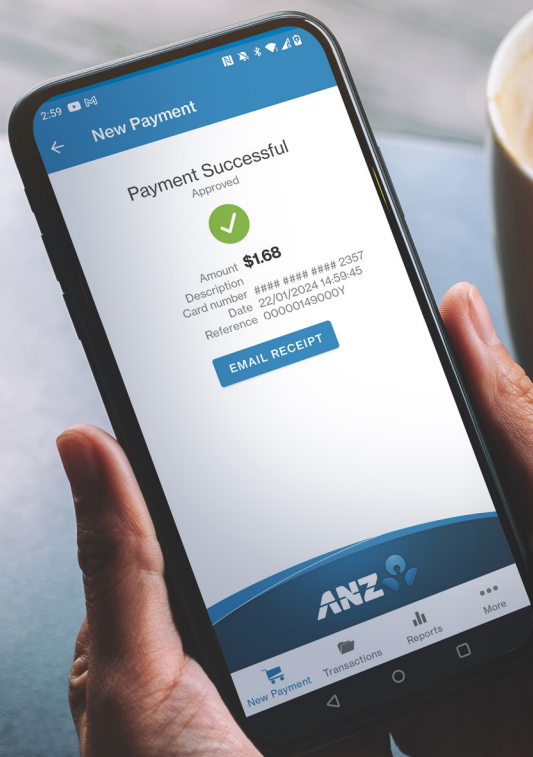


ANZ FASTPAY TAP AGREEMENT

MERCHANT OPERATING GUIDE
MAY 2024



CONTENTS

Getting Started	2
Welcome to ANZ	2
How to Contact Us	2
Your Key Responsibilities	3
Which Cards Should You Accept?	4
Contactless Card Present Transactions	4
Authorisation	4
Settlement Procedures	5
Monthly Merchant Statement	6
ANZ FastPay Tap App Message Guide	6
Frequently Asked Questions	8
How to Process Transactions	9
How to process Transactions using the ANZ FastPay Tap App	9
How to process a Refund using the ANZ FastPay Tap App	10
ANZ FastPay Tap App Not Working	11
Fraud Protection and Chargebacks	12
Fraud Protection and Minimisation Tips	12
Protecting Account and Transaction Information	14
Securing your ANZ FastPay Tap App	15
Chargebacks	16

GETTING STARTED

WELCOME TO ANZ

Welcome and congratulations on your decision to get your ANZ FastPay Tap merchant facility.

This FastPay Tap Merchant Operating Guide is provided to help you become familiar with the operation of ANZ FastPay Tap and the acceptance of Debit Cards and Visa and Mastercard Credit Cards.

We recommend that you and your staff read this guide thoroughly and keep it accessible for future reference.

The FastPay Tap Merchant Operating Guide forms part of your Agreement with us for ANZ FastPay Tap and may be varied or replaced by us from time to time. Terms defined in the FastPay Tap Terms and Conditions have the same meaning when used in this FastPay Tap Merchant Operating Guide.

HOW TO CONTACT US

For service, technical support, financial or general enquiries:

- Call ANZ Merchant Business Solutions on 0800 473 453, or email nzmerchantbusiness@anz.com.
If you are calling from overseas please dial 0064 4 385 7067.

Postal address:

- ANZ Merchant Business Solutions
PO Box 2211
Wellington 6140

YOUR KEY RESPONSIBILITIES

The tasks and procedures detailed below and in this FastPay Tap Merchant Operating Guide must be completed for you and your staff to fulfil your responsibilities as a Merchant:

- Follow all the instructions in this FastPay Tap Merchant Operating Guide.
- Only process Contactless Card Present Transactions
- Check your Merchant Service Fee on your monthly Merchant Statement regularly to ensure you're paying the correct rate.
- Accept all Nominated Cards presented for payment – see page 4 for more detail.
- Follow the correct Authorisation procedures.
- Don't split a single Transaction into two or more Transactions.
- Don't give cash out.
- Don't impose a minimum or maximum amount on Credit Card or Debit Card Transactions.
- Retain electronic records of all Transactions for 18 months. These must be kept in a secure place and securely destroyed after 18 months.
- Be alert to possible Credit Card fraud and report all instances – see page 12 for more detail.
- Ensure the logos of the cards you accept are clearly displayed at your point of sale where appropriate.
- Complete all Transactions in New Zealand dollars.
- Protect account and Transaction information and your ANZ FastPay Tap App by conforming to the requirements outlined on page 14.
- If a Debit Card or Credit Card is accidentally left behind in your premises, you must:
 - retain the card in a safe place for a period of two Business Days; and
 - hand the card to the claimant only after having established the claimant's identity by comparing signatures with another card in the claimant's possession; or
 - if not claimed within two Business Days, cut the card in half and send it to ANZ Merchant Business Solutions, PO Box 2211, Wellington 6140.

