

CANADIAN PAYMENTS ASSOCIATION
ASSOCIATION CANADIENNE DES PAIEMENTS

RULE E4

**EXCHANGE OF PIN-LESS POINT-OF-SERVICE DEBIT PAYMENT
ITEMS FOR THE PURPOSE OF CLEARING AND SETTLEMENT**

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Rule E4 – Exchange of PIN-less Point-of-Service Debit Payment Items for the Purpose of Clearing and Settlement

Implementation and Revisions

Implemented

May 25, 2009

Amendments

1. Amendment to replace references to “General Manager” with “President”, consequential to amendments to the *Canadian Payments Act* (Bill C-37) that came into effect on March 1, 2010.
2. Amendments to remove the requirement for the issuance of a scheme receipt, approved by the Board February 23, 2013, effective April 23, 2012.
3. Amendments to reflect the removal of certain default procedures, consequential to amendments to By-law No. 3 – Payment Items and ACSS, which came into effect on August 17, 2012. Approved by the Board October 3, 2013, effective December 2, 2013.
4. Amendments to clarify obligations related to the use of Settlement Intermediaries, Token Service Providers, EMV Tokenisation Specifications. Approved by the Board September 23, 2016, effective October 24, 2016.
5. Amendments to update the definitions of “PIN-less POS Device” (now “PIN-less POS Gateway”) and “Payment Application” to better reflect innovations in tokenized PIN-less POS Transactions. Approved by the Board June 23, 2017. Effective August 21, 2017.

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Introduction

1. This Rule sets out requirements for the Exchange, Clearing and Settlement of PIN-less Point-of-Service Debit (“PIN-less POS”) Payment Items pursuant to the *Canadian Payments Act* and the Canadian Payments Association By-law No. 3 – *Payment Items and Automated Clearing and Settlement System*.

Inter-member Exchanges may take place throughout the day via a series of interactive Electronic messages.

While this Rule makes functional distinctions, it is recognized that one entity may play several roles in the context of a single PIN-less POS Transaction. For example, the Acquirer and Acquirer FI may be one and the same. Further, this Rule does not preclude either the establishment of agency relationships for the performance of particular functions under this Rule or Members from performing functions on behalf of non-members, provided such agents or non-members are required to comply by agreement with the applicable provisions of this Rule and all other applicable Rules and/or Standards.

Scope

2. This Rule addresses Payment Items arising from individual transactions initiated by a Payor using a Payment Application that resides on a device (such as a debit card, key fob, or cellular phone) at a PIN-less POS Gateway, which results in a debit to a Payor’s Account for the purpose of making payment for goods or services, or a credit to the Payor’s account, in the case of refunds or returns. Payment Applications must conform to the EMV™ Chip Specifications or equivalent technology or standards. Therefore, cards that use only magnetic stripe technology (“dynamic” or otherwise) will not be permitted to initiate PIN-less POS Transactions. Note that pre-funded PIN-less programs are also governed by this Rule.

Unlike CPA Rule E1 – Exchange of Shared Electronic Point-of-Service Payment Items for the Purpose of Clearing and Settlement, this Rule does not require the use of a PIN or other identifier to verify the identity of the Payor. Instead, these Payment Items involve validation of the Payment Application and authorization of the transaction, which will be performed on-line in Real-Time and which, when approved, results in an obligation on the part of the Payor’s Financial Institution (FI) to settle for that Payment Item (thereby making all duly authorized Payment Items not subject to subsequent repudiation by the Payor or dishonour by the Payor FI).

(Note: For transactions resulting in a credit to the Payor’s Account – such as a return/refund, the functions described in this Rule will operate in the reverse manner.)

References

3. (a) This Rule shall be read in conjunction with the following:
 - (i) CPA Rules Manual - Introduction
 - (ii) CPA Rule A1 - General Rules Pertaining to Items Acceptable for Exchange, for the purpose of Clearing and Settlement

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- (iii) CPA Rule B1 - Inter-Member Clearing at Regional Exchange Points
 - (iv) CPA Rule B2 - Manual Preparation of Cheque Clearing Logs
 - (v) CPA Rule D1 - Direct Clearer/Group Clearer Requirements
 - (vi) CPA Rule D4 - Institution Numbers and Clearing Agency Arrangements
 - (vii) CPA Rule L1 - Procedures Pertaining to the Default of a Direct Clearer
 - (viii) CPA Rule L2 - Procedures Pertaining to the Default of an Indirect Clearer
- (b) Additional guidelines pertaining to other aspects of the Canadian PIN-less POS environment are contained in the following:
- (i) *Electronic Authentication Principles* (Industry Canada, November 2003 Rev); and;
 - (ii) *Principles Applicable to Shared Electronic Point-of-Service Environments* (Canadian Payments Association, June 15, 1997).

