

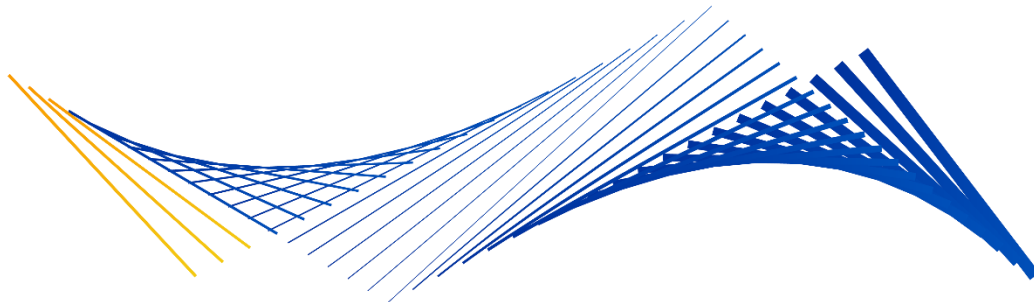


What To Do If Compromised

Visa Supplemental Requirements

Version 6.0

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About Visa Supplemental Requirements

This document is a supplement of the *Visa Core Rules and Visa Product and Service Rules*. In the event of any conflict between any content in this document, any document referenced herein, any exhibit to this document, or any communications concerning this document, and any content in the *Visa Core Rules and Visa Product and Service Rules*, the *Visa Core Rules and Visa Product and Service Rules* shall govern and control.

For the Visa Europe region requirements contact datacompromise@visa.com

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Summary

Visa is dedicated to promoting the safe and sound long-term prosperity of the Visa payment system. To that end, Visa aims to ensure the timely resolution of external data Compromise Events, drive notification of at-risk accounts to stem fraud impacts, and synthesize forensic evidence, intelligence, and fraud analysis to formulate remediation plans that strengthen payment system security.

Protecting the payment ecosystem is a shared responsibility. Any entity that stores, processes, or transmits payment card data or has access to those systems or data, is required to adhere to and maintain compliance with all Payment Card Industry Data Security Standard (PCI DSS) requirements.

Visa's *What to Do if Compromised* (WTDIC) document is a requirements-based guide that applies to entities that suspect or have experienced a Compromise Event of their payment systems, or payment systems they service or support. This includes, but is not limited to, all Visa Member financial institutions (i.e. Issuers, Acquirers), Merchants, Processors, Gateways, Agents, Service Providers, Third-Party Vendors, Integrator Resellers and any other entities, as well as other payment system participants, operating or accessing a payments environment.

WTDIC establishes procedures and timelines for reporting and responding to a suspected or confirmed Compromise Event. To mitigate payment system risk during a Compromise Event, prompt action is required to prevent additional exposure, including ensuring containment actions and remediation, such as ensuring that proper PCI DSS and PCI PIN Security controls are in place and are functioning correctly.

Requirements for Entities that Suspect or Have Confirmed a Compromise Event

Any entity that suspects or confirms unauthorized access to any Visa cardholder data, including any entity that stores, processes, or transmits cardholder data or has access to a payments environment or systems is required to adhere to the WTDIC requirements.

This includes, but is not limited to, all Visa Member financial institutions (i.e. Issuers, Acquirers), Merchants, Processors, Gateways, Agents, Service Providers, Third-Party Vendors, Integrator Resellers and any other entities, as well as other payment system participants operating or accessing a payments environment.

1. Submit Notification to Visa Within Three (3) Calendar Days

- 1.1. An entity that suspects or confirms unauthorized access to any Visa payment account data, or to any payment system that stores, processes or transmits Visa payment account data, is required to ensure that the Compromise Event is reported to the Visa Risk Management group within three (3) calendar days of either (a) the discovery of evidence sufficient to raise a reasonable suspicion of a Compromise Event, or (b) the discovery of evidence sufficient to confirm the existence of a Compromise Event beyond a reasonable doubt. Visa Member financial institutions are responsible for ensuring compliance with this requirement by their affiliates, agents and customers.