WHICH CARDS SHOULD YOU ACCEPT?

ANZ FastPay Tap provides you with the ability to accept all Visa and Mastercard Credit and Debit Cards as payment for your goods and/or services.

You must accept all valid Nominated Cards bearing any of these logos without restriction on the amount of the Transaction. If you're applying a Surcharge Fee to Visa or Mastercard Credit Card Transactions you must advise the Cardholder and give them a chance to opt-out before processing the Transaction. You must also follow the procedures set out in Clause 21 of the FastPay Tap Terms and Conditions.



CONTACTLESS CARD PRESENT TRANSACTIONS

You may only accept Contactless Card Present Transactions. Your ANZ FastPay Tap Letter of Offer and Acceptance details which types of Transactions you can accept.

A Card Present Transaction is where the Cardholder and their Nominated Card are present during the Transaction at your Premises or place of business. These Transactions are typically processed electronically via your ANZ FastPay Tap App.

A Contactless Transaction is where card data is transmitted using radio waves instead of a device physically reading the card magnetic strip, stripe or chip.

AUTHORISATION

All card Transactions must be authorised. An authorisation is our confirmation that, at the time at which a Transaction is processed, the card hasn't been reported lost or stolen or blocked for use, and that there are sufficient funds available to cover the cost of the Transaction. An authorisation doesn't guarantee payment. If at a later date the Transaction is found to be an Invalid Transaction, it may be charged back to you. See page 23 for more information on Chargebacks.

Authorisation procedures vary depending on the type of Transaction. Transactions are automatically authorised via ANZ FastPay Tap where a Contactless Transaction is made and an "Approved" message appears on the ANZ FastPay Tap App (including where Cardholders are required to enter a PIN for Transactions over NZ\$200).

SETTLEMENT PROCEDURES

Settlement is the term used to describe the transfer of funds into your Nominated Settlement Bank Account.

In most cases you may set a time for settling your ANZ FastPay Tap facility. The time period between 10pm and 11pm daily isn't available as this is when we update your files to enable settlement of funds to your Nominated Settlement Bank Account.

We deposit the amount of your Transactions from Debit Cards and Visa, and Mastercard Credit Cards into your Nominated Settlement Bank Account (see note below).

When your Merchant Facilities are settled	When funds are paid into your Nominated Settlement Bank Account
Before 10pm daily	Funds processed overnight, available next morning
After 10pm daily	Funds processed the following night, available the next morning

If you don't settle your ANZ FastPay Tap facility within the time period chosen, we will automatically settle it at the end of your nominated settlement period. However, a summary of Transactions won't be provided.

If you need to know the value of Transactions completed through your ANZ FastPay Tap App at a time other than at the end of your settlement period, then you can request a Transaction Sub-totals Report. Instructions for this are provided in your ANZ FastPay Tap User Guide.

MONTHLY MERCHANT STATEMENT

You'll be sent a Merchant Statement at the end of each month. The Merchant Statement details all Credit Card and Contactless Debit Card Transactions you have processed in the month. It also shows the Merchant Service Fee amount due. This is the fee we charge for processing your Credit Card and Contactless Debit Transactions. Your Merchant Service Fee is debited from your Nominated Charges Bank Account on the 12th of each month (or the following business day where the 12th is a weekend or public holiday) for the previous month's Transactions. You'll receive a Merchant Statement for each facility you have with us.

