 7956 8166)

- Available 24 hours everyday including public holidays and weekends

PIN & PAY General enquiries

No	Questions	Answers
1	Do all transactions at POS terminal need PIN?	No, Low-value contactless transactions and foreign card do not require PIN
2	Can customer still use contactless option?	Yes
3	How will I know when PIN is required?	The terminal will prompt for a PIN after the card is entered
4	Will PIN be used to make card transactions through internet or over the phone?	No
5	What happen if cardholders forget their PIN?	After 1 July, PIN entry is mandate and bypass is not allowed. Transactions will decline if PIN is not entered, advise customers to contact their banks to get their PIN.
6	What if customers have not received new cards with PIN?	After 1 July, signature cards cannot be used anymore and PIN bypass is not allowed, advise customers to contact their banks to get their new cards with PIN