Notification must be provided to the Visa Risk Management Group regional office listed below:

North America (NA)	USFraudControl@visa.com
Latin America & Caribbean (LAC)	LACFraudInvestigations@visa.com
Asia Pacific (AP) and Central and Eastern Europe, Middle East and Africa (CEMEA)	VIFraudControl@visa.com
Risk Operations Center 24/7 Emergency Assistance	Toll Free: 1-844-847-2106 International 1-650-432-3379

Note: *Visa Acquirers with access to Visa's Global Investigation Management Tool (GIMT) should provide notice via GIMT*

Visa's Global Investigations Management Tool (GIMT) is an end-to-end case management solution that serves as the central repository for receiving and distributing investigation information for Compromise Events and other fraud schemes. Acquirers and their designated Third-Party Processors (TPPs) are required to use GIMT when managing Visa cases. For additional details, please refer to *Visa's GIMT Acquirer User Guide* on [Visa Online](#).

2. Perform Initial Investigation and Provide Incident Report

- 2.1. Within three (3) calendar days of notifying Visa pursuant to Section 1.1., above, provide a report describing the event (the Incident Report) to Visa and the Acquiring bank (if applicable). Please refer to Attachment A at the end of the document for an editable copy of the Incident Report.
- 2.2. The information provided in the Incident Report aids Visa in understanding the compromised entity's network environment, potential scope of the incident, potential exposure, and in containing the Compromise Event. Documentation must include any steps taken to contain and remediate the Compromise Event.

The Incident Report must be provided to the Visa Risk Management Group regional office listed below:

North America (NA)	USFraudControl@visa.com
Latin America & Caribbean (LAC)	LACFraudInvestigations@visa.com
Asia Pacific (AP) and Central and Eastern Europe, Middle East and Africa (CEMEA)	VIFraudControl@visa.com
Risk Operations Center 24/7 Emergency Assistance	Toll Free: 1-844-847-2106 International 1-650-432-3379

Note: *Visa Acquirers with access to Visa's Global Investigation Management Tool (GIMT) should provide notice via GIMT*

3. Provide Notice to Other Relevant Parties

- 3.1. Immediately notify all relevant parties, including but not limited to the Acquiring Bank (if applicable).
- 3.2. If the name and/or contact information for your Acquiring Bank is unknown, contact the Visa Risk Management Group regional office listed below:

North America (NA)	USFraudControl@visa.com
Latin America & Caribbean (LAC)	LACFraudInvestigations@visa.com
Asia Pacific (AP) and Central and Eastern Europe, Middle East and Africa (CEMEA)	VIFraudControl@visa.com
Risk Operations Center 24/7 Emergency Assistance	Toll Free: 1-844-847-2106 International 1-650-432-3379

- 3.3. It is strongly recommended that you also immediately notify:
 - 3.3.1. Your internal incident response team and information security group.
 - 3.3.2. Your PIN Entry Device (PED) manufacturer, if it is determined that the incident involves the compromise of a PED, specifically if it is a PCI PTS-approved device.
 - 3.3.3. Your legal department, particularly if applicable law mandates customer notification.
 - 3.3.4. The appropriate local or national law enforcement agencies.

- 3.3.5. The United States Secret Service Electronic Crimes Task Forces (ECTF), if the Compromise Event is in the United States. The ECTF focuses on investigating financial crimes and can assist with incident response and mitigation of a Compromise Event.
Visit www.secretservice.gov/investigation/ for ECTF field office contact information.

4. Provide Exposed Payment Account Data to Visa

- 4.1. Within three (3) calendar days of any of the following scenarios: (a) discovery of compromised account data; (b) the date Visa requests account numbers; or (c) a Window of Exposure (WOE) is determined, entities are required to ensure that all compromised Visa account numbers (known or suspected) are provided to Visa’s Risk Management Group via Visa’s Global Investigation Management Tool (GIMT) or Compromised Account Management System (CAMS).
- 4.1.1. Entities must work with their Acquirer of Record to upload accounts to GIMT or CAMS, if applicable.
- 4.1.2. For more information or assistance, contact the Visa Risk Management Group regional office listed below.

North America (NA)	USFraudControl@visa.com
Latin America & Caribbean (LAC)	LACFraudInvestigations@visa.com
Asia Pacific (AP) and Central and Eastern Europe, Middle East and Africa (CEMEA)	VIFraudControl@visa.com
Risk Operations Center 24/7 Emergency Assistance	Toll Free: 1-844-847-2106 International 1-650-432-3379

