

GENERAL

1. What is a chip card?

A chip card is a standard-sized plastic debit or credit card that has a microchip embedded in it. The microchip is visible on the face of the card. The chip card whilst is more secure than traditional magnetic strip cards will also has increased functionality such as contactless or touch/tap and go capability.



2. Is the chip card different to an EMV chip card or smart card?

No. 'Chip card', "smart card" and "EMV chip card" are names used interchangeably and refer to the same functionality.

3. Why does my card now have a chip?

The chip provides an additional layer of security that better protects the cardholder against counterfeit card fraud.

4. What is counterfeit card fraud?

Counterfeit card fraud occurs when card data is captured by fraudsters to reproduce a forged card. The forged card is then used to perform transactions on your account without your knowledge or approval. The traditional mag stripe card is vulnerable to this type of fraud.

5. Are chip cards secure?

Yes, chip cards are more secure than the traditional magnetic stripe cards, offering better protection for cardholders.

6. What should I do if I notice suspicious transactions on my account?

If you notice any suspicious activity on your account, notify BSP immediately by placing a report with a branch near you, call us on (+675) 305 7842 or email bspcardscentre@bsp.com.pg. These contact details can also be found on the reverse side of your Visa Debit Card or Mastercard®.

7. Where can I use my chip card?

You can use your chip card at any ATM or EFTPoS terminal where the Visa or Mastercard logo is displayed.

8. How do I use my chip card?

Card Usage	PNG	Overseas
ATM		
Select the “ Savings or Cheque ” option depending on what account your Debit Card is linked to	✓	✓
EFTPoS		
Contactless Transaction “Touch and Go” Place the card over the Eftpos terminal screen when transaction is being carried out.	✓	✓
Contact Transaction “Insert” Insert the chip-end of the card into the slot on the bottom of the EFTPoS terminal	✓	✓
When using another banks’ EFTPoS terminal, select “ Credit ” if the account selection option is available or you may not be required to enter your PIN, however you are required to sign the Merchant copy of the receipt	✗	✓

9. Do I still need to use my PIN for my chip card?

For a local ATM transaction, your PIN will be required. Overseas ATMs may not require a PIN.

For an EFTPoS transaction, if you are using touch and go functionality you will not require a PIN for transactions up to a specified amount. Otherwise your PIN will be required.

10. How do I use contactless or ‘touch and go’ functionality at an EFTPoS terminal?

You will have to identify a merchant that is displaying the Visa payWave or Mastercard paypass as accepted payment methods. The merchant will assist you.



1 Look for the contactless symbol when paying for items up to the value of K50.



2 Touch your Chip enabled card against the screen of the EFTPoS terminal.



3 The terminal will beep or a green light will appear on the terminal to confirm that your payment is being processed.



4 If your payment is successful the screen will read “approved” if the payment is unsuccessful the screen will read “declined” and a receipt is printed for collection.

11. How do I know if the EFTPoS terminal is chip enabled?

Look for the ‘cards accepted here’ sign and if the cards displayed have the contactless symbol. The merchant can also advise you. If you are in-store ask your merchant, they will inform you.



12. What are the fees and charges associated with chip cards?

Find applicable fees and charges [HERE](#).

13. What are the additional benefits and features of the chip card?

The current benefits and features of your existing magnetic stripe card will remain unchanged however the chip card improves card holder details and transactions security.