



APPENDIX XII

GENERAL CHIP AND PIN FAQs

Frequently Asked Questions about the Chip and PIN Technology:

1. WHAT IS A CHIP AND PIN CARD?

A card with Chip and PIN technology contains an encrypted embedded microchip, which stores data more securely and strongly reduces the possibility of fraud. The security of this technology automatically creates an enhanced member experience.

2. WHAT ARE THE BENEFITS OF CHIP AND PIN CARDS?

- Guaranteed international acceptance at merchants including those in the UK and Europe.
- Increased protection against lost, stolen or counterfeit card fraud through the ability of the chip to securely store and process data.
- Additional layer of security when Chip and PIN is used at a Chip and PIN point of sale terminal/merchant. In this scenario, the member is required to input his/her PIN, which he/she alone should know.

3. WILL MY CARD NO LONGER HAVE A MAGNETIC STRIPE THEN?

Your Card will carry both Chip and PIN technology plus the magnetic stripe technology, so that your card will be accepted in essence at all point of sale machines and ATMs worldwide.

4. DOES THIS MEAN THAT THE MAGNETIC STRIPE TECHNOLOGY, WHICH IS CURRENTLY ON THE BACK OF MY CARD, IS NOT SECURE?

The magnetic stripe technology is and continues to be very secure. The Chip and PIN technology simply moves to make an already very safe payment system even more secure.

First Citizens, as part of its core card operations, currently protects and will continue to diligently protect our cardholders from fraud via our 24/7 monitoring service, whether the card carries magnetic stripe technology only or if it carries magnetic stripe technology plus the Chip and PIN technology.

5. CAN A CARD WITH CHIP AND PIN TECHNOLOGY BE COMPROMISED?

The Chip and PIN technology is new technology in the payments world, mandated by the international payment associations Visa and MasterCard International. To date, in line with the benefits of the technology have been compromised. If that unlikely scenario occurs, then the situation will be handled in line with the rules as prescribed by Visa and MasterCard International.

6. HOW WILL MY CHIP AND PIN CARD WORK?

The Chip and PIN Card allows you to do everything you currently do with your card; i.e. local, international and online purchases and cash withdrawals.

The difference that the Chip and PIN technology brings is in how your card transaction is processed.

The processing of a purchase transaction depends on whether the merchant's point of sale machine is chip enabled or non-chip enabled. In Trinidad and Tobago and internationally, there are merchants with chip enabled machines and merchants with non-chip enabled point of sale machines. Similarly, there are also chip enabled and non-chip enabled ATM machines.

The process for online transactions is unchanged. However, attention is to be paid to the expiry date which you may agree to store on the sites where you regularly shop.

7. WILL ALL MERCHANTS EVENTUALLY PROCESS CARD TRANSACTIONS ON CHIP ENABLED POINT OF SALE MACHINES?

Eventually all merchants worldwide will be using Chip Enabled point of sale machines. Currently, the technology is more dominant in Europe but is on the way to becoming the accepted technology worldwide, as this is the mandate of both Visa and MasterCard International.

To ensure a smooth member experience, Banks which issue cards, will offer cards with both magnetic stripe and Chip and PIN technology, so that members can pay at both Chip Enabled and Non-Chip Enabled point of sale machines.

8. HOW WILL MY CHIP AND PIN CARD WORK AT A CHIP ENABLED POINT OF SALE OR ATM MACHINE?

When doing a purchase at a merchant with chip enabled Point of Sale machines, the cardholder is required to enter his/her PIN to verify the transaction, similar to how a LINX transaction is done. The machine validates the data on the Chip and the PIN, resulting in a more secure transaction.

There is no requirement for the member's signature in this scenario. When the transaction is complete, the merchant will be prompted to remove the card, will receive the sales slip and will provide the customer with his/her copy.

Please note that the card is inserted in the point of sale machine at the start of the transaction and left there for the duration of the transaction. Removal of the card during the transaction will terminate the transaction.

Withdrawals at chip enabled ATMs require the input of the PIN, as is customary.

9. HOW WILL MY CHIP AND PIN CARD WORK AT A NON-CHIP ENABLED POINT OF SALE OF ATM MACHINE?

A purchase at a merchant with non-chip enabled point of sale machine will be processed using the swipe and sign process i.e. the card is swiped and the member signs the receipt, which is the norm for card purchase transactions in Trinidad and Tobago at this time.

Withdrawals at non-chip enabled ATM require the input of the PIN, as is customary.

10. AM I STILL REQUIRED TO SIGN AT THE BACK OF THE CARD WITH CHIP AND PIN TECHNOLOGY?

Yes. Even though we refer to the card as the "Card with Chip and PIN technology" please note that the card also carries the magnetic stripe technology.

The magnetic stripe technology allows the cardholder to do a purchase transaction at a merchant whose point of sale machine is not chip enabled. In this scenario, the cardholder will be required to sign the sales receipt and so his signature on the sales receipt will be compared to the signature on: (i) the back of the credit card and (ii) the form of picture identification presented.

11. WHAT IS THE IMPORTANCE OF MY PIN WITH MY CARD?

The PIN is required to process purchase transactions at chip enabled point of sale machines as well as for cash withdrawals at ATMs.

Therefore, the PIN has now become even a more central security element for your purchase transactions, similar to how you process LINX transactions. Whilst, a number of point of sale machines in Trinidad and Tobago may be non-chip enabled, it is strongly recommended that you remember your PIN, as you never know when you will interact with a chip enabled point of sale machine, either locally or internationally.

PLEASE NOTE: THE CHIP WILL BE PERMANENTLY LOCKED AFTER THREE (3) INACCURATE PIN ATTEMPTS AND THE MEMBER WOULD BE REQUIRED TO REQUEST A CARD AND PIN REPLACEMENT.

12. WHAT ARE THE ADDITIONAL FEES ON THE CARD?

There are no additional fees outside of the Fee structure stated in the “Fees & Authorization” FAQs.

13. IS THE CHIP AND PIN TECHNOLOGY AVAILABLE FOR MY LINX DEBIT AS WELL?

This technology is not available on LINX Debit cards at this time.