Definitions

4. In this Rule,

- (a) “Acceptor” means the owner or operator of the PIN-less POS Gateway who accepts the Payment Application and, if it is not also the Acquirer, presents transaction data to an Acquirer, and who provides goods or services to the Payor;
- (b) “Acquirer” means a person who captures transaction data from the Acceptor for transmittal to the Acquirer FI to reconcile the payment instruction sent by the Payor’s FI to the Acquirer FI;
- (c) “Acquirer FI” means the Member that holds the Acquirer’s account and receives the payment information from the Acquirer and the payment instruction from the Payor’s FI, for the benefit of the Acceptor;
- (d) “Authorization, Authorizes” means the on-line, Real-Time techniques, procedures and processes used by the Payor FI to approve the PIN-less POS Transaction;
- (e) “Clearing Agent” means a Direct Clearer that delivers and/or receives PIN-less POS Payment Items on behalf of an Indirect Clearer or another Direct Clearer;
- (f) “Connection Service Provider – PIN-less POS” (or “Connection Service Provider”) means an entity that connects directly to a PIN-less POS Payments Service network on behalf of another entity;

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- (g) "CPA member" (or "Member") means any of those persons who are Members of the Canadian Payments Association pursuant to section 4 of the *Canadian Payments Act*;
- (h) "Delivering Direct Clearer" means a Direct Clearer that delivers PIN-less POS Payment Items to another Direct Clearer for the purpose of Clearing and Settlement;
- (i) "Europay MasterCard Visa Chip Specifications" or ("EMV™ Chip Specifications") means the internationally accepted series of procedures and specifications established to ensure interoperability and acceptance of chip-based payment applications on a worldwide basis ("EMV" is a trademark owned by EMVCo LLC);
- (j) "Europay MasterCard Visa Payment Tokenisation Specifications" (or "EMV™ Payment Tokenisation Specifications") means the internationally accepted series of procedures and specifications for token-based payment applications on a worldwide basis ("EMV" is a trademark owned by EMVCo LLC);
- (k) "Payment Application" means software issued by the Payor FI that resides on a device and facilitates the identification of the Payor's Account, the Payor FI and is used to originate the messages that constitute a PIN-less POS Payment Item. For further certainty, a message includes a payment token where the transaction involves the services of a TSP;
- (l) "Payor" means an end-user customer who authorizes the Payor FI to issue a PIN-less POS Payment Item and whose account, or account to which he or she has access, is to be, or has been, debited with the amount of the PIN-less POS Payment Item;
- (m) "Payor's Account" means an account, held by the Payor FI, to which the Payor has access by means of using a Payment Application;
- (n) "Payor FI" means the Member that holds the account to which the Payor has access (the "Payor's Account"), controls the issuance of the Payment Application that is used to access that account, and Authorizes the individual PIN-less POS Payment Item;
- (o) "PIN-less POS Agreement" means a written statement of terms and conditions relating to the use of a PIN-less POS Debit Payment Application;
- (p) "PIN-less POS Gateway" means a Payment Application-activated user interface (e.g. contactless-enabled payment terminal, merchant application, or merchant website payment form) used by a Payor to initiate a PIN-less POS Transaction;
- (q) "PIN-less Point-of-Service Payment Item" (or "PIN-less POS Payment Item") means a Payment Item arising from a PIN-less POS Transaction, consisting of a payment order by a Payor, Validation of the Payment Application and Authorization of the transaction by the Payor FI, which results in a debit to the Payor's Account;
- (r) "PIN-less Point-of-Service Transaction" (or "PIN-less POS Transaction") means an electronic payment transaction, initiated by a Payor using his or her Payment Application, and which, if completed, gives rise to a PIN-less POS Payment Item;
- (s) "PIN-less POS Service" (or "Service") means the network that facilitates PIN-less POS Transactions;