ANZ FASTPAY TAP APP MESSAGE GUIDE

When a Transaction is completed, a message will be displayed on the ANZ FastPay Tap App. These messages advise you whether the Transaction has been accepted or declined and what action should be taken. Common messages are detailed in the following table:

Terminal Message	Definition
Approved	Transaction has been accepted
Declined	There may be an error processing the transaction or the transaction is not currently supported
Invalid Account	Card isn't loaded to access the account selected
Card Expired	The card's expiry date has been reached – don't release goods or services
Chip Declined	The Transaction wasn't approved – don't release goods or services
Declined – Contact Issuer	The Transaction wasn't approved – don't release goods or services Instruct the Cardholder to contact their Card Issuer
Do Not Honour-Refer to Card Issuer	The Card Issuer won't allow the purchase. Inform the Cardholder that their bank hasn't approved the Transaction - don't release goods or services
System Fault	System Error, please try transaction again. If error persists after 5 minutes, please call ANZ team
Incorrect PIN	The Cardholder has entered an incorrect PIN. Request them to try again – don't release goods or services
Invalid Card	The card isn't supported on the Switch – don't release goods or services
Invalid Transaction	The Transaction attempted isn't supported on the card being used – don't release goods or services
Issuer Unavailable	The Switch can't contact the Card Issuer for an authorisation – don't release goods or services
Contact Issuer	The Switch can't contact the Card Issuer for an authorisation – don't release goods or services
Contact Issuer	The Transaction isn't approved – don't release goods or services. Instruct the Cardholder to contact their Card Issuer
PIN Tries Exceeded	The Cardholder has attempted the maximum number of PIN attempts. Seek another form of payment
Re-Try Transaction	Try the Transaction again – don't release goods or services

FREQUENTLY ASKED QUESTIONS

What does the monthly Merchant Service Fee cover?

The Merchant Service Fee is paid to cover our costs for authorising and processing your Credit Card Transactions and crediting the funds to your Nominated Settlement Bank Account. The Merchant Service Fee also covers costs for our Merchant Business Solutions Helpdesk to answer any queries you may have.

How is the Merchant Service Fee calculated?

The Merchant Service Fee is often calculated as a percentage of the total dollar value of Credit Card and Contactless Debit card Transactions processed for your business during the month.

For Interchange Plus pricing, the Merchant Service Fee is calculated as the actual interchange fee plus a margin that includes the cost to process the transaction. The margin includes scheme fees, network fees, float costs and an acquirer margin.

Are the funds credited to our account guaranteed?

If the Transaction has been properly authorised and the Transaction successfully completed, we will credit cleared funds to your Nominated Settlement Bank Account.

However, this payment may still be reversed later if a Chargeback event occurs or the Transaction is later discovered to be an Invalid Transaction. For details, refer to the section on Chargebacks – see page 16.

How to Change Merchant Information

If you need to change any of the information that you initially provided to us, call ANZ Merchant Business Solutions on 0800 473 453.

Who pays the cost if one of our employees uses a card fraudulently?

Your business may be financially responsible for all card fraud, whether carried out by an employee, a Cardholder or both in collusion. To reduce the risk, ensure the rules outlined in this guide are explained to staff, and follow the tips for detection in the section on fraud – see page 12.

Can I charge for processing?

You can apply a Surcharge Fee to some or all Visa and Mastercard Credit Card Transactions. If applying a Surcharge Fee you must comply with the procedures set out in Clause 21 of the Terms and Conditions.

Can I give cash out with a card Transaction?

No, ANZ FastPay Tap does not support cash-out transactions.

HOW TO PROCESS TRANSACTIONS

HOW TO PROCESS TRANSACTIONS USING THE ANZ FASTPAY TAP APP

Contactless Card Present Transactions

Once the Nominated Card has been validated for payment, enter the Transaction type and amount into the ANZ FastPay Tap App and press enter.

If the presented Card has a Visa PayWave or Mastercard Contactless logo visible, the Cardholder can process the Transaction by tapping their card or Mobile Wallet on the ANZ FastPay Tap App.

When processing a Contactless Transaction on the ANZ FastPay Tap App:

- If the value of the Transaction is NZ\$200 or less, a PIN isn't required. An 'Accepted' message will appear on the ANZ FastPay Tap App once the card or Mobile Wallet has been tapped on the ANZ FastPay Tap App and the Transaction has been successful.
- If the value of the Transaction is over NZ\$200, a PIN is required to authorise the Transaction.
- If a PIN is used, an 'Accepted' message will appear on the ANZ FastPay Tap App to confirm the Transaction has been successful.
- Mobile Wallet transactions may require verification by the Cardholder using a Consumer Device Cardholder Verification Method (CDCVM) such as passcode, pattern or Biometric ID. In these cases an 'Accepted' message will appear on the ANZ FastPay Tap App if the Transaction is successfully authorised. If the value of the Mobile Wallet transaction is for more than NZD\$200, a PIN may also be required.
- If a 'Declined' message appears on the ANZ FastPay Tap App, you can ask the Cardholder for an alternative form of payment or retain the goods.

