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The Banking Association releases a standardised set of Chip & PIN terminologies and educational messages

The Banking Association South Africa today released a standardised set of Chip & PIN terminology and core messages. The two suggested best practice documents were made available to the member banks to be used in their individual merchant and customer training and marketing initiatives on a voluntary basis. The benefit of such a standardised approach is that a consistent message will be communicated to the cardholder and merchant preventing possible confusion. The content of these documents is intended to be high level and general in nature, whilst it remains the responsibility of individual banks to train their merchants and to properly inform their cardholders on the detail of their specific agreements and arrangements.

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