5. Conduct PCI Forensic Investigation (PFI)

- 5.1. Visa may, at its discretion, require a potentially compromised entity to conduct a Payment Card Industry (PCI) Forensic Investigator (PFI) to perform an investigation. The investigation must be performed by a PFI and the following is required:
- 5.1.1. Provide thorough logistical and technical support to the PFI to facilitate timely completion of the investigation, including, but not limited to, regular status updates, participation in all party conference calls, furnishing malware samples and Indicators of Compromise (IOCs), etc.
- 5.1.2. Within five (5) business days, execute a contract retaining a PFI to perform a PCI forensic investigation and inform Visa of the PFI company and lead investigator. If applicable, the entity shall also inform the Acquiring Bank that it has retained a PFI and name of the company and lead investigator.
- 5.1.3. Within five (5) business days from when the entity has engaged a PFI and signed a contract, provide Visa with the initial forensic (i.e. preliminary) report.
- 5.1.4. Within ten (10) business days of completion of the PFI investigation, provide Visa with a final forensic report.

- 5.2. Circumstances involving high-risk entities which includes, but is not limited to Level 1 and Level 2 Merchants, Processors, Gateways, Agents, Service Providers, Third-Party vendors, Integrator Resellers as well as other payment system participants operating or remotely accessing a payments environment present a higher inherent risk to the payment ecosystem and may be required to engage a PFI for a PCI forensic investigation.
- 5.3. The PFI cannot be an organization that is affiliated with the compromised entity or has provided services to the compromised entity such as previous PFI investigation, Qualified Security Assessor (QSA), advisor, consultant, monitoring or network security support, within the past 3 years.
- 5.4. Visa will not accept forensic reports from non-approved PFI companies. PFIs are required to provide forensic reports and investigative findings directly to Visa.
- 5.5. Visa reserves the right to reject PFI reports that do not satisfy the WTDIC requirements and to require a new PFI investigation. A new PFI investigation will be at the expense of the entity and not at the expense of Visa.

A list of approved PFI organizations is available at

www.pcisecuritystandards.org/assessors_and_solutions/pci_forensic_investigators

6. Conduct Independent Investigation

- 6.1. Not all Compromise Events necessitate a PFI. Visa may require a potentially compromised entity to conduct an Independent Investigation in lieu of, or prior to, a PCI forensic investigation. If advised that an Independent Investigation is required, an entity is required to do the following:
 - 6.1.1. Within five (5) business days, execute a contract retaining an investigator to perform the Independent Investigation, inform Visa of the company and lead investigator. If applicable, the entity shall inform the Acquiring Bank.
 - 6.1.2. Within five (5) business days of the contract being executed, provide Visa with the initial (i.e. preliminary) report.
 - 6.1.3. Within ten (10) business days of completion of the investigation, provide Visa with the final report.
 - 6.1.4. Provide thorough logistical and technical support to the investigator to facilitate timely completion of the investigation, including but not limited to, regular status updates, participation in all party conference calls, furnishing malware samples, and Indicators of Compromise (IOC's), etc.
 - 6.2. The investigators company cannot be an organization that is affiliated with the compromised entity or has provided services to the compromised entity such as previous PFI investigation, Qualified Security Assessor (QSA), advisor, consultant, monitoring or network security support, etc., within the past 3 years.
 - 6.3. Independent Investigators are required to provide Independent Investigation reports and other investigative findings directly to Visa.
 - 6.4. Visa reserves the right to reject reports that do not satisfy the WTDIC requirements and to require a PFI investigation if the WTDIC requirements are not fulfilled.
-

7. Preserve Evidence

- 7.1. To identify the root cause of a potential Compromise Event, facilitate investigations, and ensure the integrity of the system components and environment, it is critical to preserve all evidence.

Visa strongly recommends the following:

- 7.1.1. Do not access or alter compromised system(s) (e.g., do not log on to the compromised system(s) and change passwords; do not log in with administrative credentials). The compromised system(s) should be taken offline immediately and not be used to process payments or interface with payment processing systems.
- 7.1.2. Do not turn off, restart, or reboot the compromised system(s). Instead, isolate the compromised systems(s) from the rest of the network by unplugging the network cable(s) or through other means.
- 7.1.3. Identify and document all suspected compromised components (e.g. PCs, servers, terminals, logs, security events, databases, PED overlays etc.).
- 7.1.4. Document containment and remediation actions taken, including dates/times (preferably in UTC), individuals involved, and detailed actions performed.
- 7.1.5. Preserve all evidence and logs (e.g. original evidence such as forensic image of systems and malware, security events, web logs, database logs, firewall logs, etc.)