Transaction Receipt

Transaction Receipts can be emailed to the Cardholder on request. If the Cardholder requests an additional copy, the Transaction Receipt can be re-emailed by searching for and locating the Transaction in the Transaction listing. Below is an example of an emailed receipt.



Please find your receipt from ANZ FastPay Tap below.

Transaction on
2024-02-15 03:29

Receipt number
00000170000L

Receipt number

ANZ FastPay

NZD \$47.86

Merchant copy

Merchant details

Merchant details

Trading name

Address

Contact details

App Test Solutions Inc.

Wellington Central,
Wellington, 5343

6423645253644

Transaction details

Transaction details,
amount and date

Transaction status

Transaction type

Item description

APPROVED

PURCHASE

Card: ...3419

Transaction description

Transaction type

Transaction status

YOUR INTERNET SECURITY

ANZ FASTPAY TAP APP NOT WORKING

Your ANZ FastPay Tap App may not work for a number of reasons:

- Power outage
- Technical failure with the hardware or software
- Telecommunications failure
- Problem with the Switch.

A list of the most common reasons for your ANZ FastPay Tap App not working, and the message it will display, are provided below.

ANZ FastPay Tap App Message	Description
Comms Error	Telecommunications outage
Time Out	Communications or network fault
No Response from Host or Response Error	EFTPOS network outage
Unable to Process	Terminal hardware fault
Transmission Error	Phone line or PABX fault at site
System Fault	Host issuers fault while authorising card
Power Failure	Power cut or failure

HOW TO PROCESS A REFUND USING THE ANZ FASTPAY TAP APP

If a customer is returning goods which had been paid for using either a Visa or Mastercard Credit or Debit Card, don't give the customer a cash refund. Process the Refund back to the same card that was used for the original purchase.

Use the ANZ FastPay Tap App to process the Refund back to the same card used for the original purchase. For more information about how to Refund Transactions through your ANZ FastPay Tap App, please refer to your ANZ FastPay Tap App User Guide.

FRAUD PROTECTION AND CHARGEBACKS

FRAUD PROTECTION AND MINIMISATION TIPS

Fraud can be committed by persons using stolen Credit Card details, your employees or both in collusion and can cause significant financial and reputational loss for your business. Your business is liable for all card fraud committed through your ANZ FastPay Tap facility.

If a Credit Card Transaction turns out to be fraudulent, it may be charged back to you and it could end up costing your business more than the original sale. High Chargeback levels can also attract penalties from the Nominated Card Schemes, including fines, and could result in the termination of your ANZ FastPay Tap facility.

The more you know about the potential risks, the more you'll be able to protect your business against fraud and costly Chargebacks. Some Transactions carry a higher risk of fraud than others.

In providing you with suggestions on how to reduce the risk of fraudulent Transactions in your business, we make no representation as to the effectiveness of those suggestions or guarantee a reduction in or protection from fraudulent Transactions.

Card Present Transaction Fraud

Individuals using Credit Cards fraudulently in Card Present Transactions often behave unusually. While the following behaviors don't necessarily indicate criminal activity, be alert for customers who:

- Make indiscriminate purchases without regard to size, colour or price.
- Are unnecessarily talkative or delay a selection repeatedly, until you're flustered.
- Hurry you at closing time.
- Purchase an extended warranty without hesitation even though it may be costly.
- Refuse clothing alterations even though they are included in the price of the garment.
- Make purchases, leave the store, and return a short while later to make additional purchases.
- Pull the Credit Card out of a pocket rather than a wallet.

Always use common sense as your guide but if you are suspicious of a customer's card please ask the customer to pay by other means, this could be by bank transfer, cash or another card.

You should never make any physical attempt to prevent a suspicious customer from leaving your Premises.

Employee Fraud

Be alert to changes in employee behavior or sudden evidence of an increase in their wealth and take the following steps to reduce the risks of employee fraud in your business.

- Restrict access to your Refund daily limit.
- Limit the number of employees with access to your merchant number.
- Check your settlement amounts balance with the daily sales amounts (to check refunds are not being inappropriately received).

PROTECTING ACCOUNT AND TRANSACTION INFORMATION

If you accept Credit Card details from your customers, you are responsible for ensuring that the customer's payment details are secure at all times.

The Payment Card Industry Data Security Standard defines 12 industry best practices for handling and protecting Credit Card details. All businesses and third-party service providers that store, process or transmit Credit Card data must be compliant with the PCI standard.