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- (t) "Point-of-Service Identifier" means the first four characters in a four- to six- character alphanumeric code that is used by an electronic point-of-service network or a network service provider to identify a Connection Service Provider;
- (u) "Receiving Direct Clearer" means a Direct Clearer that receives PIN-less POS Payment Items from another Direct Clearer for Settlement;
- (v) "Settlement Intermediary" means a Direct Clearer that facilitates Settlement between a Delivering and Receiving Direct Clearer;
- (w) "Token Service Provider" or "TSP" means an entity that, on behalf of a Payor FI, securely generates, manages, issues, or provisions payment tokens to the Payor FI or the Payor FI's Payor; and
- (x) "Validation" means the techniques, procedures and processes used by the Service to prove the integrity of the Payment Application.

A) ROLES, RESPONSIBILITIES AND RELATIONSHIPS FOR PIN-less POS PAYMENTS

Part A) of this Rule contains general rules pertaining to the roles, responsibilities and relationships applicable to the parties involved in the Exchange, Clearing and Settlement of PIN-less POS Payment Items.

General

- 5. (a) In all matters relating to the Exchange, Clearing and Settlement of PIN-less POS Payment Items for the purpose of Clearing and Settlement, each Member shall respect the privacy and confidentiality of Payor, and Acceptor personal and financial information in accordance with applicable Canadian provincial and federal legislation governing the treatment of personal and financial information. In particular, only that information or data that is necessary to effect the processing of the PIN-less POS Payment Item is to be made available to the Acquirer, and/or the Acceptor during the session. For greater clarity, the Payor's personal banking information, such as but not limited to, the account balance, shall not be made available at any time to the Acquirer and/or the Acceptor during the PIN-less POS Transaction.
- (b) Where an Acquirer FI Exchanges PIN-less POS Payment Items for the purpose of Clearing and Settlement on behalf of a non-CPA Member Acquirer, that Member shall obtain a written undertaking from each such non-CPA Member for which it acts to be bound by, adhere to and comply with the requirements of this Rule.
- (c) Subject to subsection 8(g), each Acquirer FI shall be responsible and liable for every PIN-less POS Payment Item, and every item purporting to be a PIN-less POS Payment Item, that it delivers and shall indemnify the Association and its Members for any direct loss, costs or damages incurred by virtue of the Exchange of that Item for the purpose of Clearing and Settlement.
- (d) Compliance with this Rule does not absolve a Member from complying with any other required legislation or Rule. Such legislation may include the *Personal Information Protection and Electronic Documents Act*, (2000 c. 5) ("PIPEDA") or the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (2000, c. 17) ("PCMLTFA").

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Acquirer FI Responsibilities

6. Each Member that functions as an Acquirer FI in a Service is responsible for the following:
- (a) registering with the Service;
 - (b) ensuring each Acquirer for which it acts is registered with the Service;
 - (c) entering into an agreement with each Acquirer whereby the Acquirer agrees, in all respects, to comply with the following:
 - (i) all CPA By-laws and Rules, including in particular Rule E4, and any CPA Standards that may be applicable;
 - (ii) to ensure that the Service has adequate information about each Acceptor for which it acts;
 - (iii) to enter into an agreement with each Acceptor for which it acts whereby the Acceptor agrees, in all respects, to:
 - (A) comply with all applicable CPA By-laws and Rules, including in particular Rule E4, and any CPA Standards that may be applicable;
 - (B) make available to Payors its policies regarding security, privacy, returns and reimbursements;
 - (C) employ security measures and controls for the PIN-less POS Gateways that are consistent with modern industry standards to protect the privacy and confidentiality of the PIN-less POS Transaction and any information provided by the Payor; and
 - (iv) to immediately begin an investigation to determine what action should be taken to remedy a situation where the Acquirer becomes aware that there is reasonable evidence or suspicion that the Acceptor is not complying with this Rule. Such action may require the Acceptor to amend its operating practices or a suspension of the clearing services for the Acceptor;
 - (d) acquiring, Exchanging, Clearing and Settling PIN-less POS Payment Items for the Acquirer and its Acceptors;
 - (e) where the Acquirer FI is not the Acceptor's financial institution, holding the funds in a segregated account such that the funds are legally protected for the benefit of and subsequent payment to the Acceptor; and
 - (f) where in any instance, the Acquirer FI becomes aware that there is reasonable evidence that the Acceptor is not complying with this Rule, the Acquirer FI shall immediately begin an investigation to determine what action should be taken to remedy the situation. Such action may require the Acceptor to amend its operating practices or, if required, a suspension of the clearing services for the Acceptor.

