

Visa/Mastercard Risk Program Thresholds

VISA

VISA ACQUIRER MONITORING PROGRAM (VAMP)

Program Thresholds

Details	Acquirer Portfolio		Merchant	
	Above Standard	Excessive	Excessive ^{1,2}	Excessive ³
	VAMP Ratio	VAMP Ratio	VAMP Ratio	Enumeration Ratio
Threshold Effective Date 1 April 2025	N/A	>=50 bps	>=150 bps (excluding LAC, which will be >= 90 bps)	>=2,000 bps
Threshold Effective Date 1 January 2026	>=30 to <50bps	>=50 bps	>=90 bps (excluding CEMEA, which will be >=150 bps)	>=2,000 bps
Additional Criteria	<ul style="list-style-type: none">Only CNP, domestic and cross-border VisaNet Transactions.<ul style="list-style-type: none">The minimum count of 1,000 monthly TC40 fraud and TC15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13) applies to acquirer and merchant thresholds.VAMP excludes Rapid Dispute Resolution (RDR) and Cardholder Dispute Resolution Network (CDRN).VAMP excludes confirmed Compelling Evidence 3.0			
<div><div><div><div><div>¹ Merchant Excessive identification level applies only if the acquirer VAMP ratio is <30 bps.</div><div>² In the CEMA region, the merchant Excessive identification level: minimum 100 count and USD 75,000 TC40 and non-fraud dispute TC15 amount.</div><div>³ Minimum of 300,000 monthly enumerated transactions, identified via the VAAI model.</div></div></div><div><div>Acquirer is identified in the VAMP if any of the following is met:</div><div><div>1. Acquirer exceeds the VAMP Ratio threshold outlined.</div><div>2. An Acquirer’s merchant exceeds the VAMP Ratio threshold outlined.</div><div>3. An Acquirer’s merchant’s enumeration activity exceeds VAMP Enumeration Ratio threshold outlined.</div></div></div></div></div>				
<div><div>VAMP Ratio Calculation:</div><div><div><div>VAMP Ratio =</div><div><div>Count of TC40 + Count of TC15 Non Fraud Disputes</div><div>Count of Total Settled Transactions</div></div></div></div></div>				
<div><div>VAMP Enumeration Ratio Calculation:</div><div><div><div>VAMP Enumeration Ratio =</div><div><div>Count of Enumerated Authorization Transactions (approved + declined)</div><div>Count of Authorization Trnasactions (approved + declined)</div></div></div></div></div>				

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	<p>Metrics Used:</p> <ul style="list-style-type: none">• All card-not-present sales transactions (TC05) submitted and processed through Visa in the previous calendar month by Central Processing Date (CPD)• Card-not-present non-fraud disputes (TC15, dispute condition categories 11,12,13) submitted and processed through Visa in the previous calendar month by CPD• All card-not-present fraud transactions (TC40) reported to Visa by issuers in the previous calendar month by fraud post-date• All card-absent enumerated authorization transactions, approved and declined, in the previous calendar month as identified by the Visa Account Attack Intelligence (VAAI) model												
VAMP Identifications	<p><u>“Above Standard”</u></p> <ul style="list-style-type: none">• Significant increase in fraud, dispute, or enumeration activity over the market standard performance• Requires remediation action to bring back performance to the standard level• Fraud and dispute activity monitored at the Acquirer portfolio level <p><u>“Excessive Level”</u></p> <ul style="list-style-type: none">• The highest level of fraud, dispute, or enumeration activity in comparison with the market standard performance• Requires stringent remedial actions to bring the performance to the standard level• Fraud and dispute activity monitored at the Acquirer portfolio level AND at the individual merchant level based on merchant descriptor												
VAMP Enforcement	<table><tr><th colspan="2">Fines⁴</th><th>Merchant</th></tr><tr><th colspan="2">Acquirer Portfolio⁵</th><th>Excessive⁷</th></tr><tr><th>Above Standard⁶</th><th>Excessive⁷</th><th></th></tr><tr><td>USD \$5 per CNP TC40 fraud and TC15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13)</td><td>USD \$10 per CNP TC40 fraud and TC15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13)</td><td>USD \$10 per CNP TC 40 fraud and TC 15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13)</td></tr></table> <p>⁴ Refer to the Visa Fee Schedule, as fines are subject to change.</p> <p>⁵ Enforcement fines will apply for all merchants with a VAMP ratio of >=30 bps.</p> <p>⁶ Enforcement actions for acquirers and merchants identified as Excessive will be effective October 1, 2025.</p> <p>⁷ Enforcement actions for acquirers and merchants identified as Above Standard will be effective 1 January 2026.</p> <ul style="list-style-type: none">• First-time identifications within a rolling 12-month period will be given a 3-month grace period to remediate their performance. After the grace period ends, any additional identifications may result in fines• If an acquirer’s portfolio performance is above the specified threshold, fines will apply to each non-fraud dispute and TC40 for all merchants with a VAMP ratio of >=30 bps.• If a merchant’s performance exceeds the specified threshold, fines will apply to each non-fraud dispute and TC 40 for that merchant only	Fines ⁴		Merchant	Acquirer Portfolio ⁵		Excessive ⁷	Above Standard ⁶	Excessive ⁷		USD \$5 per CNP TC40 fraud and TC15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13)	USD \$10 per CNP TC40 fraud and TC15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13)	USD \$10 per CNP TC 40 fraud and TC 15 non-fraud disputes (Dispute Condition Codes 11, 12 and 13)
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Visa/Mastercard Risk Program Thresholds

