

# Verified by Visa Frequently Asked Questions

## 1 What is the Verified by Visa service?

Verified by Visa is a service designed to ensure you are protected while shopping online with your Visa Card.

## 2 How does Verified by Visa work?

As you make a purchase online, we assess the risk of the transaction based on a number of factors. In some instances, you may be asked to confirm some personal details so we can be sure the card isn't used without your permission.

## 3 Will I need to apply for a new card to use Verified by Visa?

No. We will register your card for Verified by Visa on your behalf, so you will automatically be protected.

## 4 Will I require a username and password for the Verified by Visa service?

Protection the Verified by Visa way is simple because you don't have to remember usernames and passwords – you will be automatically registered and protected. If your card is new, we will register the card before we issue it to you. With existing cards, we will take care of registering it as part of the Verified by Visa service.

## 5 Why would I be asked to confirm personal details and is this safe?

Each time you make an online purchase, we assess the risk level of the transaction – certain activity may seem out of the ordinary, maybe because it's a high dollar value, or a retailer you've never bought with before. If the transaction is considered high risk, you may be required to confirm several details before the transaction is approved.

## 6 Will my account be billed for Verified by Visa purchases?

Your Verified by Visa purchases will appear as normal purchases on your statement, under the name of the 'merchant' – that is, the company from which you made your purchase.

## 7 How much does Verified by Visa cost?

This additional security benefit is provided to you free of charge.

## 8 What browser do I need to use for Verified by Visa?

Verified by Visa requires Microsoft Internet Explorer version 5.5 and above, Netscape Navigator 7.1, Safari and Firefox.

## 9 Can I use Verified by Visa from any computer?

Yes, you can use Verified by Visa from any computer connected to the internet, with a compatible browser, as outlined above.

## 10 How can I get further information?

For further information please call one of our friendly Member Service Consultants on **1300 654 822**.