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7. (a) Where an Acquirer FI also functions as an Acquirer or the Acquirer and Acceptor are one and the same, the responsibilities with respect to Acquirers and Acceptors as set out in section 6 apply, as applicable; and
- (b) Where an Acquirer uses an agent, such as but not limited to a reseller or aggregator, the Acquirer FI shall ensure the Acquirer is party to the agreement between the agent and the Acceptor and that all parties are complying with the requirements set out in this Rule and in section 6 in particular.

Payor FI Responsibilities

8. Each Member that functions as a Payor FI in a Service is responsible for the following:
 - a) issuing Payment Applications that conform to EMV™ Chip Specifications or equivalent technology and other applicable industry, security and technical standards;
 - b) registering with the Service;
 - c) entering into an agreement with the Service whereby the Service agrees, in all respects, to:
 - (i) comply with all applicable CPA By-laws and Rules, including in particular Rule E4, and any CPA Standards that may be applicable; and
 - (ii) employ security measures and controls for its Service that are consistent with modern industry standards to protect the privacy and confidentiality of the PIN-less POS Transaction and any information provided by the Payor, and Acceptor;
 - d) providing the Payor with a PIN-less POS Agreement, which will clearly identify the Payor FI;
 - e) if a Payor FI enters into a valid agency agreement with a third party to supply a PIN-less POS Agreement to its Payors, the Payor FI remains responsible for the content of the Agreement and clearly indicates that the Member is identified as the issuer of the Payment Application;
 - f) where the Payor FI opts to use the services of a TSP, entering into an arrangement with the TSP whereby the TSP agrees, in all respects, to:
 - (i) comply with all applicable CPA By-laws and Rules including, in particular, Rule E1 and any CPA Standards that may be applicable;
 - (ii) comply with EMV Payment Tokenisation Specifications, or an industry accepted equivalent; and
 - (iii) employ security measures and controls that are consistent with modern industry standards to protect the privacy and confidentiality of the POS Transaction and any information provided by the Payor and Acceptor; and
 - g) ensuring Validation of the Payment Application by the Service and conducting Authorization for its customers who are Payors in a PIN-less POS Transaction. Authorization shall be conducted online and in Real-Time. Once Authorization has

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occurred, the Payor's FI shall honour, Exchange and effect Settlement for the resulting PIN-less POS Payment Item. In the event that there is a failure in either the Service's Validation or the Payor FI's Authorization technology and/or its security controls and policies, the Payor FI is liable to the Payor and Members, as applicable, for any unauthorized PIN-less POS Transactions.

Disclosure

9. Each Member that functions as a Payor FI in a Service is responsible for disclosing to its Payors:
 - a) prior to usage of the Payment Application, the terms, conditions and risks associated with using the Payment Application;
 - b) their ability to opt-in or opt-out of using the Payment Application; and
 - c) the procedures for dispute resolution in accordance with Part C of this Rule.

PIN-less Pre-Funded Programs

10. Where a Payor FI offers pre-funded debit Payment Applications to its Payors, the Payor FI shall be liable for the aggregate value of all pre-funded debit Payment Applications issued that have access to the account(s) associated with that pre-funded program.
11. A third party may not offer pre-funded debit Payment Applications without entering into a valid agency agreement with a Payor FI to Authorize a Payor's consent to a PIN-less POS Transaction. Notwithstanding the valid agency agreement, the Payor FI shall remain obligated to settle for the PIN-less POS Payment Items once those Items have been Approved.
12. Where a Payor FI enters into a valid agency agreement with a third party to offer pre-funded debit Payment Applications to its Payors, the Payor FI shall be liable for the aggregate value of all pre-funded debit Payment Applications issued that have access to the account(s) associated with that pre-funded program.
13. For greater certainty, where a Payor FI has entered into an agreement with a non-CPA Member to offer pre-funded debit Payment Applications to its Payors, the Payor FI shall remain the drawee.

