

## Frequently Asked Questions

**1. What is Visa Checkout?**

Visa Checkout makes online shopping more enjoyable by making it easy to complete your purchase. Simply enter your username and password and speed through your online shopping experiences with a single account that can be used across all your devices. No need to re-enter your card number or address. And you can store and use any major credit or debit card.

**2. Where can I use Visa Checkout to make purchases online?**

Today you can use Visa Checkout at many of your favorite online stores, with many more joining each month. For a full list, visit <https://checkout.visa.com/shopping>.

**3. How do I enroll in Visa Checkout?**

To create a Visa Checkout account, go to the [Visa Checkout enrollment page](#).

**4. Are there any enrolment fees?**

Enrolment to Visa Checkout is free of charge. However during addition of a card, Visa Checkout will perform a pre-authorisation transaction (Visa Card USD0.00, Mastercard USD1.00, American Express USD1.00). However it will not be charged to your account.

**5. What kinds of payment methods can I add to Visa Checkout account?**

You can add Visa, MasterCard and American Express credit or debit cards to your Visa Checkout account.

**6. Does Visa Checkout work on my mobile device?**

Visa Checkout can be accessed using any web-enabled mobile device.

**7. Does Visa Checkout share my information with marketers?**

Visa Checkout will never share any of your information with third party marketers, unless you opt to allow us to do so. Learn more by reading our [Privacy Policy Highlights](#), or our full [Privacy Policy](#).

**8. How is my Visa Checkout account information protected?**

Visa is experienced in handling sensitive information. We use advanced security technologies to protect the information you store in your Visa Checkout account, including industry standard encryption and multilayer authentication.

**9. Whom should i contact if I have a question about a purchase I made with my Visa Checkout account?**

If you have concerns about a promotion, coupon, discount, charge, delivery of or issues related to a purchase, the status of a refund, or have any customer service issues with the merchant, please contact the merchant.

If you have an issue that has not been resolved by the merchant and would like to escalate a concern about a charge or refund, we suggest that you contact the issuer of your card by calling the customer service number on the back of the card you stored in your Visa Checkout account and used to make the purchase.

**10. Why do I see a prompt with Verified by Visa or Mastercard SecureCode during checkout?**

Depending on the card that you use during checkout, you may see an extra security prompt put in place by the financial institution that issued your card to confirm that you are the authorized cardholder. This helps reduce the risk of fraud on your account. For more information on Verified by Visa, please visit;

[http://usa.visa.com/personal/security/visa\\_security\\_program/vbv/verified\\_by\\_visa\\_faq.html](http://usa.visa.com/personal/security/visa_security_program/vbv/verified_by_visa_faq.html).

For more information on MasterCard SecureCode, please visit <http://www.mastercard.us/support/securecode.html>.

For More Information, please visit

[https://secure.checkout.visa.com/customer\\_support/faq?&country=MY&locale=en-MY](https://secure.checkout.visa.com/customer_support/faq?&country=MY&locale=en-MY)