

Fact Sheet: Verified by Visa (VbV)

bcu has introduced Verified by Visa as an additional layer of security for bcu members who use their bcu Visa Debit or Credit cards to make purchases online. This is a free service

What is Verified by Visa?

Each time you make an online purchase, the Verified by Visa service assesses the risk level of the transaction.

Certain activity may seem out of the ordinary, maybe because it's a high dollar value, or a retailer you've never bought with before online. In these instances you may see an authentication screen and be asked to confirm some simple personal details, like date of birth, mother's maiden name or address details. This is requested so Visa can be sure the card isn't being used fraudulently. Unless Verified by Visa detects a certain degree of risk with your transaction, you won't even notice the program is working behind the scenes to protect your privacy and you won't be interrupted on your way to the 'checkout'.

Frequently asked questions

Q. What is the Verified by Visa?

A. Verified by Visa is a service designed to ensure you are protected while shopping online with your bcu Visa card.

Q. How does Verified by Visa work?

A. As you make a purchase online, bcu assesses the risk of the transaction based on a number of factors. In some instances, you may be asked to confirm some personal details (dates of birth, mother's maiden name, address details) so bcu can be sure the card isn't used without your permission.

Q. Will I require a username and password for the Verified by Visa service?

A. Protection by Verified by Visa is simple because you don't have to remember usernames and passwords – you will be automatically registered and protected. If your card is new, bcu will register the card before they issue it to you.

Q. Why would I be asked to confirm personal details?

A. Each time you make an online purchase, bcu assesses the risk level of the transaction. Certain activity may seem out of the ordinary, maybe because it's a high dollar value, or a retailer you've never bought with before. If bcu is concerned a transaction may be fraudulent, it will prompt you to confirm your identity, and you will be requested to enter some personal details unique to your account with us.
If the transaction is considered high risk, you may be required to confirm several details before the transaction is approved.

Q. Will my account be billed for Verified by Visa purchases?

A. Your Verified by Visa purchases will appear as normal purchases on your statement, under the name of the 'merchant' - that is, the company from which you made your purchase.

Q. What browser do I need to use for Verified by Visa?

A. Verified by Visa requires Microsoft Internet Explorer version 5.5 and above, Netscape Navigator 7.1, Safari and Fire fox. These are the supported browsers, if you use another browser we can not guarantee that the Verified by Visa authentication screens will display correctly and this could lead to the transaction being rejected.

Q. Can I use Verified by Visa from any computer?

A. Yes, you can use Verified by Visa from any computer connected to the internet, with a compatible browser, as outlined above.

Q. Is Verified by Visa compulsory for all bcu Visa cardholders?

A. Yes. All cardholders are automatically enrolled in the Verified by Visa program, so they benefit from this extra level of protection from the moment their card is activated.

The Verified by Visa service is free so you can be confident you're transacting in a safer, more secure online environment. Even if you never shop online, this service will make it harder for anyone who obtains your card details fraudulently to use your card to buy goods online.

Q. Who is the third party that administers Verified by Visa for bcu?

A. A company called RSA, which is the security division of EMC. It was established in 1982 and is a global provider of security solutions which include authentication and access control, data loss prevention, encryption and key management, compliance and security information management, and fraud prevention. It is more commonly known for its internet security tokens.

RSA is the world's largest supplier of 3DSecure services supporting some of the largest credit and debit card issuers globally, including Bank of America, Chase, the Royal Bank of Scotland and Lloyds TSB. RSA is a new offering to the Australian market predominantly driven by the current Visa mandate of 1 April 2010.

Q. How does the third party get my personal details?

A. Your personal details will be encrypted in a data file generated on your behalf by bcu and will be transmitted via a secure connection to RSA. In addition to this, your card number is protected as RSA never stores the card data on their server.