

**Date:** February 12, 2020  
**To:** All Clients  
**Subject:** Spring 2020 Compliance Release Changes  
**Product:** Visa, Mastercard, Discover  
**Action:** Informational

This Product Marketing Bulletin contains a summary of updates from the card brands regarding changes in the Spring 2020 Compliance Release. It is Heartland's goal to proactively alert you of the upcoming changes in a timely manner. The evaluation process is ongoing and additional bulletins will be published as changes are identified. Changes are effective April 17, 2020 unless otherwise noted. Functionality to cover items in this release will be included in the upcoming Heartland POS specifications release.

### Visa Spring 2020 Release Information

#### *Credit Voucher and Merchandise Return*

Issuers may issue "No Authorization" chargebacks for refunds/credit vouchers processed without an authorization. **Effective July 1, 2020**, merchants will be charged zero floor limit fees for returns without authorizations. Merchants in the following MCCs are excluded:

- MCC 4111 – Local and Suburban Commuter Passenger Transportation (including Ferries)
- MCC 4112 – Passenger Railways
- MCC 4131 – Bus Lines

#### *New Credit and Debit Products*

Visa Signature, Visa Platinum, and Visa Infinite Business cards will be available for issuance in Europe for both debit and credit.

#### *First Party Fraud*

After a fraud dispute, a merchant must revoke all provisions of goods and services where practical and establish a process to prevent recurrence by the cardholder. In cases where the merchant has been involved in an account take over, re-authentication of cardholders is required.

Heartland Payment Systems provides the compilations, summaries and other information contained within our Product Marketing Bulletins to serve as general guidelines. While we strive to make sure this information is accurate, we do not warrant the completeness, timeliness, or suitability of this information for your specific needs. In addition, the compilations, summaries and information contained within this document do not substitute for the Association Rules, which are part of your contract with Heartland Payment Systems.

### Visa Future Release Information

*EMV Liability Shift Reminder – Automated Fuel Dispenser Transactions*  
Effective **October 1, 2020** the EMV liability shift takes place for AFDs.

### Mastercard Spring 2020 Release Information

#### *Refund Transactions*

Mastercard is requiring acquirers to support authorizations of refund transactions. Mastercard is also revising their chargeback rules and will not allow issuers to file a “No Authorization” related chargeback on a refunded transaction that was not authorized.

#### *Elimination of Arbitration Chargeback*

In order to shorten the dispute resolution cycle, the arbitration chargeback will be eliminated for chargebacks on transactions processed after 4/17/20. Chargebacks for transactions occurring prior to 4/17/20 will follow the existing chargeback cycle.

### Mastercard Future Release Information

#### *Partial Approvals and Account Balance Responses (PMB 1134)*

Effective **October 16, 2020**:

- Eliminating the mandate to support account balance responses
- For MCCs listed below, all attended EMV POS terminals must support partial approvals for all card present Mastercard/Maestro branded prepaid or debit transactions

Effective **April 1, 2023**, all other POS terminals for these MCCs must support partial approvals.

Merchant Category Code	Description
5310	Discount Stores
5311	Department Stores
5411	Grocery Stores, Supermarkets
5541	Service Stations (with or without Ancillary Services)
5542	Fuel Dispenser, Automated
5621	Women’s Ready to Wear Stores
5691	Men’s and Women’s Clothing Stores
5732	Electronic Sales
5812	Eating Places, Restaurants
5814	Fast Food Restaurants
5912	Drug Stores, Pharmacies
5999	Miscellaneous and Specialty Retail Stores

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### *Automated Fuel Dispenser Transaction Chargeback Liability*

Effective **October 16, 2020**, the following chargeback rule changes are effective:

- Protection against disputes under reason code 4808 - Authorization-Related Chargebacks - for AFD transactions is extended to include transactions coming from AFD terminals that support PIN entry capability
- Issuer may no longer use 4837 - No Cardholder Authorization - when card was reported lost/stolen/NRI and transaction occurred at EMV contactless and/or chip-enabled AFD terminal that does not support PIN entry capability
- Issuer may use 4871 - Chip Liability Shift - Lost/Stolen/NRI Fraud when the cardholder's EMV chip card or contactless-enabled card or mobile payment device supports PIN and AFD terminal does not have PIN entry capability

### **Discover Future Release Information**

#### *JCB and UnionPay EMV Fraud Liability Shift Policy*

Effective **October 1, 2020**, the UnionPay and JCB EMV fraud liability shift policy has been updated to include UnionPay and JCB card transactions acquired in the U.S., and counterfeit UnionPay and JCB cards used at AFDs.

Please contact Heartland with any questions.