MASTERCARD																		
PROGRAM	THRESHOLD	FEES & ASSESSMENTS																
MASTERCARD EXCESSIVE CHARGEBACK PROGRAM (ECP) *	Excessive Chargeback Merchant (ECM) <ul style="list-style-type: none">A count of at least 100 to 299 chargebacks <u>and</u>A chargeback to transaction ratio (CTR) = 1.5% to 2.99%	<p>Assessments are based on the number of Months Above ECM Thresholds:</p> <table><tr><th>Month</th><th>Assessments per month</th></tr><tr><td>1</td><td>No assessments or program fees</td></tr><tr><td>2-3</td><td>USD \$1,000</td></tr><tr><td>4-6</td><td>USD \$5,000</td></tr><tr><td>7-11</td><td>USD \$25,500</td></tr><tr><td>12-18</td><td>USD \$50,000</td></tr><tr><td>19+</td><td>USD \$100,000</td></tr></table>	Month	Assessments per month	1	No assessments or program fees	2-3	USD \$1,000	4-6	USD \$5,000	7-11	USD \$25,500	12-18	USD \$50,000	19+	USD \$100,000		
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	High Excessive Chargeback Merchant (HECM) <ul style="list-style-type: none">A count of at least 300 chargebacks <u>and</u>A chargeback to transaction ratio (CTR) ≥ 3%	<p>Assessments are based on the number of Months Above HECM Thresholds:</p> <table><tr><th>Month</th><th>Assessments per month</th></tr><tr><td>1</td><td>no assessments or program fees</td></tr><tr><td>2</td><td>USD \$1,000</td></tr><tr><td>3</td><td>USD \$2,000</td></tr><tr><td>4-6</td><td>USD \$10,000 plus IR Assessment</td></tr><tr><td>7-11</td><td>USD \$50,000 plus IR Assessment</td></tr><tr><td>12-18</td><td>USD \$100,000 plus IR Assessment</td></tr><tr><td>19+</td><td>USD \$200,000 plus IR Assessment</td></tr></table> <p>Issuer Recovery (IR) assessment:</p> <ul style="list-style-type: none">Applies at USD \$5 per chargeback over 300 chargebacks.For example, a merchant with 500 chargebacks would be assessed USD \$1,000 in Issuer Recovery (500 chargebacks - 300 chargebacks = 200 x USD \$5 = USD \$1,000)	Month	Assessments per month	1	no assessments or program fees	2	USD \$1,000	3	USD \$2,000	4-6	USD \$10,000 plus IR Assessment	7-11	USD \$50,000 plus IR Assessment	12-18	USD \$100,000 plus IR Assessment	19+	USD \$200,000 plus IR Assessment
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MASTERCARD EXCESSIVE FRAUD MERCHANT PROGRAM (EFM)*	<p>Excessive Fraud Merchant Program (EFM)</p> <ul style="list-style-type: none">▪ 1,000 or more ecommerce transactions and▪ The total dollar amount (or local currency equivalent) of fraud related chargebacks in a given month equals or exceeds USD 50,000 and▪ The total number of fraud chargeback basis points is equal or more than 50 and▪ The percentage of monthly clearing volume processed using 3DS (including Identity Check Insights transactions) or Digital Secure Remote Payment (DSRP) is less than 10 percent in non-regulated countries, or less than 50 percent in regulated countries. <p>For reference, Mastercard considers Canada as a non-regulated country.</p>	<p>Assessments are based on the number of Months Above EFM Thresholds:</p> <table><tr><th>Month</th><th>Assessments per month</th></tr><tr><td>1</td><td>No assessments or program fees</td></tr><tr><td>2</td><td>USD \$500</td></tr><tr><td>3</td><td>USD \$1,000</td></tr><tr><td>4-6</td><td>USD \$5,000</td></tr><tr><td>7-11</td><td>USD \$25,500</td></tr><tr><td>12-18</td><td>USD \$50,000</td></tr><tr><td>19+</td><td>USD \$100,000</td></tr></table>	Month	Assessments per month	1	No assessments or program fees	2	USD \$500	3	USD \$1,000	4-6	USD \$5,000	7-11	USD \$25,500	12-18	USD \$50,000	19+	USD \$100,000
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<p><i>*Effective March 1, 2022, once the merchant ID (MID) of a merchant has been identified in either the ECP or EFM for 12 months, the higher of the program assessments (whether ECP or EFM) will apply concerning transactions containing that MID.</i></p>																		
<p>For more information on the Visa/MasterCard Fraud & Chargeback programs please visit: https://www.moneris.com/en/Legal/Terms-Conditions</p>																		