Requirements for Visa Members

The *Visa Core Rules and Product and Service Rules* (Visa Rules available on [Visa Online](#)) and this *What To Do If Compromised* document require all Visa Member financial institutions (i.e. Issuers, Acquirers) to conduct a thorough investigation of suspected or confirmed loss, theft, or compromise of Visa account or cardholder information involving either their own network environment or that of their Merchants, Processors, Gateways, Agents, Service Providers, Third-Party Vendors, Integrator Resellers and any other entities, as well as other payment system participants operating or accessing a payments environment on behalf of the Visa Member.

1. Submit Notification to Visa

- 1.1. Within three (3) calendar days, report to the Visa Risk Management group any suspected or confirmed unauthorized access to any Visa cardholder data.

Notification must be provided to the Visa Risk Management Group regional office listed below:

North America (NA)	USFraudControl@visa.com
Latin America & Caribbean (LAC)	LACFraudInvestigations@visa.com
Asia Pacific (AP) and Central and Eastern Europe, Middle East and Africa (CEMEA)	VIFraudControl@visa.com
Risk Operations Center 24/7 Emergency Assistance	Toll Free: 1-844-847-2106 International 1-650-432-3379

Note: *Visa Acquirers with access to Visa's Global Investigation Management Tool (GIMT) should provide notice via GIMT*

Visa's Global Investigations Management Tool (GIMT) is an end-to-end case management solution that serves as the central repository for receiving and distributing investigation information for Compromise Events and other fraud schemes. Acquirers and their designated Third-Party Processors (TPPs) are required to use GIMT when managing Visa cases. For additional details, please refer to *Visa's GIMT Acquirer User Guide* on [Visa Online](#).

2. Perform Initial Investigation and Provide Incident Report

- 2.1. Within three (3) calendar days of notification of a suspected or confirmed Compromise Event, provide the Incident Report to Visa. Please refer to Attachment A at the end of the document for an editable copy of the Incident Report. Visa Members are required to perform an initial investigation and submit an Incident Report via Visa's Global Investigation Management Tool (GIMT), as detailed in section 1.

The Incident Report must be provided to the Visa Risk Management Group regional offices listed below:

What To Do If Compromised

North America (NA)	USFraudControl@visa.com
Latin America & Caribbean (LAC)	LACFraudInvestigations@visa.com
Asia Pacific (AP) and Central and Eastern Europe, Middle East and Africa (CEMEA)	VIFraudControl@visa.com
Risk Operations Center 24/7 Emergency Assistance	Toll Free: 1-844-847-2106 International 1-650-432-3379

Note: *Visa Acquirers with access to Visa's Global Investigation Management Tool (GIMT) should provide notice via GIMT*

- 2.2. A Member of record (i.e. Issuer, Acquirer) is responsible for engaging with its Merchants, Processors, Gateways, Agents, Service Providers, Third-Party vendors, Integrator Resellers and any other entities, as well as other payment system participants operating or accessing a payments environment on its behalf to investigate and fully address any potential Compromise Event. Unless otherwise disclosed to a Member of record, all formal communications from Visa regarding a potential Compromise Event will be to the acquirer of record.
- 2.3. Within three (3) calendar days of notification of a Compromise Event, provide Visa with status of compliance with PCI DSS or, if applicable, PCI Payment Application Data Security Standard (PA-DSS) and PCI PIN Security requirements at the time of the incident.
- 2.4. The information provided in the Incident Report aids Visa in understanding the compromised entity's network environment, potential scope of the incident, potential exposure, and in containing the Compromise Event. Documentation must include any steps taken to contain and remediate the account data Compromise Event.
- 2.5. A preliminary investigation is not the same as a PFI preliminary report. Information regarding a PFI preliminary report is explained in section 4 below.

3. Provide Exposed Payment Account Data

- 3.1. Within three (3) calendar days of any of the following scenarios: (a) discovery of compromised account data; (b) the date Visa requests account numbers; or (c) a Window of Exposure (WOE) is determined, Visa Member financial institutions (i.e. Issuers, Acquirers) are required to ensure that all compromised Visa account numbers (known or suspected) are provided to Visa's Risk Management Group via Visa's Global Investigation Management Tool (GIMT) or Compromised Account Management System (CAMS).
- 3.2. The known or suspected compromised account data must be based on authorization transaction records and delineated by Point-of-Sale (POS) entry mode, where applicable (i.e., POS 90, POS 05, POS 01, etc.) and uploaded by separate files.

