

## Questions and answers about online card payments

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### CARD ACCEPTANCE

#### What types of cards can be used?

With VISA and Mastercard embossed cards, and some VISA Electron, V Pay cards. The possibility to use VISA Electron cards online depends on the issuing bank. VISA Electron cards issued by CIB can be used for online purchases.

#### Which banks' cards are accepted for online payments?

All VISA and Mastercard/Maestro cards that have been authorized by the card issuing bank for online payment, as well as web cards specifically designed for online use.

#### Is it possible to pay with loyalty/shopping cards?

Loyalty point cards issued by merchants/service providers cannot be used to pay online.

#### Is it possible to pay with co-branded cards?

You can pay with any co-branded card that is a MasterCard or VISA card for online payments.

### PAYMENT PROCESS

#### How does the banking background process for online payments work?

The customer initiates the payment on the merchant's/service provider's website after choosing the payment method by credit card, which results in being redirected to the Bank's payment page with a secure communication channel. To make the payment, you will be asked to enter your card number, expiry date and the 3-digit validation code on the signature strip on the back of the card. The transaction is initiated by you, from then on the card goes through a real-time authorization process, which checks the authenticity of the card data, the coverage and the purchase limit. If all the data is correct for the transaction to proceed, the amount to be paid is blocked on your card by your account (card issuing) bank. The amount will be debited (deducted) from your account within a few days, depending on the account-keeping bank.

#### How is online shopping different from traditional card shopping?

A distinction is made between Card Present and Card Not Present transactions. A Card Present transaction is made using a POS terminal device. After swiping the card and entering the PIN code, the terminal contacts the cardholder's bank via the authorization centre and, depending on the type of card and the card issuer, via the VISA or MasterCard network. This is where the validity and coverage check (authorization) take place. The POS terminal (or the merchant) receives the approval or rejection on the way back. The customer signs the receipt. Card not Present is a transaction where the credit card is not physically present. This includes mail, telephone and electronic (internet) transactions where the customer (cardholder) initiates the transaction by entering card details on a secure (256-bit encrypted) payment page. You will receive an authorization number for a successful transaction, which is the same as the number on the paper receipt.

#### What is a reservation?

Once the transaction is known to the bank, it is immediately followed by a reservation (blocking), since the actual debit requires the official data to be received first, which takes a few days and during which the amount purchased can be spent again. Therefore, with the reservation, the money purchased or

withdrawn is isolated and placed under reservation. The reserved amount is added to the account balance, i.e. it earns interest, but cannot be spent again. Reservation ensures that transactions that are no longer covered can be rejected, although the account balance would in principle still allow this.

## **FAILED PAYMENTS AND TASKS**

### **When can a transaction fail?**

Usually, a payment order not accepted by the issuing bank (i.e. where the customer received the card); but in the case of a debit card, this may also be due to a telecommunication or IT error that prevents the authorization request from reaching the issuing bank.

### **Card related error**

- The card is not suitable for online payments.
- Use of the card over the Internet is prohibited by the account-holding bank.
- Use of the card is prohibited.
- Card details (card number, expiry date, signature strip code) are incorrect.
- The card has expired.

### **Invoice related error**

- No funds are available to complete the transaction.
- The transaction amount exceeds the purchase limit of the card.

### **Connection-related error**

- The line was probably disconnected during the transaction. Please try again.
- The transaction was unsuccessful due to a timeout. Please try again.

### **Technical error**

- If you have not returned to the merchant/service provider's site from the payment page, the transaction has failed.
- If you have returned from the payment page, but the browser returns to the payment page via "back", "reload" or "refresh", your transaction will be automatically rejected for security reasons.

### **What to do if the payment procedure fails?**

In all cases, a transaction ID is generated for the transaction, which we recommend you record. If a transaction is rejected by your bank during the payment attempt, please contact your account bank.

### **Why contact the account-holding bank if the payment fails?**

During the card verification process, the account-holding (card-issuing) bank notifies the collecting (acquiring) merchant's bank whether the transaction can be completed. The acquiring bank cannot disclose confidential information to a customer of another bank; only the bank that identifies the cardholder is entitled to do so.

### **What does it mean if I have received an SMS from my bank about the reservation/blocking of the amount, but the merchant/service provider indicates that the payment was unsuccessful?**

This can happen if the card has been verified on the payment page, but you have not returned to the merchant/service provider's website. In this case, the transaction is considered incomplete and therefore automatically unsuccessful. In this case, the amount will not be charged to your card and the booking will be cancelled.

## **SECURITY**

### **What is VeriSign and the TLS 256-bit encrypted communication channel?**

TLS, short for Transport Layer Security, is an accepted encryption method. Our bank has a 256-bit encryption key that protects the communication channel. A company called VeriSign enables CIB Bank to use the 256-bit key to provide TLS-based encryption. This encryption method is currently used in 90% of the world's electronic commerce. The browser program used by the customer uses TLS to encrypt the cardholder's data before it is sent, so that it is encrypted before it reaches CIB Bank and cannot be read by unauthorized persons.

### **After payment, my browser warned me that I was leaving the secure zone. Is my payment secure?**

Absolutely yes. The payment process takes place over 256-bit encrypted communication channels, so it is completely secure. After the transaction you will be returned to the merchant's website, if the merchant's site is not encrypted, your browser will warn you that you have left the encrypted channel. This does not pose any risk to the security of your payment.

### **What does the CVC2/CVV2 code mean?**

The Card Verification Code for MasterCard and the Card Verification Value for Visa is a numeric value encoded on the magnetic stripe of a bank card that can be used to verify the authenticity of a card. The so-called CVC2 code, which is the last three digits of the numerical sequence on the back of Mastercard/Maestro cards, must be entered when making purchases online.

### **What does Verified by Visa mean?**

Visa cardholders registered with Verified by Visa choose a password at the issuing bank to identify themselves when shopping online and to protect against unauthorized use of Visa cards. CIB Bank accepts cards issued under the Verified by Visa scheme.

### **What is Mastercard SecureCode?**

Mastercard/Maestro cardholders registered with Mastercard SecureCode choose a password with the issuing bank to identify themselves when shopping online and to protect against unauthorized use of Mastercard/Maestro cards. CIB Bank accepts cards issued under the Mastercard SecureCode system.

### **What does the UCAF code mean?**

In the case of MasterCard/Maestro cards, the unique code you may have received from your card issuing bank. If you have not received one, leave this field blank.