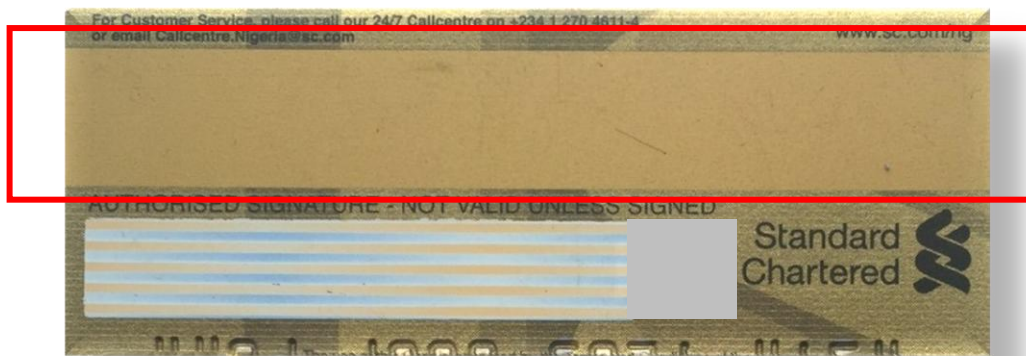


## Magnetic Stripe Activation: Frequently Asked Questions (FAQs)

### What does Magnetic Stripe mean?

**Magnetic stripe** (or “mag stripe”) is the stripe visible on the back of debit and credit cards, which is used to authorize card transactions on a Point of Sale (POS) terminal. This is highlighted in the image below.



There are two ways through which card transactions are authenticated on a (POS):

1. By swiping your card on a POS using the mag stripe on the back of your card and signing the receipt; or
2. By inserting your card into the POS and inserting your 4-digit Pin which is validated by the Chip on your card.

### What does EMV mean?

EMV stands for Europay, MasterCard and Visa. It is a global standard for cards equipped with computer chips and the technology used to authenticate chip-card transactions. These new and improved cards are being deployed to improve payment security, making it more difficult for fraudsters to successfully skim and clone cards.

### What is the difference between mag stripe and EMV?

EMV-enabled cards (also called “Chip and PIN” cards) are a more secure way of performing transactions at a Point of Sale (POS) and Automated Teller Machines (ATM). Rather than swiping your card using the Magnetic stripe found on the back, the card will use the Chip information on the front, for transaction authentication.

The magnetic stripes on traditional credit and debit cards contain static unchanging data. Whoever accesses that data gains the sensitive card and cardholder information necessary to make purchases.

If someone copies a mag stripe, they can easily replicate that data over and over again because it doesn't change. Unlike magnetic-stripe cards, every time an EMV card is used for payment, the card chip creates a unique transaction code that cannot be used again..

### Why has the mag stripe on my card been disabled?

Due to an increase in cases of card fraud as a result of cloned mag stripe, the Central Bank of Nigeria (CBN) mandated all Nigerian Banks to disable the mag stripe feature on all cards to minimize the occurrence of these types of fraud activities. This took effect on all Standard Chartered cards on 25 October, 2015.

However, where a customer notifies the Bank of the intention to travel to a non-EMV country, the magnetic stripe feature will be activated for the duration of the customer's travel to that location.

### How does this Impact me?

From 25 October, 2015, you will no longer be able to swipe and sign off transactions at a POS terminal. You will need to input your 4-digit PIN after inserting your card in the POS chip reader.

However, because **not all countries are EMV-compliant**, we kindly request that you **inform us before you travel abroad**. This will allow us reactivate the magnetic stripe feature on your card for the duration of your travel, if the country you plan to visit is a non-EMV location. The magnetic stripe will remain active until we get a request from you to deactivate it.

#### **What does it mean for a country to be EMV-compliant?**

In a non-EMV compliant environment, if an in-store transaction is conducted using a counterfeit, stolen or otherwise compromised card, consumer losses from that transaction fall back on the issuing bank.

If a country is EMV compliant, the liability for card-present fraud will shift to whichever party (the card issuer or the merchant) is the least EMV-compliant in a fraudulent transaction.

For example: A financial institution that issues a chip card used at a merchant that has not changed its system to accept chip technology and allows a counterfeit card to be successfully used. The cost of the fraud will fall back on the merchant.

#### **Which countries are non-EMV countries?**

Examples of non-EMV countries include China, Australia, New Zealand, Indonesia, Bangladesh, Bhutan, Maldives, Nepal, Sri Lanka, Puerto Rico, U.S Virgin Islands and India.

However, this list is not exhaustive, which is why you should contact us before travelling abroad, so we can reactivate the magnetic stripe feature on your card for the duration of your travel, if the country you plan to visit is a non-EMV location.

#### **Why are my cards restricted for non EMV countries?**

Non-EMV countries generally rely on mag stripe transaction authentication at the POS. Since the mag stripe feature on your card is deactivated, your card will not work in these countries.

#### **Am I able to use my Card without activating the magnetic stripe?**

Yes, your card will work on any POS with a Chip reader, where you can authenticate your transaction by entering your 4-digit PIN.

#### **If I want to use my chip-card at a retailer that doesn't support EMV technology yet like in the USA, will it work?**

Even though the US is EMV compliant, very few point-of-sale systems have adopted the EMV technology, as such your card will not work on POS that uses the magstripe card system, unless you notify us ahead of your travels, so we can unblock the magstripe on your card temporarily.

#### **Does this apply to all my cards? Both local and foreign?**

Yes, mag stripe has been disabled on all cards.

#### **How do I activate the magnetic stripe on my Card?**

You can activate this feature by calling the Contact Centre on +234 1 2704611-4.

#### **I had activated the magnetic stripe on my previous trip. However, I recently replaced my Card. Will my preferences still apply?**

No. You will have to request to have the specific card enabled for use in a non-EMV country.

#### **Once I activate the mag stripe on my card, will it automatically deactivate when I return from my travels?**

No, you will need to inform us upon your return so we can deactivate the magnetic stripe option.