- 3.3. Members that upload at risk accounts to GIMT or CAMS are required to include the following information:
- Entity Name
 - Window of Exposure
 - Data Elements at Risk (e.g. Primary Account Number (PAN), Track 1 and / or Track 2, CVV2, PIN, Expiration Date, etc.)
 - Acquiring Identifier, Issuing Identifier, or VSS Processor (if applicable)
 - Merchant Category Code (MCC) (if applicable)
 - Law Enforcement Investigator Name and Incident Number (if applicable)
 - Investigator Name
 - Incident Number (if applicable)
- 3.4. All files are required to meet the following criteria:
- Files are required to be in plain text
 - Files cannot exceed 100 MB in size.
 - Uploaded file must contain 11-19 digit account numbers only
- 3.5. If Expiration date is applicable:
- Checkbox for the Expiration is required
 - Format of the date is required to be in YYMM

For additional details, please refer to *Visa's GIMT Acquirer's Guide* available on [Visa Online](#).

4. Manage PCI Forensic Investigation (PFI)

- 4.1. Visa may, at its discretion, require a potentially compromised entity to conduct a PCI Forensic Investigation. The investigation is required to be performed by a PFI.
- 4.2. Circumstances involving high-risk entities which includes, but is not limited to Level 1 and Level 2 Merchants, Processors, Gateways, Agents, Service Providers, Third-Party vendors, Integrator Resellers as well as other payment system participants operating or remotely accessing a payments environment present a higher inherent risk to the payment ecosystem and may be required to engage a PFI for a PCI forensic investigation. In addition to high-risk entities, the following factors, among others, may lead Visa to require an entity to conduct a PFI investigation:
- 4.2.1. Fraud loss tied to Common Point of Purchase (CPP) reports
- 4.2.2. Self-reported data Compromise Event potentially affecting payment credentials.
- 4.2.3. Sources, including law enforcement, reporting entity as potentially compromised.
- 4.2.4. Malicious and nefarious connections to payment system or platforms, including but not limited to Processor gateways, clearing and settlement systems etc.

- 4.2.5. Failure to contain the initial Compromise Event or a previous Compromise Event (this may be determined through additional CPP reports, data analysis, or other means).
- 4.3. If advised that a PFI investigation is required, a Member is required to engage its Merchants, Processors, Gateways, Agents, Service Providers, Third-Party vendors and Integrator Resellers to investigate and fully address any potential Compromise Event.
 - 4.3.1. Within five (5) business days, ensure that a contract retaining a PFI to perform the PCI forensic investigation has been executed, and inform Visa of the PFI company and lead investigator. Visa will NOT accept forensic reports from non-approved forensic companies.
 - 4.3.2. Within five (5) business days of executing the PFI contract, provide the initial forensic (i.e. preliminary) report to Visa.
 - 4.3.3. Within ten (10) business days of completion of the PFI investigation, provide the final forensic report to Visa.
 - 4.3.4. Provide thorough logistical and technical support to the PFI to facilitate timely completion of the investigation, including, but not limited to, regular status updates, participation in all party conference calls, furnishing malware samples and Indicators of Compromise (IOCs), etc.
 - 4.3.5. The investigators company cannot be an organization that is affiliated with the compromised entity or has provided services to the compromised entity such as previous PFI investigation, Qualified Security Assessor (QSA), advisor, consultant, monitoring or network security support, etc., within the past 3 years
 - 4.3.6. PFI's are required to release all PCI forensic investigation reports and findings directly to Visa. PFIs are required to address with Visa, the Member, and the compromised entity any discrepancies or outstanding issues prior to finalizing the report. Visa reserves the right to reject a PFI report if it does not meet the PFI requirements established in the PFI Program Guide or if it does not satisfy the WTDIC requirements. Failure to satisfy the PFI investigation requirements specified above may result in non-compliance assessments.
 - 4.3.7. Visa reserves the right to require additional PFI investigations and/or directly engage a PFI to perform additional PFI investigations, if, in its sole discretion, it determines that the WTDIC requirements have not been satisfied. Any additional PFI investigations will be at the expense of the Member. Such expenses are in addition to any non-compliance assessments.
- 4.4. For more information on PCI forensic investigation guidelines, please refer to the PCI Forensic Investigator (PFI) Program Guide, located in the PCI SSC document library:
www.pcisecuritystandards.org/document_library (Filter by PFI)

List of approved PCI Forensic Investigators:

https://www.pcisecuritystandards.org/assessors_and_solutions/pci_forensic_investigators

- 4.5. Subsequent to the investigation, all compromised entities including but not limited to, all Visa Member financial institutions (i.e. Issuers, Acquirers), Merchants, Processors, Gateways, Agents, Service Providers, Third-Party Vendors, Integrator Resellers and any other entities etc., as well as other payment system participants operating or accessing a payments environment etc. are required to achieve the following: Full PCI compliance by validating to the PCI DSS, PCI PA-DSS and, if applicable, PCI PIN Security Requirements Compliance validation per the *Visa Rules*.

