

Cancelling registration for Mastercard update service for PostFinance Card

The card organization Mastercard provides the Automatic Billing Updater service. PostFinance, as the issuer of the PostFinance Card (subsequently referred to as "card") is obliged to provide this service to its card holders.

The benefits for you

You will automatically receive a new card before the current one expires. The expiry date of the card will be automatically updated in places where you have stored your card details (e.g. online shops/apps/e-wallets) if the provider also uses this service. This means you will no longer need to update these details manually with your providers, and so payments can be processed smoothly and without any interruptions.

De-registration

If you wish to cancel your card's registration for this update service despite the benefits, please complete this form.

Last name	_____	First name	_____
Street	_____	No.	_____
Postcode	_____	Location	_____
Account number/IBAN	_____		

This cancels registration of the following card(s):

Card number*	_____	Card number*	_____
Card number*	_____	Card number*	_____

* Please enter the last four digits of the card number.

Include all cards issued to the holder in future in the cancellation of registration for the update service.

Telephone number for queries _____

After receiving the completed and signed form, we will make this change in our systems. **You will not receive confirmation of cancellation.** If you wish to reverse the cancellation, please contact the Customer Center.

Location	_____	Location	_____
Date	_____	Date	_____
	┌		┌

Signature*	┌	Signature*	┌
Last name	_____	Last name	_____
First name	_____	First name	_____

* For collective signatures, two signatures are required from bodies/holders or the authorized persons.

Please send the form to: PostFinance Ltd, Scan Center, 3002 Bern



FAQs

What's the update service?

The PostFinance Card is combined with Debit Mastercard. The following statements only apply in relation to the use of the PostFinance Card via the Mastercard network.

If you pay for products or services using a PostFinance Card, a provider (hereinafter "acceptance point") may store payment details such as the card number and expiry date. This is especially true for acceptance points where you make recurring payments or where you authorize payments in advance (e.g. for app subscriptions). If we issue you a new card (e.g. because the current card is about to expire), the update service ensures the new expiry date and the new card number are transmitted automatically to these acceptance points, provided they use the update service too.

As the issuer of the PostFinance Card (subsequently referred to as "card"), PostFinance is obliged to provide the "Automatic Billing Updater" service.

What are the benefits of the update service?

You don't have to update the expiry date and card number of your new card manually at acceptance points. The update service thus guarantees smooth and uninterrupted payment processing. This is especially the case for payments made with smartphones, wearable devices, e-wallets, etc.

What are typical acceptance points that store my card details?

Acceptance points where you regularly pay for services or goods will often store your card's number and expiry date. Such acceptance points may include online mail order companies, music/newspaper subscription services, public transport providers, etc.

How do I know at which acceptance point my card details are stored?

Whether your card details are stored at an acceptance point or not is down to the contractual arrangement you have with the acceptance point. We do not have any information on which acceptance point has stored your card details.

Will my stored card details be updated automatically?

No. For your details to be updated automatically, the acceptance point must also use the update service. Acceptance points are not obliged to use the update service.

How do my card details reach the acceptance points?

We send Mastercard the number and expiry date of your new card. Mastercard uses its global network to send this data to the acceptance points that use the update service, as well as any other points involved in the update service (e.g. acquirers).

What sort of data is transmitted as part of the update service?

Only your card number and expiry date are transferred.

What about data protection?

Parties involved in the update service in some form (Mastercard, acceptance points, acquirers etc.) process the card details either in Switzerland or abroad, including in countries that may not have adequate data protection. In any event, reasonable steps are still taken to ensure this data is protected, and entities that process the data are obliged to ensure adequate data protection.

What do I have to do to use the update service?

You do not need to do anything in this regard. Your card is automatically registered for this service.

What if I do not wish to use the update service?

Please complete the form and send it to PostFinance Ltd, Scan Center, 3002 Bern.

