

CHANGES TO CONTACTLESS PIN LIMIT

What is happening?

The payments industry will be temporarily increasing the contactless card PIN limit from \$100 to \$200, to help reduce the risk of COVID-19 transmission by reducing physical contact with the payment terminal.

The new \$200 limit will be progressively introduced across certain cards and at certain retailers starting in April 2020.

Why is the limit being increased?

The increase in the contactless limit is consistent with similar increases implemented or under consideration in other countries in response to COVID-19.

Increasing the limit to \$200 means that fewer people will need to touch the payment terminal when paying for purchases between \$100 and \$200.

How do I know when I can use the new \$200 limit?

The new temporary limit is being rolled-out progressively and will be available at certain retailers. Customers will be able to tell what limit applies at the time of payment by following the PIN pad prompts.

At all times, follow the PIN pad prompts.

Will BOQ cards work with the higher limit?

BOQ contactless limits are set in the card chip. This means that unless the merchant overrides the chip limit, customers will be required to enter a PIN for payments over \$100.

For example: If the new limit has been introduced at a retailer, you will be prompted to tap your card for purchases up to \$200, and NO PIN will be required. If the new limit is not available at a certain retailer, you will still be prompted to enter your PIN for purchases over \$100.

Is the increase to the contactless limit likely to become permanent?

The new \$200 limit is a temporary measure in response to COVID-19. It is expected to apply for a three-month period, and will be extended if necessary, based on Government advice.

What about security?

BOQ will continue to monitor your account through predictive fraud systems and alert you to any unusual activity. It is vital that you continue to keep your card safe at all times to protect against theft and check your account often. If you lose your card or have any concerns about unauthorised transactions on your account, please contact your local branch or Customer Connect on **1300 55 72 72** immediately.