Registration

14. Acquirer FIs participating in a Service shall exercise due diligence and "know your customer" principles to ensure that only Acquirers in good standing are registered with the Service and, in turn, that Acquirers are exercising the same due diligence when signing up Acceptors. At a minimum, the following information shall be captured:
 - (a) the full legal name and address of Acquirers and Acceptors;
 - (b) the type of business being offered by the Acquirers and Acceptors;
 - (c) the length of time that the Acquirers and Acceptors have been operating in their business; and

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- (d) any other information that will help identify Acquirers and Acceptors and the type of business in which they are engaged.

Relationships

15. (a) Where an Indirect Clearer uses a Connection Service Provider to process its PIN-less POS Transactions in a Service, that Indirect Clearer shall ensure that a clearing arrangement and settlement account is established in accordance with Rule D3.
- (b) For greater certainty, the establishment of an arrangement solely between an Indirect Clearer and a Connection Service Provider does not fulfil the requirement of section 16 of By-law No. 3 and Rule D3.
- (c) Every Indirect Clearer shall give written notice to the President of its clearing arrangement(s) for PIN-less POS Payment Items in accordance with Rule D3.
- (d) Where an Indirect Clearer Payor FI offers Pre-Funded Debit Payment Applications to its Payors, the Indirect Clearer Payor FI shall disclose such pre-funded debit arrangements to its Clearing Agent.
- (e) A Direct Clearer that acts as a Representative for another Direct Clearer, shall give notice of this arrangement to the President in accordance with Rule D1.
- (f) A Direct Clearer that acts as a Settlement Intermediary shall give notice of this arrangement to the President in accordance with Rule D1.
- (g) Each Direct Clearer that acts as a Representative making entries into the ACSS in respect of PIN-less POS Payment Items on behalf of another Direct Clearer as a result of that Direct Clearer employing the services of a Connection Service Provider shall use the Institution Number of the Direct Clearer for which it is acting.
- (h) The relationships referred to in subsections 14(a) and 14(d) shall be recorded in Rule D4.
- (i) A Member may Exchange PIN-less POS Payment Items, for the purpose of Clearing and Settlement, for a non-CPA member but is responsible and liable for those transactions as if they were their own.

B) GENERAL RULES FOR PIN-less POS PAYMENTS

Part B) of this Rule contains general rules applicable to the processing of PIN-less POS Transactions and the Exchange of PIN-less POS Payment Items.

16. Each Member shall ensure that its entries or entries made on its behalf into the ACSS in respect of PIN-less POS Payment Items originate from an environment that adheres to the following:
- a) **Information**
- (i) All messages comprising of a PIN-less POS Payment Item and the associated information relating to the Payor shall be protected to ensure their integrity and authenticity.
- (b) **Payment Application Validation**

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- (i) The Service is responsible for Validation by the PIN-less POS Device Gateway of the Payor's Payment Application. Such Validation shall occur prior to undertaking each PIN-less POS Transaction.
 - (ii) Validation techniques shall use the accepted Card Authentication Methods (CAMs) outlined by the current EMV™ Chip Specifications, or equivalent technology or accepted industry standards.
- (c) **Display, Disposition and Completion**
- (i) The total amount of the transaction shall be accessible to the Payor prior to transaction Authorization.
 - (ii) The Payor shall be advised of the disposition of each PIN-less POS Transaction initiated by that Payor.
 - (iii) The PIN-less POS Gateway shall require a PIN-less POS Transaction to be completed before another transaction can begin.
- (d) **Payment Authorization**
- (i) The Payor's FI shall conduct Authorization in an on-line, Real-Time environment, using the current, applicable EMV™ Chip Specifications, or equivalent technology or standards, prior to debiting the Payor's Account.
 - (ii) Authorization shall only be conducted if the Payment Application has been duly Validated by the Service.
 - (iii) Upon Authorization, the Payor's FI is deemed to have accepted the PIN-less POS Transaction, which shall give rise to a PIN-less POS Payment Item, which shall create an obligation on the part of the Payor FI to settle for that Item.
 - (iv) Where the Payor FI is an Indirect Clearer, it shall settle with the Receiving Direct Clearer. Subject to paragraph (vi), the Receiving Direct Clearer is then obliged to settle for that PIN-less POS Payment Item with the Delivering Direct Clearer.
 - (v) For greater certainty, where the Payor FI is an Indirect Clearer that uses a Connection Service Provider, the Payor FI shall settle with the Receiving Direct Clearer that is one of its designated Clearing Agent(s) for PIN-less POS Payment Items. That Receiving Direct Clearer is then obliged to settle for that Payment Item with the Delivering Direct Clearer.
 - (vi) Where the Payor FI is a Direct Clearer that uses a Settlement Intermediary, it shall settle with that Settlement Intermediary in lieu of settling with the Delivering Direct Clearer. The Settlement Intermediary shall be obligated to settle for that Payment Item with the Delivering Direct Clearer.

