

What are the benefits?

Chip cards offer a more secure way to process card transactions. The secure microchip contains security data and software – because it is more difficult to fraudulently copy the details of the card, security is increased.

Accepting chip cards therefore helps you reduce the risk of processing a counterfeit, lost or stolen card. And better card security means fewer disputed transactions.

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Chip cards and EMV: coming soon



We're here to help

You can find more information about EMV at www.commbank.com.au/emv

If you have any further queries about EMV, you can email 24Hr_HelpDesk@cba.com.au or call our Merchant Help Desk on **1800 022 966**, 24 hours, 7 days a week.

Important information about your EFTPOS terminal inside

What is EMV?

EMV (Europay MasterCard Visa) is the global electronic transaction standard named after the three organisations that established it. The EMV standard enables EFTPOS terminals worldwide to process chip-based debit and credit cards.

To meet EMV standards, the Commonwealth Bank is planning upgrades to its EFTPOS terminals so they can process chip cards.

Please note that after the upgrade, you will still be able to process cards using the magnetic strip, including in cases where the EMV chip is damaged.

What's the difference?

Chip cards, also commonly referred to as 'smart cards', have a microchip as well as the standard magnetic strip. This chip allows more functionality, such as enhanced security data and software, compared to the magnetic strip, which only stores data.

What do chip cards look like?

You may have noticed some customers already have chip cards as they have been issued for some time now by several banks in Australia, as well as being widely used across Europe and Asia.

The chip is always in the same position – on the left hand side of the front of the card. Chip cards being issued today still have a magnetic strip so that they can be used in EMV and non-EMV compliant terminals.

What does this mean for you?

Over the coming months we will be "remotely" upgrading your EFTPOS terminal with the required EMV software. Once upgraded, your terminal will be EMV compatible so you can process chip cards. Upgrades will take place automatically, overnight at off-peak times to ensure there is no interruption to your business.

What do you need to do?

All you need to do is leave your terminal switched ON overnight from **08 October**, and we'll do the rest.

How do you know when the upgrade is complete?

Once you swipe a card that has a chip, your EFTPOS terminal will prompt you to 'insert card' rather than 'swipe card'. The card then needs to be physically inserted into the slot at the front end of the terminal (as shown in the image below) where it is to remain for the duration of the transaction.

After this happens for the first time, you will know that the EMV software has been successfully uploaded on to your terminal and you no longer need to leave your terminal switched on overnight.

From that point on, you can continue to swipe standard cards using the magnetic strip, however you will need to insert all chip cards. If you swipe a chip card rather than insert it, the terminal will simply prompt you to insert the card.

