

# VBV/3D Secure FAQs

Is 3D Secure different than the VBV 2.0?

**3D Secure 2.0 is an enhanced version of Verified by Visa (VBV) that exists today. 3D Secure 2.0 removes the static log in and password and moves to Risk Based Authentication of the cardholder.**

Are all merchants required to pass this new information or is it an opt-in like VBV was? In other words, will participation be scattered like VBV was?

**This is an optional service for merchants as well as credit unions. We do not believe it will be scattered due to the shift in fraud. Approximately 20% of merchants participate today, but we are expecting that to increase substantially with the changes to the program and merchants wanting to protect themselves against the shift in fraud to CNP.**

What is the cost difference between OTP and Verified by Visa?

**OTP is part of the authentication process of VBV. OTP's will be sent for only the riskier transactions. All other will go through the silent authentication/zero touch authentications. Please refer to the pricing attachment that was emailed to you. Your Invoice from LSC will have the pricing you are paying today for VBV.**

What additional charges will we see with the addition of the OTP?

**If you are not participating in OTP for tokenization today, you will see a one-time implementation fee of \$50 and a per OTP fee of .02.**

If we are not enrolled in Verified by Visa currently, we do not have to fill out the opt out form, is this correct?

**If you are not enrolled and would like to participate when the new implementations take place later this summer, you do not have to do anything.**

**If you are not enrolled and do not want to implement VBV we need to hear from you with your opt out by June 11.**

If we don't opt in now what is the enrollment process later?

**The same as any other implementation, it would be a project and you would be put in queue. The fees today are for the mass enablement. We cannot guarantee they will be the same at a later date.**

How can we verify if we are registered with Verified by Visa (pretty sure we opted out when we did our platform change) and how do we know if the \$1500.00 fee applies to us or not?

**Your LSC invoice will have charges for VBV today if you participate. You will also see reports generate for VBV authentication. Or you can email [Credit.Team1@lsc.net](mailto:Credit.Team1@lsc.net) for assistance in verifying your current participation.**

**The \$1500 will apply if you are not enrolled in VBV today.**

**The \$1500 will also apply if you are enrolled currently and choose to terminate VBV at this time.**

If a member has not registered their card with Verified by Visa what will they see when this new 3D secure is in place?

**If your credit union participates in Verified by Visa, your member will see the authentication screen whether or not they enrolled when they are shopping at an online merchant.**

If a credit union chooses to opt out, will that have any impact on their chargeback rights?

**Chargeback rights are not changing. It is believed more merchants will be participating.**

**Your credit union will be responsible for any online transactions if a merchant participates in VBV and the credit union does not.**

If we opt out, what protections do we have?

**The only protection you would have is Falcon scoring the transaction.**

What are chargeback rights if the transaction does not need an OTP and if the transaction is OTP verified?

**If the issuer is approving the transaction, it would be the issuer's liability. With the additional data elements and OTP step up authentication, fraudulent CNP transactions should decrease.**

What if a cell phone number is not on file for an OTP?

**FIS will attempt to send an email to the cardholder's email address on file at FIS. If neither is available the transaction will be denied.**

So if we do nothing we are automatically opted in?

**YES - For both TBS Credit and Pass -Through Debit and Credit. If you would like to keep the service or if you would like to enroll in the service when new enrollments open, you do not need to do anything.**

Are clients able to set OTP step-up parameters or does Visa have full control of the step-up determination?

**All OTP parameters will be set at FIS with their partner CA technologies (ARCOT)**

What is the cost for OTP?

**If you are not participating in tokenization there will be a \$50 set up fee for OTP. Then there is a per OTP fee of .02**

What is the best way to education cardholders so they can be prepared and aware?

**Updated information is not yet available on VISA Online. Your credit union can use statement messages, newsletters, and online banking messages to provide the information to your cardholders.**

Do merchants have to enroll by a certain year?

**VBV is an optional service at this time. There is no date that he merchants have to be enrolled.**

What is the contact info if I have additional questions?

**Credit.Team1@lsc.net**