The PCI Standard details what needs to be protected and/or made secure and provides you with a framework of how to control the risks and keep Credit Card details in your possession safe and secure. The aim of the standard is to ensure a business, regardless of its size, follows good business practice for processing, storing and transmitting Credit Card details.

You must:

1. Install and maintain a firewall configuration to protect Cardholder data.
2. Don't use vendor-supplied defaults for system passwords and other security parameters.
3. Ensure Credit Card information is never stored anywhere. Only retain the last four digits of the card number and ensure that the leading digits are not recorded.
4. Encrypt transmission of Cardholder data across open, public networks.
5. Use and regularly update anti-virus software or programs.
6. Develop and maintain secure systems and applications.
7. Restrict access to Cardholder data by business need-to-know.
8. Assign a unique ID to each person with computer access.
9. Restrict physical access to Cardholder data.
10. Track and monitor all access to network resources and Cardholder data.
11. Regularly test security systems and processes.
12. Maintain a policy that addresses information security for employees and contractors.

A full copy of the latest Payment Card Industry Data Security Standards is available online at: www.pcisecuritystandards.org.

Further information is also available from the following websites:

- www.mastercard.com/nz/merchant/en/security/what_can_do/SDP/merchant/index.html
- <https://www.visa.co.nz/support/small-business/security-compliance.html>

SECURING YOUR ANZ FASTPAY TAP APP

The ANZ FastPay Tap App is equipped with a number of in-built security features which are designed to help protect your customers' information. By implementing the recommendations below, you can help protect your business, your customers and your reputation from Credit Card and Debit Card fraud or misuse through your ANZ FastPay Tap App.

Always ensure that your Electronic Device is secure and under supervision during operating hours.

- Ensure that only authorised employees have access to your ANZ FastPay Tap App and they are fully trained on their use.
- Always ensure that your Electronic Device is protected using either a password, PIN, fingerprint, face or other biometric identification access, and your ANZ FastPay Tap App is protected using a PIN.
- Check your ANZ FastPay Tap App is including your correct details on emailed Receipts.

Contact ANZ Merchant Business Solutions on 0800 473 435 immediately if:

- Your Electronic Device is missing.
- Your ANZ FastPay Tap App issues incorrect Receipts.

CHARGEBACKS

A Chargeback occurs when a Cardholder (or their bank) raises a dispute in connection with a Credit Card Transaction processed by you. You and your business are financially liable for all Chargebacks. If the dispute is resolved in favour of the Cardholder, the Transaction is charged back to you and the value is debited from your Nominated Bank Account(s). As the Merchant, you could possibly lose the value of the sale as well as incurring a Chargeback Fee.

A Chargeback can occur up to 120 days from the date a Transaction is processed, or from the date the goods or services were expected to be received by the Cardholder. We require you to store all Transaction Receipts for 18 months after the Transaction processing date. After 18 months, the Receipts can be securely destroyed.

If a Cardholder approaches you disputing a Transaction and you're unable to resolve the issue, you should refer the Cardholder to their Card Issuer.

If a Transaction is disputed, the bank that holds the account of the Cardholder in question will notify us and we will notify you of the dispute. If our Transaction records cannot show sufficient proof of the Transaction, you'll be notified of the problem in writing and asked to respond in writing within seven days with sufficient information to validate the Transaction.

If you fail to respond within seven days, cannot provide sufficient proof of the Transaction, or we find proof that you have breached your Agreement, the Transaction may be charged back to you. If you are subject to an excessive number of Chargebacks, we reserve the right to charge for the processing of these disputes.

You can minimise the possibility of Chargebacks by following the procedures in this Merchant Operating Guide. While we recommend you follow the procedures in the guide, it's up to you to decide the level of checking and what processes you have in place to reduce the chance of fraud. Usually any fraud will manifest itself in the form of a Chargeback well after you have sent the goods.

Some of the most common reasons why a Transaction may be disputed by a Cardholder (becoming the subject of a Chargeback) include:

- Processing errors
- Unauthorised use of card
- Unauthorised Transaction
- Invalid card account number
- Incorrect Transaction amount
- Credit Card expired at time of sale
- Goods not received by purchaser, wrong goods sent or goods are defective.

There are additional reasons why a Transaction may become the subject of a Chargeback, and these are determined from time to time by us and/or Visa and Mastercard.

