



Glossary of Payment Card Industry Terms

“Acquirer” means an entity that enables Merchants to accept payments by Credit Card and Debit Card;

“Authorization” means approval by, or on behalf of a Card Issuer to validate a Transaction;

“Authorization Number” means the number provided to a Merchant which confirms Authorization of the Transaction for which Authorization was requested;

“Card” means a valid and unexpired Credit Card or a valid Debit Card in any and all forms or applications that may be made available by a Payment Card Network from time to time including, without limitation, card plastic and mobile;

“Card Not Present Transaction” means a Transaction conducted by telephone, by mail, by Internet or other medium in which the Cardholder, the Card used by the Cardholder for payment and/or the Merchant are not present at the same physical premises;

“Card Present Transaction” means a Transaction in which the Cardholder, the Card used by the Cardholder for payment and the Merchant are all present at the same physical premises, including a Contactless Transaction;

“Cardholder” means, as the context requires, a person who is issued or otherwise authorized to use a Credit Card, Debit Card, gift card or loyalty card;

“Chargeback” means a process by which a Cardholder makes a request to their Issuer for reimbursement for the amount of a Card Transaction by a Merchant, for any of the reasons set out in Payment Card Network Rules;

“Code of Conduct” means the Code of Conduct for the Payment Card Industry in Canada, as may be amended or replaced from time to time;

“Contactless Transaction” means a Transaction that is initiated at a Terminal that does not require the Card to be swiped or inserted into the Terminal;

“Credit Card” means a valid and unexpired Credit Card that is made available by a Payment Card Network from time to time;

“Debit Card” means any valid Debit Card that is made available by a Payment Card Network from time to time which can be used together with a PIN for Interac® Debit Transactions or for Debit Card Transactions through the network of another Payment Card Network;

“Internet Transaction” means a Card Not Present Transaction conducted by a Cardholder via the Internet;

“Issuer” means an entity that issues Credit Cards and/or Debit Cards to Cardholders;

“Merchant” means an entity that accepts Card payments for the purchase of goods or services, either in person, online or over the phone;

“Merchant Account” means an account with a unique Merchant identification number created by the Acquirer in respect of a Merchant upon acceptance by the Acquirer of a Merchant’s application for Merchant Services;

“Merchant Services” means: (i) the credit and debit card acquiring services that an Acquirer provides to allow a Merchant’s customers to pay for goods and services by means of Cards, including authorizing Transactions, submitting Transactions for settlement and the clearing and settling of Transactions; and (ii) any other related services that an Acquirer may offer to a Merchant, including for example billing and reporting services;

“Payment Card Network” means Visa Canada Corporation, Visa Inc., Visa International Service Association, MasterCard International Incorporated, Discover Financial Services (Canada), Inc., UnionPay International Co., Ltd., Amex Bank of Canada, Interac Corp., other card organizations and any related associations, and their successors, assigns, subsidiaries and affiliates as applicable;

“Payment Card Network Rules” means the applicable operating rules and regulations of a Payment Card Network that are published and updated by a Payment Card Network from time to time;

“PIN” means a confidential personal identification number for sole use by the Cardholder in conjunction with the Cardholder’s Credit Card or Debit Card to authenticate the Cardholder’s instructions for Credit Card or Debit Card Transactions at a Terminal;

“Recurring Transaction” means multiple Transactions processed at predetermined intervals not to exceed one year between Transactions, representing an agreement between a Merchant and a Cardholder to purchase goods or services over a period of time;

“Terminal” means equipment and/or point of sale software application(s) used by a Merchant for the purpose of communicating with an Acquirer respecting Transactions, including a PIN pad device incorporating an alphanumeric keyboard, to be used by the Cardholder for secure entry of his or her PIN;

“Terminal Access Number” means a confidential personal identification number also known as a supervisor/admin number issued for use by a Merchant to permit Debit Card Transaction refunds or reversals or to access other Terminal functionality from time to time;

“Transaction” means the sale of goods or provision of services by a Merchant in respect of which a Card was used for payment, or a refund of such payment, including Card Present Transactions and Card Not Present Transactions;

“Transaction Record” means the printed form dispensed by the Terminal, or the electronic transaction record otherwise issued, upon completion of a Transaction