



Using Albert with the new contactless eftpos card.

Australian banks have started rolling out the next generation of eftpos cards, featuring a new security chip and Tap & Pay capabilities.

We're upgrading our terminals to accept contactless payments from the new cards, but the upgrade will take a little time. Albert will be progressively upgraded from February 2019. Until then, please follow these instructions.

What do you need to do?

When a customer pays using Tap & Pay with the new eftpos card featuring the new chip and contactless symbol, the Albert will direct the customer to re-enter sale, then swipe:

1. Insert the card into your Albert's card reader, chip first.*
2. Remove the card, then swipe it across the magstripe reader at the top of your Albert device.
3. Ask your customer to select Savings or Cheque, after which they will be prompted to enter their PIN.

How to spot the new cards



We're here to help.

If you have any questions or need more information, please call our merchant help desk on **1800 230 177**, 24 hours a day, 7 days a week.



Things you should know:
*If you Tap & Pay first, the Albert will attempt to read and decline the payment. You will need restart the payment, insert the card and follow instructions above.
Please view our Merchant Agreement, Financial Services Guide and Operator and User Guides at our Merchant Support Centre available at: commbank.com.au/merchantsupport