

VISA PAK ISSUE 397 — 12 APRIL 2019

## ACCEPTING CREDIT CARD DETAILS FROM APPLICANTS

Staff members sometimes come across situations where they need to contact an applicant to obtain an application fee. While doing so, some staff members instruct applicants to provide their credit card details via email. This is a breach of the Payment Card Industry (PCI) Data Security Standard (DSS) [https://www.pcisecuritystandards.org/documents/PCIDSS\\_QRGv3\\_1.pdf](https://www.pcisecuritystandards.org/documents/PCIDSS_QRGv3_1.pdf)

In order to be compliant with security standards, all staff must:

1. Never ask applicants to email credit card details
2. Call the applicant and obtain the credit card details and authorisations verbally. Once the payment is successful, follow up with a confirmation email.
3. If applicants provide credit card details via email without any request from INZ, ensure those details are not electronically forwarded on. The applicant should be advised about the relevant security standards.
4. Staff in processing sites who need to action a fee payment can send the attached email to applicant. Please see '[attached email template](#)'.
5. If the processing site has decided to replace a current application with a new application that requires a higher fee payment, they must create the new application in AMS. Once the office has waived the fee previously paid by the applicant, the processing branch can then advise the applicant via email to contact the National Documentation Office (NaDO) to pay the remaining balance.
6. If NaDO is unsuccessful in receipting the fee or making contact with the applicant (when an applicant's call was not initially answered), they will contact the processing site who will then need to liaise with the applicant.

If processing sites have any exceptional scenarios that do not fit within the above prescribed format, they can contact the Immigration Manager – Global Primary Service (GPS) team at NaDO.

INZ will publish this information on our website and pass it on to Immigration Advisors as well. This process must be followed immediately so that we have financial integrity around our fee payment processes.