



CARD INDUSTRY NEWS



“Turkish card issuers must obtain consent from their cardholders to enable them to use their cards for ecommerce transactions.”

DEBIT AND CREDIT CARDS ISSUED IN TURKEY MUST BE REGISTERED BEFORE THEY’RE USED ONLINE

Turkey’s Banking Regulations and Supervision Agency (BRSA) have announced that from 31st December 2017, Turkish card issuers must have obtained consent from their cardholders to enable them to use their cards for ecommerce transactions.

Visa is aware that card issuers in Turkey are working to obtain consent from their cardholders in advance of the change. However, from the end of 2017, those issuers must decline any ecommerce transactions attempted on cards where the holder hasn’t given their consent. This will have an impact on businesses around the world.

To prevent an increase in customer service queries, businesses trading online, together with PSPs, may display a warning on their websites to customers with cards issued in Turkey, who are experiencing declined transactions. The warning must advise them to contact their card issuer to ensure their card is registered for ecommerce use.

If you have any queries regarding this requirement, please contact your Relationship Manager or call us on 0345 702 3344*, selecting the option for ‘all other enquiries’.

*Lines are open between 9am – 6pm Monday to Friday, excluding public holidays. To help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property. We also provide a Textphone service on 0345 602 4818.

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