



Dear Merchant

In the interests of merchant and cardholder security, MasterCard® and VISA have advised that, from **27 April 2017**, taking an imprint of the card will no longer protect merchants against chargebacks for manually entered transactions.

What does this mean for you as a merchant?

With the high risk of card fraud, we have decided to remove the “manual key entry” facility from all Standard Bank point of sale (POS) devices. This means that, from 27 April 2017, unless you receive approval from us, **you will no longer be able to process manually entered transactions** on your POS device. In other words, you will not be able to use your POS device to accept a card for a transaction if the card cannot be tapped, inserted or swiped.

How you can apply for approval

If you want to continue to process manually entered transactions, you will have to **apply to us for approval**. If we approve your application and you do process a manually entered transaction that is disputed, **you as the merchant will be fully liable** and we will be obliged to debit your bank account with the disputed transaction value.

Even where we have approved your application, we may decide, at our discretion and depending on the risk involved, to suspend payment of any manually entered transaction for a period not longer than 180 days. We will let you know if we decide to do this.

To apply for an approval, you need to call 0861001200 to request the indemnity form to be emailed to you. You need to send the completed form to **mps@standardbank.co.za**. Once we have received your signed indemnity and if we approve your request, we will activate your POS device to process manually entered transactions **within five working days**.

Please note that, apart from what is set out here regarding manually entered transactions, this letter **does not** in any manner override or replace any provision of the merchant agreement between you and us.

Contact us

As your bank, we are committed to service excellence and to providing a secure and superior merchant and cardholder experience. If you have any questions, or if you would like more information about this issue, please do not hesitate to call **086 100 1200** or send an email to mps@standardbank.co.za.

Yours sincerely

Merchants Solutions Team