

# CONTACTLESS TRANSACTIONS

- A customer that has exceeded their credit/debit card limit may resort to making contactless transactions in a retailer store.
- Retailers should be alert to “unusual” activity eg multiple contactless transactions by the same customer during the course of a day.
- Retailers should be particularly alert to the same customer making a £1 transaction via chip and pin then reverting to contactless.
- The NFRN are aware of retailers that have had their terminal put on diversion pending an investigation. These retailers will possibly lose their terminals as a result of activity that has happened eg 806 transactions over 2 days with 1 card.
- New floor limits were put in place with Visa on 14 October that will help mitigate retailer responsibility for the above examples. Retailers will notice that Visa transactions take a little longer to clear, due to “live” data calculating if the customer has sufficient funds to make the appropriate transactions.
- Whilst the NFRN expects all acquirers to have followed Visa’s lead, Mastercard has not confirmed their movement and AMEX is currently consulting on how they will enhance security.
- The Clear Message from the NFRN is “If multiple contactless transactions are happening by the same customer, retailers should ask the customer to pay via chip n pin.
- Additional reading and training is available under the NFRN Credit Card Fraud briefing on [www.nfrnonline.com](http://www.nfrnonline.com)