

# FREQUENTLY ASKED QUESTIONS

## Commercial Card Visa Secure

This document is designed to address some frequently asked questions about Visa Secure.

### What is Visa Secure?

Visa Secure is a solution designed to make your online purchases more secure by attempting to further validate that the person making the purchase is the actual authorized cardholder. It is an extra layer of security which M&T Bank, Visa, and participating merchants are using to help prevent fraudulent activity on your card during online purchases.

### How does Visa Secure work?

For M&T Commercial Cards, Visa Secure works behind the scenes.

- When you make a purchase online with your M&T Commercial Card, the merchant (site owner) may elect to use the Visa Secure service to authenticate you as a cardholder.
- If the merchant elects to use the Visa Secure service, additional data is gathered regarding the device used by the cardholder attempting to make the purchase, such as the operating system, IP address, browser info, location, as well as other technical information. This information is then reviewed to identify potential fraud.
- If the transaction is deemed low risk, the transaction will be allowed, and Visa Secure authentication will be transparent to the cardholder. Once authentication takes place, your purchase request is processed through normal authorization steps to complete the purchase.
- If the transaction is deemed to be high risk, the service may recommend that the transaction be denied.

### Do I need to enroll in Visa Secure for my M&T Commercial Card?

No. All M&T Commercial Cards are automatically enrolled in this service.

### Why don't I need to enter a PIN or Password like I used to on my personal credit card / debit card?

The newest generation of Visa Secure removes the use of static PINs or passwords that can be compromised. Instead, advanced real-time analytics will score each transaction and determine whether the authentication attempt should be allowed or denied, with no additional entry required by the cardholder at the time of the purchase.

### If my transaction is denied by Visa Secure, what should I expect to see and what should I do if it is a legitimate transaction?

While rare, if your transaction is denied as a result of Visa Secure authentication, you will see a pop-up window in your browser with the M&T Bank logo, as well as the Visa Secure logo. Additionally, a message will appear stating that authentication was performed and failed, and this card cannot be used to complete the transaction.

If this was a legitimate transaction and was denied by the Visa Secure service, please contact M&T Bank at 1-800-443-8671, Option 1 to speak with an M&T representative.

*Sample deny message:*



**Authentication Failed**

To ensure the highest level of security, authentication was performed on this card and failed. This card cannot be used to complete the transaction.

Please call the number on the back of your card if you require further assistance.

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## **What should I do if my transaction was denied through Visa Secure, but the transaction is legitimate?**

If your transaction was denied, but is legitimate, you should call M&T Bank Commercial Card Servicing at 1-800-443-8671, and select Option 1 for assistance. A representative from our Commercial Card servicing team will assist you with investigating the cause of the denial and work with you to facilitate acceptance of your transaction. After-hours assistance is also available in support of Visa Secure denials through Option 8.

## **If a merchant elects to use Visa Secure, how does that impact whether I win a dispute if the transaction is fraudulent?**

All dispute scenarios are unique. The goal of Visa Secure is to prevent additional fraud from occurring, but it is not a guarantee that fraud will not occur. If Visa Secure authentication is requested by a merchant, and fraud does still manage to occur, the merchant will generally be protected in a dispute. Again – each situation is unique and if you experience fraudulent activity on your card, you should dispute the transaction immediately by contacting M&T Bank at 1-800-443-8671. M&T will work on your behalf to dispute the transaction according to Visa guidelines.

## **How does Visa Secure protect me when I swipe my card in a physical store location?**

Visa Secure is not used in a card present transaction. Visa Secure is used in an eCommerce (online purchase) environment only. There is no additional protection from Visa Secure on a card used at a card-present, physical retail location.

## **How do I know that a merchant website uses Visa Secure to secure my transaction?**

Merchants who utilize Visa Secure will have the Visa Secure logo on their website at checkout. After Visa is selected as the payment method, messaging will be displayed to notify the cardholder that this is will be a Visa Secure transaction. This will provide additional assurance to the cardholder. The website will guide you through next steps to check out.

## **Which M&T Commercial Card products are enrolled in Visa Secure?**

Currently the following M&T Commercial Card products are enrolled in Visa Secure:

- M&T Corporate (T&E) Card
- M&T Purchasing Card
- M&T Commercial One Card
- M&T Executive Card
- M&T Commercial Card Simplified Solution

## **What is the difference between authentication and authorization?**

Authentication is the act of ensuring that the cardholder making the purchase is the actual authorized cardholder. Authentication tools like Visa Secure can strengthen the authorization process.

Authorization is the process used to approve or decline a purchase transaction based on various parameters, such as credit limit, MCC restrictions, expiration date, CVV2 matching (3 digit security code on the back of your card), purchase limits, and other system-based requirements.

*Visa is a registered trademark of Visa International Service Association.*

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