Please visit www.pcisecuritystandards.org for more information on PCI DSS and the PCI PIN requirements.

5. Manage Independent Investigation

- 5.1. Not all Compromise Events necessitate a PFI. Visa may require a compromised entity to conduct an Independent Investigation in lieu of, or prior to, a PCI forensic investigation. If advised that an Independent Investigation is required, a Member is required to do the following:
 - 5.1.1. Within five (5) business days, ensure that a contract retaining an investigator to perform the Independent Investigation has been executed, and inform Visa of the company and lead investigator.
 - 5.1.2. Within five (5) business days of the contract being executed, provide Visa with the initial (i.e. preliminary) report.
 - 5.1.3. Within ten (10) business days of completion of the investigation, provide Visa with the final report.
 - 5.1.4. Provide complete logistical and technical support to the Independent Investigator to facilitate timely completion of the investigation, including but not limited to regular status updates, participation in all party conference calls, furnishing malware samples and Indicators of Compromise (IOC's), etc.
- 5.2. The investigators company cannot be an organization that is affiliated with the compromised entity or has provided services to the compromised entity such as previous PFI investigation, Qualified Security Assessor (QSA), advisor, consultant, monitoring or network security support, etc., within the past 3 years.
- 5.3. Investigators are required to provide reports and investigative findings directly to Visa.
- 5.4. Visa reserves the right to reject reports that do not satisfy the WTDIC requirements.
- 5.5. Visa reserves the right to require a PFI investigation if the Independent Investigation does not satisfy the WTDIC requirements.

6. Specific Requirements for a Suspected or Confirmed Compromise Event for Members

- 6.1. Visa has observed an increase in attacks against Member financial institutions. Any Member financial institution that suspects or confirms unauthorized access to any Visa cardholder data, including those payment systems that store, process, or transmit cardholder data must comply with this section.

- 6.1.1. Visa may require a Member to conduct a PFI investigation and provide the same deliverables described in section 4.
- 6.1.2. Not all instances necessitate a PFI. Visa may require the following in lieu of or prior to a PCI forensic investigation. These actions are required within three (3) calendar days:
- If Visa notifies the Member of malicious Internet Protocols (IPs) connections, the Member is required to confirm a firewall block is in place for outbound connections.
 - The Member is required to check network logs for which machines connected to malicious IP addresses and provide access to logs, if requested.
 - The Member is required to scan their network for suspicious activity and perform additional investigation on any machines observed communicating with malicious IPs. Visa may request IOCs e.g. malicious files, including malware samples to support the investigation.
 - The Member is required to document above actions and provide an Incident Report to Visa
 - The Member is required to monitor and report any suspicious or fraudulent activity on any other payment systems the Member operates including but not limited to; SWIFT, ACH, B2B, and P2P services during the investigation.
 - Visa strongly recommends that an independent third party validate the security of the Member's network. In certain cases, Visa may require third party validation in order to confirm the Member's network is secure.

Visa's eCommerce Threat Disruption (eTD)

Visa's eCommerce Threat Disruption (eTD) is a new, proprietary capability that allows Visa to detect and disrupt eCommerce merchant Compromise Events before fraud is reported. eTD uses sophisticated technology and investigation techniques to proactively identify eCommerce Compromise Events, provide malware removal guidance, and limit the exposure of payment card data.

Visa's eTD strives to reduce risk and disrupt fraud related to eCommerce Compromise Events. It is a global capability and a Visa value-add service meant to help protect the payments ecosystem. eTD is available to all eCommerce merchants that accept Visa.

7. eTD Requirements for Visa Members

- 7.1. When a Member is notified that an eCommerce merchant has been identified as compromised through eTD, the Member is required to do the following:

Initial Investigation

- 7.1.1. Within three (3) business days of receiving an eTD notification, perform an initial investigation with the identified merchant and provide the Incident Report to Visa via GIMT. The report must document findings and any steps taken to contain the incident. Please refer to attachment A at the end of the document for an editable copy of the Incident Report.
- 7.1.2. This information will help Visa understand potential exposure and assist in containing the incident.

