



Introducing Verified by Visa

Verified by Visa is the new online security services for Visa Cardholders.

All you need to do is register a password which is then linked to your card by doing this you will help to prevent unauthorised purchases on your card which means that you can shop with added security and peace of mind.

How to register

1. During payment, if your bank is participating, you will be asked to register for Verified by Visa. Simply follow the online instructions to set up your Verified by Visa password.
2. Contact your bank directly to register.

This is a **one-off registration** process and all future online payments to Surrey Heath borough Council and other participating merchants will be completed with added security.

To find a list of key banks and retailers using vbv, please go to www.visaeurope.com

Verified by Visa

Here at Surrey Heath we invest time and effort into ensuring the highest levels of security possible on all payments made by Visa cards. To support our already high levels of fraud screening, we have implemented Verified by Visa (vbv).

What is it?

Verified by Visa is a new security programme from Visa which gives you enhanced protection when paying online. It allows you to create your own personal password, known only to you, for use as an extra security measure each time you use your Visa payment card to make a future online payment. Surrey Heath is one of a number of organisations providing this added security for customers to give you peace of mind when making online payments.

How does it work?

You only need to register with Verified by Visa **once** to create your password for your Visa card. Then whenever you use the online payment system for Surrey Heath Borough Council using your Visa card you will be asked to enter this password as additional validation before your payment is confirmed.

What do I need to do to register?

To register with Verified by Visa you need to complete the details on the screen which follows your payment input details so that Visa can verify your card. After entering your personal details you will then be asked to create a personal password which will be used to authenticate future online payments through your Visa card. The details you enter in this process will be submitted to your card issuer over a secure link; this information will not be held/viewed on any Surrey Heath systems.

What if I am already registered?

If you have already registered you just need to enter your personal Visa password on the relevant screen.

Any other questions?

If you have any questions regarding this process please e-mail: transactions.group@surreyheath.gov.uk or contact your card issuer.

Verified by Visa and MasterCard SecureCode

Here at Surrey Heath we invest time and effort into ensuring the highest levels of security possible on all payment card transactions. To support our already high levels of fraud screening, we have implemented Verified by Visa (vbv) and MasterCard SecureCode (SecureCode).

What are they?

Verified by Visa and MasterCard SecureCode are new security programme from Visa and MasterCard which gives you enhanced protection when paying online. They allow you to create your own personal password, known only to you, for use as an extra security measure each time you use your Visa payment and MasterCard payment card to make future online payments. Surrey Heath is one of a number of organisations providing this added security for customers to give you peace of mind when making online payments.

How does it work?

You only need to register with vbv and SecureCode **once** to create your password for each of your payment cards. Then whenever you make online payments using your registered cards you will be asked to enter the relevant password as an additional validation before the payment is confirmed.

What do I need to do to register?

To register with vbv and SecureCode you need to complete the details so that Visa or MasterCard can verify your card. After entering your personal details you will then be asked to create a personal password which will be used to authenticate future online payments with your Visa or MasterCard payment cards. The details you enter in this process will be submitted to your card issuer over a secure link; this information will not be held/viewed on any Surrey Heath systems.

What if I am already registered?

If you have already registered you just need to enter your personal Visa or MasterCard password on the screen which follows your payment input details.

Any other questions?

If you have any questions regarding this process please e-mail:

transactions.group@surreyheath.gov.uk or contact your card issuer.