

Revisions to Bonding Authority / Insurance Scheme and Updates to Other Dispute Rules

Europe | Acquirers, Issuers, Processors

Visa Network; Europe Processing



Overview: Visa is updating its rules to better support clients' experience with disputes involving a bonding authority / insurance scheme, and making miscellaneous revisions to the dispute rules.

For transaction disputes in the Europe region related to non-receipt of travel services from a merchant that has failed to provide travel services, Visa is updating the bonding authority / insurance scheme portion of Dispute Condition 13.1—Merchandise / Services Not Received (Visa Rules ID#0030316).

Services Covered by Bonding Authority / Insurance Scheme

Currently, if services are covered by a bonding authority / insurance scheme, issuers are required to wait for the bonding authority's response before initiating a dispute.

Effective for disputes processed on or after 20 April 2020, when the cardholder was required to submit a claim for reimbursement from a bonding authority / insurance scheme, the issuer may pursue a dispute if the cardholder does not receive a response to their claim within 60 calendar days from the date the claim was submitted.

Visa will consider a request for additional time from the bonding authority / insurance scheme as a non-response. However, if the claim was not submitted correctly (with all the required information), this will be taken into consideration when making a decision on the arbitration case.

This new rule does not apply if the services are not covered by a bonding authority / insurance scheme or if there is information to confirm that the bond or insurance scheme is insufficient. Also, this change does not impact the 60-day extension timeframe. If the cardholder receives a response from the bonding authority / insurance scheme to confirm the full amount is not covered, the issuer is still permitted 60 calendar days from the date of the notification to submit the dispute.

Miscellaneous Revisions

- **Dispute Condition 10.4—Other Fraud – Card-Absent Environment:** Added clarification of dispute rights for Cardholder Authentication Verification Value.
- **Dispute Category 11—Authorization:** Removed obsolete supporting document certification.

Mark Your Calendar:

- Rules updates effective for disputes processed on or after **(20 April 2020)**

Related Training From Visa Business School:

- [Disputes](#)

- **Dispute Condition 12.7—Invalid Data:** Added ATM Cash Disbursement transaction as an invalid dispute.
- **Dispute Condition 13.7—Cancelled Merchandise / Services:** Added new certification for Guaranteed Reservation effective for disputes processed on or after **17 October 2020**.
- **Compliance Financial Liability:** Clarified that the requesting member may collect from the opposing member within 60 calendar days of the notification date of the decision by Visa.

For More Information

Merchants and third party agents should contact their acquirer.

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