Subsequent Dishonour

17. PIN-less POS Payment Items may not be dishonoured. As such, CPA Rule A4 – *Returned and Redirected Items* does not apply to these Payment Items.

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Reconciliation

18. Each Member shall maintain sufficient internal records of PIN-less POS Payment Items to determine and confirm that the amounts, due to and from other CPA Members, calculated by the ACSS, are correct. These records shall be maintained for a period of one (1) year. Errors in PIN-less POS Payment Item deliveries entered into the ACSS may be contested and corrected in the manner provided for in Rule B1.

Settlement

19. CPA Rule B1 – *Inter-member Clearing at Regional Exchange Points* and CPA Rule B2 - *Manual Preparation of Cheque Clearing Logs* apply to the Clearing of PIN-less POS Payment Items through the ACSS. In particular,
- (a) All entries into the ACSS in respect of PIN-less POS Payment Items shall be made in the National Electronic Settlement Region, using the *Point of Service – Debit (P)* and *Point of Service – Credit (Q)* stream identifiers.
 - (b) ACSS entries shall be made in accordance with ACSS procedures and shall be made as soon as possible and no later than the ACSS closing time applicable to the Business Day following Authorization.
 - (c) Such entries shall be made in a manner that reflects both the volume and value involved.
 - (d) ACSS entries using the stream identifier “P” or “Q” shall include the appropriate Point-of-Service Identifier where the entries are in respect of PIN-less POS Payment Items involving:
 - (i) a Connection Service Provider, who is a non-CPA Member; or
 - (ii) a CPA Member with multiple direct connections to a Service.
 - (e) Errors in ACSS entries may be contested and corrected in the manner provided for within the ACSS procedures. Refer to CPA Rule B1 – *Inter-member Clearing at Regional Exchange Points*.

Audit Trail, Tracing

20. Each Member participating in a Service must maintain or have access to an audit trail of each PIN-less POS Transaction for a minimum period of twelve (12) months that contains the information necessary for tracing requests. Each Member that is involved in the Exchange of a PIN-less POS Payment Item for the purpose of Clearing and Settlement shall trace the disposition of that Payment Item, if so requested by another Member. Each trace request shall contain the following information:
- (a) the unique Point-of-Service Payment Item identifier that identifies the Payor and the Payor FI;
 - (b) local transaction time, if available;
 - (c) total transaction amount; and

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- (d) Acceptor identification.

**PART C
PAYOR INQUIRIES / COMPLAINTS**

Part C of this Rule contains the procedures that shall apply to each Member involved in the Exchange, Clearing and Settlement of PIN-less POS Payment Items if a Payor claims that an Approved PIN-less POS Transaction, purportedly voluntarily initiated by the Payor that gave rise to a PIN-less POS Payment Item, was actually initiated as a result of fraud or theft or was coerced by trickery, force or intimidation. None of the procedures outlined below preclude a party to a PIN-less POS Payment Item from exercising its rights and seeking recourse outside of the Rules.

Payor FI Responsibilities

21. Payor FIs shall have clear, timely procedures for dealing with Payor claims, which shall include:
- (a) procedures to investigate the claim; and
 - (b) provisions for review of claims at a senior level within their institution.
22. When a Payor contacts its Payor FI with a claim, the Payor FI shall inform the Payor that:
- a) the Payor FI will investigate the PIN-less POS Payment Item(s) in question;
 - b) a determination regarding any reimbursement will be dependent on the outcome of the investigation;
 - c) the Payor FI will respond to the Payor's claim as soon as possible, but no later than ten (10) Business Days; and
 - d) during the investigation, the Payor FI may require a statement or affidavit from the Payor or request information from another Member which may result in the temporary suspension of the ten-business-days time limit until the requested information is received.

Member Responsibilities During Investigation

23. Each Member contacted by a Payor FI during the course of an investigation shall assist in the investigation and, if requested, trace the disposition of the PIN-less POS Payment Item(s) in question as soon as possible in accordance with section 20 above.