Compromise Event Containment and Remediation

- 7.1.3. Within twenty (20) business days of receiving an eTD notification, ensure that the Compromise Event is contained and remediated.
- 7.1.4. Members must work with the eCommerce merchant to ensure that the merchant validates PCI DSS compliance.

PCI Forensic Investigation

- 7.1.5. Failure to contain and remediate the Compromise Event within twenty (20) business days may result in Visa requiring a PFI investigation of the entity and non-compliance assessments. Any investigation fees and non-compliance assessments are applied to the Member.
- 7.1.6. Visa reserves the right to accelerate the above timelines to be consistent with section 4, Manage PCI Forensic Investigation, of the WTDIC document.

Investigation Fees and Non-Compliance Assessments

8. Investigation Fees

(Effective: April 18, 2020 in the AP Region, CEMEA Region, LAC Region, US Region)

(Effective: July 18, 2020 in the Canada Region)

Visa is dedicated to promoting the safe and sound long-term prosperity of the Visa payment system and continues to make significant investments in payments technology to protect the payment system. To that end, Visa aims to ensure the timely resolution of Compromise Events, and drive notification of at-risk accounts to stem fraud impacts. In support of these objectives, Visa has developed Investigation Fees to incentivize entities to fully cooperate with Visa throughout each phase of the investigation lifecycle and to complete the investigation in a timely manner. Full cooperation during an investigation helps to quickly contain and mitigate a Compromise Event and minimize the resulting fraud impacting Visa clients.

Investigation fees are only applicable to PFI-lead investigations. If a PCI forensic investigation is not completed within 4 (four) full calendar months from the date Visa provided notice of the requirement for a PFI, Visa may impose fees as follows:

- 8.1. A flat fee in the amount of USD 3,000 for investigations involving Level 3 and 4 merchant investigations, or
- 8.2. A recurring monthly fee in the amount of USD 10,000 for investigations involving Level 1 and 2 merchants, VisaNet Processors, Members and Agent investigations until the investigation is properly completed.

The 4-month period begins on the 1st of the next month following the Member's receipt of notification from Visa that a PCI forensic investigation is required. Partial months are not included in the 4-month fee free period or for the calculation of the fees.

The fee will be invoiced after the 5th full calendar month of an open investigation.

Entity Type	Number of Annual Transactions	Investigation Duration—Grace Period	Investigation Duration—Fee Period	Investigation Fee
Issuers	N/A	Four full calendar months (partial months are not included)	Monthly fee starts with the fifth full calendar month and continues through every complete calendar month until investigation is complete	USD \$10,000 per month
Acquirers	N/A			
VisaNet Processor	N/A			
Level 1—Merchants	> 6,000,000			
Level 1—Agents for Issuers or Acquirers	> 300,000			
Level 2—Merchants	1,000,001–6,000,000			
Level 2—Agents for Issuers or Acquirers	< 300,000	Four full calendar months (partial months are not included)	One-time fee effective the fifth full month	USD \$3,000 flat fee
Level 3—E-commerce Merchants	20,000-1,000,000			
Level 4—Merchants	1-1,000,000			

9. Non-Compliance Assessments

(Effective: April 18, 2020 in the AP Region, CEMEA Region, LAC Region, US Region)

(Effective: July 18, 2020 in the Canada Region)

A Member is subject to a non-compliance assessment of USD 100,000 per incident for failing to adhere to any of the below requirements:

- Within three (3) calendar days, report to the Visa Risk Management group any suspected or confirmed unauthorized access to any Visa cardholder data or payment system.
- Provide Visa with status of compliance with Payment Card Industry Data Security Standards (PCI DSS) and, if applicable, Payment Application Data Security Standard (PA-DSS) and Payment Card Industry (PCI) – PIN Security Requirements within three (3) calendar days of the incident.
- Within three (3) calendar days from identification, Members are required to perform an initial investigation and provide to Visa the Incident Report documenting findings or conclusions.
- Within three (3) calendar days of any of the following scenarios: (a) discovery of compromised account data; (b) the date Visa requests account numbers; or (c) a Window of Exposure (WOE) is determined, Visa Member financial institutions (i.e. Issuers, Acquirers) are required to ensure that all compromised Visa account numbers (known or suspected) are provided to Visa’s Risk Management Group via Visa’s Global Investigation Management Tool (GIMT) or Compromised Account Management System (CAMS).
- Engage an approved PCI Forensic Investigator (PFI) within five (5) business days of notification of a suspected or confirmed Compromise Event, if requested by Visa.
- Within five (5) business days, ensure that a contract retaining a PFI to perform the PCI forensic investigation has been executed, and inform Visa of the PFI company and lead investigator as described in section 4.

