



MALAYSIA RISK MANAGEMENT TASK FORCE [MRMTF]

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Coverage

- Payment card safe practices
- What merchants need to know to ensure secure payment card transactions



Payment card safe practices

Customer or Cardholder

- Safe keeping of the payment card in a secured area – wallet / under lock and key
- Not visible to the general public
- Chip & PIN:
 - Do not disclose your PIN
 - Do not set use your IC number as your PIN

Merchants

- Point of sale terminals [EDC] to be kept in a secure area – close to the cashier's desktop.
- No unauthorized access/tempering
- All repairs should be attended to by the acquiring bank and terminal vendors

Payment Card Issuers

Safety nets – Call Back , SMS and robust Fraud and Authorization parameters.

*Introduction of Chip and PIN will strengthen the payment card payment system –
Jan 2017*

What merchants need to know to ensure secure payment card transactions

Merchant Best Practices

- Only authorized staff/cashier should handle the Point-of-sale terminals [EDC]
- Payment card should be examined before being swiped into the EDC
- Ensure the payment card belongs to person presenting it [if necessary, check against the IC]
- Understand the messages from the EDC machines
- Check the signature behind the card to see if it matches.
- Secure sales drafts in a locked drawer for future reference by the bank
- Disallow double swiping
- Usage of foreign cards
- When in doubt, contact the acquiring bank immediately



What merchants need to know to ensure secure payment card transactions

Internet Merchants

- Internet Merchant must have secure authentication- One time password [OTP]
- Online merchants should continuously check/monitor their hardware and software to prevent system intrusions from malware attacks
- Malware attacks can result in loss of customer data.
- Merchants should encrypt all customer information

Acquiring Banks' roles

- Timely merchant awareness training and updating themselves in recent fraud trends
- Monitoring merchants to avoid fraud losses.



Questions?

Thank You

