FREQUENTLY ASKED QUESTIONS
US EMV MIGRATION

VeriFone is the global leader of EMV-capable point-of-sale solutions. We provide educational documentation and webinars with regards to EMV migration in the US. This document outlines common questions and answers.

1. WHAT ARE THE MOST SIGNIFICANT DIFFERENCES BETWEEN EMV AND MAG STRIPE TRANSACTIONS FROM A SECURITY PROSPECTIVE?

There are three significant differences:

- Card authentication: In an EMV transaction you can verify the card is a real, non-cloned card (not possible with mag stripe technology).

- EMV supports dynamic data authentication.

- Cardholder authentication: When a PIN is used the card/terminal can verify the actual cardholder is present (possible with mag stripe PIN today, but not with signature).

2. DO I STILL NEED END-TO-END ENCRYPTION AND/OR TOKENIZATION NOW THAT EMV IS COMING?

EMV does nothing to encrypt cardholder data. Cardholder data, i.e., the Primary Account Number (PAN), is still transmitted in the clear during an EMV transaction. For a truly secure environment, both end-to-end encryption and tokenization are required. Even after EMV implementation, a breach during which cardholder data is obtained is still a breach with the same ramifications.

3. IS MY DEVICE READY FOR EMV REQUIREMENTS?

To meet Visa requirements, one must consider the compliance of both hardware and software:

A. **Software:** Payment applications will need to be modified to support EMV contact and contactless transactions. Availability will be based on processor requirements and readiness. VeriFone will work closely with our processor partners to roadmap appropriate timelines for EMV readiness.

B. **Hardware:**

   V^x & MX Solutions – Most existing devices were/are currently deployed without smart card support and few support integrated contactless. For devices without an integrated smart card reader, an external PIN pad supporting both contact and contactless EMV (e.g. VX 805) will need to be added. Alternatively, the system can be replaced with an EMV ready device.

   VX Evolution & MX 900 Series – All devices offer both integrated smart card and contactless as an option.

C. Consider consumer card and PIN input when implementing the EMV solution. Will the consumer be able to insert or tap their card to process payments? Will the consumer be able to enter their PIN easily into a PIN pad?

4. WILL INSTALLING A CONTACTLESS DEVICE ONTO AN EXISTING DEVICE SATISFY THE REQUIREMENT TO ACCEPT AN EMV CARD?

Yes, if the device supports smart card. The device will need a download to support the new EMV message format supported by the processor. However, please consider the consumer procedure in the merchant environment.

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5. WHAT PROCESSORS SUPPORT EMV IN THE US?

Currently, many large US processors support EMV through their Canadian or European subsidiaries or partner companies. We will continue to update our ISO approval matrix, located on the VeriFone Zone as new certifications happen.

6. WHICH DISTRIBUTORS SUPPORT CONTACTLESS/EMV-READY DEVICES?

Several distributors support EMV-capable devices today. Please contact them directly.

7. HOW IS PAYWARE CONNECT A BENEFIT?

PAYware Connect will be an easy upgrade for a reseller to begin deploying. PAYware Connect is already supporting EMV in Canada, so the EMV module is ready-to-go. We fully expect PAYware Connect to be one of the first gateways to be certified with EMV.

8. DO GATEWAYS NEED EMV CERTIFICATIONS?

Yes, all gateways will need to certify to the processor's new message formats for EMV.

9. HOW WILL THIS AFFECT PAYWARE MOBILE?

PAYware Mobile's secure audio reader does not support EMV at this time because it does not include a contactless or EMV reader. PAYware Mobile's secure audio reader will continue to support mag stripe transactions. PAYware Mobile Enterprise supports smart cards and will support EMV as the processors support it.

10. HOW WILL THE TERMINAL RESPOND IF EMV IS NOT APPROVED? CAN THE MERCHANT STILL TAKE THE CARD?

The terminal will respond with the host response in the same manner as today with mag stripe cards. If the transaction is denied, the merchant can ask for another form of payment.

11. WHEN WILL EMV BE IMPLEMENTED FULLY IN THE US?

This is really just a guessing game, but we expect cards to have both mag stripe and an EMV chip for the up-coming future.

12. WHERE IS THE DYNAMIC CVV GENERATED?

The dynamic CVV is verified by the device and validated at the issuer and changes with each transaction.

13. HOW WILL EMV AFFECT CALL IN TRANSACTIONS OR ONLINE ORDERING?

EMV does not affect mail/telephone order transactions.

14. IS WALK-BY SKIMMING AN ISSUE?

A card number can be obtained by specific contactless readers; however because the dynamic CVV changes with each transaction the card will be declined. This is similar to the fraud risk consumers have today with mag stripe cards being obtained in a mailbox or at a restaurant.

15. DO THE NEW EMV STANDARDS MANDATE NFC PROCESSING?

No, there is no mandate for NFC processing. NFC is the two-way communication between the terminal and the smart device such as your phone with an NFC-enabled app and phone.

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16. WHAT PERIPHERAL NEEDS TO BE ADDED TO V^X 510 AND V^X 510LE?

Please check with your acquirer processor to verify which devices are supported. We recommend the VX 820 or VX 805 to supply your merchant with an EMV-capable contact and contactless PIN pad.

17. BESIDES SECURITY WHAT IS THE REAL BENEFIT OF EMV TO THE CONSUMER?

Consumers will also be able to use their card internationally where EMV is the norm.

18. WHAT UNATTENDED EMV TERMINALS WILL BE AVAILABLE IN THE US?

MX 760 is available today.

http://www.verifone.com/products/hardware/unattended/mx-760.

19. WHAT IS THE DIFFERENCE BETWEEN VX 520 AND VX 820?

The VX 520 is a countertop device with multiple communications options; dial, Ethernet and GPRS. The VX 820 is a handheld PIN pad, which connects to a countertop device or PC-based POS solution.

Please visit www.verifone.com for more information.