What To Do If Compromised

- Within five (5) business days of executing the PFI contract, provide the initial forensic (i.e. preliminary) report to Visa.
- Within ten (10) business days of completion of the PFI investigation, provide the final forensic report to Visa.
- Provide complete logistical and technical support to the PFI to facilitate timely completion of the investigation.
- Engage an Independent Investigator within five (5) business days of notification of a suspected or confirmed Compromise Event, if requested by Visa, as described in section 5.
- Within five (5) business days, ensure that a contract retaining an investigator to perform the Independent Investigation has been executed, and inform Visa of the company and lead investigator.
- Within five (5) business days of the contract being executed, provide Visa with the initial (i.e. preliminary) report.
- Within ten (10) business days of completion of the investigation, provide Visa with the final report.
- Provide complete logistical and technical support to the Independent Investigator to facilitate timely completion of the investigation.
- Within twenty (20) business days of receiving an eTD notification, Members are required to ensure that the vulnerabilities are contained and mitigated.

Attachment A: Incident Report

<p>Legal Entity Name:</p>				
<p>DBA Entity Name:</p>				
<p>Type of Entity: <i>(E.g. Member FI, Merchant, Agent, Service Provider, Resellers etc.)</i></p>				
<p>Services, Solutions, or Product Provided by Entity:</p>				
Entity Address:	City:	State / Province:	Postal / Zip code:	Country:
Primary Contact Name:	Phone:	Email:		
<p>All Information Below to be Completed By Entity / Incident Response Team</p>				
<p>Detailed Description of the Incident (what how who when and where): <i>Note: If the incident involves multiple locations / entities provide a list of the names, address, Merchant Banks, and Processors of the merchants / entities impacted:</i></p>				
<p>List Window(s) of Intrusion and / or Exposure:</p>				
<p>List Data Elements Exposed <i>(e.g. Account Number, Expiration Date, Cardholder Name, CVV, CVV2, Address, Email, Etc.)</i> If Account Data List Number of Visa Accounts Impacted:</p>				
<p>Detail all actions taken to investigate the suspected or confirmed incident (what how who when and where), including timeframes:</p>				
<p>Have you enlisted the expertise of a third party in this matter? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please list and describe their role:</p>				
<p>What type of remote access solution is used?</p>				
<p>Is two-factor authentication in use for remote access? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>				
<p>Has the entity received complaints regarding fraudulent transactions from their customers? <input type="checkbox"/> Yes <input type="checkbox"/> No Is yes, please describe:</p>				

What To Do If Compromised

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Has the entity been contacted by law enforcement? Yes No
 If yes, list date(s) and by which law enforcement agency and why: (e.g. suspected Compromise Event of entity, fraudulent complaints from entities customers, etc.)

Has the entity contacted law enforcement regarding the incident? Yes No
 If yes, list date(s) and which law enforcement agency:

Has the Compromise Event been contained? Yes No
 If yes, how and when?

If Merchant Please Include Details Below:

Merchant ID:	MCC:	PCI DSS Level:	Annual Transactions Volume:	Corporate or Franchisee:	# of Locations:
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PCI Compliant Yes No Last PCI DSS Validation Date:

Acquiring Identifier, Issuing Identifier, or VSS Processor: (List all that are applicable):

List processor(s):	Provide Processor contact information:
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Is the Point of Sale (POS) device EMV enabled? Yes No

Is the POS solution enabled with end to end encryption? Yes No

Is the ecommerce website hosted? Yes No

If yes, please provide name and contact information:

Identify responsible party(s) for the configuration and support of the Point of Sale (POS) solution (e.g. Qualified Integrator, Reseller, or Agent).	NAME	TITLE	CONTACT

(If entity is an Integrator or Reseller, please attach a list all Acquiring Identifiers and all Merchant Names, Merchant Card Acceptor IDs, City and State.)

Report Completed By:

Name	Title	Role
Email	Phone	Date Completed