



## Fact Sheet

# Card Services Mastercard® *PayPass*™ Tap & Go!®

**Mastercard *PayPass* is a new, contactless way to pay. It's like having the exact change wherever you go.**

A simple tap of your card is all it takes to pay. It's ideal when speed is essential like at stadiums, petrol stations, fast-food restaurants, newsagents, cafes and convenience stores.

**How do I know if my Card Services Mastercard has *PayPass*?**

Your card will clearly display '*PayPass*' on the front of your card, above the last four digits of your card number.

***PayPass* is faster because for transactions under \$100 you won't need to sign or enter your PIN.**

Mastercard *PayPass* is specifically aimed at replacing cash for low-value purchases. To make sure *PayPass* transactions are as simple and convenient as cash, for transactions below \$100, you don't need to select 'credit', 'savings' or 'cheque' buttons and a signature or PIN is not needed. Your transaction is automatically processed, with the purchase amount taken from your credit account.

For purchases of more than \$100, you'll be asked to sign or enter your PIN just as you would for any other Mastercard transaction.

**Mastercard *PayPass* is at least as secure as other Mastercard cards.**

Because your *PayPass* card never leaves your hand when you make a payment it means you are in absolute control.

With *PayPass*, there are no accidental payments – your card must be tapped against the reader at the checkout to work. Your transaction is confirmed by the illumination of four green indicator lights and a display message confirming that your transaction has been successful.

You also don't need to worry about being billed twice. Even if you tap more than once at the checkout, you'll only get billed once for the purchase.

In addition, Mastercard's Zero Liability protection means cardholders are covered from the costs of unauthorised transactions.

**Tapping a *PayPass* card adds no risk compared to swiping it.**

It just makes the transaction easier, faster and more reliable. Many of the merchants that accept *PayPass* already accept cards without a signature, so *PayPass* adds no risk.

Card Services uses the same intelligent systems that look for stolen card activity on normal magnetic stripe or chip cards to identify possible fraud on your *PayPass* card. This helps prevent fraud if the systems believe your card has been stolen. And with Mastercard's Zero Liability protection, it means cardholders are covered from the costs of unauthorised transactions as long as they do everything they can to protect themselves from fraud.

### **To make *PayPass* transactions fast, you don't need to wait for a receipt.**

Just like cash transactions, a receipt is optional for *PayPass* purchases under \$100 but your retailer will be able to provide one if requested. If you do not require a receipt, please advise the retailer and a receipt will not be given. For purchases over \$100 a signature or PIN is required and a receipt will be provided.

### **How do I get cash out?**

You're not able to get cash out by just waving your card. If you have transaction accounts linked to your card and the merchant allows the 'cash out' option, you can get cash out by pressing either the 'credit', 'cheque' or 'savings' button, swiping or inserting your card into the terminal and entering your PIN.

### **You can't be incorrectly charged for purchases when carrying a *PayPass* card.**

Mastercard designed *PayPass* to be a safe and secure payment method that provides for greater speed and convenience at the checkout, while still protecting cardholders from unauthorised charges. The *PayPass* card must be tapped against the *PayPass* terminal to be read which minimises any risk of an 'accidental' transaction.

### **You can use your card at retailers that do not have Mastercard *PayPass* terminals.**

The card's chip and magnetic stripe also allows the card to be used in the same way a traditional Card Services Mastercard is used wherever Mastercard is accepted (using a signature or PIN).

### **If your *PayPass* card is stolen you are covered by Mastercard's Zero Liability protection.**

Mastercard's Zero Liability protection means cardholders are covered from the costs of unauthorised transactions as long as they do everything they can to protect themselves from fraud. For example, in the event of loss or theft of any Mastercard payment product, consumers should report it immediately to Card Services. This notification will prevent future authorisation of transactions made against that Mastercard account. This is true for all Mastercard payment programs, whether they are enhanced with *PayPass* or not.

### **Merchants in Australia are already accepting Mastercard *PayPass* transactions.**

More than 42,000 merchant terminal locations in Australia are already accepting *PayPass* including 7-Eleven, JB Hi-Fi, Bunnings, Caltex, McDonald's, Event Cinemas, Boost Juice, Dymocks Bookshops, IGA Supermarkets, Sumo Salad, NewsLink, Cabcharge, Terry White Chemists as well as stadiums including the MCG and Etihad. Many more have announced they intend to install *PayPass* terminals in the near future.

### **How can I get a Card Services Mastercard *PayPass* card?**

Simply call 1300 135 538.

If you are a current Card Services cardholder, we will issue you with a new credit card with Mastercard *PayPass* when your current card is due to expire or as a replacement if it is reported as lost or stolen.