



# Frequently Asked Questions

## **Where can I shop with MasterCard® SecureCode™ ?**

To view an up-to-date list of merchants visit [www.MasterCardSecureCode.com](http://www.MasterCardSecureCode.com).

## **Can I make purchases at merchants that do not participate in the MasterCard SecureCode service?**

Yes, but you will not be asked for your SecureCode at these merchants. To complete your purchase, simply follow the normal checkout process.

## **Can I start shopping with my SecureCode as soon as I register?**

Yes. You may begin using your SecureCode immediately after completing your registration; no waiting period is necessary.

## **Can I use MasterCard SecureCode from any computer?**

Because there's no special software to install, you can shop from almost computer and still receive the added protection afforded by MasterCard SecureCode.

## **What cards can I register with MasterCard SecureCode?**

You can register any of your existing MasterCard cards, credit or debit, as long as they are issued by a participating issuer.

## **Can I create the same SecureCode for all of my cards?**

Yes, however we recommend each MasterCard card have its own SecureCode so it is protected individually. We recommend that you select a SecureCode that will be easy for you to remember, but difficult for others to guess.

## **What happens when my card expires or my billing information changes?**

Your card issuer will automatically update this information in your profile.

## **What happens if I cancel my existing card then get a new one with a different account number?**

You will need to register the new card for MasterCard SecureCode. Simply return to the registration site, and complete the registration process with your new card.

## **Can two people with a joint account use the same SecureCode or should they register MasterCard SecureCode separately?**

Individuals sharing a card number are encouraged to register separately and create their own SecureCode. However, depending on the information needed for registration, the secondary cardholder may need to use the personal data of the primary cardholder to register. Please follow the enrollment instructions on the enrollment screens.

## **Why do I have to supply personal information during registration?**

The information you provide is checked against the information that your card issuer has on file. This is done as a security precaution to be sure that the person registering is the real cardholder. For further security, we also ask for the Signature Panel Code number to be sure you have physical possession of the card that is being enrolled.

## **What is the Signature Panel Code?**

The Signature Panel Code is the last three digits that appear on the back of your card. We ask for this information as an extra security feature to be sure that you have physical possession of the card being registered

## **What is a Personal Greeting?**

The Personal Greeting is a message that you create during registration. Once you've completed your registration, each time you make an online purchase, a small window will pop up and ask you to enter your SecureCode.

## **What if my Personal Greeting is missing or incorrect?**

If your Personal Greeting is missing from the SecureCode request box, or if an incorrect Personal Greeting is displayed, you should NOT submit your SecureCode, but should instead contact your card issuer.

## **What if I've forgotten my SecureCode and am unable to login?**

You should return to the registration site, click on the "Forgot SecureCode" link, and follow the subsequent instructions to re-enroll your card and replace your previous SecureCode.

## **How do I change my SecureCode or Personal Greeting?**

Access the Account Assistant feature by returning to the registration site and clicking on the "Login" button. You can then change your SecureCode or Personal Greeting to anything you want as long as they meet your Issuers SecureCode configuration, contain no spaces and are different from each other.

## **How can I deactivate the SecureCode feature?**

Access the Account Assistant feature by returning to the registration site and clicking on the "Login" button. You can then remove the SecureCode feature from your card.

## **How can I reactivate the SecureCode feature?**

Simply return to the registration site and re-register. Please note you will have to create a SecureCode that is different from your original SecureCode.